

ANNEX 1

BT NGT REPORTED KPIs

Table 1				
Key Performance Indicators: Quarter 2 2018/19				
Measure	Target	Actual achieved		
		JUL 18	AUG 18	SEP 18
Standard relay calls answered within 15 seconds	>= 90% on average	91.1%	94.7%	90.2%
	>= 85% per 15 minute interval ¹	84.95%	91.3%	85.9%
Emergency relay calls answered within 5 seconds	>= 95%	96.6%	97.7%	96.6%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	3.8% ⁴	3.3%	2.7%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.5%	0.1%	0.3%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.9%	99.1%	100.0%
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%	99.6%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	74.5	68.4	73.0
Average voice to text transcription accuracy	>= 98%	100.0%	99.2%	100.0%
Complaints relating to the relay service	< one complaint per 1000 calls	0.04	0.09	0.12
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.7%	2.2%	0.9%

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 The % of standard relay calls abandoned in July & August, along with KPIs for 85% of standard calls answered across 15 minute intervals in July and total calls handed over in August, were all narrowly outside their KPI targets as a direct result of an exceptional increase in 'fraudulent' 18002 calls being presented to Text Relay Advisors during these months

⁵ Figures based on relay assistant sessions where the average WPM is 41WPM or better, data not logged currently for individual calls