

Santander Cycles quarterly performance report Q4 22/23 Jan – Mar 23

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

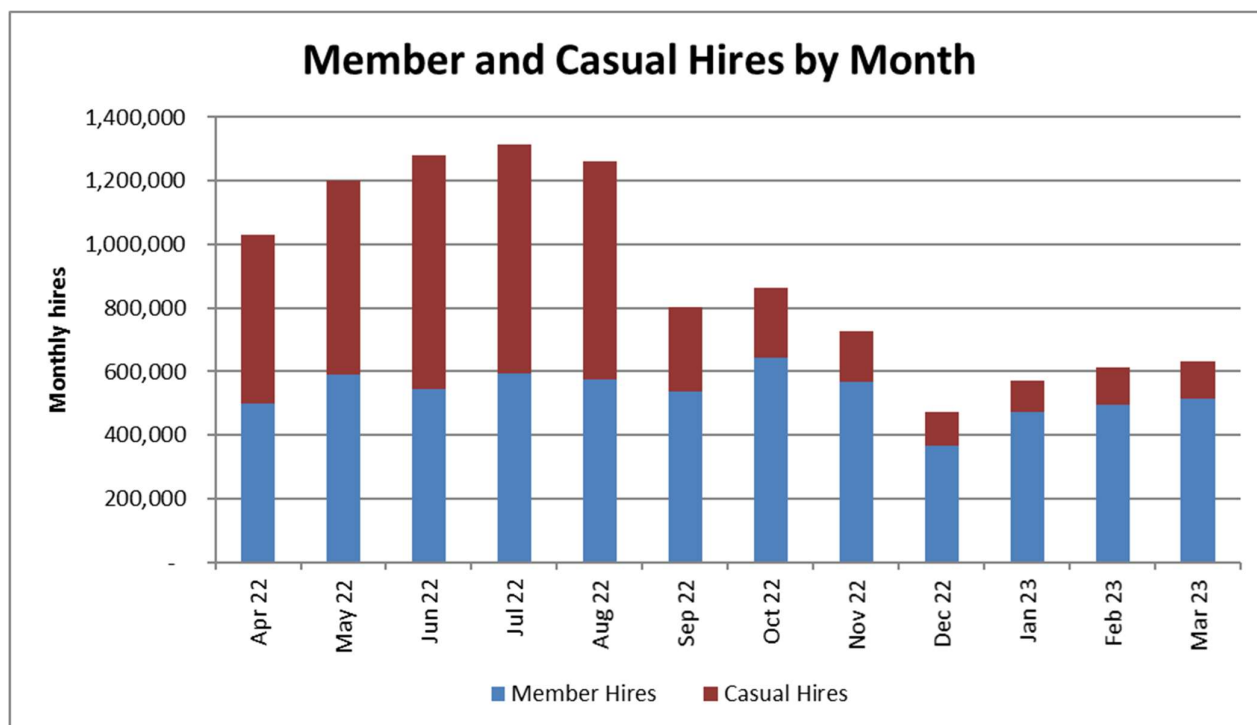


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Apr 22	497,766	533,311	1,031,077	87,716
May 22	592,000	609,054	1,201,054	279,436
Jun 22	544,104	736,076	1,280,180	97,061
Jul 22	593,753	722,048	1,315,801	148,176
Aug 22	574,555	685,377	1,259,932	149,176
Sep 22	539,014	262,177	801,191	- 418,724
Oct 22	642,126	222,736	864,862	- 245,709
Nov 22	568,758	157,008	725,766	- 219,281
Dec 22	366,492	105,341	471,833	- 195,369
Jan 23	473,804	97,329	571,133	- 177,369
Feb 23	497,097	116,228	613,325	- 136,646
Mar 23	514,892	115,713	630,605	- 426,115

* The Santander Cycles scheme suffered a weekend shutdown in September 2022 to accommodate changes to the tariff and back office system

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo Station was the busiest hiring station in Q4 22/23

#	Docking station	Hires
1	Waterloo Station, Waterloo	26,264
2	Queen Street, Bank	9,344
3	Belgrove Street, King's Cross	9,117
4	Hyde Park Corner, Hyde Park	8,886
5	Wormwood Street, Liverpool Street	8,540
6	Hop Exchange, The Borough	7,256
7	Duke Street Hill, London Bridge	6,953
8	Old Street Station, St. Luke's	6,383
9	Exhibition Road, Knightsbridge	6,359
10	Brushfield Street, Liverpool Street	6,301

Fig 3 – busiest docking stations

The most popular trip in Q4 22/23 was a trip starting an ending at Hyde Park Corner, Hyde Park

#	Start / End station	Trips
1	Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park	2,754
2	Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park	1,037
3	Ackroyd Drive, Bow to Maplin Street, Mile End	876
4	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	815
5	Maplin Street, Mile End to Ackroyd Drive, Bow	781
6	Park Lane, Hyde Park to Park Lane, Hyde Park	655
7	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	648
8	Aquatic Centre, Queen Elizabeth Olympic Park to Monier Road, Hackney Wick	625
9	Monier Road, Hackney Wick to Aquatic Centre, Queen Elizabeth Olympic Park	597
10	Stratford Station, Stratford to Monier Road, Hackney Wick	575

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q4 22/23 the volume of all time members with the scheme grew to 946,354. New memberships in Q4 22/23 grew by 23,384

Month	New members	Cumulative members
Jan-23	6,545	929,515
Feb-23	8,361	937,876
Mar-23	8,478	946,354

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 22/23	P11 22/23	P12 22/23	P13 22/23
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	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
22/23	P10	11/12/2022
	P11	08/01/2023
	P12	05/02/2023
	P13	05/03/2023

Fig 7 – Period dates

