



## Travel Card Unit Update Performance and Key Issues

**Date of meeting** 08 March 2019

**Date of report** 26 February 2019

### 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 2019 there were 582,087 valid cards in circulation within the SCTS area. This represents an increase of 4.2% in the preceding 12 months. Cards over 60 make up the majority of this increase. Cardholders with disabilities increased to 87296 within the same period, an increase of 1.6% over the preceding 12 months.

### 4. TCU Performance

A review of TCU performance was instigated in November 2018 with a focus on improving customer service by increasing efficiency across the key areas of card administration and call handling. The review has led to significant process efficiencies as detailed below.

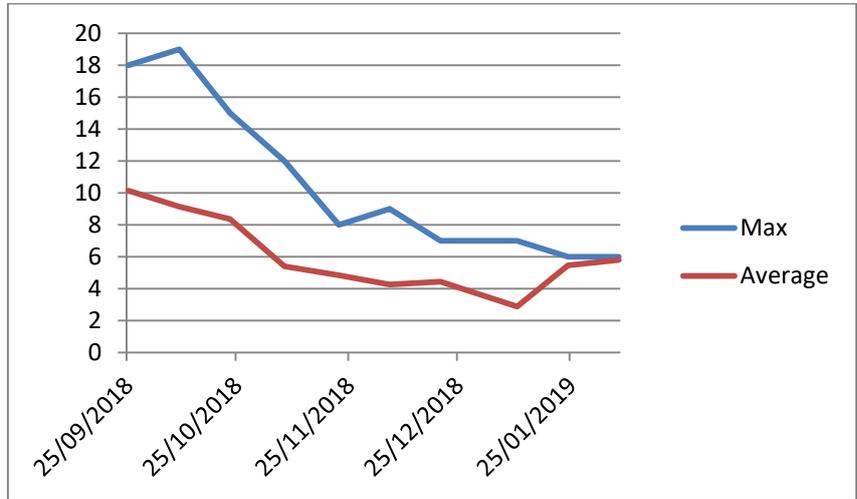
#### Administration

First time applications and card renewals form the bulk of admin tasks within TCU and are a combination of post and email. The TCU aims to process all admin enquiries within seven days.

Prior to November 2018 the TCU were in a backlog situation for several months. Some tasks were outstanding for up to 31 days. This resulted in increased call volumes from customers chasing updates and progress of their applications or enquiries. In turn, this led to poor call handling performance due to elevated call numbers.

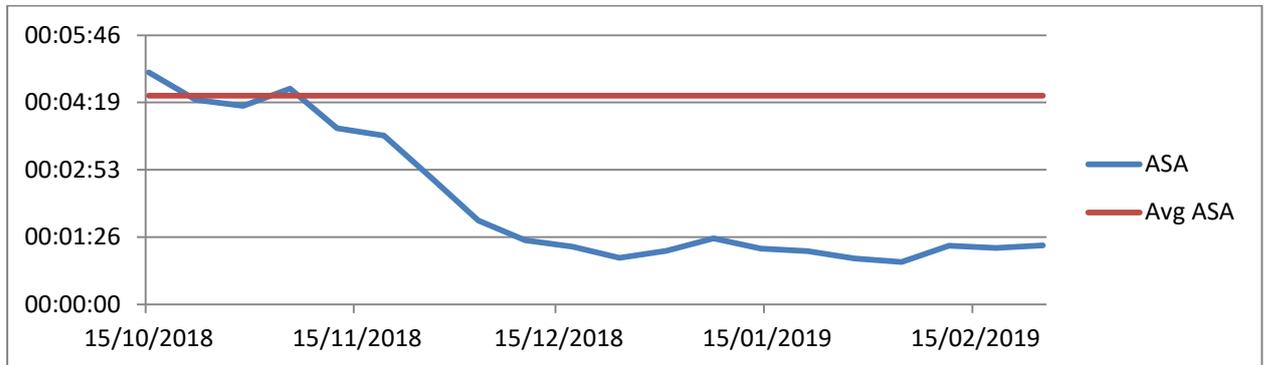
The backlog has now been cleared and admin processing times maintained below seven days.

The chart shows the oldest (max) outstanding admin task as well as the average number of days outstanding of all admin (post / emails) received. The backlog was cleared in 4 days and processing times maintained at less than seven days.

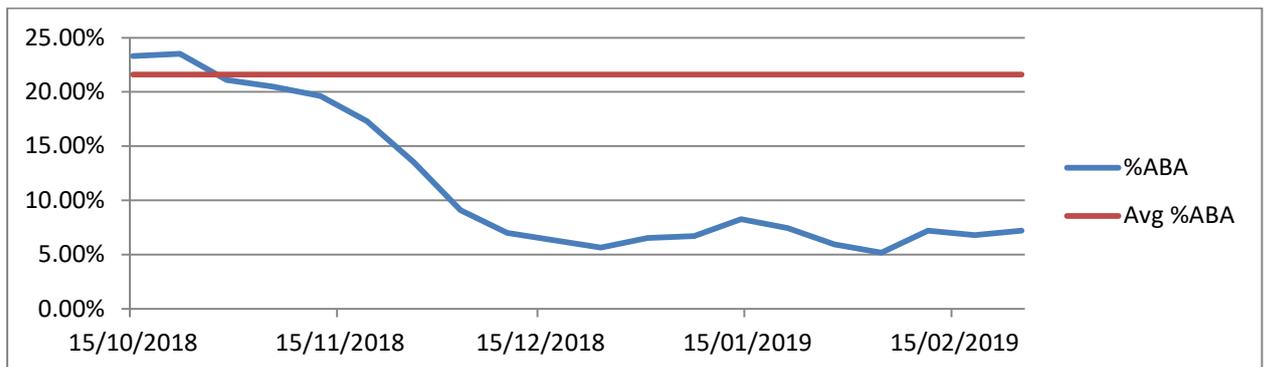


### Call Handling

Average speed of answer (ASA) and abandon rate (ABA%) performance has improved significantly in recent months.



Historical ASA was 4 minutes 22 seconds, shown by the red line in the above chart. A focus on call handling performance, supported by a reduction in telephone enquiries from customers chasing outstanding admin enquiries has resulted in ASA improving to and being maintained at less than 1 minute 26 seconds.



A quicker speed to answer has supported similar improvements to ABA%. Historically the abandon rate was 22%. This is now improved and maintained at less than 6%.

Fewer customers are hanging up before their call is answered and fewer calls are received from customers chasing outstanding admin enquiries. The result is a 20% reduction in weekly call volumes. Ultimately this means that customers are being dealt with more efficiently and customer queries are being resolved quicker.

## 5. Next Steps

Admin and call handling performance is now a primary focus for the team. Objectives in the coming months include the introduction of quality monitoring and a focus on individual performance and development.

As part of the wider BBS refurbishment plans, the TCU Booth within Buchanan Bus Station will be relocated. A review of processes handled in the booth has been started.

A review of all TCU processes which will include outlining proposals for digitisation and automation will also be conducted.

## 6. Committee Action

The Committee is recommended to note the admin and call handling performance improvement and the positive impact this has on Customer Experience on users within the SCTS area.

## 7. Consequences

Policy consequences	<i>A review of the scheme will be completed in 2019/20</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>None directly.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>None directly.</i>
Risk consequences	<i>Mitigations to minimise the risk to card holders.</i>

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