

Text Relay Performance Report

This report summarises the performance of the Text Relay service from 12th October 2009 to 3rd January 2010. 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 relay assistant 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	On target
3.	Calls abandoned	How many customers hang up before the relay assistant answers	Less than 3% of calls abandoned	Better than target
4.	Speed of answer – emergency calls	The number of emergency (18000) calls answered by the relay assistant 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.	Calls abandoned – emergency	How many customers hang up before the relay assistant 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 09-04	12 October – 8 November
Period 09-05	9 November – 6 December
Period 09-06	7 December – 3 January

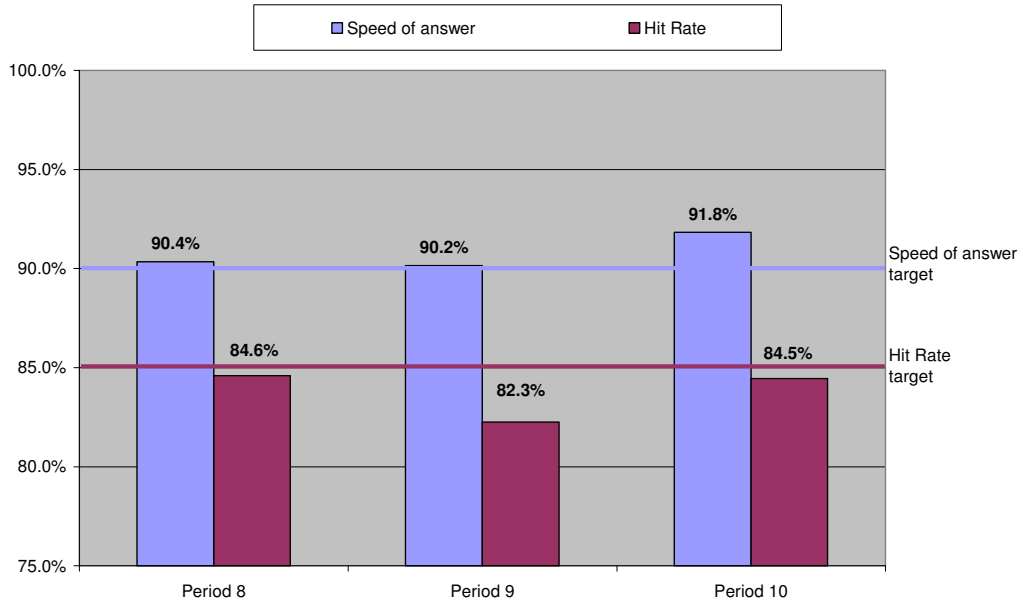
Text Relay Performance Report

1. Speed of answer

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

2. Hit rate

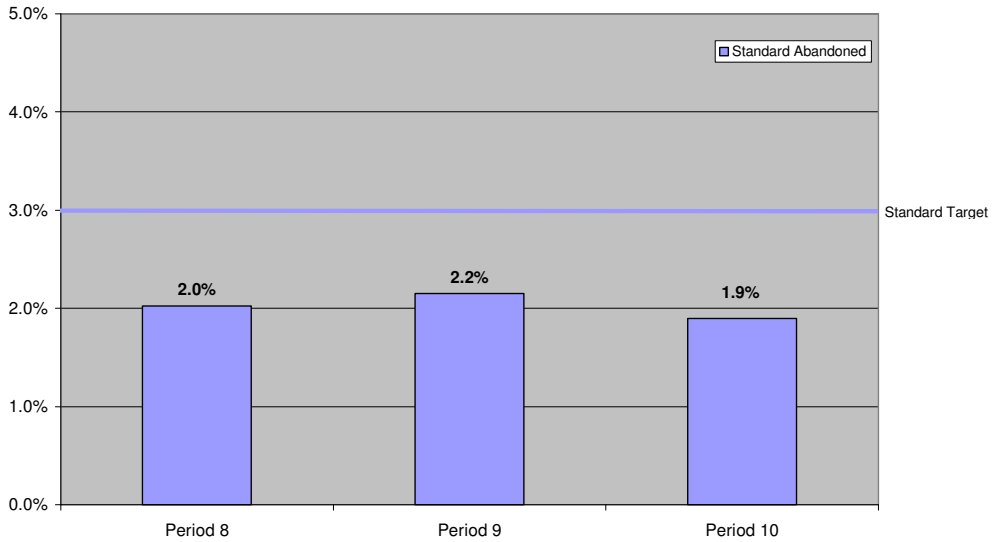
(Target – Speed of answer target met in 85% of 15 minute periods)



3. Calls abandoned

(Target – less than 3% of calls abandoned)

Abandoned Calls - Standard

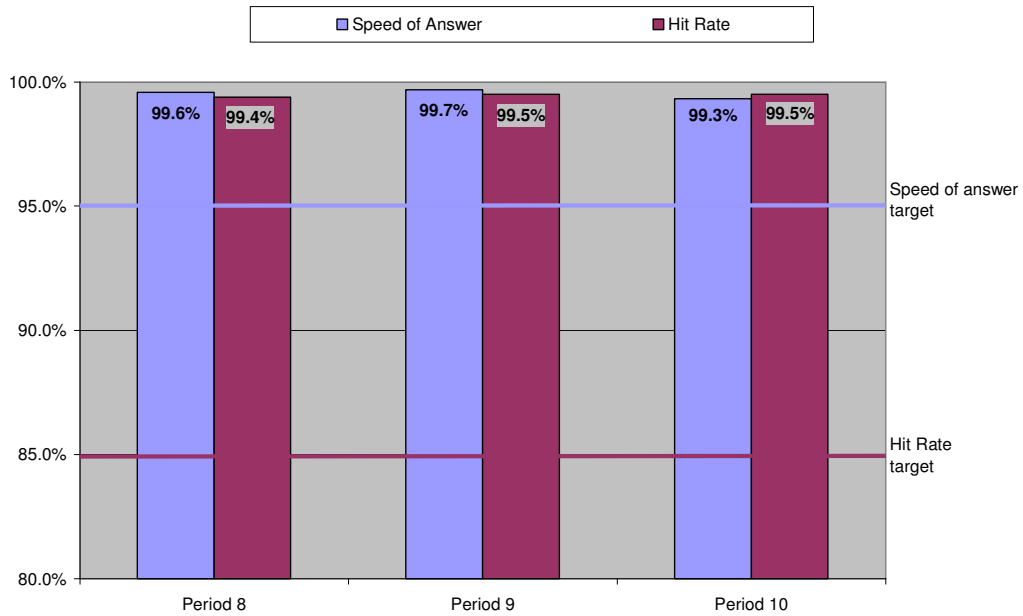


4. Speed of answer - emergency calls.

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

5. Hit rate - emergency calls.

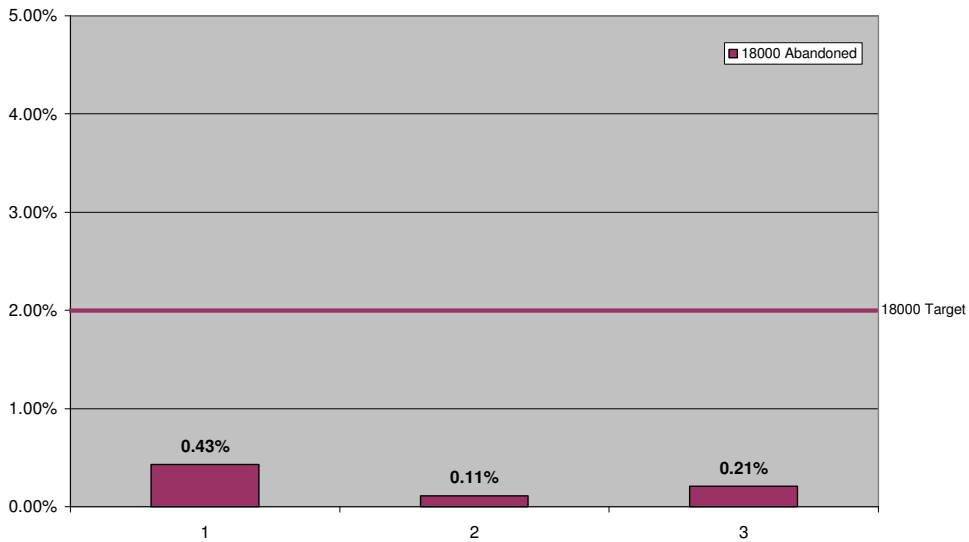
(Target – Speed of answer target met in 85% of 15 min periods)



6. Abandoned – emergency calls

(Target – less than 2% of calls abandoned)

Abandoned Calls - Emergency



7. Customer dissatisfaction

(Target – less than 5% of customers dissatisfied)

A customer satisfaction survey is run continuously through out the year. Over the last quarter 3 customers surveyed expressed dissatisfaction with the Text Relay service. The overall percentage of customers dissatisfied for the year so far is 3.4%.