



Republic Of Ireland Quality Of Postal Service Monitor - 2012 Report

Items Posted On Or Between 1st January 2012 & 31st March 2012

- Ipsos 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 + A1:2007, '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 an annual/ year-to-date and quarterly basis.
- This report presents the year-to-date and quarterly performance figures for items posted on or between 1st January and 31st March 2012.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.
- To comply with EN 13850 + A1:2007, ComReg has approved the appointment of Dr. Myra O'Regan, Department of Statistics, Trinity College, Dublin for the duration of the current contract to conduct an annual year-end audit certification of the monitor carried out by Ipsos MRBI, on its behalf.

Next Day Delivery – 2012 Year-To-Date Performance (Quarter 1 2012)

- The year-to-date performance for Next Day Delivery of single piece priority mail stands at 85% for the period 1st January to 31st March 2012. This is two percentage points higher than the annual performance measured in 2011. However, the 2012 year-to-date performance falls nine percentage points below the ComReg target for Next Day Delivery, which is set at 94%.

Delivery Within Three Days – 2012 Year-To-Date Performance (Quarter 1 2012)

- 98.5% of single piece priority mail was delivered within three working days of posting during the period January 1st to March 31st 2012, against a ComReg target of 99.5%.

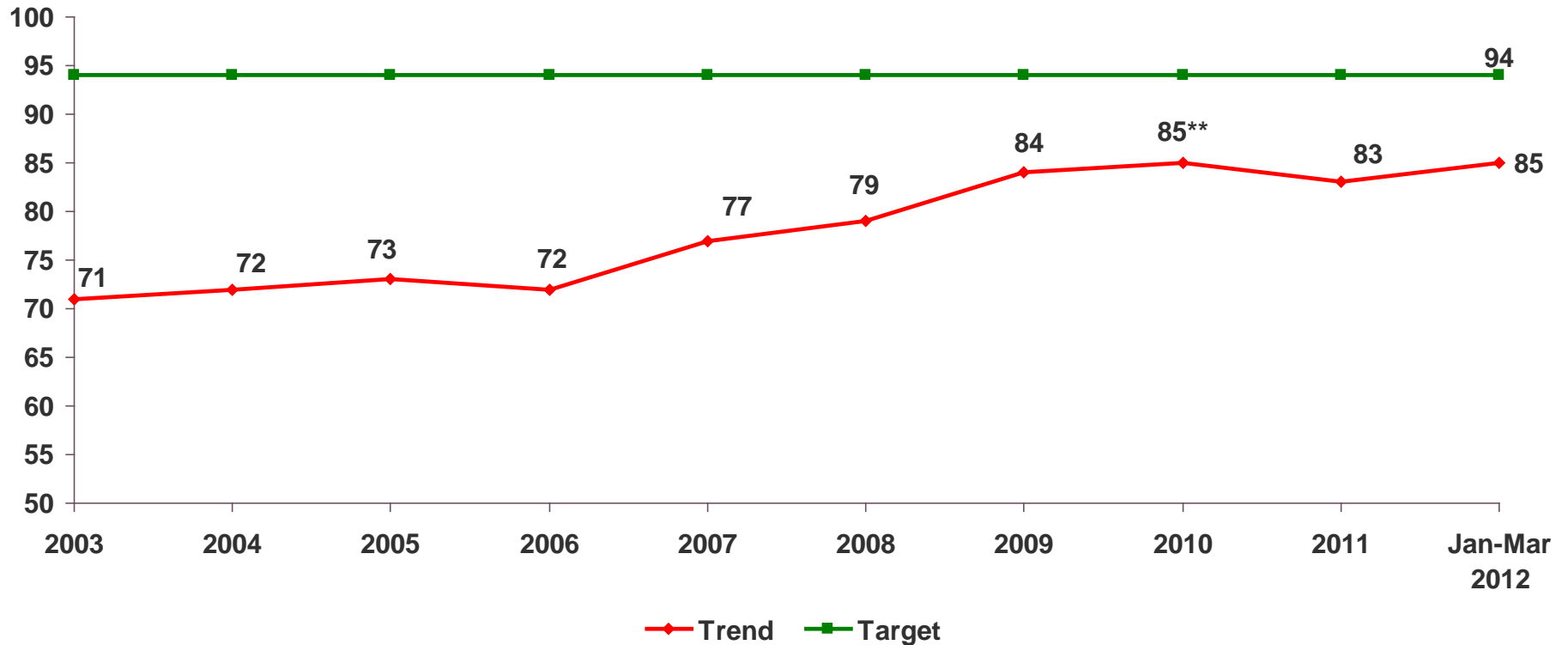
Next Day Delivery – Q1 2012 Compared With Q1 2011

- Q1 2012 recorded the same level of performance (85%) for Next Day Delivery of single piece priority mail as the same quarter in 2011.
- When comparing Q1 2012 with Q1 2011 the only mail flow that experienced an increase in performance levels for Next Day Delivery was Outside Dublin to Anywhere (from 85% in Q1 2011 to 86% in Q1 2012). The scores for Outside Dublin to Local and Outside Dublin to Dublin remained steady across these two quarters (at 86% and 84% respectively).
- Comparing Q1 2012 against Q1 2011, the following shifts are observed for Next Day Delivery across the different variables:
 - The Induction Method of Post Office improved by two percentage points to 85%. Collection from Business remained steady at 89%, while Post Box fell by one percentage point to 83%.
 - Performance of Packets improved by one percentage point, to 88%, compared to Q1 2011. No change was experienced for Standard Letters which remained at 85%. Large Envelopes fell by two percentage points to 84%.
 - Performance of both Franked and Stamped mail remained steady at 85% compared to Q1 2011.

Findings

– Full Year Comparisons Vs. YTD

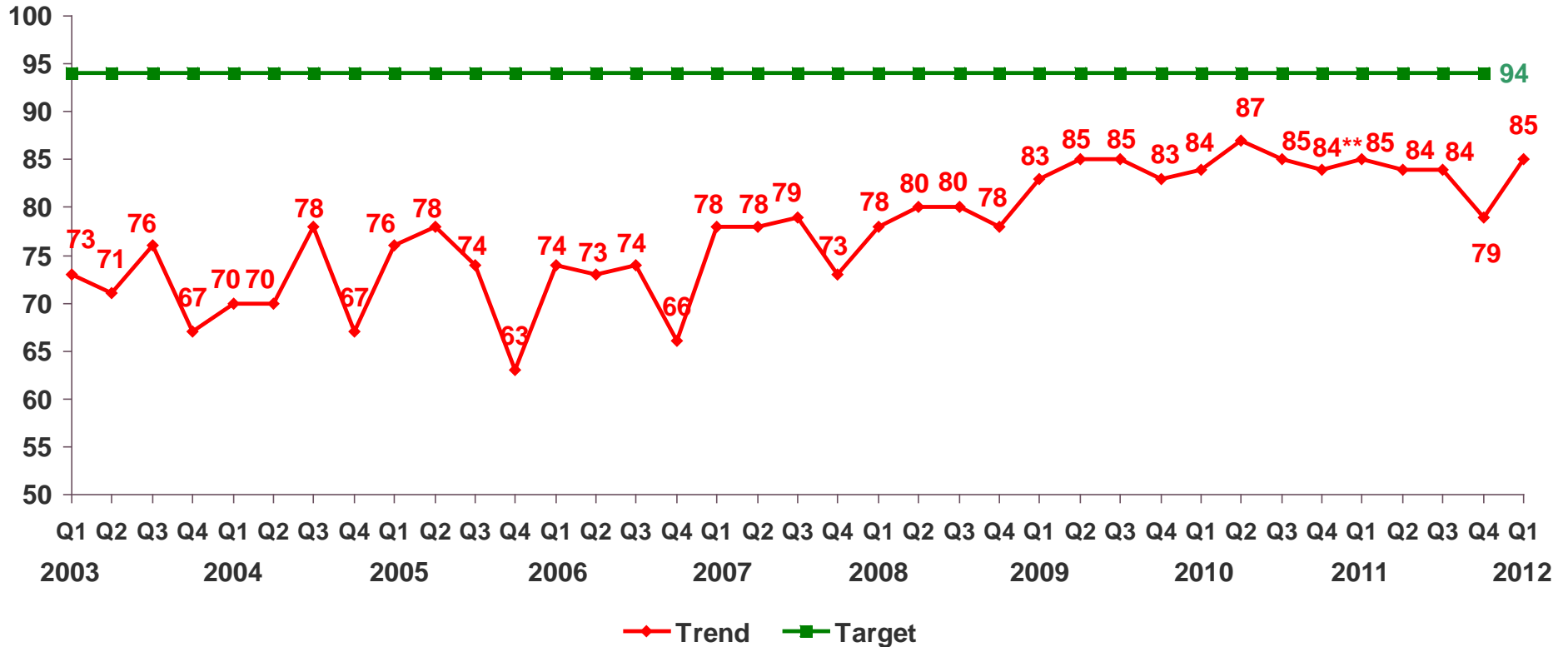
National Next Day Delivery (D+1) Full Year – 2003 to 2012 YTD



**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 these two periods.

Findings - Quarterly

National Next Day Delivery (D+1) - Jan 2003 to Mar 2012 By Quarter



**The result shown for Q4 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in these two periods.

Quarterly & YTD An Post Performance for Rol

	TARGET	ACHIEVED Q1 2012	ACHIEVED Jan – Mar 2012
		Next Day Delivery (D+1)	
From Anywhere to Anywhere	94%	85%	85%
From Dublin County to Anywhere	94%	84%	84%
From outside Dublin County to Anywhere	94%	86%	86%
		Delivery Within Three Working Days (D+3)	
From Anywhere to Anywhere	99.5%	98.5%	98.5%

Next Day Delivery (D+1)

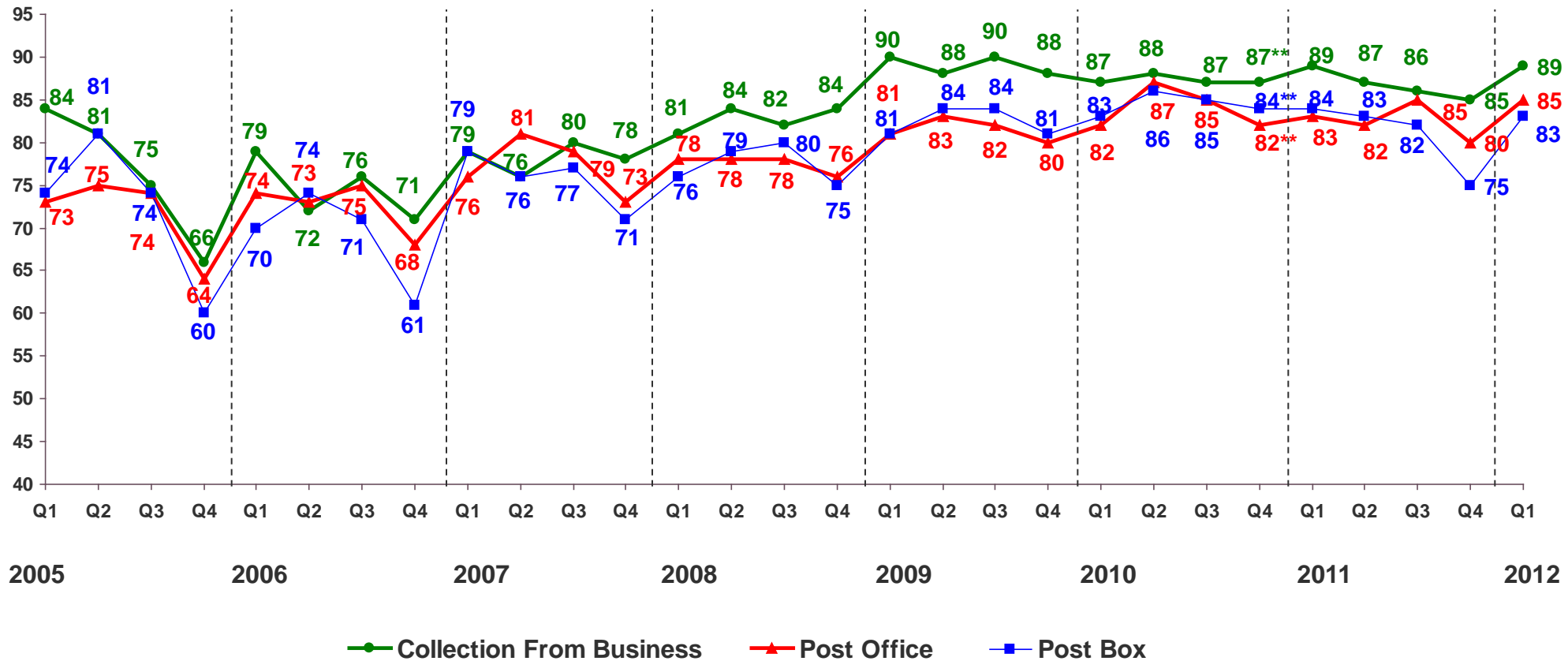
Items Posted On Or Between 1st Jan to 31st Mar 2012

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	85% (+/-1.7%)	85% (+/-2.6%)	84% (+/-3.1%)
	From Dublin County	84% (+/-2.8%)	84% (+/-4.1%)	84% (+/-4.1%)
	From Outside Dublin County	86% (+/-2.2%)	86% (+/-3.2%)	84% (+/-4.3%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,676
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)

- By Induction Method* Jan 2005 to Mar 2012 By Qtr



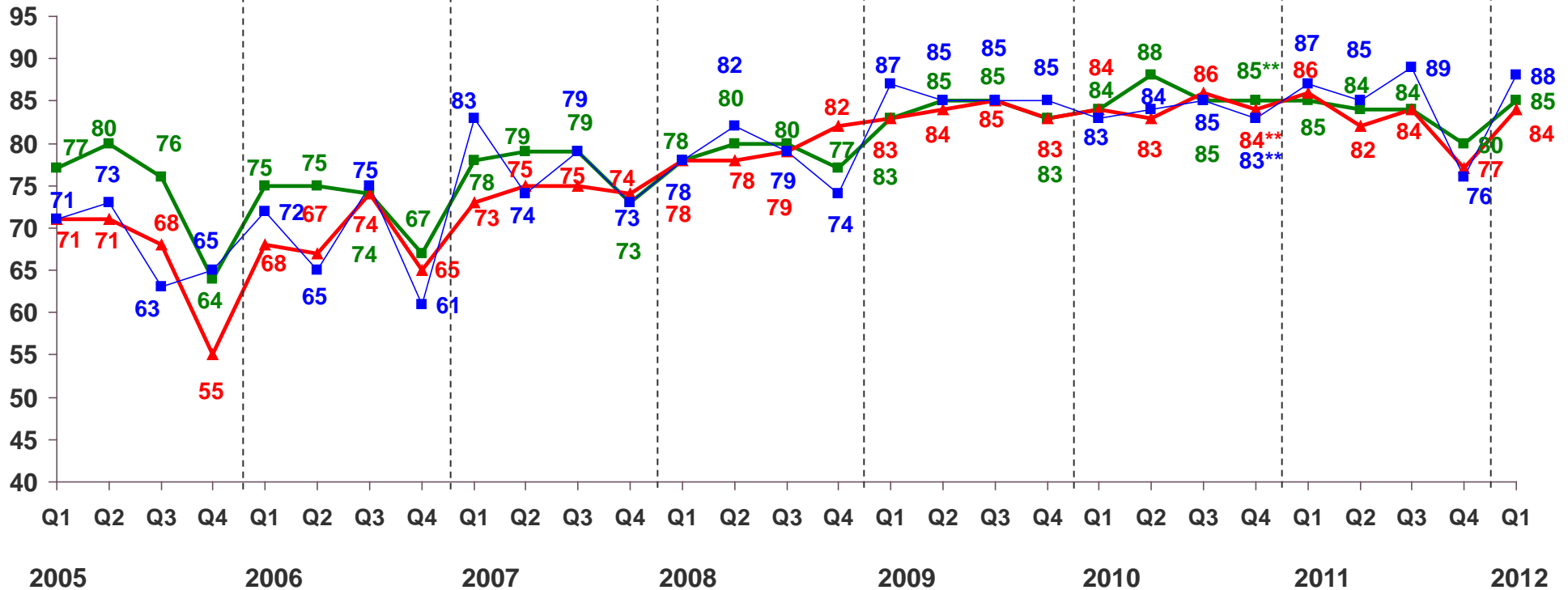
* Metered Box items not reported due to small base sizes



**The result shown for Q4 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in these two periods.

Next Day Delivery (D+1)

- By Mail Format* Jan 2005 to Mar 2012 By Qtr



■ Standard Letter
 ▲ Large Envelope
 ■ Packets

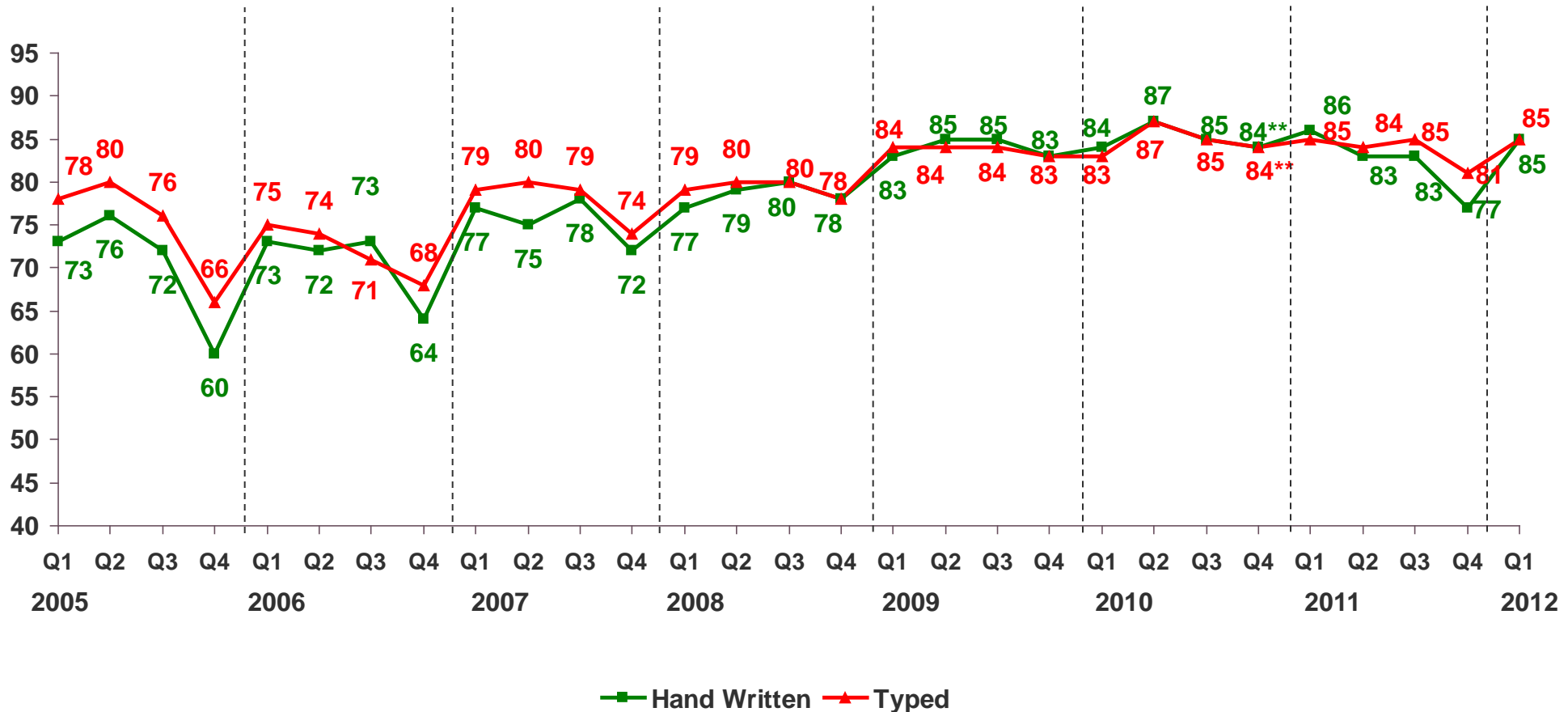
*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.
 Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.



**The result shown for Q4 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in these two periods.

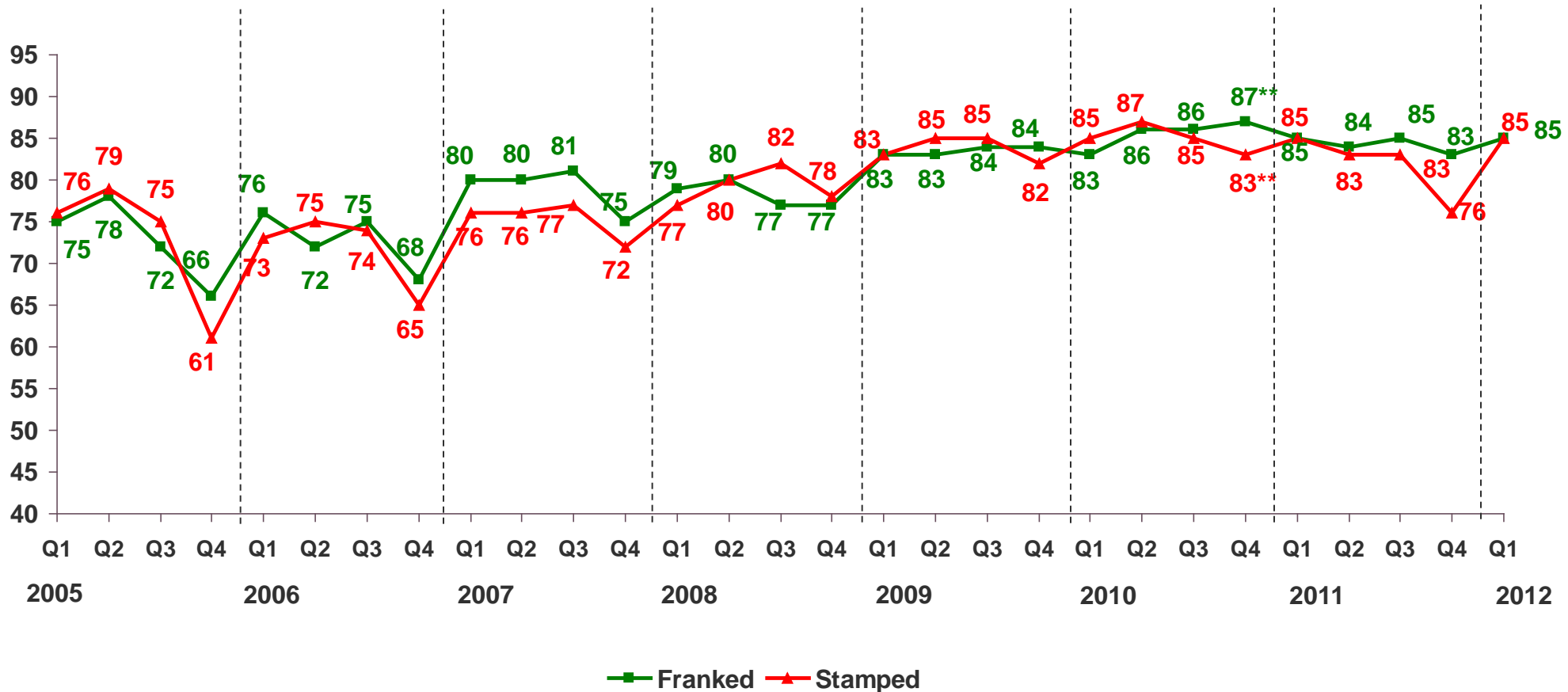
Next Day Delivery (D+1)

- By Address Method Jan 2005 to Mar 2012 By Qtr



Next Day Delivery (D+1)

– By Payment Type Jan 2005 to Mar 2012 By Qtr



Delivery Within Three Days (D+3) Items Posted On Or Between 1st Jan & 31st Mar 2012

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.4%)	98% (+/-0.5%)	98% (+/-0.7%)
	From Dublin County	99% (+/-0.6%)	99% (+/-0.8%)	99% (+/-0.8%)
	From outside Dublin County	98% (+/-0.5%)	98% (+/-0.7%)	98% (+/-1.0%)

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

2. Total number of effective observations – 7,676

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.

Methodology & Project Team

- The method of monitoring is in full accordance with European and Irish Standard, I.S. EN 13850 + A1:2007 '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 'No weekend or public holiday collections or deliveries'. 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.

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.

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

- Damian Loscher – Managing Director
- Louise Soye – Account Director
- Tara Harris – Panel Manager
- Pauline Egan – Research Consultant



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