



Items Posted On Or Between
1st January & 31st December 2016

Republic Of Ireland Quality Of Postal Service Monitor - 2016 Report

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Introduction – I

- 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 13850:2012 'Postal Services – Quality of Service – Measurement of transit time of end-to-end services for single piece priority mail and first class mail'. 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 private and business individuals, posting and receiving mail on a continuous basis.
- This report presents the annual performance figures for items posted on or between 1st January and 31st December 2016.
- The total number of effective observations in 2016 was 28,784 and the accuracy variance on the overall annual result stands at +/-0.8%.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.

Introduction – II

- There were no Force Majeure events approved by ComReg in 2016.
- The independent auditor KPMG, appointed by An Post the regulated entity, conducted an extensive audit to ensure independent and absolute audit certification that the 2016 Monitor and results were carried out in accordance with the Standard I.S. EN13850:2012. Please see overleaf for a summary of this audit report.

Independent Audit Report of KPMG

– 2016 Monitor Results

Overall Conclusion (of KPMG)

- Our audit was designed to express a reasonable assurance conclusion on whether the ‘On Time’ performance results of the Ipsos MRBI QofS Mail Monitor were materially reliable and robust.
- Based on the procedures performed and evidence obtained, for the Ipsos MRBI QofS Mail Monitor system which covers the period 1 January 2016 to 31 December 2016, in our opinion:
 - The Mail Monitor processes, within the scope of this review, materially comply with the relevant requirements of the CEN Standard;
 - The system of controls operated by Ipsos MRBI over the 2016 Mail Monitor are materially sufficient to enable the production of representative and accurate results; and,
 - The ‘On Time’ performance results of the Ipsos QofS Monitor for the above period are materially reliable and robust.

Summary – I

Next Day Delivery – 2016 Full Year Performance (1st January to 31st December 2016)

- Next Day Delivery performance of single piece priority mail stands at 91% for 2016, which is the same as achieved for 2015. The performance remains below the ComReg target of 94% and An Post have a three percent improvement required to meet the Standard.
- Comparing geographical mail flows for 2016 with those from 2015 shows that Next Day Delivery performance remains unchanged for all but two mail flows:
 - Dublin to Dublin has increased by one percentage point to 93% in 2016.
 - Outside Dublin to Anywhere has decreased by one point to 90% in 2016.
- When comparing 2016 to 2015, the following shifts are noted across the different mail characteristics:
 - Post Box performance declined by one point to 88%. Collection From Business and Post Office induction method performance remains static at 98% and 90% respectively.

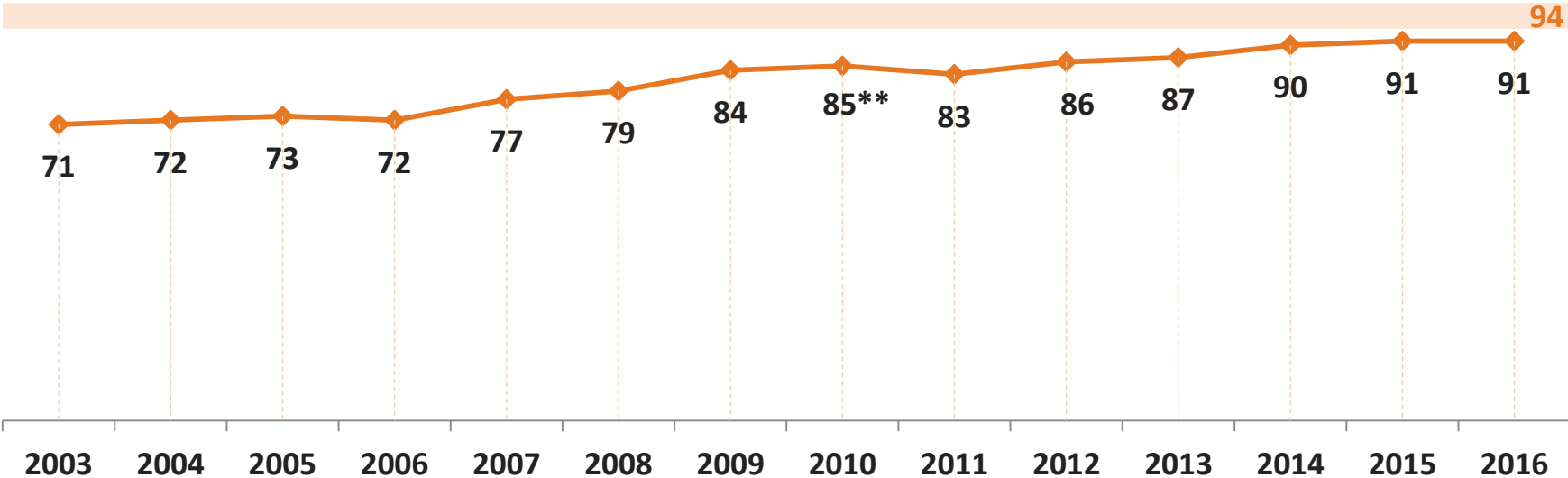
Summary – II

- Both mail formats of Standard Letters and Large Envelopes remain steady at 91% and 90% respectively. The performance of Packets has declined by one point to 88%.
- The performance of Franked mail has increased by two percentage points to 95%. Stamped mail has decreased by two percentage points and now stands at 88%.

Delivery Within Three Days – 2016 Full Year Performance (1st January to 31st December 2016)

- Delivery of single piece priority mail Within Three Working Days remains unchanged since 2015 at 99.1%. This measure is marginally below the ComReg target of 99.5%.

National Next Day Delivery (D+1) Full Year – 2003 to 2016



**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 those two periods.

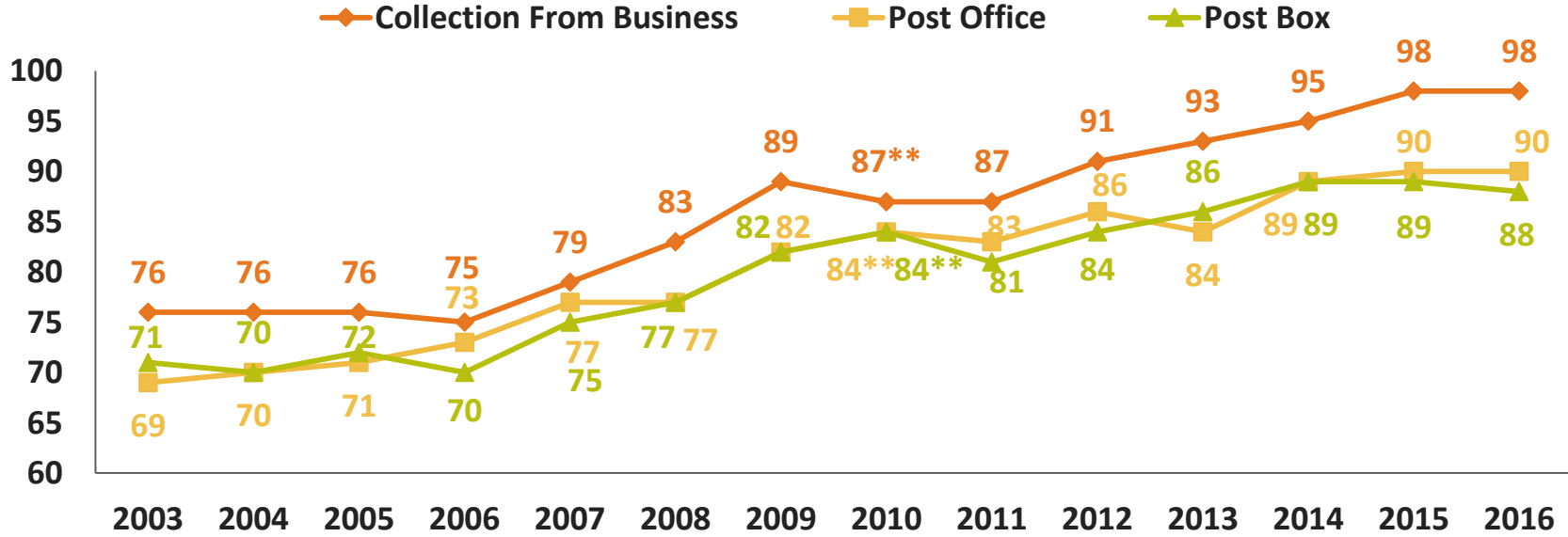
Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-31st Dec 2016

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	91% (+/-0.8%)	91% (+/-0.8%)	91% (+/-1.0%)
POSTING (RoI)	From Dublin County	92% (+/-1.1%)	93% (+/-1.2%)	93% (+/-1.2%)
	From Outside Dublin County	90% (+/-1.0%)	91% (+/-1.2%)	89% (+/-1.6%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,784
3. The postal county boundary is formed by the postal address as determined by An Post.

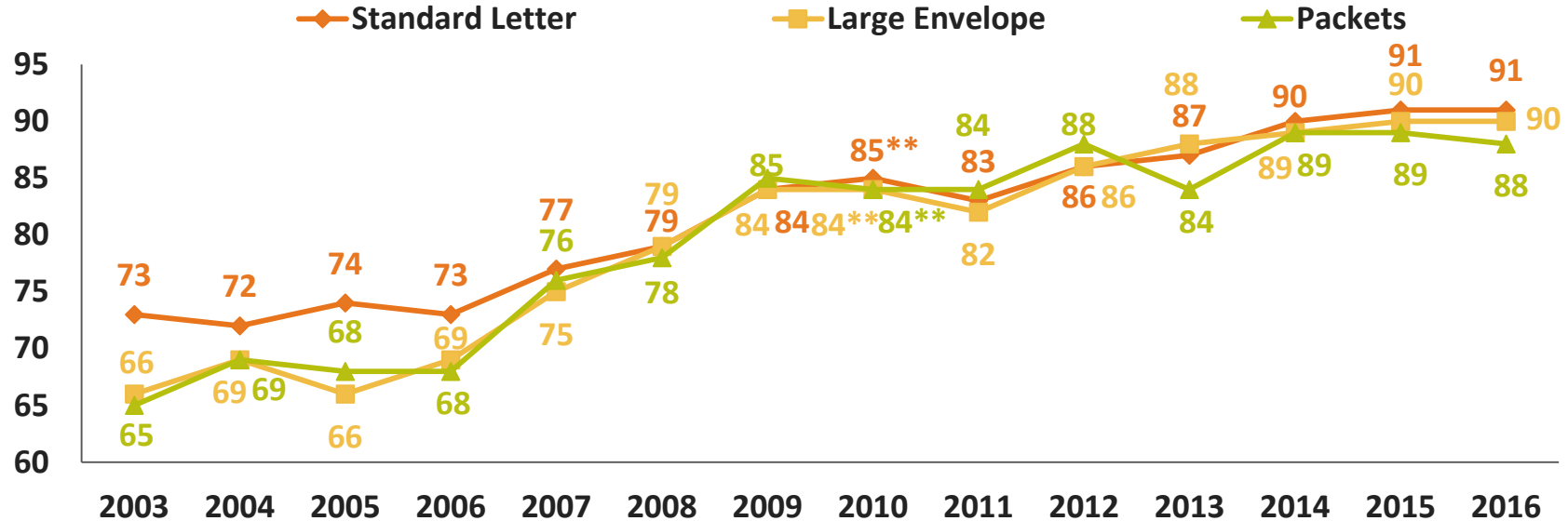
Next Day Delivery (D+1) - By Induction Method 2003 to 2016



* Metered Box items not reported due to small base sizes

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Next Day Delivery (D+1) - By Mail Format 2003 to 2016

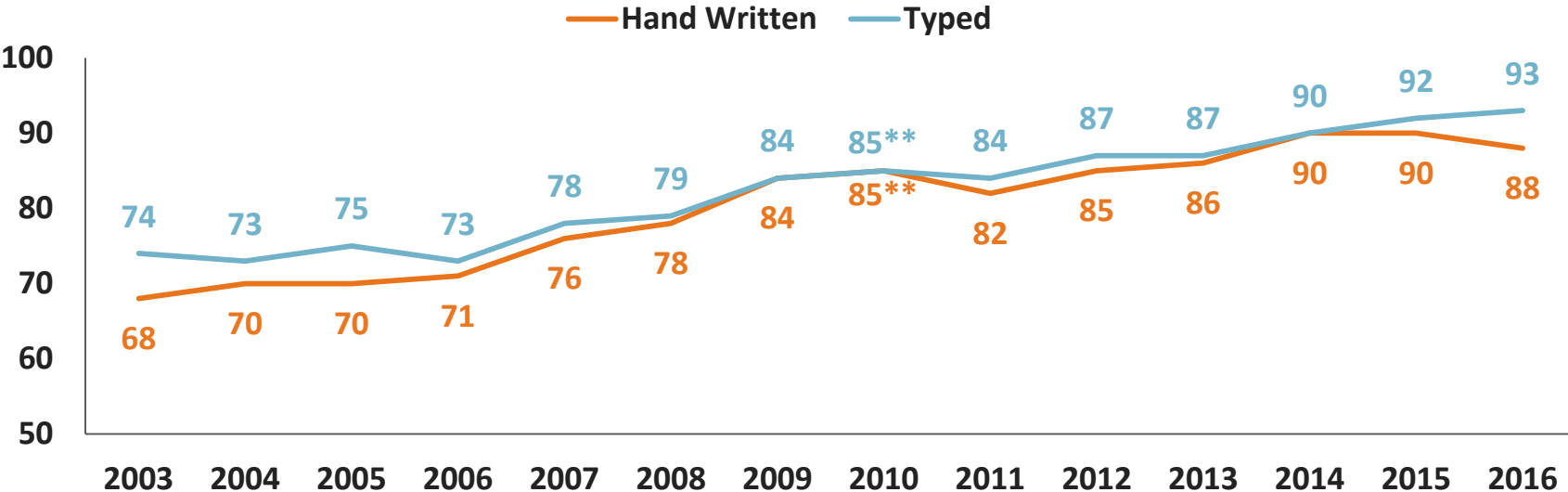


Standard Letter: Up to C5 size 162mm * 235mm * 5mm. **Large Envelope:** Up to 400mm * 300mm * 25mm.

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

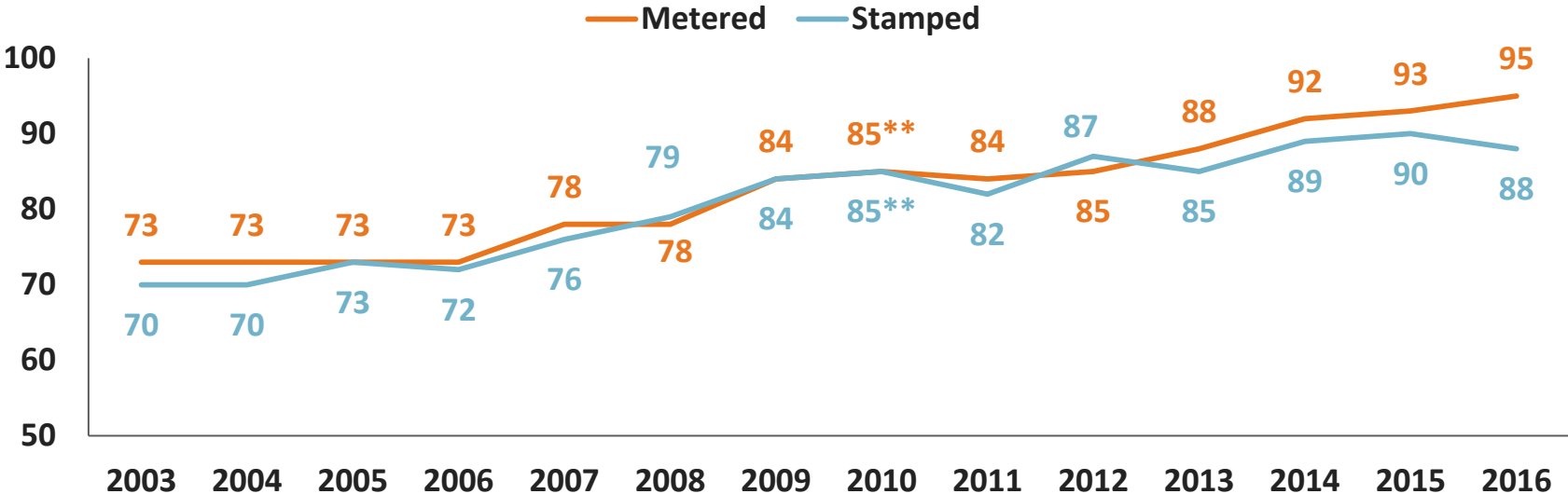
**The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in those two periods.

Next Day Delivery (D+1) - By Address Method 2003 to 2016



**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 those two periods.

Next Day Delivery (D+1) - By Payment Method 2003 to 2016



**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 those two periods.

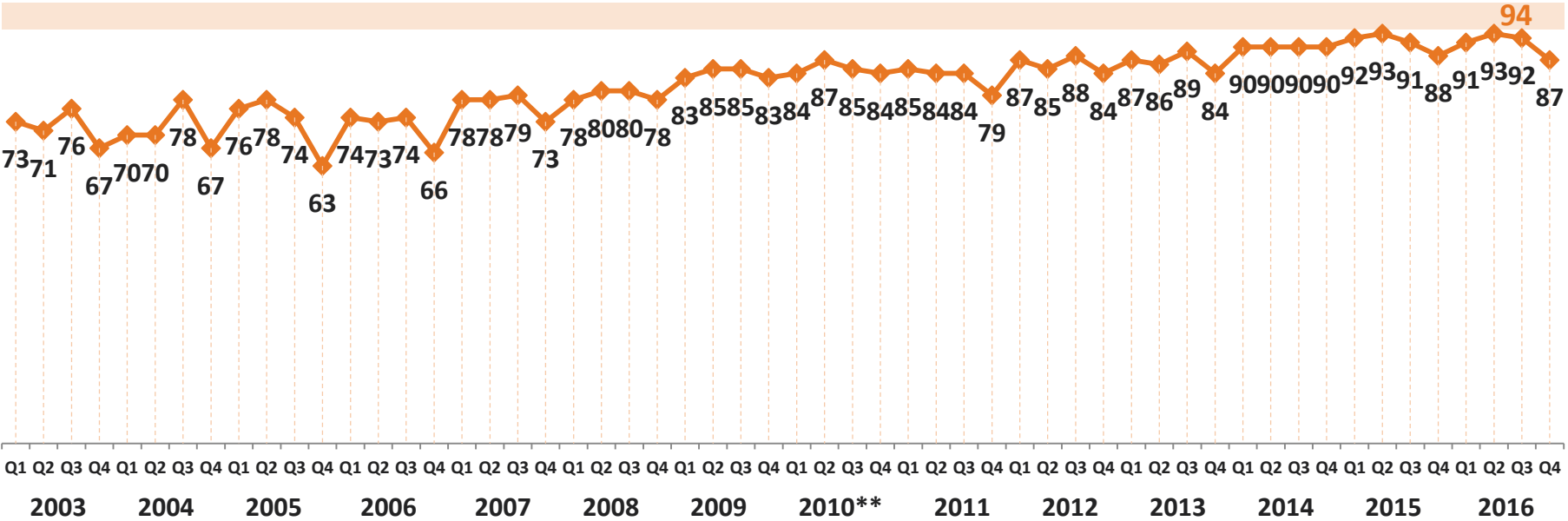
Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan & 31st Dec 2016

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	99.1% (-0.3% to +0.1%)	99.1% (-0.4% to +0.1%)	99.0% (-0.4% to +0.1%)
POSTING (RoI)	From Dublin County	99.1% (-0.5% to +0.2%)	99.1% (-0.6% to +0.1%)	99.1% (-0.6% to +0.1%)
	From outside Dublin County	99.1% (-0.4% to +0.1%)	99.2% (-0.6% to +0.1%)	99.0% (-1.0% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 28,784
3. The postal county boundary is formed by the postal address as determined by An Post.

National Next Day Delivery (D+1) - Jan 2003 to Dec 2016 By Quarter



**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 those two periods.





Next Day Delivery – January to November

Next Day Delivery (D+1)

Items Posted On Or Between 1st Jan-30th Nov 2016

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	92% (+/-0.7%)	92% (+/-0.8%)	93% (+/-0.9%)
POSTING (RoI)	From Dublin County	94% (+/-1.0%)	94% (+/-1.1%)	94% (+/-1.1%)
	From Outside Dublin County	91% (+/-0.9%)	92% (+/-1.1%)	90% (+/-1.5%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 26,451
3. The postal county boundary is formed by the postal address as determined by An Post.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st Jan - 30th Nov 2016

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	99.2% (-0.3% to +0.1%)	99.2% (-0.4% to +0.1%)	99.1% (-0.5% to +0.1%)
POSTING (RoI)	From Dublin County	99.3% (-0.5% to +0.1%)	99.2% (-0.7% to +0.1%)	99.2% (-0.7% to +0.1%)
	From outside Dublin County	99.1% (-0.4% to +0.1%)	99.2% (-0.6% to +0.1%)	99.0% (-1.1% to +0.1%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 26,451
3. The postal county boundary is formed by the postal address as determined by An Post.



Next Day Delivery – December

Next Day Delivery (D+1)

Items Posted On Or Between 1st – 31st December 2016

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	77% (+/-3.8%)	80% (+/-4.0%)	78% (+/-5.4%)
POSTING (RoI)	From Dublin County	76% (+/-6.2%)	80% (+/-6.6%)	80% (+/-6.6%)
	From Outside Dublin County	77% (+/-4.7%)	81% (+/-5.0%)	75% (+/-7.9%)

1. () Figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,333
3. The postal county boundary is formed by the postal address as determined by An Post.

Delivery Within Three Days (D+3)

Items Posted On Or Between 1st – 31st December 2016

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	98.1% (-0.9% to +0.6%)	98.4% (-1.5% to +0.7%)	97.9% (-2.0% to +1.1%)
POSTING (RoI)	From Dublin County	97.1% (-2.2% to +1.2%)	97.5% (-2.8% to +1.5%)	97.5% (-2.8% to +1.5%)
	From outside Dublin County	98.6% (-1.1% to +0.6%)	98.9% (-1.8% to +0.9%)	98.5% (-4.7% to +1.4%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 2,333
3. The postal county boundary is formed by the postal address as determined by An Post.



Methodology

Methodology – I

- The method of monitoring is in full accordance with European and Irish Standard, EN13850:2012 ‘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. Any test mail items posted on a Saturday, Sunday or Public Holiday, delivered on the next working day are treated as a D+0 item. D+0 items are included in the D+1 figures for the purposes of calculating next-day delivery
- The Latest Time of Posting (LTOP) for Next Day Delivery and ‘no weekend or public holiday collections/deliveries’ is clearly displayed, by An Post, to postal service users at all access points. This is also documented by An Post and provided to Ipsos MRBI on a quarterly basis.

Methodology – II

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 2013 Real Mail Study (“RMS”) was used in the statistical design and weighting of the 2016 Monitor.
- The sample employs strict proportionality across all key characteristics. Discriminant characteristics are defined as:
 - Dropper Type
 - Induction Method
 - Mail Size
 - Mail Colour
 - Mail Format
 - Address Method
 - Mail Weight
 - Receiver Type
 - Payment Method
 - Induction Day

Methodology – III

Geographical Distribution

- Stratified random sampling is employed to achieve the required panel geographical distribution.

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

Eircodes

- In July 2015 Eircodes were introduced in Ireland.
- The relevant Eircode and postal address associated with that Eircode is used for each panellist.

Non Working Days & Derogation Days

The following Non Working Days and Derogation Days were applied in 2016:

01/01/2016	New Year's Day Public Holiday
17/03/2016	St. Patrick's Day Public Holiday
25/03/2016	Good Friday Derogation Day
28/03/2016	Easter Monday Public Holiday
02/05/2016	May Public Holiday
06/06/2016	June Public Holiday
01/08/2016	August Public Holiday
31/10/2016	October Public Holiday
26/12/2016	St. Stephen's Day Public Holiday
27/12/2016	Derogation Day
28/12/2016	Christmas Day Derogation Day
	All Saturdays
	All Sundays

Weighting

- In order to ensure that mail flows represent the 2013 RMS data, corrective weights are applied to the data.
- The weighting caps for each discriminant characteristic for January to December 2016 meet the requirements of section 7.3.2.2 of CEN.
- In addition, the weighting caps for each individual item for January to December 2016 meet the requirements of section 7.3.2.3 of CEN.

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Name and Address of Monitored Postal Operator

An Post

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