

Republic Of Ireland Quality Of Postal Service Monitor - Interim Report

Items Posted On Or Between
1st January & 30th June, 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 June, 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.

Quality Of Postal Service Targets

with Quarterly & YTD An Post Performance for RoI

	TARGET	ACHIEVED Q2 '07	ACHIEVED YTD '07
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	78%	78%
From Dublin County to Anywhere	94%	78%	79%
From outside Dublin County to Anywhere	94%	79%	78%
Delivery Within 3 Days			
From Anywhere to Anywhere	99.5%	98%	98%

Next Day Delivery (D+1)

Items Posted On Or Between **1st April & 30th June, 2007**

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	78% (+/-1.5%)	79% (+/-2.0%)	81% (+/- 2.2%)
	From Dublin County	78% (+/-2.5%)	81% (+/-3.0%)	81% (+/-3.0%)
	From outside Dublin County	79% (+/-1.9%)	77% (+/-2.9%)	81% (+/- 3.5%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 4,648*
- 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)

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

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	78% (+/-1.2%)	80% (+/-1.5%)	79% (+/-1.7%)
	From Dublin county	79% (+/-2.0%)	81% (+/-2.3%)	81% (+/-2.3%)
	From outside Dublin County	78% (+/-1.5%)	79% (+/-2.0%)	77% (+/-2.7%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 9,387
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

Mail posted in Dublin County for Dublin County delivery (D+1)	Q1	76	80
	Q2	73	81

Mail posted outside Dublin County for Dublin County delivery (D+1)	Q1	71	72
	Q2	73	81

Performance of Local Mail*

		2006	2007
		%	%
Mail delivered within the County of posting [national level] (D+1)	Q1	78	81
	Q2	76	79

Mail posted in Dublin County for Dublin County delivery (D+1)	Q1	76	80
	Q2	73	81

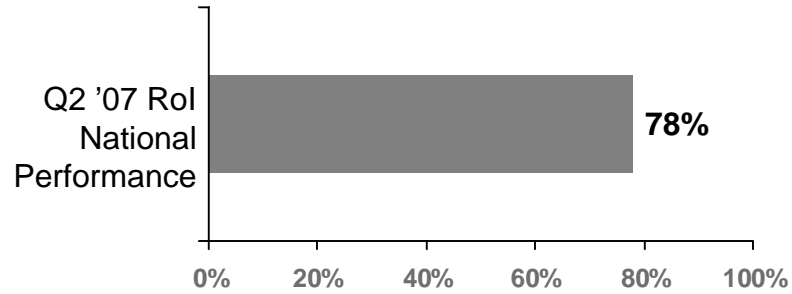
Mail posted within the County for delivery within the County (Excluding Dublin County) (D+1)	Q1	80	81
	Q2	78	77

* Local performance refers to mail delivered within county of posting

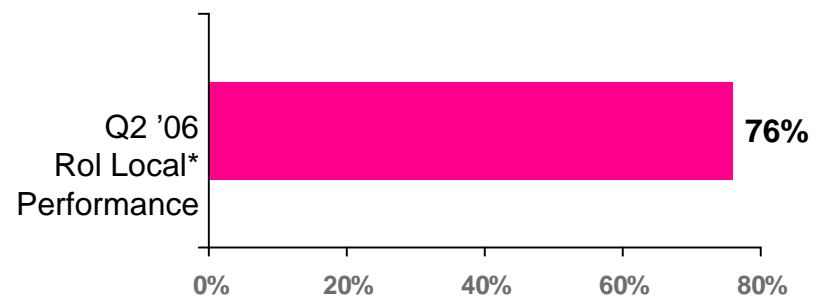
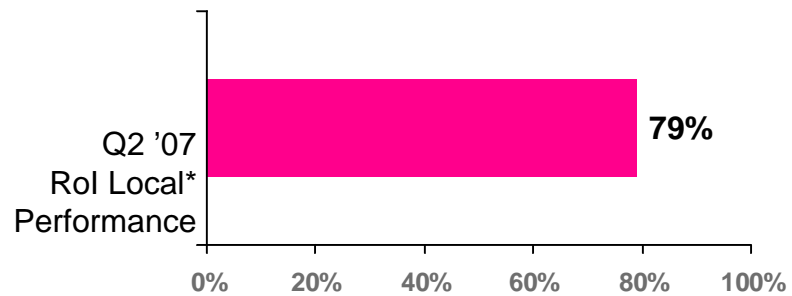
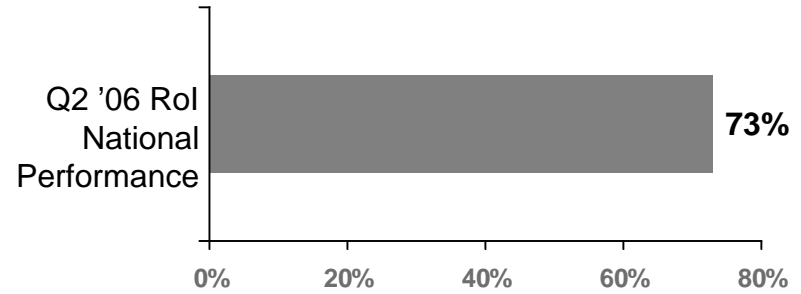
Next Day Delivery (D+1)

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

2007



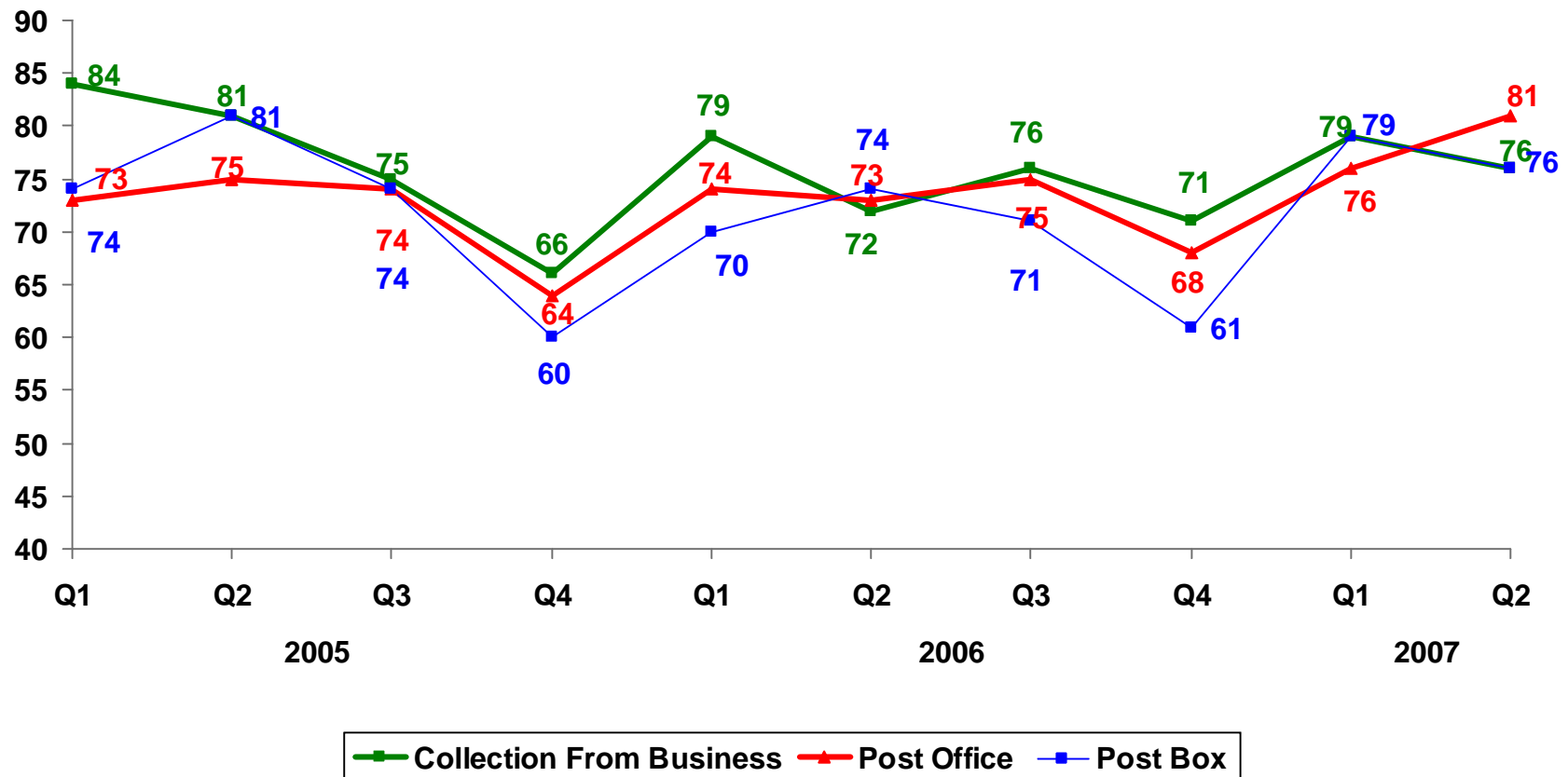
2006



* Local performance refers to mail delivered within county of posting

Next Day Delivery (D+1)

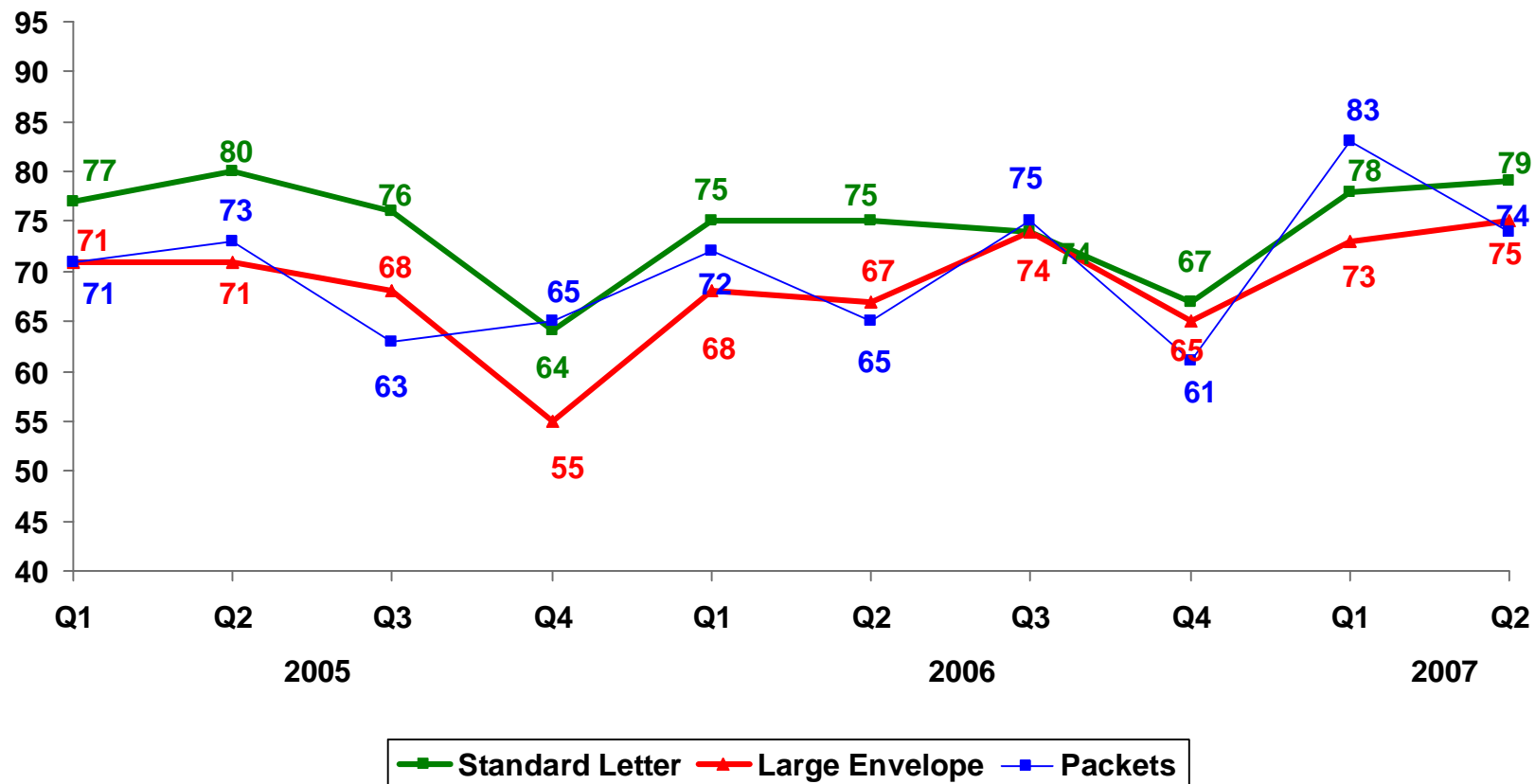
By Induction Method* - January 2005 to June 2007



* Metered Box items not reported due to small base sizes

Next Day Delivery (D+1)

By Mail Format* - January 2005 to June 2007



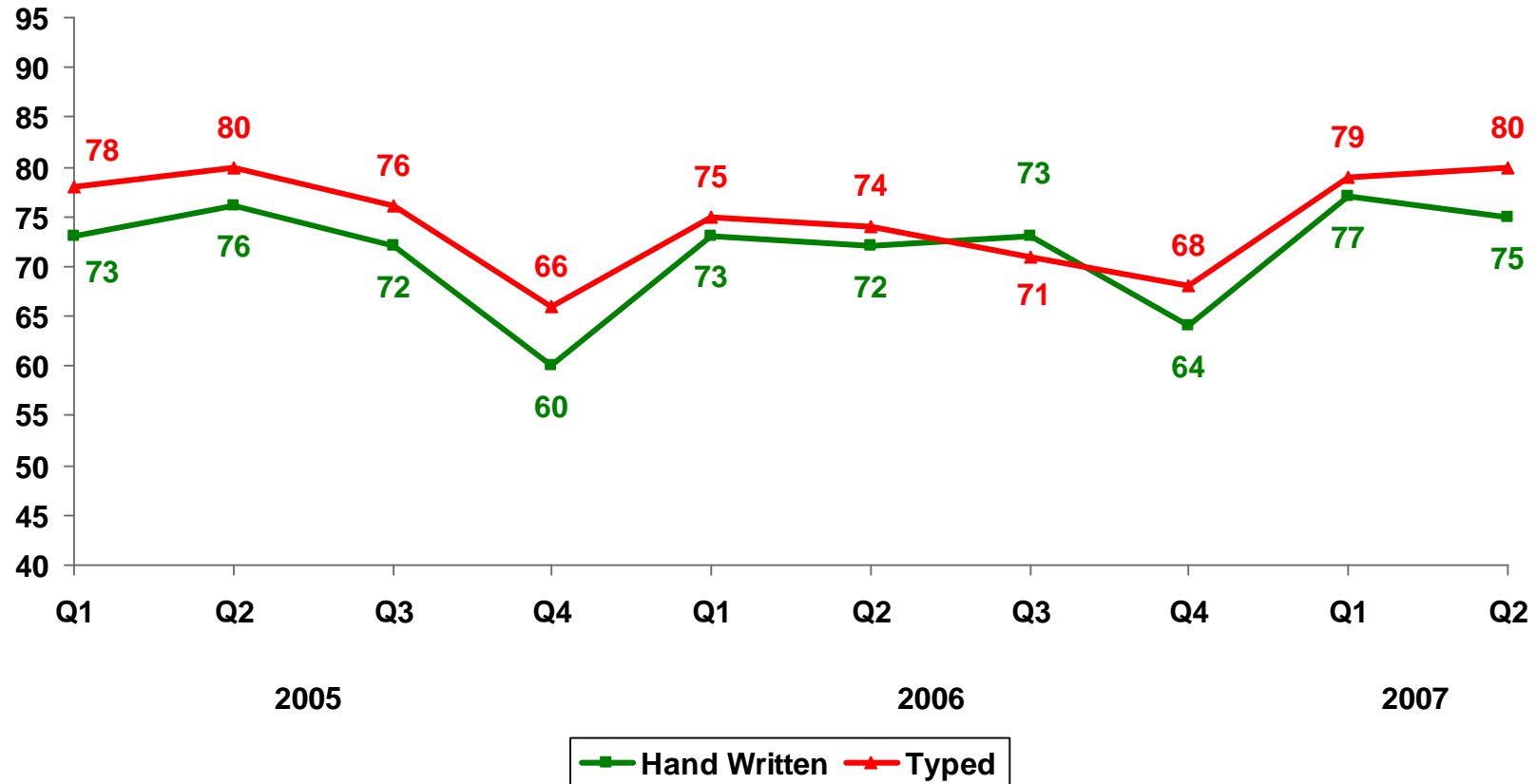
*Mail Format Definition: **Standard Letter:** Up to C5 size 162mm * 235mm * 5mm. **Large Envelope:** Up to 400mm * 300mm * 25mm. **Packets:** Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

the sixth sense of business™



Next Day Delivery (D+1)

By Address Method - January 2005 to June 2007



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st April & 30th June, 2007

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.5%)	98% (+/-0.7%)	97% (+/-1.0%)
	From Dublin County	97% (+/-1.0%)	97% (+/-1.3%)	97% (+/-1.3%)
	From outside Dublin County	99% (+/-0.5%)	99% (+/-0.7%)	98% (+/-1.3%)

4. () figures in brackets relate to accuracy levels at 95% confidence
5. Total number of effective observations – 4,648
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 June, 2007

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.4%)	98% (+/-0.5%)	97% (+/-0.7%)
	From Dublin County	97% (+/-0.8%)	97% (+/-1.0%)	97% (+/-1.0%)
	From outside Dublin County	99% (+/-0.4%)	99% (+/-0.5%)	98% (+/-0.9%)

4. () figures in brackets relate to accuracy levels at 95% confidence
5. Total number of effective observations – 9,387
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

Republic Of Ireland Quality Of Postal Service Monitor - Interim Report

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

