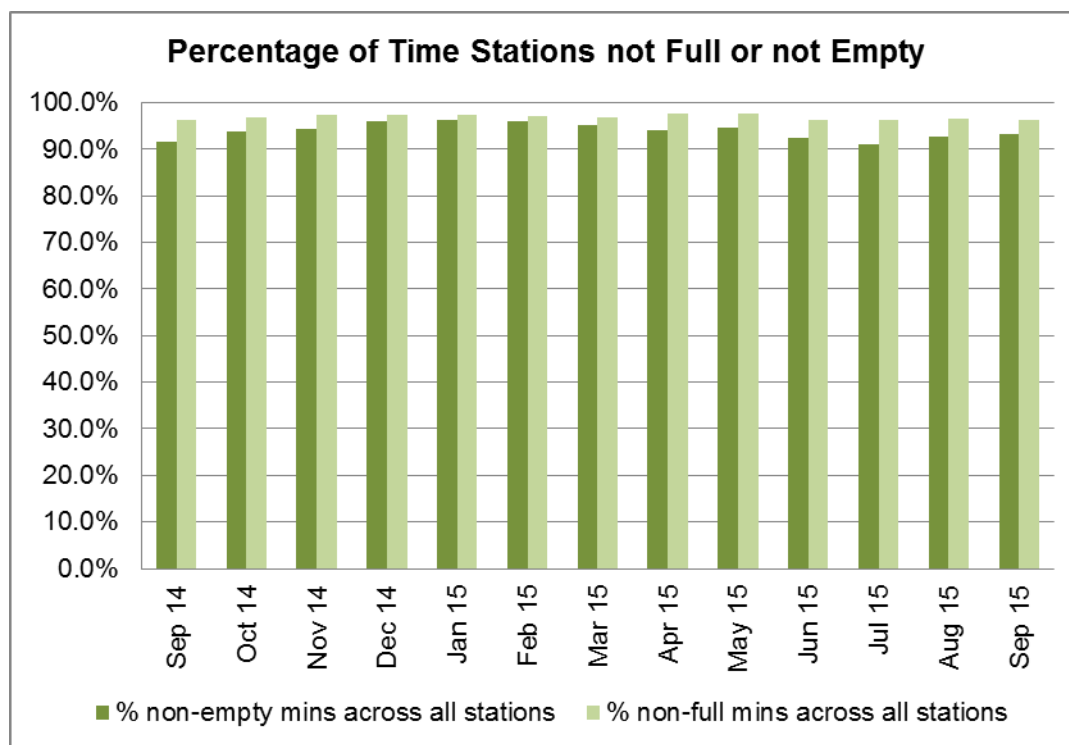# Santander Cycles

Frequently requested statistics

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

1. Not full / not empty graph to September 2015

**Percentage of Time Stations not Full or not Empty**

2. Member data July – September 2015

The third quarter of 2015 saw a net increase of 19,023 members to the scheme and 46 users leaving the scheme. This means that for each account closed, 413 customers joined the scheme. We always see an increase in people signing up to the scheme in the summer months due to the improved weather and alongside this the Summer of Cycling Campaign run by Santander helped attract more people to the scheme.

Month	New members	Accounts closed
New members for July 2015	5,689	28
New members for August 2015	7,373	19
New members for September 2015	5,961	46
Total	19,023	46
Current active memberships at end of September 2015	200,065	

3. Trend data (Sept 2014 – Sept 2015)
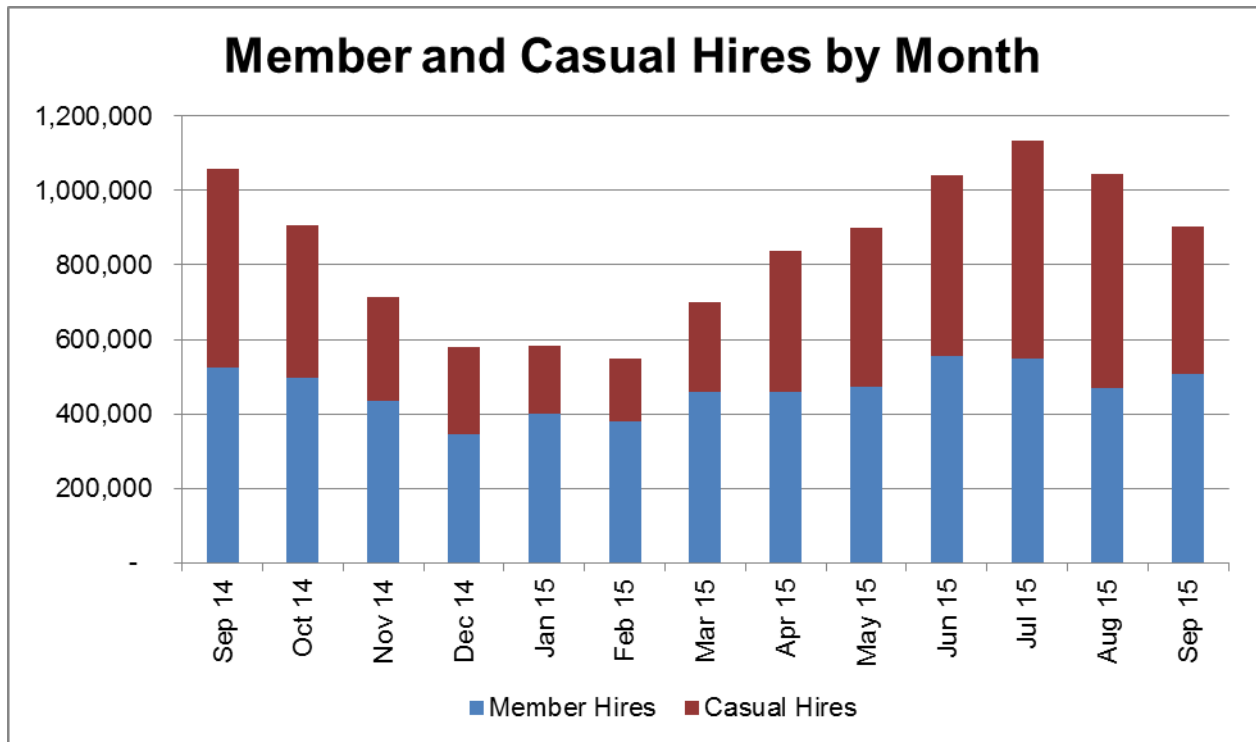
4. Top 10 largest docking stations (by no of docking points)

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 (Paddington)	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 42,077 hires and docks made over this 6 week period, with an average of 1,403 hires and docks every weekday. As expected, and seen in previous years, usage decreases as the weather becomes cooler especially for casual hires.

Data based on past 6 weeks 14/09/2015 – 25/10/2015

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	658
Waterloo Station, Waterloo → Queen Street 1, Bank	456
Waterloo Station, Waterloo → Newgate Street, St. Paul's	438
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	426
Queen Street 2, Bank → Waterloo Station, Waterloo	413
Waterloo Station, Waterloo → Godliman Street, St. Paul's	398
Waterloo Station, Waterloo → Queen Street 2, Bank	393
Queen Street 1, Bank → Waterloo Station, Waterloo	381
Waterloo Station, Waterloo → Queen Victoria Street, St Paul's	378

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	2,785
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	2,522
Black Lion Gate, Hyde Park → Black Lion Gate, Hyde Park	1,385
Albert Gate, Hyde Park → Albert Gate, Hyde Park	1,317
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	854
Speakers Corner, Hyde Park → Albert Gate, Hyde Park	737
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	679
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	678
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	660
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	612

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.

CHEI Regime – July 2015 to Sept 2015

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

PI	Area of Service	Jul 2015	Aug 2015	Sept 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	✔	✔	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

£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)	(25.1)
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)**	**(11.5)**

* Marketing costs previously formed part of central TfL Marketing budget