



**Santander Cycles**  
**quarterly**  
**performance report**  
**Q3 22/23 Oct – Dec**  
**22**

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## I. Volume of Santander Cycle Hires

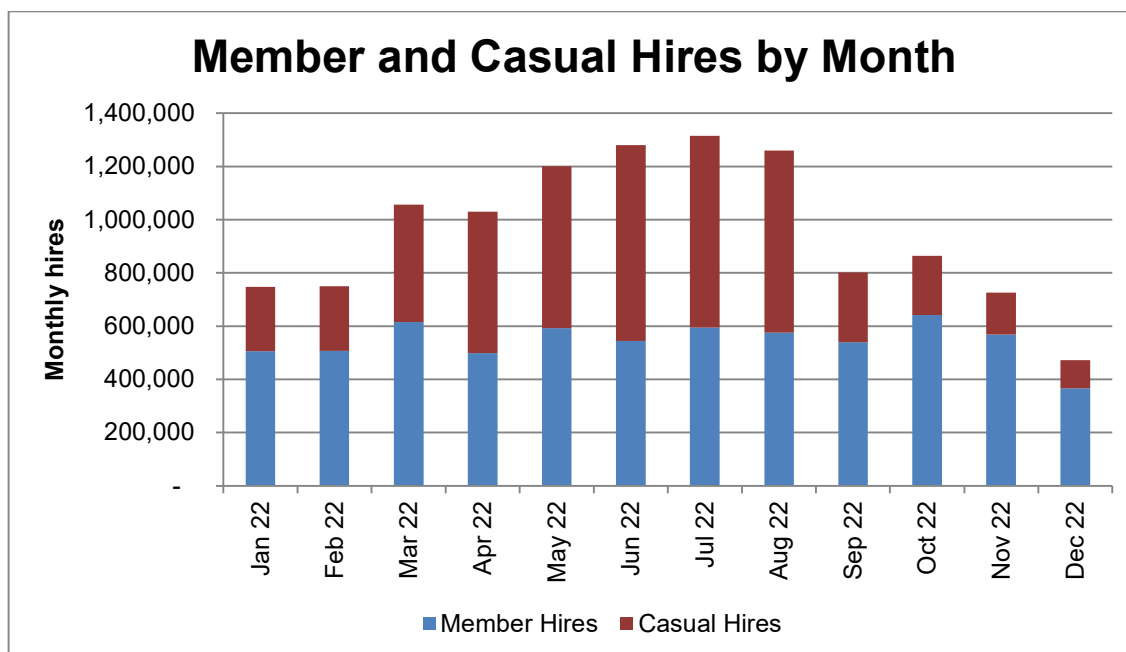


Fig I – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Jan 22	506,145	242,357	748,502	338,683
Feb 22	507,526	242,445	749,971	239,061
Mar 22	614,168	442,552	1,056,720	308,487
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

\* 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 Q3 22/23

#	Docking station	Hires
1	Waterloo Station, Waterloo	25,067
2	Hyde Park Corner, Hyde Park	10,672
3	Belgrove Street, King's Cross	9,729
4	Queen Street, Bank	9,549
5	Wormwood Street, Liverpool Street	9,247
6	Hop Exchange, The Borough	8,625
7	Brushfield Street, Liverpool Street	7,786
8	Duke Street Hill, London Bridge	7,727
9	Exhibition Road, Knightsbridge	7,561
10	Albert Gate, Hyde Park	7,200

Fig 3 – busiest docking stations

The most popular trip in Q3 22/23 was a trip starting and ending at Hyde Park Corner, Hyde Park

#	Start / End station	Trips
1	Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park	2,768
2	Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park	1,807
3	Albert Gate, Hyde Park to Albert Gate, Hyde Park	1,348
4	Park Lane, Hyde Park to Park Lane, Hyde Park	932
5	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	875
6	Ackroyd Drive, Bow to Maplin Street, Mile End	869
7	Aquatic Centre, Queen Elizabeth Olympic Park to Monier Road, Hackney Wick	847
8	Maplin Street, Mile End to Ackroyd Drive, Bow	833
9	Monier Road, Hackney Wick to Aquatic Centre, Queen Elizabeth Olympic Park	779
10	Stratford Station, Stratford to Monier Road, Hackney Wick	688

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q3 22/23 the volume of all time members with the scheme grew to 922,970. New memberships in Q3 22/23 grew by 36,102

Month	New members	Cumulative members
Oct-22	18,550	905,418
Nov-22	9,823	915,241
Dec-22	7,729	922,970

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 22/23	P8 22/23	P9 22/23
1	Planned Bicycle Servicing	N/a	Pass	Pass
2	Bicycle Availability	N/a	Pass	Pass
3	Docking Station Clusters – Not full or not empty	N/a	Pass	Pass
4	Auxiliary Docking Stations – Not full or not empty	N/a	Pass	Pass
5	Applicable Service System Availability	N/a	Pass	Pass
6a1	Interface Events - 90% within 5 minutes of being published	N/a	Pass	Pass
6a2	Interface Events - 100% within 15 minutes of being published	N/a	Pass	Pass
6b	Interface Incidents	N/a	Pass	Pass
7a	Accuracy of MIS Data	N/a	Pass	Pass
8	Contract Compliance	N/a	Pass	Pass
9a	Timely, complete and correct provision of Reports	N/a	Pass	Pass
9b	Submission and Agreement of Key Reports	N/a	Pass	Pass
10	FOI Legalisation and Data Protection Legislation Requests	N/a	Pass	Pass
11	Data Protection Breaches	N/a	Pass	Pass

\*As part of the introduction of a new back office system the service provider were not required to report on PI levels in P6-P7 22/23

Fig 6 – PI summary

Financial Year - Period		Period Start Date	Period End Date
22/23	P7	18/09/2022	15/10/2022
	P8	16/10/2022	12/11/2022
	P9	13/11/2022	10/12/2022

Fig 7 – Period dates

