



# Santander Cycles quarterly performance report Q2 20/21 Jul – Sep 20



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



## I. Volume of Santander Cycle Hires

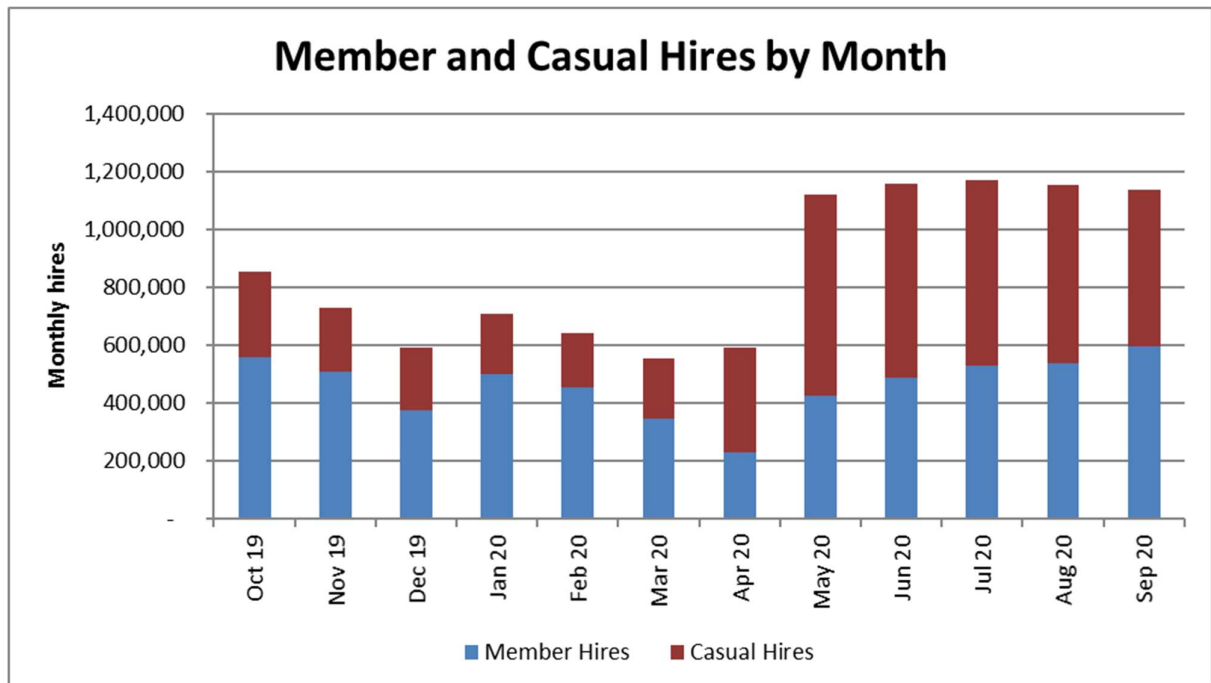


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Oct 19	556,531	295,705	852,236	- 126,294
Nov 19	508,858	220,264	729,122	- 9,057
Dec 19	377,118	215,014	592,132	6,702
Jan 20	500,986	208,687	709,673	23,784
Feb 20	456,025	185,103	641,128	- 57,983
Mar 20	347,259	206,389	553,648	- 238,813
Apr 20	229,845	361,449	591,294	- 299,118
May 20	426,835	694,600	1,121,435	114,587
Jun 20	486,827	671,733	1,158,560	151,723
Jul 20	530,351	639,709	1,170,060	17,417
Aug 20	538,497	614,779	1,153,276	99,073
Sep 20	596,416	541,108	1,137,524	171,598

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Hyde Park Corner was the busiest station in Q2 20/21 with 32,550 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Hyde Park Corner, Hyde Park	32,550
2	Aquatic Centre, Queen Elizabeth Olympic Park	24,958
3	Waterloo Station, Waterloo	22,485
4	Wellington Arch, Hyde Park	20,066
5	Triangle Car Park, Hyde Park	19,702
6	Park Lane, Hyde Park	19,293
7	Black Lion Gate, Kensington Gardens	18,707
8	Albert Gate, Hyde Park	18,415
9	Westminster Pier, Westminster	18,206
10	Queen Street, Bank	15,881

Fig 3 – busiest docking stations

The most popular trip in Q2 20/21 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	11,660
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	5,815
3	Park Lane, Hyde Park	Park Lane, Hyde Park	4,118
4	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	3,784
5	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	3,556
6	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	3,118
7	Albert Gate, Hyde Park	Albert Gate, Hyde Park	2,795
8	Aquatic Centre, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	2,304
9	Timber Lodge, Queen Elizabeth Olympic Park	Timber Lodge, Queen Elizabeth Olympic Park	2,193
10	Podium, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	2,173

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q2 20/21 the volume of all time members with the scheme grew to 570,018. New memberships in Q2 20/21 grew by 60,539

Number of Members as at end of September 2020	570,018
New members July 2020	21,172
New members August 2020	21,711
New members September 2020	17,656

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 20/21	P5 20/21	P6 20/21
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	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
20/21	P4	28/06/2020	25/07/2020
	P5	26/07/2020	22/08/2020
	P6	23/08/2020	19/09/2020

Fig 7 – Period dates

