

Republic Of Ireland Quality Of Postal Service Monitor - 2008 Report

Items Posted On Or Between
1st January & 30th June 2008



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 Q2 findings for items posted on or between 1st April and 30th June, 2008.
- 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 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 for single piece priority mail stands at 80% for the period of 1st April to 30th June 2008, which represents an increase of two percentage points over the first quarter of 2008, but still remains significantly below the target of 94%, as set by ComReg.
- Compared with Q2 2007 (the equivalent quarter last year), Next Day Delivery in Q2 2008 is two percentage points higher.
- Comparing Q2 2008 with Q2 2007, the following shifts are observed for the Next Day Delivery across Methods of Induction:
 - Collection from Business has increased from 76% to 84%, a significant increase in performance.
 - Post Office Induction has decreased from 81% to 79%.
 - Post Box Induction has increased from 76% to 79%.
- Looking at the Next Day Delivery performance figures across Mail Format, some changes are registered versus Q2 2007:
 - Standard letters are up just one percentage point from 79% to 80%.
 - Large envelopes have improved from 75% to 78%.
 - Packets have increased noticeably from 74% to 82%.

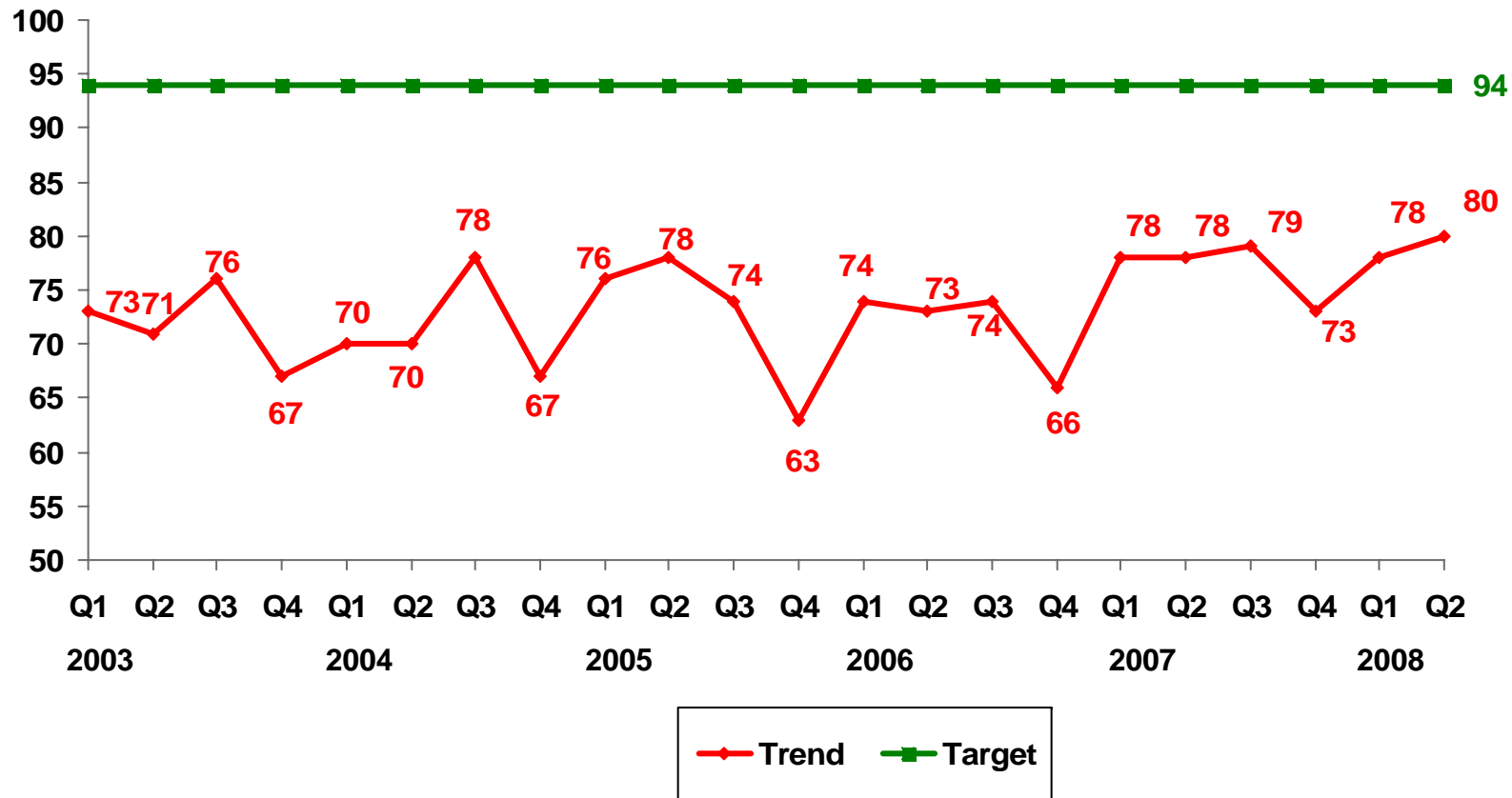
Summary - II

- Performance of mail posted in Dublin for delivery within the county, while showing an improvement over Q1, continues to perform poorly at 78% compared to 81% in Q2 2007
- Mail posted within the county for delivery within the county, excluding Dublin County, remained the same as in Q1 2007 at 83%, but shows an improvement over Q2 2007.
- Mail posted outside of Dublin for delivery within Dublin performed poorly at 74% compared to 81% in Q2 2007
- The year to date performance for Next Day Delivery for single piece priority mail stands at 79% for Q2, compared to 78% for the same period in 2007 and compared to 77% for the full year 2007
- In Q2 2008, 97.7% of single piece priority mail was delivered within three days of posting, against a target of 99.5%.

Findings - Quarterly

National Next Day Delivery (D+1)

January 2003 to June 2008 By Quarter



Quality Of Postal Service Targets

with Quarterly & Year To Date An Post Performance for Rol

	TARGET	ACHIEVED Q2 '08	ACHIEVED YTD JAN-JUN '08
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	80%	79%
From Dublin County to Anywhere	94%	79%	77%
From outside Dublin County to Anywhere	94%	80%	80%
Delivery Within 3 Days			
From Anywhere to Anywhere	99.5%	98%	98%

Next Day Delivery (D+1)

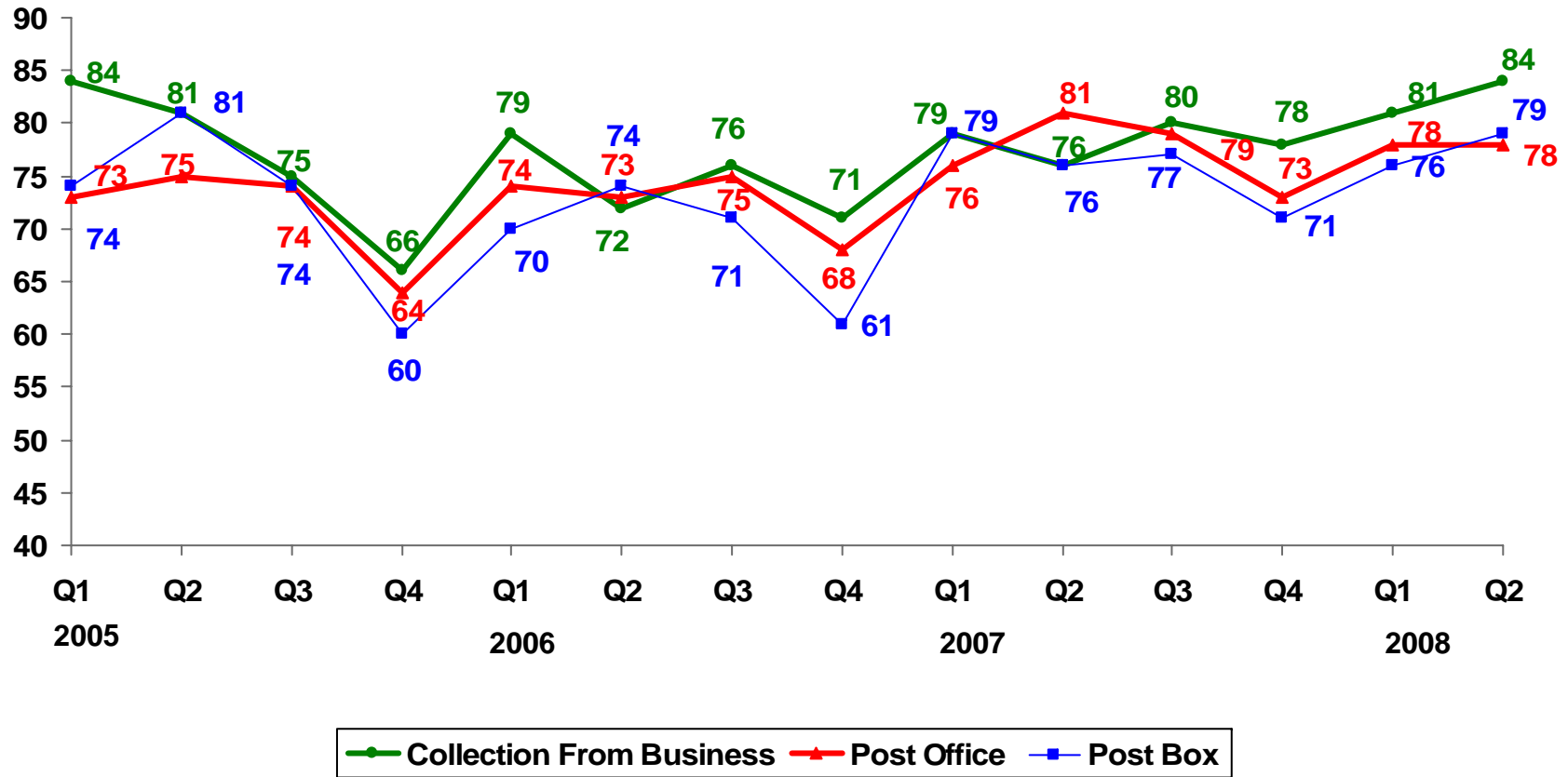
Items Posted On Or Between 1st April & 30th June, 2008

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	80% (+/-2.1%)	80% (+/-3.0%)	76% (+/-4.3%)
	From Dublin County	79% (+/-4.0%)	78% (+/-5.8%)	78% (+/-5.8%)
	From outside Dublin County	80% (+/-2.0%)	83% (+/-2.5%)	74% (+/-5.5%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 6,634
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)

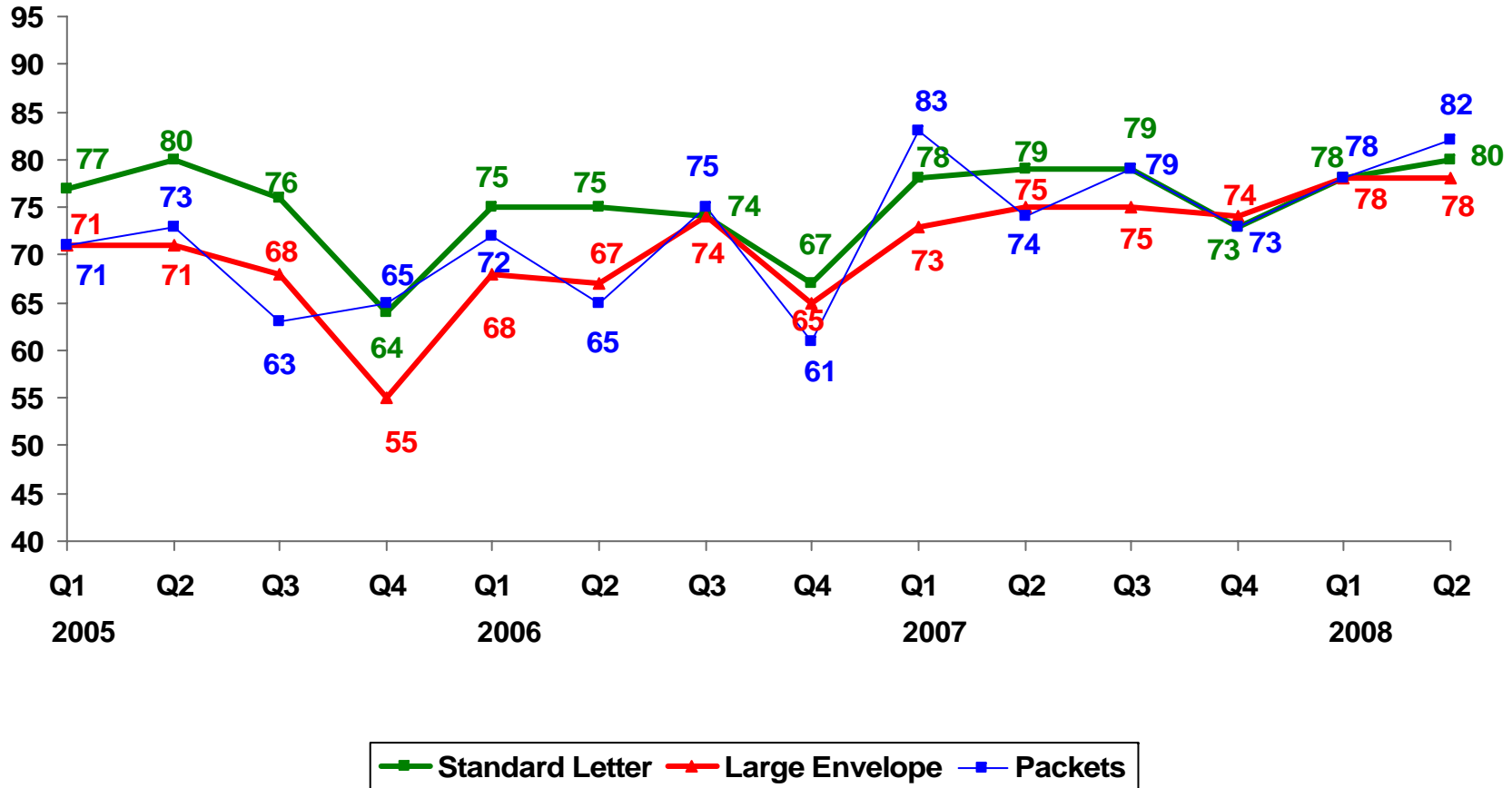
By Induction Method* - January 2005 to June 2008



* Metered Box items not reported due to small base sizes

Next Day Delivery (D+1)

By Mail Format* - January 2005 to June 2008

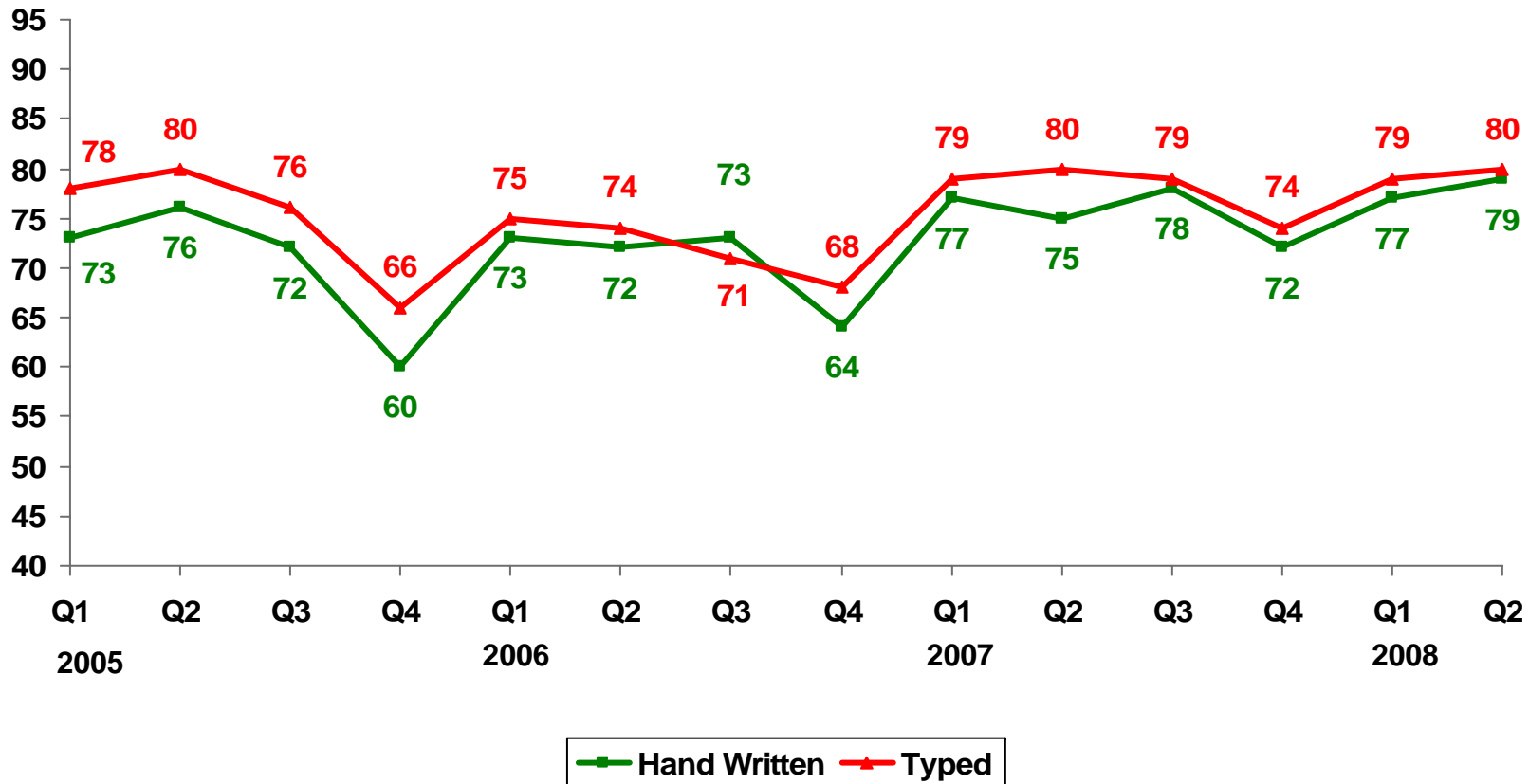


*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm. Packets: Max size (width + length + thickness) 900mm, Max length 600mm. In roll form (length + twice the diameter) 1040mm, Max length 900mm.

the sixth sense of business™

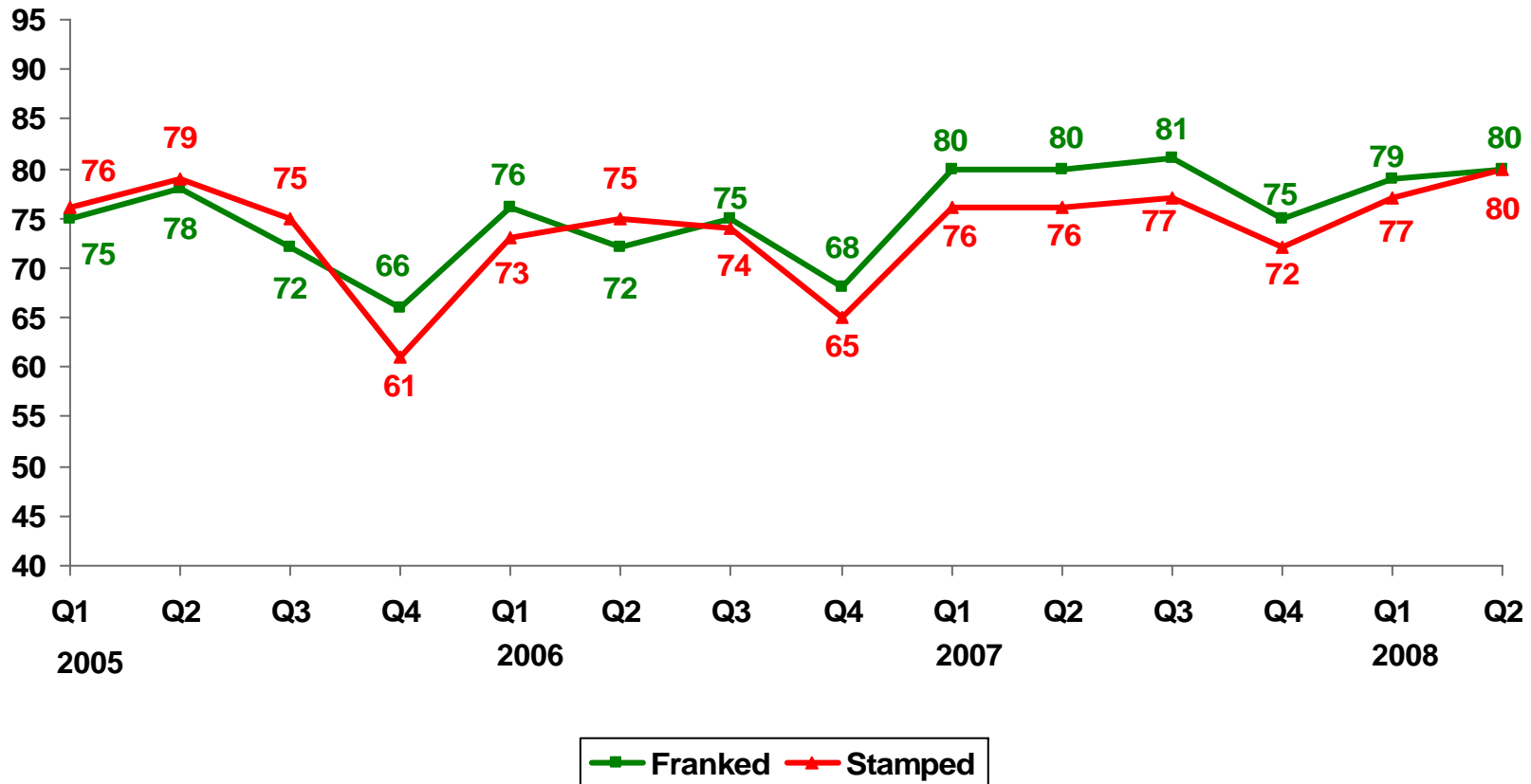
Next Day Delivery (D+1)

By Address Method - January 2005 to June 2008



Next Day Delivery (D+1)

By Payment Type - January 2005 to June 2008



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st April & 30th June, 2008

		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% (+/-0.9%)
	From Dublin County	98% (+/-0.8%)	98% (+/-1.2%)	98% (+/-1.2%)
	From outside Dublin County	98% (+/-0.6%)	98% (+/-0.8%)	96% (+/-1.5%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 6,634*
- 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 – Year To Date

Next Day Delivery Nationally (D+1)

Items Posted On Or Between 1st January & 30th June 2008

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	79% (+/-1.7%)	80% (+/-2.7%)	75% (+/-3.6%)
	From Dublin county	77% (+/-3.3%)	76% (+/-4.7%)	76% (+/-4.7%)
	From outside Dublin County	80% (+/-1.7%)	83% (+/-2.4%)	73% (+/-5.2%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 14,148*
- 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 2008

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.4%)	98% (+/-0.7%)	97% (+/-0.8%)
	From Dublin County	98% (+/-0.6%)	98% (+/-1.0%)	98% (+/-1.0%)
	From outside Dublin County	98% (+/-0.5%)	98% (+/-0.8%)	97% (+/-1.4%)

- () figures in brackets relate to accuracy levels at 95% confidence*
- Total number of effective observations – 14,148*
- 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 Miller – Account Director
- Annette Farrell – Project Manager
- Silke Heinzl – Research Consultant

Republic Of Ireland Quality Of Postal Service Monitor - 2008 Report

Items Posted On Or Between
1st January & 30th June 2008

