



Santander Cycles quarterly performance report Q3 20/21 Oct – Dec 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

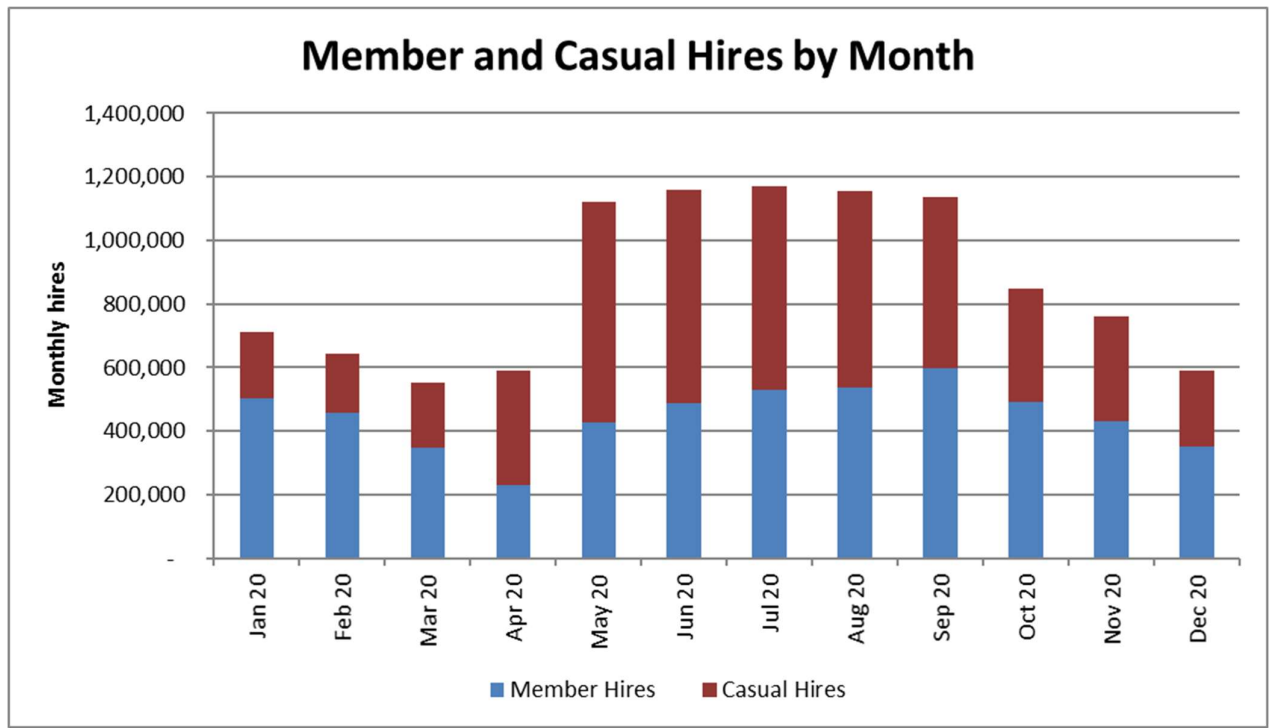


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo Station was the busiest station in Q3 20/21 with 17,012 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	17,012
2	Hyde Park Corner, Hyde Park	14,213
3	Wellington Arch, Hyde Park	11,531
4	Westminster Pier, Westminster	11,059
5	Hop Exchange, The Borough	10,181
6	Black Lion Gate, Kensington Gardens	9,863
7	Queen Street, Bank	9,299
8	Aquatic Centre, Queen Elizabeth Olympic Park	9,155
9	Duke Street Hill, London Bridge	8,577
10	Regent's Row, Haggerston	8,499

Fig 3 – busiest docking stations

The most popular trip in Q3 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	3,806
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	2,212
3	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	1,312
4	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	1,288
5	Albert Gate, Hyde Park	Albert Gate, Hyde Park	969
6	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	943
7	Queen's Circus, Battersea Park	Queen's Circus, Battersea Park	929
8	Serpentine Car Park, Hyde Park	Serpentine Car Park, Hyde Park	926
9	East Village, Queen Elizabeth Olympic Park	East Village, Queen Elizabeth Olympic Park	816
10	Park Lane, Hyde Park	Park Lane, Hyde Park	808

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q3 20/21 the volume of all time members with the scheme grew to 595,252. New memberships in Q3 20/21 grew by 25,234

Number of Members as at end of December 2020	595,252
New members October 2020	8,365
New members November 2020	10,289
New members December 2020	6,580

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 20/21	P8 20/21	P9 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	P7	20/09/2020	17/10/2020
	P8	18/10/2020	14/11/2020
	P9	15/11/2020	12/12/2020

Fig 7 – Period dates

