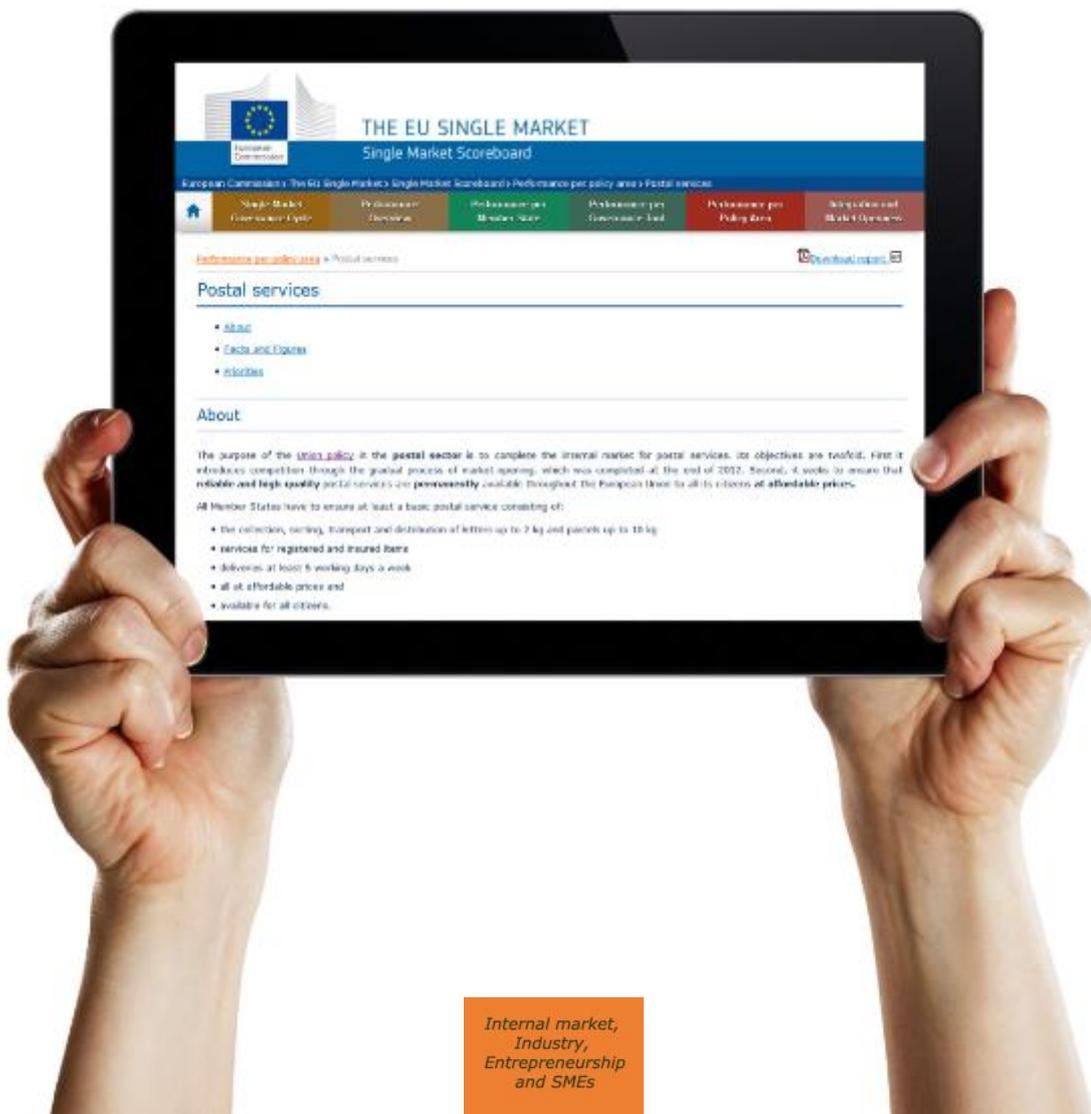


# Single Market Scoreboard

*Performance per policy area*

## Postal services

*(Reporting period: 01/2015 - 12/2015)*



## About

The purpose of the [EU policy](#) in the **postal sector** is to create a single market for postal services. This is being done in two stages:

1. introducing competition by gradually opening up markets (completed at the end of 2012).
2. ensuring that **reliable and high quality** postal services are **permanently** available throughout the EU **at affordable prices**.

Member States must ensure a basic postal service is available. This includes:

- collecting, sorting, transporting and distributing of letters up to 2 kg and parcels up to 10 kg
- services for registered and insured items
- deliveries at least 5 working days a week
- all at affordable prices
- available for all citizens.

This is called the **universal service obligation**.

The [postal sector](#) is changing rapidly. Letter traffic has fallen in many countries. This is partly because of the growth in digital communications. However, the growth in **e-commerce** has increased the number of parcels being handled by postal services. So it is important for the postal industry to make it easier to deliver physical goods bought online.

## Facts and figures

The graph below shows the **public tariff** for **20g letters** (in Purchasing Power Parities).

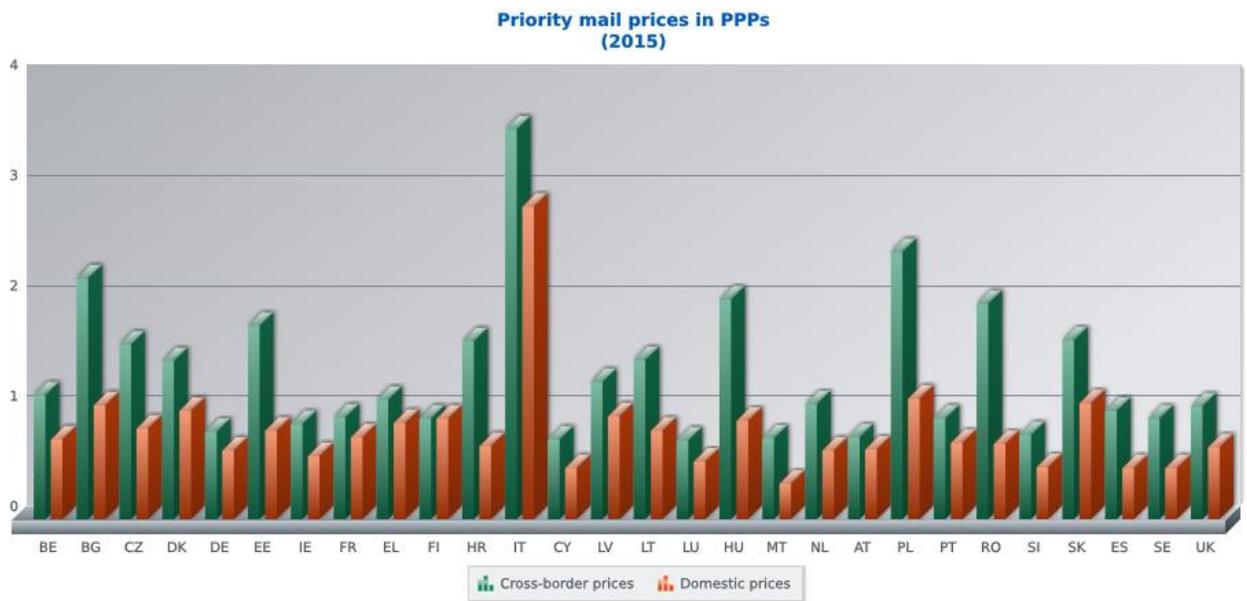
**Purchasing power parities (PPPs)** are indicators of price level differences across countries. PPPs indicate how many currency units a particular quantity of goods and services costs in different countries. PPPs can be used to eliminate the effect of **price level differences** across countries.

Source: Eurostat

**Blue** – prices for post sent **from one EU country to another**

**Green** – prices for **post within a single country**.

## Priority mail prices in PPPs (2015)

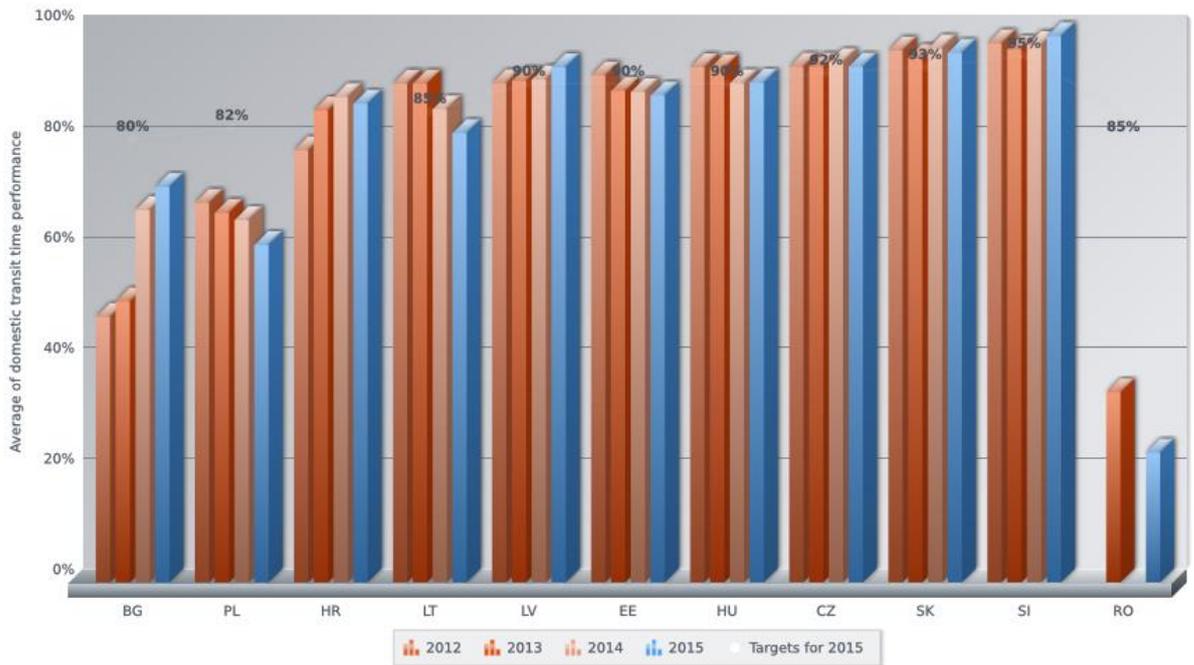
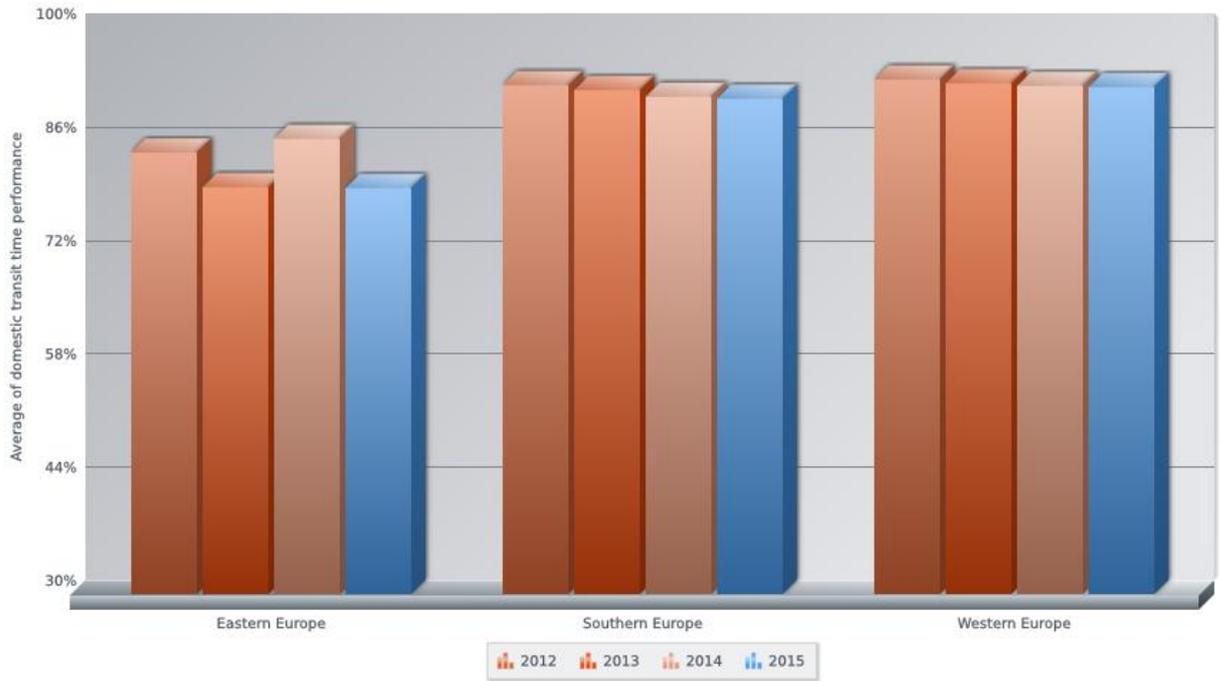


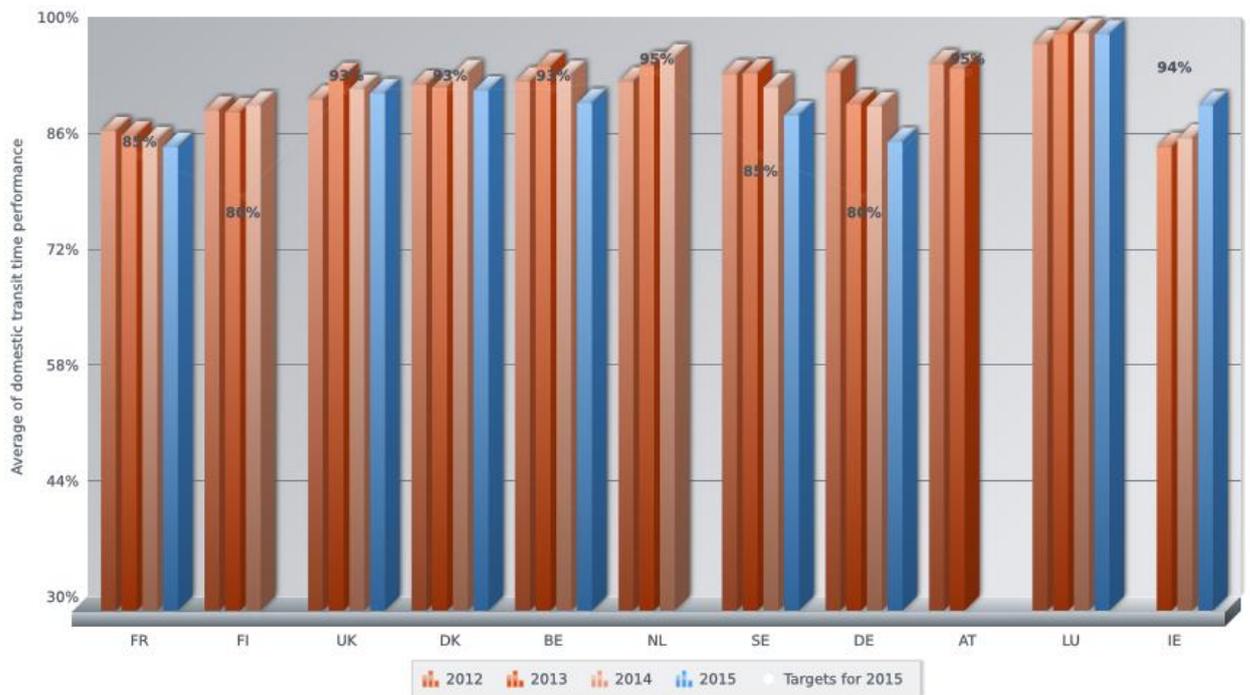
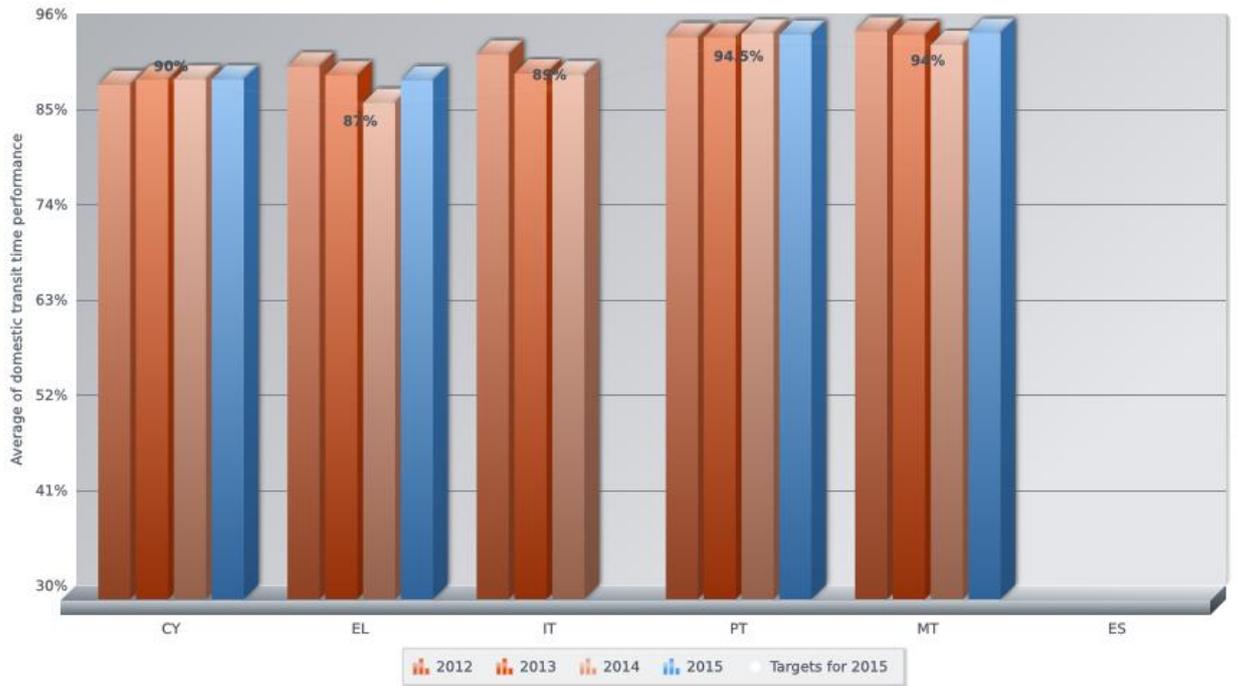
### Comments

- All countries charge **much higher prices for deliveries abroad**.
- The biggest gaps between cross-border and domestic services are mainly in some Eastern EU countries.

## Domestic transit time performance

**Transit time** describes the time needed for postal items to be delivered. This is measured from the time of dispatch (when a person posts a letter) to the item's arrival at the final destination (when the postal service delivers the letter to the house or premises of the recipient).





*\*Member States revised figures for 2013, compared to last edition on the Single Market Scoreboard*

Using the same methodology as the [EU postal sector study](#), the chart above shows the percentage of **priority mail delivered the next working day (D+1)**, in the same country.

It also shows the **targets** set for this by national governments.

The chart divides EU countries into 3 groups, on the basis of (1) **GDP per capita** and (2) when they **joined the EU**:

- **Western countries** – Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Luxembourg, Netherlands, Sweden & UK
- **Southern countries** – Cyprus, Greece, Italy, Malta, Portugal & Spain
- **Eastern countries** – Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia.

*Comments:*

- Most **western & southern** countries meet the next-day target in 90 % of cases, but performance is decreasing in some of them.
- The **eastern** countries' performance is varied (significant improvements in some but not in others), but overall performance seems to stabilize.
- **Romania** falls a long way below the EU average. Note however that data on performance is not available for all years.
- **Bulgaria's** performance has steadily improved from 2012 onwards, whereas in Poland performance has decreased over the period 2012-2015.
- No data on next-day delivery for **Spain** as the Spanish legal performance standard is '*delivery by the 3rd working day*'. For Austria and the Netherlands data is not published because of confidentiality for some or all of the years; for Finland the data is not available for 2015.

## Priorities

The Commission:

- **will continue to monitor** the EU countries' performance closely.
- proposed a regulation to increase the power of the regulatory authorities in order to adequately monitor the parcel market.