ANNEX 1   **BT NGT REPORTED KPIs**

All targets were achieved apart from the 15 minute interval Hit Rate for standard calls in June. This metric was on target until the last 2 days of the month, when the knock on impact of unprecedented volumes of higher priority emergency calls at that time led to it dropping below 85%

Table 1

Key Performance Indicators: Quarter 1 2019/20

Measure	Target	Actual achieved		
		APR 19	**MAY 19**	**JUN 19**
Standard relay calls answered within 15 seconds	>= 90% on average	91.4%	91.9%	90.6%
	>= 85% per 15 minute interval[1]	85.1%	85.7%	83.7%
Emergency relay calls answered within 5 seconds	>= 95%	96.6%	97.3%	95.4%
Customers surveyed expressing dissatisfaction with the relay service[2]	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned[3]	< 3% Standard Calls Abandoned	1.0%	1.0%	1.2%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.2%	0.2%	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%	98.4%
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)	99.7%	99.7%	99.6%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	72.4	72.1	72.0
Average voice to text transcription accuracy	>= 98%	98.3%	99.1%	100%
Complaints relating to the relay service	< one complaint per 1000 calls	0.06	0.04	0.08
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.3%	0.3%	0.3%

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

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[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