

ANNEX 1

BT NGT REPORTED KPIS

Table 1				
Key Performance Indicators: Quarter 1 2018/19				
Measure	Target	Actual achieved		
		APR 18	MAY 18	JUN 18
Standard relay calls answered within 15 seconds	>= 90% on average	93.5%	90.4%	90.3%
	>= 85% per 15 minute interval ¹	92.5%	87.9%	86.7%
Emergency relay calls answered within 5 seconds	>= 95%	98.4%	98.5%	97.5%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.0%	2.2%	2.7%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.1%	0.0%	0.2%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.5%	100.0%	97.7%
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)	99.8%	99.5%	99.9%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	72.2	72.9	71.4
Average voice to text transcription accuracy	>= 98%	96.0% ⁵	98.5%	99.0%
Complaints relating to the relay service	< one complaint per 1000 calls	0.13	0.09	0.16
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.8%	0.4%	0.3%

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 and reported 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 10 discrepancies in April across all monthly checks; corrective action / coaching given in all cases along with full review of training content which has been updated & refresher sessions rolled out in May / June 2018