

Santander Cycles quarterly performance report Q1 19/20 Apr – Jun 19



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CYCLES

EVERY JOURNEY MATTERS

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I. Volume of Santander Cycle Hires

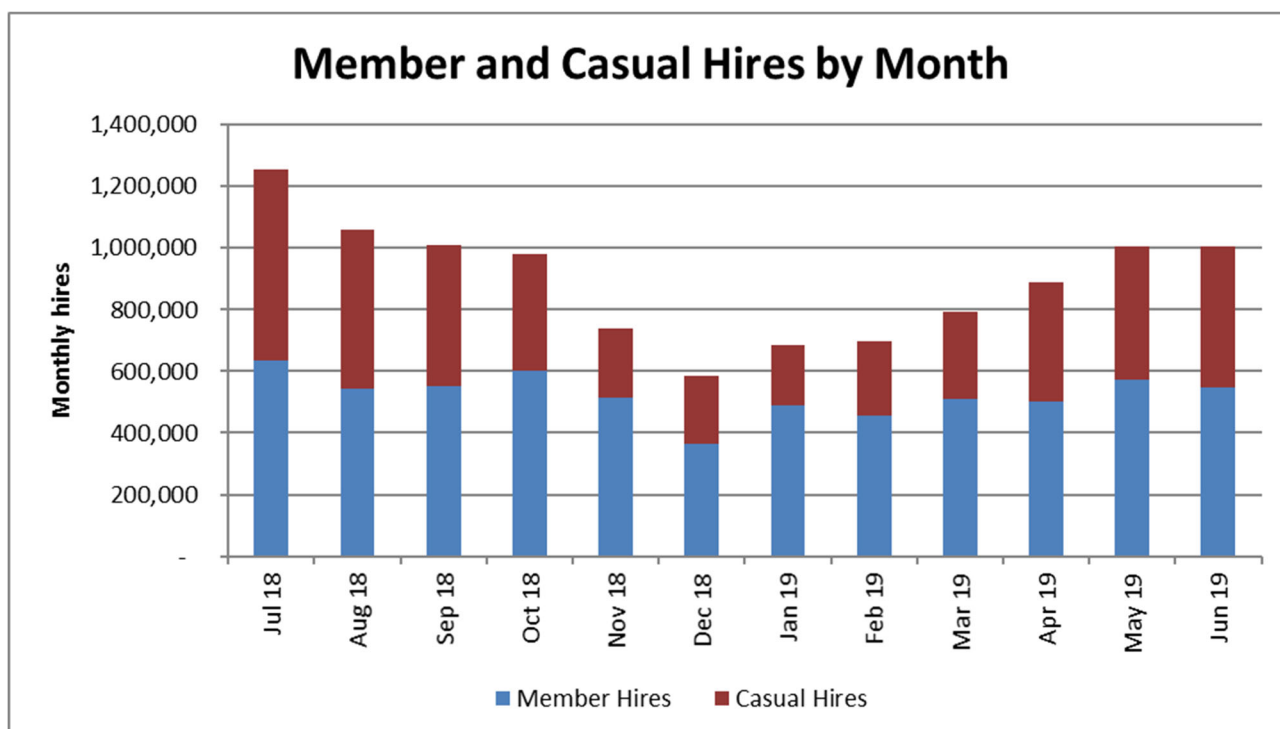


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q1 19/20 with 46,191 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	46,191
2	Hyde Park Corner, Hyde Park	25,432
3	Belgrove Street, King's Cross	22,737
4	Black Lion Gate, Kensington Gardens	19,612
5	Albert Gate, Hyde Park	19,090
6	Queen Street, Bank	16,886
7	Serpentine Car Park, Hyde Park	12,946
8	Wellington Arch, Hyde Park	12,828
9	Storey's Gate, Westminster	12,645
10	Hop Exchange, The Borough	12,582

Fig 3 – busiest docking stations

The most popular trip in Q1 19/20 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	5,914
2	Aquatic Centre, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	5,369
3	Albert Gate, Hyde Park	Albert Gate, Hyde Park	3,867
4	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	3,786
5	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	2,250
6	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	2,195
7	Park Lane, Hyde Park	Park Lane, Hyde Park	2,174
8	Palace Gate, Kensington Gardens	Palace Gate, Kensington Gardens	1,866
9	Hyde Park Corner, Hyde Park	Albert Gate, Hyde Park	1,429
10	Serpentine Car Park, Hyde Park	Serpentine Car Park, Hyde Park	1,418

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q1 19/20 the volume of all time members with the scheme grew to 393,003. New memberships in Q1 19/20 grew by 20,321

Number of Members as at end of June 2019	393,003
New members for June 2019	7,698
New members for May 2019	6,524
New members for April 2019	6,099

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	P1 19/20	P2 19/20	P3 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	Pass
5	Applicable Service System Availability	Pass	Fail	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	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
19/20	P1	01/04/2019	27/04/2019
	P2	28/04/2019	25/05/2019
	P3	26/05/2019	22/06/2019

Fig 7 – Period dates

