



Santander Cycles quarterly performance report Q4 19/20 Jan – Mar 20



Santander

CYCLES

EVERY JOURNEY MATTERS

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I. Volume of Santander Cycle Hires

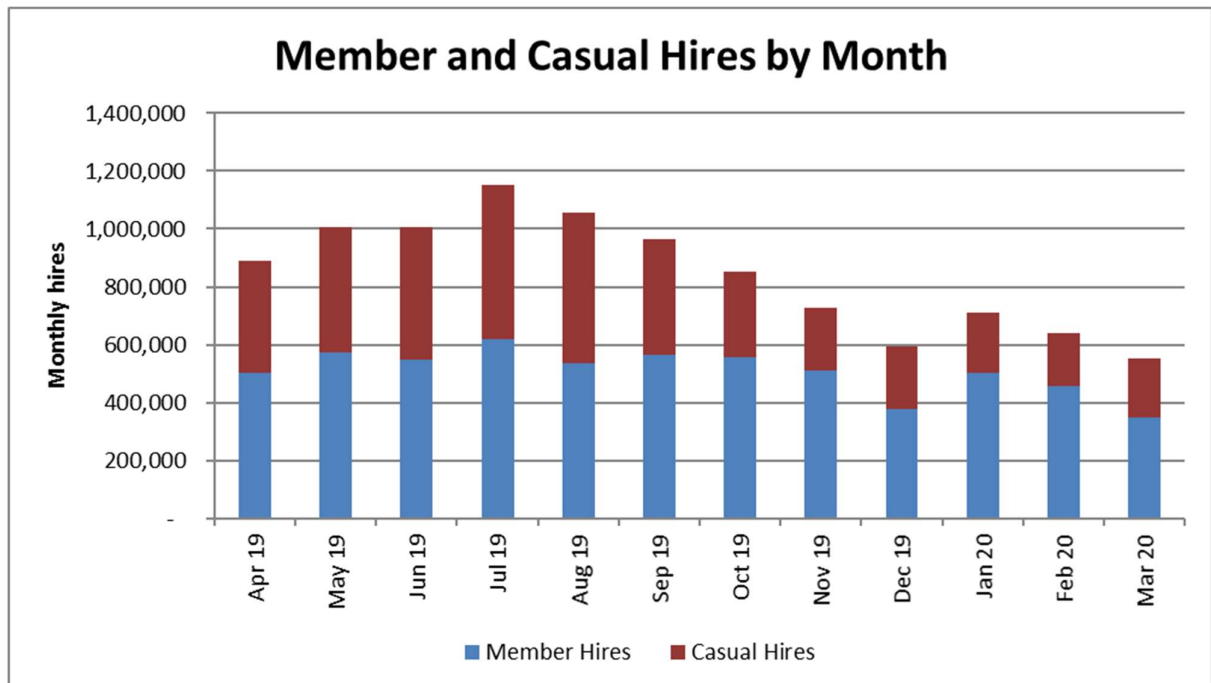


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Apr 19	501,465	388,947	890,412	65,524
May 19	573,669	433,179	1,006,848	- 106,050
Jun 19	548,514	458,323	1,006,837	- 175,147
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo station was busiest in Q4 19/20 with 36,641 Cycle Hire journeys starting at that docking station.

#	Docking station	Hires
1	Waterloo Station, Waterloo	36,641
2	Belgrove Street, King's Cross	16,511
3	Queen Street, Bank	12,075
4	Hyde Park Corner, Hyde Park	9,464
5	Wormwood Street, Liverpool Street	8,851
6	Hop Exchange, The Borough	7,835
7	Duke Street Hill, London Bridge	7,606
8	Bethnal Green Road, Shoreditch	7,265
9	Crosswall, Tower	7,104
10	Tooley Street, Bermondsey	6,968

Fig 3 – busiest docking stations

The most popular trip in Q4 19/20 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	1,980
2	Hyde Park Corner, Hyde Park	Hyde Park Corner, Hyde Park	1,501
3	Waterloo Station, Waterloo	Queen Street, Bank	1,152
4	Queen Street, Bank	Waterloo Station, Waterloo	1,024
5	Albert Gate, Hyde Park	Albert Gate, Hyde Park	1,020
6	Waterloo Station, Waterloo	St. Bride Street, Holborn	1,013
7	Waterloo Station, Waterloo	Holborn Circus, Holborn	1,003
8	Waterloo Station, Waterloo	Newgate Street, St. Paul's	937
9	Black Lion Gate, Kensington Gardens	Black Lion Gate, Kensington Gardens	908
10	Newgate Street, St. Paul's	Waterloo Station, Waterloo	898

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q4 19/20 the volume of all time members with the scheme grew to 438,582. New memberships in Q4 19/20 grew by 10,410

Number of Members as at end of March 2020	438,582
New members January 2020	2,967
New members February 2020	2,419
New members March 2020	5,024

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 19/20	P11 19/20	P12 19/20	P13 19/20
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	Fail	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
19/20	P10	08/12/2019
	P11	05/01/2020
	P12	02/02/2020
	P13	01/03/2020

Fig 7 – Period dates

