

ANNEX 1

BT NGT REPORTED KPIS

<b>Table 1</b>				
<b>Key Performance Indicators: Quarter 4 2015/16</b>				
<b>Measure</b>	<b>Target</b>	<b>Actual achieved</b>		
		<b>JAN 16</b>	<b>FEB 16</b>	<b>MAR 16</b>
Standard relay calls answered within 15 seconds	>= 90% on average	90.64%	93.17%	90.92%
	>= 85% per 15 minute interval <sup>1</sup>	92.71%	94.79%	92.71%
Emergency relay calls answered within 5 seconds	>= 95%	97.03%	99.23%	98.39%
Customers surveyed expressing dissatisfaction with the relay service	< 5% customers dissatisfied	-	-	-
Standard relay calls abandoned <sup>2</sup>	< 3% Standard Calls Abandoned	1.48%	0.87%	1.45%
Emergency calls abandoned. This is in line with the standard voice service measure	< 2% Emergency Calls Abandoned	0.53%	0.13%	0.49%
Relay assistants to be monitored at least quarterly for speed of transcription, accuracy and process conformance	>= 94% of calls handled correctly	99.30%	99.30%	99.60%
In conversation voice to text transcription speed for standard/emergency relay calls, per call <sup>3</sup>	>= 40 words per minute (wpm) (when the user is able to receive 40wpm or faster)	99.79%	99.66%	99.69%
In conversation voice to text transcription speed for standard/emergency relay calls	>= 60 wpm averaged across calls	76.40	76.58	78.03
Average voice to text transcription accuracy	>= 98%	99.30%	99.19%	99.09%
Complaints relating to the relay service	< one complaint per 1000 calls	0.11	0.09	0.24
Total calls to be subject to a relay assistant handover	< 2% of total calls	0.64%	0.35%	0.41%

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

<sup>1</sup> 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.

<sup>2</sup> "Abandoned" means that the call is ended by the caller before the relay assistant is brought in.

<sup>3</sup> Figures based on relay assistant sessions where the average WPM is 41WPM or better, data not logged currently for individual calls