REPUBLIC OF IRELAND QUALITY OF POSTAL SERVICE MONITOR – 2023 REPORT

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Commission for
Communications Regulation

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INTRODUCTION – I

- Ipsos has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, in accordance with the European and Irish Standard, I.S. EN 13850:2020 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'. For monitoring purposes, the universe of post is defined as all single piece priority mail and first class mail posted and delivered in the Republic of Ireland. Monitoring is conducted via a nationwide panel of private and business individuals, posting and receiving mail on a continuous basis.

- This report presents the annual performance figures for items posted on or between 1st January and 31st December 2023.

- No Force Majeure periods were recorded between 1st January and 31st December 2023.

- Ipsos is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.

INTRODUCTION – II

- The total number of effective observations in 2023 was 28,332 and the accuracy variance* on the overall annual result is at +/-1.1%. This falls +/-0.1% outside of the +/-1% accuracy variance target. The Monitor is designed to reach a target level of +/-1% accuracy based on a set of parameters, both controllable by the Monitor (panel size, stratification, number of items) and uncontrollable (on-time performance, variability of performance). All parameters must fall within expected levels to reach an accuracy variance of +/-1%. The minimum Next Day Delivery performance designed for is c.86%.

*Accuracy variance; range within which we can be 95% confident the true performance lies. A performance of 87% and an accuracy variance of 1.1% gives a range of 85.9% to 88.1%.

INTRODUCTION – III

- The independent auditor KPMG, appointed by An Post the regulated entity, conducted an extensive audit to ensure independent and absolute audit certification that the 2023 Monitor and results were carried out in accordance with the Standard I.S. EN13850:2020. Please see overleaf for a summary of this audit report.

INDEPENDENT AUDIT REPORT OF KPMG – 2023 MONITOR RESULTS

Overall Conclusion (of KPMG)

- The KPMG audit was designed to express a reasonable assurance conclusion on whether the "On Time" Performance results of the Ipsos Quality of Service ('QoS') Mail Monitor were materially reliable and robust. The KPMG review covered the 12 month period from 1 January 2023 to 31 December 2023.

- Based on the procedures performed and evidence obtained, for the Ipsos QoS Mail Monitor system which covers the 12 month period from 1 January to 31 December 2023, in KPMG's opinion:

    – The Mail Monitor processes, within the scope of this review, materially comply with the relevant requirements of the CEN Standard;

    – The system of controls operated by Ipsos over the 2023 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,

    – The "On Time" Performance results of the Ipsos QoS Mail Monitor for the above period are materially reliable and robust.

SUMMARY - I

Next Day Delivery – 2023 Annual Performance

- Next Day Delivery performance of single piece priority mail is at 87% for 2023, an increase of two percentage points from the full year 2022 figure of 85%. The ComReg standard for Next Day Delivery is 94%.

- Increases in performance were recorded across most regional mail flows during 2023, with the exception of Outside Dublin County to Local, which remained stable at 86%, and Outside Dublin County to Dublin County, which declined from 83% in 2022 to 80% in 2023.

- The largest increase recorded was for mail flowing from Dublin County to Anywhere and Dublin County to Local, both of which are up three points to 88% when compared to the full year 2022 result of 85%.

- While performance increased in comparison with 2022, Next Day Delivery flows have yet to return to levels exhibited in 2019, prior to the impact of COVID-19 within the Republic of Ireland.

SUMMARY - II

- Comparing 2023 to 2022 across the different mail characteristics highlights that:

    – There was improvement in the performance of items inducted via both Collection from Business and Post Office, which increased three and two points respectively, to 95% and 84% in 2023, however the performance of Post Box declined by one point, to 82%.

    – Performance levels across all mail types improved from their 2022 performance, with the highest increase recorded for Packets at eight percentage points, up to 87%.

    – Metered Mail performance and Stamped Mail performance are both up by two points to 91% and 83% respectively.

Delivery Within Three Days – 2023 Annual Performance

- Delivery Within Three Working Days was achieved by 98.8% of single piece priority mail items for 2023. The ComReg standard for delivery within three days is 99.5%.

SUMMARY – III

January to November 2023 Performance (1st January to 30th November)

- Next Day Delivery performance of single piece priority mail in the period January to November 2023 was recorded at 89%, an increase of two percentage points from the same period in 2022.

- Delivery of single piece priority mail Within Three Working Days is at 98.9% for January to November 2023.
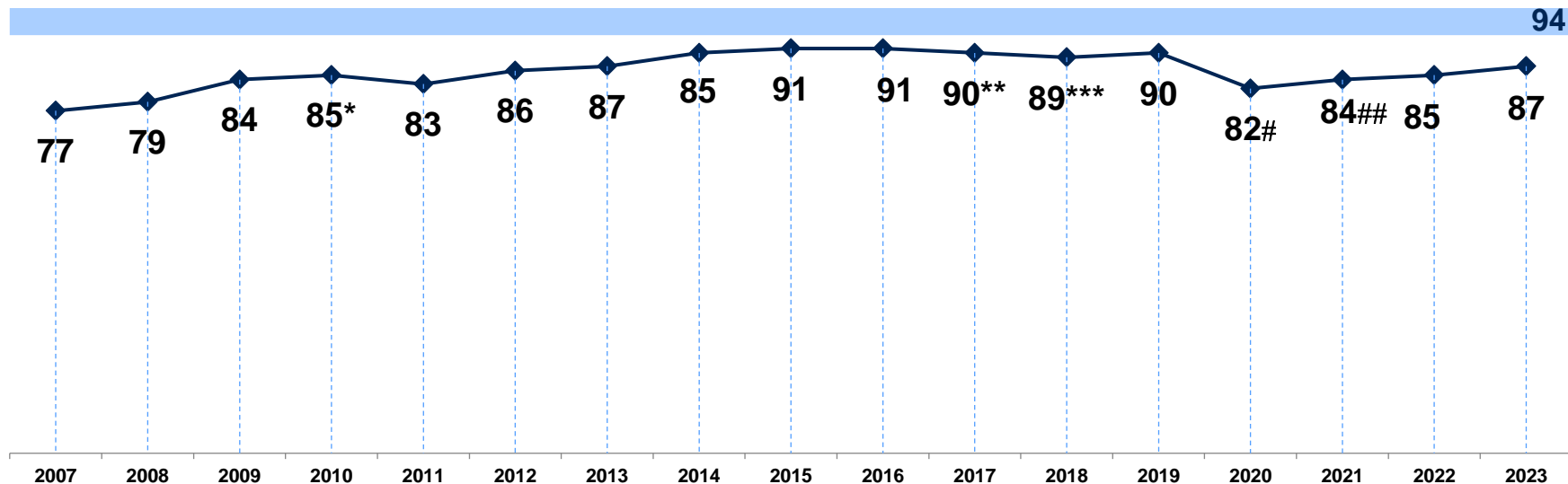
December 2023 Performance (1st to 31st December)

- Next Day Delivery performance of single piece priority mail for December 2023 is at 61%, the same level as the December 2022 result.

- Delivery of single piece priority mail Within Three Working Days is at 97.5% for December 2023.

FINDINGS
– FULL YEAR COMPARISONS

NATIONAL NEXT DAY DELIVERY (D+1)
FULL YEAR – 2007 TO 2023 YTD

94

Data points by year:

- 2007: 77
- 2008: 79
- 2009: 84
- 2010: 85*
- 2011: 83
- 2012: 86
- 2013: 87
- 2014: 85
- 2015: 91
- 2016: 91
- 2017: 90**
- 2018: 89***
- 2019: 90
- 2020: 82#
- 2021: 84##
- 2022: 85
- 2023: 87

*The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods
**The result shown for 2017 excludes items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.
***The result shown for 2018 excludes items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.
The result shown for 2020 excludes items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.
The result shown for 2021 excludes items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY (D+1)
ITEMS POSTED ON OR BETWEEN 1ST JAN – 31ST DEC 2023

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (ROI)	From Anywhere	87% (+/-1.1%)	87% (+/-1.1%)	85% (+/-1.7%)
	From Dublin County	88% (+/-1.9%)	88% (+/-1.9%)	88% (+/-1.9%)
	From Outside Dublin County	86% (+/-1.3%)	86% (+/-1.4%)	80% (+/-2.2%)

1. *( ) Figures in brackets relate to accuracy levels at 95% confidence*
2. *Total number of effective observations – 28,332*
3. *The postal county boundary is formed by the postal address as determined by An Post.*

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NEXT DAY DELIVERY (D+1)
PERFORMANCE OF MAIL – FULL YEAR COMPARISONS

	2007 Jan to Dec	2008 Jan to Dec	2009 Jan to Dec	2010 Jan to Dec*	2011 Jan to Dec	2012 Jan to Dec	2013 Jan to Dec	2014 Jan to Dec	2015 Jan to Dec	2016 Jan to Dec	2017 Jan to Dec**	2018 Jan to Dec***	2019 Jan to Dec	2020 Jan to Dec#	2021 Jan to Dec#	2022 Jan to Dec	2023 Jan to Dec
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Anywhere to Anywhere	77	79	84	85	83	86	87	90	91	91	90	89	90	82	84	85	87
Anywhere to Local (Delivery within county of posting)	78	79	85	85	84	87	87	90	91	91	91	90	91	84	85	86	87
Anywhere To Dublin County	77	75	83	84	83	85	87	90	91	91	90	88	90	80	84	84	85
Dublin County to Anywhere	77	77	84	85	83	85	87	89	92	92	89	88	90	81	86	85	88
Dublin County to Dublin County (Local)	78	76	84	85	83	85	87	89	92	93	90	88	90	82	86	85	88
Outside Dublin County to Anywhere	77	80	84	85	83	87	87	91	91	90	91	90	90	82	84	85	86
Outside Dublin County to Local (Delivery within county of posting)	79	83	85	86	84	88	87	91	91	91	92	91	91	85	85	86	86
Outside Dublin County to Dublin County	75	74	81	83	82	84	87	91	89	89	90	87	89	77	80	83	80

*The results shown for 2010 exclude items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods
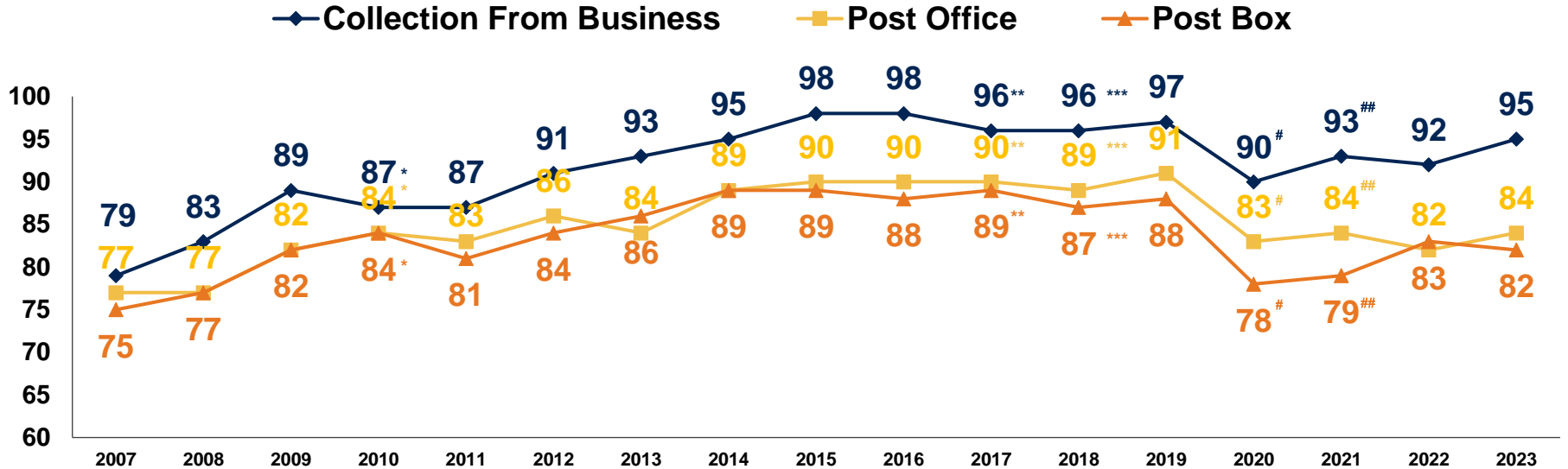**The results shown for 2017 exclude items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.
***The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.
The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.
The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

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NEXT DAY DELIVERY (D+1)
- BY INDUCTION METHOD 2007 TO 2023

*Metered Box items not reported due to small base sizes
*The results shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.
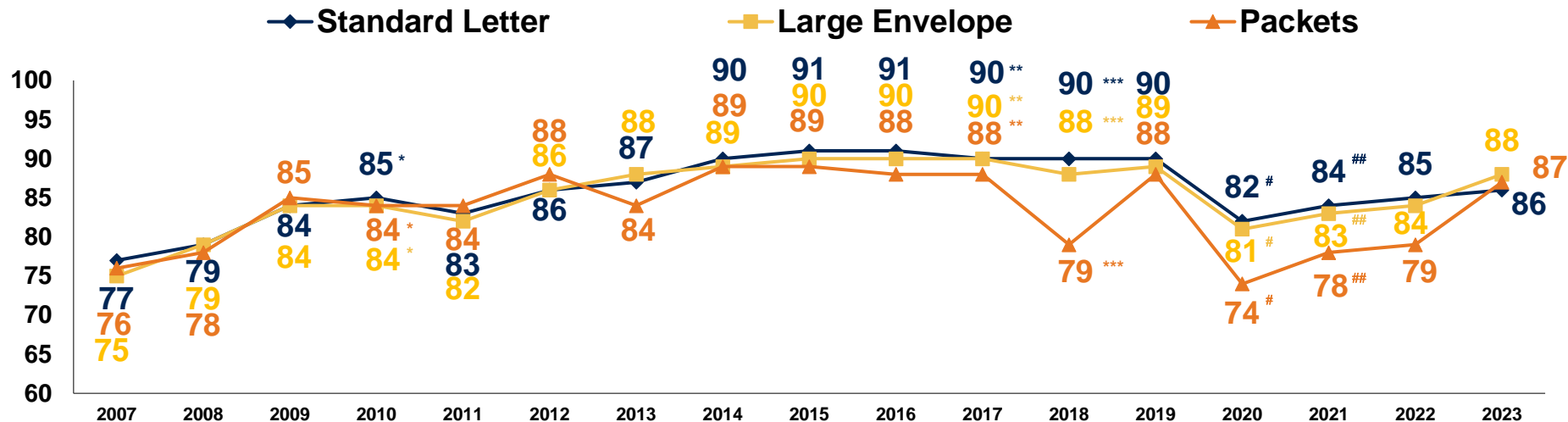**The results shown for 2017 excludes items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.
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NEXT DAY DELIVERY (D+1)
- BY MAIL FORMAT 2007 TO 2023

Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.
Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.
 *The results shown for 2010 exclude items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.
**The results shown for 2017 exclude items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.
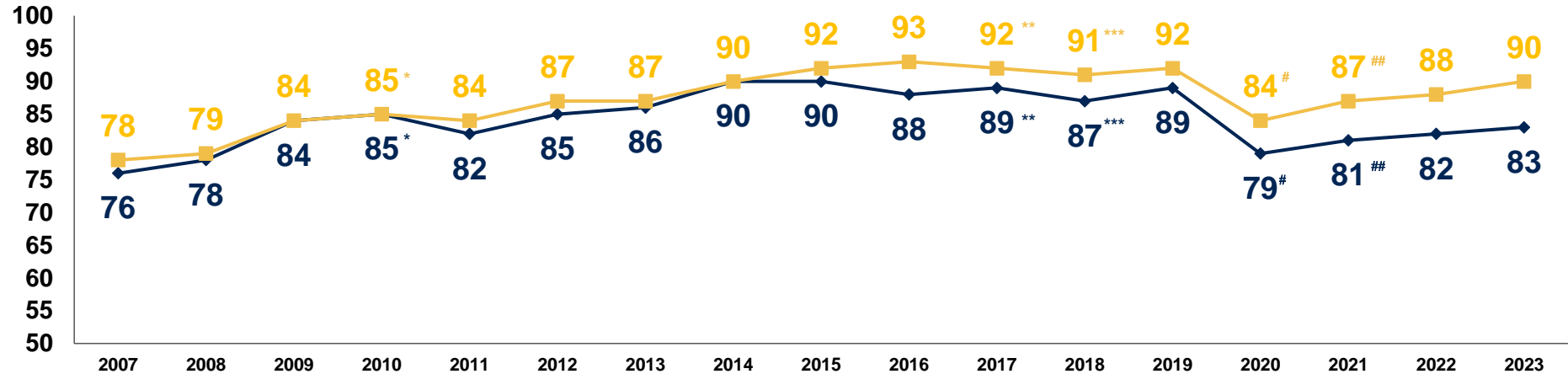***The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.
The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.
The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY (D+1)
- BY ADDRESS METHOD 2007 TO 2023

The results shown for 2010 exclude items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.
**The results shown for 2017 exclude items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.
***The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.
 # The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.
The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY (D+1)
- BY PAYMENT METHOD 2007 TO 2023

The results shown for 2010 exclude items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.
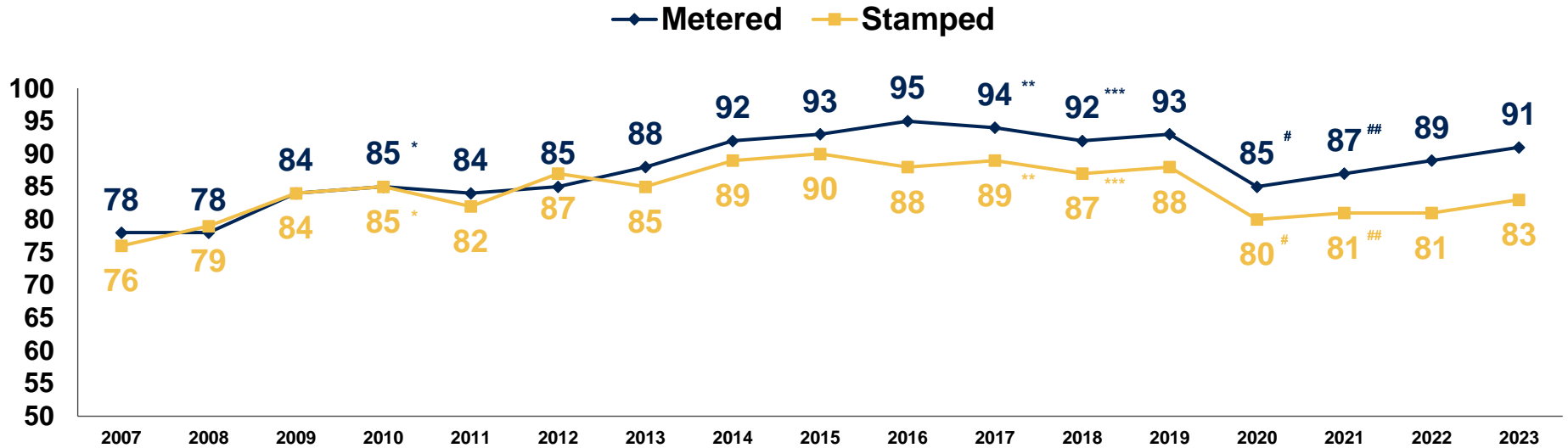**The results shown for 2017 exclude items posted on or between 13th October-16th October due to the unusual weather conditions experienced during this period.*
***The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.*
 # The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.
The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

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DELIVERY WITHIN THREE DAYS (D+3)
ITEMS POSTED ON OR BETWEEN 1ST JAN – 31ST DEC 2023

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (ROI)	From Anywhere	98.8% (-0.3% to +0.1%)	98.7% (-0.4% to +0.2%)	98.5% (-0.7% to +0.2%)
	From Dublin County	98.7% (-0.5% to +0.2%)	98.7% (-0.7% to +0.2%)	98.7% (-0.7% to +0.2%)
	From outside Dublin County	98.8% (-0.4% to +0.2%)	98.7% (-0.6% to +0.2%)	98.0% (-1.5% to +0.3%)

1. *() figures in brackets relate to accuracy levels at 95% confidence*
2. *Total number of effective observations – 28,332*
3. *The postal county boundary is formed by the postal address as determined by An Post.*

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DELIVERY WITHIN THREE DAYS (D+3) PERFORMANCE OF MAIL – FULL YEAR COMPARISONS

	2007 Jan to Dec	2008 Jan to Dec	2009 Jan to Dec	2010 Jan to Dec*	2011 Jan to Dec	2012 Jan to Dec	2013 Jan to Dec	2014 Jan to Dec	2015 Jan to Dec	2016 Jan to Dec	2017 Jan to Dec**	2018 Jan to Dec***	2019 Jan to Dec	2020 Jan to Dec#	2021 Jan to Dec##	2022 Jan to Dec	2023 Jan to Dec
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Anywhere to Anywhere	97	98	98	99	98	99	99	99	99	99	99	99	99	97	98	98	99
Anywhere to Local (Delivery within county of posting)	98	97	98	99	98	98	99	99	99	99	99	99	99	98	98	98	99
Anywhere To Dublin County	97	97	98	98	98	98	99	99	99	99	99	99	99	97	98	98	98
Dublin County to Anywhere	97	97	98	98	98	98	99	99	99	99	99	99	99	96	98	98	99
Dublin County to Dublin County (Local)	97	97	98	98	98	98	99	99	99	99	99	99	99	97	98	98	99
Outside Dublin County to Anywhere	98	98	98	99	98	99	98	99	99	99	99	99	99	98	98	99	99
Outside Dublin County to Local (Delivery within county of posting)	98	98	99	99	98	99	99	99	99	99	99	99	99	98	98	99	99
Outside Dublin County to Dublin County	97	97	98	98	98	99	99	99	99	99	99	99	99	97	98	98	98

*The results shown for 2010 exclude items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods
**The results shown for 2017 exclude items posted on or between 13th-16th October due to the unusual weather conditions experienced during this period.
***The results shown for 2018 exclude items posted on or between 28th February-2nd March due to the unusual weather conditions experienced during this period.
The results shown for 2020 exclude items posted on or between 1st April to 30th June as the QoS Monitor was suspended due to the COVID-19 outbreak during this period.
The results shown for 2021 exclude items posted on or between 6th-8th December in certain areas due to the unusual weather conditions experienced during this period.

NEXT DAY DELIVERY
– JANUARY TO NOVEMBER 2023

NEXT DAY DELIVERY (D+1)
ITEMS POSTED ON OR BETWEEN 1ST JAN – 30TH NOV 2023

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	89% (+/-1.0%)	89% (+/-1.1%)	87% (+/-1.6%)
	From Dublin County	90% (+/-1.8%)	90% (+/-1.9%)	90% (+/-1.9%)
	From Outside Dublin County	88% (+/-1.2%)	89% (+/-1.3%)	83% (+/-2.2%)

1. *() Figures in brackets relate to accuracy levels at 95% confidence*
2. *Total number of effective observations – 26,310*
3. *The postal county boundary is formed by the postal address as determined by An Post.*

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DELIVERY WITHIN THREE DAYS (D+3)
ITEMS POSTED ON OR BETWEEN 1ST JAN – 30TH NOV 2023

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98.9% (-0.3% to +0.1%)	98.8% (-0.4% to +0.2%)	98.6% (-0.7% to +0.2%)
	From Dublin County	98.9% (-0.6% to +0.2%)	99.0% (-0.7% to +0.2%)	99.0% (-0.7% to +0.2%)
	From outside Dublin County	98.9% (-0.4% to +0.1%)	98.8% (-0.6% to +0.2%)	98.1% (-1.7% to +0.2%)

1. *() figures in brackets relate to accuracy levels at 95% confidence*
2. *Total number of effective observations – 26,310*
3. *The postal county boundary is formed by the postal address as determined by An Post.*

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NEXT DAY DELIVERY – DECEMBER

NEXT DAY DELIVERY (D+1)
ITEMS POSTED ON OR BETWEEN 1ST – 31ST DECEMBER 2023

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	61% (+/-5.6%)	61% (+/-5.8%)	62% (+/-6.9%)
POSTING (RoI)	From Dublin County	68% (+/-7.9%)	66% (+/-8.4%)	66% (+/-8.4%)
	From Outside Dublin County	59% (+/-7.1%)	59% (+/-7.6%)	55% (+/-9.6%)

1. *() Figures in brackets relate to accuracy levels at 95% confidence*
2. *Total number of effective observations – 2,022*
3. *The postal county boundary is formed by the postal address as determined by An Post.*

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DELIVERY WITHIN THREE DAYS (D+3) ITEMS POSTED ON OR BETWEEN 1ST – 31ST DECEMBER 2023

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	97.5% (-0.9% to +0.7%)	97.4% (-1.5% to +1.0%)	96.4% (-3.3% to +1.7%)
POSTING (RoI)	From Dublin County	97.0% (-2.2% to +1.4%)	96.2% (-3.9% to +2.1%)	96.2% (-3.9% to +2.1%)
	From outside Dublin County	97.7% (-1.1% to +0.7%)	97.9% (-1.6% to +1.0%)	96.8% (-5.0% to +2.6%)

1. *() figures in brackets relate to accuracy levels at 95% confidence*
2. *Total number of effective observations – 2,022*
3. *The postal county boundary is formed by the postal address as determined by An Post.*

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METHODOLOGY

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METHODOLOGY – I

- The method of monitoring is in full accordance with European and Irish Standard, EN13850:2020 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'.

Calculation Of Transit Time

- From the 1st September 2005 onwards mail posted on Saturday and Sunday are treated as mail posted on Monday. This change reflects the fact that there is no longer a weekend collection service. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day are treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.

- The Latest Time of Posting (LTOP) for Next Day Delivery and 'no weekend or public holiday collections/deliveries' is clearly displayed, by An Post, to postal service users at all access points. This is also documented by An Post and provided to Ipsos on an ad-hoc basis.

METHODOLOGY – II

Sample Design

- The sample design corresponds with the most accurate and up-to-date estimates of real mail flow and discriminant characteristics provided by An Post. The 2021 RMS data was used in the statistical design for the January flow onwards.

- All 2023 results were weighted to the 2021 RMS data.

METHODOLOGY – III

Sample Design (Continued)

- The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
  - Dropper Type
  - Induction Method
  - Mail Size
  - Mail Colour
  - Mail Format
  - Address Method
  - Mail Weight
  - Receiver Type
  - Payment Method
  - Induction Day
  - Induction to Delivery Region

METHODOLOGY – IV

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution.

Calculation Of Results

- Accuracy of the transit time is assessed by calculating the variance of the estimator and the design factor, taking into account:

  - number of points of induction and receiving
  - correlation of test items

Eircodes

- In July 2015 Eircode was introduced in Ireland and was implemented in the Quality of Service Monitor from October 2015.

- The Eircode and postal address associated with that Eircode is used for each panellist.

NON-WORKING DAYS & DEROGATION DAYS

- The following Non-Working Days and Derogation Days were applied in 2023:

02/01/2023	New Year's Day Public Holiday
06/02/2023	St Brigid's Day Public Holiday
17/03/2023	St. Patrick's Day Public Holiday
07/04/2023	Good Friday Derogation Day
10/04/2023	Easter Monday Public Holiday
01/05/2023	May Public Holiday
05/06/2023	June Public Holiday
07/08/2023	August Public Holiday
30/10/2023	October Public Holiday
25/12/2023	Christmas Day Public Holiday
26/12/2023	St. Stephen's Day Public Holiday
27/12/2023	Christmas Day Derogation Day
	All Saturdays
	All Sundays

WEIGHTING

- In order to ensure that mail flows represent the 2021 RMS data, corrective weights are applied to the data.

- The weighting caps for each discriminant characteristic for January to December 2023 meet the requirements of section 7.3.2.2 of CEN.

- In addition, the weighting caps for each individual item for January to December 2023 meet the requirements of section 7.3.2.3 of CEN.

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NAME AND ADDRESS OF MONITORED POSTAL OPERATOR

An Post

General Post Office

O'Connell Street Lower

Dublin 1

D01 F5P2

THANK YOU