



# Santander Cycles quarterly performance report Q4 20/21 Jan – Mar 21



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

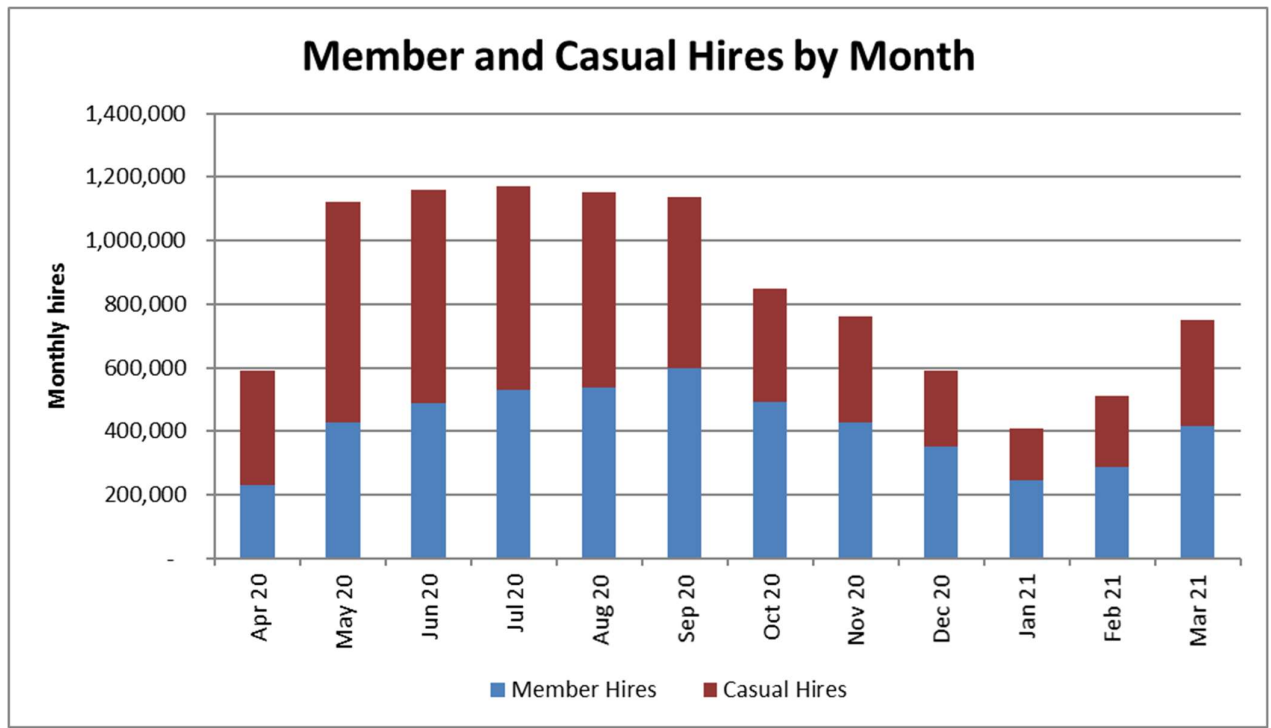


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Hyde Park Corner was the busiest station in Q4 20/21 with 16,445 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Hyde Park Corner, Hyde Park	16,445
2	Wellington Arch, Hyde Park	11,178
3	Westminster Pier, Westminster	10,591
4	Waterloo Station, Waterloo	9,943
5	Black Lion Gate, Kensington Gardens	9,675
6	Triangle Car Park, Hyde Park	9,513
7	Albert Gate, Hyde Park	8,599
8	Serpentine Car Park, Hyde Park	8,379
9	Aquatic Centre, Queen Elizabeth Olympic Park	8,351
10	Hop Exchange, The Borough	8,051

Fig 3 – busiest docking stations

The most popular trip in Q4 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	3,942
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	2,777
3	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	2,104
4	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	1,606
5	Park Lane, Hyde Park	Park Lane, Hyde Park	1,595
6	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	1,412
7	Albert Gate, Hyde Park	Albert Gate, Hyde Park	1,166
8	Queen's Circus, Battersea Park	Queen's Circus, Battersea Park	1,130
9	Serpentine Car Park, Hyde Park	Serpentine Car Park, Hyde Park	1,055
10	Lee Valley VeloPark, Queen Elizabeth Olympic Park	Lee Valley VeloPark, Queen Elizabeth Olympic Park	1,046

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q4 20/21 the volume of all time members with the scheme grew to 622,987. New memberships in Q4 20/21 grew by 27,735

Number of Members as at end of March 2021	622,987
New members January 2021	4,552
New members February 2021	8,879
New members March 2021	14,304

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	P10 20/21	P11 20/21	P12 20/21	P13 20/21
1	Planned Bicycle Servicing	Pass	Pass	Pass	Pass
2	Bicycle Availability	Pass	Pass	Pass	Pass
3	Docking Station Clusters – Not full or not empty	Pass	Pass	Pass	Pass
4	Auxiliary Docking Stations – Not full or not empty	Pass	Pass	Pass	Pass
5	Applicable Service System Availability	Pass	Pass	Pass	Pass
6a1	Interface Events - 90% within 5 minutes of being published	Pass	Pass	Pass	Pass
6a2	Interface Events - 100% within 15 minutes of being published	Pass	Pass	Pass	Pass
6b	Interface Incidents	Pass	Pass	Pass	Pass
7a	Accuracy of MIS Data	Pass	Pass	Pass	Pass
8	Contract Compliance	Pass	Pass	Pass	Pass
9a	Timely, complete and correct provision of Reports	Pass	Pass	Pass	Pass
9b	Submission and Agreement of Key Reports	Pass	Pass	Pass	Pass
10	FOI Legalisation and Data Protection Legislation Requests	Pass	Pass	Pass	Pass
11	Data Protection Breaches	Pass	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period	Period Start Date	Period End Date
20/21	P10	13/12/2020
	P11	10/01/2021
	P12	07/02/2021
	P13	07/03/2021

Fig 7 – Period dates

