

Strathclyde Concessionary Travel Scheme Joint Committee



Concessionary Travel Unit – Update on Performance

Date of meeting 19 September 2025

Date of report 21 August 2025

Report by Treasurer

1. Object of report

To update the Strathclyde Concessionary Travel Scheme Joint Committee on the Concessionary Travel Unit Performance, which includes an update on the Telephony system, Webforms and Strathclyde Concessionary Travel Scheme (SCTS) Ferry Entitlement projects, as well as a review of the current performance position for both call handling and administrative tasks undertaken by the Contact Centre.

2. Background to report

The update at the previous Joint Committee on 4 March 2025 advised that the Granicus Project was underway to improve efficiencies and overall customer experience. Further to this, discussions are still ongoing with regards to the migration of the SCTS Ferry Entitlement to the National Entitlement Card (NEC).

3. Outline of proposals

3.1 Digital Update

The Granicus project has made good progress since the last update to the committee. However, the deadline of June 2025 for implementation has not been met due to other work commitments as the project team are supporting the webforms whilst carrying out their daily roles. The project team also required additional time for form building as this process was slightly more complex than anticipated, however consultancy support was obtained to ensure the builds were completed. User Acceptance Testing (UAT) is being carried out with final amendments to the form processes being made before the new deadline of September 2025.

Once fully implemented, webforms will allow for quicker turnaround times for customers as they will be able to self-serve their enquiries and receive contextualised responses to their queries, which will in turn create efficiencies for the Contact Centre. This will allow more time to be spent on more complex queries and result in enhanced reporting of productivity processing times.

SPT are still progressing with migrating the SCTS Ferry entitlement to the National Entitlement Card (NEC). Discussions are on-going with the National Entitlement Card Programme Office (NECPO) with regards to the design of the NEC to include Ferry entitlement, and how this process will be implemented to the Card Management System (CMS) to allow automation of Ferry entitlement based on eligible postcodes.

Movement on this project has been slow during the summer months due to resource and annual leave across the various parties involved, however momentum has now resumed, with the aim to complete this project by the end of this calendar year. This will create efficiencies for both the Contact Centre and the cardholder, as the cardholder will receive their NEC with Ferry entitlement without having to have both cards processed separately. An update will be given at the next committee.

The committee members were informed at the last committee that consideration was being given to the removal of 2nd homeowners ferry entitlement within the SCTS. After consulting with the local authorities and other parties involved the decision was made to no longer accept 2nd homeowner ferry card applications as of 1 April 2025, and use of 2nd homeowner ferry cards will be prohibited from 20 October 2025. The Contact Centre have received some feedback from 2nd homeowners; however, the cardholders were understanding of decision once the justification was explained to them.

The Contact Centre has also changed telephony provider to Landis, as of August 2025. This was part of a wider project led by the Digital team to align the different service areas within SPT to the one single telephony provider. The transition was successfully completed in one day with no setbacks or impact to operational performance. The new telephony system has provided efficiency benefits to the Contact Centre as it is linked to the Microsoft Teams application making it easier to use for the team, the system also provides better reporting for call performance which will allow the management team to monitor agent performance statistics. In addition, SPT have more control over the system allowing quicker resolution to issues that may arise. This change has also facilitated the introduction of speech to text functionality within the Interactive Voice Response (IVR) which has improved the experience for cardholders as they can now provide more details, such as their address, when requesting a replacement card. This additional information has made processing replacement card requests more efficient and reduced processing errors. SPT have re-engaged with the National Entitlement Card Programme Office (NECPO) to integrate an Application Programming Interface (API) with the CMS provider, which will allow automation of replacement card requests, allowing cardholders to self-serve these requests at any time. It is worth noting that NECPO are considering options for a national solution for replacement cards, an update will be given at the next committee.

The Contact Centre continues to provide routes to services for all customers including those with restricted or no access to digital means. Since the last update to the committee, the Concessionary Travel Booth within Buchanan Bus Station has supported 45 clients with their concessionary travel cards. Out of the 45 appointments, 34 were for card collections due to postal issues at the home address, 8 were for first time applicants for a disabled NEC, the remaining appointments were to support cardholder to change their personal details and renew a disabled NEC. Appointments are for those individuals who require additional support, and in these cases have been clients who have visual impairments or struggle to complete the required forms. Appointments can be made by calling the contact centre and SPT's concessions webpage has guidance on this.

3.2 Admin Processing

- Since the last Committee, the Contact Centre agents have processed 28,254 NECs, 12% of which were first time applications (3,401), 25% were renewals (6,965) and 63% were replacement cards (17,888).
- Since the last Committee, the Contact Centre agents have processed 5,677 postal items and 22,670 emails relating to Concessionary Travel, which include first time applications, renewals and general enquiries.

- Since the last update to the Committee, processing turnaround times for postal enquiries have increased to one to two weeks and processing timescales for email enquiries average at one to two weeks. The Contact Centre has worked to reduce processing timescales to three days. Agents will continue to focus on maintaining these turnaround times to promptly resolve cardholder enquiries and thus improve customer experience.
- The Contact Centre agents minimised an expected cyclical backlog situation of admin levels throughout the summer period. This involved close monitoring of admin volumes, focusing a portion of the team each day to process outstanding work and overtime was utilised avoid excessively exceeding timescales.

3.3 Call Handling Performance

- Since the last Committee, the Contact Centre agents have received 28,102 concessionary travel calls, with 86% answered.
- The Contact Centre agents support a range of tasks across both the concessionary travel card unit and the MyBus service. Since the last Committee, the combined total number of inbound and outbound calls was 103,412. This has increased by 25% from the previous Committee update. As noted above, the increase in processing timescales for Concessionary Travel had an impact on inbound calls as cardholders chased up their enquiries, and the growth in MyBus interest has also led to the increase in inbound calls for this too.

4. Committee action

The Committee is recommended to:

- (i) note the contents of this report;
- (ii) acknowledge the progress made with admin processing turnaround times; and
- (iii) support the progress made with digital enhancements and future initiatives.

5. Consequences

Policy consequences	<i>None directly.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>None directly.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>Improved customer experience achieved via efficiency gains and performance improvements</i>
Risk consequences	<i>Mitigations to minimise the risk to card holders.</i>
Climate Change, Adaptation & Carbon consequences	<i>None directly.</i>

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Title **Treasurer**
Strathclyde Concessionary Travel Scheme Joint Committee

For further information, please contact *Cheryl Candlish, Contact Centre Manager on 0141 333 3656.*