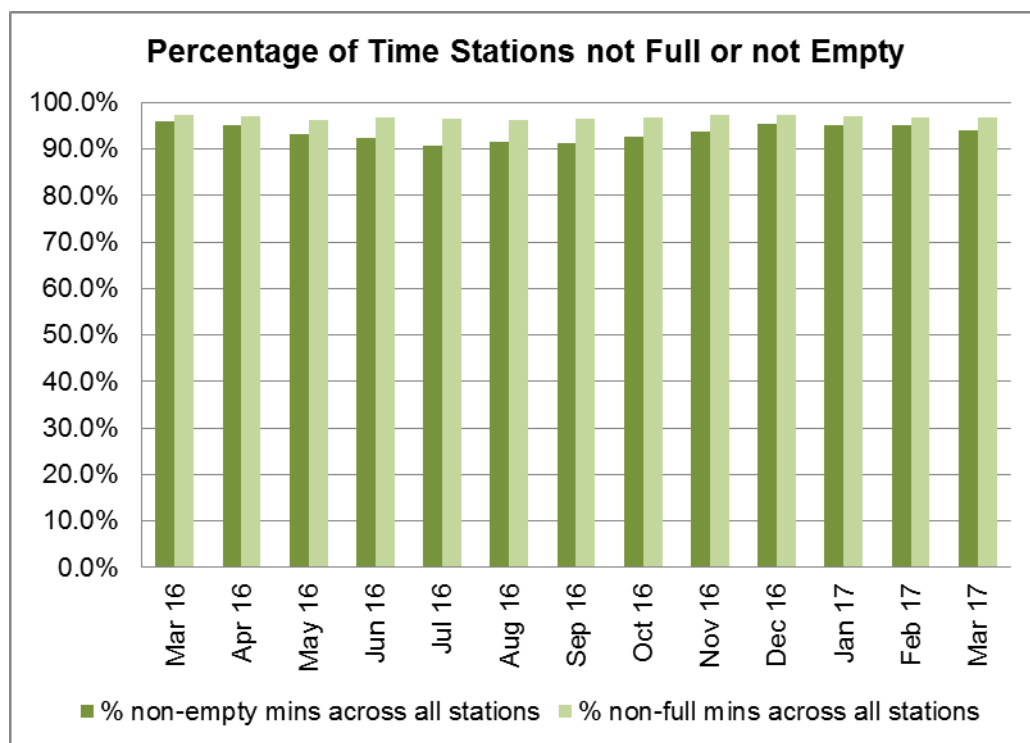


Santander Cycles

Frequently requested statistics

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

1. Not full / not empty graph to March 2017

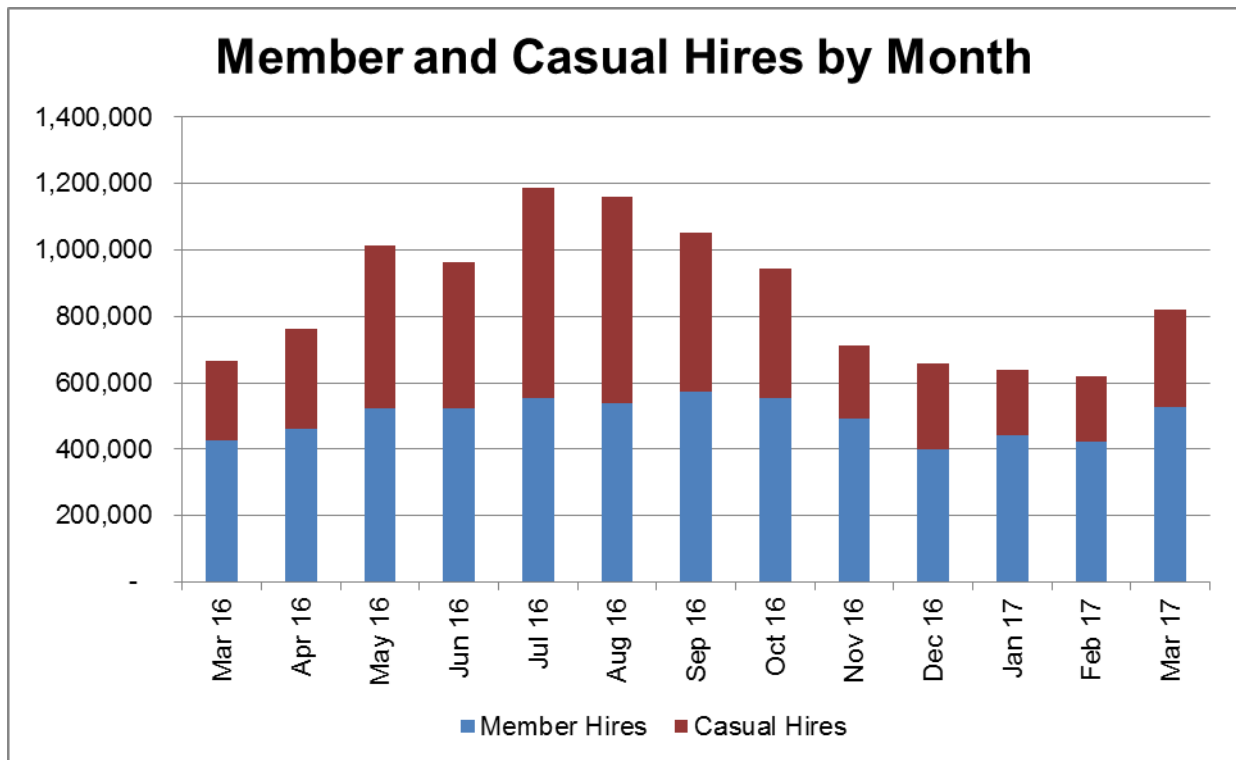


2. Member data January to March 2017

The first quarter of 2017 saw a net increase of 7,141 members to the scheme, and 70 members leaving the scheme. This means that for each account closed, 103 customers joined the scheme.

Month	New members	Accounts closed
New members for January 2017	2,522	34
New members for February 2017	1,724	13
New members for March 2017	2,979	23
New members this quarter	7,225	
Current active memberships at end of December 2016	255,851	

3. Trend data (March 2016 – March 2017)



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 174,564 hires and docks made over this 6 week period, with an average of 6,231 hires and docks every weekday.

Data based on the 6 week period 27/03/2017 - 07/05/2017

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo →Godliman Street, St. Paul's	400
Waterloo Station, Waterloo →Queen Street 1, Bank	395
Waterloo Station, Waterloo →Newgate Street , St. Paul's	395
Queen Street 2, Bank →Waterloo Station, Waterloo	374
Waterloo Station, Waterloo →Finsbury Circus, Liverpool Street	340
Waterloo Station, Waterloo →Queen Victoria Street, St. Paul's	338
Waterloo Station, Waterloo →Holborn Circus, Holborn	317
Queen Street 1, Bank →Waterloo Station, Waterloo	307
Finsbury Circus, Liverpool Street →Waterloo Station, Waterloo	287
Waterloo Station, Waterloo →Wormwood Street, Liverpool Street	278

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park →Hyde Park Corner, Hyde Park	3973
Aquatic Centre, Queen Elizabeth Olympic Park → Aquatic Centre, Queen Elizabeth Olympic Park	2849
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	2075
Park Lane , Hyde Park → Park Lane, Hyde Park	2074
Albert Gate, Hyde Park →Albert Gate, Hyde Park	2050
Triangle Car Park, Hyde Park →Triangle Car Park, Hyde Park	1938
Palace Gate, Kensington Gardens →Palace Gate, Kensington Gardens	927
Triangle Car Park, Hyde Park →Hyde Park Corner, Hyde Park	874
Hyde Park Corner, Hyde Park →Triangle Car Park, Hyde Park	867
Hyde Park Corner, Hyde Park →Albert Gate, Hyde Park	863

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 – May 2013 to March 2017

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

PI	Area of Service	Jan 2017	Feb 2017	Mar 2017
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

£	Actual						
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Operating Expenditure	13.27	20.59	23.53	24.06	26.62	26.17	21.35
Sub-Total	13.27	20.59	23.53	24.06	26.62	26.17	21.35
Customer Income	(2.38)	(6.17)	(7.03)	(8.56)	(10.50)	(10.78)	(11.00)
Barclays Sponsorship	(3.79)	(5.18)	(5.42)	(4.22)	(4.58)		
Santander Sponsorship						(5.15)	(6.38)
Other Income	0.00	0.00	0.00	(0.50)	(0.08)	(0.07)	(0.35)
Sub-Total	(6.17)	(11.36)	(12.44)	(13.28)	(15.17)	(16.01)	(17.73)
TfL Funding	7.10	9.23	11.08	10.78	11.46	10.16	3.62