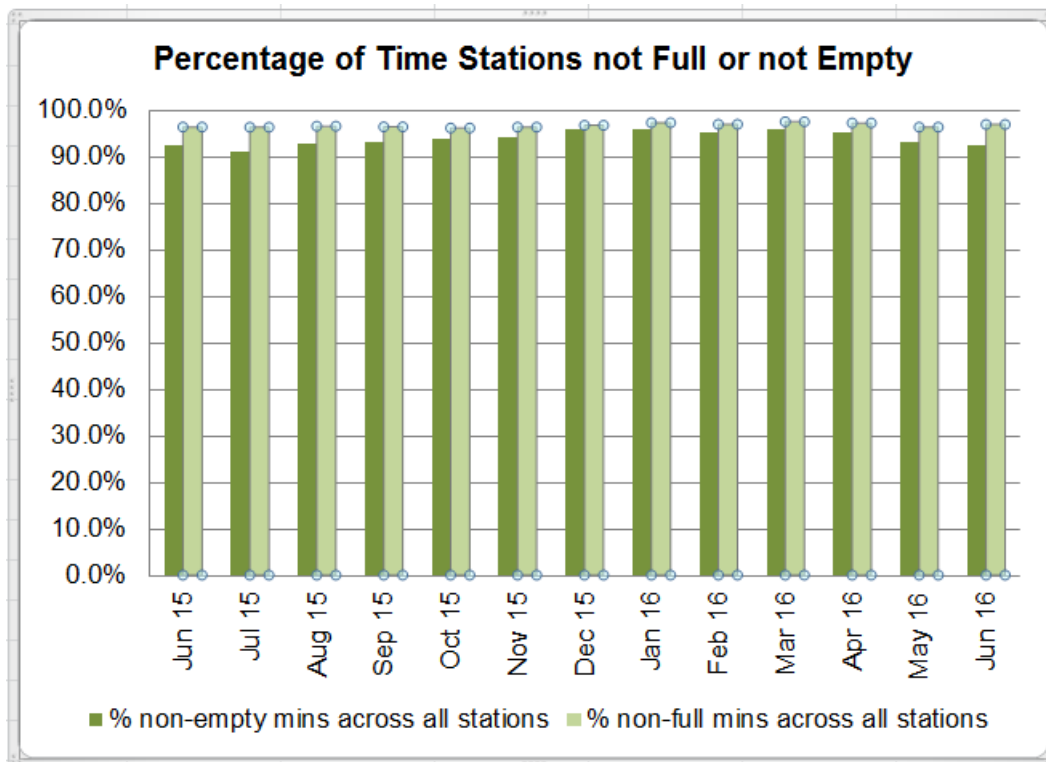


# Santander Cycles

## Frequently requested statistics

This information is published on a quarterly basis; next publication is due in November 2016.

### 1. Not full / not empty graph to June 2016

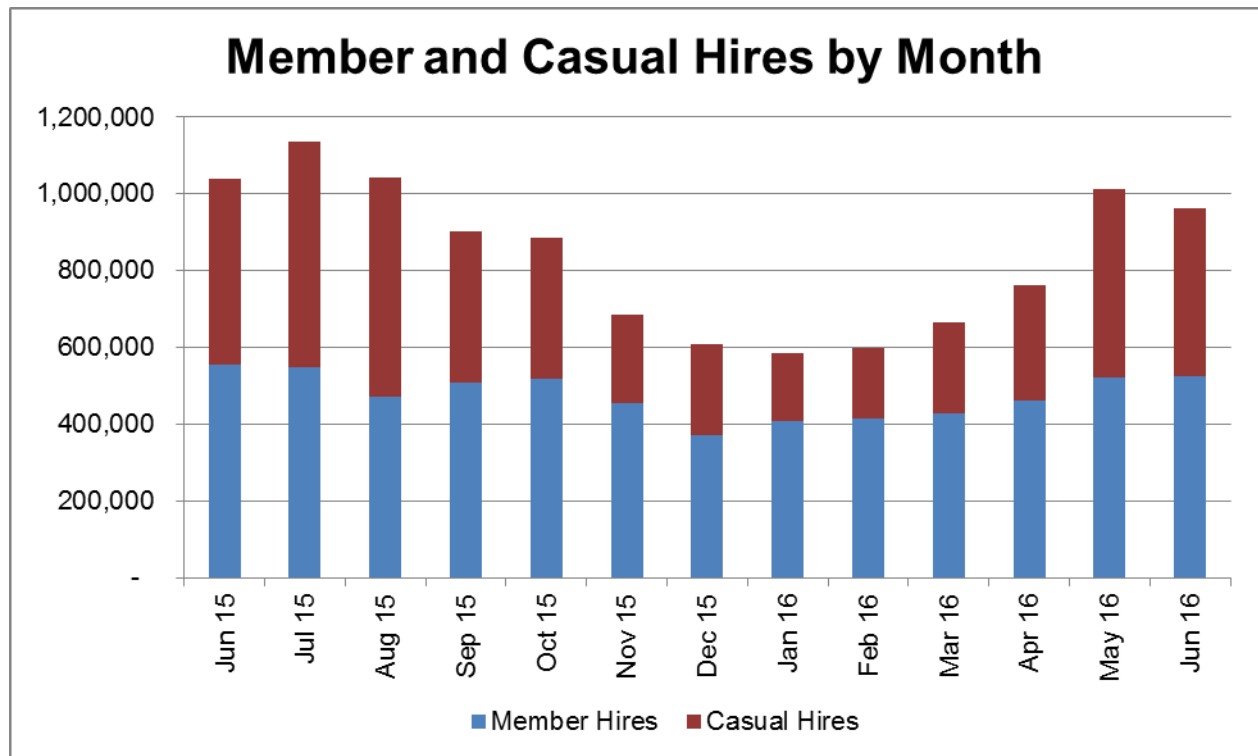


### 2. Member data April - June 2016

The second quarter of 2016 saw a net increase of 5,663 members to the scheme, and 71 members leaving the scheme. This means that for each account closed, 78 customers joined the scheme.

Month	New members	Accounts closed
New members for April 2016	1708	25
New members for May 2016	1662	19
New members for June 2016	2263	27
Total this quarter	5633	71
Current active memberships at end of March 2016	221,429	

### 3. Trend data (June 2015 – June 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 141,554 hires and docks made over this 6 week period, with an average of 4,320 hires and docks every weekday.

**Data based on past 6 weeks 20/06/2016 - 31/07/2016**

### Member Journeys

<b>Most Frequent Journeys</b>	<b>Number of Journeys (over 6 weeks)</b>
Waterloo Station, Waterloo à Newgate Street , St. Paul's	544
Waterloo Station, Waterloo à Godliman Street, St. Paul's	443
Waterloo Station, Waterloo à Queen Street 2, Bank	411
Newgate Street , St. Paul's à Waterloo Station, Waterloo	401
Waterloo Station, Waterloo à Holborn Circus, Holborn	375
Queen Street 2, Bank à Waterloo Station, Waterloo	372
Waterloo Station, Waterloo à Finsbury Circus, Liverpool Street	344
Crosswall, Tower à Waterloo Station, Waterloo	301
Riverlight North, Nine Elms à Vauxhall Cross, Vauxhall	291
Waterloo Station, Waterloo à Crosswall, Tower	274

### Casual Journeys

<b>Most Frequent Journeys</b>	<b>Number of Journeys (over 6 weeks)</b>
Speakers Corner, Hyde Park à Speakers Corner, Hyde Park	3901
Aquatic Centre, Queen Elizabeth Olympic Park à Aquatic Centre, Queen Elizabeth Olympic Park	3738
Hyde Park Corner, Hyde Park à Hyde Park Corner, Hyde Park	3591
Black Lion Gate, Kensington Gardens à Black Lion Gate, Kensington Gardens	3119
Albert Gate, Hyde Park à Albert Gate, Hyde Park	2833
Triangle Car Park, Hyde Park à Triangle Car Park, Hyde Park	2017
Podium, Queen Elizabeth Olympic Park à Podium, Queen Elizabeth Olympic Park	1638
Palace Gate, Kensington Gardens à Palace Gate, Kensington Gardens	1547
Wellington Arch, Hyde Park à Wellington Arch, Hyde Park	1135
Podium, Queen Elizabeth Olympic Park à Aquatic Centre, Queen Elizabeth Olympic Park	914

## 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 – April 2016 – June 2016

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

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

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
<b>Sub-Total</b>	<b>13.27</b>	<b>20.59</b>	<b>23.53</b>	<b>24.06</b>	<b>26.62</b>	<b>26.17</b>
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)
<b>Sub-Total</b>	<b>(6.17)</b>	<b>(11.36)</b>	<b>(12.44)</b>	<b>(13.28)</b>	<b>(15.17)</b>	<b>(16.01)</b>
<b>TfL Funding</b>	<b>7.10</b>	<b>9.23</b>	<b>11.08</b>	<b>10.78</b>	<b>11.46</b>	<b>10.16</b>