

Hi Susan,

On the general issue raised by your members under ITEM 89997, we (An Post) did have a number of issues in your area which had an impact and led to interruptions in the normal service that you and the community of the Lucan, Palmerstown and North Clondalkin area your community have rightly come to expect from An Post. These included sickness absence and retirements and also the work around reordering our mail delivery operations here but which we have addressed as I will outline below.

Also thank you for your acknowledgement some of the issues we faced and an improvement since the seasonal peak period.

In a broader context, over the past 12 months, we have seen a 50% surge in parcel volumes in your area and throughout the country, alongside a 2% increase in new address points. While letter volumes have declined by 7%, the growth in delivery points means that our teams are delivering more and more complex items at a much higher capacity.

We have also just come through one of the busiest periods in our history, nationally parcel volumes were over 35% higher this Christmas and well into the New Year, with An Post handling 2m parcels and 3m cards weekly. Despite huge efforts from our staff, there were some delays and interruptions to services for which we apologise.

An Post is currently experiencing a period of unprecedented growth, and this has required a significant realignment of our resources nationwide. But our priority is, as always, to ensure every household and business in Lucan, and the greater catchment area and indeed across the country, receives consistent, high-quality service.

We recently began the process of hiring three hundred (300) additional frontline staff to meet strong growth demands in our national delivery network. Many of these postmen and postwomen will be working in your area. Equally the changes we have made to reflect the growth in business mentioned above has been having an impact as you have also mentioned.

I am happy to keep in contact with the Committee and with the members individually as the extra resources we have allocated to the area come on stream. Also, in addressing any issues as they arise. Please do make my contact details available to any member who does not currently have them.

Regards,  
Angus

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