

ANNEX 1

BT NGT REPORTED KPIs

All Key Performance Indicator targets were achieved in quarter 4.

<b>Table 1</b>				
<b>Key Performance Indicators: Quarter 4 2018/19</b>				
<b>Measure</b>	<b>Target</b>	<b>Actual achieved</b>		
		<b>JAN 19</b>	<b>FEB 19</b>	<b>MAR 19</b>
Standard relay calls answered within 15 seconds	>= 90% on average	93.2%	93.6%	91.3%
	>= 85% per 15 minute interval <sup>1</sup>	90.1%	88.2%	86.3%
Emergency relay calls answered within 5 seconds	>= 95%	95.7%	97.7%	98.6%
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	0.8%	0.6%	0.9%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.4%	0.3%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.1%	100.0%	99.2%
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)	99.7%	99.7%	99.7%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	71.8	71.2	72.9
Average voice to text transcription accuracy	>= 98%	99.3%	99.2%	99.2%
Complaints relating to the relay service	< one complaint per 1000 calls	0.05	0.04	0.11
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.5%	0.3%	0.3%

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 and reported 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