



**London Cycle Hire Scheme**  
**Schedule 2**  
**Service Systems and Back-Office**  
**Statement of Requirements**  
**Appendix 5 – Transaction Volumes**

*Copyright on the whole and every part of this document is owned by Transport for London. No reproduction of the whole or any part of this document is to be made without the authority of Transport for London. This document is confidential to Transport*

for London. No part of this document or information contained in this document may be disclosed to any party without the prior consent of Transport for London.

Contact Centre and Web Processes	Measure	Implementation Volumes	Operational Volumes
Standard customer registration - post	per month	1,250	500
Standard customer registration - call centre	per month	12,500	5,000
Standard customer registration - web	per month	11,250	4,500
Annual subscription - call centre	per month	3,125	1,250
Annual subscription - web	per month	21,875	8,750
Weekly subscription - web	per month	120,000	48,000
Daily subscription - web	per month	112,500	45,000
Account details amendment	per month	10,000	4,000
Account payment amendment	per month	5,000	2,000
Account closure	per month	5,000	2,000
Process refund request	per month	3,000	1,200
Bicycle theft claim	per month	1,250	500
Accident and insurance claim	per month	1,250	500
Billing account enquiries - call centre	per month	3,500	1,400
Billing account enquiries - e-mail / web	per month	6,000	2,400
Billing account enquiries - post	per month	500	200
Request for consideration - post	per month	750	300
Request for consideration - call centre	per month	2,250	900
Request for consideration - Web / e-mail	per month	750	300

On Street Subscriptions and Hires	Measure	Implementation Volumes	Operational Volumes
Annual subscription - on street	per month	6,250	2,500
Weekly subscription - on street	per month	80,000	32,000
Daily subscription - on street	per month	262,500	105,000
Bicycle hires	per month	3,000,000	1,200,000