ANNEX 1   **BT RELAY UK REPORTED KPIs**

Key Performance report for October to December 2020 inclusive is shown below.

Table 1

Key Performance Indicators: Quarter 3 2020/21

Measure	Target	Actual achieved		
		OCT 20	**NOV 20**	**DEC 20**
Standard relay calls answered within 15 seconds	>= 90% on average	93.7%	92.9%	91.1%
	>= 85% per 15 minute interval[1]	91.2%	91.6%	89.9%
Emergency relay calls answered within 5 seconds	>= 95%	97.6%	98.0%	96.7%
Customers surveyed expressing dissatisfaction with the relay service[2]	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned[3]	< 3% Standard Calls Abandoned	0.8%	1.0%	1.6%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.1%	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	99.2%	95.6%	91.0%[4]
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	69.1	68.5	69.0
Average voice to text transcription accuracy	>= 98%	100%	98.5%	95.8%[6]
Complaints relating to the relay service	< one complaint per 1000 calls	0.13	0.21	0.09
Total calls to be subject to a Relay Assistant handover	No more than 2% of total calls[7]	0.4%	0.4%	0.6%

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[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 an agreed Customer Research programme
[3] "Abandoned" means that the call is ended by the caller before the Relay Assistant is brought in
[4] A reduced number of quality checks were completed in December due to ongoing Covid-19 related operational challenges and a higher error rate resulted in the target being missed for the month
[5] Figures based on Relay Assistant sessions where the average WPM is 41WPM or better; data not logged for individual calls
All measures except for ">40 wpm" to be averaged over a monthly period
[6] Transcription accuracy assessments were impacted in December by Covid-19 challenges, leading to a reduced sample size
[7] This measure records the % of calls transferred automatically between Advisors across the relay platform