

ANNEX 1

BT NGT REPORTED KPIS

Table 1				
Key Performance Indicators: Quarter 3 2016/17				
Measure	Target	Actual achieved		
		OCT 16	NOV 16	DEC 16
Standard relay calls answered within 15 seconds	>= 90% on average	90.64%	92.10%	92.91%
	>= 85% per 15 minute interval ¹	87.06%	88.13%	89.44%
Emergency relay calls answered within 5 seconds	>= 95%	96.90%	96.83%	97.94%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.37%	1.43%	1.33%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.36%	0.13%	0.00%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.4%	99.4%	98.8%
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)	99.77%	99.92%	99.91%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	76.3	75.6	77.1
Average voice to text transcription accuracy	>= 98%	98.85%	99.06%	97.73% ⁵
Complaints relating to the relay service	< one complaint per 1000 calls	0.10	0.10	0.06
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.55%	0.69%	0.61%

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

⁵ Reflects 3 discrepancies across a smaller than normal sample size in the month; corrective action taken relative to all these discrepancies