

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for April to June 2020 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 1 2020/21				
Measure	Target	Actual achieved		
		APR 20	MAY 20	JUN 20
Standard relay calls answered within 15 seconds	>= 90% on average	91.4%	94.4%	92.3%
	>= 85% per 15 minute interval ¹	89.9%	92.7%	91.2%
Emergency relay calls answered within 5 seconds	>= 95%	96.4%	97.4%	97.3%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	2.2%	0.9%	1.3%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.0%	0.1%	0.2%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	N/A ⁴	N/A	N/A
In conversation voice to text transcription speed for standard/emergency relay calls, per call ⁵	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.8%	99.8%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	69.2	70.0	69.9
Average voice to text transcription accuracy	>= 98%	N/A ⁶	97.4%	99.2%
Complaints relating to the relay service	< one complaint per 1000 calls	0.04	0.09	0.08
Total calls to be subject to a Relay Assistant handover	< 2% of total calls	0.9%	0.5%	0.4%

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 Quality sampling and transcription accuracy metrics interrupted or only partially completed during Q1 due to Covid-19 resourcing challenges. All to be resumed during Q2

⁵ Figures based on Relay Assistant sessions where the average WPM is 41WPM or better; data not logged currently for individual calls

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

⁶ KPI not assessed in April 2020 (see Footnote 4) and narrowly missed in May when only c.60% of the normal volume of transcription accuracy checks were completed