



# Santander Cycles quarterly performance report Q2 21/22 Jul – Sep 21



Santander

CYCLES

EVERY JOURNEY MATTERS

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## I. Volume of Santander Cycle Hires

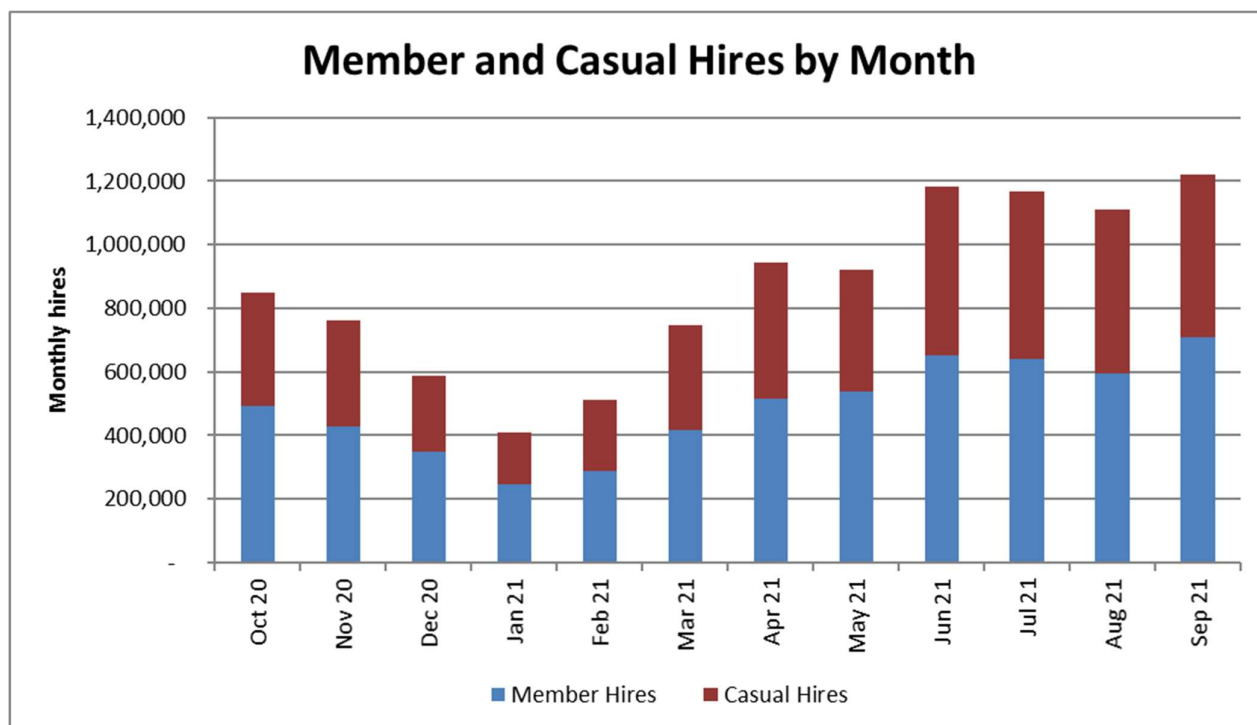


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Oct 20	491,828	356,405	848,233	- 4,003
Nov 20	428,916	331,329	760,245	31,123
Dec 20	350,140	238,951	589,091	- 3,041
Jan 21	245,919	163,900	409,819	- 299,854
Feb 21	287,947	222,963	510,910	- 130,218
Mar 21	416,646	331,587	748,233	194,585
Apr 21	515,513	427,848	943,361	352,067
May 21	539,478	382,140	921,618	- 199,817
Jun 21	652,110	531,009	1,183,119	24,559
Jul 21	642,115	525,510	1,167,625	- 2,435
Aug 21	596,362	514,394	1,110,756	- 42,520
Sep 21	707,890	512,025	1,219,915	82,391

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Waterloo Station was the busiest station in Q2 21/22 with 32,232 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	32,232
2	Hyde Park Corner, Hyde Park	31,383
3	Wellington Arch, Hyde Park	19,458
4	Westminster Pier, Westminster	19,038
5	Black Lion Gate, Kensington Gardens	18,934
6	Aquatic Centre, Queen Elizabeth Olympic Park	18,841
7	Albert Gate, Hyde Park	18,687
8	Hop Exchange, The Borough	16,347
9	Park Lane, Hyde Park	15,837
10	Queen Street, Bank	15,407

Fig 3 – busiest docking stations

The most popular trip in Q2 21/22 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	8,441
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	6,348
3	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	3,547
4	Park Lane, Hyde Park	Park Lane, Hyde Park	3,155
5	Albert Gate, Hyde Park	Albert Gate, Hyde Park	2,915
6	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	2,709
7	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	2,662
8	Aquatic Centre, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	1,565
9	Wellington Arch, Hyde Park	Wellington Arch, Hyde Park	1,563
10	Serpentine Car Park, Hyde Park	Serpentine Car Park, Hyde Park	1,552

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q2 21/22 the volume of all time members with the scheme grew to 745,397. New memberships in Q2 21/22 grew by 63,267

Number of Members as at end of September 2021	745,397
New members July 2021	21,877
New members August 2021	22,767
New members September 2021	18,623

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 21/22	P5 21/22	P6 21/22
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	Fail	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	Period Start Date	Period End Date
21/22	P4	27/06/2021	24/07/2021
	P5	25/07/2021	21/08/2021
	P6	22/08/2021	18/09/2021

Fig 7 – Period dates

