



Santander Cycles quarterly performance report Q3 18/19 Oct – Dec 18



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

EVERY JOURNEY MATTERS

I. Volume of Santander Cycle Hires

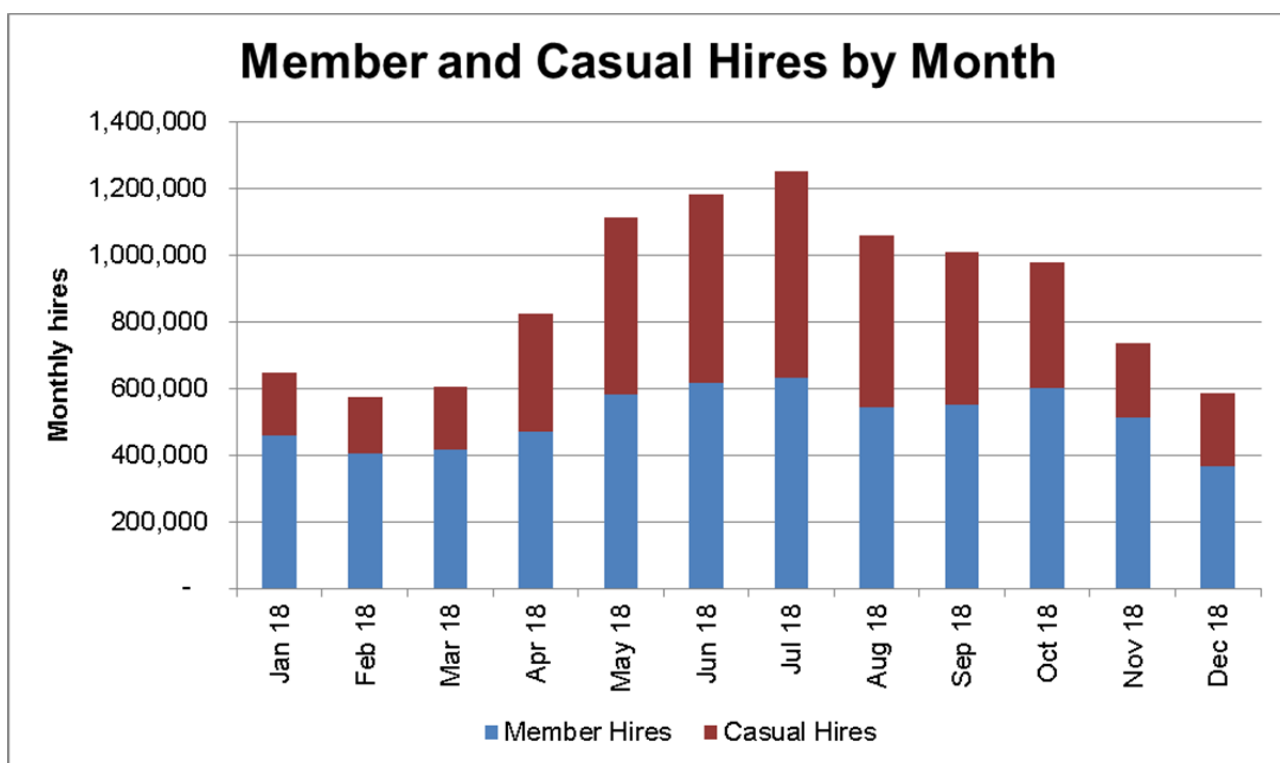


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Jan 18	459,261	186,719	645,980	7,489
Feb 18	403,685	172,867	576,552	- 41,998
Mar 18	415,483	189,593	605,076	- 214,676
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q3 18/19 with 43,787 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	43,787
2	Belgrove Street, King's Cross	21,823
3	Queen Street, Bank	15,444
4	Hyde Park Corner, Hyde Park	13,331
5	Hop Exchange, The Borough	11,120
6	Albert Gate, Hyde Park	10,527
7	Wormwood Street, Liverpool Street	10,451
8	Holborn Circus, Holborn	9,453
9	Duke Street Hill, London Bridge	9,345
10	Bethnal Green Road, Shoreditch	9,173

Fig 3 – busiest docking stations

The most popular trip in Q3 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	2,512
2	Aquatic Centre, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	2,035
3	Albert Gate, Hyde Park	Albert Gate, Hyde Park	1,712
4	Waterloo Station, Waterloo	Queen Street, Bank	1,409
5	Queen Street, Bank	Waterloo Station, Waterloo	1,294
6	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	1,155
7	Waterloo Station, Waterloo	Holborn Circus, Holborn	1,106
8	Park Lane, Hyde Park	Park Lane, Hyde Park	1,079
9	Waterloo Station, Waterloo	Godliman Street, St. Paul's	1,040
10	Waterloo Station, Waterloo	St. Bride Street, Holborn	1,028

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q3 18/19 the volume of all time members with the scheme grew to 362,941. New memberships in Q3 18/19 grew by 11,430

Number of Members as at end of December 2018	362,941
New members for December 2018	2,507
New members for November 2018	3,931
New members for October 2018	4,992

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	P7 18/19	P8 18/19	P9 18/19
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	Fail
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	Fail	Fail	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
18/19	P7	16/09/2018	13/10/2018
	P8	14/10/2018	10/11/2018
	P9	11/11/2018	08/12/2018

Fig 7 – Period dates

