



An Coimisiún um
Rialáil Cumarsáide
Commission for
Communications Regulation

ComReg reports An Post's performance for next-day delivery of mail in 2023

Universal Postal Service Quality of Service

Information Notice

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Additional Information

2023 Quality of Service Annual Report	
Document No:	24-39
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Regulation of An Post's quality of service performance in 2023 against the regulatory standard

The Commission for Communications Regulation (“ComReg”) regulates postal services in the State. This statutory function includes setting quality of service regulatory standards for the universal postal service and the monitoring of An Post's performance against those regulatory standards. An Post is the sole designated universal postal service provider for the State under the Communications Regulation (Postal Services) Act 2011.

ComReg has set quality of service regulatory standards requiring An Post to deliver 94% of single piece priority mail posted in the State for delivery within the State on the next working day (“D+1”) and to deliver 99.5% of such mail within three working days (“D+3”).¹

ComReg first introduced independent monitoring of the quality of the universal postal service in 2003. At that time just 71% of single piece priority mail was being delivered on the next working day. In 2019, the year before the arrival of Covid-19, performance achieved reached 90%. However, the Covid-19 outbreak posed some challenges for An Post in continuing to provide the universal postal service in the years 2020 and 2021 and the annual performance achieved for those years was 82% and 84% respectively. On exiting the Covid-19 pandemic in 2022 the annual performance achieved was 85%.

Performance against Regulatory Standards for the full 2023 calendar year

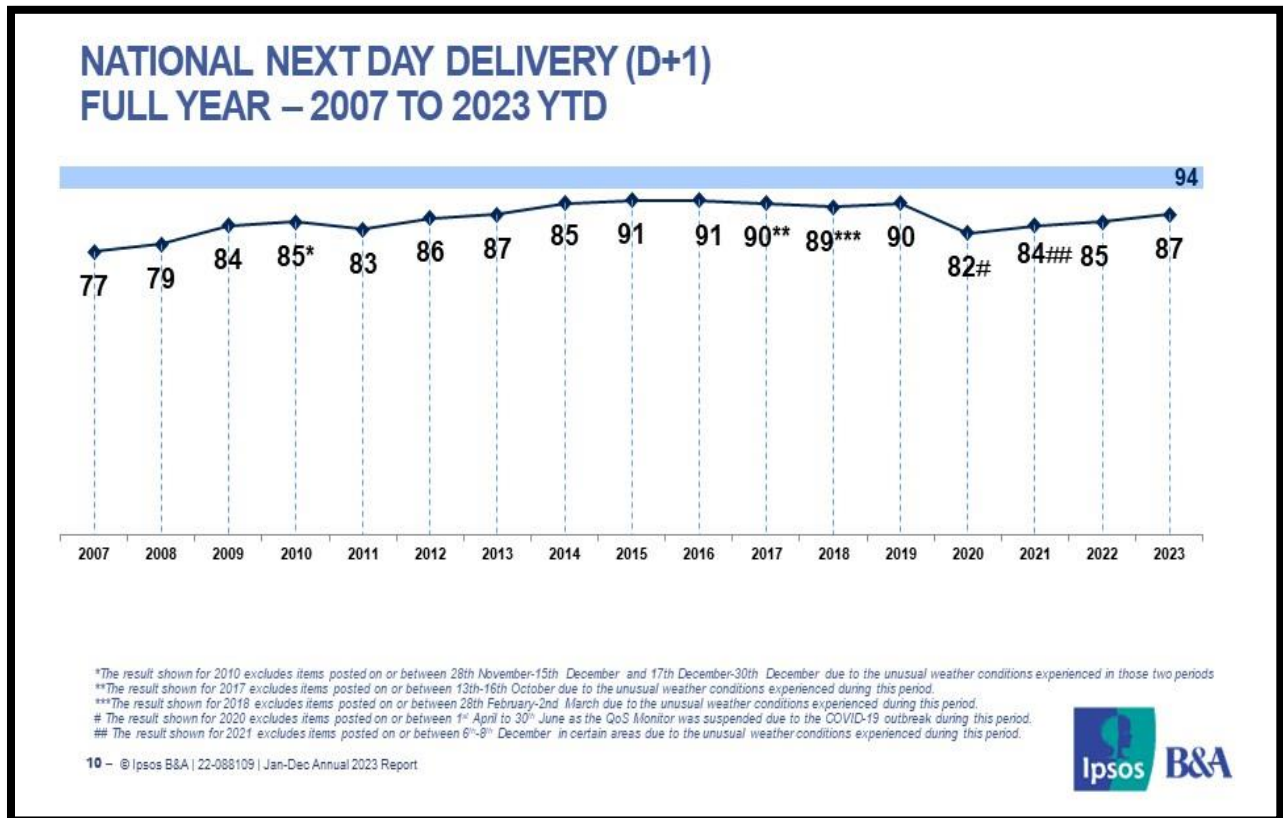
ComReg has today published the report by Ipsos B&A on its monitoring of the quality of the universal postal service, as provided by An Post, for the calendar year 2023. The key findings are detailed below:

- An Post delivered **87%** of single piece priority mail throughout the State on the next working day following the day of posting. The 2023 result is a 2% improvement on the 2022 result. However, the performance for 2023 remains 7% short of the 94% regulatory standard.
- An Post delivered **98.8%** of single piece priority mail within three working days following the day of posting, above the 2022 result (98.3%) but still below the 99.5% regulatory standard.

The accuracy variance on the overall 2023 annual result is at +/-1.1%, marginally exceeding the target of +/- 1%.

¹ ComReg Document No.15/126

The graph below shows An Post's performance trend from 2007 to 2023:



ComReg 24-39 contains the full set of published 2023 results and is available in the publications section at www.comreg.ie.

Other performance information

In addition to the annual performance against the regulatory standards as set out above, the following key findings are contained in the Ipsos B&A report.

- **January to November 2023 performance**

In the period January 2023 to November 2023 (excluding the month of December), An Post delivered **89%** of single piece priority mail on the next working day, which represented an improvement of 2% over the 2022 result for this period. The result for the same period in 2019 (pre the Covid-19 pandemic) was 92%.

- **December 2023 performance**

For the month of December 2023, the overall next-day delivery performance stood at **61%**, which represents no change from the performance of December 2022. The result for pre-pandemic December 2019 was 75%.

Background

Under the Communications Regulation (Postal Services) Act 2011 (“2011 Act”), ComReg is the designated national regulatory authority for the postal sector with the overarching function to ensure the provision, throughout the State, of a universal postal service that meets the reasonable needs of postal service users. The same Act designates An Post as the sole “universal postal service provider”.

ComReg’s statutory functions include setting quality of service standards for the universal postal service, which is provided exclusively by An Post, and monitoring An Post’s compliance with those standards. In 2004, and following a public consultation, ComReg issued a direction to An Post which set quality of service standards for the universal postal service. The direction set a next working day delivery standard (D+1) of 94% for single piece priority mail posted in the State for delivery in the State and a 99.5% standard for delivery of such mail within three working days (D+3). ComReg re-consulted on these standards in 2015 and following that public consultation the same 94% and 99.5% standards were retained. The direction also includes obligations for An Post to publish information regarding its annual quality of service performance, in accordance with ComReg D07/15.

ComReg is also statutorily required to monitor compliance by An Post with the quality of service regulatory standards and to publish an annual report on the results of its monitoring. EU legislation requires that, in any Member State, the quality of the universal postal service shall be measured by a body that is independent of the provider of that service. The quality of the universal postal service must also be measured using statistical methods set out by the European Standards Institute (CEN) and mandated by the European Commission.

ComReg appointed Ipsos B&A to independently monitor An Post’s compliance with the above quality of service regulatory standard and An Post appointed KPMG to independently audit that Ipsos B&A’s monitoring process is performed in accordance with the CEN technical standard requirements.

The monitor measures the rate of delivery of domestic single piece priority mail which includes standard envelopes, large envelopes and packets, posted within the State for delivery within the State. The monitor excludes “bulk mail” which often involves a deferred delivery in return for a price discount.

The total number of effective observations in the monitor in 2023 was 28,332 valid test mail items and the accuracy variance on the overall annual 87% result was +/- 1.1%.

KPMG's audit (which included an interim audit at the end of the six month period and a final annual audit at the end of the year) of the 2023 Ipsos B&A monitor covered the monitor's documentation, processes, controls and statistical results. The KPMG audit confirmed that the monitor was in material compliance with the applicable CEN technical standard EN13850:2020 and that the 2023 results are materially reliable and robust. KPMG noted in its report that the Ipsos B&A team continue to have a high level of expertise and knowledge in all components of the Mail Monitor operation processes.