

**Santander Cycles**  
**quarterly**  
**performance report**  
**Q2 19/20 Jul – Sep 19**



**Santander**

**CYCLES**

**EVERY JOURNEY MATTERS**

# Contents

1. Volume of Santander Cycle hires
2. Popular docking stations and trips
3. New memberships and customer statistics
4. Bike management contract



Santander

CYCLES

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## I. Volume of Santander Cycle Hires

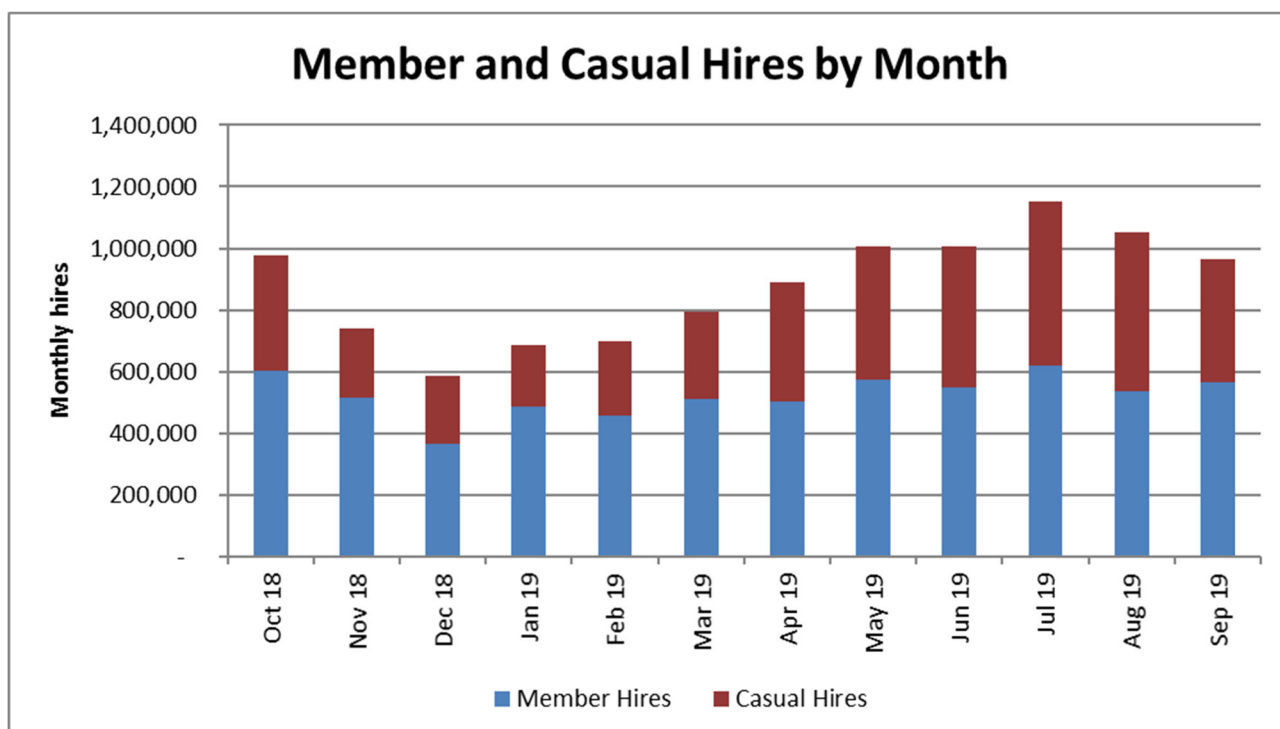


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Oct 18	602,657	375,873	978,530	4,848
Nov 18	514,266	223,913	738,179	- 53,903
Dec 18	364,829	220,601	585,430	51,342
Jan 19	487,726	198,163	685,889	39,909
Feb 19	457,277	241,834	699,111	122,559
Mar 19	510,654	281,807	792,461	187,385
Apr 19	501,465	388,947	890,412	65,524
May 19	573,669	433,179	1,006,848	- 106,050
Jun 19	548,514	458,323	1,006,837	- 175,147
Jul 19	617,695	534,948	1,152,643	- 101,162
Aug 19	534,563	519,640	1,054,203	- 4,200
Sep 19	563,398	402,528	965,926	- 42,461

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Waterloo station was busiest in Q2 19/20 with 50,171 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	50,171
2	Hyde Park Corner, Hyde Park	26,472
3	Belgrove Street, King's Cross	23,073
4	Albert Gate, Hyde Park	19,800
5	Black Lion Gate, Kensington Gardens	18,680
6	Queen Street, Bank	18,409
7	Wellington Arch, Hyde Park	18,117
8	Aquatic Centre, Queen Elizabeth Olympic Park	16,755
9	Serpentine Car Park, Hyde Park	15,393
10	Hop Exchange, The Borough	15,034

Fig 3 – busiest docking stations

The most popular trip in Q2 19/20 was a trip starting and ending at Aquatic Centre, Olympic Park

#	Start station	End station	Trips
1	Aquatic Centre, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	7,745
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	7,009
3	Albert Gate, Hyde Park	Albert Gate, Hyde Park	5,100
4	Park Lane, Hyde Park	Park Lane, Hyde Park	4,112
5	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	4,041
6	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	3,692
7	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	2,549
8	Palace Gate, Kensington Gardens	Palace Gate, Kensington Gardens	2,493
9	Serpentine Car Park, Hyde Park	Serpentine Car Park, Hyde Park	2,169
10	Wellington Arch, Hyde Park	Wellington Arch, Hyde Park	2,003

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q2 19/20 the volume of all time members with the scheme grew to 417,703. New memberships in Q2 19/20 grew by 24,700

Number of Members as at end of September 2019	417,703
New members for September 2019	7,168
New members for August 2019	8,980
New members for July 2019	8,552

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 19/20	P5 19/20	P6 19/20
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	Fail
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	Pass	Pass	Pass
9a	Timely, complete and correct provision of Reports	Pass	Pass	Fail
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
19/20	P4	23/06/2019	20/07/2019
	P5	21/07/2019	17/08/2019
	P6	18/08/2019	14/09/2019

Fig 7 – Period dates

