



Travel Card Unit Update Performance and Key Issues

Committee Strathclyde Concessionary Travel Scheme Joint Committee

Date of meeting 9th November 2018

Date of report 25th October 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 October 2018 there were 573,093 valid cards in circulation within the SCTS area. This represents an overall increase of 4.1% in the preceding 12 months. Cards issued to over-60s make up the majority of this increase. Cardholders with disabilities increased 2.2% to 86,700 within the same period. The breakdown of cards by type and by local authority can be found in Appendix A.

4. TCU Performance

4.1 Call Numbers

Call numbers up to Period 7 (13th October 2018) are 56,492, a 9.4% increase on the previous year.

4.2 Phone Survey – Breakdown by Local Authority

In May 2018 a survey was undertaken by TCU staff to determine the origin of calls to the department. The tables in Appendices B and C detail the outcome of this survey and the results factored up to indicate an estimate of calls by local authority origin.

4.3 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 5,049 to P7, compared with 4,542 last year.

5. Developments within Travel Card Unit

SPT have appointed a new Contact Centre Manager with responsibility for the Travel Card Unit and SPT's Demand Responsive Transport functions. One of the main responsibilities will be to review the contact centre processes to ensure they are both effective and efficient.

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 in support of both the national and local scheme via travel card issue.

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>

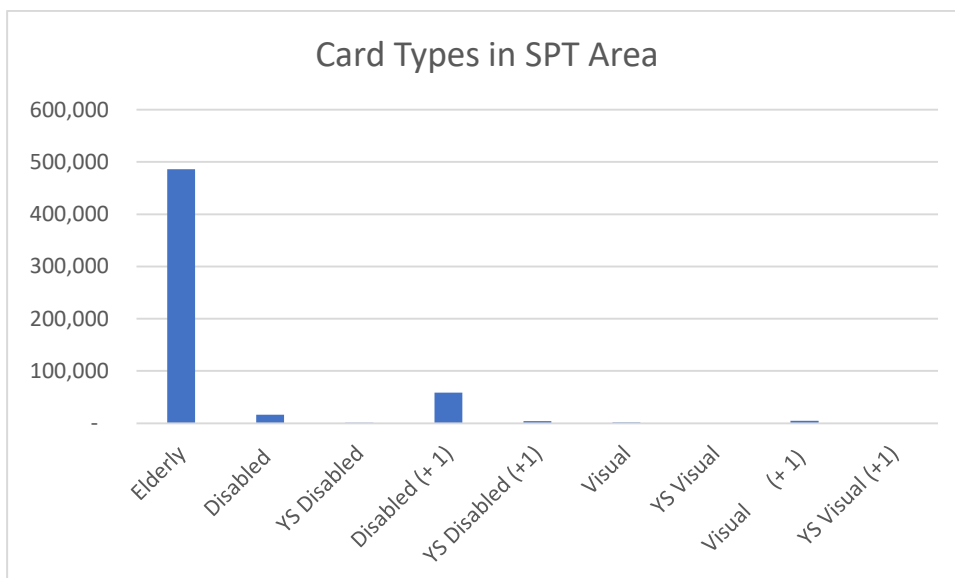
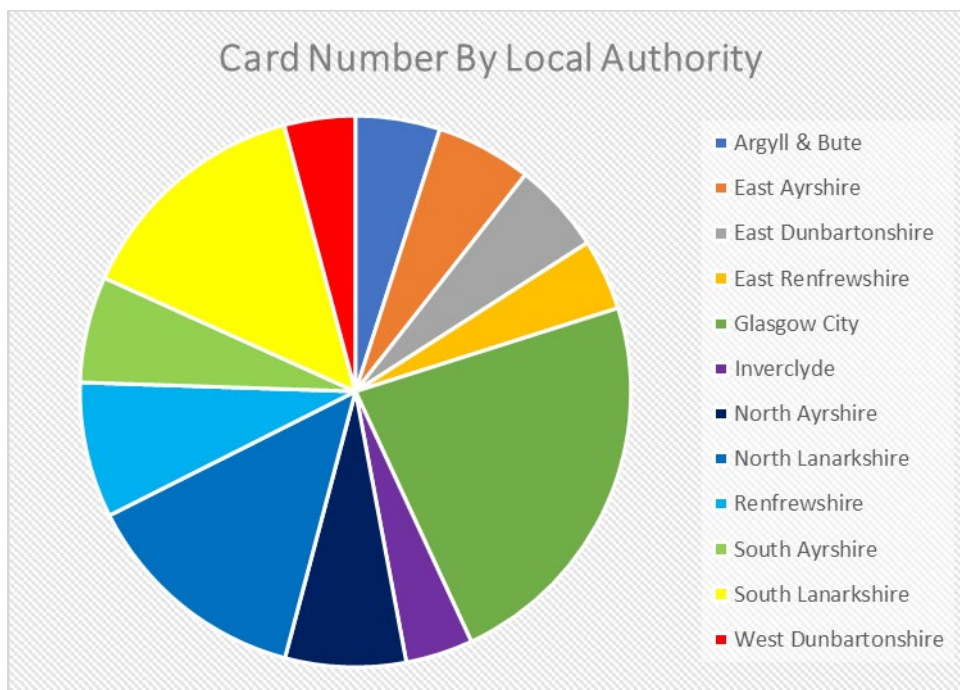
Name Valerie Davidson

Title Treasurer/Secretary

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

Appendix A – Cards in Circulation (October 2018)

Local Authority	Elderly	Disabled	YS Disabled	Disabled (+ 1)	YS Disabled (+1)	Visual	YS Visual	Visual (+ 1)	YS Visual (+1)	Total
Argyll & Bute	26,028	486	33	1,468	164	54	6	192	11	28,442
East Ayrshire	27,496	840	101	3,134	337	70	3	247	8	32,236
East Dunbartonshire	28,427	417	56	1,313	174	79	9	151	10	30,636
East Renfrewshire	22,015	373	35	1,129	181	56	5	122	11	23,927
Glasgow City	100,431	6,277	175	22,782	308	377	10	1,309	21	131,690
Inverclyde	18,751	543	56	2,701	295	69	3	222	10	22,650
North Ayrshire	35,367	889	55	3,408	341	116	8	382	22	40,588
North Lanarkshire	65,738	1,940	193	7,682	720	161	11	617	30	77,092
Renfrewshire	39,297	1,258	121	3,934	410	128	6	380	19	45,553
South Ayrshire	31,987	667	40	2,420	254	103	7	230	16	35,724
South Lanarkshire	70,788	1,627	172	6,500	716	243	9	599	29	80,683
West Dunbartonshire	20,095	797	55	2,387	286	59	6	173	14	23,872
SPT Totals	486,420	16,114	1,092	58,858	4,186	1,515	83	4,624	201	573,093
Scotland Totals	1,194,625	34,464	3,519	110,916	12,820	3,556	228	9,046	492	1,369,666



Appendix B – Inbound Calls by Local Authority (survey period)

Summary of Calls	Monday 30/04/2018	Tuesday 01/05/2018	Wednesday 02/05/2018	Thursday 03/05/2018	Friday 04/05/2018	TOTAL	%
Argyll and Bute	16	16	18	9	14	73	4.5%
East Ayrshire	10	7	9	4	6	36	2.2%
East Dunbartonshire	20	10	10	7	10	57	3.5%
East Renfrewshire	21	6	12	11	11	61	3.7%
Glasgow	154	131	120	96	86	587	35.9%
Inverclyde	14	11	13	9	6	53	3.2%
North Ayrshire	23	24	26	20	13	106	6.5%
North Lanarkshire	59	42	42	27	27	197	12.1%
Renfrewshire	40	38	34	35	20	167	10.2%
South Ayrshire	24	15	9	10	6	64	3.9%
South Lanarkshire	50	35	39	25	15	164	10.0%
West Dunbartonshire	18	16	14	11	10	69	4.2%
	449	351	346	264	224	1634	100%

Appendix C – Inbound Calls by Local Authority (annual estimate)

	17/18 P8	17/18 P9	17/18 P10	17/18 P11	17/18 P12	17/18 P13	18/19 P1	18/19 P2	18/19 P3	18/19 P4	18/19 P5	18/19 P6	18/19 P7	1 Year Total
Argyll and Bute	333	344	213	320	289	340	313	326	448	422	367	329	320	4,363
East Ayrshire	164	170	105	158	142	168	154	161	221	208	181	162	158	2,151
East Dunbartonshire	260	269	166	250	225	266	244	254	350	330	287	257	250	3,406
East Renfrewshire	278	288	178	268	241	284	261	272	375	353	307	275	267	3,645
Glasgow	2,674	2,769	1,709	2,575	2,321	2,737	2,513	2,620	3,604	3,393	2,950	2,644	2,570	35,080
Inverclyde	241	250	154	232	210	247	227	237	325	306	266	239	232	3,167
North Ayrshire	483	500	309	465	419	494	454	473	651	613	533	478	464	6,335
North Lanarkshire	897	929	574	864	779	919	843	879	1,209	1,139	990	887	862	11,773
Renfrewshire	761	788	486	733	660	779	715	745	1,025	965	839	752	731	9,980
South Ayrshire	292	302	186	281	253	298	274	286	393	370	322	288	280	3,825
South Lanarkshire	747	774	477	719	648	765	702	732	1,007	948	824	739	718	9,801
West Dunbartonshire	314	326	201	303	273	322	295	308	424	399	347	311	302	4,124
Totals	7,444	7,709	4,757	7,168	6,460	7,620	6,995	7,292	10,032	9,446	8,213	7,361	7,153	97,650