

ANNEX 1

BT RELAY UK REPORTED KPIS

Key Performance report for January to March 2020 inclusive is shown below.

Table 1				
Key Performance Indicators: Quarter 4 2019/20				
Measure	Target	Actual achieved		
		JAN 20	FEB 20	MAR 20
Standard relay calls answered within 15 seconds	>= 90% on average	93.0%	90.8%	65.7% ¹
	>= 85% per 15 minute interval ²	91.0%	87.2%	67.4%
Emergency relay calls answered within 5 seconds	>= 95%	98.2%	97.5%	95.4%
Customers surveyed expressing dissatisfaction with the relay service ³	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned ⁴	< 3% Standard Calls Abandoned	0.8%	1.3%	11.4%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.1%	0.0%	0.1%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	98.5%	98.5%	97.3%
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	73.3	73.2	72.2
Average voice to text transcription accuracy	>= 98%	99.0%	99.0%	98.0% ⁶
Complaints relating to the relay service	< one complaint per 1000 calls	0.17	0.18	0.16
Total calls to be subject to a Relay Assistant handover	< 2% of total calls	0.3%	0.3%	0.5%

¹ Standard Relay PCA15, Hit Rate and Abandonment KPIs (see also Footnotes 2 & 4) were all detrimentally impacted in March by the Covid-19 pandemic and the knock-on impact of emergency call prioritisation. BT has provided regular updates to Ofcom on relay performance during this period and the steps taken to get back on track across all metrics as quickly as possible.

² 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

³ This will be measured and reported on a bi-annual basis as part of agreed Customer Research programme.

⁴ "Abandoned" means that the call is ended by the caller before the Relay Assistant is brought in

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 based on first two weeks of March. All available resource prioritised on answering calls for the remainder of the month.