

Strathclyde Concessionary Travel Scheme Joint Committee



Travel Card Unit Update Performance and Key Issues

Committee Strathclyde Concessionary Travel Scheme Joint Committee

Date of meeting 23 February 2018

Date of report 12 February 2018

Report by Treasurer

1. Object of Report

The object of this report is to update the Joint Committee on the performance of the Travel Card Unit (TCU) and provide updates on any other activities affecting the Travel Card Unit.

2. Background

SPT's Travel Card Unit, based at Buchanan Bus Station (BBS), is responsible for administering the National Entitlement Card on behalf of the 12 SCTS-area local authorities. Contact with cardholders and applicants from the 12 local authorities takes the form of email, postal correspondence, faxes, telephone calls and face-to-face enquiries at the Concessionary Travel Booth in BBS.

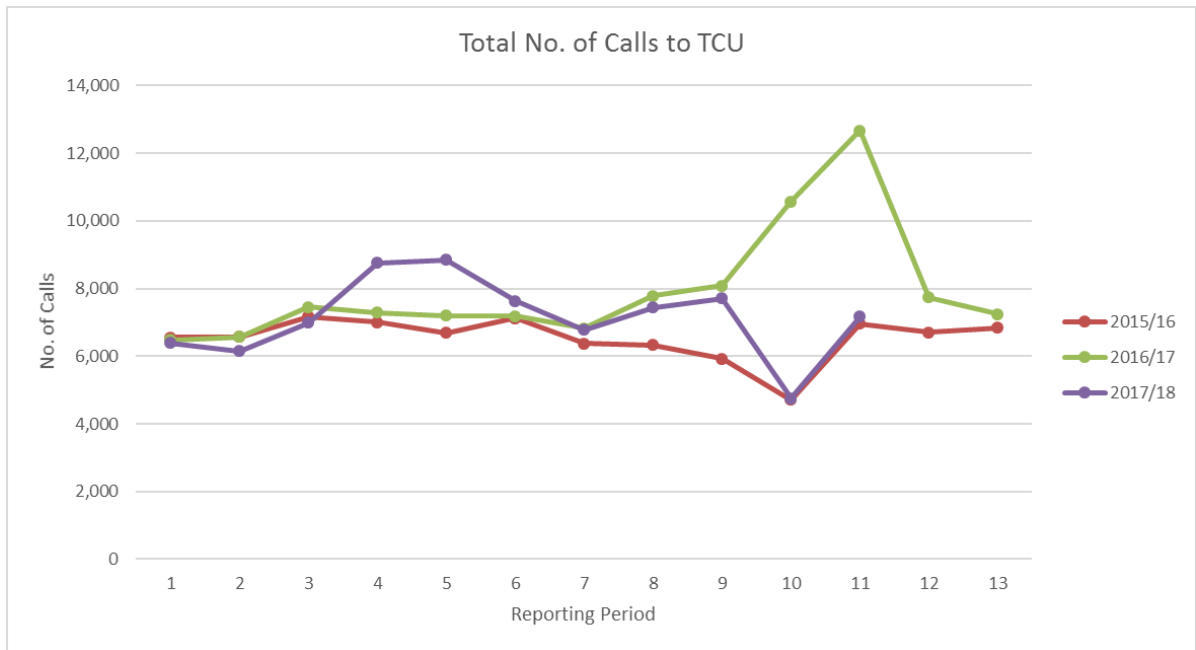
3. Cards in Circulation

As at February 2018 there were 558,754 valid cards in circulation within the SCTS area. This represents an overall increase of 3.9% in the preceding 12 months. Cards issued to over-60s make up the majority of this increase. Cardholders with disabilities increased 2.4% to 86,000 within the same period. The breakdown of card types by type and by Local Authority can be found in Appendix A.

4. TCU Performance

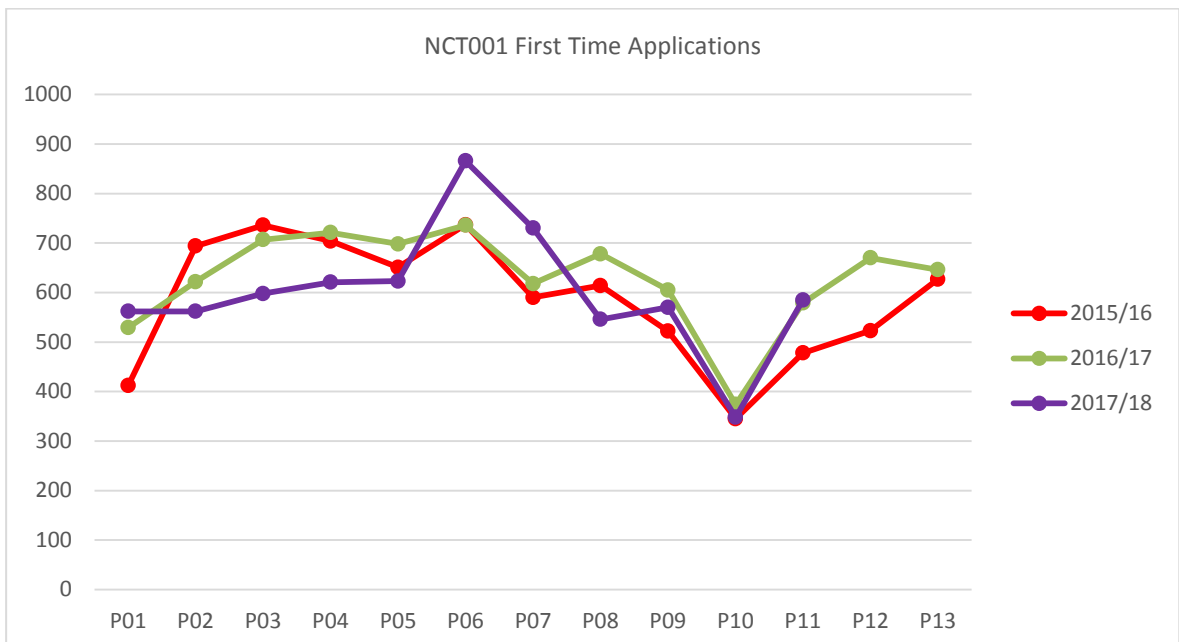
4.1 Call Numbers

Call numbers up to Period 11 (3 February 2018) are 78,633, which is 10.75% down on the 2016/17 figures, but the 2016/17 statistics included the card replacement programme, which caused unusually high volumes towards the end of 2016. Against 2015/16, call numbers increased 9.2% to P11.



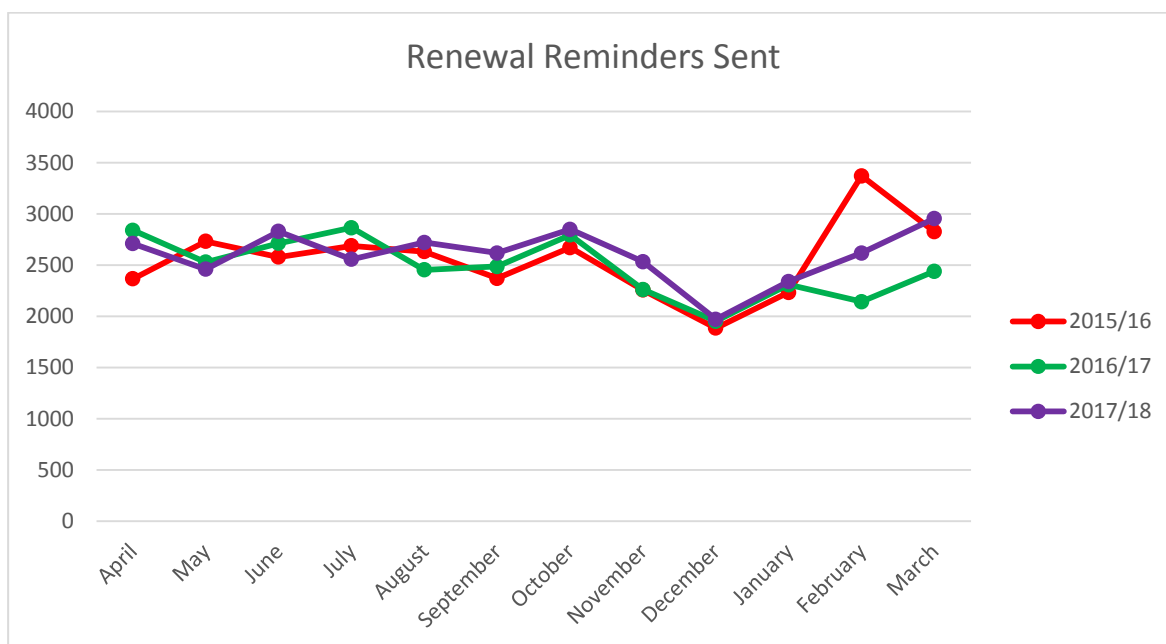
4.2 Processing of First Time Applications

Applications for new cards using the NCT001 form (for those with a disability) are broadly in line with previous years, totalling almost 6,700 to P11, compared with 6,500 and 6,900 in 15/16 and 16/17 respectively:



4.3 Renewal Reminders Issued

31,167 reminder letters were sent to customers whose cards were due to expire in 2017/18, an increase of 4.6% on last year.



5. Developments within Travel Card Unit

Work to review working practices within the Travel Card Unit continues, with focus on efficiency of processes and relevance of reporting metrics.

As organisations prepare for the introduction of GDPR regulations in May 2018, SPT is engaged with the National Entitlement Card Programme Office (NECPO) and our local authority partners to ensure compliance.

6. Committee Action

The Committee is recommended to note the progress of the Travel Card Unit in supporting concession travel on behalf of the 12 councils in the Scheme area and the work being undertaken as part of their card issue.

7. Consequences

Policy consequences	<i>Supporting the move to ensure accessible transport for all.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>None directly.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>Maintenance of public transport for concession card holders.</i>

Risk consequences

Mitigations to minimise disruption to card holders.

Name Valerie Davidson
Title Treasurer/Secretary

Name Gordon MacLennan
Title Chief Executive

For further information, please contact Dan Schoenhofen (Ticketing Commercial Manager) on 0141 333 3244.

Appendix A – Cards in Circulation

Local Authority	Elderly	Disabled	YS Disabled	Disabled (+ 1)	YS Disabled (+1)	Visual	YS Visual	Visual (+ 1)	YS Visual (+1)	Total
Argyll & Bute	25,242	492	37	1,422	161	61	7	199	11	27,632
East Ayrshire	26,984	857	82	2,991	337	68	4	246	8	31,577
East Dunbartonshire	27,620	420	49	1,292	177	81	9	143	10	29,801
East Renfrewshire	21,387	375	38	1,114	176	56	7	119	11	23,283
Glasgow City	97,469	6,521	134	22,133	334	398	11	1,305	24	128,329
Inverclyde	18,237	589	55	2,670	305	76	3	222	10	22,167
North Ayrshire	34,367	944	49	3,308	344	125	8	382	19	39,546
North Lanarkshire	63,896	2,058	215	7,492	745	164	15	616	33	75,234
Renfrewshire	38,188	1,331	115	3,785	417	127	7	372	21	44,363
South Ayrshire	31,213	704	38	2,367	253	101	5	235	17	34,933
South Lanarkshire	68,740	1,734	181	6,387	701	240	9	584	31	78,607
West Dunbartonshire	19,508	831	68	2,322	292	60	8	178	15	23,282
SPT Totals	472,851	16,856	1,061	57,283	4,242	1,557	93	4,601	210	558,754
Scotland Totals	1,163,932	35,568	3,248	106,701	12,545	3,560	236	8,975	524	1,335,289

