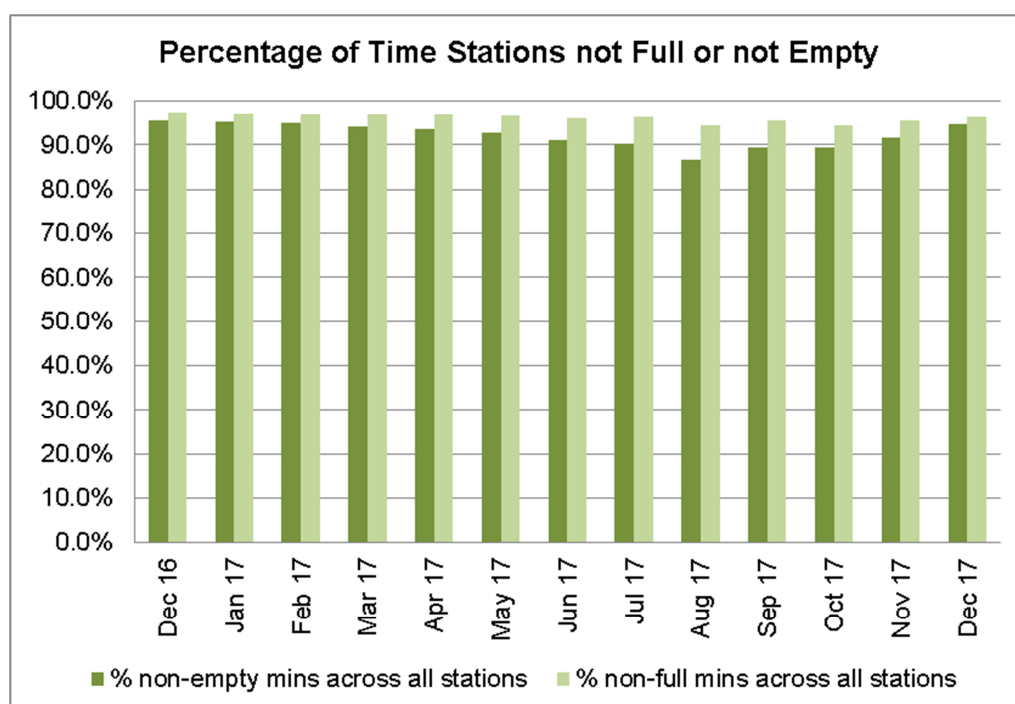


# Santander Cycles

## Frequently requested statistics

This information is published on a quarterly basis; next publication is due in April 2018.

### 1. Not full / not empty graph to December 2017

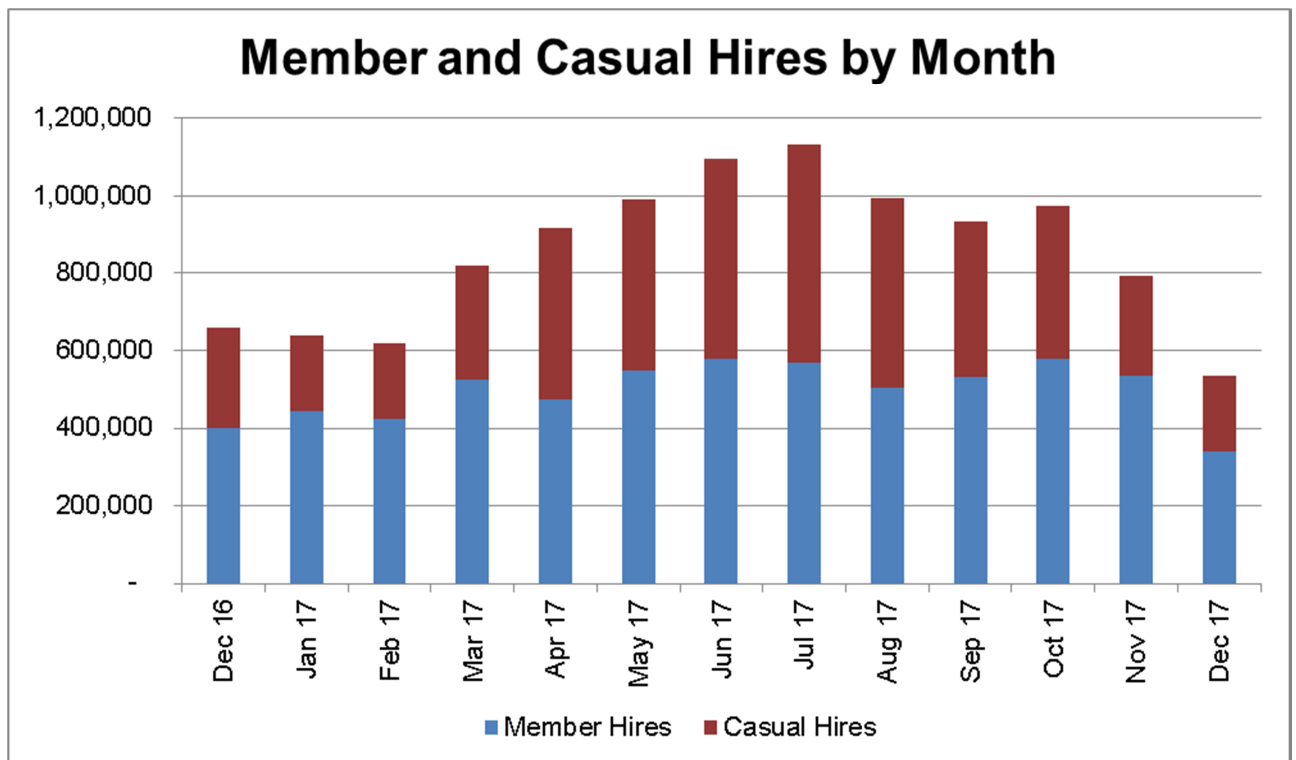


### 2. Member data October to December 2017

The third quarter of 2017 saw a net increase of 9,337 members

|  |         |
|--|---------|
| Number of Members as at end of December 2017               | 305,119 |
| New members for October 2017                               | 4,557   |
| New members for November 2017                              | 2,696   |
| New members for December 2017                              | 2,084   |
| New members in last quarter (October 2017 - December 2017) | 9,337   |

3. Hire trend data (December 2016 – December 2017)



4. Top 10 largest docking stations (by no. docking points)

| Docking station                              | Docking points |
|--|----------------|
| Waterloo Station, Waterloo                   | 126            |
| Grant Road, Clapham Junction                 | 120            |
| Southwark Station, Southwark                 | 82             |
| Harrington Square, Camden Town               | 65             |
| Edgware Road Station, Paddington             | 64             |
| Aquatic Centre, Queen Elizabeth Olympic Park | 64             |
| Jubilee Plaza, Canary Wharf                  | 63             |
| The Green Bridge, Mile End                   | 63             |
| Bankside Mix, Bankside                       | 60             |
| South Quay West, Canary Wharf                | 60             |

## 5. Most popular journeys by origin/destination

Waterloo Station is our busiest station with 31,274 hires and docks made over this 6 week period, with an average of 745 hires and docks every weekday.

Data based on past 6 weeks 20/11/2017 - 31/12/2017

### Member Journeys

| Most Frequent Journeys                                    | Number of Journeys (over 6 weeks) |
|---|-----------------------------------|
| Waterloo Station, Waterloo to Queen Street, Bank          | 697                               |
| Queen Street, Bank to Waterloo Station, Waterloo          | 562                               |
| Waterloo Station, Waterloo to Godliman Street, St. Paul's | 403                               |
| Waterloo Station, Waterloo to Holborn Circus, Holborn     | 383                               |
| Waterloo Station, Waterloo to Newgate Street, St. Paul's  | 365                               |

### Casual Journeys

| Most Frequent Journeys   | Number of Journeys (over 6 weeks) |
|--|-----------------------------------|
| Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park                                   | 642                               |
| Albert Gate, Hyde Park to Albert Gate, Hyde Park   | 426                               |
| Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park | 420                               |
| Park Lane, Hyde Park to Park Lane, Hyde Park   | 342                               |
| Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens                   | 306                               |

## 6. BMS Regime – August 2017 onwards

Since 1<sup>st</sup> August 2017, Serco's provision to TfL covers bike supply, maintenance and redistribution. The Performance Indicators are measured periodically

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

| PI  | Area of Service  | P5 17/18 | P6 17/18 | P7 17/18 | P8 17/18 | P9 17/18 | P10 17/18 |
|-----|--|----------|----------|----------|----------|----------|-----------|
| 1   | Planned Bicycle Servicing                                    | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 2   | Bicycle Availability   | ✗        | ✗        | ✗        | ✗        | ✗        | Ⓟ         |
| 3   | Docking Station Clusters – Not full or not empty             | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 4   | Auxiliary Docking Stations – Not full or not empty           | ✗        | ✗        | ✗        | ✗        | Ⓟ        | Ⓟ         |
| 5   | Applicable Service System Availability                       | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 6a1 | Interface Events - 90% within 5 minutes of being published   | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 6a2 | Interface Events - 100% within 15 minutes of being published | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 6b  | Interface Incidents  | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 7a  | Accuracy of MIS Data - Severity 1 (within 5 Business Days)   | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 7b  | Accuracy of MIS Data - Severity 2 (within 10 Business Days)  | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 7c  | Accuracy of MIS Data - Severity 3 (within 30 Business Days)  | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 8   | Contract Compliance  | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 9a  | Timely, complete and correct provision of Reports            | Ⓟ        | ✗        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 9b  | Submission and Agreement of Key Reports                      | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 10  | FOI Legalisation and Data Protection Legislation Requests    | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |
| 11  | Data Protection Breaches                                     | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ        | Ⓟ         |

7. Most recent full year 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          |
| <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>   | <b>21.35</b>   |
| 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)         |
| <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>(17.73)</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>   | <b>3.62</b>    |