



Media Release- 30 June 2005

## **Survey shows marginal improvement in An Post quality of service for first three months of 2005**

The Commission for Communications Regulation today published the result of its first Quarter report on the Quality of Service performance of An Post. The document - ComReg 05/48 - is available on the ComReg website [www.comreg.ie](http://www.comreg.ie).

The report shows that:

- 76% of single piece priority mail – i.e. standard correspondence - was delivered within one working day throughout the State. While this Quarter tends to be the second best performing period of the year, the result still falls well short of the target set by ComReg of 94%.
- 98% of all mail was delivered within 3 working days. This reflects an improvement over the corresponding period of 2004 but still falls short of the 99.5% target set by ComReg.
- Service levels continue to vary with mail posted outside Dublin for delivery in Dublin receiving a poorer quality of service than mail posted and delivered within Dublin.

ComReg is the sole organisation statutorily required to set and publish quality of service standards in relation to the universal service. The survey, which was conducted by TNS mrbi, is based on the statistical methods set out by CEN, the European Standards Institute and is mandated by the European Commission. In accordance with the Standard, bulk mail, which frequently receives a lower delivery standard in return for price discounts, is not included.

An Post has recently indicated that they intend to measure single piece mail only in accordance with the relevant European Standard from this year onwards. ComReg have requested a report by An Post's contractors confirming details of the geographical dispersal of the new panel and results

for Quarter 1 so that they can be compared with the results from TNS mrbi published in this paper, and any variance investigated.

ComReg continues to actively pursue the issue of quality improvements with An Post. ComReg believes quality is a fundamental issue for An Post going forward, a sentiment echoed by An Post Chief Executive at the most recent Joint Committee meeting of the Oireachtas on Communications, Marine and Natural Resources.

Commenting on the latest results, Mr. Mike Byrne, Commissioner, Commission for Communications Regulation said: “The national economy needs an efficient and reliable postal service. ComReg remains committed to continuing to actively pursue the issue of quality improvements with An Post. ComReg will continue to publish reports of performance every Quarter as well as publish an annual report.”

**ENDS**

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