

Republic Of Ireland Quality Of Postal Service Monitor - 2009 Report

Items Posted On Or Between
1st January & 30th June 2009



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 year-to-date and quarterly basis.
- This report presents the year to date and quarterly findings for items posted on or between 1st January and 30th June 2009.
- TNS mrbi is an independent provider of business information and is a fully owned subsidiary of TNS Group.
- To comply with EN 13850 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 TNS mrbi, on its behalf.

Summary - I

Next Day Delivery – 2009 Year To Date Performance

- The year to date performance for Next Day Delivery for single piece priority mail stands at 84% for the period January to June 2009, compared to 79% for the same period in 2008.
 - At 84%, Next Day Delivery performance falls short of the target of 94%, as set by ComReg.

Delivery Within Three Days – 2009 Year To Date Performance

- The year to date performance for Delivery Within Three Days for single piece priority mail stands at 98.2%, against a ComReg target of 99.5%.

Next Day Delivery - Q2 2009 Compared With Q1 2009

- Next Day Delivery for single piece priority mail stands at 85% for the period 1st April to 30th June 2009. This is an improvement of two percentage points since the period 1st January to 31st March 2009.
- Having recorded large improvements in Q1 2009 for Dublin flows, this period (Q2 2009) mail posted in Dublin County for delivery in Dublin County or for delivery Anywhere experienced a slight decrease of one percentage point across both measures.

Summary - II

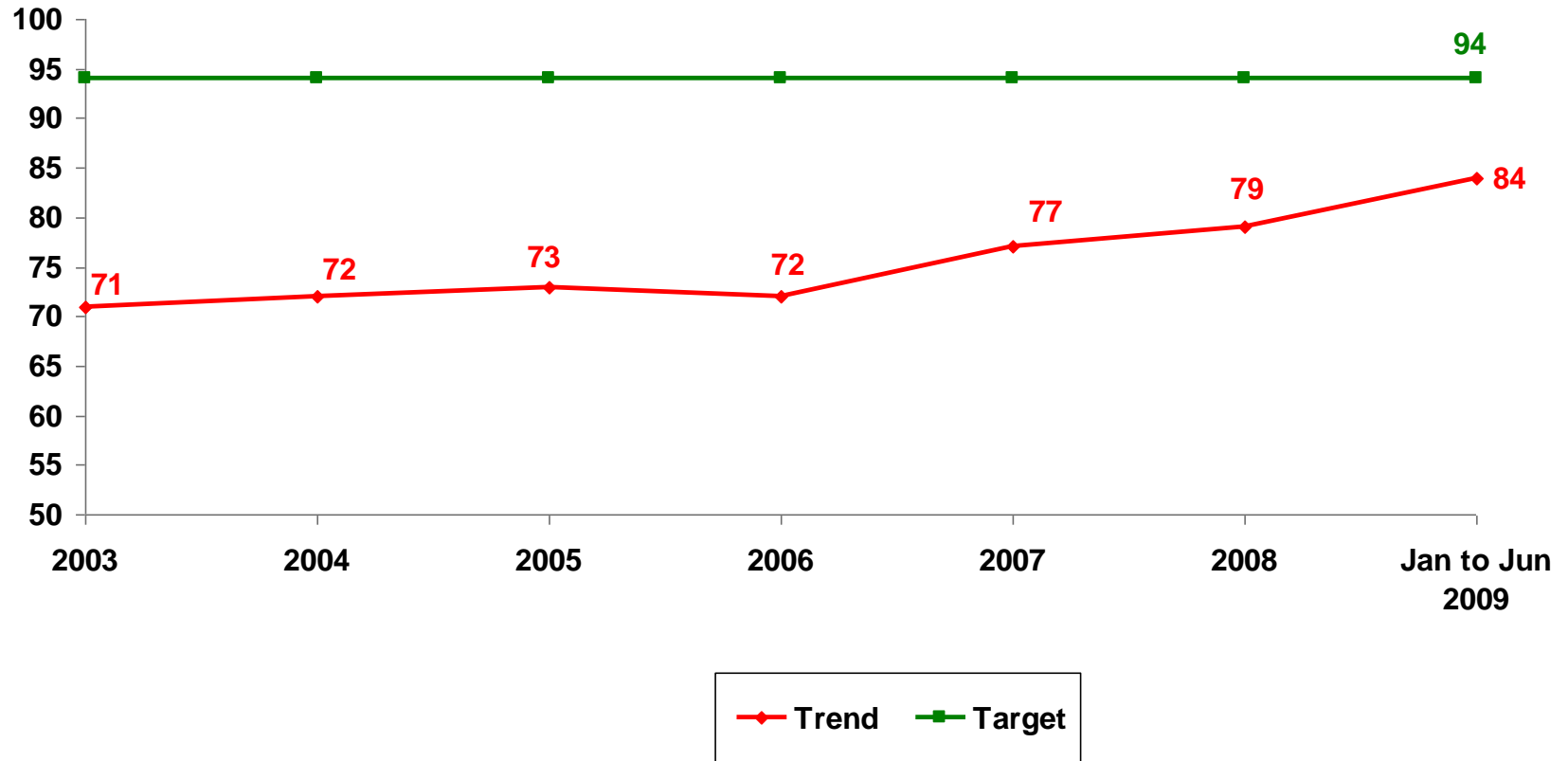
- All other flows have improved, with the largest improvement recorded in the flow From Outside Dublin County to Dublin County (76% in Q1 2009 to 83% in Q2 2009).
- Compared with the previous quarter, the following shifts are observed for the Next Day Delivery in Q2 2009 across the different variables;
 - The Collection From Business induction method has decreased from 90% in Q1 2009 to 88% in Q2 2009. Post Box has improved, up three points to 84%, and Post Office is up by two percentage points to 83%.
 - Performance of Packets has decreased from 87% last quarter to 85% this quarter. Performance of Standard Letters has improved, up two points to 85%. Large Envelopes has also experienced a slight increase in performance from 83% to 84%.
- **Delivery Within Three Days – Quarter 2**

In the period April to June 98.2% of single piece priority mail was delivered within three days of posting, against a ComReg target of 99.5%.

Findings – Year to Date

National Next Day Delivery (D+1)

Full Year – 2003 to 2009 YTD



Next Day Delivery Nationally (D+1)

Items Posted On Or Between 1st January & 30th June 2009

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	84% (+/-1.4%)	85% (+/-2.1%)	82% (+/-2.8%)
	From Dublin county	84% (+/-2.7%)	83% (+/-3.9%)	83% (+/-3.9%)
	From outside Dublin County	84% (+/-1.3%)	86% (+/-1.8%)	79% (+/-3.2%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 14,395*
- 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, 2009

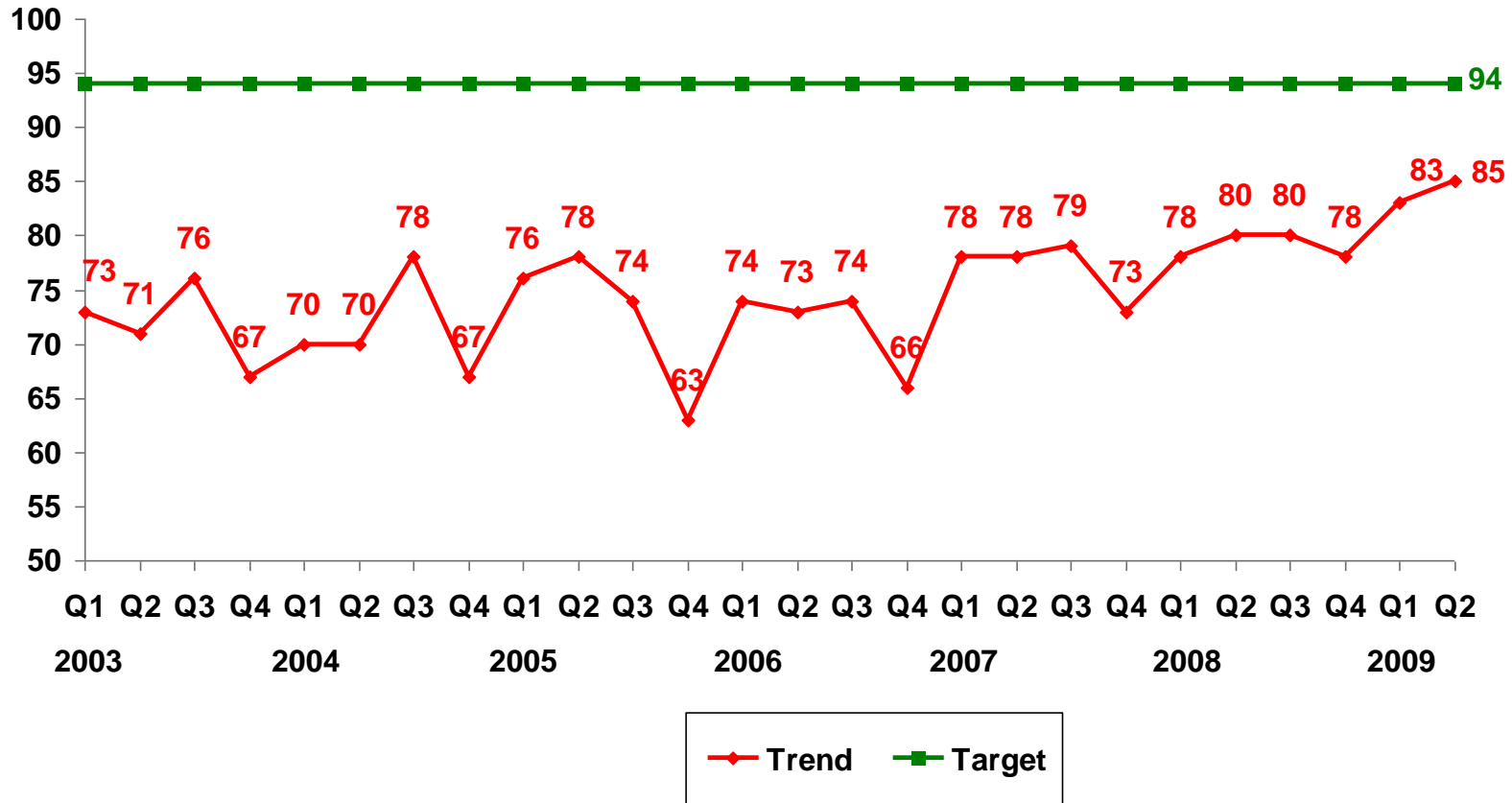
		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.3%)	98% (+/-0.5%)	98% (+/-0.7%)
	From Dublin County	98% (+/-0.6%)	98% (+/-0.9%)	98% (+/-0.9%)
	From outside Dublin County	98% (+/-0.4%)	99% (+/-0.6%)	98% (+/-0.9%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 14,395*
- 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.*

Findings - Quarterly

National Next Day Delivery (D+1)

January 2003 to June 2009 By Quarter



Quality Of Postal Service Targets

With Quarterly & Full Year An Post Performance for RoI

	TARGET	ACHIEVED Q2 '09	ACHIEVED JAN-JUN '09
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	85%	84%
From Dublin County to Anywhere	94%	83%	84%
From outside Dublin County to Anywhere	94%	86%	84%
Next Day Delivery (D+3)			
From Anywhere to Anywhere	99.5%	98.2%	98.2%

Next Day Delivery (D+1)

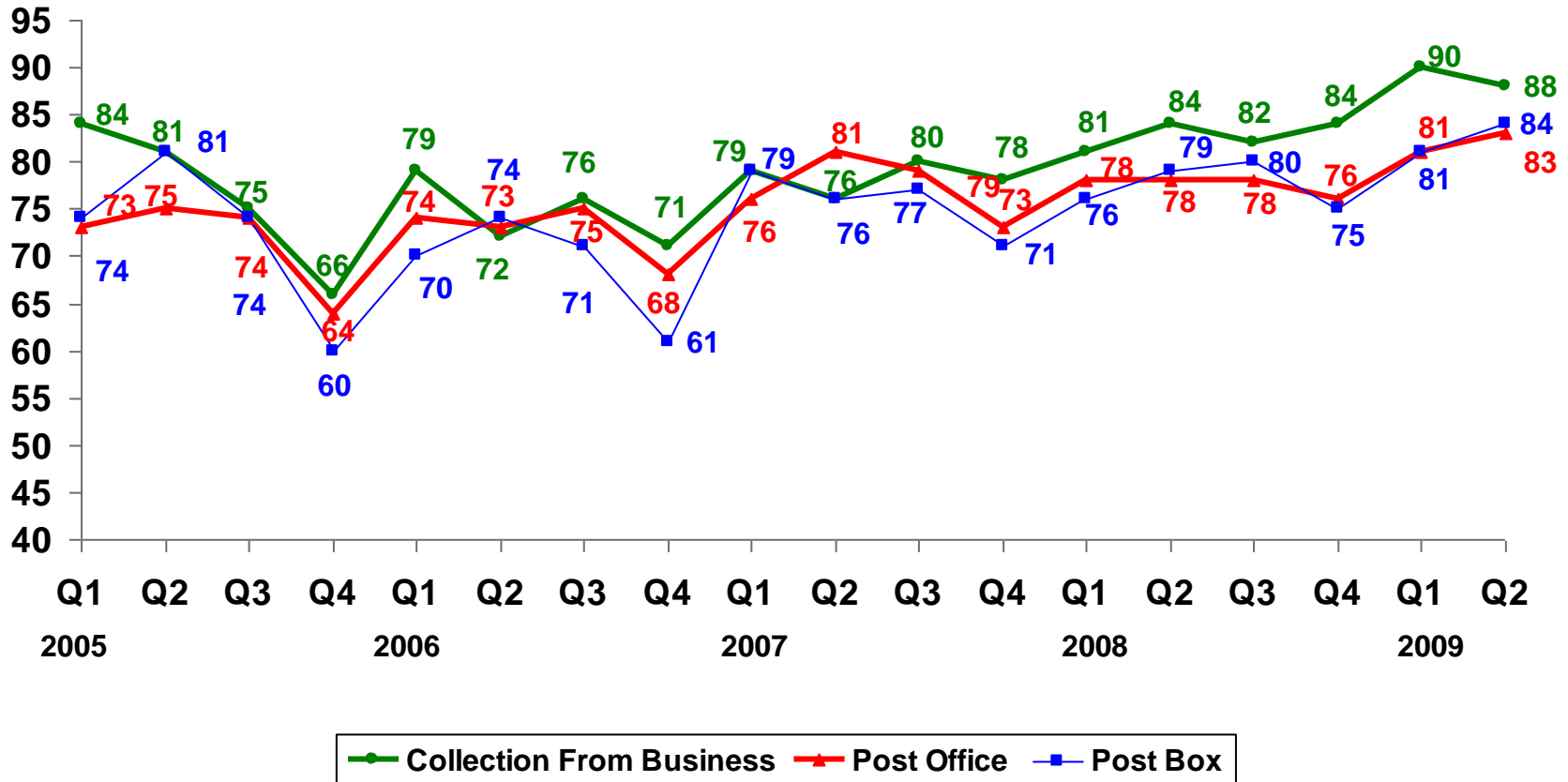
Items Posted On Or Between 1st April to 30th June, 2009

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	85% (+/-1.8%)	85% (+/-2.8%)	83% (+/-3.8%)
	From Dublin County	83% (+/-3.5%)	83% (+/-5.2%)	83% (+/-5.2%)
	From outside Dublin County	86% (+/-1.7%)	87% (+/-2.6%)	83% (+/-4.0%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 6,977
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)

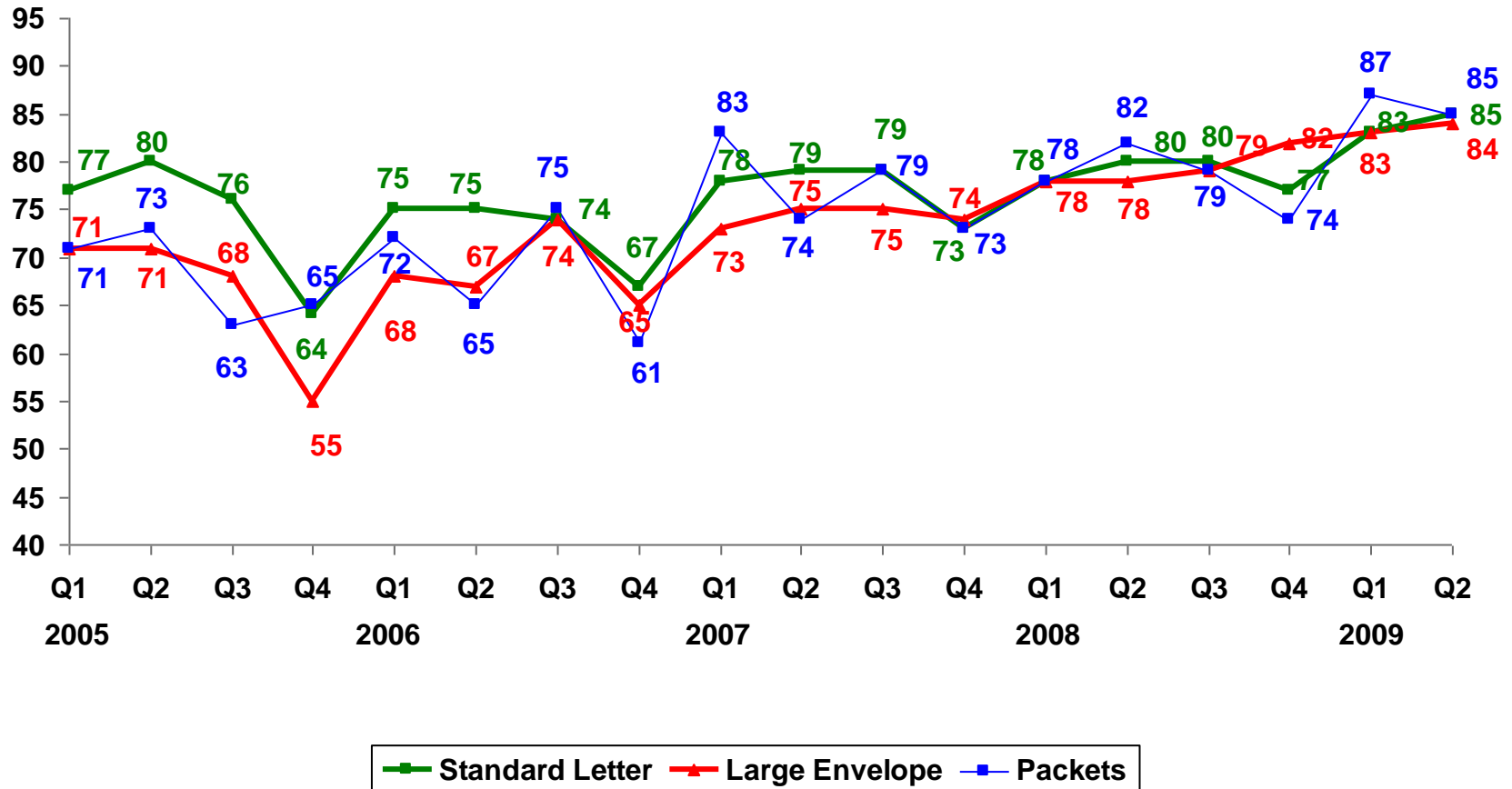
By Induction Method* - January 2005 to June 2009 By Quarter



* Metered Box items not reported due to small base sizes

Next Day Delivery (D+1)

By Mail Format* - January 2005 to June 2009 By Quarter

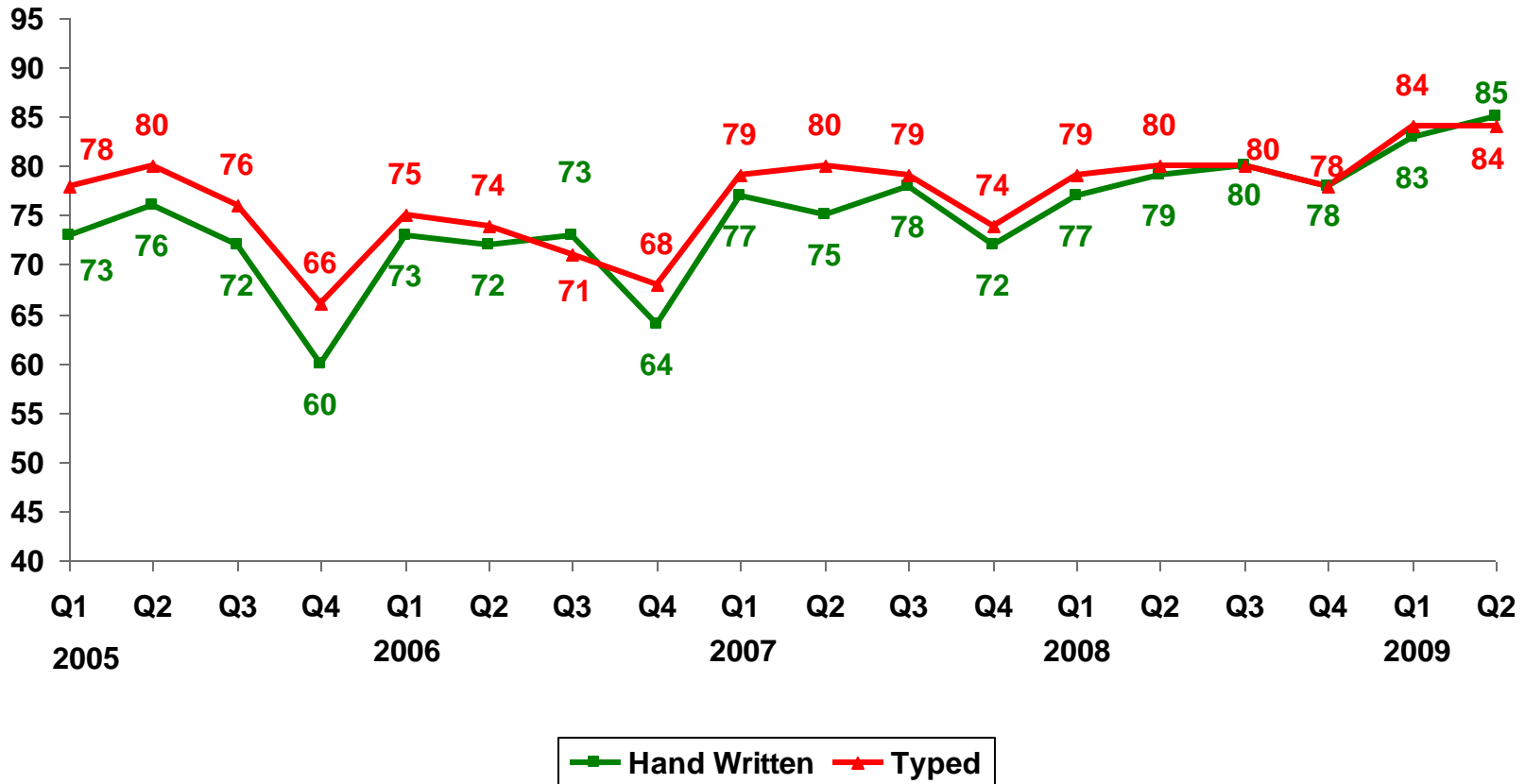


*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm. Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

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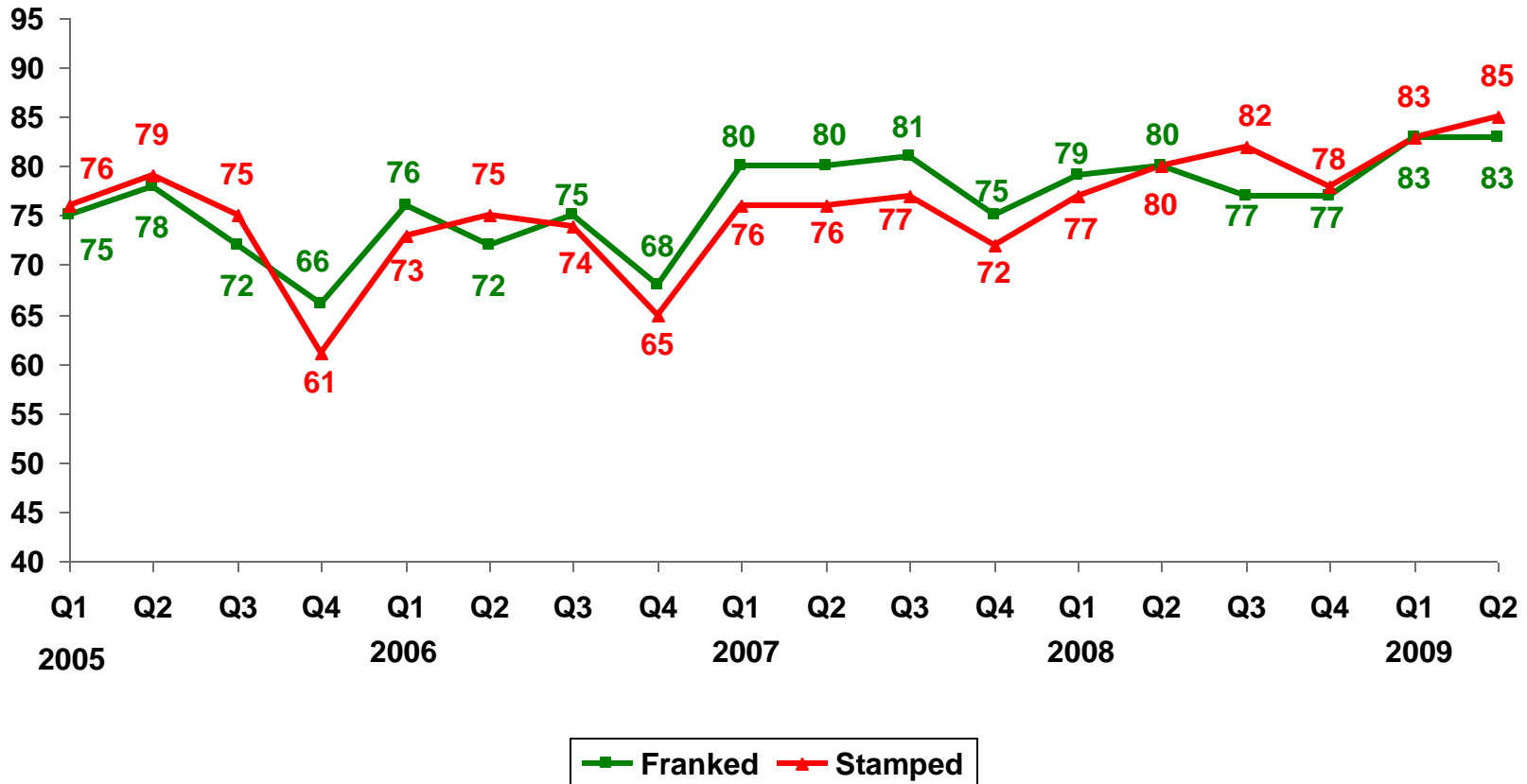
Next Day Delivery (D+1)

By Address Method - January 2005 to June 2009 By Quarter



Next Day Delivery (D+1)

By Payment Type - January 2005 to June 2009 By Quarter



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st April & 30th June, 2009

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.5%)	98% (+/-0.9%)	98% (+/-1.1%)
	From Dublin County	97% (+/-1.1%)	97% (+/-1.7%)	97% (+/-1.7%)
	From outside Dublin County	99% (+/-0.4%)	99% (+/-0.7%)	99% (+/-0.6%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 6,977*
- 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

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 '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.

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
- Louise Soye – Account Director
- Annette Farrell – Project Manager
- Silke Heinzl – Research Consultant

Republic Of Ireland

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