



# Santander Cycles quarterly performance report Q1 20/21 Apr – Jun 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

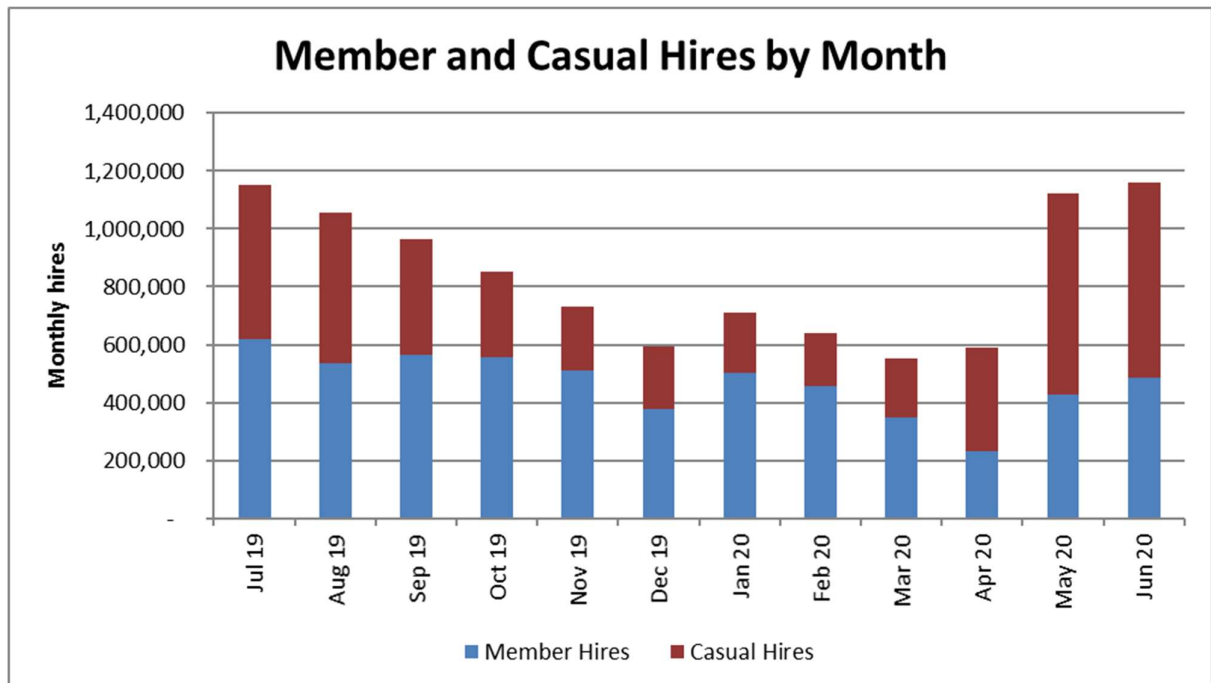


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Hyde Park Corner was busiest in Q1 20/21 with 21,400 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Hyde Park Corner, Hyde Park	21,400
2	Wellington Arch, Hyde Park	18,586
3	Aquatic Centre, Queen Elizabeth Olympic Park	16,533
4	Triangle Car Park, Hyde Park	15,792
5	Black Lion Gate, Kensington Gardens	15,776
6	Park Lane, Hyde Park	15,419
7	Queen's Circus, Battersea Park	14,666
8	Tooley Street, Bermondsey	14,230
9	Regent's Row, Haggerston	13,890
10	Clapham Common Northside, Clapham Common	13,669

Fig 3 – busiest docking stations

The most popular trip in Q1 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	7,208
2	Podium, Queen Elizabeth Olympic Park	Podium, Queen Elizabeth Olympic Park	4,545
3	Timber Lodge, Queen Elizabeth Olympic Park	Timber Lodge, Queen Elizabeth Olympic Park	3,622
4	Park Lane, Hyde Park	Park Lane, Hyde Park	3,427
5	Lee Valley VeloPark, Queen Elizabeth Olympic Park	Lee Valley VeloPark, Queen Elizabeth Olympic Park	3,158
6	Queen's Circus, Battersea Park	Queen's Circus, Battersea Park	3,118
7	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	3,071
8	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	3,038
9	East Village, Queen Elizabeth Olympic Park	East Village, Queen Elizabeth Olympic Park	2,794
10	Saltoun Road, Brixton	Saltoun Road, Brixton	2,655

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q1 20/21 the volume of all time members with the scheme grew to 509,479. New memberships in Q1 20/21 grew by 70,897

Number of Members as at end of June 2020	509,479
New members April 2020	12,418
New members May 2020	33,261
New members June 2020	25,218

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.

Area of Service	P1 20/21	P2 20/21	P3 20/21
Planned Bicycle Servicing	Pass	Pass	Pass
Bicycle Availability	Pass	Pass	Pass
Docking Station Clusters – Not full or not empty	Pass	Pass	Pass
Auxiliary Docking Stations – Not full or not empty	Pass	Pass	Pass
Applicable Service System Availability	Pass	Pass	Pass
Interface Events - 90% within 5 minutes of being published	Pass	Pass	Pass
Interface Events - 100% within 15 minutes of being published	Pass	Pass	Pass
Interface Incidents	Pass	Pass	Pass
Accuracy of MIS Data	Pass	Pass	Pass
Contract Compliance	Pass	Pass	Pass
Timely, complete and correct provision of Reports	Pass	Pass	Pass
Submission and Agreement of Key Reports	Pass	Pass	Pass
FOI Legislation and Data Protection Legislation Requests	Pass	Pass	Pass
Data Protection Breaches	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period		Period Start Date	Period End Date
20/21	P1	01/04/2020	02/05/2020
	P2	03/05/2020	30/05/2020
	P3	31/05/2020	27/06/2020

Fig 7 – Period dates

