

Republic Of Ireland Quality Of Postal Service Monitor - 2009 Report

Items Posted On Or Between
1st January & 31st March 2009



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 year-to-date and quarterly basis.
- This report presents the year to date findings for items posted on or between 1st January and 31st March 2009.
- TNS mrbi is an independent provider of business information and is a fully owned subsidiary of TNS 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 TNS mrbi, on its behalf.

Summary - I

Next Day Delivery - 2009 Year to Date Performance

- The year to date performance for Next Day Delivery of single piece priority mail stands at 83% for the period 1st January to 31st March 2009 (Quarter 1), an increase of 4 percentage points over the 2008 annual performance. The ComReg target for Next Day Delivery is 94%.

Delivery Within Three Days - 2009 Year to Date Performance

- 98.1% of single piece priority mail was delivered within three working days of posting for the period 1st January to 31st March 2009 (Quarter 1), against a ComReg target of 99.5%.

Next Day Delivery - Quarter 1 2009 Performance

- The Quarter 1 2009 Next Day Delivery performance shows an increase of 5 percentage points over the same quarter in 2008 and over the Quarter 4 2008 performance.
- Although improvements have been observed across all regional flows, the main advances are evident in the Dublin flows. For example, mail posted in Dublin County for delivery in Dublin County has increased from 75% in Quarter 1 2008 (74% in Q4 2008) to 84% in Quarter 1 2009.
- Moreover, the exceptional inclement weather conditions experienced during the period 2nd February to 6th February 2009 may have slightly impaired Quality of Service performance during this quarter.

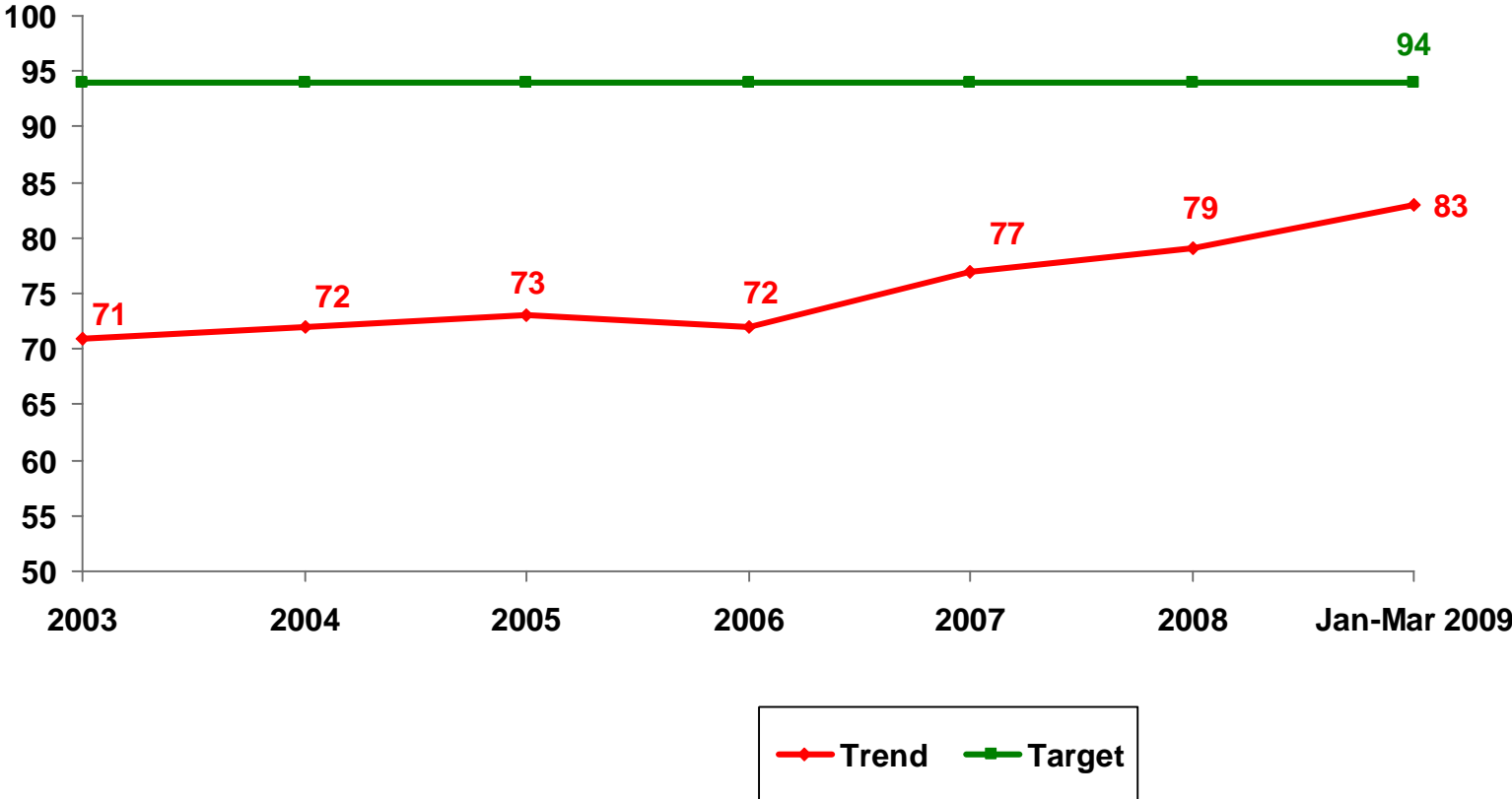
Summary - II

- Compared with the same quarter in 2008, the following shifts are observed for the Next Day Delivery in Quarter 1 2009 across the different variables;
 - The “Collection From Business” induction method has increased from 81% in Quarter 1 2008 (84% in Q4 2008) to 90% in Quarter 1 2009. Post Box collection performance has also improved, up five points to 81%. It is noted however that the trend of businesses receiving a considerably better collection service, also observed in Quarter 4 2008, has continued in Quarter 1 2009 with collections from Post Boxes (at 81%) and Post Offices (at 81%) performing significantly poorer than collections from businesses at 90%.
 - Performance of Packets has increased quite substantially from 78% in Quarter 1 2008 (74% Q4 2008) to 87% this quarter. Performance of Standard Letters and Large Envelopes has also improved, both moving up five points to 83%. It is noted however that Packets significantly outperformed the other two formats in this quarter when compared with Quarter 1 2008, where all mail formats performed on a par.

Findings – Year To Date

National Next Day Delivery (D+1)

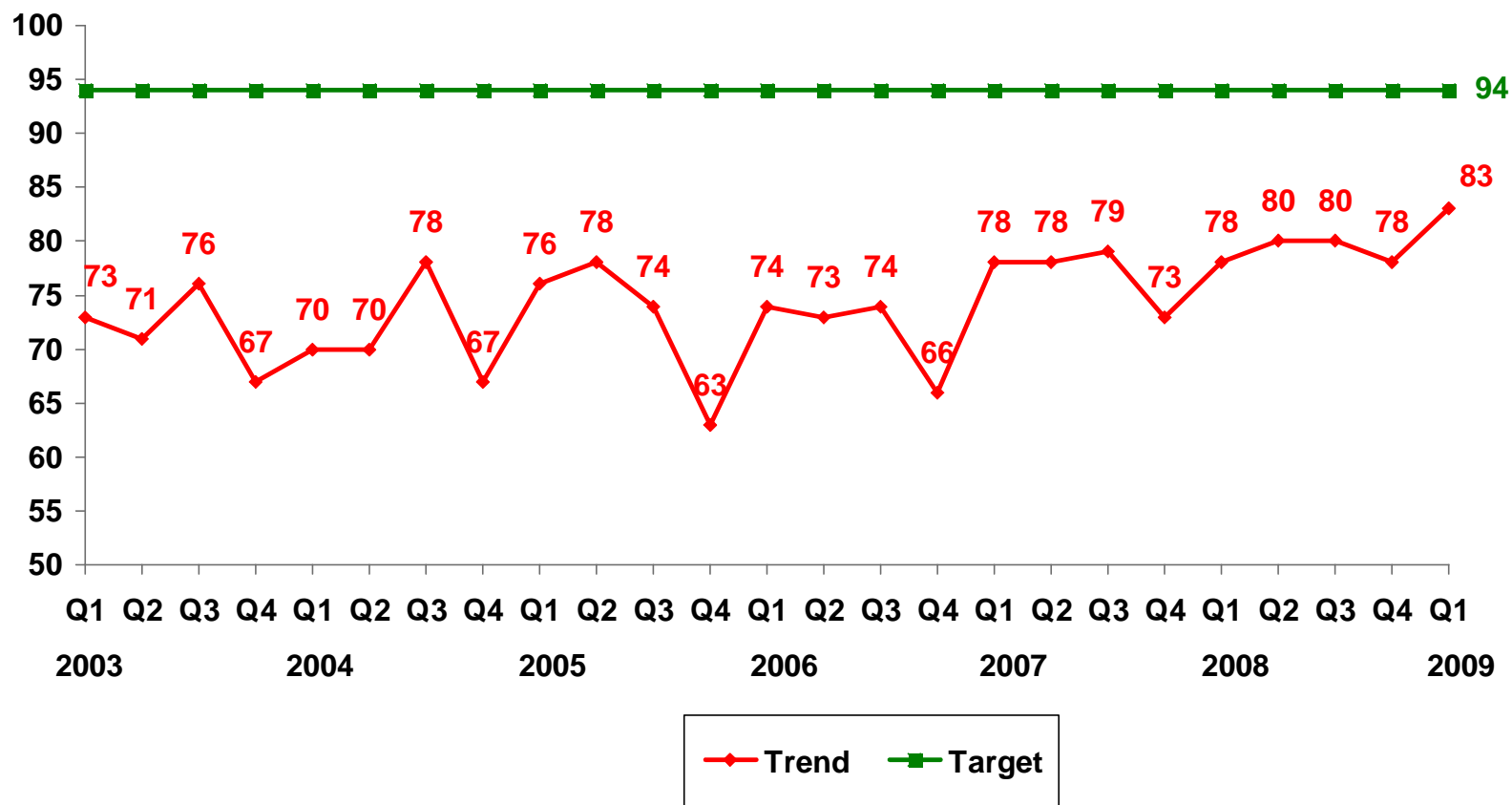
Full Year – 2003 to 2009 YTD



Findings - Quarterly

National Next Day Delivery (D+1)

January 2003 to March 2009 By Quarter



Quality Of Postal Service Targets

With Quarterly & Year to Date An Post Performance for Rol

	TARGET	ACHIEVED Q1 '09	ACHIEVED YTD JAN-MAR '09
Next Day Delivery (D+1)			
From Anywhere to Anywhere	94%	83%	83%
From Dublin County to Anywhere	94%	84%	84%
From outside Dublin County to Anywhere	94%	83%	83%
Next Day Delivery (D+3)			
From Anywhere to Anywhere	99.5%	98.1%	98.1%

Next Day Delivery Nationally (D+1)

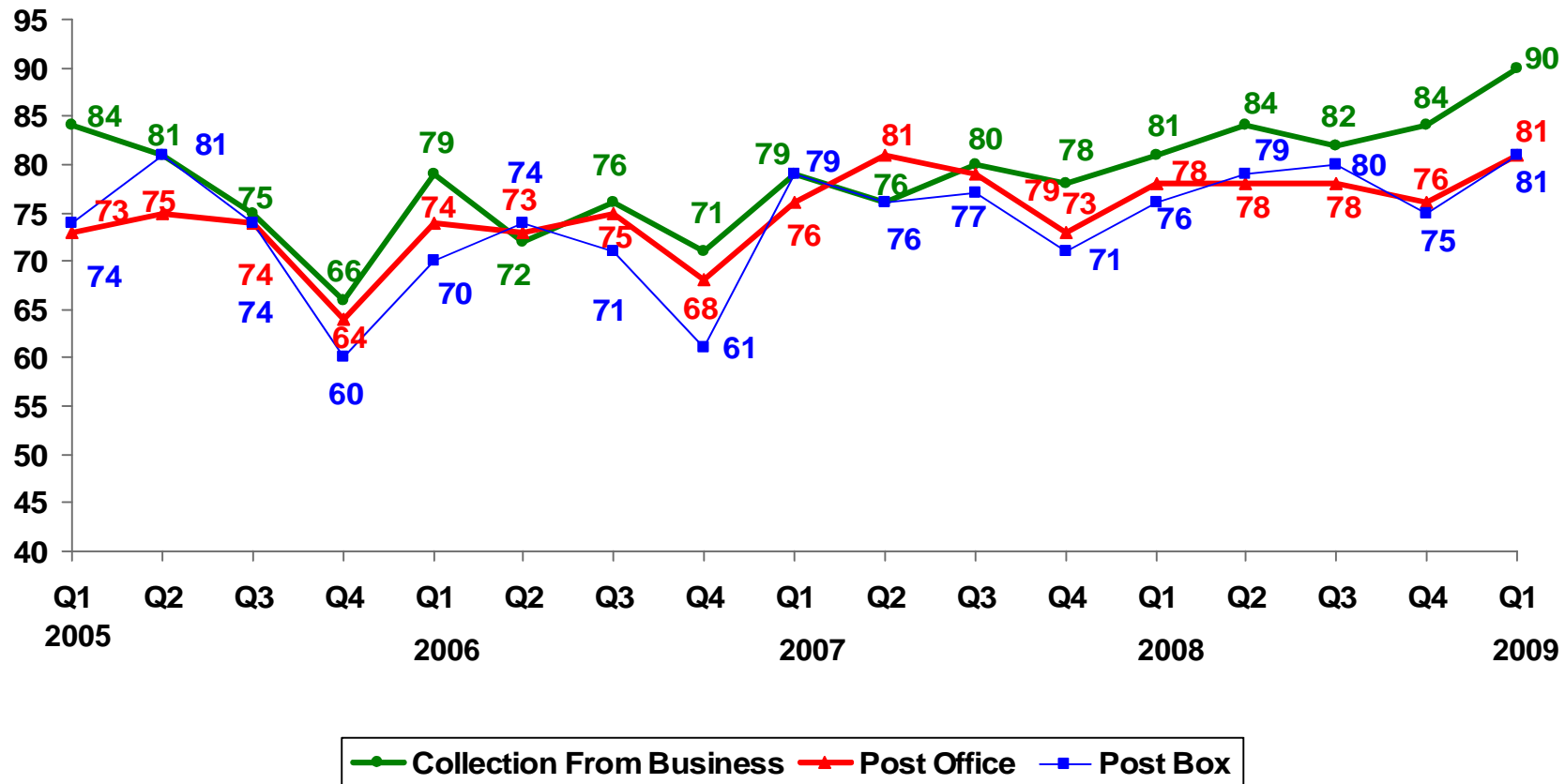
Items Posted On Or Between 1st January & 31st March 2009

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	83% (+/-2.1%)	84% (+/-3.0%)	81% (+/-4.2%)
	From Dublin county	84% (+/-4.0%)	84% (+/-5.7%)	84% (+/-5.7%)
	From outside Dublin County	83% (+/-1.9%)	85% (+/-2.6%)	76% (+/-4.9%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,418
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)

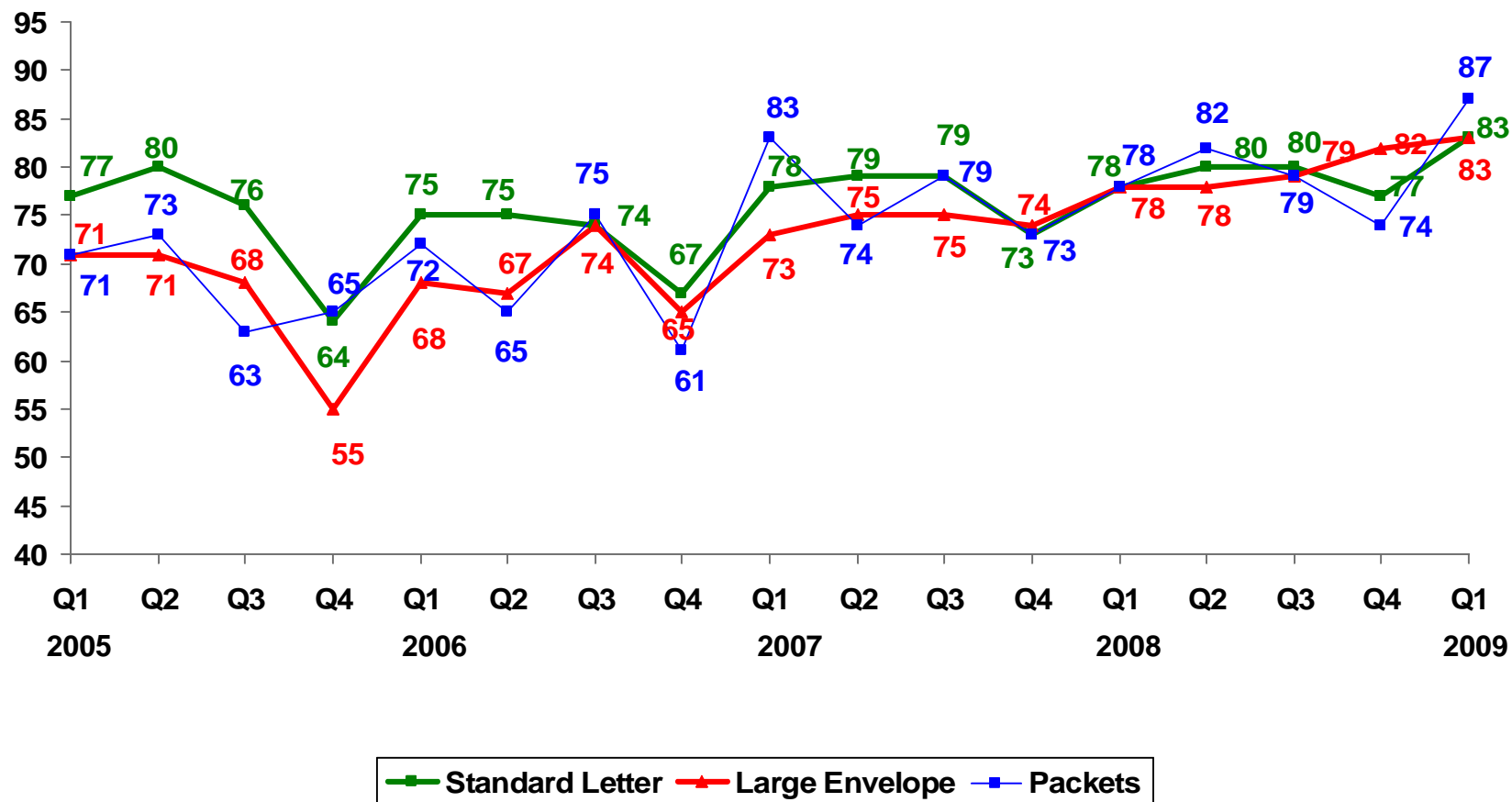
By Induction Method* - January 2005 to March 2009 By Quarter



* Metered Box items not reported due to small base sizes

Next Day Delivery (D+1)

By Mail Format* - January 2005 to March 2009 By Quarter



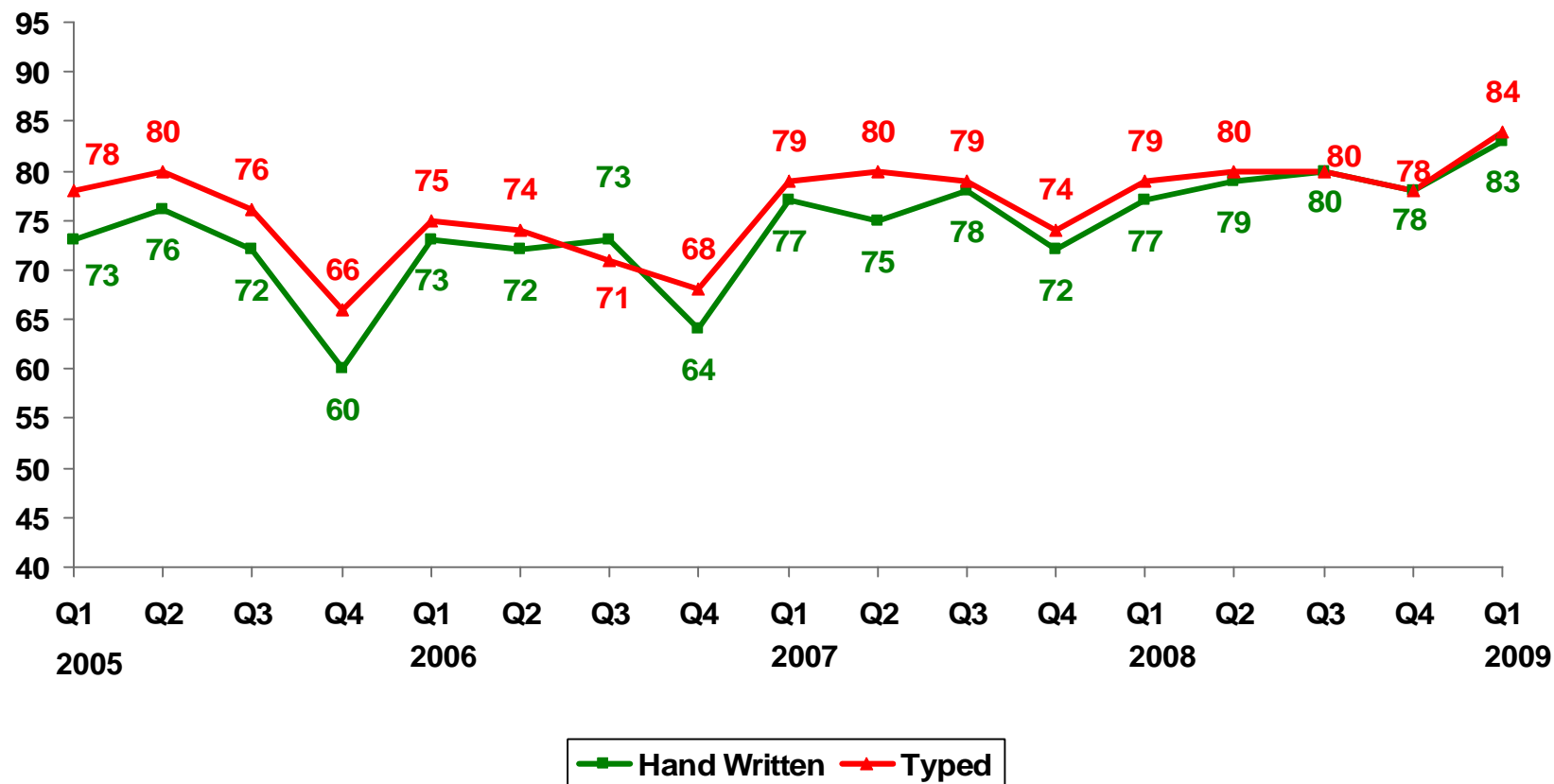
*Standard Letter: Up to C5 size 162mm * 235mm * 5mm. Large Envelope: Up to 400mm * 300mm * 25mm.

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

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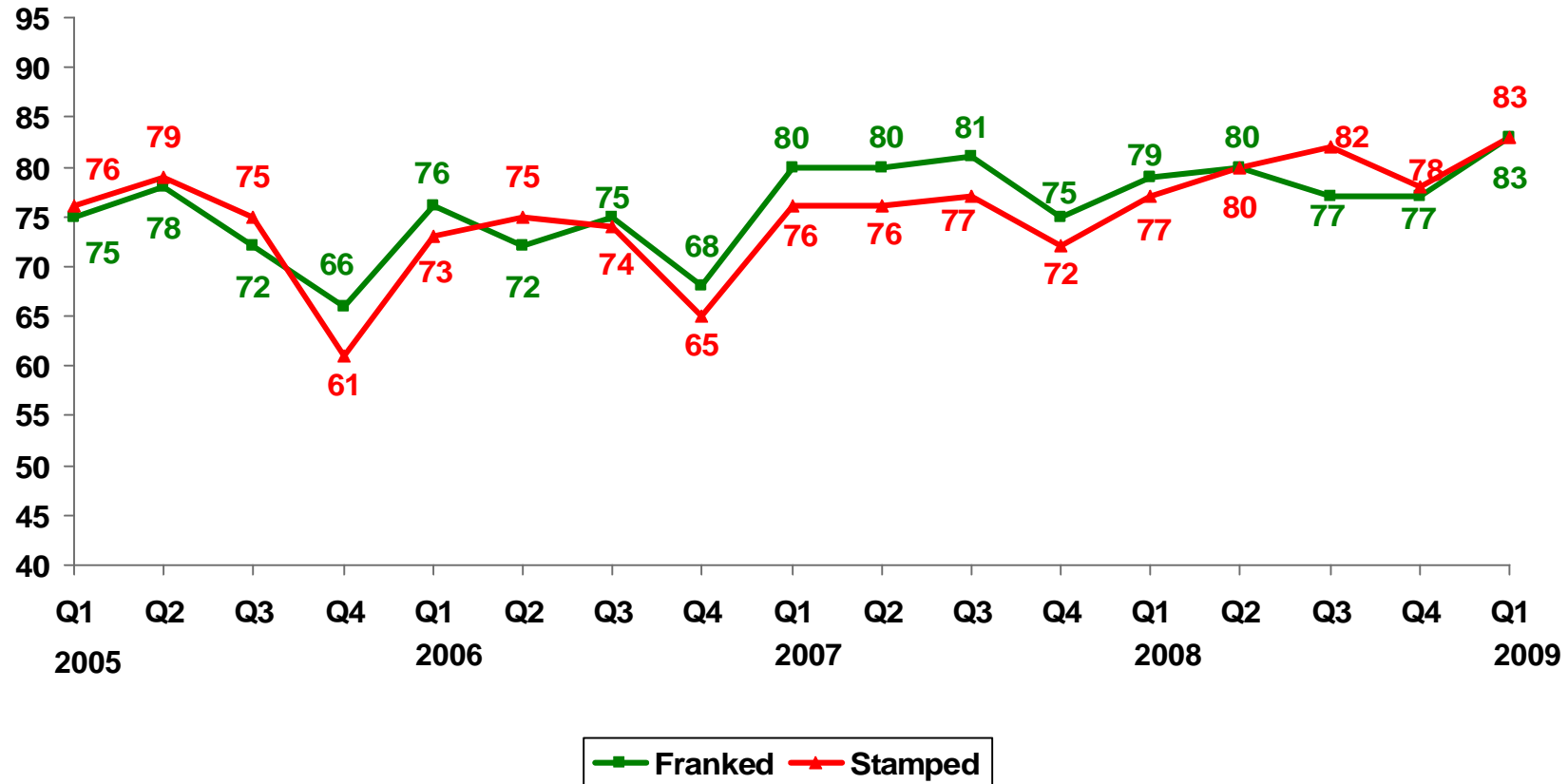
Next Day Delivery (D+1)

By Address Method - January 2005 to March 2009 By Quarter



Next Day Delivery (D+1)

By Payment Type - January 2005 to March 2009 By Quarter



Delivery Within Three Days (D+3)

Items Posted On Or Between 1st January & 31st March 2009

		DELIVERY (RoI)		
		To Anywhere	To Local (Delivery within county of posting)	To Dublin County
POSTING (RoI)	From Anywhere	98% (+/-0.4%)	98% (+/-0.6%)	98% (+/-0.7%)
	From Dublin County	99% (+/-0.6%)	99% (+/-0.7%)	99% (+/-0.7%)
	From outside Dublin County	98% (+/-0.6%)	98% (+/-0.9%)	97% (+/-1.5%)

1. () figures in brackets relate to accuracy levels at 95% confidence
2. Total number of effective observations – 7,418
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

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 Soye – Account Director
- Annette Farrell – Project Manager
- Silke Heinzl – Research Consultant

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