



Santander Cycles quarterly performance report Q3 19/20 Oct – Dec 19



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CYCLES

EVERY JOURNEY MATTERS

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I. Volume of Santander Cycle Hires

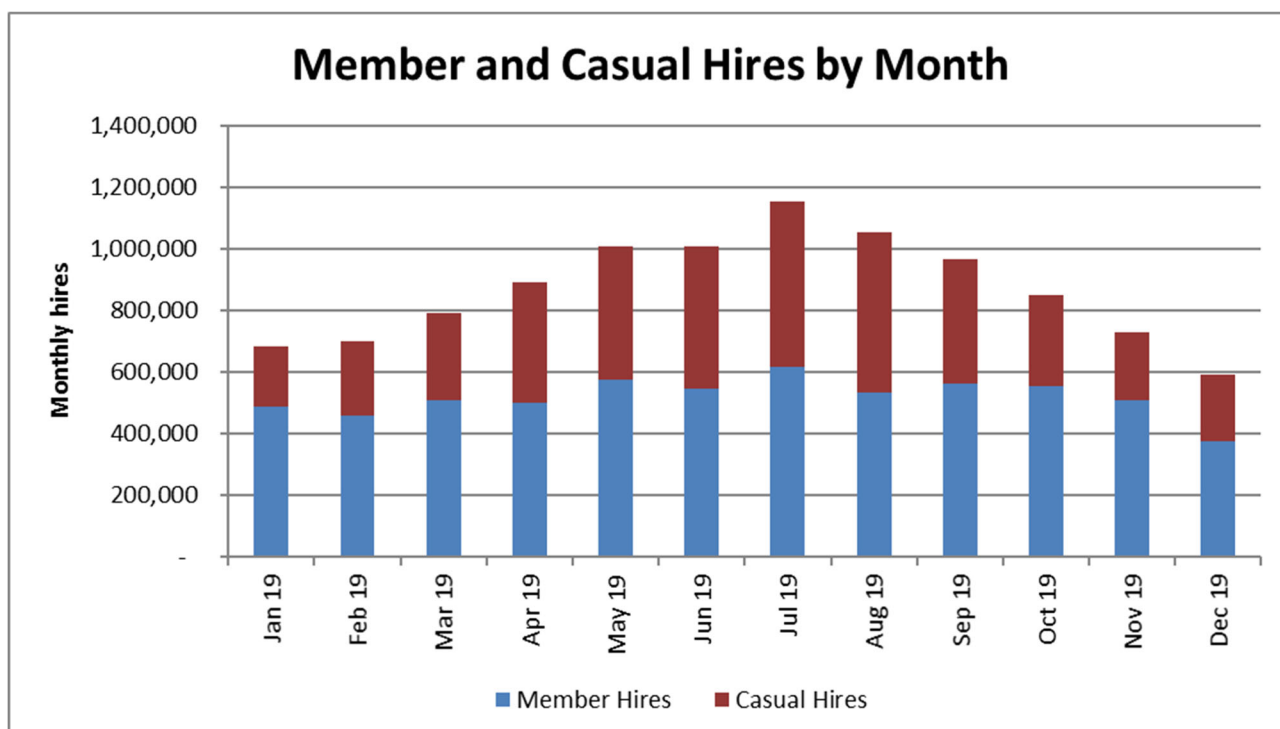


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
Jul 19	617,695	534,948	1,152,643	- 101,162
Aug 19	534,563	519,640	1,054,203	- 4,200
Sep 19	563,398	402,528	965,926	- 42,461
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q3 19/20 with 42,014 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	42,014
2	Belgrove Street, King's Cross	18,839
3	Queen Street, Bank	14,235
4	Wormwood Street, Liverpool Street	10,347
5	Hyde Park Corner, Hyde Park	9,761
6	Hop Exchange, The Borough	9,666
7	Duke Street Hill, London Bridge	8,796
8	Crosswall, Tower	8,566
9	Bethnal Green Road, Shoreditch	8,508
10	Brushfield Street, Liverpool Street	8,435

Fig 3 – busiest docking stations

The most popular trip in Q3 19/20 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	1,980
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	1,501
3	Waterloo Station, Waterloo	Queen Street, Bank	1,152
4	Queen Street, Bank	Waterloo Station, Waterloo	1,024
5	Albert Gate, Hyde Park	Albert Gate, Hyde Park	1,020
6	Waterloo Station, Waterloo	St. Bride Street, Holborn	1,013
7	Waterloo Station, Waterloo	Holborn Circus, Holborn	1,003
8	Waterloo Station, Waterloo	Newgate Street, St. Paul's	937
9	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	908
10	Newgate Street, St. Paul's	Waterloo Station, Waterloo	898

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q3 19/20 the volume of all time members with the scheme grew to 428,143. New memberships in Q3 19/20 grew by 10,440

Number of Members as at end of December 2019	428,143
New members for December 2019	3,523
New members for November 2019	2,673
New members for October 2019	4,244

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 19/20	P8 19/20	P9 19/20
1	Planned Bicycle Servicing	Fail	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
19/20	P7	15/09/2019
	P8	13/10/2019
	P9	10/11/2019

Fig 7 – Period dates

