Santander Cycles
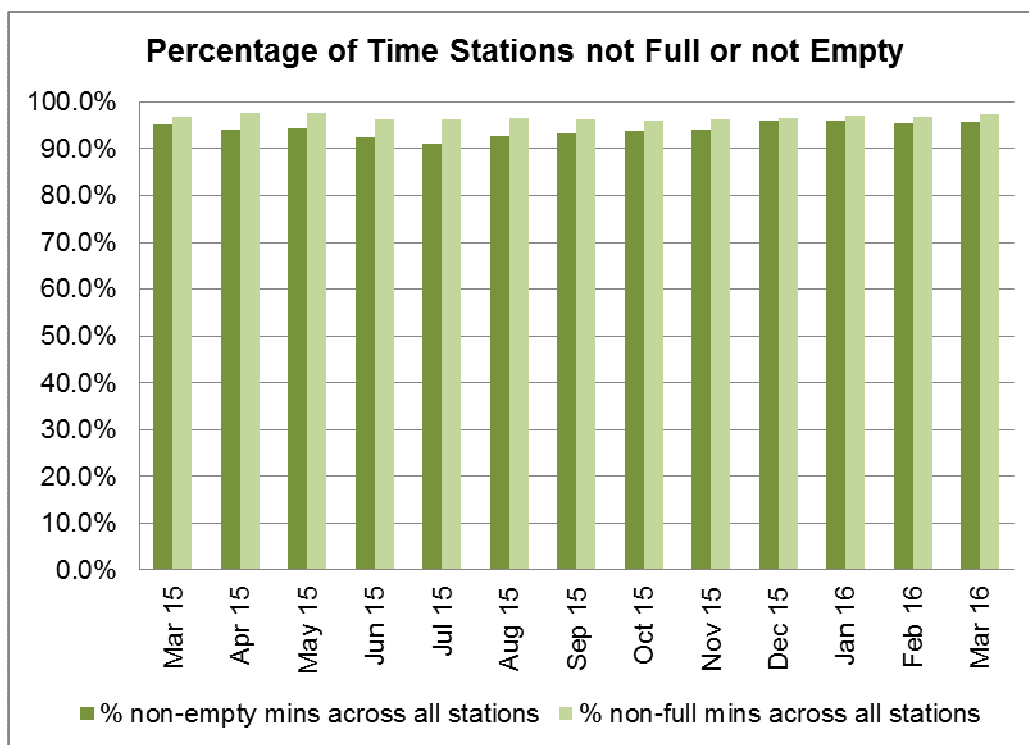
Frequently requested statistics

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

1. Not full / not empty graph to March 2016

Percentage of Time Stations not Full or not Empty

Legend: % non-empty mins across all stations | % non-full mins across all stations

2. Member data January – March 2016

The first quarter of 2016 saw a net increase of 5,548 members to the scheme and 56 users leaving the scheme. This means that for each account closed, 99 customers joined the scheme. We always see a decrease in people signing up to the scheme in the winter months due to the poorer weather.

Month	New members	Accounts closed
New members for January 2016	1708	19
New members for February 2016	1662	19
New members for March 2016	2263	18
Total	5633	56
Current active memberships at end of March 2016	208,957	

3. Trend data (Mar 2015 – Mar 2016)
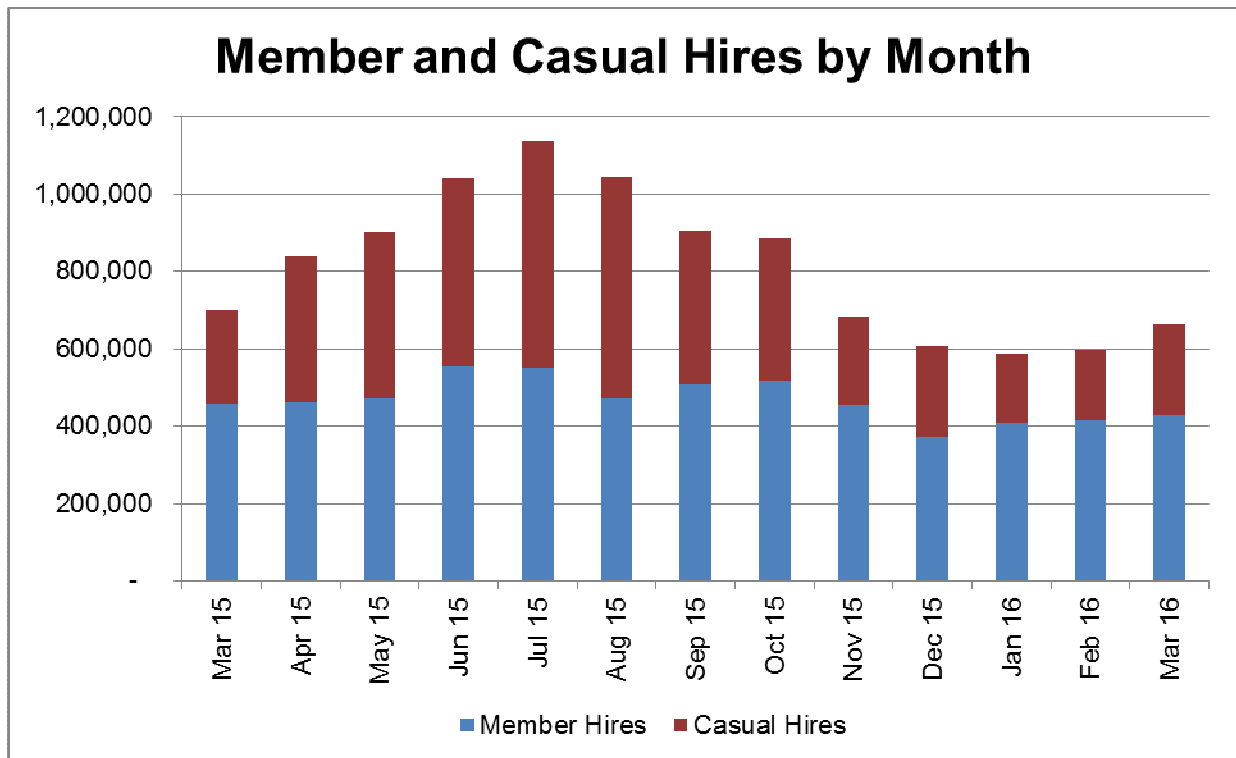
4. Top 10 largest docking stations (by no of docking points)

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 Elizabth 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 35,670 hires and docks made over a 6 week period within this quarter, with an average of 1,145 hires and docks every weekday.

Data based on 6 weeks 28/03/2016 - 08/05/2016

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Newgate Street , St. Paul's	445
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	421
Waterloo Station, Waterloo → Godliman Street, St. Paul's	391
Waterloo Station, Waterloo → Queen Street 2, Bank	369
Waterloo Station, Waterloo → Queen Street 1, Bank	360
Waterloo Station, Waterloo → Holborn Circus, Holborn	343
Queen Street 2, Bank→Waterloo Station, Waterloo	337
Newgate Street , St. Paul's → Waterloo Station, Waterloo	324
Queen Street 1, Bank → Waterloo Station, Waterloo	303
Waterloo Station, Waterloo → Wormwood Street, Liverpool Street	280

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	3041
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	3025
Albert Gate, Hyde Park → Albert Gate, Hyde Park	1724
Aquatic Centre, Queen Elizabeth Olympic Park → Aquatic Centre, Queen Elizabeth Olympic Park	1693
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	1657
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	1034
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	967
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	823
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	807
Speakers Corner, Hyde Park →Triangle Car Park, Hyde Park	746

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 – January 2016 – March 2016

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

PI	Area of Service	Jan 2016	Feb 2016	Mar 2016
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	NA	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

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