



Republic Of Ireland Quality Of Postal Service Monitor - 2010 Report

Items Posted On Or Between 1st January & 30th September 2010

- 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: 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 findings for items posted on or between 1st January and 30th September 2010.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos 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 Ipsos MRBI, on its behalf.

Next Day Delivery – 2010 Year To Date Performance (Quarter 1 to 3 2010)

- The period 1st January to 30th September 2010 showed an increase of one percentage point in the Next Day Delivery of single piece priority mail, compared to the same reporting period in 2009, and now stands at 85%. The ComReg target for Next Day Delivery is 94%.

Delivery Within Three Days – 2010 Year To Date Performance (Quarter 1 to 3 2010)

- 98.6% of single piece priority mail was delivered within three working days of posting between 1st January and 30th September, against a ComReg target of 99.5%.

Next Day Delivery – Q3 2010 Compared With Q2 2010

- Comparing the period 1st July to 30th September 2010 to 1st April to 30th June 2010, a decrease of two percentage points, to 85%, is observed in the score for Next Day Delivery of single piece priority mail.
- The mail flow that saw the highest decrease in performance levels for Next Day Delivery from Q2 2010 to Q3 2010 was Outside Dublin to Local (from 88% in Q2 2010 to 86% in Q3 2010).
- The mail flow from Outside Dublin to Dublin continues to be the weakest performing mail flow, at 84% in Q3 2010.

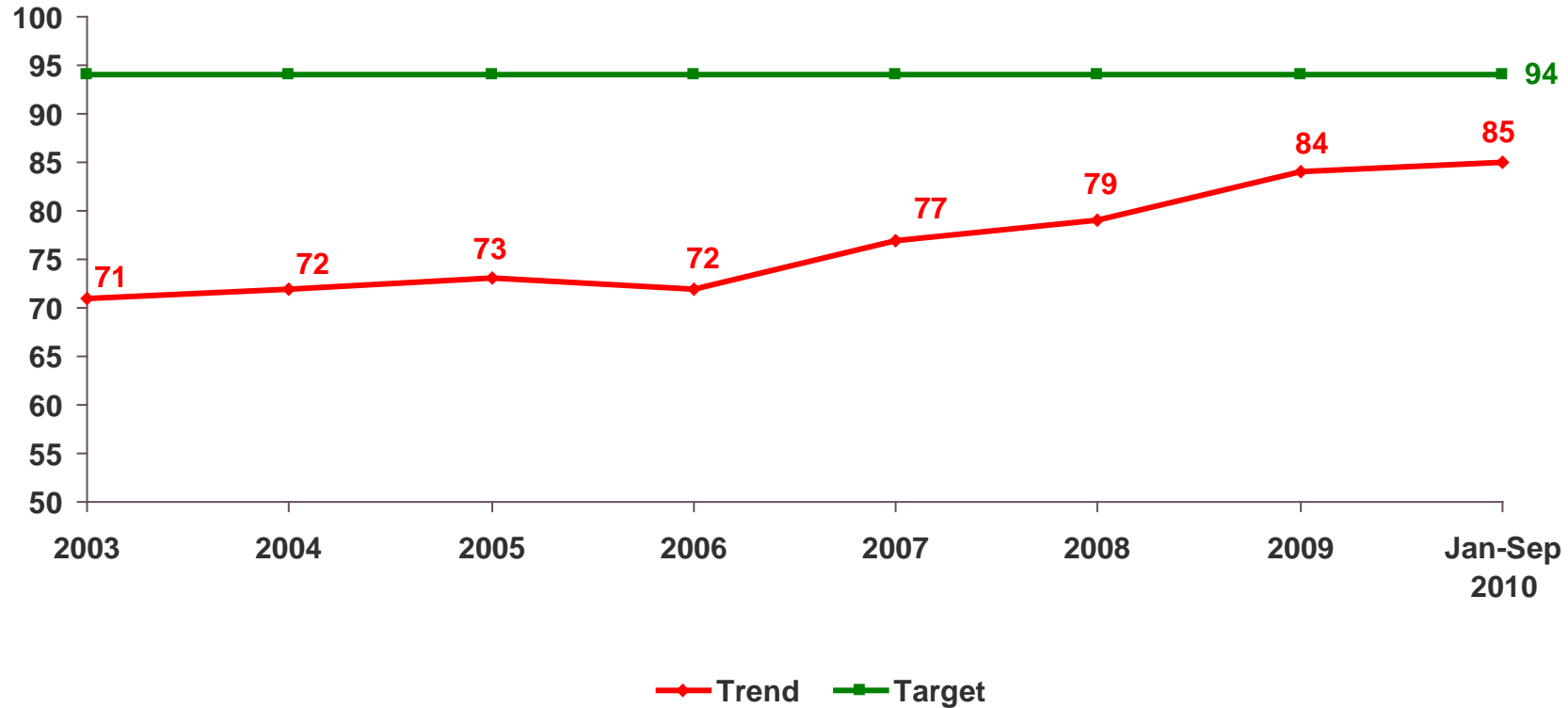
Next Day Delivery – Q3 2010 Compared With Q3 2009

- Performance for Next Day Delivery of single piece priority mail in Q3 2010 remains on a par with the performance as measured in Q3 2009.
- Comparing these two quarters results (Q3 2010 versus Q3 2009), the following shifts are observed for Next Day Delivery across the different variables:
 - The induction methods of Post Office and Post Box have shown improving performance. Post Office improved by three percentage points to 85% and Post Box increased by one point to 85%. The induction method of Collection from Business has declined from 90% in Q3 2009 to 87% in Q3 2010.
 - Performance of Standard Letters and Packets have remained on a par with the score measured in Q3 2009. However, Large Envelopes has improved by one point to 86% in Q3 2010.
 - Performance of Franked mail has increased from 84% in Q3 2009 to 86% in Q3 2010. Stamped mail has remained steady at 85%.

Findings

– Full Year Comparison Vs. YTD

National Next Day Delivery (D+1) Full Year – 2003 to 2010 YTD



Next Day Delivery Nationally (D+1) Items Posted On Or Between 1st Jan & 30th Sep, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	85 % (+/-1.0%)	86% (+/-1.5%)	84% (+/-1.8%)
	From Dublin county	85% (+/-1.6%)	85% (+/-2.4%)	85% (+/-2.4%)
	From outside Dublin County	85% (+/-1.2%)	86% (+/-1.7%)	82% (+/-2.5%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 21,934
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.

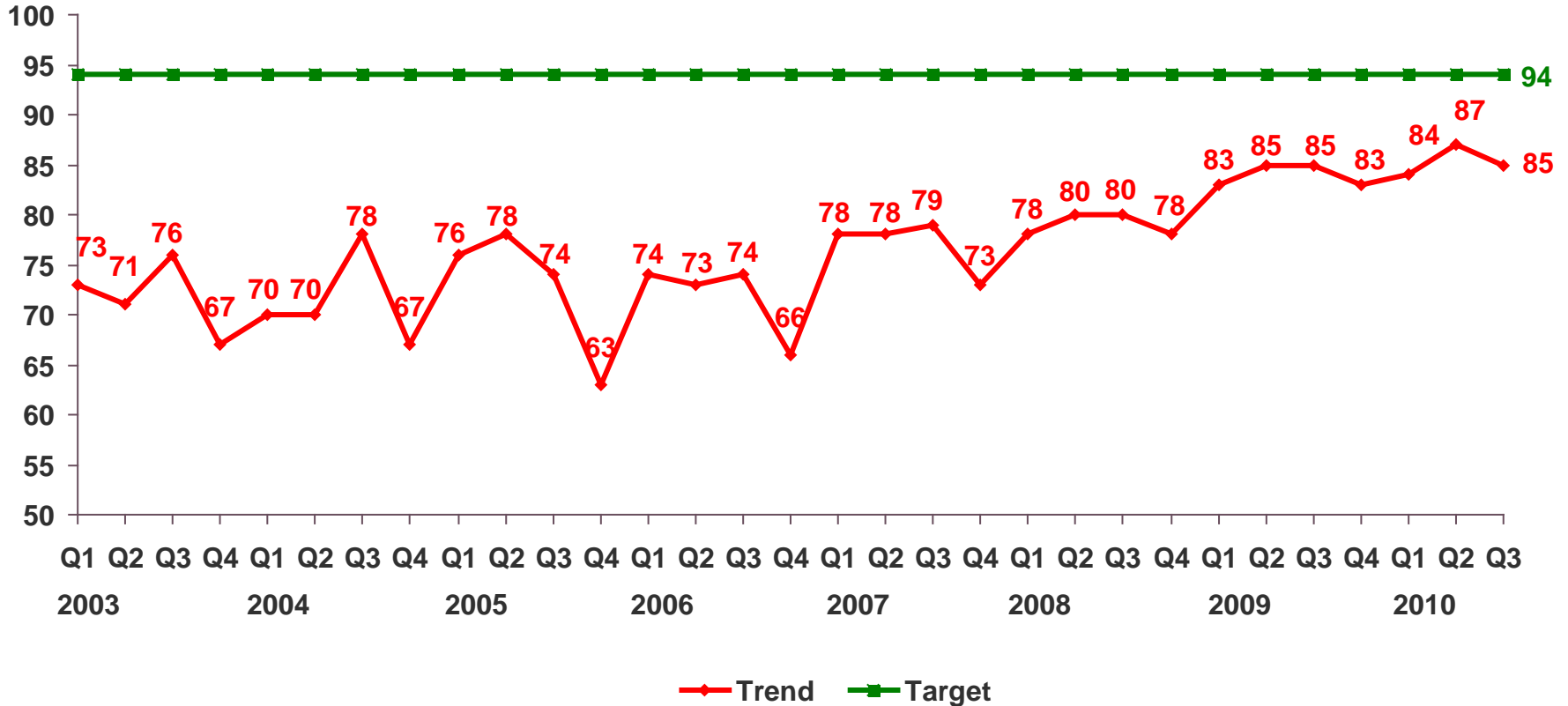
Delivery Within Three Days (D+3) Items Posted On Or Between 1st Jan & 30th Sep, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	99% (+/-0.2%)	99% (+/-0.4%)	98% (+/-0.5%)
	From Dublin County	98% (+/-0.5%)	98% (+/-0.6%)	98% (+/-0.6%)
	From outside Dublin County	99% (+/-0.3%)	99% (+/-0.4%)	99% (+/-0.6%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 21,934
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Findings - Quarterly

National Next Day Delivery (D+1) Jan 2003 to Sep 2010 By Quarter



Quality Of Postal Service Targets With Quarterly & Full Year An Post Performance for RoI

	TARGET	ACHIEVED Q3 2010	ACHIEVED JAN-SEP 2010
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	85%	85%
From Dublin County to Anywhere	94%	86%	85%
From outside Dublin County to Anywhere	94%	85%	85%
Next Day Delivery (D+3)			
From Anywhere to Anywhere	99.5%	98.4%	98.6%

Next Day Delivery (D+1)

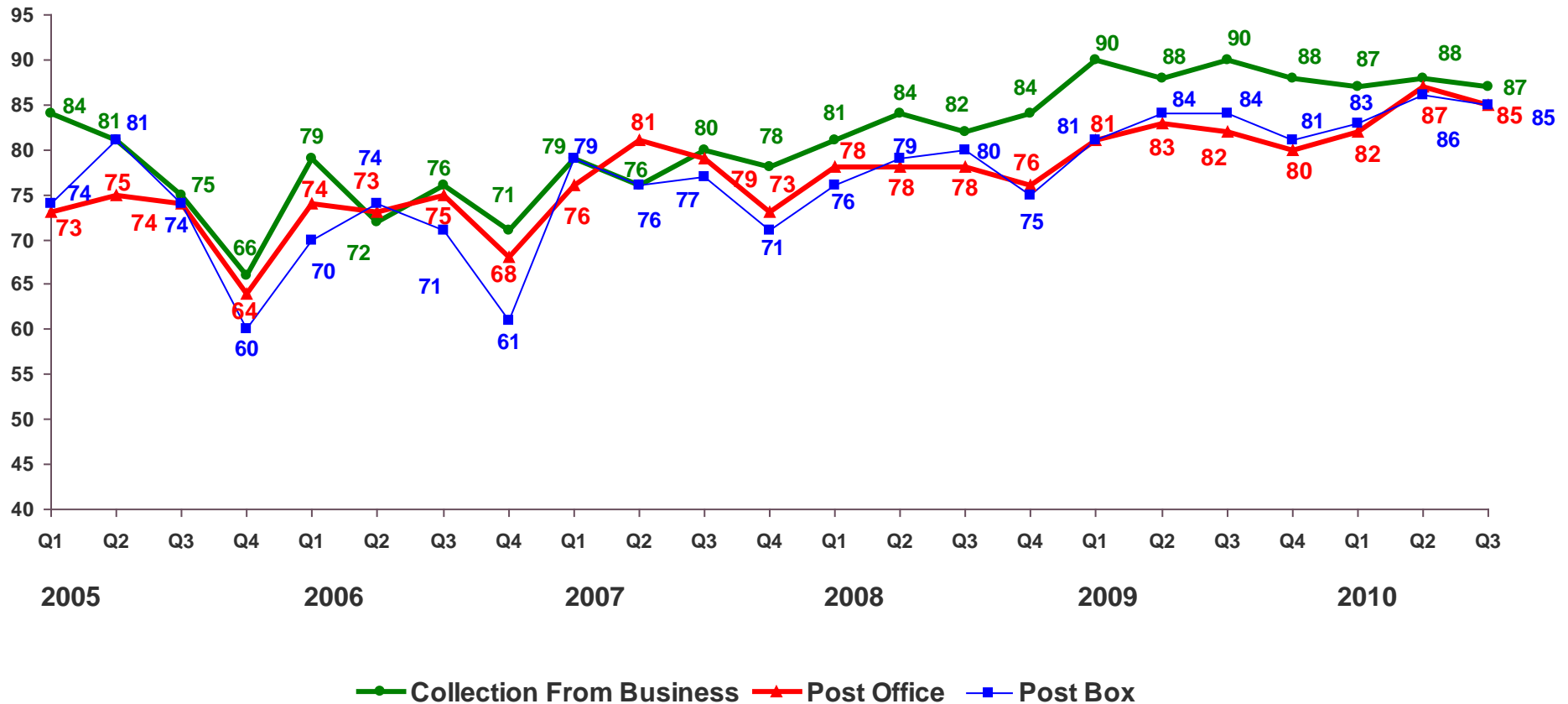
Items Posted On Or Between 1st Jul to 30th Sep, 2010

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	85% (+/-1.4%)	86% (+/-2.1%)	85% (+/-2.6%)
	From Dublin County	86% (+/-2.4%)	86% (+/-3.5%)	86% (+/-3.5%)
	From outside Dublin County	85% (+/-1.8%)	86% (+/-2.6%)	84% (+/-3.6%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 6,997
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)

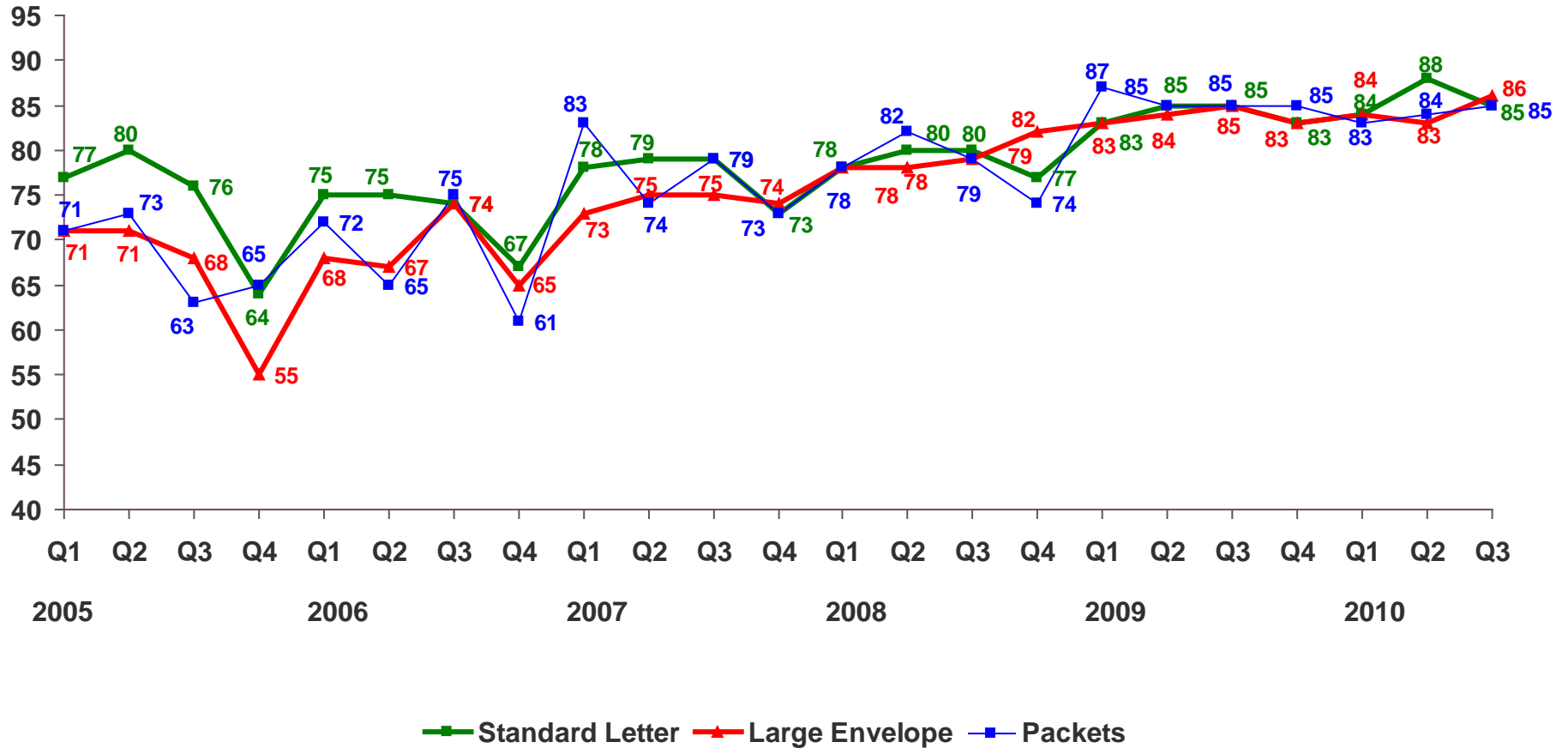
By Induction Method* - Jan 2005 to Sep 2010 By Qtr



* Metered Box items not reported due to small base sizes

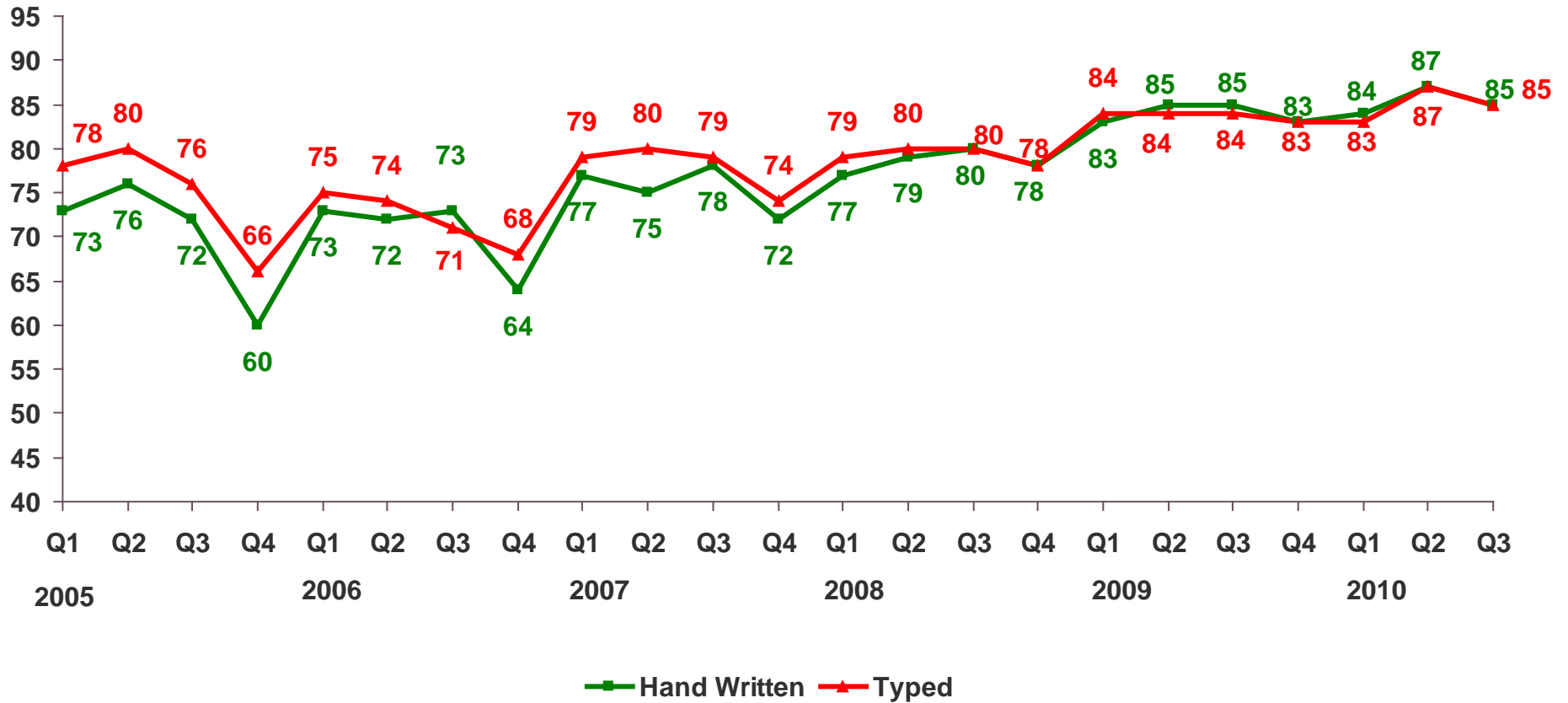
Next Day Delivery (D+1)

By Mail Format* - Jan 2005 to Sep 2010 By Qtr



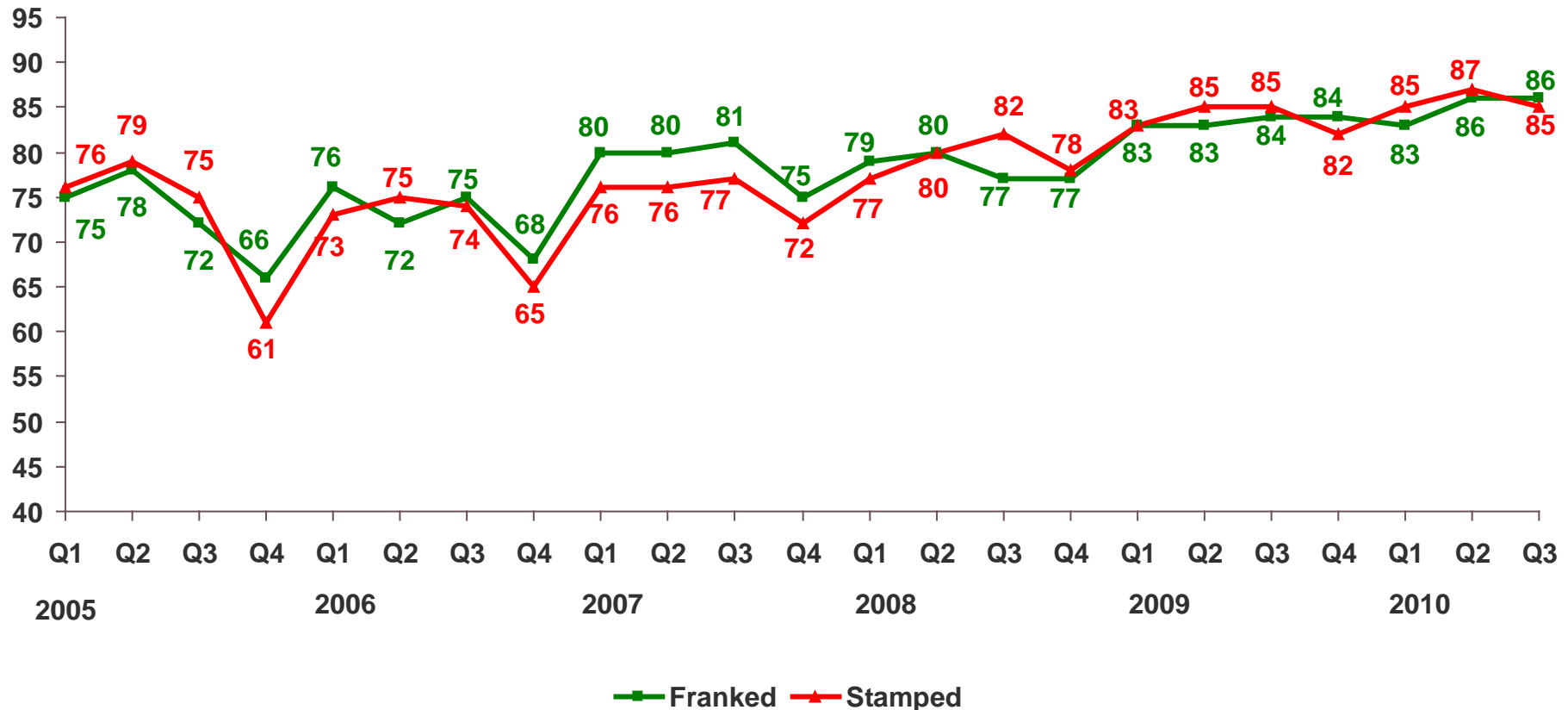
Next Day Delivery (D+1)

By Address Method - Jan 2005 to Sep 2010 By Qtr



Next Day Delivery (D+1)

By Payment Type - Jan 2005 to Sep 2010 By Qtr



Delivery Within Three Days (D+3) Items Posted On Or Between 1st Jul & 30th Sep, 2010

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

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 6,997
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: 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.

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 Sheane – Panel Manager
- Silke Heinzl – Research Consultant



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