

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for October to December 2019 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 3 2019/20				
Measure	Target	Actual achieved		
		OCT 19	NOV 19	DEC 19
Standard relay calls answered within 15 seconds	>= 90% on average	92.5%	92.1%	93.7%
	>= 85% per 15 minute interval ¹	88.4%	87.9%	90.6%
Emergency relay calls answered within 5 seconds	>= 95%	98.1%	98.4%	97.8%
Customers surveyed expressing dissatisfaction with the relay service ²	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ³	< 3% Standard Calls Abandoned	0.9%	1.0%	1.0%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.0%	0.1%	0.0%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.9%	97.2%	98.8%
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%	99.8%	99.8%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	72.3	72.9	73.1
Average voice to text transcription accuracy	>= 98%	99.6%	98.5%	99.6%
Complaints relating to the relay service	< one complaint per 1000 calls	0.09	0.15	0.06
Total calls to be subject to a Relay Assistant handover	< 2% of total calls	0.3%	0.3%	0.3%

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

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