

Republic Of Ireland Quality Of Postal Service Monitor - Interim Report

Items Posted On Or Between
1st January & 30th September 2007



Introduction

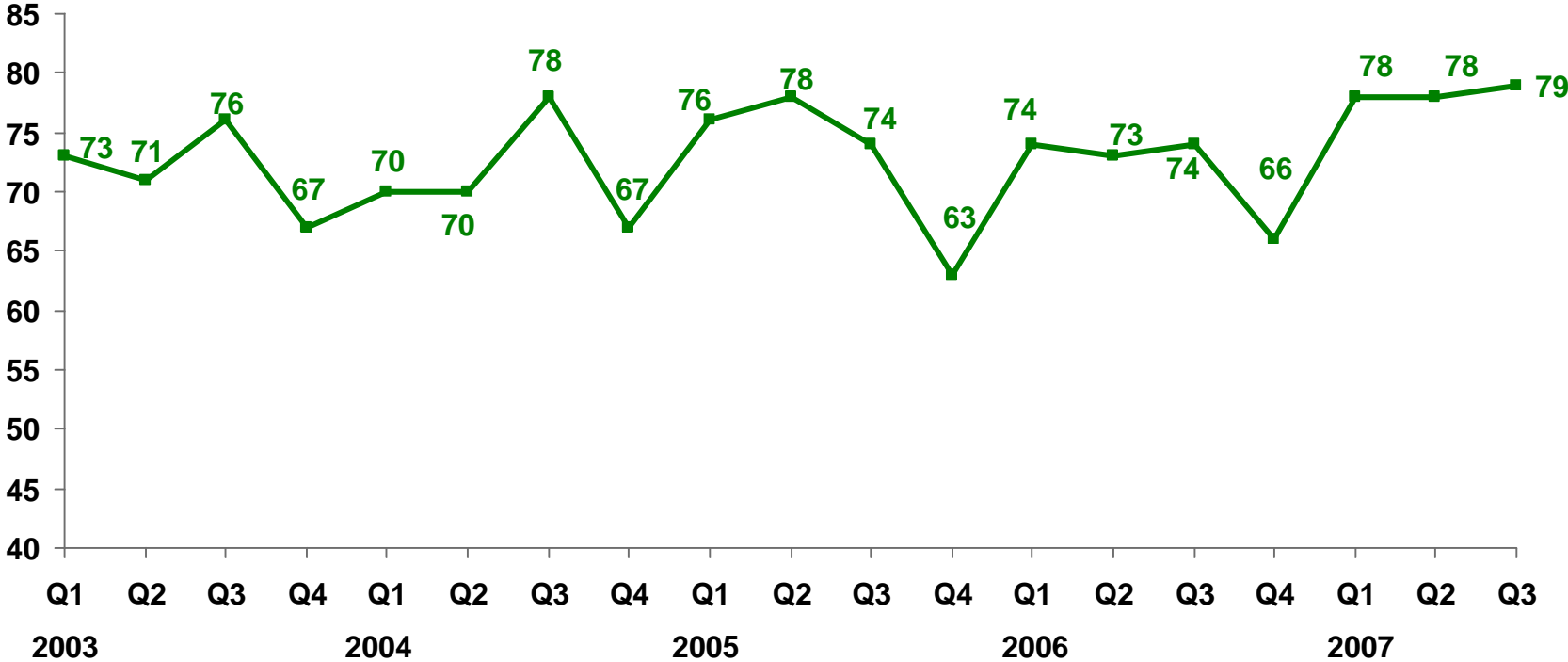
- TNS mrbi has been commissioned by ComReg to monitor the quality of postal service in the Republic of Ireland, in accordance with the European and Irish Standard, I.S. EN 13850: 2002, 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail' in parallel with the Guide for the implementation of EN 13850, TR 14709. 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 homes and business premises posting and receiving mail on a continuous basis.
- Reports are issued on a quarterly and year-to-date basis.
- This report presents the findings for items posted on or between 1st January and 30th September, 2007.
- TNS mrbi is an independent provider of business information and is a fully owned subsidiary of TNS plc.
- To comply with EN 13850 ComReg has approved the appointment of Myra O'Regan, Department of Statistics, Trinity College, Dublin for the duration of the current contract to conduct an audit certification of the monitor carried out by TNS mrbi, on its behalf.

Summary

- Between July and September 2007, 79% of single piece priority mail was delivered the next day.
- Next Day Delivery (D+1) rates for the first two quarters in 2007 had been higher than recorded for the equivalent quarters in 2006 and, similarly, the 79% rate recorded in Q3 2007 is significantly higher than the 74% rate registered for the equivalent quarter in 2006.
- Compared to the first nine months of 2006 (74% Next Day Delivery), the year-to-date picture for 2007 compares favourably (78% Next Day Delivery).
- This latest quarter's data suggests an upward trend with Q3 2007 at 79%, one percentage point ahead of the year-to-date figure of 78%. However, this gap is not statistically significant and traditionally performance has decreased in the final quarter of the year, so the annual outcome is still very much uncertain. However, unless Q4 2007 is unusually low, the outcome for the full year 2007 is likely to be ahead of the 72% Next Day Delivery recorded for 2006.
- Interestingly, Local Deliveries outside Dublin (i.e. delivery within county of posting excluding Dublin) has been, up until recently, the strongest performing stream. So far in 2007, however, Dublin to Dublin has emerged as the strongest performing stream.

National Next Day Delivery (D+1)

January 2003 to September 2007



Quality Of Postal Service Targets

with Quarterly & YTD An Post Performance for RoI

	TARGET	ACHIEVED Q3 '07	ACHIEVED YTD '07
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	79%	78%
From Dublin County to Anywhere	94%	81%	79%
From outside Dublin County to Anywhere	94%	77%	77%
Delivery Within 3 Days			
From Anywhere to Anywhere	99.5%	98%	98%

Next Day Delivery (D+1)

Items Posted On Or Between 1st July & 30th September, 2007

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	79% (+/-1.4%)	80% (+/-1.7%)	79% (+/- 2.0%)
	From Dublin County	81% (+/-2.3%)	82% (+/-2.6%)	82% (+/-2.6%)
	From outside Dublin County	77% (+/-1.8%)	79% (+/-2.3%)	74% (+/-3.9 %)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 6,429
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Next Day Delivery Nationally (D+1)

Items Posted On Or Between 1st January & 30th September, 2007

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	78% (+/-1.0%)	80% (+/-1.2%)	79% (+/-1.4%)
	From Dublin county	79% (+/-1.8%)	81% (+/-2.0%)	81% (+/-2.0%)
	From outside Dublin County	77% (+/-1.3%)	79% (+/-1.6%)	75% (+/-2.5%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 15,816
3. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Next Day Delivery (D+1)

Performance of Dublin and Local (RoI) - '07 vs. '06 comparison

Performance of Dublin Bound Mail

		2006	2007
		%	%
Mail posted from anywhere for Dublin County delivery (D+1)	Q1	74	78
	Q2	73	81
	Q3	74	79
Mail posted in Dublin County for Dublin County delivery (D+1)	Q1	76	80
	Q2	73	81
	Q3	73	82
Mail posted outside Dublin County for Dublin County delivery (D+1)	Q1	71	72
	Q2	73	81
	Q3	73	74

Performance of Local Mail*

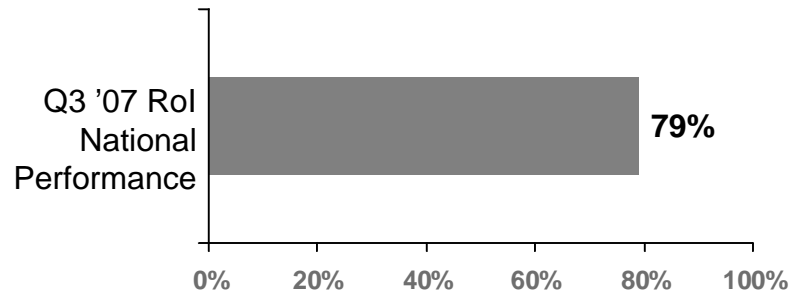
		2006	2007
		%	%
Mail delivered within the County of posting [national level] (D+1)	Q1	78	81
	Q2	76	79
	Q3	74	80
Mail posted in Dublin County for Dublin County delivery (D+1)	Q1	76	80
	Q2	73	81
	Q3	73	82
Mail posted within the County for delivery within the County (Excluding Dublin County) (D+1)	Q1	80	81
	Q2	78	77
	Q3	76	79

* Local performance refers to mail delivered within county of posting

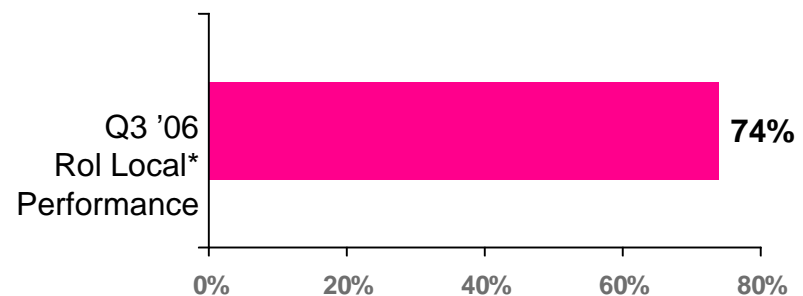
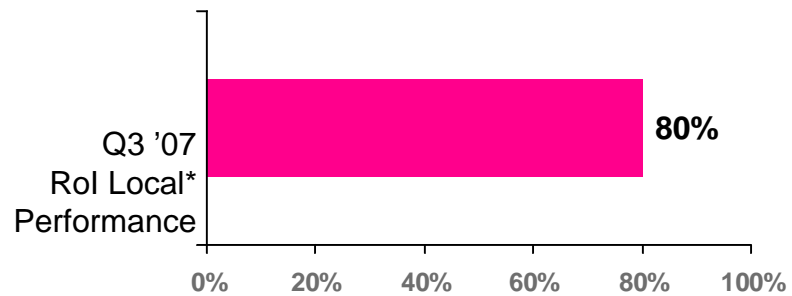
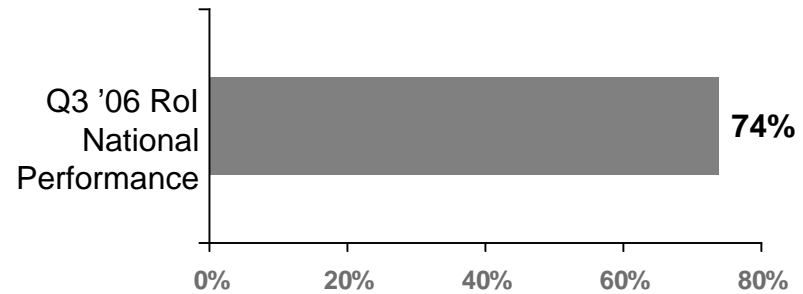
Next Day Delivery (D+1)

Performance of National and Local (RoI) - '07 vs. '06 comparison

2007



2006



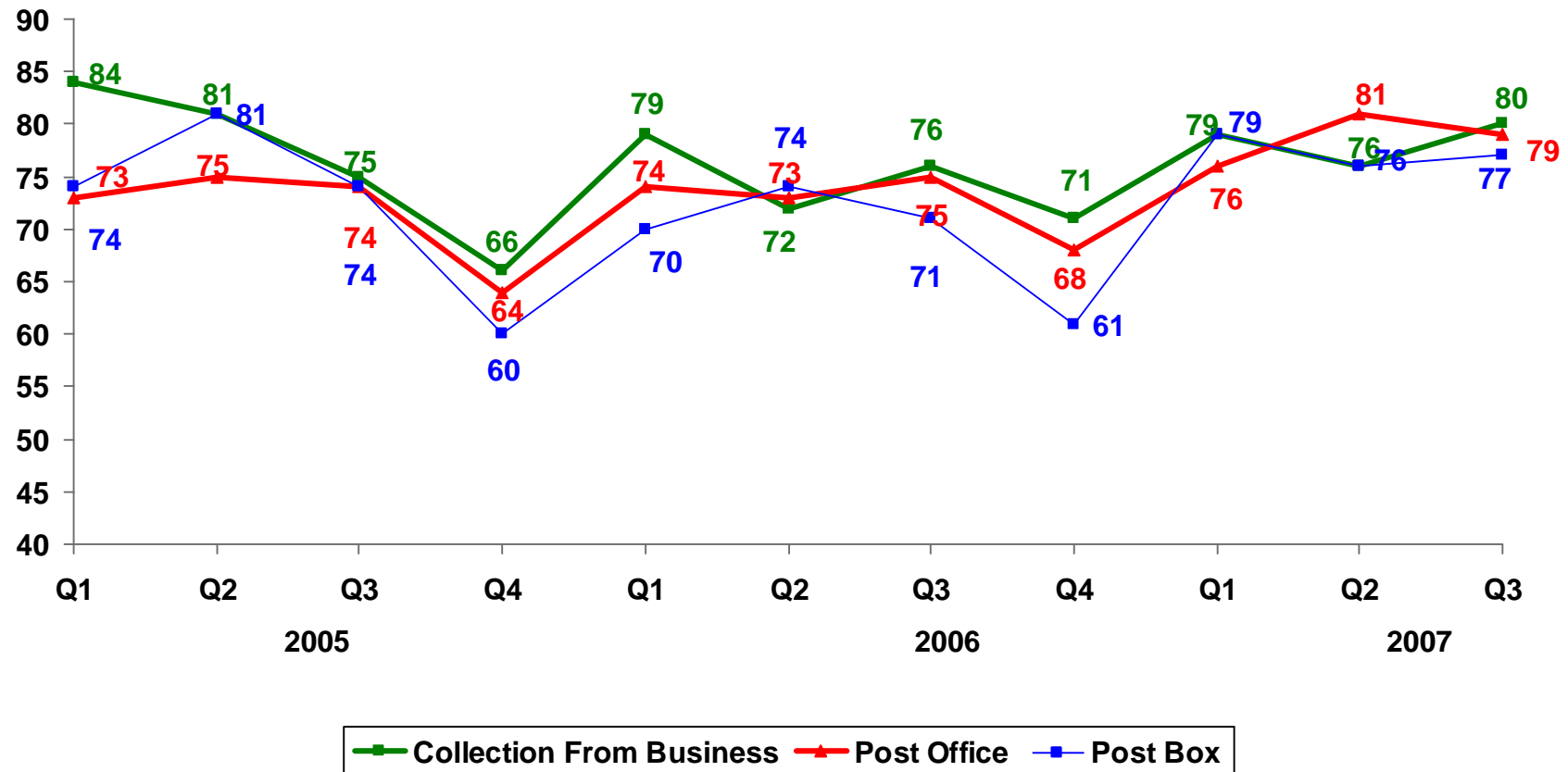
* Local performance refers to mail delivered within county of posting



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Next Day Delivery (D+1)

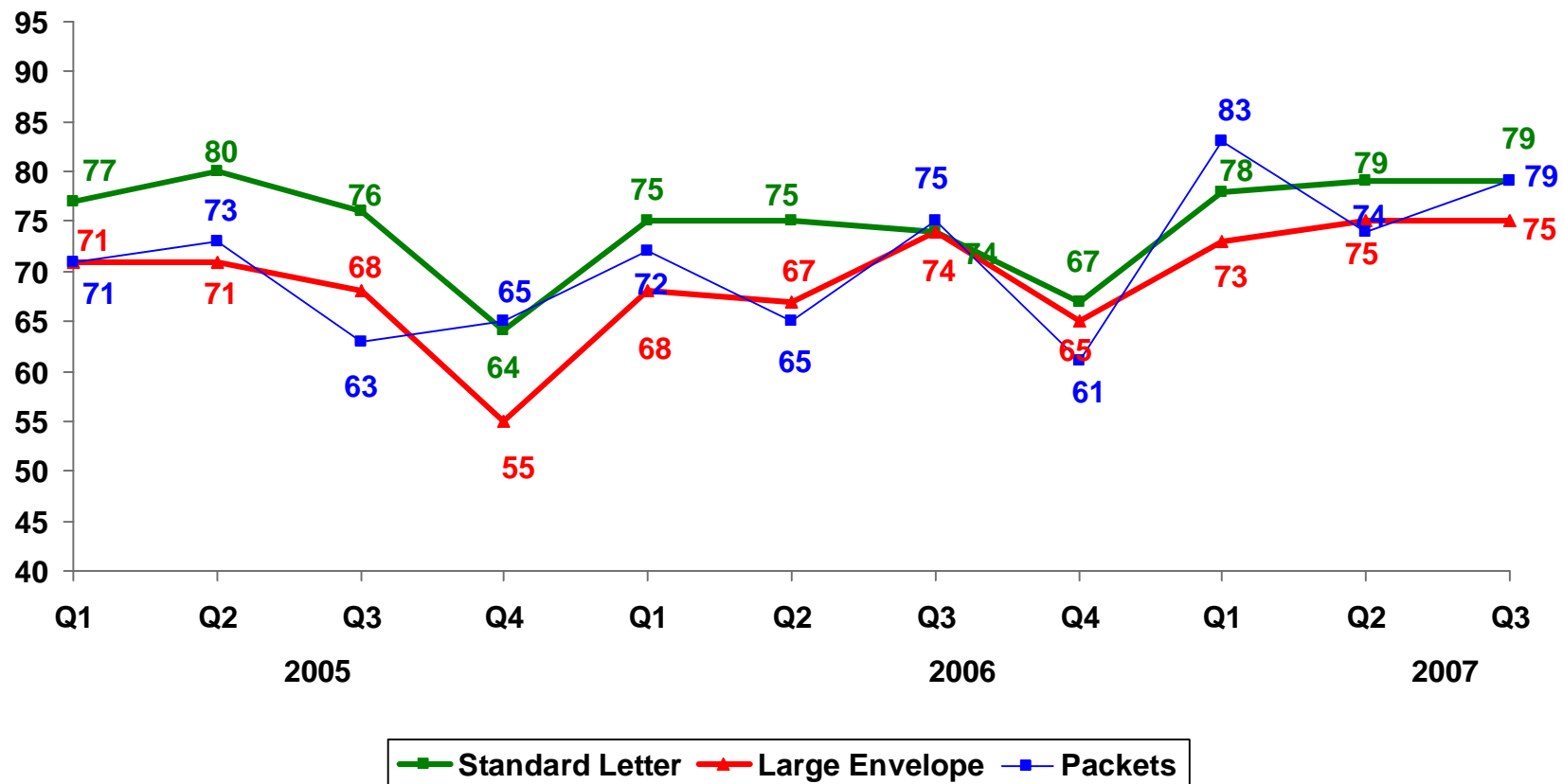
By Induction Method* - January 2005 to September 2007



* Metered Box items not reported due to small base sizes

Next Day Delivery (D+1)

By Mail Format* - January 2005 to September 2007



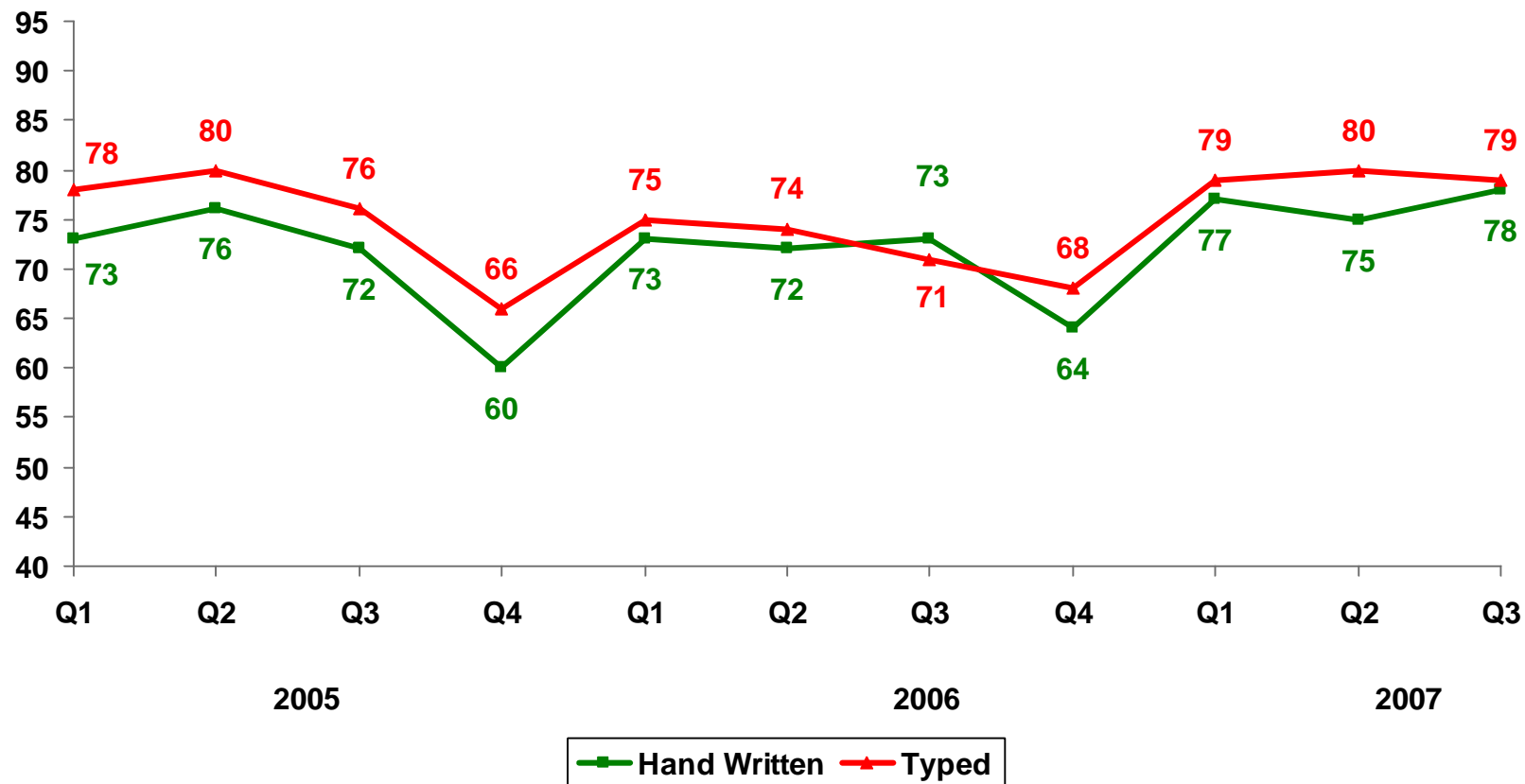
*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.
 Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

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Next Day Delivery (D+1)

By Address Method - January 2005 to September 2007



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st July & 30th September, 2007

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.5%)	99% (+/-0.4%)	98% (+/-0.7%)
	From Dublin County	98% (+/-0.8%)	98% (+/-0.9%)	98% (+/-0.9%)
	From outside Dublin County	98% (+/-0.6%)	99% (+/-0.6%)	97% (+/-1.5%)

4. () figures in brackets relate to accuracy levels at 95% confidence

5. Total number of effective observations – 6,429

6. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st January & 30th September, 2007

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.4%)	98% (+/-0.4%)	98% (+/-0.5%)
	From Dublin County	98% (+/-0.6%)	97% (+/-0.9%)	97% (+/-0.9%)
	From outside Dublin County	98% (+/-0.4%)	99% (+/-0.4%)	98% (+/-0.8%)

4. () figures in brackets relate to accuracy levels at 95% confidence
5. Total number of effective observations – 15,816
6. Dublin County consists of the administrative areas of the Dublin City Council, Fingal County Council, South Dublin County Council and Dun Laoghaire – Rathdown County Council.

Methodology

- The method of monitoring is in full accordance with European and Irish Standard, I.S. EN 13850: 2002, '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. The Last Time of Posting (LTOP) for next-day delivery is clearly displayed on pillar-boxes and states that 'mail posted at any post-box/location on a Saturday, Sunday or Public Holiday will be delivered nationally on the second working day'. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day will be treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery.

Methodology (Cont'd)

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 sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Method of posting
 - Method of addressing
 - Envelope colour
 - Envelope size
 - Method of payment
 - Day of week of posting
- Regional mail flows are quota controlled with weighting used to restore proportionality.

Methodology (Cont'd)

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution. All addresses are verified with panellists for accuracy and completeness.

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

Project Team

- Damian Loscher – Managing Director
- Arnab Mukerjee – Research Director
- Aisling Byrne – Senior Research Consultant
- Annette Farrell – Project Manager

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