



Santander Cycles quarterly performance report Q4 17/18 Jan – Mar 18



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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



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I. Volume of Santander Cycle Hires

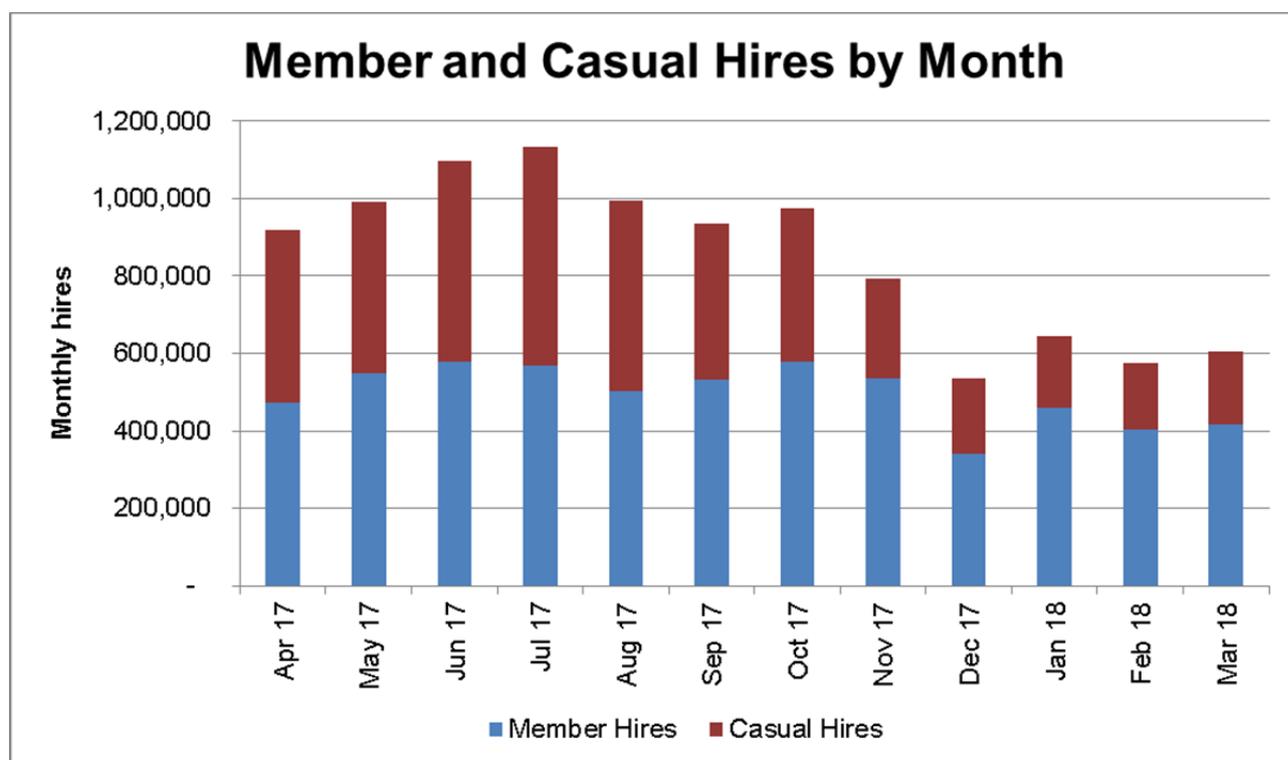


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires
Apr 17	472,308	445,268	917,576
May 17	549,990	442,611	992,601
Jun 17	578,007	520,287	1,098,294
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q4 17/18 with 39,847 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	39,847
2	Belgrove Street, King's Cross	20,500
3	Queen Street, Bank	13,391
4	Hyde Park Corner, Hyde Park	9,442
5	Hop Exchange, The Borough	8,743
6	Wormwood Street, Liverpool Street	8,641
7	Finsbury Circus, Liverpool Street	7,853
8	Brushfield Street, Liverpool Street	7,814
9	Crosswall, Tower	7,795
10	Black Lion Gate, Kensington Garden	7,497

Fig 3 – busiest docking stations

The most popular trip in Q4 17/18 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	2,289
2	Albert Gate, Hyde Park	Albert Gate, Hyde Park	1,404
3	Aquatic Centre, Queen Elizabeth Oly	Aquatic Centre, Queen Elizabeth Olympic Park	1,288
4	Black Lion Gate, Kensington Garden	Black Lion Gate, Kensington Gardens	1,107
5	Triangle Car Park, Hyde Park	Triangle Car Park, Hyde Park	1,093
6	Park Lane, Hyde Park	Park Lane, Hyde Park	923
7	Parsons Green Station, Parsons Gre	St. Peter's Terrace, Fulham	814
8	St. Peter's Terrace, Fulham	Parsons Green Station, Parsons Green	707
9	Hyde Park Corner, Hyde Park	Triangle Car Park, Hyde Park	654
10	Red Lion Street, Holborn	Belgrove Street, King's Cross	650

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q4 17/18 the volume of all time members with the scheme grew to 308,113. New memberships in Q4 17/18 grew by 6,971

Number of Members as at end of March 2018	308,113
New members for March 2018	2,496
New members for February 2018	2,066
New members for January 2018	2,409

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 17/18	P11 17/18	P12 17/18	P13 17/18
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	Fail	Fail	Fail	Fail
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
17/18	P10	10/12/2017	06/01/2018
	P11	07/01/2018	03/02/2018
	P12	04/02/2018	03/03/2018
	P13	04/03/2018	31/03/2018

Fig 7 – Period dates

