

Status Report on performance of Travel Card Unit

Committee Strathclyde Concessionary Travel Scheme Joint Committee

Date of meeting 25 June 2010

Date of report 14 June 2010

Report by Treasurer

1. Object of report

To update the Joint Committee on the performance of the SPT Travel Card Unit (TCU) and associated issues.

2. Background

There are approximately 500,000 National Entitlement Card (NEC), providing access to the National Concessionary travel (NTC) and Strathclyde Concessionary Travel (SCT) Schemes held by residents of the 12 Local Authorities comprising the SPT area. SPT manages the card application (for disability related cards), card renewal and card replacement processes for this group of NEC holders. In addition, SPT provides the call centre service for all NEC holders, less Young Persons, within the SPT area.

Since the introduction of Citizens Account System (CAS) and Card Management System (CMS), there have been significant ongoing operational issues due to the loss of some functionality that was available on the previous system. There have been numerous discussions with Improvement Service to resolve these issues and thankfully the most critical issues have been resolved. Unfortunately not all issues have been resolved and discussions to resolve the remaining issues will continue. As a direct result of these major changes, the TCU has had to adapt to handle a very significant increase of call volumes in 2009/10 against previous years figures (see Attachment A). These increase call volumes have been handled by the TCU team within resource constraints throughout 2009/10.

3. Current Situation

With increased call volumes and a desire to improve call centre access, the decision was taken to reallocate staff across the public opening hours of the TCU. This resulted in the opening of the contact centre over the lunch break, which provided an additional 15 staff hours per week for call handling. This was achieved within the existing staff resource.

Previous issues regarding the inability of the CMS to handle large volume reports remain extant, although small scale reports are possible. The challenge for SPT is to access reports for cardholders within the SPT area which is clearly of a far greater scale than in any other single Local Authority outwith the SPT area. We have sought to access the reports directly within the Improvement Service's IT security protocols and a solution will shortly be available for testing. The success of this will directly impact the TCU's future ability to process the approximately 3,000 monthly renewals for disabled cards.

A modern contact centre call management system is currently in the process of being implemented within the TCU. The introduction of this will improve the following areas:

- Customer experience in accessing the contact centre.
- Quality monitoring of customer calls.
- Replacement of current analogue phones with new digital phones.
- Call statistics analysis.

4. TCU Performance

Call volumes:

- Since the closure of the Novocroft contact centre in February 2009, the initially very high volume of calls received by the TCU has moderated to a year-on-year increase of 51% doubling of call volumes in 2009/10 from 2008/09 levels and a 76% increase over 2007/08 figures (see Attachment A).
- Comparative figures are:
 - 2009/10 89,101
 - 2008/09 58,822
 - 2007/08 50,520

Call handling:

- As a direct result of the sharply increased call volumes due to the Novocroft closure, the centres ability to handle 95% of call was diminished in the first third of the year. However, changes to the utilisation of staff in the contact centre, including those above, resulted in the TCU only narrowly missing its call handling target by only 0.73% throughout 2009/10 (see Attachment B).

NEC applications (Disabled)

- 11% Increase in handling NEC applications made under disabled grounds.
- This represents an upward trend in trend in this category of applications. Note – disabled cards are valid for three years, elderly cards are valid for five years.

5. Committee Action

The committee is asked to note the terms of the report.

6. Consequences

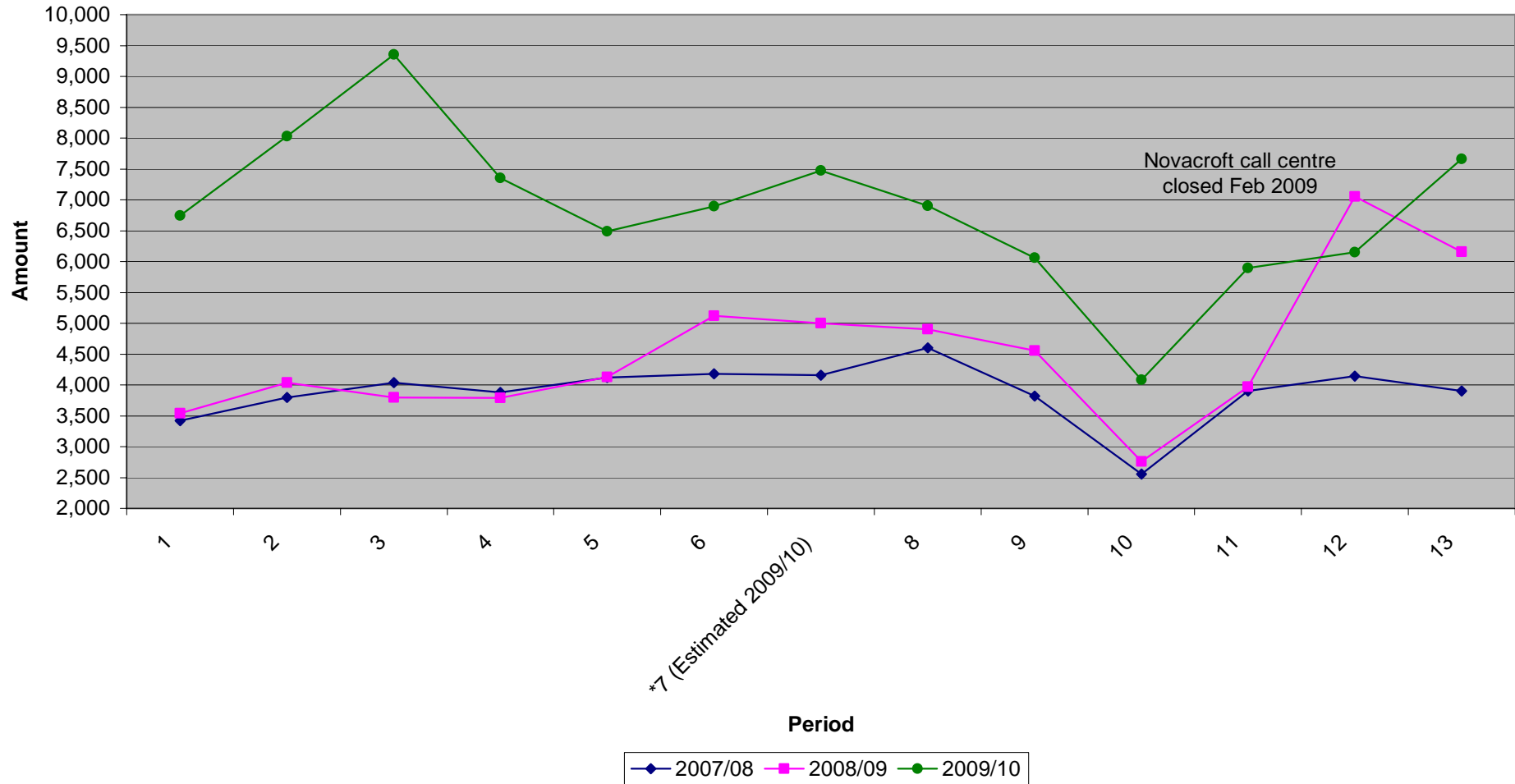
Policy consequences:	<i>None.</i>
Legal consequences:	<i>None.</i>
Financial consequences:	<i>None.</i>
Personnel consequences:	<i>None.</i>
Social inclusion consequences:	<i>Maintenance of public transport for concession card holders.</i>
Risk consequences	<i>None.</i>

Name Valerie Davidson

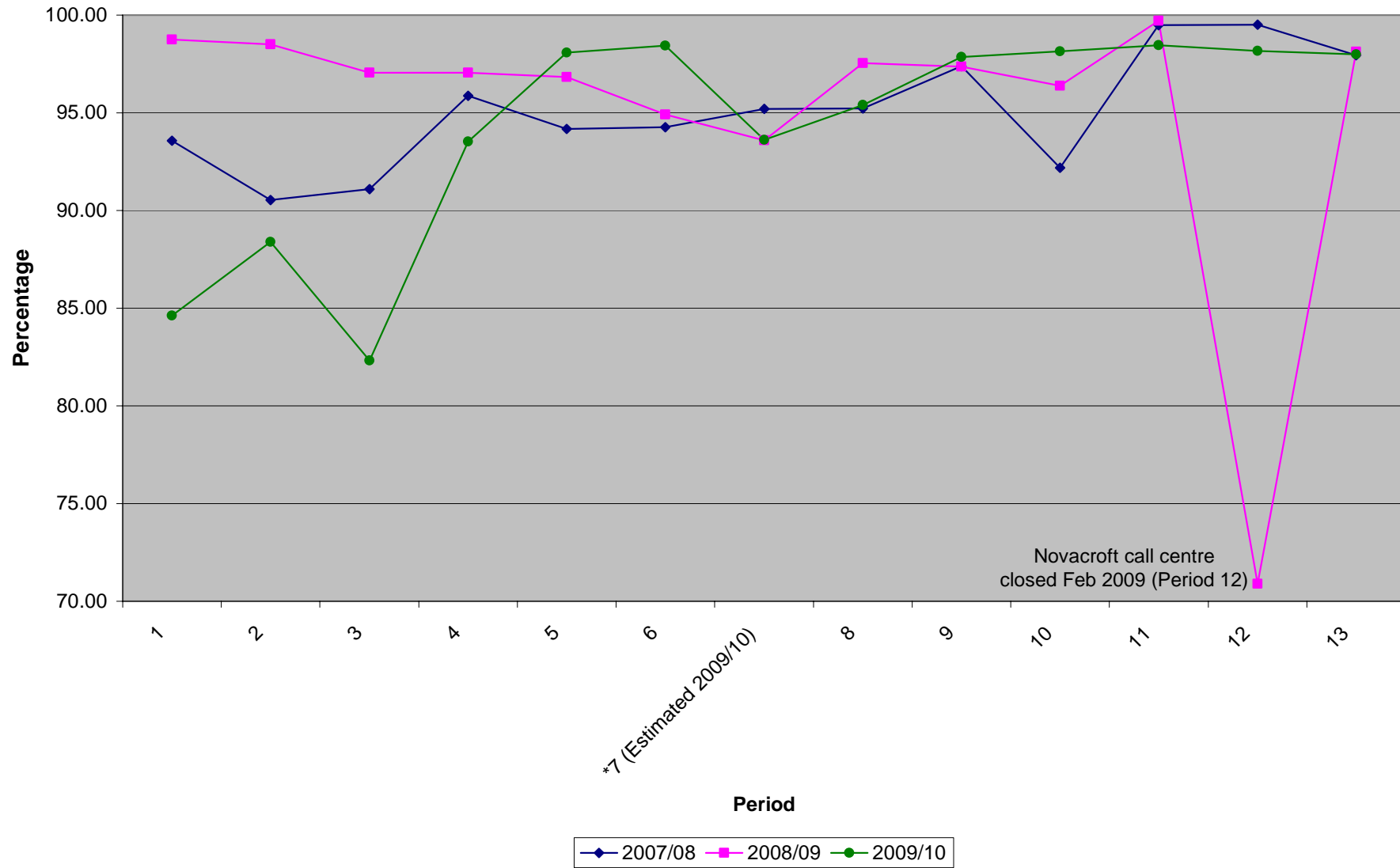
Title Treasurer

For further information, please contact Michael Milne, Head of Integrated Ticketing 0141-333- 3783

Travel Card Unit - Calls Incoming 2007 - 2010



Travel Card Unit - Percentage of calls answered 2007-2010



Novacroft call centre closed Feb 2009 (Period 12)