

Text Relay Performance Report

This report summarises the performance of the Text Relay service from 30th March to 21st June 2009. Detailed statistics follow below.

Targets and Performance Summary.

	Measure	What it measures	Target	Actual Performance
1	Speed of answer	The number of standard Relay calls answered by the operator in 15 seconds	90% of calls answered in 15 seconds	Better than target
2	Hit rate	How consistently the speed of answer target is met throughout the day and night	Speed of answer target met in 85% of 15-minute periods	Better than target
3	Abandoned calls	How many customers hang up before the Relay operator answers	Less than 3% of calls abandoned	Target not met (See Note 1)
4	Speed of answer – emergency calls	The number of emergency (18000) calls answered by the operator in 5 seconds	95% of calls answered in 5 seconds	Better than target
5	Hit rate – emergency calls	How consistently the emergency call speed of answer target is met throughout the day and night	Speed of answer target met in 85% of 15-minute periods	Better than target
6	Emergency calls abandoned	How many customers hang up before the Relay operator answers	Less than 2% of calls abandoned	Better than target
7	Customer dissatisfaction	How many customers express dissatisfaction in surveys of recent users of the service	Less than 5% of customers dissatisfied	Better than target

Report Periods.

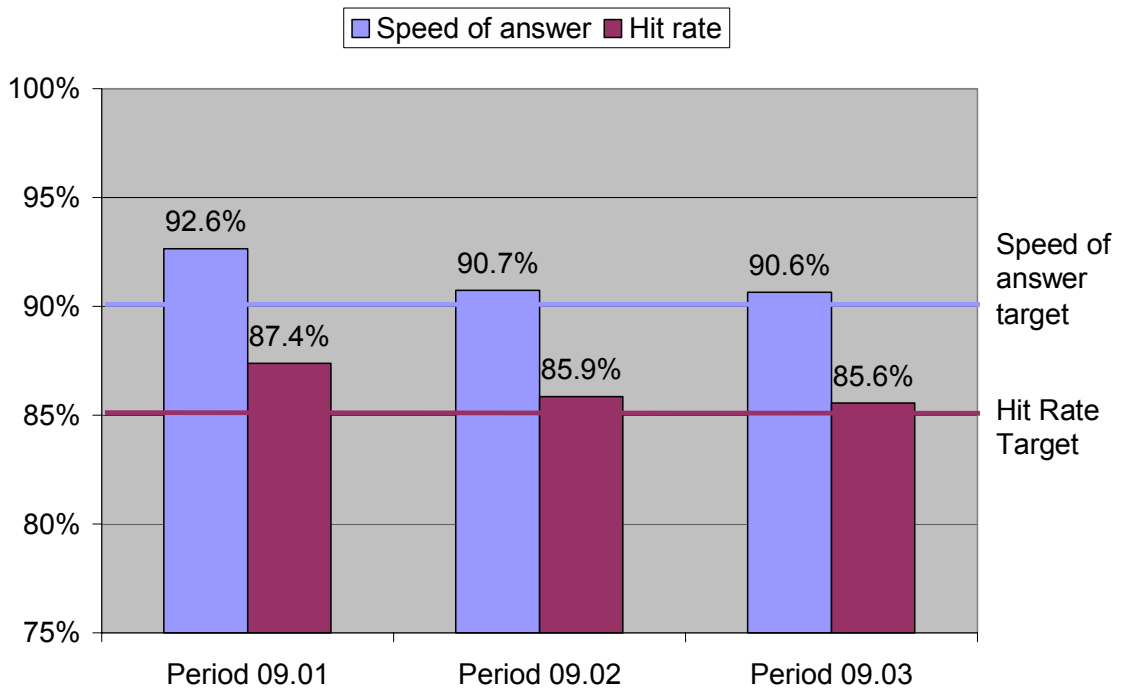
Period 09-01	30 March – 26 April
Period 09-02	27 April – 24 May
Period 09-03	25 May – 21 June

1. Speed of answer

(Target – 90% of standard relay calls answered within 15 seconds)

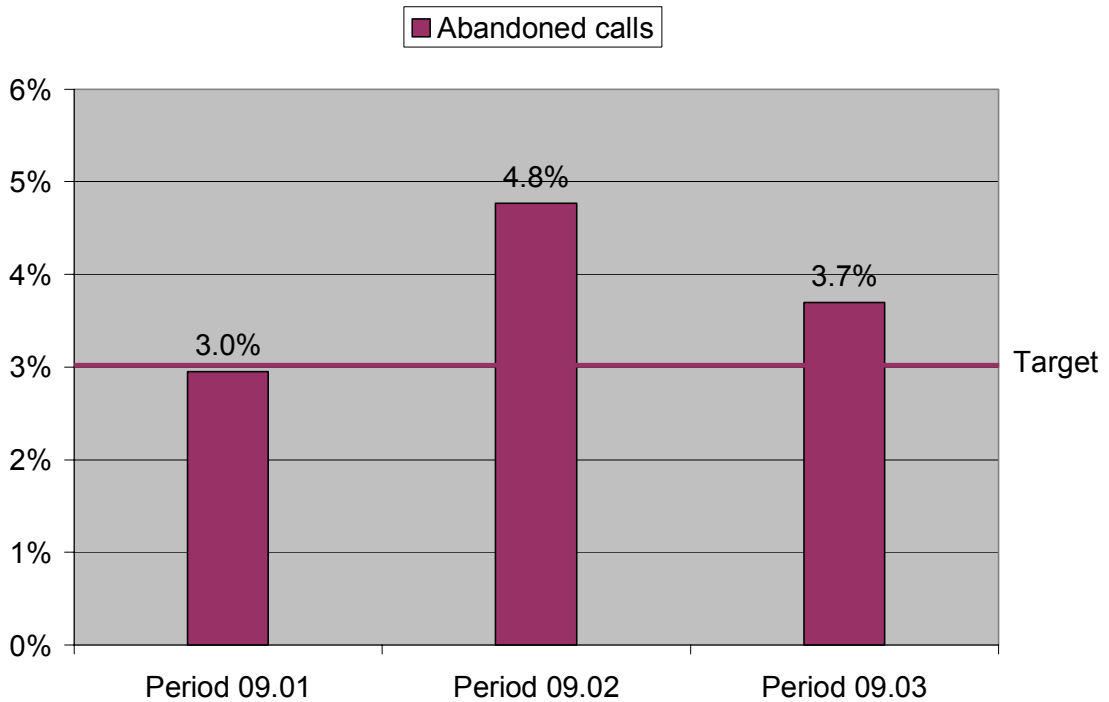
2. Hit rate

(Target – Speed of answer target met in 85% of 15 minute periods)



3. Abandoned calls

(Target – less than 3% of calls abandoned)



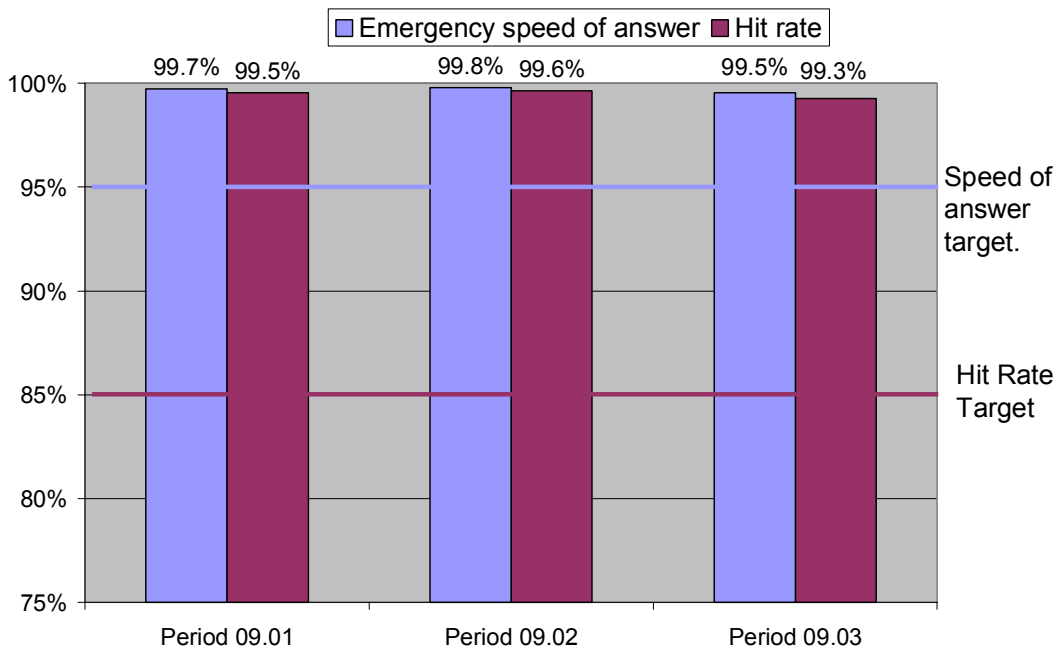
Note 1: Results for periods 09.02 and 09.03 were affected by two emergency building evacuations at the call centre, which caused short but significant increases in abandoned calls.

4. Speed of answer - emergency calls.

(Target – 95% of calls answered within 5 seconds)

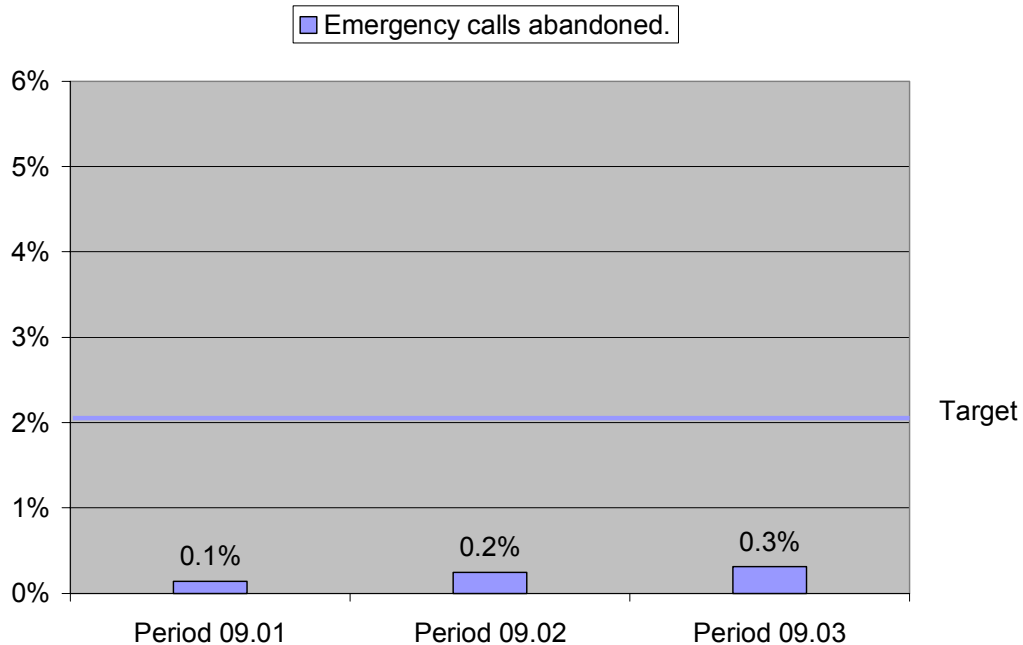
5. Hit rate - emergency calls.

(Target – Speed of answer target met in 85% of 15 min periods)



6. Emergency calls abandoned

(Target – less than 2% of calls abandoned)



7. Customer dissatisfaction

(Target – less than 5% of customers dissatisfied)

A customer satisfaction survey is run continuously throughout the year. Customers are randomly selected from the previous day's callers. Over the last quarter 4.4% of customers surveyed expressed dissatisfaction with the Text Relay service.