



# Santander Cycles quarterly performance report Q1 22/23 Apr – Jun 22

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## I. Volume of Santander Cycle Hires

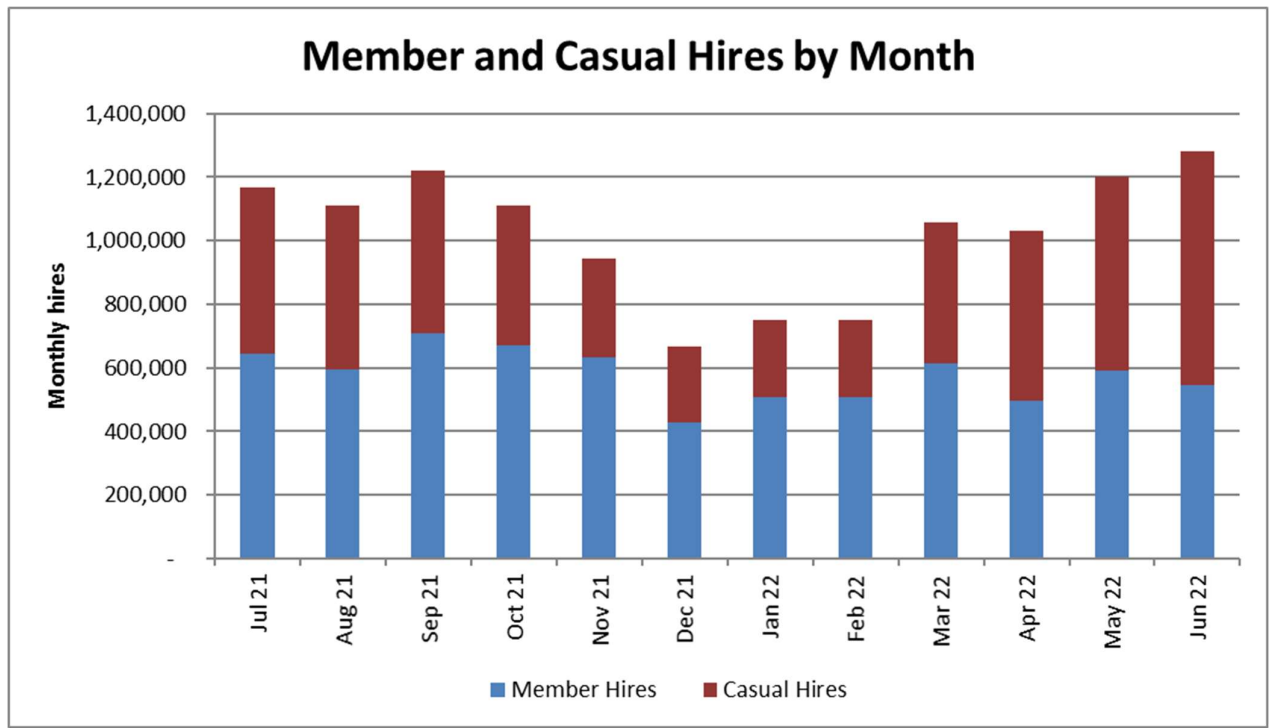


Fig 1 – member and casual hires

| Month  | Member Hires | Casual Hires | Total Hires | Year on year difference |
|--------|--------------|--------------|-------------|-------------------------|
| 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                  |
| 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                  |

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Waterloo Station was the busiest hiring station in Q1 22/23

| #  | Docking station                              | Hires  |
|----|--|--------|
| 1  | Waterloo Station, Waterloo                   | 37,775 |
| 2  | Hyde Park Corner, Hyde Park                  | 31,326 |
| 3  | Albert Gate, Hyde Park                       | 20,826 |
| 4  | Queen Street, Bank                           | 19,026 |
| 5  | Wellington Arch, Hyde Park                   | 16,647 |
| 6  | Black Lion Gate, Kensington Gardens          | 16,522 |
| 7  | Belgrove Street, King's Cross                | 16,098 |
| 8  | Serpentine Car Park, Hyde Park               | 15,953 |
| 9  | Aquatic Centre, Queen Elizabeth Olympic Park | 15,411 |
| 10 | Hop Exchange, The Borough                    | 15,362 |

Fig 3 – busiest docking stations

The most popular trip in Q1 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                                   | 7,333 |
| 2  | Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park | 6,358 |
| 3  | Albert Gate, Hyde Park to Albert Gate, Hyde Park   | 3,472 |
| 4  | Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens                   | 2,568 |
| 5  | Park Lane, Hyde Park to Park Lane, Hyde Park   | 2,568 |
| 6  | Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park                                 | 2,329 |
| 7  | Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park                 | 1,841 |
| 8  | Serpentine Car Park, Hyde Park to Serpentine Car Park, Hyde Park                             | 1,627 |
| 9  | Hyde Park Corner, Hyde Park to Albert Gate, Hyde Park  | 1,508 |
| 10 | Palace Gate, Kensington Gardens to Palace Gate, Kensington Gardens                           | 1,490 |

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q1 22/23 the volume of all time members with the scheme grew to 830,998. New memberships in Q1 22/23 grew by 32,729

| Month  | New members | Cumulative members |
|--------|-------------|--------------------|
| Apr-22 | 11,483      | 809,752            |
| May-22 | 10,252      | 820,004            |
| Jun-22 | 10,994      | 830,998            |

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  | P1<br>22/23 | P2<br>22/23 | P3<br>22/23 |
|-----|--|-------------|-------------|-------------|
| 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 |
|-------------------------|--------|------------|-----------------|
| 22/23                   | P1     | 01/04/2022 | 30/04/2022      |
|                         | P2     | 01/05/2022 | 28/05/2022      |
|                         | P3     | 29/05/2022 | 25/06/2022      |

Fig 7 – Period dates

