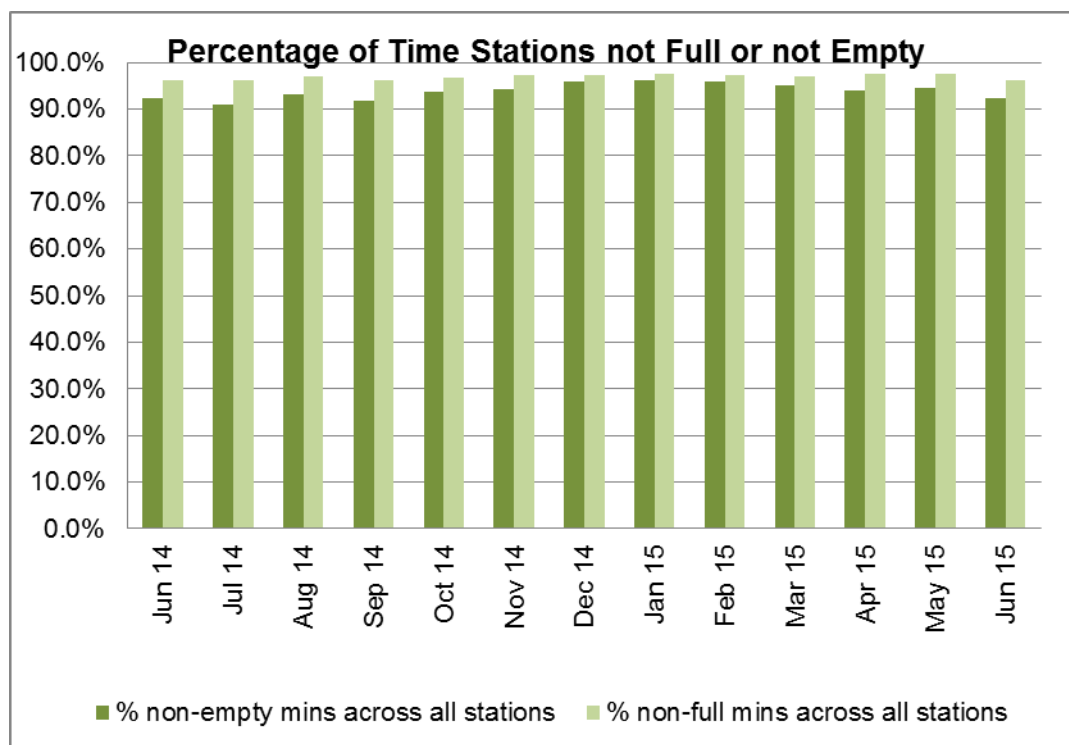


Santander Cycles

Frequently requested statistics

This information is published on a quarterly basis; next publication is due in October 2015.

1. Not full / not empty graph to June 2015

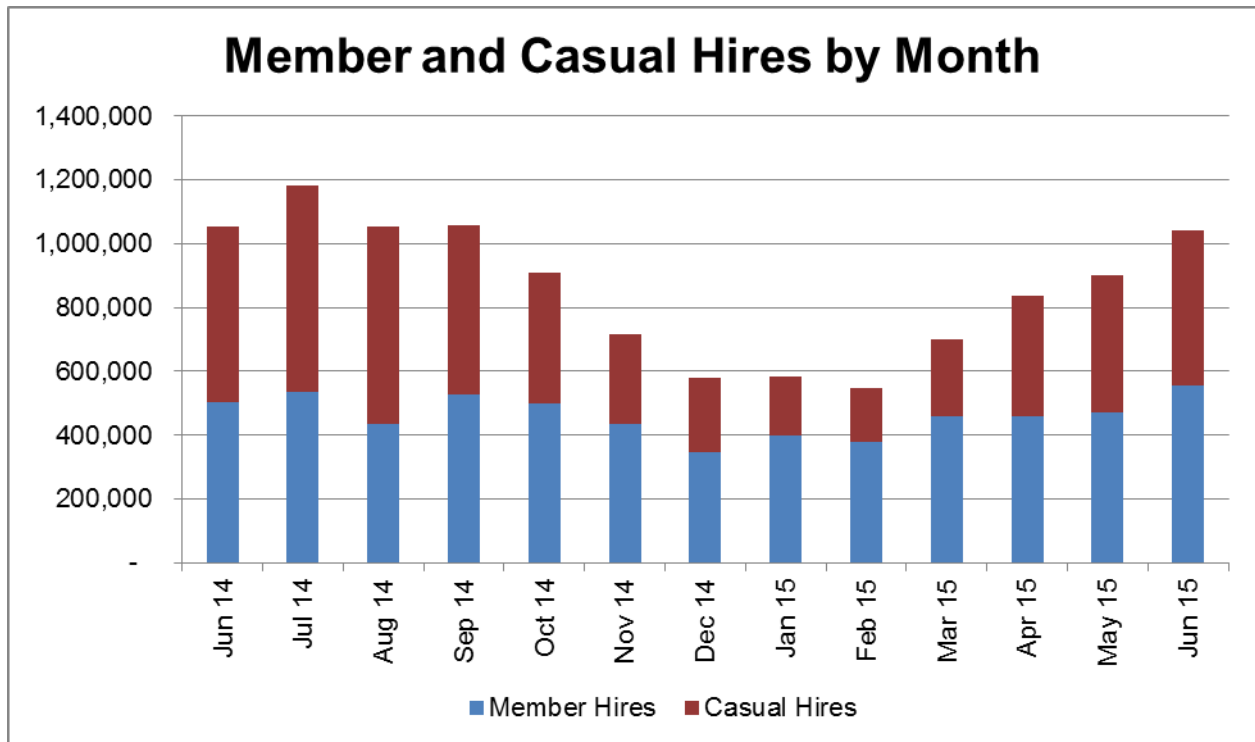


2. Member data April - June 2015

The second quarter of 2015 saw a net increase of 9,613 members to the scheme and 36 users leaving the scheme. This means that for each account closed, 267 customers joined the scheme.

Month	New members	Accounts closed
New members for April 2015	1,624	10
New members for May 2015	3,483	8
New members for June 2015	4,506	18
Total	9,613	36
Current active memberships at end of June 2015	178,893	

3. Trend data (June 2014 – June 2015)



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)F	73
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
Lightermans Road (Tower Hamlets)	57

5. Most popular journeys by origin/destination for most recent 6 weeks

Waterloo is our busiest station with 43,674 hires and docks made over this 6 week period, with an average of 1,456 hires and docks every weekday. As expected, and seen in previous years, usage increases as the weather becomes warmer especially for casual hires.

Data based on past 6 weeks 22/06/2015 – 02/08/2015

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	606
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	433
Waterloo Station, Waterloo → Queen Street 2, Bank	379
Waterloo Station, Waterloo → Godliman Street, St Pauls	375
Finsbury Circus, Liverpool Street → Waterloo Station, Waterloo	356
Waterloo Station, Waterloo → Newgate Street, St. Paul's	356
Waterloo Station, Waterloo → Queen Victoria Victoria Street, St. Paul's	351
Queen Street 1, Bank → Waterloo Station, Waterloo	350
Queen Street 2, Bank → Waterloo Station, Waterloo	346

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	5,546
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	5,336
Albert Gate, Hyde Park → Albert Gate, Hyde Park	3,303
Black Lion Gate, Hyde Park → Black Lion Gate, Hyde Park	3,049
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	1,795
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	1,501
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	1,211
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	1,165
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	1,144
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	1,108

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.

CHEI Regime – April 2015 to June 2015

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

PI	Area of Service	Apr 2015	May 2015	June 2015
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	✓	✓	✓
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

£m	2010/11	2011/12	2012/13	2013/14	2014/15
Cycle Income	2.4	6.5	7.5	8.8	10.9
Sponsorship Income	3.8	5.2	5.4	4.2	4.6
Other income	0	0	0	0.5	0.1
Operating Costs	(13.3)	(20.9)	(24.0)	(24.1)	(25.2)
Sponsorship Changeover Costs	0	0	0	0	(0.3)
Marketing Costs*	0	0	0	(0.2)	(1.5)
Net Operating Costs	(7.1)	(9.2)	(11.1)	(10.8)	(11.6)

* Marketing costs previously formed part of central TfL Marketing budget