

ANNEX 1

BT NGT REPORTED KPIS

Table 1				
Key Performance Indicators: Quarter 1 2016/17				
Measure	Target	Actual achieved		
		APR 16	MAY 16	JUN 16
Standard relay calls answered within 15 seconds	>= 90% on average	93.21%	92.73%	92.11%
	>= 85% per 15 minute interval ¹	96.88%	95.83%	91.67%
Emergency relay calls answered within 5 seconds	>= 95%	98.09%	97.50%	97.88%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.12%	1.37%	1.39%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.45%	0.75%	0.29%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.3%	99.5%	99.0%
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁴	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.67%	99.69%	99.70%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	76.79	76.47	76.49
Average voice to text transcription accuracy	>= 98%	98.31%	99.55%	100.00%
Complaints relating to the relay service	< one complaint per 1000 calls	0.11	0.10	0.07
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.42%	0.45%	0.35%

All measures except for ">40 wpm" to be averaged over a monthly period

¹ This KPI demonstrates consistency of performance across each 24 hour period and limits the opportunity of long periods of poor performance being masked with one period of really good performance.

² This will be measured on a bi-annual basis as part of agreed Customer Research programme.

³ "Abandoned" means that the call is ended by the caller before the relay assistant is brought in.

⁴ Figures based on relay assistant sessions where the average WPM is 41WPM or better, data not logged currently for individual calls