

Santander Cycles
quarterly
performance report
Q1 18/19 Apr – Jun 18



Santander

CYCLES

EVERY JOURNEY MATTERS

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I. Volume of Santander Cycle Hires

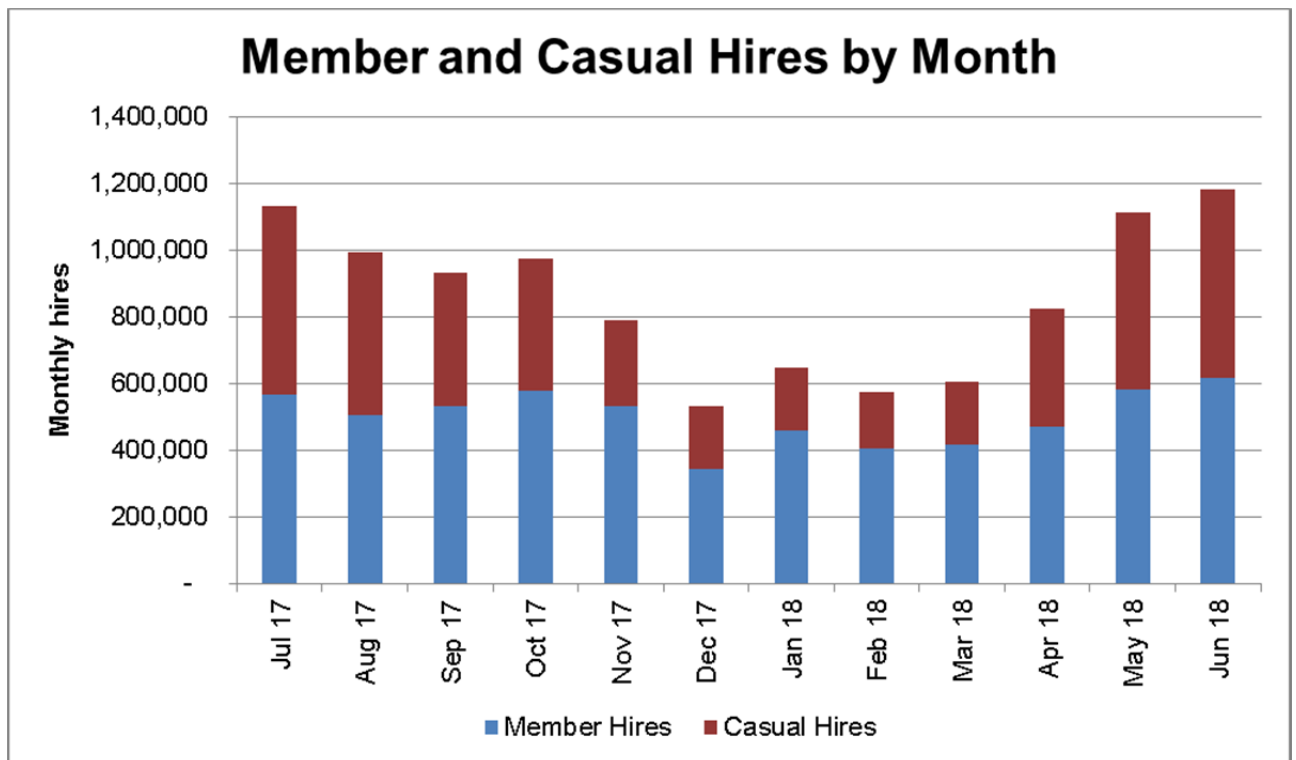


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires
Jul 17	568,728	563,110	1,131,838
Aug 17	504,070	490,129	994,199
Sep 17	532,974	401,777	934,751
Oct 17	577,079	396,603	973,682
Nov 17	534,099	257,983	792,082
Dec 17	341,645	192,443	534,088
Jan 18	459,261	186,719	645,980
Feb 18	403,685	172,867	576,552
Mar 18	415,483	189,593	605,076
Apr 18	470,165	354,723	824,888
May 18	584,070	528,828	1,112,898
Jun 18	615,764	566,220	1,181,984

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q1 18/19 with 46,660 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	46,660
2	Hyde Park Corner, Hyde Park	33,263
3	Black Lion Gate, Kensington Garden	24,662
4	Belgrove Street, King's Cross	24,586
5	Albert Gate, Hyde Park	22,318
6	Triangle Car Park, Hyde Park	21,185
7	Queen Street, Bank	18,889
8	Wellington Arch, Hyde Park	15,786
9	Hop Exchange, The Borough	15,498
10	Palace Gate, Kensington Gardens	14,522

Fig 3 – busiest docking stations

The most popular trip in Q1 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	9,209
2	Aquatic Centre, Queen Elizabeth Olympic Park	Aquatic Centre, Queen Elizabeth Olympic Park	6,137
3	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	4,879
4	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	4,401
5	Albert Gate, Hyde Park	Albert Gate, Hyde Park	4,233
6	Park Lane, Hyde Park	Park Lane, Hyde Park	3,528
7	Palace Gate, Kensington Gardens	Palace Gate, Kensington Gardens	2,356
8	Hyde Park Corner, Hyde Park	Triangle Car Park, Hyde Park	1,977
9	Triangle Car Park, Hyde Park	Hyde Park Corner, Hyde Park	1,977
10	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	1,910

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q1 18/19 the volume of all time members with the scheme grew to 329,315. New memberships in Q1 18/19 grew by 21,101

Number of Members as at end of June 2018	329,315
New members for June 2018	7,772
New members for May 2018	7,918
New members for April 2018	5,511

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	P1 18/19	P2 18/19	P3 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	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	Fail	Fail	Fail
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	P1	01/04/2018	28/04/2018
	P2	29/04/2018	26/05/2018
	P3	27/05/2018	23/06/2018

Fig 7 – Period dates

