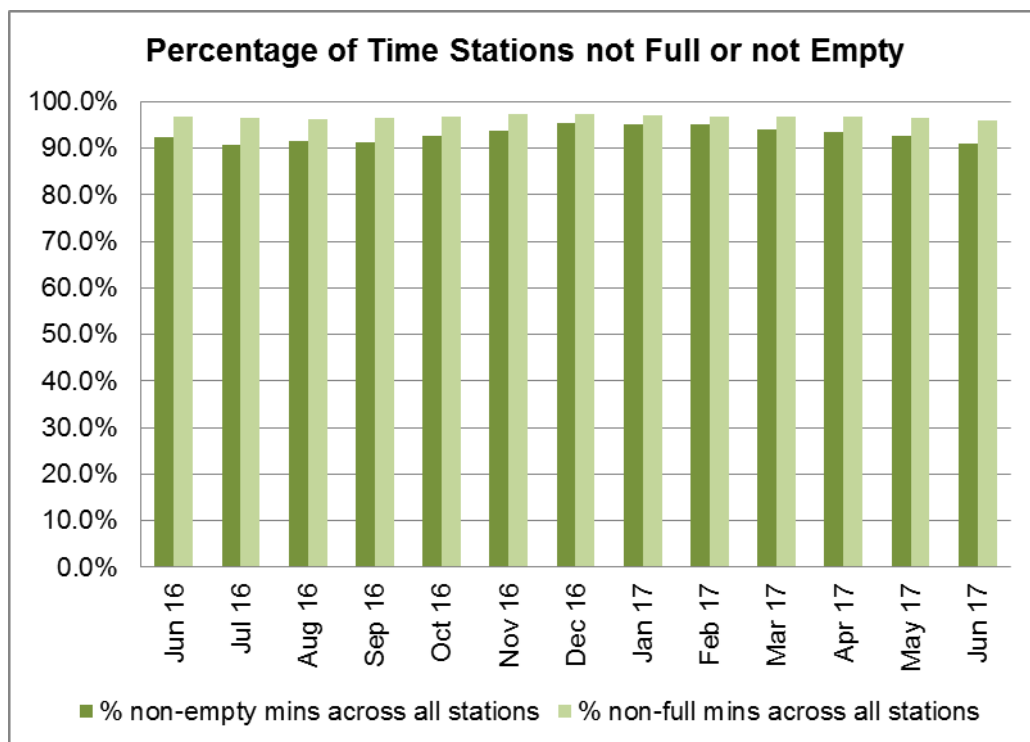# Santander Cycles

Frequently requested statistics

This information is published on a quarterly basis; next publication is due in November 2017.
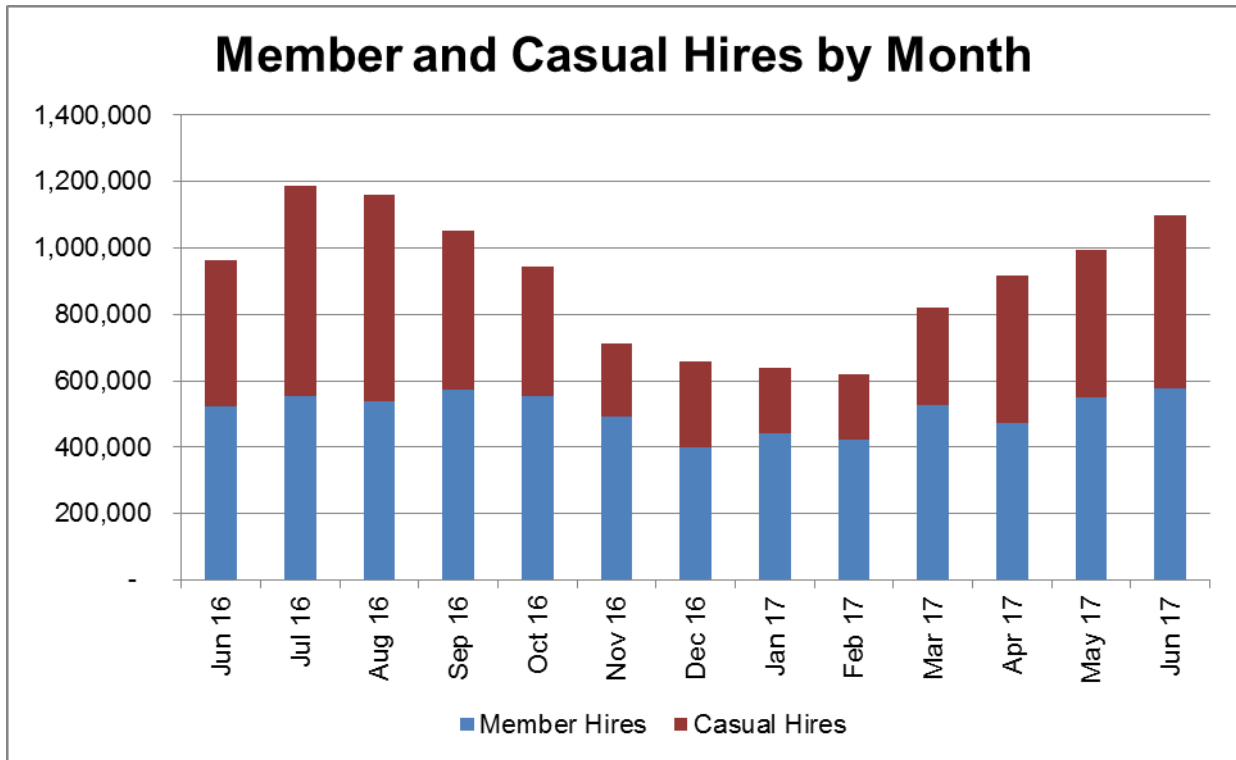
1. Not full / not empty graph to June 2017

2. Member data April to June 2017

The second quarter of 2017 saw a net increase of 15,144 members to the scheme, and 68 members leaving the scheme. This means that for each account closed, 222 customers joined the scheme.

Month	New members	Accounts closed
New members for April 2017	4,794	24
New members for May 2017	4,786	23
New members for June 2017	5,632	21
New members this quarter	15,212	
Current active memberships at end of June 2017	270,969	

3. Trend data (June 2016 – June 2017)

Member and Casual Hires by Month

A stacked bar chart showing Member Hires (blue) and Casual Hires (dark red) by month from Jun 16 to Jun 17. The vertical 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 44,543 hires and docks made over this 6 week period, with an average of 1,372 hires and docks every weekday.

Data based on the 6 week period 22/05/2017 - 02/07/2017

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo →Newgate Street , St. Paul's	400
Waterloo Station, Waterloo →Godliman Street, St. Paul's	395
Waterloo Station, Waterloo →Holborn Circus, Holborn	395
Waterloo Station, Waterloo →Queen Street 1, Bank	374
Newgate Street , St. Paul's →Waterloo Station, Waterloo	340
Queen Street 2, Bank →Waterloo Station, Waterloo	338
Waterloo Station, Waterloo →Crosswall, Tower	317
Queen Street 1, Bank →Waterloo Station, Waterloo	307
Waterloo Station, Waterloo →Queen Victoria Street, St. Paul's	287
Parsons Green Station, Parsons Green →St. Peter's Terrace, Fulham	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
Albert Gate, Hyde Park →Albert Gate, Hyde Park	2074
Triangle Car Park, Hyde Park →Triangle Car Park, Hyde Park	2050
Park Lane , Hyde Park →Park Lane , Hyde Park	1938
Palace Gate, Kensington Gardens →Palace Gate, Kensington Gardens	927
Hyde Park Corner, Hyde Park →Triangle Car Park, Hyde Park	874
Black Lion Gate, Kensington Gardens →Hyde Park Corner, Hyde Park	867
Triangle Car Park, Hyde Park →Hyde Park Corner, 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.

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

PI	Area of Service	Apr 2017	May 2017	Jun 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**