



# Republic Of Ireland Quality Of Postal Service Monitor - 2013 Report

Items Posted On Or Between 1<sup>st</sup> January 2013 & 31<sup>st</sup> December 2013

January 2015

Ipsos MRBI



- 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 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 1<sup>st</sup> January and 31<sup>st</sup> December 2013.
- Ipsos MRBI is an independent provider of business information and is a fully owned subsidiary of Ipsos Group.
- In 2012, some issues arose which had an impact on the Monitor; these are also applicable for the 2013 report.
- Accuracy Calculation: A revised Standard, EN13850:2012, was issued by CEN in later 2012 and now replaces the previous version – EN13850+A1:2007 – of the Standard. In the 2012 version, CEN confirmed that the accuracy calculation method has been corrected in the 2012 version of the Standard by removing a bias in the old accuracy calculation method which led to accuracy results that were not conservative enough. The revised accuracy calculation method is used in the calculation of the results in the 2013 report.

- Real Mail Studies: Real Mail Studies (“RMS”) are performed by An Post to estimate the discriminant mail characteristics which are needed for the sample design of the Monitor. The 2006 RMS results provided by An Post were used in the statistical design of the 2013 Monitor as intervening year’s RMS results could not be used. Audited 2011 RMS results became available in October 2013 and the 2011 RMS weighting proportions were retrospectively applied to the 2013 Monitor results.
- As a result of these impacts, the total number of effective observations in 2013 was 21,666 and the accuracy variances on the overall annual result stand at +/-1.7%.
- There were no Force Majeure event applications made by An Post in 2013.
- In 2013 ComReg commissioned an extensive audit, conducted by Mazars, to ensure an independent and absolute audit certification that the 2013 Monitor and results were carried out in accordance with the Standard I.S. EN13850+A1:2007. Please see overleaf for a summary of this audit report.

# Independent Audit Report – 2013 Monitor Results

- At ComReg's request, Mazars provided an independent audit of the Quality of Postal Service Monitor 2013 Annual Results produced by the Monitor, Ipsos.
- The audit was designed and conducted in accordance with audit requirements of EN13850:2002\*, to offer reasonable assurance that the Monitor's processes and procedures in place for the 2013 postal tests undertaken and reporting thereon have been conducted in accordance with EN 13850:2002.
- Mazars noted an increased variance percentage of +/-1.7% in the accuracy calculation carried out, which is higher than the requirement of EN13850:2002. This is not considered significant in statistical terms, and the variance increase was mainly due to the removal of some test mail items from the Monitor results on instruction from ComReg. Notwithstanding the increased variance percentage, overall we have concluded that in all material respects, based on the sample based audit completed, the Monitor's processes and procedures in place during the 2013 monitoring period, were in accordance with EN13850:2002, and that the 2013 reported results are reasonably stated.

**Mazars**

**13 November 2014**

*\*Standard EN 13850:2007 was in place at the time of this audit, but that the standard updates from the 2002 version were limited and did not impact on the scope and findings of this audit. The standard EN 13850:2012 only came into effect during 2013 and was therefore not applied for this Monitor period.*

## *Next Day Delivery – 2013 Full Year Performance (1<sup>st</sup> January to 31<sup>st</sup> December 2013)*

- Next Day Delivery performance of single piece priority mail stands at 87%, in 2013. This is a marginal increase of one percentage point compared to 2012. Although this is the highest score achieved since the Monitor began in 2003, the Next Day Delivery performance continues to remain below the ComReg target for Next Day Delivery of 94%.
- When comparing 2013 against 2012 across the geographic mail flows, the following was observed.
  - All mail flows perform at the same level of 87%.
  - Outside Dublin to Dublin is up three percentage points, compared to 2012.
  - Dublin to Dublin has improved by two points, from 85% to 87%.
  - Outside Dublin to Local (delivery within the county of posting) has decreased by one percentage point compared to 2012.
- Comparing 2013 against 2012 across the different types of mail, the following shifts are registered:
  - Collection from Business induction method has increased a further two percentage points to 93% from 91% in 2012. Post Box induction method has also increased by two points to 86%. However, Post Office inductions have declined by two points to 84% compared to 86% in 2012.

- Standard Letters and Large Envelopes performances have improved by one and two percentage points respectively, to 87% and 88%. Packets show a decrease of four percentage point to 84%, a return to the level measured in 2011.
- The performance of Franked mail has increased to 88% this year, an improvement of three percentage points compared to 2012. Stamped mail performance has fallen by two points to 85%, the same level as recorded in 2010.

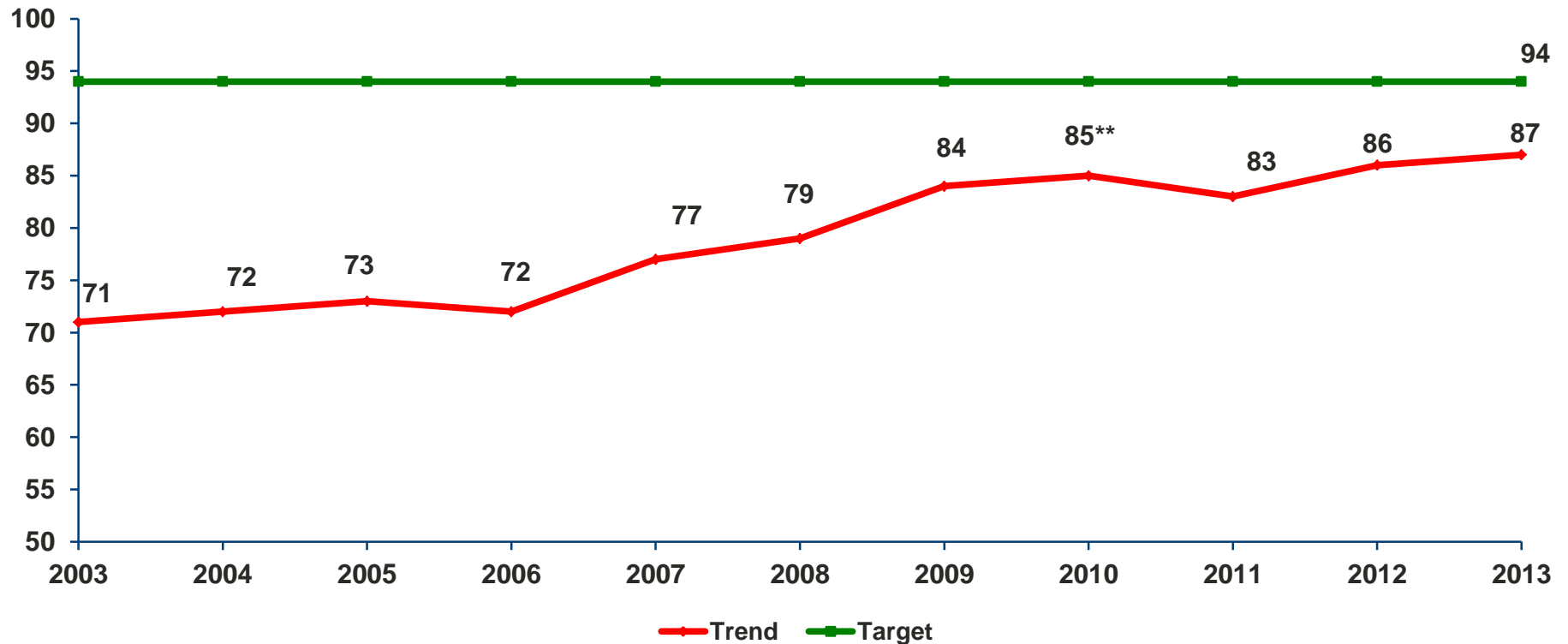
## ***Delivery Within Three Days – 2013 Full Year Performance (1<sup>st</sup> January to 31<sup>st</sup> December 2013)***

- Compared to 2012, delivery of single piece priority mail Within Three Working Days has remained steady at 98.5% for the full year 2013. This measure continues to fall short of the ComReg target of 99.5%.

# Findings – Full Year Comparisons



# National Next Day Delivery (D+1) Full Year – 2003 to 2013



*\*\*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 1<sup>st</sup> Jan to 31<sup>st</sup> Dec 2013

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
	From Anywhere	87% (+/-1.7%)	87% (+/-1.9%)	87% (+/-2.2%)
POSTING (RoI)	From Dublin County	87% (+/-2.8%)	87% (+/-2.9%)	87% (+/-2.9%)
	From Outside Dublin County	87% (+/-1.8%)	87% (+/-2.1%)	87% (+/-2.4%)

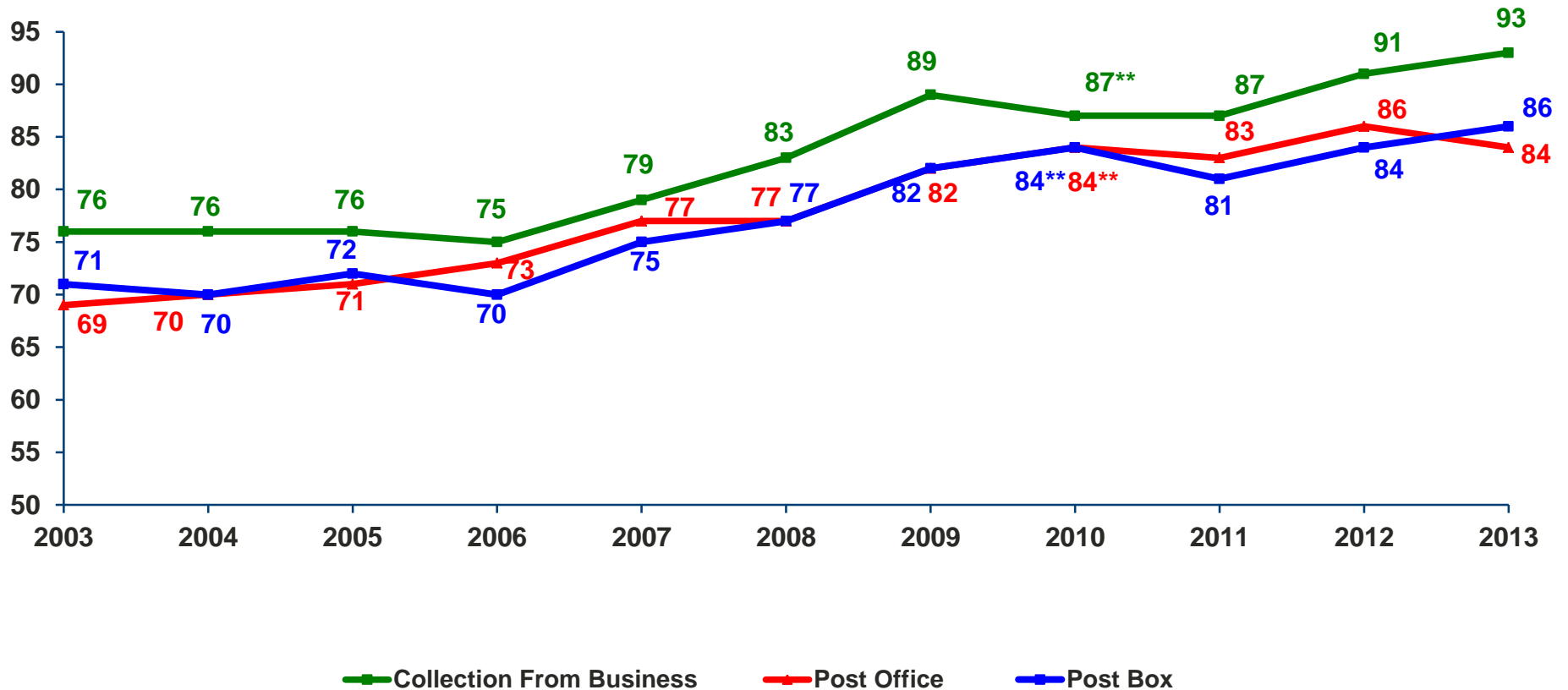
1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 21,666
3. The postal county boundary is formed by the postal address as determined by An Post.
4. As per the Introduction slides, this year a new variance approach was applied, in addition to a smaller sample size and a revised RMS, which result in a larger variance.

# Next Day Delivery (D+1) Performance of Mail – Full Year Comparisons

	2003 Jan to Dec %	2004 Jan to Dec %	2005 Jan to Dec %	2006 Jan to Dec %	2007 Jan to Dec %	2008 Jan to Dec %	2009 Jan to Dec %	2010 Jan to Dec** %	2011 Jan to Dec %	2012 Jan to Dec %	2013 Jan to Dec %
Anywhere to Anywhere	71	72	73	72	77	79	84	85	83	86	87
Anywhere to Local (Delivery within county of posting)	75	75	76	75	78	79	85	85	84	87	87
Anywhere To Dublin County	71	73	73	72	77	75	83	84	83	85	87
Dublin County to Anywhere	70	69	73	70	77	77	84	85	83	85	87
Dublin County to Dublin County (Local)	72	75	76	73	78	76	84	85	83	85	87
Outside Dublin County to Anywhere	73	73	73	75	77	80	84	85	83	87	87
Outside Dublin County to Local (Delivery within county of posting)	78	76	76	77	79	83	85	86	84	88	87
Outside Dublin County to Dublin County	68	70	68	70	75	74	81	83	82	84	87

*\*\*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.*

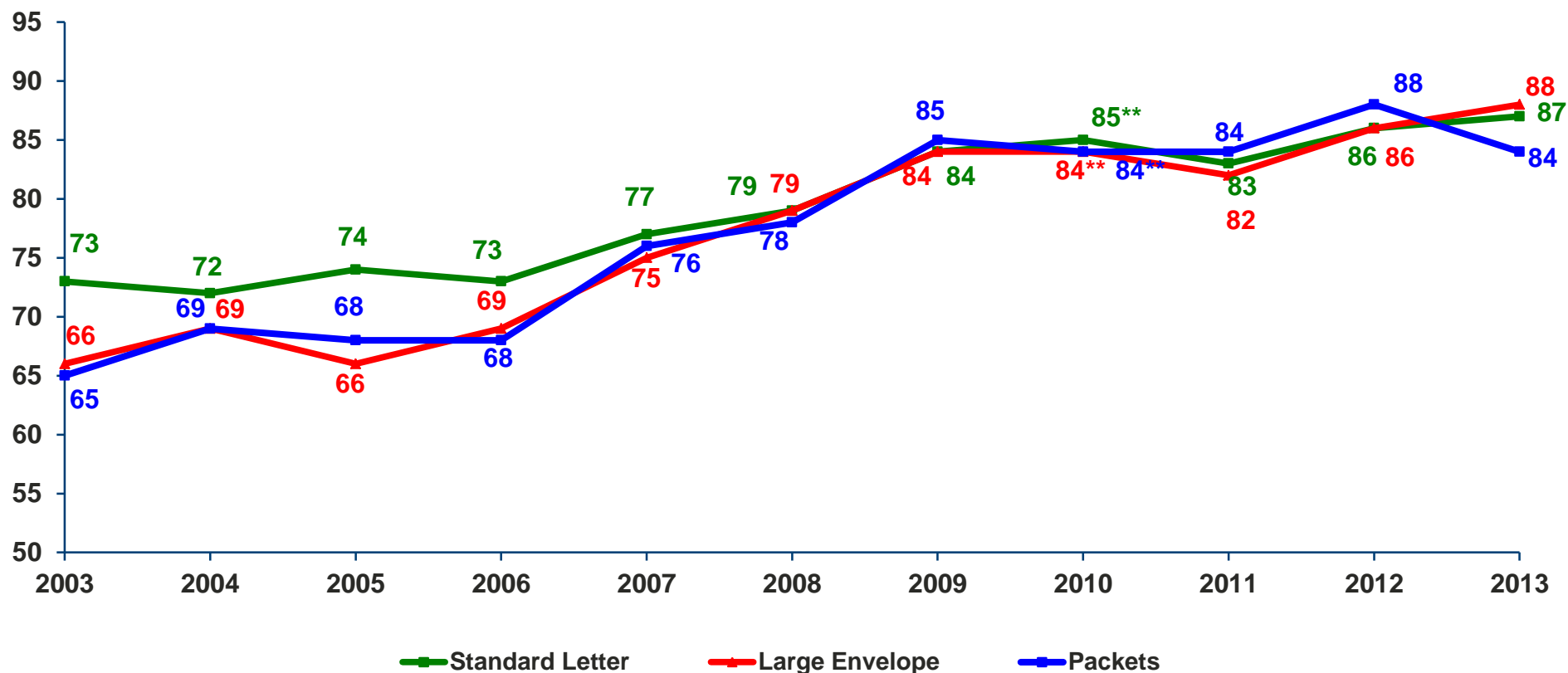
# Next Day Delivery (D+1) - By Induction Method\* 2003 to 2013



\* 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.

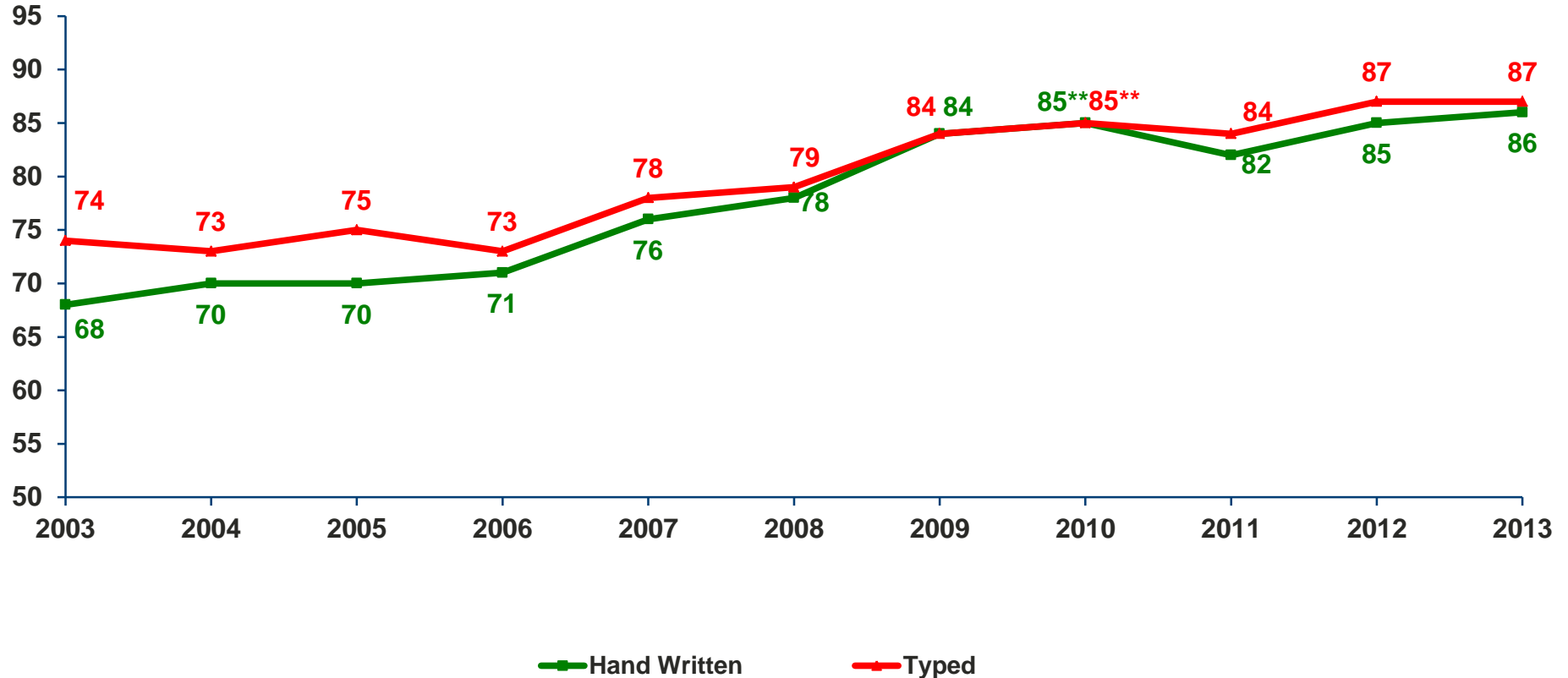
# Next Day Delivery (D+1) - By Mail Format\* 2003 to 2013



\*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.

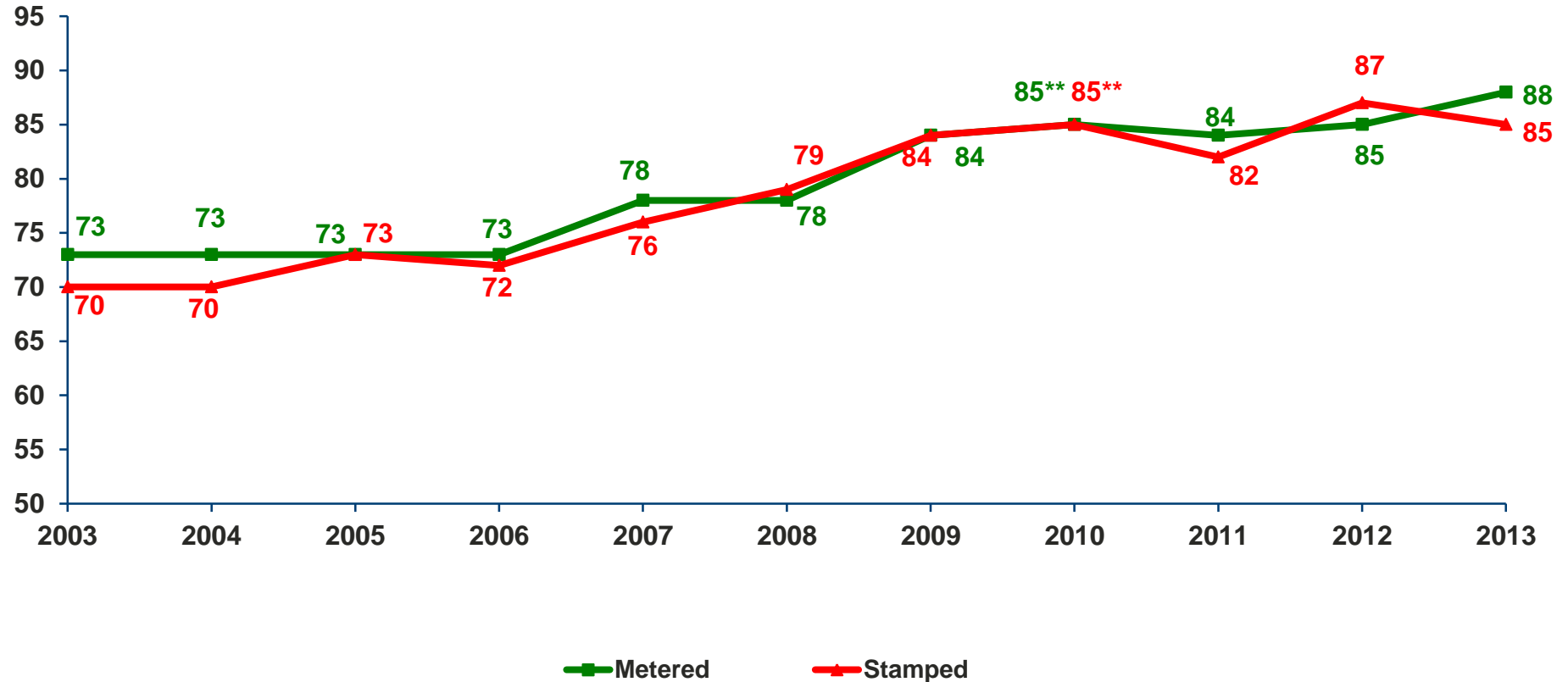
\*\*The result shown for 2010 excludes items posted on or between 28th November-15th December and 17th December-30th December due to the unusual weather conditions experienced in these two periods.

# Next Day Delivery (D+1) - By Address Method 2003 to 2013



*\*\*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 Payment Method 2003 to 2013



*\*\*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.*

# Delivery Within Three Days (D+3) Items Posted On Or Between 1<sup>st</sup> Jan & 31<sup>st</sup> Dec 2013

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

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 21,666
3. The postal county boundary is formed by the postal address as determined by An Post.
4. As per the Introduction slides, this year a new variance approach was applied, in addition to a smaller sample size and a revised RMS, which result in a larger variance.

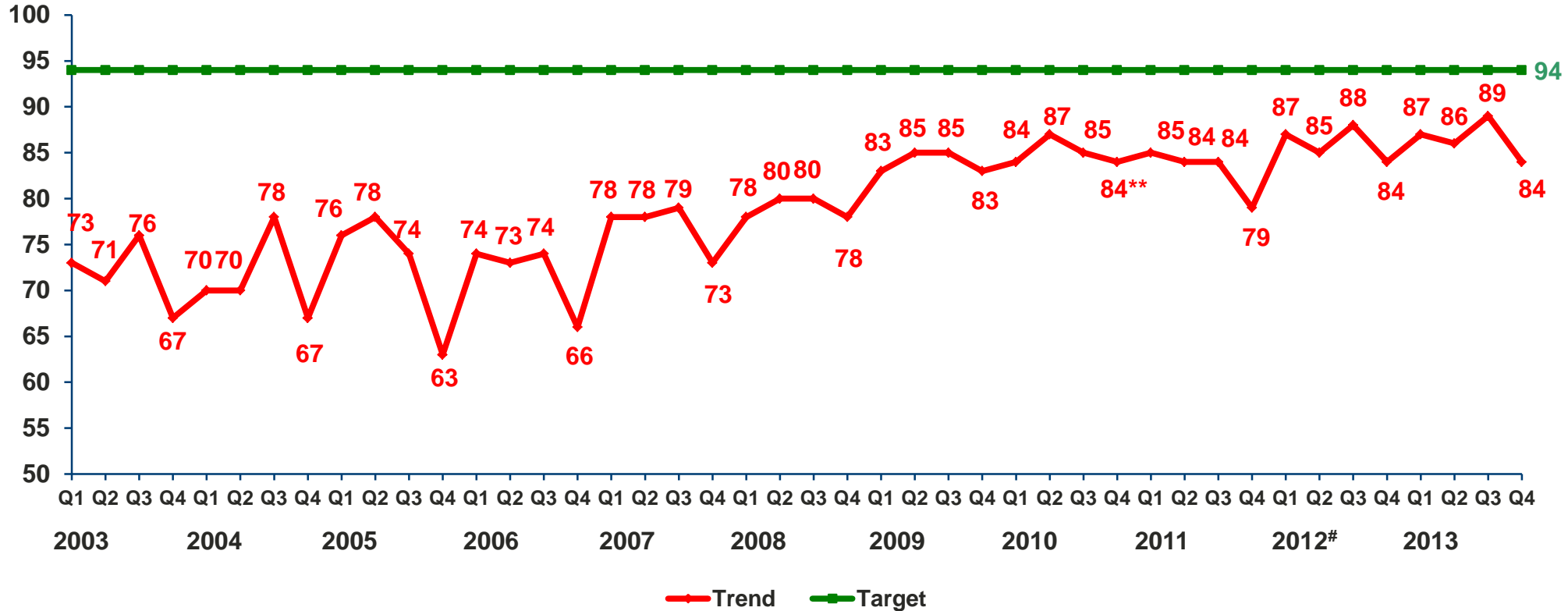
# Delivery Within Three Days (D+3) Performance of Mail – Full Year Comparisons

	2003 Jan to Dec %	2004 Jan to Dec %	2005 Jan to Dec %	2006 Jan to Dec %	2007 Jan to Dec %	2008 Jan to Dec %	2009 Jan to Dec %	2010 Jan to Dec** %	2011 Jan to Dec %	2012 Jan to Dec %	2013 Jan to Dec %
Anywhere to Anywhere	96	96	97	97	97	98	98	99	98	99	99
Anywhere to Local (Delivery within county of posting)	96	97	97	97	98	97	98	99	98	98	99
Anywhere To Dublin County	96	96	97	96	97	97	98	98	98	98	99
Dublin County to Anywhere	96	95	97	96	97	97	98	98	98	98	99
Dublin County to Dublin County (Local)	96	96	97	96	97	97	98	98	98	98	99
Outside Dublin County to Anywhere	96	97	97	97	98	98	98	99	98	99	98
Outside Dublin County to Local (Delivery within county of posting)	97	98	97	97	98	98	99	99	98	99	99
Outside Dublin County to Dublin County	94	96	96	96	97	97	98	98	98	99	99

*\*\*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.*



# National Next Day Delivery (D+1) - Jan 2003 to Dec 2013 By Quarter



#Q1 and Q2 2012 were published previously, prior to the addressing, accuracy calculations and RMS amendments to the data set. The figures on this slide refer to the amended data set.

\*\*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.

# 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 1<sup>st</sup> 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 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
- 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.

## *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. These 2006 Real Mail Studies (“RMS”)\* were used in the statistical design of the 2013 Monitor as intervening year’s RMS results had unexplained internal inconsistencies and shifts which prevented their use in the Monitor.
- 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.

\* 2006 RMS was used for the statistical design, while 2011 RMS was used for weighting the results

## *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

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- Frances O'Reilly – Panel Manager
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