



Travel Card Unit Update Performance and Key Issues

Date of meeting 6 October 2017

Date of report 26 September 2017

Report by Treasurer/Secretary

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 LAs 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 May 2017 there were 545,713 valid cards in circulation within the SCTS area, up from 537,847 in January of this year, an increase of 1.46% (Appendix A). This is, however, a reduction from October 2016 when 547,942 cards were in circulation. This may be attributable to the card renewal programme (see "NEC Migration Project", below) which involved a data cleansing exercise to identify and withdraw duplicate cards.

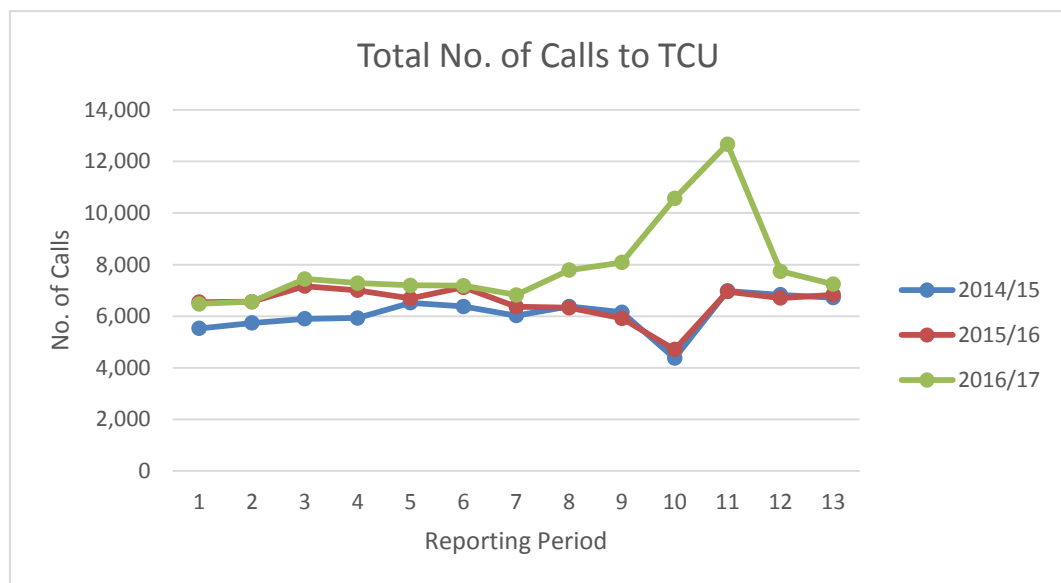
4. NEC Migration Project

The migration of the NEC estate from OneScotland (CMD7) cards to mygovscot and SaltireCard (CMD2) is now complete, although some enquiries continue to be received from cardholders whose data was not matched and therefore did not receive a replacement card during the migration project.

5. TCU Performance

Call Volumes

Call volumes have returned to manageable levels following a surge in queries towards the completion of the card migration programme.

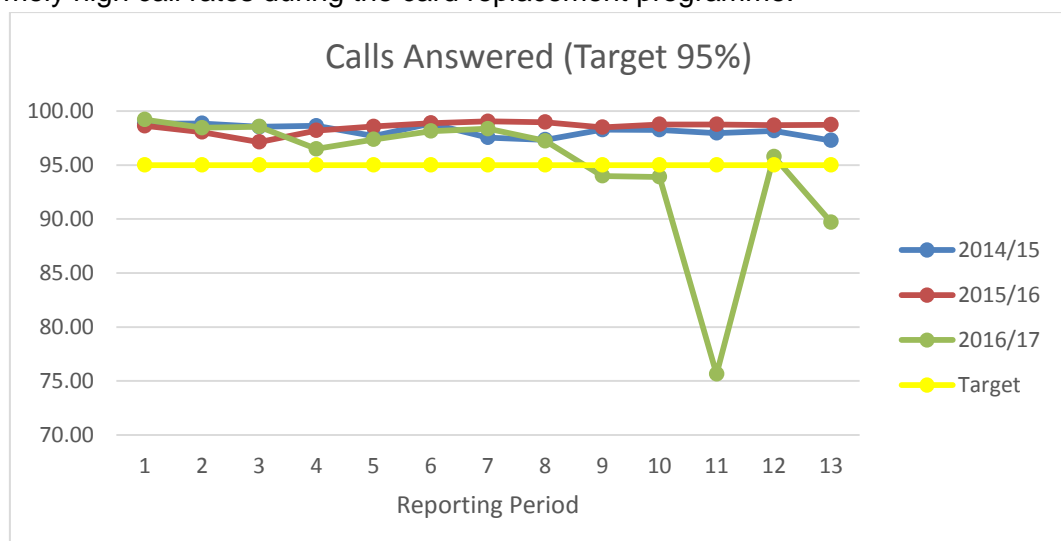


Cumulative figures for previous three years are:

- 2016/17 103,094
- 2015/16 84,938
- 2014/15 79,501

Call Handling

Call handling rates fell below target of 95% in three of the thirteen periods, mainly due to extremely high call rates during the card replacement programme:



6. Developments within Travel Card Unit

SPT is currently reviewing processes within the TCU to ensure that the department is equipped to cope with increasing numbers of card holders and the resultant uplift in contact from NEC holders.

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.

7. 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; and
- The completion of the card migration programme.

8. 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	<i>Mitigations to minimise disruption to card holders.</i>

Valerie Davidson
Treasurer/Secretary
Strathclyde Concessionary Travel Scheme Joint Committee

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

APPENDIX A

NEC Cardholder Volumes, SCTS Area at May 2017

Local Authority	Elderly	Disabled	Total	Elderly %(SCTS Area)	Disabled % (SCTS Area)	% of Total (SCTS Area)
Argyll & Bute	24,503	2,348	26,851	5.3%	2.8%	4.9%
East Ayrshire	26,455	4,472	30,927	5.7%	5.3%	5.7%
East Dunbartonshire	26,985	2,133	29,118	5.8%	2.5%	5.3%
East Renfrewshire	20,848	1,848	22,696	4.5%	2.2%	4.2%
Glasgow City	94,950	30,263	125,213	20.6%	35.9%	22.9%
Inverclyde	17,871	3,789	21,660	3.9%	4.5%	4.0%
North Ayrshire	33,542	5,018	38,560	7.3%	6.0%	7.1%
North Lanarkshire	62,442	11,170	73,612	13.5%	13.2%	13.5%
Renfrewshire	37,319	6,099	43,418	8.1%	7.2%	8.0%
South Ayrshire	30,560	3,658	34,218	6.6%	4.3%	6.3%
South Lanarkshire	66,937	9,800	76,737	14.5%	11.6%	14.1%
West Dunbartonshire	18,985	3,718	22,703	4.1%	4.4%	4.2%
SPT Totals	461,397	84,316	545,713	100.0%	100.0%	100.0%
SCTS Area %	85%	15%	100%			
Scotland Totals	1,137,761	167,832	1,305,593			
Scotland %	87%	13%	100%			