



Santander Cycles quarterly performance report Q3 21/22 Oct – Dec 21

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I. Volume of Santander Cycle Hires

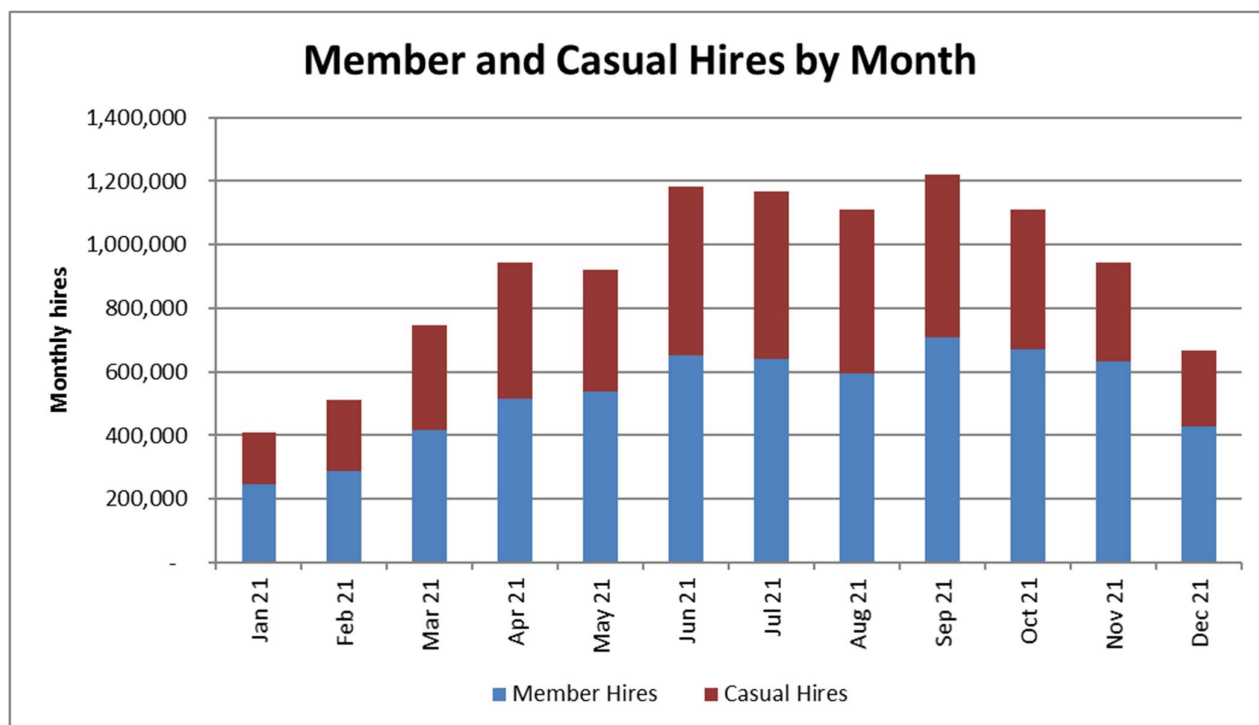


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Jan 21	245,919	163,900	409,819	- 299,854
Feb 21	287,947	222,963	510,910	- 130,218
Mar 21	416,646	331,587	748,233	194,585
Apr 21	515,513	427,848	943,361	352,067
May 21	539,478	382,140	921,618	- 199,817
Jun 21	652,110	531,009	1,183,119	24,559
Jul 21	642,115	525,510	1,167,625	- 2,435
Aug 21	596,362	514,394	1,110,756	- 42,520
Sep 21	707,890	512,025	1,219,915	82,391
Oct 21	672,074	438,497	1,110,571	262,338
Nov 21	633,755	311,292	945,047	184,802
Dec 21	428,530	238,672	667,202	78,111

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo Station was the busiest hiring station in Q3 21/22

#	Docking station	Hires
1	Waterloo Station, Waterloo	33,715
2	Hyde Park Corner, Hyde Park	16,177
3	Belgrove Street, King's Cross	13,656
4	Queen Street, Bank	12,577
5	Hop Exchange, The Borough	12,349
6	Wormwood Street, Liverpool Street	12,229
7	Wellington Arch, Hyde Park	12,191
8	Brushfield Street, Liverpool Street	10,913
9	Westminster Pier, Westminster	10,663
10	Exhibition Road, Knightsbridge	10,637

Fig 3 – busiest docking stations

The most popular trip in Q3 21/22 was a trip starting and ending at Aquatic Centre, Olympic Park

#	Start / End station	Trips
1	Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park	3,123
2	Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park	2,494
3	Albert Gate, Hyde Park to Albert Gate, Hyde Park	1,416
4	Park Lane, Hyde Park to Park Lane, Hyde Park	1,076
5	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	997
6	Aquatic Centre, Queen Elizabeth Olympic Park to Monier Road, Hackney Wick	965
7	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	959
8	Monier Road, Hackney Wick to Aquatic Centre, Queen Elizabeth Olympic Park	895
9	Wellington Arch, Hyde Park to Wellington Arch, Hyde Park	892
10	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	796

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q3 21/22 the volume of all time members with the scheme grew to 774,858. New memberships in Q3 21/22 grew by 29,461

Month	New members	Cumulative members
Oct-21	12,503	757,900
Nov-21	9,471	767,371
Dec-21	7,487	774,858

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	P7 21/22	P8 21/22	P9 21/22
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	Pass	Pass	Pass
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
21/22	P7	19/09/2021	16/10/2021
	P8	17/10/2021	13/11/2021
	P9	14/11/2021	11/12/2021

Fig 7 – Period dates

