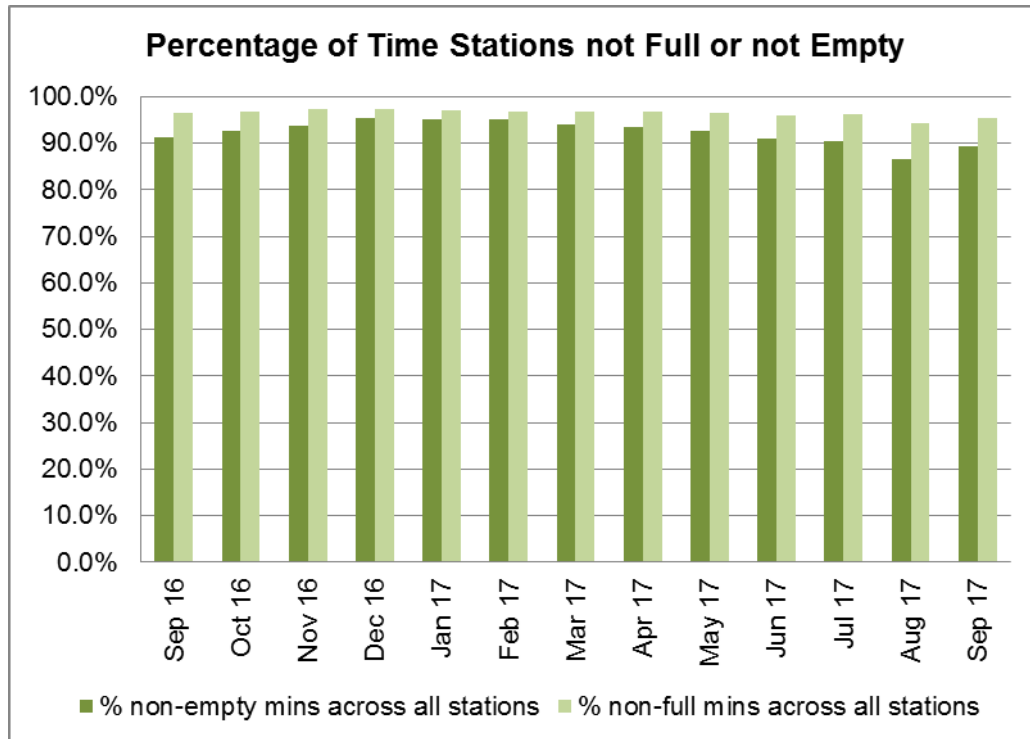


Santander Cycles

Frequently requested statistics

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

1. Not full / not empty graph to September 2017

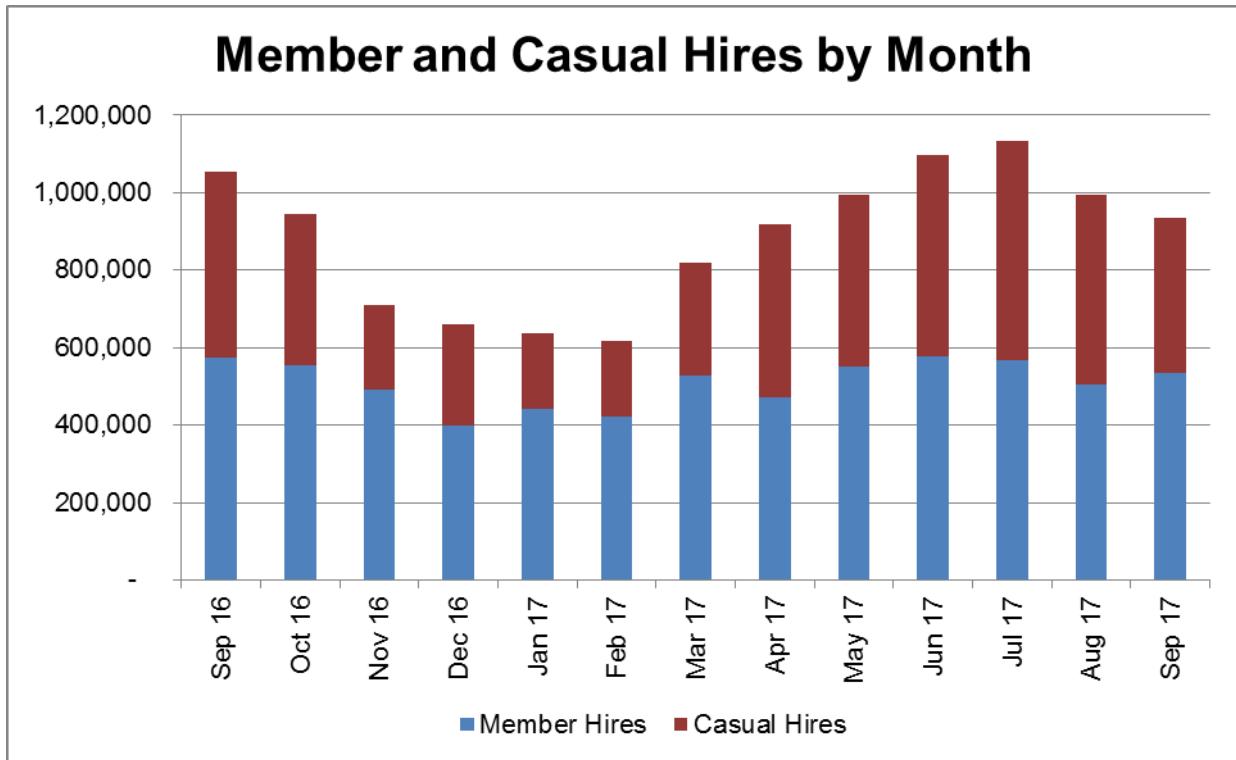


2. Member data July to September 2017

The second quarter of 2017 saw a net increase of 19,307. From this we know 212 accounts were closed. That's 92 new accounts for every 1 closed.

Month	New members
New members for April 2017	6,846
New members for May 2017	7,332
New members for June 2017	5,341
New members this quarter	19,519
Current active memberships at end of September 2017	270,276

3. Trend data (September 2016 – September 2017)



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 was our busiest station again, with 38,338 hires and docks made over a 6 week period, with an average of 1,228 hires and docks every weekday.

Data based on the 6 weeks 21/08/2017 - 01/10/2017

Member Journeys	
Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo to Queen Street, Bank	669
Queen Street, Bank to Waterloo Station, Waterloo	587
Waterloo Station, Waterloo to Holborn Circus, Holborn	446
Waterloo Station, Waterloo to Godliman Street, St. Paul's	410
Waterloo Station, Waterloo to Newgate Street, St. Paul's	408
Waterloo Station, Waterloo to Queen Street, Bank	669

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park	3359
Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park	2547
Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	1709
Albert Gate, Hyde Park to Albert Gate, Hyde Park	1689
Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	1382

6. BMS Regime - August 2017 onwards

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. Since 1 August 2017, Serco's provision to TfL covers Bike Supply, Maintenance and Redistribution. The PI's are now recorded periodically.

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

PI	Area of Service	P5 17/18	P6 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 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
Sub-Total	13.27	20.59	23.53	24.06	26.62	26.17	21.35
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)
Sub-Total	(6.17)	(11.36)	(12.44)	(13.28)	(15.17)	(16.01)	(17.73)
TfL Funding	7.10	9.23	11.08	10.78	11.46	10.16	3.62