

Santander Cycles
quarterly
performance report
Q3 23/24 Oct – Dec
23

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I. Volume of Santander Cycle Hires

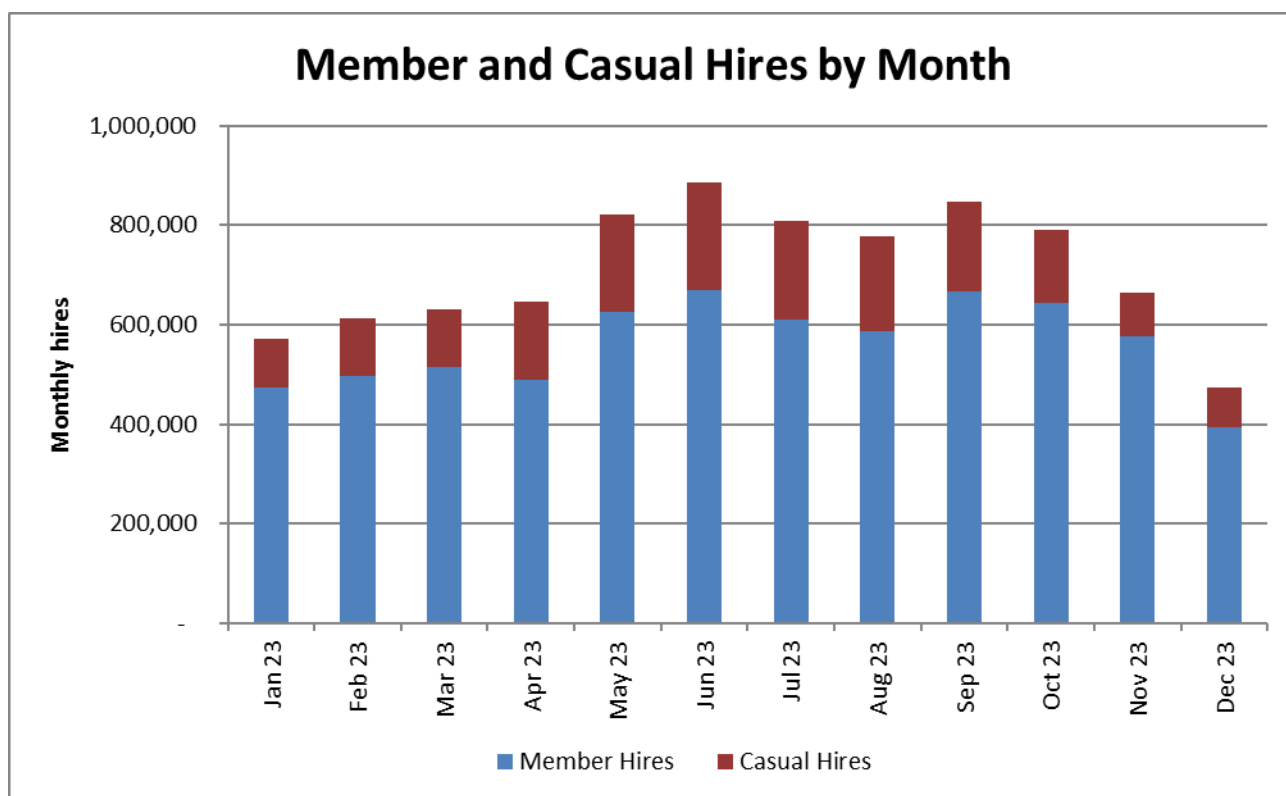


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
Jan 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
Apr 23	489,646	157,253	646,899	- 384,178
May 23	624,435	196,998	821,433	- 379,621
Jun 23	669,890	214,840	884,730	- 395,450
Jul 23	611,327	197,425	808,752	- 507,049
Aug 23	585,923	192,574	778,497	- 481,435
Sep 23	666,538	181,495	848,033	46,842
Oct 23	643,095	146,760	789,855	- 75,007
Nov 23	575,323	89,743	665,066	- 60,700
Dec 23	394,804	79,319	474,123	2,290

* 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 23/24

#	Docking station	Hires
1	Waterloo Station, Waterloo	28,424
2	Wormwood Street, Liverpool Street	9,544
3	Queen Street, Bank	8,993
4	Hyde Park Corner, Hyde Park	8,890
5	Argyle Street, Kings Cross	8,167
6	Duke Street Hill, London Bridge	7,547
7	Brushfield Street, Liverpool Street	7,391
8	Old Street Station, St. Luke's	7,038
9	Exhibition Road, Knightsbridge	6,979
10	Hop Exchange, The Borough	6,918

Fig 3 – busiest docking stations

The most popular trip in Q3 23/24 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	2,201
2	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	1,421
3	Albert Gate, Hyde Park to Albert Gate, Hyde Park	1,129
4	Ackroyd Drive, Bow to Maplin Street, Mile End	1,030
5	Maplin Street, Mile End to Ackroyd Drive, Bow	965
6	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	814
7	Park Lane , Hyde Park to Park Lane , Hyde Park	670
8	Southwick Street, Paddington to Exhibition Road, Knightsbridge	646
9	Stratford Station, Stratford to Monier Road, Hackney Wick	550
10	Monier Road, Hackney Wick to Stratford Station, Stratford	545

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q3 23/24 the volume of all time members with the scheme grew to 1,078,923. New memberships in Q3 23/24 grew by 27,021

Month	New members	Cumulative members
Oct-23	13,678	1,065,580
Nov-23	6,631	1,072,211
Dec-23	6,712	1,078,923

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 23/ 24	P8 23/ 24	P9 23/ 24
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
23/24	P7	17/09/2023
	P8	15/10/2023
	P9	12/11/2023

Fig 7 – Period dates

