



Santander Cycles
quarterly
performance report
Q2 18/19 Jul – Sep 18



Santander

CYCLES

EVERY JOURNEY MATTERS

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I. Volume of Santander Cycle Hires

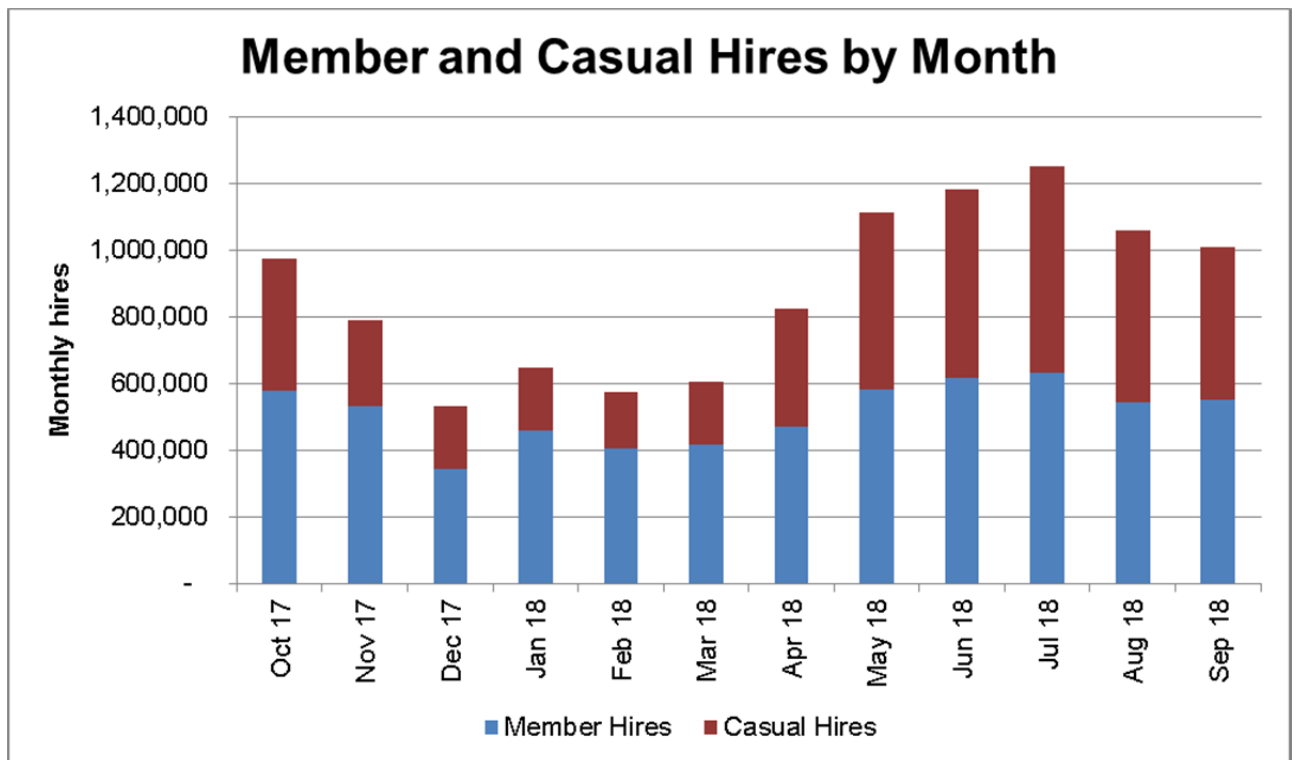


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires
Oct 17	577,079	396,603	973,682
Nov 17	534,099	257,983	792,082
Dec 17	341,645	192,443	534,088
Jan 18	459,261	186,719	645,980
Feb 18	403,685	172,867	576,552
Mar 18	415,483	189,593	605,076
Apr 18	470,165	354,723	824,888
May 18	584,070	528,828	1,112,898
Jun 18	615,764	566,220	1,181,984
Jul 18	633,671	620,134	1,253,805
Aug 18	544,132	514,271	1,058,403
Sep 18	552,580	455,807	1,008,387

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q2 18/19 with 48,972 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	48,972
2	Hyde Park Corner, Hyde Park	30,399
3	Belgrove Street, King's Cross	25,742
4	Albert Gate, Hyde Park	21,912
5	Black Lion Gate, Kensington Garden	20,847
6	Queen Street, Bank	19,211
7	Triangle Car Park, Hyde Park	19,132
8	Wellington Arch, Hyde Park	18,259
9	Aquatic Centre, Queen Elizabeth Oly	16,673
10	Hop Exchange, The Borough	16,499

Fig 3 – busiest docking stations

The most popular trip in Q2 18/19 was a trip starting an ending at Hyde Park Corner.

#	Start station	End station	Trips
1	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	8,317
2	Aquatic Centre, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	6,854
3	Albert Gate, Hyde Park	Albert Gate, Hyde Park	5,483
4	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	4,908
5	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	4,349
6	Park Lane, Hyde Park	Park Lane, Hyde Park	3,579
7	Palace Gate, Kensington Gardens	Palace Gate, Kensington Gardens	2,477
8	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	2,219
9	Wellington Arch, Hyde Park	Wellington Arch, Hyde Park	2,052
10	Serpentine Car Park, Hyde Park	Serpentine Car Park, Hyde Park	1,706

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q2 18/19 the volume of all time members with the scheme grew to 351,511. New memberships in Q2 18/19 grew by 22,196

Number of Members as at end of September 2018	351,511
New members for September 2018	6,152
New members for August 2018	7,480
New members for July 2018	8,564

Fig 5 – member summary



4. Bike Management Contract

The Service Provider (Serco) 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.

PI	Area of Service	P4 18/19	P5 18/19	P6 18/19
1	Planned Bicycle Servicing	Pass	Pass	Pass
2	Bicycle Availability	Pass	Pass	Pass
3	Docking Station Clusters – Not full or not empty	Pass	Pass	Pass
4	Auxiliary Docking Stations – Not full or not empty	Pass	Pass	Pass
5	Applicable Service System Availability	Pass	Pass	Pass
6a1	Interface Events - 90% within 5 minutes of being published	Pass	Pass	Pass
6a2	Interface Events - 100% within 15 minutes of being published	Pass	Pass	Pass
6b	Interface Incidents	Pass	Pass	Pass
7a	Accuracy of MIS Data	Pass	Pass	Pass
8	Contract Compliance	Fail	Fail	Fail
9a	Timely, complete and correct provision of Reports	Pass	Pass	Pass
9b	Submission and Agreement of Key Reports	Pass	Pass	Pass
10	FOI Legalisation and Data Protection Legislation Requests	Pass	Pass	Pass
11	Data Protection Breaches	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period		Period Start Date	Period End Date
18/19	P4	24/06/2018	21/07/2018
	P5	22/07/2018	18/08/2018
	P6	19/08/2018	15/09/2018

Fig 7 – Period dates

