

ANNEX 1

BT NGT REPORTED KPIS

Table 1				
Key Performance Indicators: Quarter 4 2017/18				
Measure	Target	Actual achieved		
		JAN 18	FEB 18	MAR 18
Standard relay calls answered within 15 seconds	>= 90% on average	93.1%	92.0%	91.2%
	>= 85% per 15 minute interval ¹	91.5%	90.3%	90.6%
Emergency relay calls answered within 5 seconds	>= 95%	99.0%	98.7%	98.9%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	1.2%	1.7%	2.2%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.0%	0.1%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.3%	97.3%	99.5%
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%	99.7%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	71.9	71.8	72.9
Average voice to text transcription accuracy	>= 98%	98.9%	97.2% ⁵	97.8%
Complaints relating to the relay service	< one complaint per 1000 calls	0.08	0.12	0.13
Total calls to be subject to a relay assistant handover	< 2% of total calls	1.0%	0.7%	0.7%

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 8 discrepancies in February and 6 in March across all monthly checks; corrective action / coaching given in all cases and broader refresher training to be rolled out