

Update Report on Concession Travel Card Unit Activities

Committee Strathclyde Concessionary Travel Scheme Joint Committee

Date of meeting 24 February 2017

Date of report 6 February 2016

Report by Treasurer/Secretary

1. Object of report

To update the Joint Committee on the progress to implement the 'One Scotland' National Entitlement Card (NEC) and to advise on the continued progress of the Travel Card Unit (TCU).

2. Background

There are now 537,847 (compared to 547,942 in October 2016) NECs held by residents of the 12 local authorities within the Strathclyde Concessionary Travel Scheme (SCTS) area. These account for 42% of all concessionary cards in Scotland. This percentage has remained unchanged since October 2016 (Appendix A).

3. NEC migration project

As previously reported on 4 November 2016, SPT TCU has supported the NEC Programme Office (NECPO), Transport Scotland and the 12 unitary local authorities in the Strathclyde Concessionary Travel Scheme in the rollout of the 'One Scotland' cards. This has involved confirming addresses and entitlement of approximately 250,000 cardholders, and the reissue of replacement cards to ensure that cardholders were able to access the national bus scheme as well as the local scheme.

The project involved utilising a variety of communication modes to ensure that cardholders were aware of the change. Working collaboratively with local authority teams and NECPO, the vast majority of cards were replaced before the deadline of 31 December 2016. Members will be aware from the previous report that of the 250,000 cards requiring replacement, 34,397 elderly cards were still outstanding at that time. This subsequently reduced to 10,166 cards, of which 1,085 had been used in the last 12 months.

During November and December 2016, the TCU kiosk assisted 6,000 cardholders as well as via targeted phone operations that were implemented.

In consultation with bus operators, it was also agreed that during January cardholders with old style cards would still be able to travel, albeit on a temporary pass, to allow the cardholder to obtain the new style card.

In summary, the replacement project ensured that the vast majority of card holders cards were replaced, thus allowing continued travel. This was only possible by the collaborative work between all stakeholders and continued dialogue to ensure its success.

The remainder of this report demonstrates the level of successful customer contact to achieve this.

TCU performance

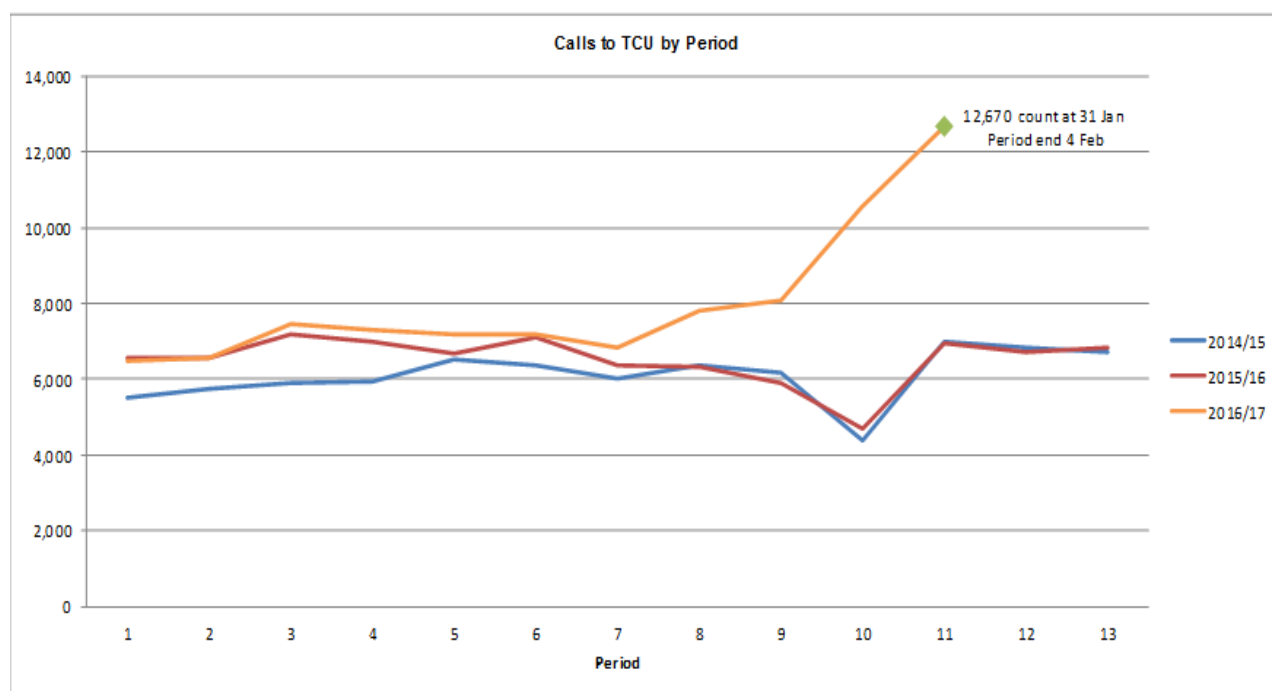
Call volumes:

Call volumes for Periods 1-10 in 2016/17 increased by 17%, notably higher than 2015/16.

Comparative figures for Periods 1-10 are:

- 2016/17 75,434
- 2015/16 64,434
- 2014/15 58,959

Annual call volumes have increased year on year by approx. 5,000 calls. Approximate yearly call volumes are: 2015/16 – 85,000, 2014/15 – 80,000, 2013/14 – 75,000. However, due to the increased customer contact for the NEC migration project towards the end of 2016, the TCU has forecast that the annual call volume for 2016/17 will be in the region of 100,000 calls.



% Increase on previous 2 years average calls to TCU													Totals
1	2	3	4	5	6	7	8	9	10	11	12	13	
7%	7%	14%	13%	9%	6%	10%	23%	34%	132%	82%			

Call handling:

The call handling rate was 97.17% for periods 1-10 of 2016/17. Comparative figures are shown below:

- Period 1-10 2016/17 97.17%
- Period 1-10 2015/16 98.48%
- Period 1-10 2014/15 98.28%

Disabled NEC Applications:

The number of first time applications of disabled entitlement during Periods 1-10 of 2016/17 increased by 3.2% with 100% of applications processed within 2 days. Comparative figures are shown below:

- Period 1-10 2016/17 6,455
- Period 1-10 2015/16 6,256
- Period 1-10 2014/15 5,644

Disabled renewal applications:

The number of renewed NEC Disabled applications processed in Periods 1-10 of 2016/17 also notably risen by 6.6% to 20,548 compared to 19,270 in the same periods in 2015/16. There is a consistent rise year on year.

4. 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 performance of the TCU in supporting all partners, thus ensuring a seamless transition from the 'One Scotland' card to the 'Saltire' concessionary card.

5. 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 *John Blake, Senior Operations Officer (Bus)*, on 0141 333 3734

APPENDIX A

NEC Cardholder Volumes: SCTS Area at 16/01/2017

Local Authority	Elderly	Disabled	LA Total	% of overall Total	Elderly % (SCTS Area)	Disabled % (SCTS Area)
Argyll & Bute	23,864	2,360	26,224	5%	5%	3%
East Ayrshire	26,038	4,419	30,457	6%	6%	5%
East Dunbartonshire	26,472	2,129	28,601	5%	6%	3%
East Renfrewshire	20,448	1,850	22,298	4%	5%	2%
Glasgow City	93,610	30,051	123,661	23%	21%	36%
Inverclyde	17,688	3,801	21,489	4%	4%	5%
North Ayrshire	32,995	4,984	37,979	7%	7%	6%
North Lanarkshire	61,569	11,118	72,687	14%	14%	13%
Renfrewshire	36,707	6,022	42,729	8%	8%	7%
South Ayrshire	30,131	3,660	33,791	6%	7%	4%
South Lanarkshire	65,644	9,782	75,426	14%	14%	12%
West Dunbartonshire	18,774	3,731	22,505	4%	4%	4%
SCTS Area Totals	453,940	83,907	537,847	100%	100%	100%
SCTS Area %	84%	16%	100%			

Scotland Totals	1,118,654	166,830	1,285,484
Scotland %	87%	13%	100%