

Mystery Shoppers

customer service specialists

TRAVELINE

WAVE 11

SUMMARY REPORT

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1. Background

traveline is a service designed to provide public transport information at both local and national level. It provides integrated public transport timetable information for bus, coach, tram, underground, train, ferry and metro services to timing point level (every stop listed in the published timetables) through a national-rate call to a single telephone number.

The service is provided by a network of Call Centres which use BT's "Inbound Services Platform" which is an intelligent network that routes calls based on the area of origin from a single national-rate access number (0870 6082608). Call Centres have detailed information for their own region but will transfer a call to a more local Call Centre if the enquiry requires detailed information about a distant location.

Journeys consisting solely of rail or National Express Coach services are referred to NRES or National Express as appropriate except in Scotland and Wales where they are handled by traveline.

The traveline Board oversees the development of traveline and the maintenance of standards. The service is delivered through 8 English Regions, plus Transport for London, as well as one each in Wales and Scotland. There is a total of 19 traveline call-centres spread across these Regions.

A Mystery Shopping programme was run during the start-up phase (2001-2) in order to measure the levels of accuracy and customer service provided. A number of changes were made as a result of that programme and a monitoring programme has run twice a year since then.

2. Objective

To provide a monitor of performance quality through mystery shopping to ensure that the public is receiving a good service. Such a monitor will assist both the Working Groups, UK Board and the regional partnerships to understand what is being achieved and how the service can be improved.

3. Methodology

3.1 General: There are 2 Waves of calls per annum. Each Wave consists of a number of calls to each Call Centre. Call scenarios are divided into Simple and Complex in a ratio of 80:20 and using a set of definitions referred to as Call Types. After each Wave a detailed Summary Report is provided together with a Presentation of Findings where needed.

3.2 Telephone calls: These were made by a team of Mystery Callers supplemented where appropriate by callers with regional accents (for Scotland, North-East and North-West England) and a small group of Welsh speakers. Callers with other regional accents were also used.

3.3 Call Types: The definitions and the planned sample size for each are as follows:

Typ	Scenario Description	Small	Medium	Large
Simple				
A	1 leg local single journey within region by bus/metro/tube (Scotland rail & coach)	5	14	19
B	As A but with return journey	3	3	3
C	2 leg single journey within region or to adjacent region using any combination of modes.	5	14	19
D	As C but with return journey	3	3	3
	Sub Total	16	34	44
Complex				
E	3 or more legs within region using any combination of modes	3	3	4
F	3 or more legs to another region using bus/metro/tube then rail/coach/air then bus/metro/tube	3	5	7
	Sub Total	6	8	11
	Total	22	42	55

3.4 Call sample matrix: The following table shows the number of achieved calls of each type for each Call Centre.

Region	Region	Call Centre	CC Abbr	Size	Calls achieved (by Scenario Type)						Total
					A	B	C	D	E	F	
East Anglia	EA	Plymouth EA	EA	L	19	3	19	3	4	12	60
East Midlands	EM	Exeter EM	EM	L	19	3	19	3	4	11	59
North East	NE	Newcastle	NC	L	19	3	19	3	4	9	57
North West	NW	Cheshire	CH	M	14	3	14	3	3	5	42
North West	NW	Liverpool	LP	M	14	3	14	3	3	5	42
North West	NW	Manchester	MC	M	14	3	14	3	3	7	44
North West	NW	Preston	PR	M	14	3	14	3	3	6	43
North West	NW	Whitehaven	WH	M	14	3	14	3	3	5	42
Scotland	SCO	Scotland	SL	L	19	3	19	3	4	8	56
South East	SE	Exeter SE	SE	L	19	3	20	3	4	9	58
South East	SE	Reading	RG	S	5	3	4	3	3	5	23
South West	SW	Exeter SW	EX	L	20	3	19	3	4	7	56
TFL	TFL	London	LN	L	19	3	19	3	4	7	55
Wales	WAL	Porthmadog E	PE	L	19	3	19	3	4	11	59
Wales	WAL	Porthmadog W	PW	S	5	3	5	3	3	3	22
West Midlands	WM	Birmingham	BH	L	19	3	19	3	4	8	56
York	YOR	EYMS	EY	M	14	3	14	3	3	7	44
York	YOR	Metro	MT	M	14	3	14	3	3	5	42
York	YOR	S Yorks	SY	M	13	3	14	3	3	5	41
				TOTAL	293	57	293	57	66	135	901

3.5 Scenario creation: Scenarios were provided by regional representatives in accordance with the above criteria.

3.6 Process and Information checking: Calls were made, data was entered and sent to the Regional representatives to be checked for data accuracy and quality. When feedback was received, the call reports were amended where necessary.

3.7 Data quality: As well as the routine quality checks outlined in para 3.6 above, a range of cross-checks was carried out with the completed data to ensure any anomalies were identified and corrected by a supervisor, re-playing the original call recording where necessary. The volume of calls provides a good quality of data at all levels except at the lowest level of granularity, which is the score for each Call Centre for each Call Type (because while there is a minimum of 3 planned there is sometimes only 1 achieved call for some types for the smallest Call Centres).

3.8 Achieved calls: The following chart shows the calls achieved:

Type	Type of call scenario	Allocation per Call Centre	Planned Calls	Achieved Calls
A	1 leg local single journey within region by bus/metro/tube (Scotland rail & coach)	5(sm), 14(med), 19(lge)	293	293
B	As A but with return journey	3(sm), 3(med), 3(lge)	57	57
C	2 leg single journey within region or to adjacent region using any combination of modes.	5(sm), 14(med), 19(lge)	293	293
D	As C but with return journey	3(sm), 3(med), 3(lge)	57	57
E	3 or more legs within region using any combination of modes	3(sm), 3(med), 4(lge)	66	66
F	3 or more legs to another region using bus/metro/tube then rail/coach/air then bus/metro/tube	3(sm), 5(med), 7(lge)	109	135
Calls:			875	901

3.9 Scoring method: For questions where the choice of answers was YES or NO, YES scored 1 point and NO zero. For three-choice questions 'good' scored 2, 'OK' scored 1 'Poor' zero. The exact criteria for each question are shown in the Guidelines which are at Annex B.

4. Management Summary

4.1 General: Wave 11 went smoothly, other than some delay in obtaining feedback. The response giving feedback on completed calls from Call Centres and Regions was 100%, and as far as we can tell all had checked accuracy and scored the overall call where appropriate.

Headline scores show a small increase in the overall average score of 0.30%. The Accuracy score improved slightly by 0.10% to 96.56%.

The Type F accuracy issue appears to be conclusively resolved in that such calls where not transferred have a 14% success rate compared with transferred calls which have a 74% success rate.

There were declines in some measures such as Clear (-2.21%), Bus Numbers (-2.80%) and Times (-1.95%) but also some clear improvements including Friendly (+1.55%), Quick (+2.33%) and Stop Location (+4.23%).

Summary	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate
Wave 11	90.52%	98.81%	98.41%	94.92%	96.28%	92.26%	94.47%	96.56%
Wave 10	88.84%	97.26%	98.21%	94.32%	93.95%	92.01%	96.68%	96.46%
Difference	1.68%	1.55%	0.20%	0.60%	2.33%	0.25%	-2.21%	0.10%

Summary	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	79.41%	93.31%	83.75%	91.28%	92.74%	77.53%	98.64%	91.93%
Wave 10	75.18%	96.11%	85.70%	92.97%	90.83%	77.23%	98.69%	91.63%
Difference	4.23%	-2.80%	-1.95%	-1.70%	1.91%	0.30%	-0.05%	0.30%

Measures monitored but not included in the headline scores are:

Summary	Operators name	Other Extra Detail	Greeting (transfer)	Greeting (initial call)	Fully Answered (non Scoring)	Call Handling (non Scoring)	Information & Routing (non scoring)
Wave 11	70.69%	60.65%	62.04%	93.92%	84.13%	95.67%	92.77%
Wave 10	63.07%	63.26%	46.53%	93.88%	83.73%	93.99%	93.26%
Difference	7.62%	-2.61%	15.50%	0.05%	0.40%	1.69%	-0.49%

4.2 Time to answer: The number of calls which were answered within 30 seconds was 89% (first calls only).

4.3 Customer Service: The customer service elements of the calls are generally satisfactory in that all call centres are scoring at least 91%. Overall the score was 96% (95% W10).

4.4 Complete Itinerary: 91% of calls resulted in a complete itinerary (down 2% on W10) leaving 9% still incomplete for some reason. Call type F was by far the weakest. Reading (83%) was below average for this measure.

4.5 Accuracy: The score overall was 96.56% (96.46% W10). Eight Call Centres scored 100% (9 in Wave 10 and 7 in Wave 9) and the weakest was Porthmadog with 87%.

4.6 Professional Greeting: The Overall Greeting score went up by 2% in Wave 11 to 91% (W10 89%, W9 90%). The individual call greeting was unchanged but the transfer greeting score rose from 47% to 62%. The Call Centre with the biggest change for Transfer Greetings was South Yorks (down from 50% to 29%).

4.7 Stop Location: This saw an increase of 4% from 75% to 79%. Liverpool scored an excellent 98%.

4.8 Bus Numbers: This score decreased by 3% to 93%. Liverpool and Newcastle scored a perfect 100%.

4.9 Times: The score was 84% (W10 86%). Scotland scored the highest with 98% and the weakest score was London with 16%.

4.10 Transfer Handling: This measure has recovered 2% on Wave 10 to 93%. Nine Call Centres scored 100% and the weakest score was Reading with 67%.

4.11 Next Call Centre Briefed: This measure scored 78%. Six Call Centres scored 100% and one (EYMS) scored 0%, which indicates that the overall score could be improved even further if all Call Centres were to implement the agreed standard (assuming they have the systems which enable them to do so.)

4.11 Question Scores (weakest/strongest): Both *'call ending'* and *'friendly'* scored over 99% followed closely by *'polite'*, *'accurate'*, *'quick'* and *'call handling'*. The weakest scores included *'extra detail'* (61%), *'greeting (transfer)'* (62%) and *'operators name'* (71%) – note that these are not included in the headline score.

4.12 Type F – Transferred calls: In order to achieve the required representative sample 26 extra calls were made. The highest proportion of these were to Exeter EM (4 extra calls), Plymouth EA (5 extra calls) and Porthmadog (4 extra calls). No extra calls were needed for South York, Cheshire, Metro, Whitehaven, Liverpool, London and Exeter SW. Type F calls which were transferred were 64% more successful than those not transferred.

5. Findings

5.1 General: Wave 11 went smoothly other than some delay in obtaining feedback. The response giving feedback on completed calls from Call Centres and Regions was 100%, and as far as we can tell all had checked accuracy and scored the overall call where appropriate.

A table with full scores for all Call Centres is at Annex D.

5.2 Time to Answer: We measured the number of seconds between completing dialling (the Powermenu, not the public IVR) and the call being answered by an operator. Taking first calls (not transfers) 89% (W10 82%) of calls were answered within the standard of 30 seconds:

Number of calls answered in 30 seconds (first call only)				
Region	Call Centre	Total calls	Ans <30 secs	%
SE	Reading	23	20	87%
YOR	EYMS	44	33	75%
YOR	S.Yorks	41	34	83%
NW	Cheshire	42	40	95%
YOR	Metro	42	37	88%
NW	Whitehaven	42	39	93%
NW	Manchester	44	36	82%
EM	Exeter EM	59	55	93%
NW	Preston	43	43	100%
NW	Liverpool	42	40	95%
TFL	London	55	44	80%
EA	Plymouth EA	60	55	92%
WAL	Porthmadog	81	80	99%
WM	Birmingham	56	55	98%
NE	Newcastle	57	47	82%
SE	Exeter SE	58	52	90%
SW	Exeter SW	56	48	86%
SCO	Scotland	56	48	86%
Total		901	806	89%

5.3 Customer service: There has been a 1% increase in the customer service score when compared to Wave 10. Call Handling, Greeting (transfer) and Greeting (initial call) scores are for information only and are not included in the average score.

	Wave 11	Wave 10	Wave 9	Wave 8	Wave 7	Wave 6	Wave 5	Wave 4
Professional Greeting overall	91%	89%	90%	90%	92%	91%	82%	80%
Professional Greeting (transfer) non scoring	62%	47%	55%	61%	67%	58%	58%	
Professional Greeting (initial call) non scoring	94%	94%	93%	93%	94%	94%	85%	
Friendly	99%	97%	96%	95%	97%	95%	97%	93%
Polite	98%	98%	98%	98%	99%	98%	98%	98%
Helpful	95%	94%	95%	95%	97%	96%	95%	93%
Quick	96%	94%	92%	91%	93%	91%	90%	91%
Efficient	92%	92%	92%	91%	92%	89%	94%	90%
Clear	94%	97%	94%	96%	96%	93%	96%	92%
Call Ending	99%	99%	99%	98%	98%	99%	98%	98%
Call Handling (non scoring)	96%	94%	95%	93%	95%	93%	95%	92%
Average (excluding non-scoring)	96%	95%	95%	94%	96%	94%	94%	94%

5.31 Professional Greeting: The guideline for this measure was: “To score yes must contain initial greeting such as “Good morning/afternoon/evening”, “Hello”, “You’re through to”, “Welcome to ...” plus “Traveline”. **OR** “Traveline how can I help you?” For transferred calls: **The same standard applies**, plus
a) the Call Centre name or region should be included, e.g. Traveline Scotland how can I help you? Or “Good morning Traveline Cymru” and b) if the Call Centre has been briefed, a repeat of the journey is required in order to score yes.

The overall score was 91% (W10 89%).

There was a wide variety of greetings. Those rated as not meeting the standard included:

- ??? will get home alright. Hello. Bus. Traveline. Can I help? (Not professional to be carrying on conversation answering the phone to me)
- Could not hear the initial greeting. I had to ask the operator to repeat what he was saying
- This is Sarah, speaking how can I help?
- Traveline Reading.

Those rated as meeting the standard included:

- Traveline North East, you're through to Michelle how can I help?
- Prynawn da Traveline Cymru how sut allai helpu how can I help?
- Traveline South West. Alan speaking, good afternoon. Can I help?
- Good afternoon Traveline SW, how can I help?

Scores varied between call centres from 100% to 56%. Liverpool scored 100% (a 2% increase on Wave 10) and London scored the weakest with 56% (as they did in Wave 10).

5.32 Friendly: The guideline for this measure was: “Friendly would be indicated by some warmth in the voice, or if they use your name, make empathetic comments, put you at ease, whereas unfriendly might sound bored or disinterested.”

99% (W10 97%) of responses were felt to be friendly.

Comments included:

- Really upbeat and lively, friendly tone
- Open, friendly, kind manner of speaking, the operator made me laugh
- I did not feel at ease. He seemed quite unfriendly with quite an abrupt and sometimes impolite manner

Nine call centres scored 100%. The weakest was London (95%), however this was an improvement of 6% on Wave 10.

5.33 Polite: The guideline was: *“Use your judgement on how it seemed to you. Any indication of impoliteness scores No.”*

The score for this measure is 98% (W10 98%)

Comments included:

- Thought it was quite impolite when he said I had not told him how I wanted to go.
- Polite manner as he asked which mode of transport I was looking for and confirmed place name
- The advisor whistled and hummed at times. One of the whistles was quite loud, which seemed impolite when someone else has a phone to their ear.
- Most polite as he established need with time of travel

Seven Call Centres scored 100%. The weakest was EYMS (94%).

5.34 Helpful: The guideline was *“Taking the time to ensure your query is dealt with properly/clearly trying to help you scores Yes, clearly not trying to be helpful scores No.”*

In 95% (W10 94%) of the calls the callers felt the agents were helpful.

Examples of comments are:

- She was helpful and explained that she could not help me as Leominster was not her area, she offered to transfer me to relevant call centre.
- Scanty with detail and although I paused to allow him to elaborate he did not seem to want to give more
- Obviously confident, after giving first route with 3 buses realised that one of the buses could be cut out and still get me there in time
- Felt like he was rushing the whole call.

Cheshire, Liverpool and Whitehaven scored 100%. The weakest was Reading (83%) which was nevertheless a 10% improvement on the score for Wave 10.

5.35 Quick: The guideline was: *“No apparent delays would score Yes. Long delays (relative to enquiry complexity) would score No”.*

This measure scored 96% (W10 94%).

Sample comments include:

- Information was given quickly and efficiently.
- Slow. Took a long time to find a journey at all.
- Extremely swift the adviser immediately knew it was a number 11 bus, then checked it was 11c.
- She put me on hold for quite a lot of the time and nearly transferred me at the beginning of the call. It was a long call and I didn't get all of the route.

South Yorks, Liverpool and Exeter SE Call Centres scored 100%. Reading was the weakest with a score of 78%, however again this was a 10% improvement on Wave 10.

5.36 Efficient: This mostly concerns managing the process. The guideline is: *“An operator who establishes your needs and meets them would score Yes, someone who doesn’t seem to know what they are doing, or who has no apparent method, would score No.”*

92% (W10 92%) of the calls were felt to have been handled efficiently.

Comments include:

- She was very efficient, she confirmed my departure and destination towns and established what day and time I wanted to travel.
- Did not meet my needs. A journey that took my Mum to Broad Green in Liverpool, a place I said I did not know of, and did not offer to transfer me.
- Following my request , very efficient, the information was given without hesitation or correction.
- Did not listen properly and told me I could not make the journey by 1200, he had not heard me twice saying I wanted to go on Saturday.

Cheshire and Liverpool scored 100%. Reading had the weakest score (57%).

5.37 Clear information: The guideline is: *“Yes if information is given clearly/concisely, maybe checking your understanding or summarising it; a rambling list of times maybe with several alterations would score No.”*

Overall the score for this measure was 94% (W10 97%).

A selection of comments includes:

- He spoke clearly at all times and the information he gave was easy to understand.
- Operator didn't check to see if I knew where Bare was and I had to assume the journey was by train on both legs.
- The adviser was clearly spoken and concise no hesitation.
- Some confusion as to whether to look out for Burnfield Road or Burnfield Close as both were mentioned but not clarified.

Only Liverpool scored 100%. Weakest was Reading (86%) which is a decline of 3% on their Wave 10 score.

5.38 Call Ending: The guideline was: *“Either thanked OR some similar polite ending. Leave blank if a handover”.*

This measure scored 99% (W10 99%).

Examples of call endings used are:

- He gave a polite ending Thank you for calling bye bye.
- Polite ending. Pleasant and friendly tone. Thanks, bye bye
- Not very polite and quick to get out of the call. Ok. Bye
- Call cut off before completion.

There were ten Call Centres which scored 100%. London scored least (94%).

5.39 Call Handling and Process: This measure attempted to rate the whole call as seen by the caller, rather than the sum of the parts. The guideline was: *“Scores the whole call. Score OK if adequate, Good if very well handled and Poor if poorly handled.”*

This measure has not been included in the overall score; results are shown separately for information purposes only. The overall score for Call Handling and Process was 96%, a 2% improvement over Wave 10 (94%).

Comments include:

- I will have to put you through to Birmingham or Leicester for the rest of the journey, is that alright? Do you want to ask me anything else?
- 1st call centre transferred me to the wrong call centre. Everyone was polite, friendly and tried to help.
- Both operators seemed helpful & friendly. Apart from only having 5 mins between a mystical arrival time at Leicester and the next service I have no idea of any times in Scotland - not good!
- Route given quickly and clearly. Operator seemed friendly enough.

Since this measure covers the whole call it is not entirely fair to attribute scores to individual Call Centres, but the data pattern does indicate that call handling by the first Call Centre plays a major part. On that basis Chester, Preston, Liverpool and Exeter SW scored 100%. Reading was weakest with 78%, 5% down on Wave 10's weakest score.

5.4 Information Quality: Looking at the raw scores can be deceptive and it is recommended that the commentary on each measure is always taken into account:

	Wave 11	Wave 10	Wave 9	Wave 8	Wave 7	Wave 6	Wave 5	Wave 4
Accurate	97%	96%	98%	97%	97%	96%	97%	96%
Stop Locations	79%	75%	79%	74%	N/A	N/A	N/A	N/A
Bus Numbers	93%	96%	97%	95%	N/A	N/A	N/A	N/A
Times	84%	86%	87%	82%	N/A	N/A	N/A	N/A
Extra Detail Operators Name (non scoring)	71%	63%	68%	57%	N/A	N/A	N/A	N/A
Other Extra Detail (non scoring)	61%	63%	60%	62%	N/A	N/A	N/A	N/A
Complete info	91%	93%	93%	93%	95%	92%	94%	92%
Fully Answered (non scoring)	84%	84%	88%	85%	91%	86%	92%	83%

5.41 Accurate: This measure was scored by the regional representatives. The score for this measure was 96.56% (W10 96.46%). Eight Call Centres scored 100% and the weakest was Porthmadog with 87%.

Comments from Call Centres in response to Call Reports include:

- Agent did not obtain a journey from Watton to Wakefield and did not transfer the caller. There was confusion at the beginning of the call about whether the caller was travelling from Watton or Norwich which was not helped by the caller. It seems that the agent thought that Watton High St is in Norwich.
- Outward journey complete and accurate. Journey planner fault for return.
- Journey planner fault. This journey can be made on a Sunday but with change of service in Nottingham. Have highlighted journey planner faults and will be pursued with the Data Manager.
- An excellent call marred only by not giving the departure bay at the bus station.

The score overall varies significantly when analysed by Call Type, ranging from 98% for Type A to 93% for Type B.

Type	Accurate	Wave 11	Wave 10	Wave 9	Wave 8	Wave 7	Wave 6	Wave 5	Wave 4
A	1 leg local single journey within region by bus/metro/tube (Scotland rail & coach)	98%	98%	99%	98%	99%	98%	97%	97%
B	As A but with return journey	93%	96%	98%	100%	100%	100%	100%	100%
C	2 leg single journey within region or to adjacent region using any combination of modes.	98%	97%	98%	98%	95%	96%	97%	95%
D	As C but with return journey	98%	98%	100%	98%	88%	98%	98%	93%
E	3 or more legs within region using any combination of modes	97%	98%	97%	99%	93%	94%	97%	93%
F	3 or more legs to another region using bus/metro/tube then rail/coach/air then bus/metro/tube	94%	93%	94%	94%	81%	91%	92%	98%
		97%	96%	98%	97%	97%	96%	97%	96%

The results for Type A showed that some Call Centres have a problem giving accurate details for single sector journeys. Type B results indicate that three Call Centres have some issues with return journeys (although the sample is low at three calls per call centre). Highlighted in red are those specific areas which seem to stand out as needing particular attention, subject to caution regarding the low sample size on which scores for Types B, D and E are based:

Type	A	B	C	D	E	F	Overall
Reading	80%	50%	100%	100%	100%	100%	90%
EYMS	100%	100%	100%	100%	100%	83%	98%
South Yorks	92%	67%	100%	100%	100%	100%	96%
Cheshire	100%	100%	100%	100%	100%	100%	100%
Metro	100%	100%	100%	100%	100%	100%	100%
Whitehaven	100%	100%	100%	100%	100%	88%	98%
Manchester	100%	100%	100%	100%	100%	88%	98%
Exeter EM	89%	100%	89%	100%	100%	95%	93%
Preston	100%	100%	100%	100%	100%	100%	100%
Liverpool	100%	100%	100%	100%	100%	100%	100%
London	100%	100%	95%	100%	100%	71%	95%
Plymouth EA	100%	100%	95%	67%	50%	83%	89%
Porthmadog	87%	67%	88%	100%	100%	84%	87%
Birmingham	100%	100%	100%	100%	100%	100%	100%
Newcastle	100%	100%	100%	100%	100%	100%	100%
Exeter SE	100%	100%	100%	100%	100%	100%	100%
Exeter SW	100%	100%	100%	100%	100%	100%	100%
Scotland	100%	100%	100%	100%	100%	100%	100%
Call Centre Average	98%	93%	98%	98%	97%	94%	97%

The above data measures Accuracy by segments – a call with two transfers would effectively equate to three separate accuracy scores.

5.42 Stop Locations: The question was, “Where you given stop locations?”, The guideline is “*Leave blank for train/metro/tube only journeys.*”

The score for this measure is 79% (W10 75%).

The Call Centre scores for this measure ranged from 98% for Liverpool to 53% for Reading.

Comments recorded by callers include:

- Not told where I get to in Beccles - shame.
- Only mentioned Bury as the end stop but as Interchange had been mentioned twice could be taken as understood.
- Exact locations requested by the advisor and confirmed when she was giving me the journey details.

5.43 Bus Numbers: The guideline is “*Leave blank for train/metro/tube only*”

The score for this measure is 93% (W10 96%).

London and Newcastle scored 100% for this measure, the lowest score was 71% (Reading).

Comments recorded by callers include:

- Bus numbers 66, 113, 1 and X4.
- Bus numbers and train destinations provided

5.44 Times: The guideline is “*Were you given departure time and arrival times for each leg of your journey? or journey time where no onward connection is required*”

The Score for this measure was 84% (W10 86%).

Scotland had the highest score for this measure (98%), London (16%) had the lowest score.

Comments from callers include:

- Exact outward times given. Departure times only for the return journey but felt that was sufficient as it was the same journey in reverse.
- Catch bus from Huddersfield Bus station leaves every 10 minutes, no journey time and nothing from Halifax to Cottonstones.

5.45 Complete: This question required a simple 'Yes/No' answer, so the score of 91.28% (W10 92.97%) shows just over 8% of calls did not result in a complete itinerary. This result includes all transfers, and so measures the extent to which Call Centres succeeded in fulfilling their part of each call.

There was again a clear relationship between the scores and the complexity of the call:

Type	Complete Information	Wave 11	Wave 10	Wave 9	Wave 8	Wave 7	Wave 6	Wave 5	Wave 4
A	1 leg local single journey within region by bus/metro/tube (Scotland rail & coach)	98%	99%	97%	98%	98%	97%	99%	97%
B	As A but with return journey	98%	96%	97%	97%	100%	94%	98%	80%
C	2 leg single journey within region or to adjacent region using any combination of modes.	94%	97%	98%	94%	97%	93%	97%	97%
D	As C but with return journey	98%	94%	98%	92%	88%	96%	92%	70%
E	3 or more legs within region using any combination of modes	97%	95%	93%	93%	99%	91%	96%	94%
F	3 or more legs to another region using bus/metro/tube then rail/coach/air then bus/metro/tube	66%	78%	75%	81%	78%	78%	82%	81%
		91%	93%	93%	93%	95%	92%	94%	92%

Comments from callers include:

- I would assume 1st mode of transport is a bus and although I don't know the number I know the start and end stops (Leeds City Centre) and the time it leaves so could make the journey.
- My query was fully answered. She gave summary then asked if I wanted times, which I thought was a bit unnecessary really.

Liverpool Call Centre again managed to score very highly (100%) and the lowest jointly were Reading, EYMS and Birmingham (all 83%).

5.46 Complete Information: A separate analysis categorised each call on the basis of the outcome of the entire call, rather than (as above) on the basis of each individual part. It showed that 800 (89%, W10 90%) of the 901 calls were both complete and fully accurate:

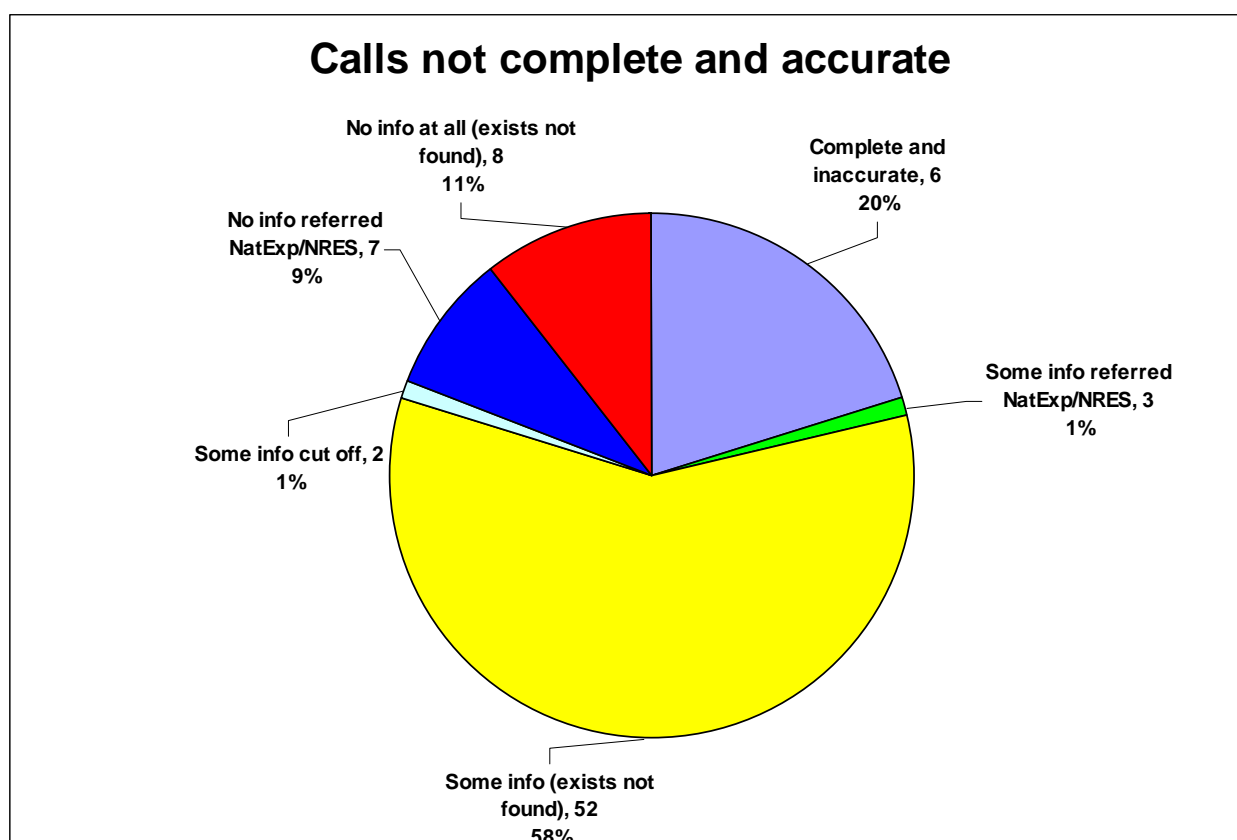
	All	All%	A	B	C	D	E	F
Complete and accurate	800	89%	282	50	277	55	62	74
Complete but not verifiable	0	0%	0	0	0	0	0	0
Complete and partially accurate	5	1%	0	1	1	0	1	2
Complete and inaccurate	19	2%	7	5	3	1	2	1
Some info referred NatExp/NRES	1	0%	0	0	0	0	0	1
Some info (exists not found)	55	6%	3	0	11	0	1	40
Some info (not on DBase)	1	0%	0	0	0	1	0	0
Some info cut off	1	0%	0	0	0	0	0	1
No info referred NatExp/NRES	8	1%	0	1	0	0	0	7
No info at all (exists not found)	10	1%	1	0	0	0	0	9
No info at all (not on DBase)	1	0%	0	0	1	0	0	0
No info cut off	0	0%	0	0	0	0	0	0
Total	901		293	57	293	57	66	135

The following tables summarise the one above. It shows how the proportion of complete calls declines with the complexity of the call. (The lower part of this table contains data which is not mutually exclusive and so will not add up to 100%.)

	All	All %	A	B	C	D	E	F
Complete	824	91%	289	56	281	56	65	77
Some Information	58	6%	3	0	11	1	1	42
No Information	19	2%	1	1	1	0	0	16
Referred NatExp/NRES	9	1%	0	1	0	0	0	8
Some/No Info (excl NatExp/NRES)	68	8%	4	0	12	1	1	50
Info exists but not found	65	7%	4	0	11	0	1	49
Info not on database	2	0%	0	0	1	1	0	0
Cut off	1	0%	0	0	0	0	0	1

	All	All %	A	B	C	D	E	F
Complete	824	91%	99%	98%	96%	98%	98%	57%
Some Information	58	6%	1%	0%	4%	2%	2%	31%
No Information	19	2%	0%	2%	0%	0%	0%	12%
Referred NatExp/NRES	9	1%	0%	2%	0%	0%	0%	6%
Some/No Info (excl NatExp/NRES)	68	8%	1%	0%	4%	2%	2%	37%
Info exists but not found	65	7%	1%	0%	4%	0%	2%	36%
Info not on database	2	0%	0%	0%	0%	2%	0%	0%
Cut off	1	0%	0%	0%	0%	0%	0%	1%

'Some Info' and 'No Info' calls totalled 77, which is 8% of the total (compared with 9% for W10):



The following table shows the detail:

	Some info referred NatExp/NRES	Some info (exists not found)	Some info (not on DBase)	Some info cut off	No info referred NatExp/NRES	No info at all (exists not found)	No info at all (not on DBase)	No info cut off	Total
Reading	0	2	0	0	1	1	0	0	4
EYMS	0	3	0	0	1	1	0	0	5
South Yorks	0	2	0	0	0	0	0	0	2
Cheshire	0	0	0	0	0	0	0	0	0
Metro	0	1	0	0	0	0	0	0	1
Whitehaven	0	3	0	0	0	0	0	0	3
Manchester	0	3	0	0	1	0	0	0	4
Exeter EM	1	3	1	1	0	1	1	0	8
Preston	0	2	0	0	0	0	0	0	2
Liverpool	0	0	0	0	0	0	0	0	0
London	0	3	0	0	1	0	0	0	4
Plymouth EA	0	7	0	0	1	2	0	0	10
Porthmadog	0	4	0	0	1	1	0	0	6
Birmingham	0	7	0	0	1	0	0	0	8
Newcastle	0	2	0	0	1	2	0	0	5
Exeter SE	0	6	0	0	0	2	0	0	8
Exeter SW	0	1	0	0	0	0	0	0	1
Scotland	0	6	0	0	0	0	0	0	6
	1	55	1	1	8	10	1	0	77

An ongoing issue is the number of calls referred to National Express or NRES. The number is down to 9 (1.0%) (W10 11).

Call Centre	No info	Some info	Total	Total no. of calls (Ex Transfers)	%
Reading	1	0	1	23	4.3%
EYMS	1	0	1	44	2.3%
S. Yorks	0	0	0	41	0.0%
Cheshire	0	0	0	42	0.0%
Metro	0	0	0	42	0.0%
Whitehaven	0	0	0	42	0.0%
Manchester	1	0	1	44	2.3%
Exeter EM	0	1	1	59	1.7%
Preston	0	0	0	43	0.0%
Liverpool	0	0	0	42	0.0%
London	1	0	1	55	1.8%
Plymouth (EA)	1	0	1	60	1.7%
Porthmadog	1	0	1	81	1.2%
Birmingham	1	0	1	56	1.8%
Newcastle	1	0	1	57	2%
Exeter SE	0	0	0	58	0.0%
Exeter (SW)	0	0	0	56	0.0%
Scotland	0	0	0	56	0.0%
Total	8	1	9	901	1.0%

5.47 Fully answered the query: *The guideline is “Score YES unless the information you received from all call centres did NOT fully answer your query. If NO comment why not”.* This is intended as a broad measure to provide a subjective perspective and is not simply comprised of all calls where there was any failure to meet the standard. .

84% (W10 84%) of calls were felt to have been fully answered. This measure has not been included in the overall score; results are shown separately for information purposes only.

Comments by callers include:

- Incomplete journey although the second advisor was helpful as much as he could be...
- Rather short on info but did satisfy my query.
- Not fully answered as no times to catch the buses were given so I would not be able to make the journey.
- Based on the information provided I could easily make this journey.

5.48 Information and Routing: This measure sought to represent the overall picture taking into account any transfers. It would otherwise be possible to have individual solutions scored highly but when put together they could be less than satisfactory. This was scored by Regional representatives.

This measure has not been included in the overall score; results are shown separately for information purposes only.

The guideline was: *“Score 2 if “Good”, 1 if “OK”, 0 if “Poor” (such as a 5-hour journey where a 3-hour journey is possible).”*

93% (W10 93%) of the calls were felt to be “Good” or “OK”. This equates to an overall average score of 93%. Five Call Centres scored 100%. The lowest score was 74% (Reading).

5.49 Transfer handling: The guideline for this measure was: *“Mark Yes if you were told what was happening and where you were being transferred to. Mark No if this did not happen, or call was mishandled (e.g. by being accidentally disconnected). Leave blank if no transfer made”.*

This measure scored 93% (W10 91%), however it should be borne in mind that the sample size is relatively low (87 calls).

Comments included:

- I will have to put you through to Birmingham or Leicester for the rest of the journey, is that alright? Do you want to ask me anything else?
- Told being transferred to Preston but actually transferred to Yorkshire.
- Agent came back to me after 77 seconds to say next Call Centre was busy - I was third in the queue. Did I want to be transferred - I said 'yes'

Nine Call Centres scored 100%. Weakest was Reading with 67% (a 17% improvement on Wave 10).

5.50 Next Call Centre Briefed: This was measured separately from the actual transfer process. The guideline was: *“If the first call centre has clearly told the receiving call centre about your enquiry mark YES. If they don’t seem to have been briefed, ask ‘didn’t they give you the details?’ or similar words. Mark NO if no attempt made to brief. Leave blank if no transfer made.”*

The answer was a simple ‘Yes/No’ and of all transferred calls the next Call Centre was briefed (as far as the caller could tell) on 78% (W10 77%) of occasions.

It should be noted that while every effort is made to ascertain whether the next Call Centre has been briefed (on those occasions when they make no comment which would indicate a briefing has taken place) but it is impossible to know for sure. However, the problem should affect all call centres fairly evenly. A more accurate heading for this measure might be ‘Did receiving call centre appear to have been briefed’. Nonetheless the enormous difference between individual call centre scores does indicate that it is not unfair to look at these scores at Call Centre level.

Six Call Centres scored 100%. EYMS scored the lowest with 0% (this was based on three calls).

Comments included:

- I think so - She came back to me to say I was in a queue and would go through in a minute. She had briefed the other call centre.
- It was obvious that she had been briefed as she gave a repeat of my journey on answer.
- Partially I think.

5.51 Operators Name: The guideline for this measure was *‘Were you given the extra detail of bus, train or coach operators name?’* The scores for this measure are not included in the Headline Scores or any other totals.

This measure scored 71% (W10 63%). South West scored the highest with 92%, London had the lowest score (16%) up 10% on Wave 10.

5.52 Extra Detail: The guideline for this measure was *‘Were you given any other extra detail?’*. The scores for this measure are not included in the Headline Scores or any other totals.

This measure scored 61% (W10 63%). North East scored the highest with 83%, London had the lowest score (30%), 8% lower than score for Wave 10.

5.6 Region Scores: The following table shows the region scores. The highest scores and lowest scores are highlighted in green with black type and red with white type respectively (shaded light with black type for green and shaded dark with white type for red on monochrome copies).

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate
London	56%	95%	96%	88%	96%	72%	93%	95%
Yorkshire	89%	99%	98%	96%	99%	94%	95%	98%
East Anglia	97%	99%	100%	91%	99%	91%	97%	89%
East Midlands	92%	99%	99%	93%	99%	93%	91%	93%
Wales	91%	98%	98%	98%	94%	97%	88%	87%
West Midlands	88%	97%	98%	91%	98%	91%	95%	100%
North East	94%	98%	98%	94%	98%	94%	98%	100%
North West	95%	100%	100%	98%	93%	96%	95%	99%
South East	89%	100%	96%	93%	95%	84%	93%	98%
South West	95%	98%	98%	98%	98%	97%	98%	100%
Scotland	97%	100%	100%	97%	98%	97%	98%	100%
All Regions	91%	99%	98%	95%	96%	92%	94%	97%

	Stop locn	Bus nos	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
London	58%	86%	16%	91%	100%	60%	94%	80%
Yorkshire	78%	93%	86%	91%	91%	77%	100%	92%
East Anglia	87%	92%	88%	88%	100%	100%	100%	95%
East Midlands	78%	94%	97%	85%	94%	86%	100%	93%
Wales	60%	87%	85%	91%	83%	100%	97%	90%
West Midlands	84%	87%	79%	83%	92%	60%	100%	90%
North East	79%	100%	88%	91%	100%	50%	98%	92%
North West	83%	97%	89%	96%	97%	90%	99%	95%
South East	78%	92%	81%	88%	79%	38%	97%	87%
South West	89%	95%	89%	96%	100%	86%	100%	96%
Scotland	87%	97%	98%	93%	92%	83%	98%	96%
All Regions	79%	93%	84%	91%	93%	78%	99%	92%

There is a 16% difference between the average scores for each region – South West and Scotland both scored highest with 96%. The weakest region overall is London with 80%. There are however very large variations between regions for some individual measures such as *Time* (82% spread) and *Briefed* (62% spread), though it should be borne in mind that this can be a very small sample at Regional level.

Measures not included in headline scores are:

	Operators Name	Extra Detail	Greeting (transfers)	Greeting (initial call)	Fully Answered	Call Handling	Information & Routing
London	16%	30%	50%	56%	44%	89%	89%
Yorkshire	54%	70%	36%	94%	90%	97%	94%
East Anglia	91%	56%	78%	100%	80%	93%	83%
East Midland	89%	60%	67%	97%	85%	97%	95%
Wales	54%	42%	43%	95%	81%	94%	84%
West Midland	68%	70%	44%	95%	75%	95%	91%
North East	89%	83%	80%	95%	89%	96%	89%
North West	75%	75%	75%	97%	93%	99%	97%
South East	67%	42%	57%	95%	77%	90%	89%
South West	92%	56%	80%	98%	96%	100%	100%
Scotland	75%	44%	67%	100%	88%	96%	100%
All Regions	71%	61%	62%	94%	84%	96%	93%

5.7 Question Scores

5.71 Scores by Call Type: The table below shows how the scores for each measure varied by call type. High scores and low scores are highlighted in green with black type and red with white type respectively (shaded light with black type for green and shaded dark with white type for red on monochrome copies).

Type	A	B	C	D	E	F
Greeting	95%	95%	92%	95%	98%	78%
Friendly	100%	96%	99%	100%	100%	97%
Polite	99%	96%	99%	98%	95%	98%
Helpful	98%	91%	98%	100%	100%	85%
Quick	98%	96%	98%	97%	97%	92%
Efficient	98%	95%	95%	98%	94%	79%
Clear	99%	96%	97%	93%	94%	85%
Accurate	98%	93%	98%	98%	97%	94%
Stop Locations	80%	80%	76%	82%	75%	83%
Bus Numbers	97%	95%	97%	93%	94%	83%
Times	84%	82%	86%	84%	86%	80%
Complete	98%	98%	94%	98%	97%	66%
Transfer Handling	N/A	N/A	75%	100%	N/A	93%
Briefed	N/A	N/A	50%	100%	N/A	79%
Call Ending	99%	96%	99%	100%	98%	96%
Average	95%	93%	90%	96%	94%	86%

Extra Detail Operators Name	65%	70%	71%	74%	63%	80%
Other Extra Detail	60%	64%	60%	68%	71%	54%

Professional Greeting (transfer)	100%	N/A	67%	100%	N/A	61%
Professional Greeting (initial call)	95%	95%	93%	95%	98%	91%
Fully Answered (non Scoring)	90%	84%	89%	93%	89%	53%
Call Handling (non Scoring)	92%	87%	93%	93%	91%	65%
Information & Routing (non scoring)	90%	85%	90%	96%	88%	68%

5.72 Scores in descending score order: The table below shows the scores for each measure in descending score order:

Measure	Wave 11	Wave 10	Difference	Comment
Friendly	98.81%	97.26%	1.55%	
Call Ending	98.64%	98.69%	-0.05%	
Polite	98.41%	98.21%	0.20%	
Accurate	96.56%	96.46%	0.10%	
Quick	96.28%	93.95%	2.33%	
Call Handling	95.67%	93.99%	1.69%	Not included in headline score
Helpful	94.92%	94.32%	0.60%	
Clear	94.47%	96.68%	-2.21%	
Greeting	90.52%	88.84%	1.68%	
Greeting (initial call)	93.92%	93.88%	0.05%	Not included in headline score
Bus numbers	93.31%	96.11%	-2.80%	
Transfer Handling	92.74%	90.83%	1.91%	
Information & Routing	92.77%	93.26%	-0.49%	Not included in headline score
Efficient	92.26%	92.01%	0.25%	
Complete	91.28%	92.97%	-1.70%	
Fully Answered	84.13%	83.73%	0.40%	Not included in headline score
Times	83.75%	85.70%	-1.95%	
Stop location	79.41%	75.18%	4.23%	
Briefed	77.53%	77.23%	0.30%	
Operators Name	70.69%	63.07%	7.62%	Not included in headline score
Greeting (transfers)	62.04%	46.53%	15.50%	Not included in headline score
Extra Detail	60.65%	63.26%	-2.61%	Not included in headline score
Headline score	91.93%	91.63%	0.30%	

5.8 Type F - Complete & Accurate vs. Transferred

Following a supplementary analysis of the Wave 9 data there were indications that the major reason for the failure of Type F calls to be complete and accurate was a failure to transfer the call. It was therefore agreed that for Waves 10 and 11 extra Type F calls would be made where a Call Centre failed to transfer one of the Type F calls originally planned.

In order to achieve at least 3 transfers per Call Centre the following calls were made:

Call Centre	Calls Planned	Calls Made	Extras
Reading	3	5	2
EYMS	5	7	2
S. Yorks	5	5	0
Cheshire	5	5	0
Metro	5	5	0
Whitehaven	5	5	0
Manchester	5	7	2
Exeter EM	7	11	4
Preston	5	6	1
Liverpool	5	5	0
London	7	7	0
Plymouth EA	7	12	5
Porthmadog	10	14	4
Birmingham	7	8	1
Newcastle	7	9	2
Exeter SE	7	9	2
Exeter SW	7	7	0
Scotland	7	8	1
Total	109	135	26

Type F calls which were transferred were 64% more successful than those not transferred:

Call Centre	No. of Type F calls	Type F calls successful	%	No. of Type F calls not transfd	Not Transfd Type F calls successful	%	No. of Type F calls transfd	Transfd Type F calls successful	%	% of Type F calls transfd
Reading	5	2	40%	2	0	0%	3	2	67%	60%
EYMS	7	3	43%	4	1	25%	3	2	67%	43%
South Yorks	5	4	80%	0	0	N/A	5	4	80%	100%
Cheshire	5	5	100%	0	0	N/A	5	5	100%	100%
Metro	5	3	60%	0	0	N/A	5	3	60%	100%
Whitehaven	5	2	40%	2	0	0%	3	2	67%	60%
Manchester	7	3	43%	4	0	0%	3	3	100%	43%
Exeter EM	11	5	45%	5	0	0%	6	5	83%	55%
Preston	6	5	83%	1	0	0%	5	5	100%	83%
Liverpool	5	5	100%	2	2	100%	3	3	100%	60%
London	7	4	57%	2	1	50%	5	3	60%	71%
Plymouth EA	12	2	17%	10	0	0%	2	2	100%	17%
Porthmadog	14	9	64%	5	1	20%	9	8	89%	64%
Birmingham	8	5	63%	3	1	33%	5	4	80%	63%
Newcastle	9	5	56%	3	0	0%	6	5	83%	67%
Exeter SE	9	2	22%	5	1	20%	4	1	25%	44%
Exeter SW	7	6	86%	0	0	N/A	7	6	86%	100%
Scotland	8	3	38%	2	0	0%	6	3	50%	75%
Total	135	73	54%	50	7	14%	85	66	78%	63%

6. Recommendations

6.1 In our view the overall priorities should continue to be:

1. Accuracy for the weakest Call Centres, even for type A calls
2. Complete for Type F calls (all Type F should be transferred)
3. Next Call Centre Briefed
4. Stop Location
5. Professional Greeting for specific Call Centres and for transferred calls
6. Complete Information
7. Transfer information
8. Times
9. Operators name
10. Other extra detail

As ever, for each Region or Call Centre there will be different priorities depending upon their own areas of weakness. Each Region - and ideally each Call Centre - should draw up their own priority list and an Action Plan to tackle the issues, with clear accountability and timescales. The Action Plan might be more effective if it only attempted to deal with the three or four issues at the top of the priority list, rather than with every issue scoring lower than desired.

Call Report Form

Traveline Mystery Calling Report Form

MS Ref No

Scenario 1 Date / / Caller QC1 QC2 Aborted Type:

Region A Call Centre A TV agent A ReplyA Start.Time

Region B Call Centre B TV agent B ReplyB End.Time

Region C Call Centre C TV agent C ReplyC D.E Time

Call Centre A

A1: Secs to answer

Rate the greeting

A2: Greeting professional? Y N

A3: Operator friendly? Y N

A4: Polite? Y N

A5: Helpful? Y N

Considering the complexity, rate the provision of information

A6: Quick? Y N

A7: Efficient? Y N

Rate the information

A8: Clear? Y N

A9: Accurate? Y N

A10: Were you given Bus/Coach locations? Y N

A11: Were you given bus numbers/s and/or train destinations? Y N

A12: were you given departure time and arrival times for each leg of your journey? Y N

A13: Were you given the extra detail of bus, train or coach operators name? Y N

A14: Were you given any other extra detail? Y N

A15: Complete? Y N

Transfers

A16: Well handled?

Y N

A17: Next CC briefed or process followed?

Y N

A18: Polite call ending?

Y N

CCA
Details
provided

Overall:

D1: Fully answer query?

Y N

D2: Call handling & process? Good OK Poor

D3: Information and routing Good OK Poor

Feedback from Regions

Summary (OFFICE USE ONLY)

No info at all (not on DBase)

Some info (not on DBase)

Complete but not verifiable

No info at all (exists not found)

Some info (exists not found)

Complete and accurate

No info cut off

Some info cut off

Complete and partially accurate

No info referred NatExp/NRES

Some info referred NatExp/NRES

Complete and inaccurate

Call Centre B

MS Ref No

B1: Secs to answer

Rate the greeting

B2: Greeting professional? Y N

B3: Operator friendly? Y N

B4: Polite? Y N

B5: Helpful? Y N

Considering the complexity, rate the provision of information

B6: Quick? Y N

B7: Efficient? Y N

Rate the information

B8: Clear? Y N

B9: Accurate? Y N

B10: Were you given Bus/Coach locations? Y N

B11: Were you given bus numbers/s? Y N

B12: were you given departure time and arrival times for each leg of your journey? Y N

B13: Were you given the extra detail of bus, train or coach operators name? Y N

B14: Were you given any other extra detail? Y N

B15: Complete? Y N

Transfers

B16: Well handled? Y N

B17: Next CC briefed or process followed? Y N

B18: Polite call ending? Y N

**CCB
Details
provided**

Call Centre C

MS Ref No

C1: Secs to answer

Rate the greeting

C2: Greeting professional? Y N

C3: Operator friendly? Y N

C4: Polite? Y N

C5: Helpful? Y N

Considering the complexity, rate the provision of information

C6: Quick? Y N

C7: Efficient? Y N

Rate the information

C8: Clear? Y N

C9: Accurate? Y N

C10: Were you given Bus/Coach locations? Y N

C11: Were you given bus numbers/s? Y N

C12: were you given departure time and arrival times for each leg of your journey? Y N

C13: Were you given the extra detail of bus, train or coach operators name? Y N

C14: Were you given any other extra detail? Y N

C15: Complete? Y N

Transfers

C16: Well handled? Y N

C17: Next CC briefed or process followed? Y N

C18: Polite call ending? Y N

**CCC
Details
provided**

Guidelines

	Question	Options	Guideline
Q1	Seconds to answer		Time using a watch or clock with a second hand from <i>finished dialling the Powermenu</i> to <i>answer by operator</i> (not recorded message). You can time the recording.
Q2	Rate the greeting – professional? Please quote greeting in full	Yes/No	To score yes must contain initial greeting such as “Good morning/afternoon/evening”, “Hello”, “You’re through to”, “Welcome to ...” <i>plus</i> “Traveline”. OR “Traveline how can I help you?” <i>For transferred calls: The same standard applies, plus</i> a) the Call Centre name or region should be included, e.g. Traveline Scotland how can I help you? Or “Good morning Traveline Cymru” and b)if the Call Centre has been briefed, a repeat of the journey is required in order to score yes.
Q3	Rate the operator – friendly?	Yes/No	Friendly would be indicated by some warmth in the voice, or if they use your name, make empathetic comments, put you at ease, whereas unfriendly might sound bored or disinterested. If you score down because of the tone of the greeting, please comment/explain.
Q4	Rate the operator – polite?	Yes/No	Use your judgement on how it seemed to you. Any indication of impoliteness scores No. If you score down because of the tone of the greeting, please comment/explain.
Q5	Rate the operator – helpful?	Yes/No	Taking the time to ensure your query is dealt with properly/clearly trying to help you scores Yes, clearly not trying to be helpful scores No.
Q6	Considering the complexity, rate the provision of information - quick?	Yes/No	No apparent delays would score Yes. Long delays (relative to enquiry complexity) would score No
Q7	Considering the complexity, rate the provision of information - efficient?	Yes/No	An operator who establishes your needs and meets them would score Yes, someone who doesn’t seem to know what they are doing, or who has no apparent method, would score No.
Q8	Rate the information - clear?	Yes/No	Yes if information is given clearly/concisely, maybe checking your understanding or summarising it, a rambling list of times maybe with several alterations would score No.
Q9	Rate the information - accurate?	Yes/No	(Caller to leave blank – office checkers will complete) Checkers will use the following criteria: Yes if all sectors are within 5 minutes of a published source, website or company helpline. If unable to verify, leave blank and comment ‘Unable to verify sector X’ and detail what the correct info seems to be.
Q10	Were you given stop locations?	Yes/No	Leave blank for train/metro/tube only journeys.

	Question	Options	Guideline
Q11	Were you given bus numbers and/or train destination?	Yes/No	Final destination of any trains (not just your destination/stop)
Q12	Were you given departure time and arrival times for each leg of your journey?	Yes/No	or journey time where no onward connection is required
Q13	Were you given the extra detail of bus, train or coach operators name?	Yes/No	Leave blank for metro/tube only journeys
Q14	Were you given any other extra detail?		For example colour of bus, how to get to bus/coach stop or train station, stand numbers etc
Q15	Complete?	Yes/No	Yes if no gaps in the journey itself. This is nothing to do with details, it's about giving you the journey you asked for without any missing legs and to the places you asked for.
Q16	Transfer – Well handled? (B13 & C13 are in case call is transferred twice, onward or back to first call centre)	Yes/No	Mark YES if you were told what was happening and where you were being transferred to. Mark NO if this did not happen, or call was mishandled (e.g. by being accidentally disconnected). Leave blank if no transfer made.
Q17	Transfer – Next call centre briefed or process followed? (B14 & C14 are in case call is transferred twice, onward or back to first call centre)	Yes/No	If the first call centre has clearly told the receiving call centre about your enquiry mark YES. If they don't seem to have been briefed, ask ' <i>didn't they give you the details?</i> ' or similar words. Where next call centre is busy and not answering after 30 secs, operator can either offer you the option to hang on and brief them yourself, or give you the direct speed dial number. Mark NO if no attempt made to brief or the 'Busy process' is not followed. Leave blank if no transfer made.
Q18	Polite call ending? Please quote call ending	Yes/No	Maybe thanked OR some similar polite ending. e.g. "Okay bye" is fine if tone is polite. Leave blank if a handover.
D1	Overall - Fully answer the query?	Yes/No	Mark YES unless the information you received from all call centres did NOT fully answer your enquiry. If NO, comment why not.
D2	Overall - Call handling and process?	Good/OK /Poor	Scores the whole call. Score OK if adequate, Good if very well handled and Poor if poorly handled.
D3	Rate information and routing?	Good/OK /Poor	(Caller to leave blank – Call centre representatives will complete) Scores the whole call. Score OK if adequate, Good if a very good solution overall, Poor if a poor solution overall (such as a 5-hour journey where a 3-hour journey is possible).

Summary Tables

Overall results Including Transfers

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	90.52%	98.81%	98.41%	94.92%	96.28%	92.26%	94.47%	96.56%	79.41%	93.31%	83.75%	91.28%	92.74%	77.53%	98.64%	91.93%
Wave 10	88.84%	97.26%	98.21%	94.32%	93.95%	92.01%	96.68%	96.46%	75.18%	96.11%	85.70%	92.97%	90.83%	77.23%	98.69%	91.63%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
A	95%	100%	99%	98%	98%	98%	99%	98%	80%	97%	84%	98%	N/A	N/A	99%	95%
B	95%	96%	96%	91%	96%	95%	96%	93%	80%	95%	82%	98%	N/A	N/A	96%	93%
C	92%	99%	99%	98%	98%	95%	97%	98%	76%	97%	86%	94%	75%	50%	99%	90%
D	95%	100%	98%	100%	97%	98%	93%	98%	82%	93%	84%	98%	100%	100%	100%	96%
E	98%	100%	95%	100%	97%	94%	94%	97%	75%	94%	86%	97%	N/A	N/A	98%	94%
F	78%	97%	98%	85%	92%	79%	85%	94%	83%	83%	80%	66%	93%	79%	96%	86%

	Operators name	Other Extra Detail
Wave 11	70.69%	60.65%
Wave 10	63.07%	63.26%

Greeting (transfer)	Greeting (initial call)	Fully Answered (non Scoring)	Call Handling (non Scoring)	Information & Routing (non scoring)
62.04%	93.92%	84.13%	95.67%	92.77%
46.53%	93.88%	83.73%	93.99%	93.26%

Type	Operators name	Other Extra Detail
A	65%	60%
B	70%	64%
C	71%	60%
D	74%	68%
E	63%	71%
F	80%	54%

Greeting (transfer)	Greeting (initial call)	Fully Answered (non Scoring)	Call Handling (non Scoring)	Information & Routing (non scoring)
100%	95%	90%	92%	90%
N/A	95%	84%	87%	85%
67%	93%	89%	93%	90%
100%	95%	93%	93%	96%
N/A	98%	89%	91%	88%
61%	91%	53%	65%	68%

All Call Centres Less Transfers

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Com-plete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	93.92%	98.89%	98.56%	95.13%	96.11%	91.66%	96.31%	96.31%	78.70%	95.81%	85.20%	91.54%	88.17%	77.27%	98.64%	92.15%
Wave 10	92.78%	96.22%	97.82%	94.85%	92.15%	92.26%	94.31%	97.85%	79.52%	96.96%	87.25%	93.10%	87.69%	83.87%	99.01%	92.38%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Com-plete	Transfer Handling	Briefed	Call Ending	Average
A	95%	100%	99%	98%	98%	98%	99%	98%	80%	97%	84%	98%	N/A	N/A	N/A	95%
B	95%	96%	96%	91%	96%	95%	96%	93%	80%	95%	82%	98%	N/A	N/A	96%	93%
C	93%	99%	99%	98%	98%	95%	97%	98%	76%	97%	87%	94%	50%	50%	99%	89%
D	95%	100%	98%	100%	96%	98%	93%	98%	82%	95%	84%	98%	100%	100%	100%	96%
E	98%	100%	95%	100%	97%	94%	94%	97%	75%	94%	86%	97%	N/A	N/A	98%	94%
F	91%	97%	99%	81%	89%	67%	92%	90%	83%	92%	86%	64%	90%	79%	96%	86%

	Operators name	Other Extra Detail
Wave 11	68.20%	59.82%
Wave 10	62.80%	61.76%

Greeting (transfer)	Greeting (initial call)	Fully Answered (non Scoring)	Call Handling (non Scoring)	Information & Routing (non scoring)
N/A	N/A	84.22%	95.67%	92.76%
N/A	N/A	83.83%	93.98%	93.37%

Type	Operators name	Other Extra Detail
A	65%	60%
B	70%	64%
C	71%	60%
D	74%	68%
E	63%	71%
F	69%	47%

Greeting (transfer)	Greeting (initial call)	Fully Answered (non Scoring)	Call Handling (non Scoring)	Call Handling (non Scoring)	Information & Routing (non scoring)
N/A	N/A	90%	92%	N/A	90%
N/A	N/A	84%	87%	N/A	85%
N/A	N/A	89%	93%	N/A	90%
N/A	N/A	93%	93%	N/A	96%
N/A	N/A	89%	91%	N/A	88%
N/A	N/A	53%	65%	N/A	68%

Call Centre and Regional Score Summary Tables

Call Centre Scores

Sorted by size	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Reading	91%	100%	96%	83%	78%	57%	86%	90%	53%	71%	67%	83%	67%	33%	100%	77%
EYMS	92%	100%	94%	94%	98%	87%	90%	98%	71%	91%	81%	83%	100%	0%	100%	85%
South Yorks	88%	98%	100%	96%	100%	96%	93%	96%	70%	93%	84%	93%	91%	100%	100%	93%
Cheshire	96%	100%	100%	100%	92%	100%	94%	100%	79%	94%	85%	98%	100%	100%	100%	96%
Metro	86%	100%	100%	98%	98%	100%	100%	100%	93%	95%	93%	98%	83%	100%	100%	96%
Whitehaven	96%	100%	100%	100%	87%	96%	96%	98%	64%	98%	93%	95%	100%	67%	98%	92%
Manchester	87%	100%	98%	91%	89%	87%	91%	98%	91%	98%	76%	93%	100%	67%	98%	91%
Exeter EM	92%	99%	99%	93%	99%	93%	91%	93%	78%	94%	97%	85%	94%	86%	100%	93%
Preston	96%	100%	100%	98%	96%	96%	93%	100%	85%	93%	98%	94%	88%	100%	100%	96%
Liverpool	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	93%	100%	100%	100%	100%	99%
London	56%	95%	96%	88%	96%	72%	93%	95%	58%	86%	16%	91%	100%	60%	94%	80%
Plymouth EA	97%	99%	100%	91%	99%	91%	97%	89%	87%	92%	88%	88%	100%	100%	100%	95%
Porthmadog	91%	98%	98%	98%	94%	97%	88%	87%	60%	87%	85%	91%	83%	100%	97%	90%
Birmingham	88%	97%	98%	91%	98%	91%	95%	100%	84%	87%	79%	83%	92%	60%	100%	90%
Newcastle	94%	98%	98%	94%	98%	94%	98%	100%	79%	100%	88%	91%	100%	50%	98%	92%
Exeter SE	89%	100%	96%	96%	100%	93%	95%	100%	86%	98%	86%	90%	81%	40%	96%	90%
Exeter SW	95%	98%	98%	98%	98%	97%	98%	100%	89%	95%	89%	96%	100%	86%	100%	96%
Scotland	97%	100%	100%	97%	98%	97%	98%	100%	87%	97%	98%	93%	92%	83%	98%	96%
All Call Centres	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%
Wave 10	89%	97%	98%	94%	94%	92%	97%	96%	75%	96%	86%	93%	91%	77%	99%	92%

Sorted by size	Operators Name	Extra Detail
Reading	24%	29%
EYMS	67%	52%
South Yorks	59%	83%
Cheshire	75%	81%
Metro	49%	79%
Whitehaven	60%	48%
Manchester	69%	84%
Exeter EM	89%	60%
Preston	80%	70%
Liverpool	91%	93%
London	16%	30%
Plymouth EA	91%	56%
Porthmadog	54%	42%
Birmingham	68%	70%
Newcastle	89%	83%
Exeter SE	82%	47%
Exeter SW	92%	56%
Scotland	75%	44%
All Call Centres	71%	61%
Wave 9	63%	63%

Greeting (transfers)	Greeting (initial call)	Fully Answered	Call Handling	Information & Routing
N/A	91%	52%	78%	74%
67%	95%	86%	91%	89%
29%	98%	88%	98%	90%
67%	100%	95%	100%	100%
50%	88%	98%	98%	100%
75%	98%	88%	98%	95%
50%	89%	89%	95%	93%
67%	97%	85%	97%	95%
75%	98%	93%	100%	98%
100%	100%	98%	100%	100%
50%	56%	44%	89%	89%
78%	100%	80%	93%	83%
43%	95%	81%	94%	84%
44%	95%	75%	95%	91%
80%	95%	89%	96%	89%
57%	97%	86%	95%	95%
80%	98%	96%	100%	100%
67%	100%	88%	96%	100%
62%	94%	84%	96%	93%
47%	94%	84%	94%	93%

Regional Scores

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop locn	Bus nos	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
London	56%	95%	96%	88%	96%	72%	93%	95%	58%	86%	16%	91%	100%	60%	94%	80%
Yorkshire	89%	99%	98%	96%	99%	94%	95%	98%	78%	93%	86%	91%	91%	77%	100%	92%
East Anglia	97%	99%	100%	91%	99%	91%	97%	89%	87%	92%	88%	88%	100%	100%	100%	95%
East Midlands	92%	99%	99%	93%	99%	93%	91%	93%	78%	94%	97%	85%	94%	86%	100%	93%
Wales	91%	98%	98%	98%	94%	97%	88%	87%	60%	87%	85%	91%	83%	100%	97%	90%
West Midlands	88%	97%	98%	91%	98%	91%	95%	100%	84%	87%	79%	83%	92%	60%	100%	90%
North East	94%	98%	98%	94%	98%	94%	98%	100%	79%	100%	88%	91%	100%	50%	98%	92%
North West	95%	100%	100%	98%	93%	96%	95%	99%	83%	97%	89%	96%	97%	90%	99%	95%
South East	89%	100%	96%	93%	95%	84%	93%	98%	78%	92%	81%	88%	79%	38%	97%	87%
South West	95%	98%	98%	98%	98%	97%	98%	100%	89%	95%	89%	96%	100%	86%	100%	96%
Scotland	97%	100%	100%	97%	98%	97%	98%	100%	87%	97%	98%	93%	92%	83%	98%	96%
All Regions	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

	Operators Name	Extra Detail	Greeting (transfers)	Greeting (initial call)	Fully Answered	Call Handling	Information & Routing
London	16%	30%	50%	56%	44%	89%	89%
Yorkshire	54%	70%	36%	94%	90%	97%	94%
East Anglia	91%	56%	78%	100%	80%	93%	83%
East Midland	89%	60%	67%	97%	85%	97%	95%
Wales	54%	42%	43%	95%	81%	94%	84%
West Midland	68%	70%	44%	95%	75%	95%	91%
North East	89%	83%	80%	95%	89%	96%	89%
North West	75%	75%	75%	97%	93%	99%	97%
South East	67%	42%	57%	95%	77%	90%	89%
South West	92%	56%	80%	98%	96%	100%	100%
Scotland	75%	44%	67%	100%	88%	96%	100%
All Regions	71%	61%	62%	94%	84%	96%	93%

Region Detail Tables

East Anglia

Plymouth (EA)

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	97%	99%	100%	91%	99%	91%	97%	89%	87%	92%	88%	88%	100%	100%	100%	95%
Wave 10	89%	98%	98%	95%	100%	100%	98%	89%	77%	98%	100%	95%	75%	25%	98%	89%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	100%	100%	100%	100%	100%	95%	100%	95%	82%	100%	89%	100%	N/A	N/A	100%	97%	90%
D	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	100%	100%	100%	100%	100%	50%	75%	100%	75%	100%	N/A	N/A	100%	92%	94%
F	90%	95%	100%	71%	95%	75%	89%	83%	75%	72%	72%	42%	100%	100%	100%	84%	86%

	Operators Name	Extra Detail
Wave 11	91%	56%
Wave 10	82%	66%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
78%	100%	80%	93%	83%
50%	92%	83%	95%	85%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	89%	58%
B	100%	67%
C	100%	58%
D	100%	67%
E	75%	75%
F	83%	33%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	95%	100%	100%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	89%
N/A	100%	100%	100%	83%
N/A	100%	100%	100%	38%
78%	100%	8%	46%	21%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

East Midlands

Exeter EM

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	92%	99%	99%	93%	99%	93%	91%	93%	78%	94%	97%	85%	94%	86%	100%	93%
Wave 10	90%	94%	94%	84%	94%	85%	97%	97%	67%	95%	84%	84%	80%	100%	94%	89%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	95%	100%	95%	95%	89%	61%	89%	95%	95%	N/A	N/A	100%	93%	94%
B	100%	100%	100%	67%	100%	100%	67%	100%	33%	100%	100%	100%	N/A	N/A	100%	90%	95%
C	95%	100%	95%	95%	100%	95%	100%	89%	71%	100%	100%	85%	100%	100%	100%	95%	92%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%	N/A	N/A	100%	97%	94%
E	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	98%	94%
F	82%	95%	100%	90%	95%	86%	79%	95%	100%	89%	95%	69%	93%	83%	100%	90%	88%

	Operators Name	Extra Detail
Wave 11	89%	60%
Wave 10	82%	72%
All CC	63%	63%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
67%	97%	85%	97%	95%
55%	97%	69%	83%	88%
47%	94%	84%	94%	93%

Type	Operators Name	Extra Detail
A	79%	42%
B	100%	67%
C	83%	74%
D	100%	67%
E	100%	50%
F	100%	67%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	95%	95%	87%
N/A	100%	67%	83%	100%
100%	95%	100%	95%	95%
N/A	100%	67%	100%	100%
N/A	75%	100%	88%	100%
64%	100%	45%	64%	77%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

London

London

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	56%	95%	96%	88%	96%	72%	93%	95%	58%	86%	16%	91%	100%	60%	94%	80%
Wave 10	56%	89%	95%	83%	87%	87%	97%	90%	76%	95%	40%	89%	88%	63%	95%	82%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	63%	95%	95%	89%	100%	84%	100%	100%	54%	94%	26%	100%	N/A	N/A	100%	85%	95%
B	67%	67%	100%	67%	100%	67%	67%	100%	100%	100%	0%	100%	N/A	N/A	100%	79%	93%
C	47%	100%	100%	89%	100%	68%	100%	95%	56%	94%	11%	100%	N/A	N/A	84%	80%	90%
D	33%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	N/A	N/A	100%	87%	96%
E	100%	100%	75%	100%	75%	75%	75%	100%	0%	75%	0%	75%	N/A	N/A	100%	73%	94%
F	44%	89%	100%	78%	89%	44%	71%	71%	33%	33%	29%	43%	100%	60%	100%	66%	86%

	Operators Name	Extra Detail
Wave 11	16%	30%
Wave 10	10%	38%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
50%	56%	44%	89%	89%
0%	64%	67%	85%	95%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	0%	32%
B	0%	33%
C	0%	21%
D	67%	67%
E	0%	25%
F	80%	40%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	63%	47%	76%	58%
N/A	67%	0%	50%	50%
N/A	47%	47%	66%	66%
N/A	33%	33%	67%	83%
N/A	100%	50%	50%	63%
50%	43%	43%	71%	64%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

North East

Newcastle

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	94%	98%	98%	94%	98%	94%	98%	100%	79%	100%	88%	91%	100%	50%	98%	92%
Wave 10	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	95%	100%	100%	95%	100%	100%	100%	100%	67%	100%	74%	95%	N/A	N/A	100%	94%	94%
B	100%	100%	67%	100%	100%	100%	100%	100%	67%	100%	67%	100%	N/A	N/A	100%	92%	95%
C	95%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	N/A	100%	98%	92%
D	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	N/A	N/A	100%	97%	94%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	94%
F	85%	92%	100%	77%	92%	69%	89%	100%	100%	100%	89%	60%	100%	50%	67%	85%	88%

	Operators Name	Extra Detail
Wave 11	89%	83%
Wave 10	N/A	N/A
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
80%	95%	89%	96%	89%
N/A	N/A	N/A	N/A	N/A
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	83%	68%
B	67%	100%
C	95%	89%
D	100%	100%
E	75%	100%
F	100%	83%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	95%	95%	92%	87%
N/A	100%	67%	100%	50%
100%	95%	100%	100%	100%
N/A	100%	100%	100%	67%
N/A	100%	100%	100%	100%
75%	89%	56%	67%	56%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

North West

North West

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	95%	100%	100%	98%	93%	96%	95%	99%	83%	97%	89%	96%	97%	90%	99%	95%
Wave 10	98%	100%	100%	99%	94%	94%	97%	99%	78%	96%	86%	97%	94%	93%	100%	95%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	99%	100%	100%	97%	93%	99%	99%	100%	93%	100%	88%	99%	N/A	N/A	99%	97%	95%
B	100%	100%	100%	100%	93%	100%	100%	100%	79%	100%	93%	100%	N/A	N/A	100%	97%	93%
C	97%	100%	100%	100%	97%	99%	97%	100%	79%	99%	91%	99%	N/A	N/A	100%	97%	90%
D	100%	100%	100%	100%	94%	100%	94%	100%	80%	94%	75%	100%	100%	100%	100%	96%	96%
E	100%	100%	93%	100%	93%	93%	93%	100%	67%	100%	93%	93%	N/A	N/A	100%	94%	94%
F	81%	100%	100%	94%	84%	84%	83%	95%	84%	86%	89%	83%	97%	89%	90%	89%	86%

	Operators Name	Extra Detail
Wave 11	75%	75%
Wave 10	71%	74%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
75%	97%	93%	99%	97%
75%	100%	89%	96%	97%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	65%	84%
B	87%	80%
C	73%	70%
D	75%	73%
E	73%	67%
F	89%	68%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
100%	99%	100%	92%	96%
N/A	100%	93%	100%	97%
N/A	97%	94%	99%	95%
100%	100%	100%	90%	100%
N/A	100%	93%	97%	90%
72%	87%	66%	78%	80%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Cheshire

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	96%	100%	100%	100%	92%	100%	94%	100%	79%	94%	85%	98%	100%	100%	100%	96%
Wave 10	94%	100%	100%	100%	94%	100%	98%	100%	78%	98%	81%	98%	100%	100%	100%	96%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	86%	100%	100%	100%	100%	100%	93%	100%	N/A	N/A	100%	98%	95%
B	100%	100%	100%	100%	67%	100%	100%	100%	33%	100%	67%	100%	N/A	N/A	100%	90%	93%
C	100%	100%	100%	100%	93%	100%	100%	100%	86%	100%	93%	100%	N/A	N/A	100%	98%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	25%	75%	50%	100%	100%	N/A	100%	89%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	67%	N/A	N/A	100%	95%	94%
F	80%	100%	100%	100%	100%	100%	70%	100%	80%	80%	80%	100%	100%	100%	N/A	92%	86%

	Operators Name	Extra Detail
Wave 11	75%	81%
Wave 10	79%	81%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
67%	100%	95%	100%	100%
50%	100%	90%	100%	100%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	64%	79%
B	67%	100%
C	79%	93%
D	75%	100%
E	67%	33%
F	90%	67%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	100%	89%	100%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	100%
100%	100%	100%	67%	100%
N/A	100%	67%	100%	100%
60%	100%	80%	90%	100%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Liverpool

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	93%	100%	100%	100%	100%	99%
Wave 10	98%	100%	100%	100%	100%	100%	100%	100%	95%	93%	88%	100%	100%	100%	100%	98%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	N/A	N/A	100%	97%	93%
C	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	100%	N/A	N/A	100%	99%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	N/A	N/A	100%	97%	94%
F	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%

	Operators Name	Extra Detail
Wave 11	91%	93%
Wave 10	72%	81%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
100%	100%	98%	100%	100%
0%	100%	98%	100%	100%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	93%	100%
B	100%	67%
C	86%	100%
D	67%	67%
E	100%	100%
F	100%	80%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
100%	100%	100%	100%	100%
N/A	100%	67%	100%	83%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	83%
100%	100%	100%	90%	90%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Manchester

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	87%	100%	98%	91%	89%	87%	91%	98%	91%	98%	76%	93%	100%	67%	98%	91%
Wave 10	98%	100%	100%	98%	98%	90%	100%	100%	96%	98%	79%	96%	100%	83%	100%	96%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	N/A	100%	100%	93%	93%	100%	100%	100%	93%	100%	71%	100%	N/A	N/A	100%	96%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	86%	100%	100%	100%	100%	93%	93%	100%	86%	100%	71%	100%	N/A	N/A	100%	95%	90%
D	100%	100%	100%	100%	67%	100%	67%	100%	100%	100%	67%	100%	N/A	N/A	100%	92%	96%
E	100%	100%	67%	100%	100%	100%	100%	100%	67%	100%	100%	100%	N/A	N/A	100%	95%	94%
F	67%	100%	100%	67%	67%	44%	75%	88%	100%	88%	75%	57%	100%	67%	75%	78%	86%

	Operators Name	Extra Detail
Wave 11	69%	84%
Wave 10	78%	89%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
50%	89%	89%	95%	93%
100%	98%	86%	95%	95%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	64%	86%
B	100%	100%
C	57%	71%
D	100%	100%
E	67%	100%
F	75%	83%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	93%	100%	96%	93%
N/A	100%	100%	100%	100%
N/A	86%	93%	96%	89%
N/A	100%	100%	83%	100%
N/A	100%	100%	100%	100%
50%	71%	43%	50%	57%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Preston

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	96%	100%	100%	98%	96%	96%	93%	100%	85%	93%	98%	94%	88%	100%	100%	96%
Wave 10	100%	98%	98%	100%	98%	98%	96%	100%	67%	100%	98%	98%	100%	100%	100%	97%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	93%	100%	93%	100%	100%	100%	100%	92%	93%	N/A	N/A	100%	98%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	100%	100%	100%	100%	100%	100%	93%	100%	85%	93%	100%	93%	N/A	N/A	100%	97%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	N/A	N/A	100%	97%	94%
F	82%	100%	100%	100%	78%	89%	75%	100%	67%	78%	100%	90%	86%	100%	100%	90%	86%

	Operators Name	Extra Detail
Wave 11	80%	70%
Wave 10	71%	68%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
75%	98%	93%	100%	98%
100%	100%	91%	98%	100%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	62%	77%
B	100%	33%
C	86%	71%
D	67%	67%
E	67%	100%
F	100%	60%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	100%	89%	96%
N/A	100%	100%	100%	100%
N/A	100%	93%	96%	93%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	100%
75%	86%	71%	86%	100%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Whitehaven

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	96%	100%	100%	100%	87%	96%	96%	98%	64%	98%	93%	95%	100%	67%	98%	92%
Wave 10	100%	100%	100%	96%	83%	83%	93%	96%	53%	93%	84%	93%	67%	75%	100%	88%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	86%	100%	93%	100%	71%	100%	86%	100%	N/A	N/A	93%	95%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	100%	100%	100%	100%	93%	100%	100%	100%	43%	100%	100%	100%	N/A	N/A	100%	95%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	96%
E	100%	100%	100%	100%	67%	67%	67%	100%	33%	100%	100%	100%	N/A	N/A	100%	87%	94%
F	80%	100%	100%	100%	78%	89%	100%	88%	75%	89%	89%	71%	100%	67%	100%	88%	86%

	Operators Name	Extra Detail
Wave 11	60%	48%
Wave 10	53%	49%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
75%	98%	88%	98%	95%
100%	100%	80%	87%	89%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	43%	79%
B	67%	100%
C	57%	14%
D	67%	33%
E	67%	0%
F	80%	57%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	100%	86%	89%
N/A	100%	100%	100%	100%
N/A	100%	86%	100%	93%
N/A	100%	100%	100%	100%
N/A	100%	100%	83%	67%
75%	83%	40%	80%	60%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Scotland

Scotland

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	97%	100%	100%	97%	98%	97%	98%	100%	87%	97%	98%	93%	92%	83%	98%	96%
Wave 10	94%	98%	98%	100%	97%	94%	100%	100%	81%	95%	94%	97%	100%	71%	100%	95%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	100%	100%	100%	100%	89%	95%	100%	100%	N/A	N/A	100%	99%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	100%	100%	100%	100%	100%	100%	100%	100%	89%	100%	100%	95%	N/A	N/A	100%	99%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	75%	98%	94%
F	87%	100%	100%	86%	93%	86%	92%	100%	69%	92%	92%	67%	92%	83%	100%	89%	86%

	Operators Name	Extra Detail
Wave 11	75%	44%
Wave 10	65%	51%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
67%	100%	88%	96%	100%
50%	100%	91%	98%	98%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	63%	42%
B	100%	33%
C	84%	37%
D	67%	67%
E	75%	75%
F	77%	44%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	100%	100%	97%
N/A	100%	100%	100%	100%
N/A	100%	95%	100%	100%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	100%
67%	100%	33%	61%	81%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

South East

South East

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	89%	100%	96%	93%	95%	84%	93%	98%	78%	92%	81%	88%	79%	38%	97%	87%
Wave 10	86%	99%	99%	89%	88%	86%	95%	98%	77%	97%	85%	84%	64%	44%	100%	86%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	96%	100%	96%	100%	100%	100%	96%	96%	87%	96%	83%	100%	N/A	N/A	96%	96%	95%
B	83%	100%	100%	67%	83%	67%	100%	80%	80%	80%	60%	83%	N/A	N/A	83%	82%	93%
C	96%	100%	100%	96%	92%	88%	92%	100%	74%	96%	83%	92%	50%	0%	100%	84%	90%
D	100%	100%	83%	100%	83%	83%	83%	100%	50%	83%	83%	100%	N/A	N/A	100%	88%	96%
E	100%	100%	86%	100%	100%	71%	100%	100%	33%	86%	86%	100%	N/A	N/A	100%	89%	94%
F	74%	100%	96%	85%	96%	72%	90%	100%	95%	90%	79%	53%	82%	43%	100%	84%	86%

	Operators Name	Extra Detail
Wave 11	67%	42%
Wave 10	70%	53%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
57%	95%	77%	90%	89%
41%	95%	72%	90%	88%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	65%	38%
B	60%	40%
C	88%	52%
D	17%	17%
E	71%	71%
F	62%	27%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	96%	92%	92%	96%
N/A	83%	67%	58%	67%
100%	96%	88%	85%	92%
N/A	100%	100%	83%	100%
N/A	100%	71%	79%	79%
54%	93%	29%	46%	50%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Exeter (SE)

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	89%	100%	96%	96%	100%	93%	95%	100%	86%	98%	86%	90%	81%	40%	96%	90%
Wave 10	83%	99%	99%	94%	93%	93%	97%	100%	86%	99%	90%	89%	67%	57%	100%	90%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	95%	100%	100%	100%	100%	100%	89%	100%	89%	100%	N/A	N/A	95%	97%	95%
B	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	N/A	N/A	67%	92%	93%
C	95%	100%	100%	95%	100%	100%	95%	100%	85%	100%	90%	90%	50%	0%	100%	87%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	75%	100%	100%	75%	100%	100%	33%	100%	100%	100%	N/A	N/A	100%	91%	94%
F	73%	100%	95%	90%	100%	80%	88%	100%	94%	94%	73%	60%	86%	50%	100%	85%	86%

	Operators Name	Extra Detail
Wave 11	82%	47%
Wave 10	85%	56%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
57%	97%	86%	95%	95%
41%	95%	78%	92%	92%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	72%	37%
B	100%	67%
C	95%	58%
D	33%	0%
E	100%	75%
F	76%	43%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	100%	97%	100%
N/A	67%	100%	100%	100%
100%	95%	95%	93%	98%
N/A	100%	100%	100%	100%
N/A	100%	100%	88%	100%
54%	100%	22%	50%	50%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Reading

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	91%	100%	96%	83%	78%	57%	86%	90%	53%	71%	67%	83%	67%	33%	100%	77%
Wave 10	95%	100%	100%	73%	68%	58%	89%	89%	44%	89%	67%	68%	50%	0%	100%	73%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	80%	100%	100%	100%	100%	100%	80%	80%	80%	80%	60%	100%	N/A	N/A	100%	89%	95%
B	100%	100%	100%	33%	67%	33%	100%	50%	50%	50%	50%	67%	N/A	N/A	100%	69%	93%
C	100%	100%	100%	100%	50%	25%	75%	100%	0%	75%	50%	100%	N/A	N/A	100%	75%	90%
D	100%	100%	67%	100%	67%	67%	67%	100%	33%	67%	67%	100%	N/A	N/A	100%	79%	96%
E	100%	100%	100%	100%	100%	67%	100%	100%	33%	67%	67%	100%	N/A	N/A	100%	87%	94%
F	80%	100%	100%	60%	80%	40%	100%	100%	100%	75%	100%	40%	67%	33%	100%	78%	86%

	Operators Name	Extra Detail
Wave 11	24%	29%
Wave 10	11%	44%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	91%	52%	78%	74%
N/A	95%	55%	86%	77%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	40%	40%
B	0%	0%
C	50%	25%
D	0%	33%
E	33%	67%
F	0%	0%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	80%	60%	70%	80%
N/A	100%	33%	17%	33%
N/A	100%	50%	50%	63%
N/A	100%	100%	67%	100%
N/A	100%	33%	67%	50%
N/A	80%	40%	40%	50%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

South West

Exeter SW

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	95%	98%	98%	98%	98%	97%	98%	100%	89%	95%	89%	96%	100%	86%	100%	96%
Wave 10	87%	97%	99%	97%	100%	97%	100%	100%	80%	98%	100%	96%	100%	89%	98%	96%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	100%	100%	100%	100%	79%	100%	84%	100%	N/A	N/A	100%	97%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	95%	100%	100%	100%	95%	100%	100%	100%	89%	100%	100%	95%	N/A	N/A	100%	98%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	94%
F	88%	94%	94%	94%	100%	88%	93%	100%	93%	80%	73%	86%	100%	86%	N/A	91%	86%

	Operators Name	Extra Detail
Wave 10	92%	56%
Wave 9	78%	47%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
80%	98%	96%	100%	100%
29%	100%	94%	100%	100%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	84%	42%
B	100%	0%
C	100%	63%
D	100%	100%
E	100%	75%
F	87%	67%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	95%	98%	100%
N/A	100%	100%	100%	100%
N/A	95%	95%	97%	100%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	100%
80%	100%	100%	100%	100%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Wales

Wales

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	91%	98%	98%	98%	94%	97%	88%	87%	60%	87%	85%	91%	83%	100%	97%	90%
Wave 10	90%	97%	98%	97%	97%	94%	95%	98%	69%	94%	92%	97%	90%	75%	97%	92%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	96%	100%	100%	87%	57%	96%	96%	96%	N/A	N/A	96%	94%	95%
B	83%	83%	83%	83%	100%	100%	100%	67%	50%	83%	83%	100%	N/A	N/A	83%	85%	93%
C	92%	96%	96%	100%	92%	100%	96%	88%	63%	83%	79%	83%	50%	100%	100%	88%	90%
D	100%	100%	100%	100%	100%	100%	83%	100%	83%	83%	83%	100%	N/A	N/A	100%	95%	96%
E	100%	100%	100%	100%	100%	100%	86%	100%	50%	83%	100%	100%	N/A	N/A	100%	94%	94%
F	75%	100%	100%	95%	90%	85%	63%	84%	61%	84%	74%	86%	88%	100%	100%	86%	86%

	Operators Name	Extra Detail
Wave 11	54%	42%
Wave 10	41%	67%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
43%	95%	81%	94%	84%
38%	95%	89%	96%	96%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	70%	48%
B	50%	50%
C	38%	35%
D	83%	50%
E	17%	50%
F	58%	31%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	83%	88%	83%
N/A	83%	83%	67%	67%
0%	96%	79%	90%	83%
N/A	100%	100%	100%	100%
N/A	100%	86%	100%	86%
50%	86%	71%	68%	75%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Porthmadog (English)

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	88%	98%	97%	97%	94%	97%	84%	89%	57%	88%	83%	92%	82%	100%	100%	90%
Wave 10	89%	97%	98%	95%	100%	94%	97%	98%	63%	95%	94%	95%	86%	83%	98%	92%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	100%	100%	100%	94%	44%	94%	94%	95%	N/A	N/A	100%	94%	95%
B	67%	100%	67%	67%	100%	100%	100%	100%	33%	67%	67%	100%	N/A	N/A	100%	82%	93%
C	90%	95%	95%	100%	90%	100%	95%	84%	63%	84%	84%	84%	50%	100%	100%	88%	90%
D	100%	100%	100%	100%	100%	100%	67%	100%	67%	100%	67%	100%	N/A	N/A	100%	92%	96%
E	100%	100%	100%	100%	100%	100%	75%	100%	75%	100%	100%	100%	N/A	N/A	100%	96%	94%
F	71%	100%	100%	94%	88%	88%	59%	82%	63%	82%	71%	91%	87%	100%	100%	85%	86%

	Operators Name	Extra Detail
Wave 11	50%	44%
Wave 10	40%	67%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
43%	93%	81%	93%	86%
38%	97%	88%	95%	95%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	61%	44%
B	33%	67%
C	37%	44%
D	67%	33%
E	25%	50%
F	59%	36%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	79%	89%	89%
N/A	67%	67%	50%	100%
0%	95%	84%	87%	79%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	75%
50%	82%	73%	68%	77%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Porthmadog (Welsh)

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	100%	95%	100%	100%	95%	95%	100%	80%	70%	85%	90%	90%	100%	100%	90%	93%
Wave 10	91%	95%	95%	100%	86%	95%	91%	95%	86%	91%	86%	100%	100%	50%	95%	91%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	100%	100%	80%	100%	100%	60%	100%	100%	100%	100%	N/A	N/A	80%	94%	95%
B	100%	67%	100%	100%	100%	100%	100%	33%	67%	100%	100%	100%	N/A	N/A	67%	87%	93%
C	100%	100%	100%	100%	100%	100%	100%	100%	60%	80%	60%	80%	N/A	N/A	100%	91%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	0%	50%	100%	100%	N/A	N/A	100%	88%	94%
F	100%	100%	100%	100%	100%	67%	100%	100%	50%	100%	100%	67%	100%	100%	100%	92%	86%

	Operators Name	Extra Detail
Wave 11	65%	35%
Wave 10	45%	68%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	82%	95%	77%
N/A	91%	90%	100%	100%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	100%	60%
B	67%	33%
C	40%	0%
D	100%	67%
E	0%	50%
F	50%	0%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	100%	80%	60%
N/A	100%	100%	83%	33%
N/A	100%	60%	100%	100%
N/A	100%	100%	100%	100%
N/A	100%	67%	100%	100%
N/A	100%	67%	67%	67%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

West Midlands

Birmingham

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	88%	97%	98%	91%	98%	91%	95%	100%	84%	87%	79%	83%	92%	60%	100%	90%
Wave 10	84%	92%	97%	93%	98%	93%	95%	97%	85%	97%	88%	92%	100%	75%	100%	92%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	95%	100%	100%	100%	95%	89%	95%	100%	89%	89%	79%	89%	N/A	N/A	100%	94%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	67%	67%	100%	100%	N/A	N/A	100%	95%	93%
C	86%	90%	95%	90%	100%	95%	90%	100%	76%	90%	86%	85%	100%	N/A	100%	92%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	N/A	N/A	100%	98%	94%
F	75%	100%	100%	75%	100%	81%	100%	100%	92%	77%	62%	50%	91%	60%	100%	84%	86%

	Operators Name	Extra Detail
Wave 11	68%	70%
Wave 10	59%	69%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
44%	95%	75%	95%	91%
33%	89%	84%	96%	91%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	50%	74%
B	67%	67%
C	62%	60%
D	100%	100%
E	100%	100%
F	85%	57%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	95%	74%	92%	82%
N/A	100%	100%	83%	100%
50%	89%	68%	79%	66%
N/A	100%	100%	100%	100%
N/A	100%	100%	100%	100%
43%	100%	63%	50%	63%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Yorkshire

Yorkshire

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	89%	99%	98%	96%	99%	94%	95%	98%	78%	93%	86%	91%	91%	77%	100%	92%
Wave 10	91%	99%	99%	96%	90%	90%	94%	95%	67%	96%	85%	93%	100%	80%	99%	92%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	93%	100%	98%	100%	100%	100%	100%	98%	73%	98%	85%	100%	N/A	N/A	100%	96%	95%
B	100%	100%	100%	100%	100%	100%	100%	89%	100%	100%	78%	100%	N/A	N/A	100%	97%	93%
C	95%	100%	100%	100%	100%	95%	95%	100%	71%	98%	88%	93%	100%	0%	100%	89%	90%
D	89%	100%	100%	100%	100%	100%	89%	100%	89%	89%	100%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	100%	100%	100%	100%	89%	100%	100%	89%	89%	100%	N/A	N/A	100%	97%	94%
F	67%	97%	93%	79%	92%	77%	86%	95%	79%	77%	82%	57%	91%	83%	100%	84%	86%

	Operators Name	Extra Detail
Wave 11	54%	70%
Wave 10	50%	65%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
36%	94%	90%	97%	94%
55%	94%	88%	95%	93%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	59%	66%
B	44%	89%
C	51%	71%
D	67%	78%
E	22%	89%
F	61%	56%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
100%	93%	93%	94%	90%
N/A	100%	100%	94%	89%
N/A	95%	95%	95%	90%
N/A	89%	89%	94%	94%
N/A	100%	89%	83%	100%
31%	94%	69%	66%	75%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

EYMS

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	92%	100%	94%	94%	98%	87%	90%	98%	71%	91%	81%	83%	100%	0%	100%	85%
Wave 10	92%	100%	100%	96%	85%	85%	90%	85%	63%	94%	88%	92%	100%	80%	100%	90%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	100%	100%	93%	100%	100%	100%	100%	100%	64%	100%	93%	100%	N/A	N/A	100%	96%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	33%	100%	N/A	N/A	100%	95%	93%
C	100%	100%	100%	100%	100%	93%	85%	100%	62%	92%	92%	86%	100%	0%	100%	87%	90%
D	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	96%
E	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	67%	100%	N/A	N/A	100%	95%	94%
F	67%	100%	80%	70%	90%	50%	83%	83%	60%	57%	57%	40%	100%	0%	100%	69%	86%

	Operators Name	Extra Detail
Wave 10	67%	52%
Wave 10	50%	65%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
67%	95%	86%	91%	89%
55%	94%	88%	95%	93%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	57%	36%
B	33%	67%
C	62%	46%
D	67%	67%
E	33%	100%
F	43%	57%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	100%	93%	93%	89%
N/A	100%	100%	83%	100%
N/A	100%	93%	96%	96%
N/A	100%	100%	100%	100%
N/A	100%	67%	67%	100%
40%	86%	50%	42%	67%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

Metro

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	86%	100%	100%	98%	98%	100%	100%	100%	93%	95%	93%	98%	83%	100%	100%	96%
Wave 10	85%	98%	98%	93%	96%	93%	100%	100%	62%	95%	81%	91%	100%	50%	98%	89%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	86%	100%	100%	100%	100%	100%	100%	100%	93%	100%	93%	100%	N/A	N/A	100%	98%	95%
B	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	93%
C	86%	100%	100%	100%	100%	100%	100%	100%	86%	100%	86%	100%	N/A	N/A	100%	97%	90%
D	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	97%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	N/A	N/A	100%	97%	94%
F	86%	100%	100%	86%	83%	100%	100%	100%	100%	83%	100%	83%	83%	100%	N/A	93%	86%

100%

	Operators Name	Extra Detail
Wave 11	49%	79%
Wave 10	21%	63%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
50%	88%	98%	98%	100%
33%	88%	86%	98%	98%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	50%	79%
B	67%	100%
C	43%	86%
D	100%	100%
E	0%	67%
F	50%	40%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
N/A	86%	100%	96%	100%
N/A	100%	100%	100%	100%
N/A	86%	100%	96%	100%
N/A	67%	100%	100%	100%
N/A	100%	100%	83%	100%
50%	100%	80%	80%	80%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.

S.Yorks

The following table shows the score for each measure compared with the average for all Call Centres for Wave 10:

	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average
Wave 11	88%	98%	100%	96%	100%	96%	93%	96%	70%	93%	84%	93%	91%	100%	100%	93%
Wave 10	96%	100%	100%	98%	89%	91%	93%	100%	76%	98%	86%	96%	100%	100%	100%	95%
All CC	91%	99%	98%	95%	96%	92%	94%	97%	79%	93%	84%	91%	93%	78%	99%	92%

The following table shows scores for each type of call:

Type	Greeting	Friendly	Polite	Helpful	Quick	Efficient	Clear	Accurate	Stop location	Bus numbers	Times	Complete	Transfer Handling	Briefed	Call Ending	Average	Average all Call Centres
A	93%	100%	100%	100%	100%	100%	100%	92%	62%	92%	69%	100%	N/A	N/A	100%	93%	95%
B	100%	100%	100%	100%	100%	100%	100%	67%	100%	100%	100%	100%	N/A	N/A	100%	97%	93%
C	100%	100%	100%	100%	100%	93%	100%	100%	64%	100%	86%	93%	N/A	N/A	100%	95%	90%
D	100%	100%	100%	100%	100%	100%	67%	100%	67%	67%	100%	100%	N/A	N/A	100%	92%	96%
E	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	94%
F	55%	91%	100%	82%	100%	90%	78%	100%	75%	89%	89%	60%	91%	100%	N/A	86%	86%

	Operators Name	Extra Detail
Wave 11	59%	83%
Wave 10	60%	82%
All CC	71%	61%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
29%	98%	88%	98%	90%
50%	98%	91%	98%	93%
62%	94%	84%	96%	93%

Type	Operators Name	Extra Detail
A	69%	85%
B	33%	100%
C	50%	79%
D	33%	67%
E	33%	100%
F	80%	75%

Greeting (transfers)	Greeting (initial call)	Fully Answered (non scoring)	Call Handling (non scoring)	Information & Routing (non scoring)
100%	92%	85%	92%	81%
N/A	100%	100%	100%	67%
N/A	100%	93%	93%	75%
N/A	100%	67%	83%	83%
N/A	100%	100%	100%	100%
17%	100%	80%	80%	80%

Points vs Scores: Scoring system on Call report is converted to a points system where:

- (a.) Questions with 3 options: Score 3 is converted to 2 points, Score 2 to 1 point and Score 1 to 0 points.
- (b.) Questions with 2 options: Score 2 is converted to 1 point and Score 1 to 0 points.

Note that measures 'Fully Answered', 'Call Handling' and 'Info & Routing' are not always strictly attributable to a single call centre or region because they cover the whole call including any transfer.