



Republic Of Ireland Quality Of Postal Service Monitor - 2011 Report

Items Posted On Or Between 1st January 2011 & 30th September 2011

- 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 and quarterly/ year-to-date basis.
- This report represents the year to date and quarterly performance figures for items posted on or between 1st January and 30th September 2011.
- 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 – 2011 Year To Date Performance

- The period 1st January to 30th September 2011 showed a decrease of one percentage point in the Next Day Delivery of single piece priority mail, compared to the annual result 2010 and compared to the same period (1st Jan – 30th September) in 2010, and now stands at 84%. This is ten percentage points below the ComReg target for Next Day Delivery of 94%.

Delivery Within Three Days – 2011 Year To Date Performance

- 98.5% 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 2011 Compared With Q2 2011

- Next Day Delivery of single piece priority mail showed no improvement (at 84%), when comparing the period 1st July to 30th September 2011 to 1st April to 30th June 2011.
- The mail flow that saw the largest decrease in performance levels for Next Day Delivery from Q2 2011 to Q3 2011 was Outside Dublin to Dublin (from 86% in Q2 2011 to 83% in Q3 2011).

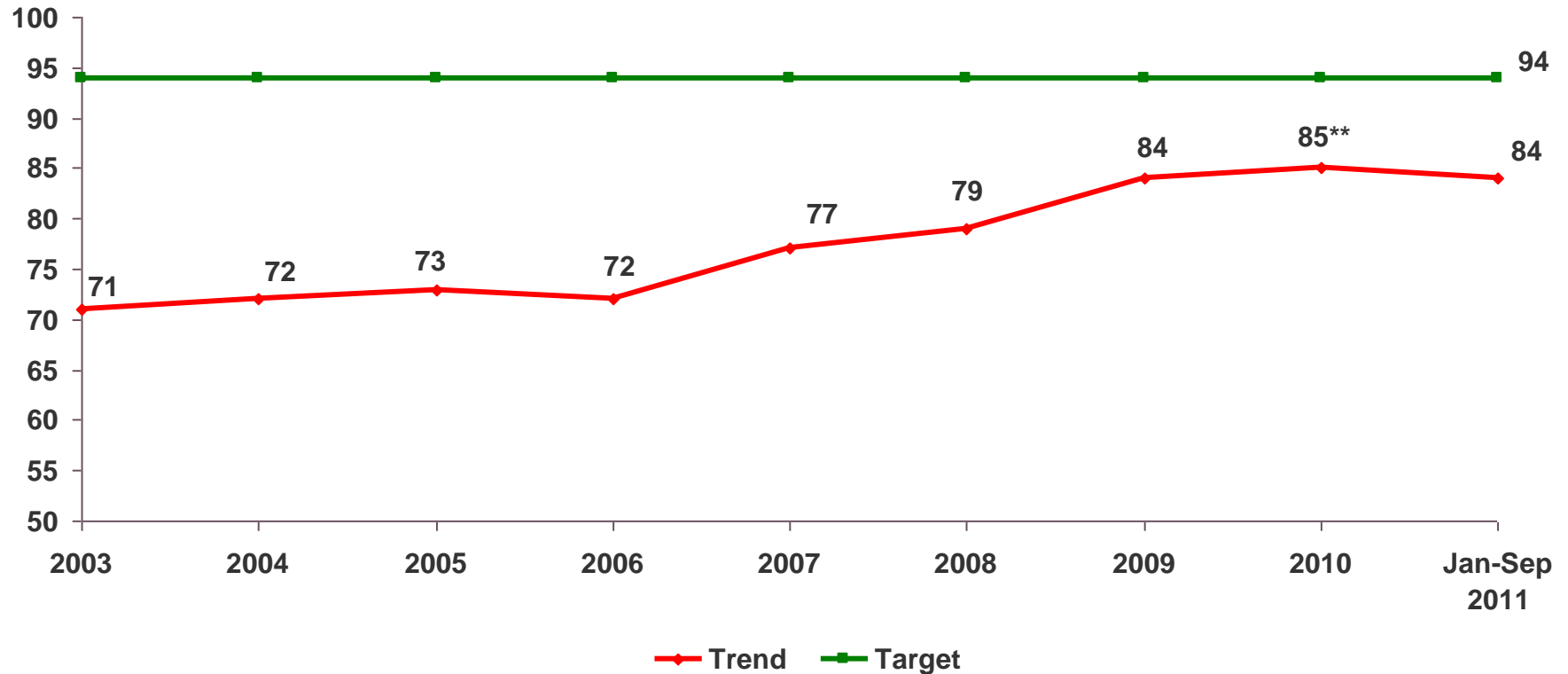
Next Day Delivery – Q3 2011 Compared With Q3 2010

- Performance for Next Day Delivery of single piece priority mail in Q3 2011 has decreased by one percentage point from 85% down to 84% in comparison to the performance measured in Q3 2010.
- Comparing these two quarterly results (Q3 2011 versus Q3 2010), the following shifts are observed for Next Day Delivery across the different variables:
 - Performance of Post Box and Collection from Business declined in Q3 2011. The Induction Method of Post Box experienced the largest decrease, from 85% in Q3 2010 to 82% in Q3 2011. Collection from Business fell by one point from 87% in Q3 2010 to 86% in Q3 2011. Post Office remained steady, at 85%, when comparing these two time periods.
 - In Q3 2011 performance of Large Envelopes fell to 84%, from 86% in the same quarter last year. Performance of Standard Letters declined by one point to 84% and Packets improved by four percentage points to 89%.
 - Performance of Stamped mail declined by two percentage points to 83%. Franked mail has fallen to 85%, from 86% in Q3 2010.

Findings

– Full Year Comparisons Vs. YTD

National Next Day Delivery (D+1) Full Year – 2003 to 2011 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.

Next Day Delivery (D+1)

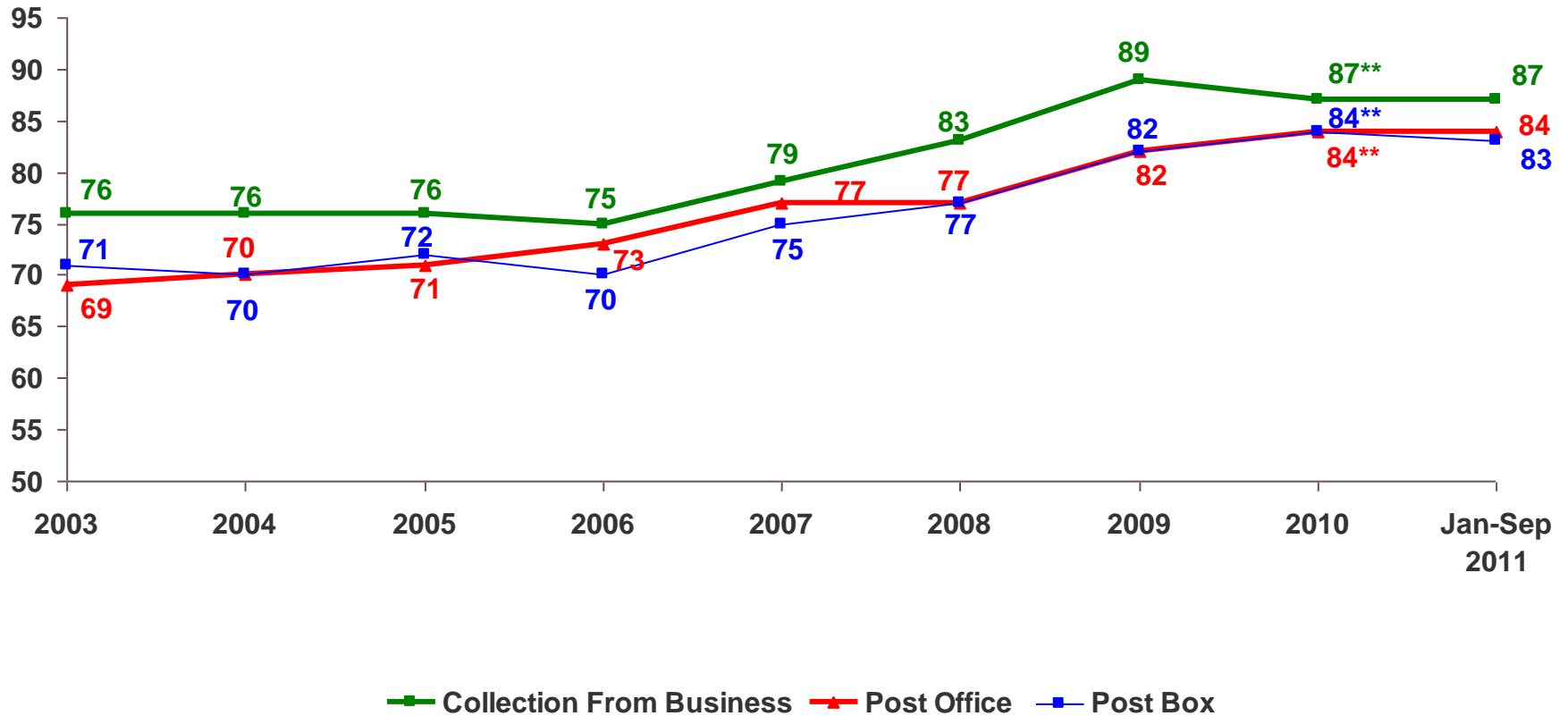
Items Posted On Or Between 1st Jan to 30th Sep 2011

7

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	84% (+/-0.9%)	85% (+/-1.3%)	84% (+/-1.5%)
	From Dublin County	84% (+/-1.4%)	84% (+/-2.0%)	84% (+/-2.0%)
	From Outside Dublin County	85% (+/-1.1%)	85% (+/-1.7%)	85% (+/-2.2%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 21.914
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* 2003 to 2011 YTD

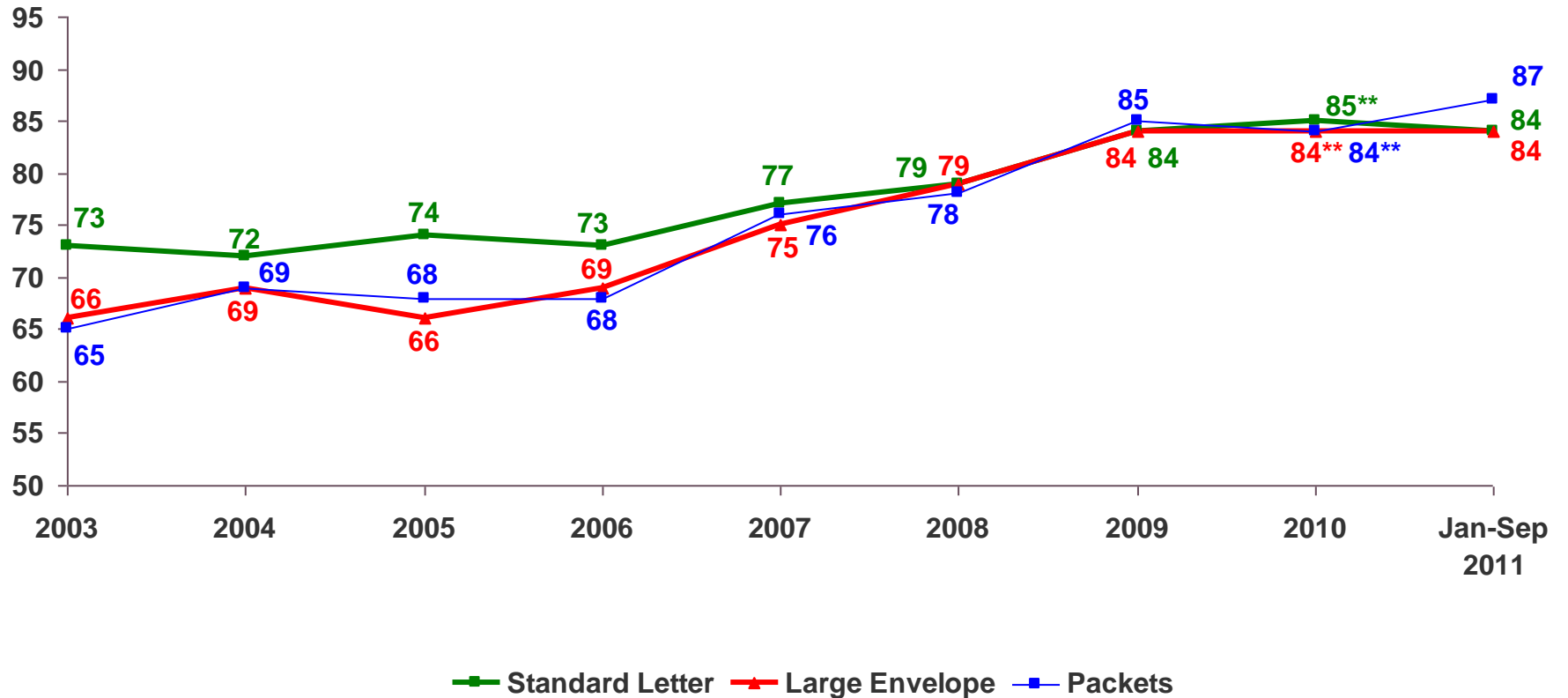


* Metered Box items not reported due to small base sizes

**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.



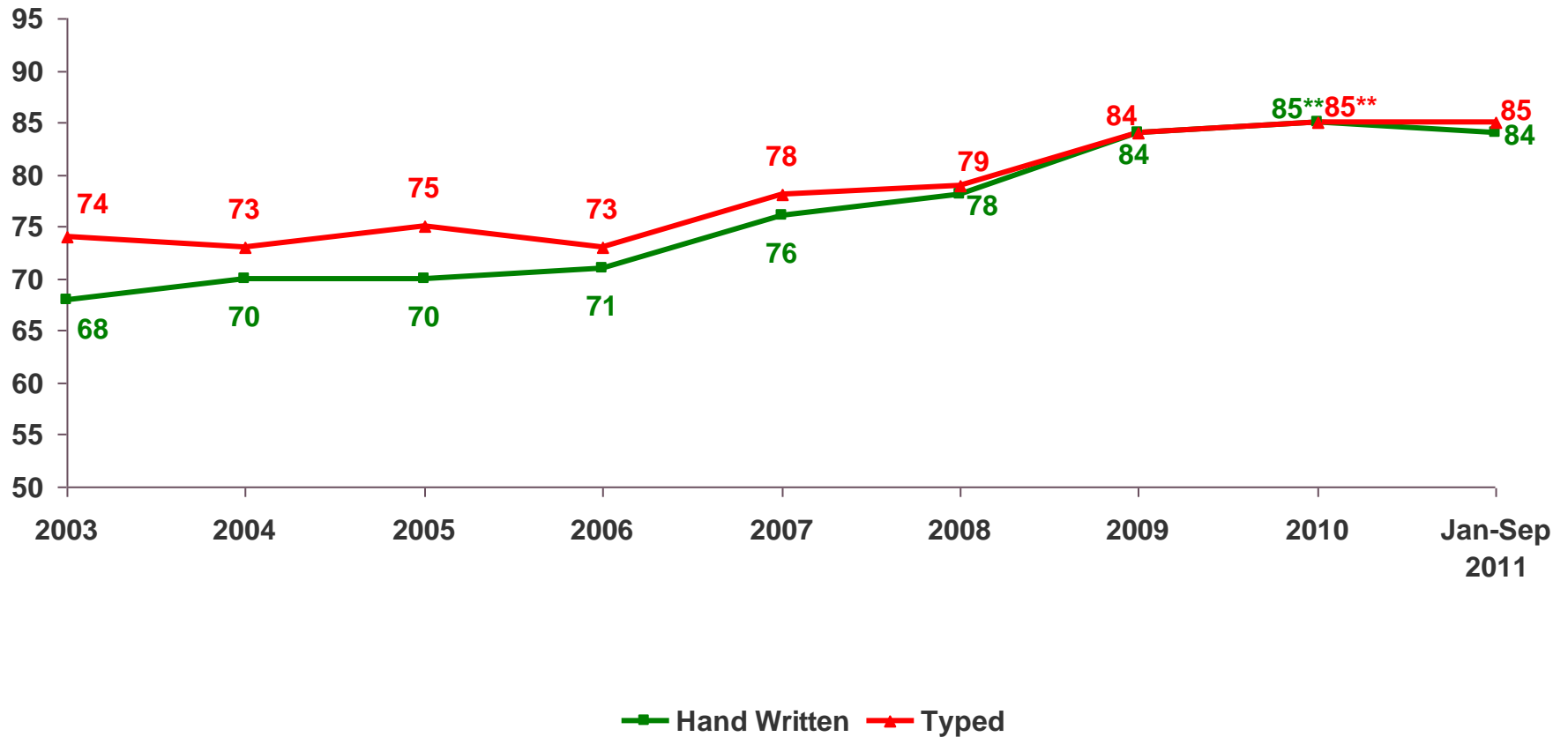
Next Day Delivery (D+1) - By Mail Format* 2003 to 2011 YTD



*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 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 2003 to 2011 YTD



Next Day Delivery (D+1) - By Payment Method 2003 to 2011 YTD



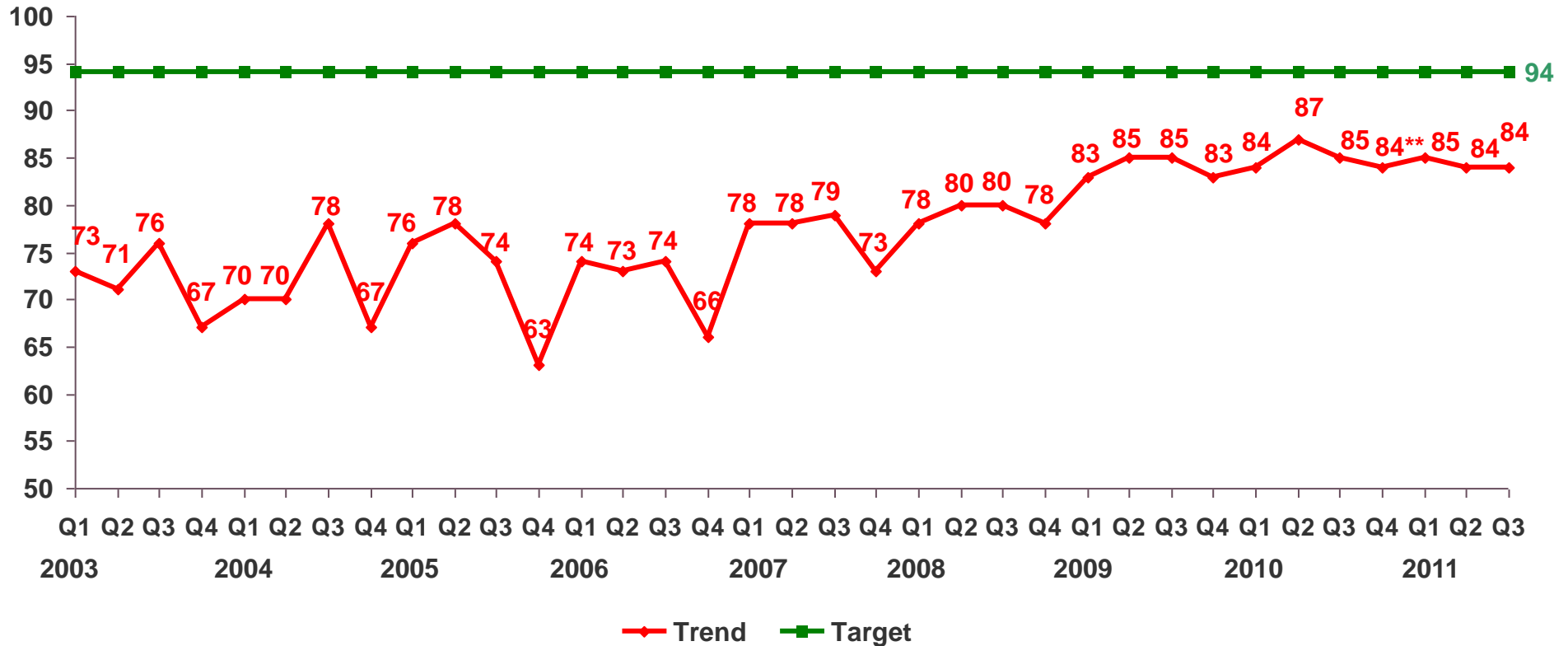
Delivery Within Three Days (D+3) Items Posted On Or Between 1st Jan & 30th Sep 2011

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.2%)	99% (+/-0.4%)	98% (+/-0.5%)
	From Dublin County	98% (+/-0.5%)	98% (+/-0.7%)	98% (+/-0.7%)
	From outside Dublin County	99% (+/-0.3%)	99% (+/-0.3%)	99% (+/-0.6%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 21,914
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.

Findings - Quarterly

National Next Day Delivery (D+1) - Jan 2003 to Sep 2011 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 & Year to Date An Post Performance for Rol

	TARGET	ACHIEVED Q3 2011	ACHIEVED Jan – Sep 2011
		Next Day Delivery (D+1)	
From Anywhere to Anywhere	94%	84%	84%
From Dublin County to Anywhere	94%	82%	84%
From outside Dublin County to Anywhere	94%	85%	85%
		Next Day Delivery (D+3)	
From Anywhere to Anywhere	99.5%	98.3%	98.5%

Next Day Delivery (D+1)

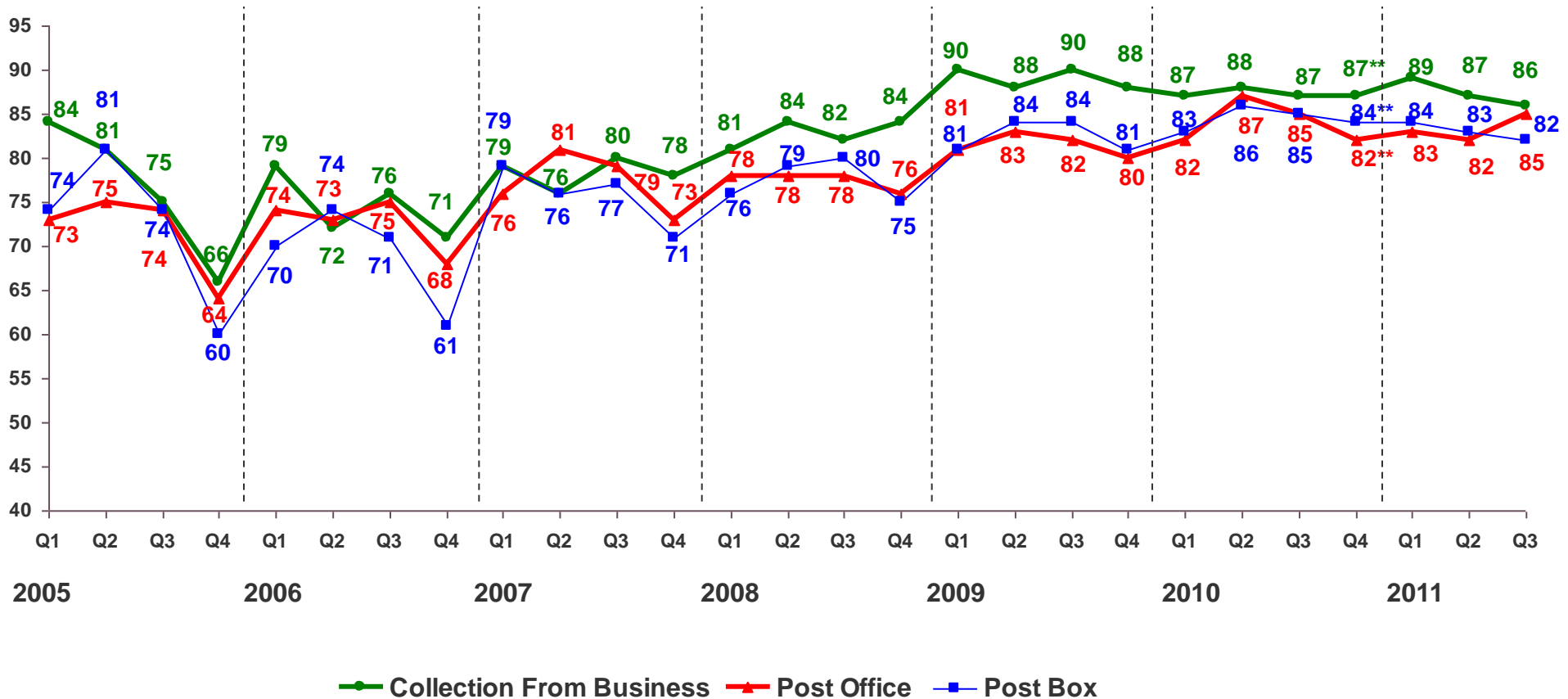
Items Posted On Or Between 1st Jul to 30th Sep 2011

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	84% (+/-1.6%)	85% (+/-2.4%)	83% (+/-2.7%)
	From Dublin County	82% (+/-2.5%)	83% (+/-3.6%)	83% (+/-3.6%)
	From Outside Dublin County	85% (+/-2.0%)	86% (+/-3.1%)	83% (+/-3.8%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,690
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 2011 By Qtr



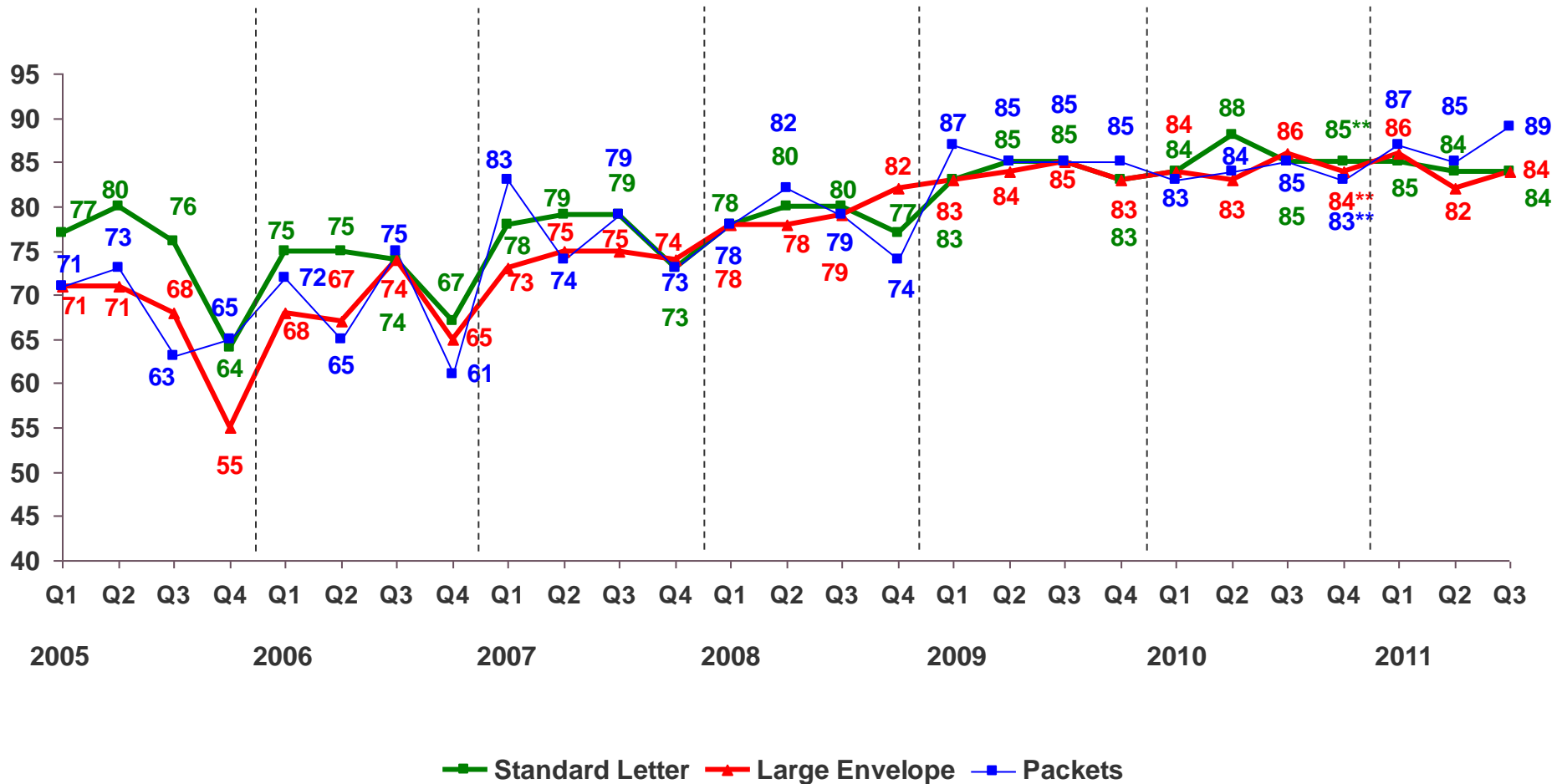
* Metered Box items not reported due to small base sizes



**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 Sep 2011 By Qtr



*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.

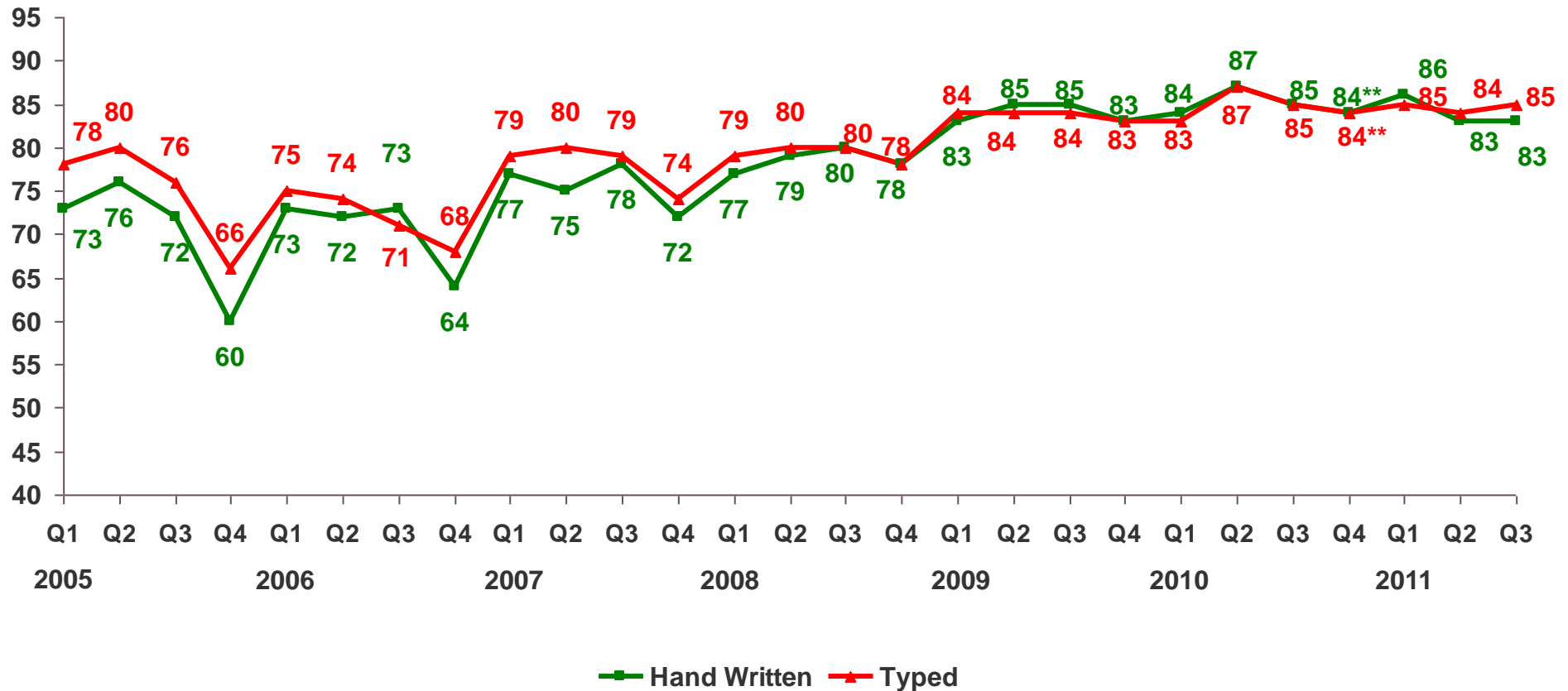
Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

**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.



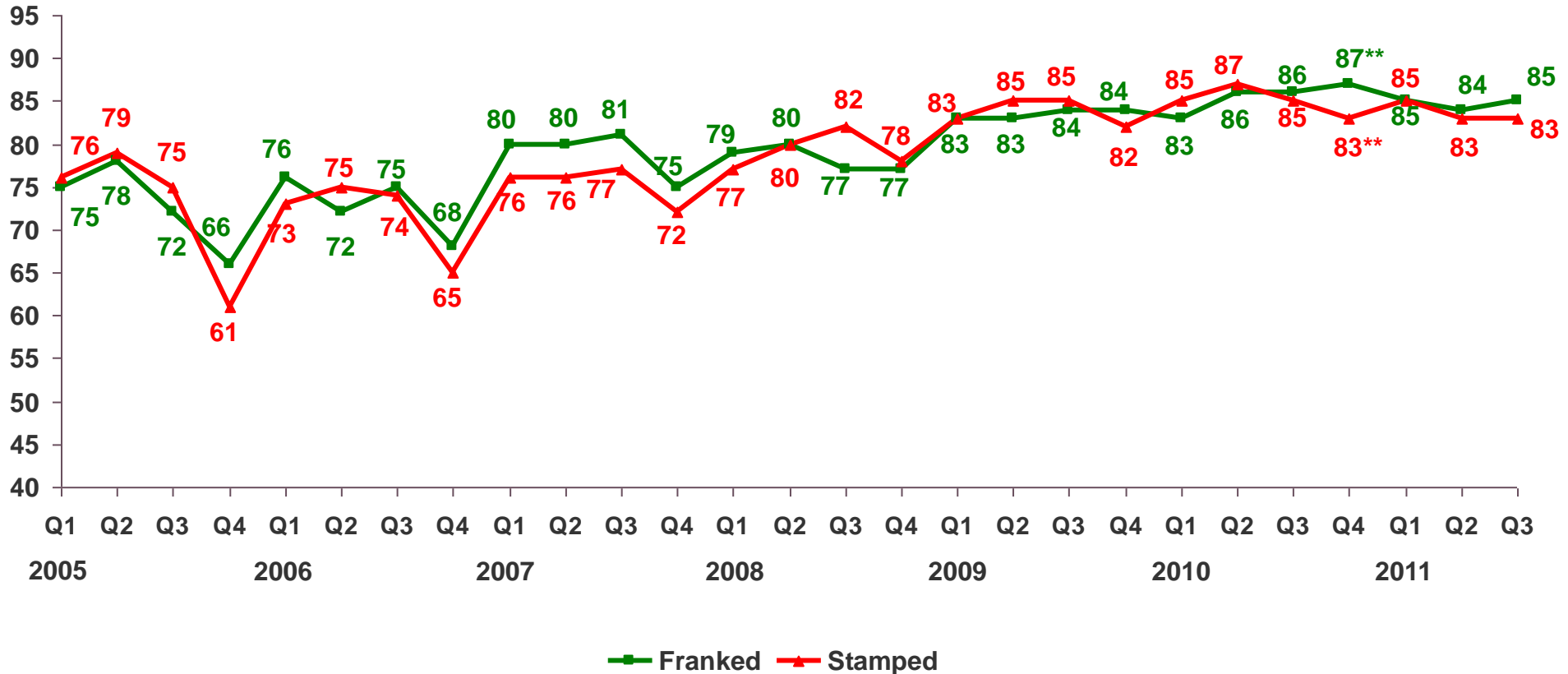
Next Day Delivery (D+1)

- By Address Method Jan 2005 to Sep 2011 By Qtr



Next Day Delivery (D+1)

– By Payment Type Jan 2005 to Sep 2011 By Qtr



Delivery Within Three Days (D+3) Items Posted On Or Between 1st July & 30th Sep 2011

		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	98% (+/-0.6%)	98% (+/-0.9%)	98% (+/-0.9%)
	From outside Dublin County	98% (+/-0.5%)	98% (+/-0.7%)	98% (+/-1.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,690
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



Republic Of Ireland Quality Of Postal Service Monitor - 2011 Report

Items Posted On Or Between 1st January 2011 & 30th September 2011