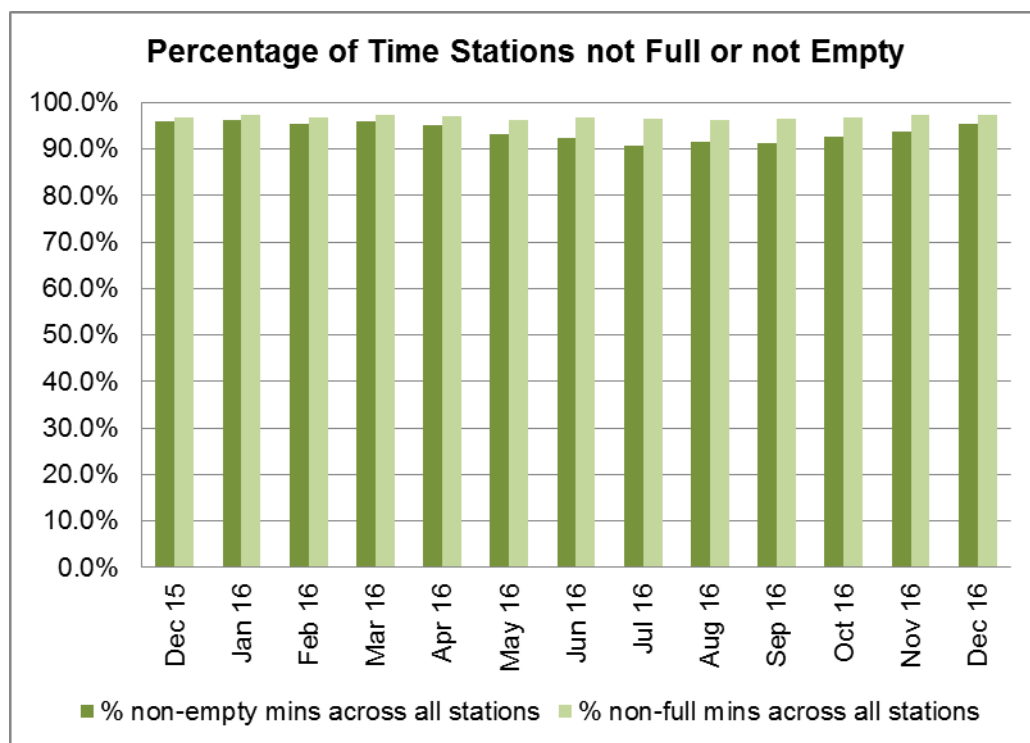# Santander Cycles

*Frequently requested statistics*

This information is published on a quarterly basis; next publication is due in May 2017.
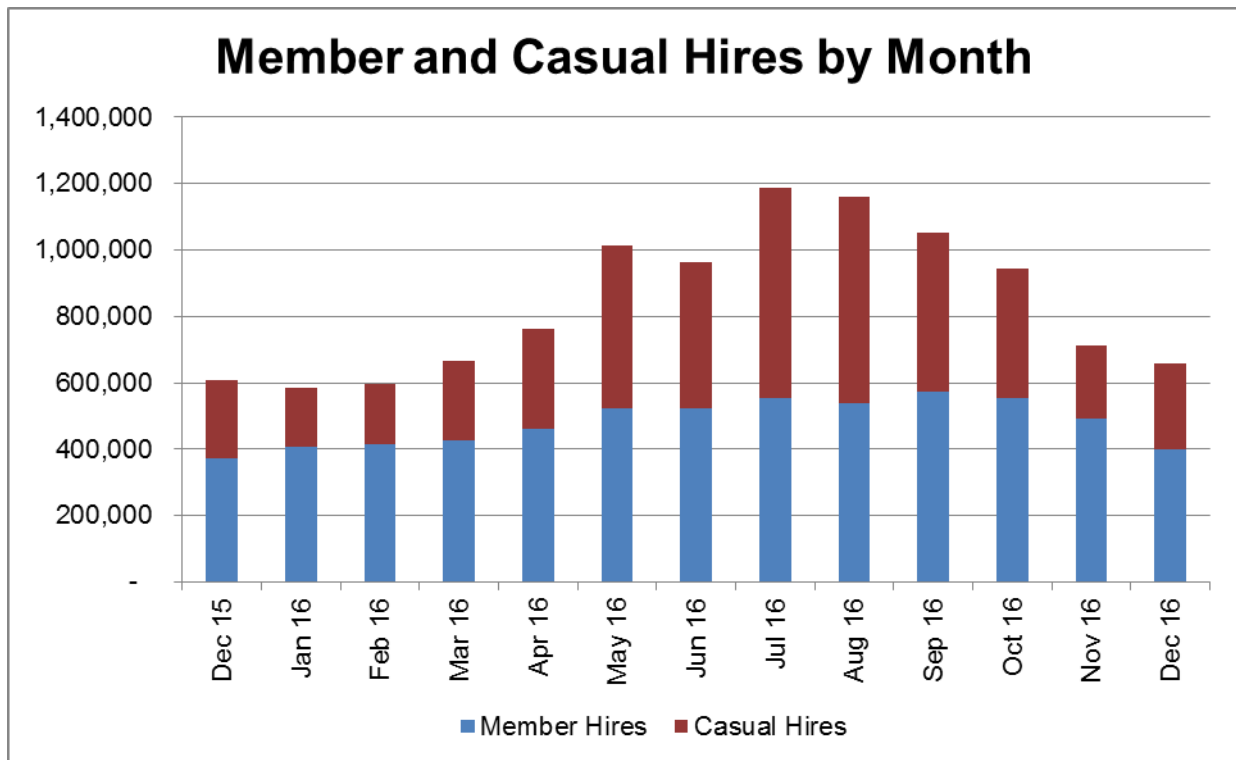
## 1. Not full / not empty graph to December 2016



## 2. Member data September – December 2016

The third quarter of 2016 saw a net increase of 7,732 members to the scheme, and 45 members leaving the scheme. This means that for each account closed, 172 customers joined the scheme.

| Month | New members | Accounts closed |
|---|---|---|
| New members for October 2016 | 3,886 | 15 |
| New members for November 2016 | 1,926 | 19 |
| New members for December 2016 | 1,987 | 11 |
| New members this quarter | 7,799 | 45 |
| | | |
| Current active memberships at end of December 2016 | 248,710 | |

**3. Trend data** (December 2015 – December 2016)

**Member and Casual Hires by Month**

*(Stacked bar chart showing Member Hires (blue) and Casual Hires (red) by month from Dec 15 to Dec 16. Y-axis ranges from 0 to 1,400,000 in increments of 200,000.)*

Legend: ■ Member Hires ■ Casual Hires

**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 Elizabth 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 78,345 hires and docks made over this 6 week period, with an average of 7,109 hires and docks every weekday.

*Data based on past 6 weeks 26/12/2016 - 05/02/2017*

**Member Journeys**

| Most Frequent Journeys | Number of Journeys (over 6 weeks) |
|---|---|
| Waterloo Station, Waterloo → Godliman Street, St. Paul's | 375 |
| Waterloo Station, Waterloo → Newgate Street, St Paul's | 355 |
| Waterloo Station, Waterloo → Queen Street 2, Bank | 312 |
| Queen Street 1, Bank → Waterloo Station, Waterloo | 310 |
| Queen Street 2, Bank → Waterloo Station, Waterloo | 299 |
| Waterloo Station, Waterloo → Queen Street 1, Bank | 272 |
| Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street | 255 |
| Waterloo Station, Waterloo → New Fetter Lane, Holborn | 252 |
| Waterloo Station, Waterloo → Queen Victoria Street, St. Paul's | 251 |
| Newgate Street, St Paul's → Waterloo Station, Waterloo | 224 |

**Casual Journeys**

| Most Frequent Journeys | Number of Journeys (over 6 weeks) |
|---|---|
| Hyde Park Corner, Hyde Park →Hyde Park Corner, Hyde Park | 1095 |
| Aquatic Centre, Queen Elizabeth Olympic Park →Aquatic Centre, QEOP | 756 |
| Albert Gate, Hyde Park →Albert Gate, Hyde Park | 656 |
| Black Lion Gate, Kensington Gardens →Black Lion Gate, Kensington Gdns | 549 |
| Park Lane , Hyde Park → Park Lane , Hyde Park | 467 |
| Triangle Car Park, Hyde Park →Triangle Car Park, Hyde Park | 351 |
| Wellington Arch, Hyde Park →Wellington Arch, Hyde Park | 297 |
| Hyde Park Corner, Hyde Park →Triangle Car Park, Hyde Park | 223 |
| Black Lion Gate, Kensington Gardens →Hyde Park Corner, Hyde Park | 208 |
| Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park | 195 |

# 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 – October 2016 – December 2016

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

| PI | Area of Service | Oct 2016 | Nov 2016 | Dec 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** |