



**Santander Cycles**  
**quarterly**  
**performance report**  
**Q4 18/19 Jan – Mar 19**



**Santander**

**CYCLES**

**EVERY JOURNEY MATTERS**

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Santander

CYCLES

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## I. Volume of Santander Cycle Hires

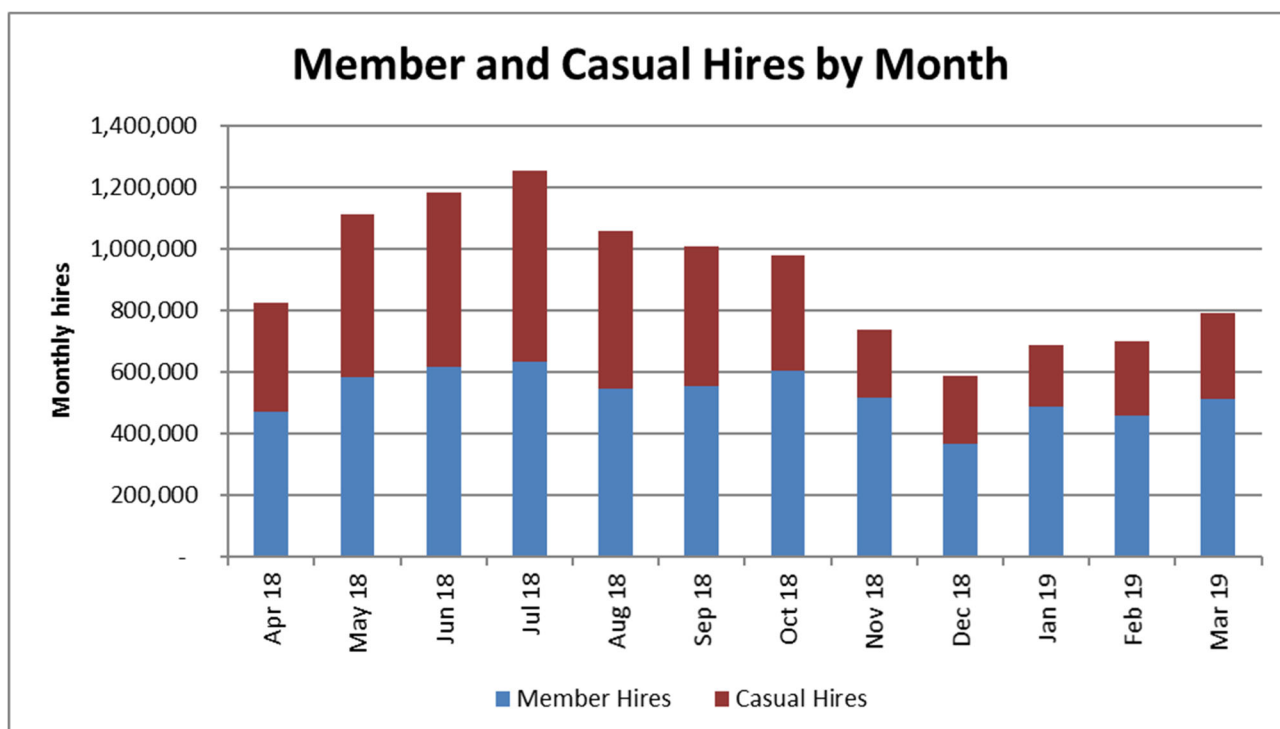


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Apr 18	470,165	354,723	824,888	- 92,688
May 18	584,070	528,828	1,112,898	120,297
Jun 18	615,764	566,220	1,181,984	83,690
Jul 18	633,671	620,134	1,253,805	121,967
Aug 18	544,132	514,271	1,058,403	64,204
Sep 18	552,580	455,807	1,008,387	73,636
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

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Waterloo station was busiest in Q4 18/19 with 44,657 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	44,657
2	Belgrove Street, King's Cross	20,601
3	Queen Street, Bank	14,894
4	Hyde Park Corner, Hyde Park	11,375
5	Wormwood Street, Liverpool Street	10,288
6	Hop Exchange, The Borough	9,914
7	Albert Gate, Hyde Park	9,849
8	Black Lion Gate, Kensington Gardens	9,524
9	Brushfield Street, Liverpool Street	9,116
10	Duke Street Hill, London Bridge	9,042

Fig 3 – busiest docking stations

The most popular trip in Q4 18/19 was a trip starting and ending at Hyde Park Corner.

#	Start station	End station	Trips
1	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	2,545
2	Aquatic Centre, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	2,355
3	Albert Gate, Hyde Park	Albert Gate, Hyde Park	1,959
4	Waterloo Station, Waterloo	Queen Street, Bank	1,481
5	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	1,440
6	Queen Street, Bank	Waterloo Station, Waterloo	1,421
7	Park Lane, Hyde Park	Park Lane, Hyde Park	1,336
8	Waterloo Station, Waterloo	Godliman Street, St. Paul's	1,072
9	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	992
10	Waterloo Station, Waterloo	St. Bride Street, Holborn	990

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q4 18/19 the volume of all time members with the scheme grew to 372,682. New memberships in Q4 18/19 grew by 9,709

Number of Members as at end of March 2019	372,682
New members for March 2019	3,985
New members for February 2019	3,429
New members for January 2019	2,295

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	P10 18/19	P11 18/19	P12 18/19	P13 18/19
1	Planned Bicycle Servicing	Pass	Pass	Pass	Pass
2	Bicycle Availability	Pass	Pass	Pass	Pass
3	Docking Station Clusters – Not full or not empty	Pass	Pass	Pass	Pass
4	Auxiliary Docking Stations – Not full or not empty	Pass	Pass	Pass	Pass
5	Applicable Service System Availability	Pass	Pass	Pass	Pass
6a1	Interface Events - 90% within 5 minutes of being published	Pass	Pass	Pass	Pass
6a2	Interface Events - 100% within 15 minutes of being published	Pass	Pass	Pass	Pass
6b	Interface Incidents	Pass	Pass	Pass	Pass
7a	Accuracy of MIS Data	Pass	Pass	Pass	Pass
8	Contract Compliance	Pass	Pass	Pass	Pass
9a	Timely, complete and correct provision of Reports	Pass	Pass	Pass	Pass
9b	Submission and Agreement of Key Reports	Pass	Pass	Pass	Pass
10	FOI Legalisation and Data Protection Legislation Requests	Pass	Pass	Pass	Pass
11	Data Protection Breaches	Pass	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period	Period Start Date	Period End Date
18/19	P10	09/12/2018
	P11	06/01/2019
	P12	03/02/2019
	P13	03/03/2019

Fig 7 – Period dates

