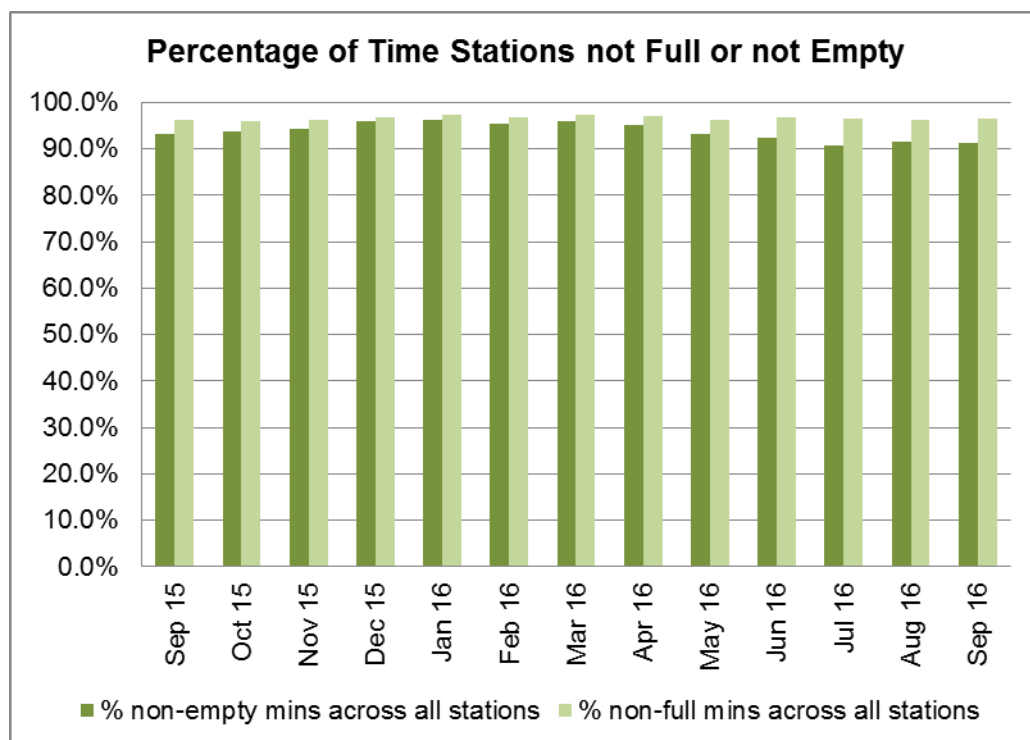


Santander Cycles

Frequently requested statistics

This information is published on a quarterly basis; next publication is due in February 2017.

1. Not full / not empty graph to September 2016

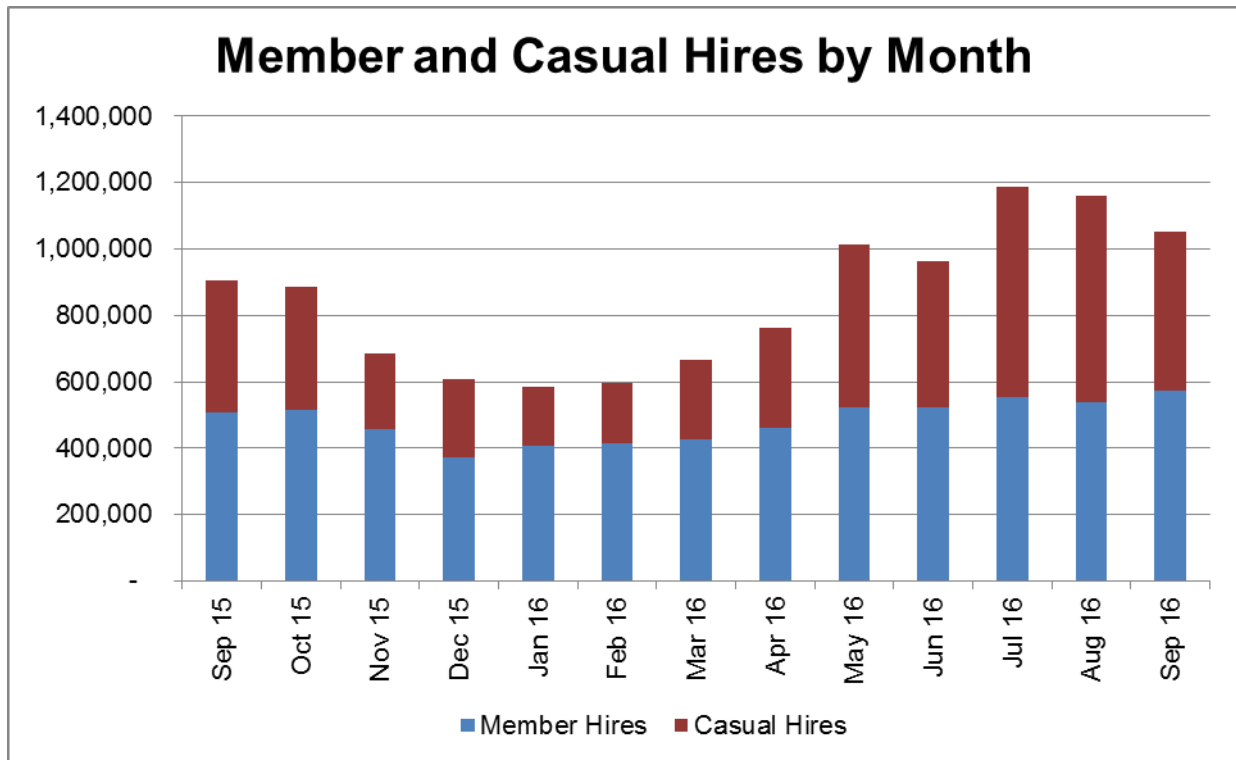


2. Member data June - September 2016

The second quarter of 2016 saw a net increase of 19,700 members to the scheme, and 84 members leaving the scheme. This means that for each account closed, 235 customers joined the scheme.

Month	New members	Accounts closed
New members for July 2016	6,551	22
New members for August 2016	7,915	19
New members for September 2016	5,234	43
New members this quarter	19,700	84
Current active memberships at end of March 2016	240,978	

3. Trend data (September 2015 – September 2016)



4. Top 10 largest docking stations (by no of docking points)

Site	Docking Points
Waterloo Station (Waterloo)	126
Grant Road West, Central & East (Wandsworth)	120
Southwark Station (Southwark)	82
New Road (Whitechapel)	73
Aquatic Road (Queen Elizabeth Olympic Park)	64
Edgware Road Station (Edgware)	64
Jubilee Plaza (Canary Wharf)	63
The Green Bridge (Mile End)	63
South Quay West (Canary Wharf)	60
Royal College Street (Camden Town)	57

5. Most popular journeys by origin/destination

Waterloo Station is our busiest station with 151,970 hires and docks made over this 6 week period, with an average of 4,758 hires and docks every weekday.

Data based on past 6 weeks 03/10/2016 - 13/11/2016

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Newgate Street , St. Paul's	512
Waterloo Station, Waterloo → Holborn Circus, Holborn	489
Waterloo Station, Waterloo → Godliman Street, St. Paul's	475
Waterloo Station, Waterloo → Queen Street 2, Bank	468
Queen Street 2, Bank → Waterloo Station, Waterloo	448
Newgate Street , St. Paul's → Waterloo Station, Waterloo	409
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	375
Queen Street 1, Bank → Waterloo Station, Waterloo	360
Waterloo Station, Waterloo → Queen Street 1, Bank	341
New Fetter Lane, Holborn → Waterloo Station, Waterloo	329

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	1911
Aquatic Centre, Queen Elizabeth Olympic Park → Aquatic Centre, Queen Elizabeth Olympic Park	1368
Albert Gate, Hyde Park → Albert Gate, Hyde Park	918
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	893
Park Lane , Hyde Park → Park Lane , Hyde Park	714
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	484
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	450
Palace Gate, Kensington Gardens to Palace Gate, Kensington Gardens	399
Hyde Park Corner, Hyde Park → Triangle Car Park, Hyde Park	354
Lee Valley VeloPark, Queen Elizabeth Olympic Park → Aquatic Centre, Queen Elizabeth Olympic Park	352

6. Most recent KPI table for Serco

The Service Provider (Serco) who service the scheme, are measured against a stringent performance indicator (PI) regime, which we adapt to improve the level of service provided.

Please note: PI 4 (Blocked Calls) is currently unavailable due to a change of service provider Telecoms.

CHEI Regime – July 2016 – September 2016

Summary of Pass/Fails (after lets have been applied)

PI	Area of Service	Jul 2016	Aug 2016	Sep 2016
1a	Membership Applications (within 3 days)	✓	✓	✓
1b	Membership Applications (within 7 days)	✓	✓	✓
2a	Priority 1 Contacts Requiring Follow-Up (within 10 days)	✓	✓	✓
2b	Priority 1 Contacts Requiring Follow-Up (within 3 days)	✓	✓	✓
3a	Priority 2 Contacts Requiring Follow-Up (within 10 days)	✓	✓	✓
3b	Priority 2 Contacts Requiring Follow-Up (within 5 days)	✓	✓	✓
4	Blocked Calls Objective	NA	NA	NA
5	Abandon Rate	✓	✓	✓
6	Queuing Time Objective	✓	✓	✓
7	Call Centre Availability	✓	✓	✓
8	Timely application of Refunds	✓	✓	✓
9	Terminal Performance - Subscription Purchase & Release Code	✓	✓	✓
10	Terminal Performance - Release Code	✓	✓	✓
11 & 12	Docking Point Performance - Subscription Purchase & Active Subscription	✓	✓	✓
13	Services Website Availability	✓	✓	✓
14	Services Website Average Response Time	✗	✗	✗
15	Terminal Availability	✗	✗	✓
16	Availability and Accuracy of Displayed Information	✗	✗	✓
17	Successful Customer Transactions	✓	✓	✓
18	Priority 1 - Empty Stations	✗	✗	✗
19	Priority 2 - Empty Stations	✗	✗	✗
20	Priority 1 - Full Stations	✓	✓	✗
21	Priority 2 - Full Stations	✓	✓	✓
24	Bicycle Availability - Daily Minimum	✗	✓	✗
25	Contract Compliance	✓	✓	✓
26	Timely, Complete & Correct Provision of Reports	✗	✗	✗
27a	FOI & Data Protection Legislation Requests (Information Request)	✓	✓	✓
27b	FOI & Data Protection Legislation Requests (Subject Access Request)	✓	✓	✓
28	Data Protection Breaches	✓	✓	✓
29	Accurate Application of Payments	✓	✓	✓
30	Customer Satisfaction Index Benchmark Variance - Contact Centre	✓	✓	✓
31	P1 Full or Empty Docking Station Maximum Time Period	✗	✗	✗
32	P2 Full or Empty Docking Station Maximum Time Period	✗	✗	✗
33	P1 and P2 Full or Empty Docking Station Maximum Time Period Overnight	✗	✗	✗

7. Most recent cost/revenue data

£	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Operating Expenditure	13.27	20.59	23.53	24.06	26.62	26.17
Sub-Total	13.27	20.59	23.53	24.06	26.62	26.17
Customer Income	(2.38)	(6.17)	(7.03)	(8.56)	(10.50)	(10.78)
Barclays Sponsorship	(3.79)	(5.18)	(5.42)	(4.22)	(4.58)	
Santander Sponsorship						(5.15)
Other Income	0.00	0.00	0.00	(0.50)	(0.08)	(0.07)
Sub-Total	(6.17)	(11.36)	(12.44)	(13.28)	(15.17)	(16.01)
TfL Funding	7.10	9.23	11.08	10.78	11.46	10.16