

ANNEX 1

BT NGT REPORTED KPIS

<b>Table 1</b>				
<b>Key Performance Indicators: Quarter 4 2016/17</b>				
<b>Measure</b>	<b>Target</b>	<b>Actual achieved</b>		
		<b>JAN 17</b>	<b>FEB 17</b>	<b>MAR 17</b>
Standard relay calls answered within 15 seconds	>= 90% on average	91.88%	90.88%	91.21%
	>= 85% per 15 minute interval <sup>1</sup>	89.58%	85.60%	86.36%
Emergency relay calls answered within 5 seconds	>= 95%	98.32%	97.02%	97.22%
Customers surveyed expressing dissatisfaction with the relay service <sup>2</sup>	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned <sup>3</sup>	< 3% Standard Calls Abandoned	1.29%	1.43%	1.54%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.34%	0.00%	0.12%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	97.9%	99.0%	98.1%
In conversation voice to text transcription speed for standard/emergency relay calls, per call <sup>4</sup>	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.91%	99.70%	99.88%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	76.5	77.4	77.3
Average voice to text transcription accuracy	>= 98%	97.80% <sup>5</sup>	98.54%	99.17%
Complaints relating to the relay service	< one complaint per 1000 calls	0.16	0.02	0.07
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.72%	0.69%	0.64%

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

<sup>1</sup> 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.

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

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

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

<sup>5</sup> Reflects 4 discrepancies across a smaller than normal sample size in the month; corrective action taken relative to all these discrepancies