



# Santander Cycles quarterly performance report Q1 23/24 Apr – Jun 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

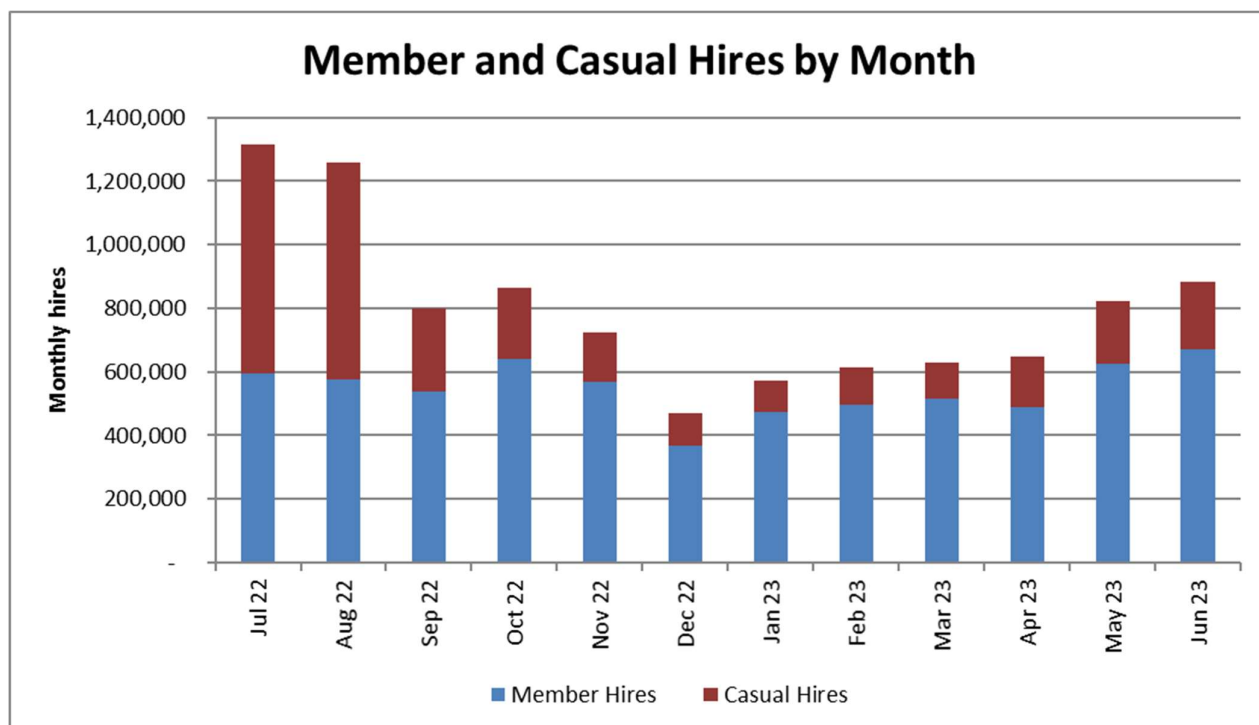


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

\* 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 Q1 23/24

#	Docking station	Hires
1	Waterloo Station, Waterloo	18,289
2	Hyde Park Corner, Hyde Park	12,441
3	Black Lion Gate, Kensington Gardens	7,645
4	Queen Street, Bank	7,066
5	Belgrove Street, King's Cross	6,670
6	Albert Gate, Hyde Park	6,145
7	Duke Street Hill, London Bridge	5,823
8	Wormwood Street, Liverpool Street	5,805
9	Battersea Power Station, Battersea Park	5,000
10	Serpentine Car Park, Hyde Park	4,988

Fig 3 – busiest docking stations

The most popular trip in Q1 23/24 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	6,205
2	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	3,274
3	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	2,763
4	Albert Gate, Hyde Park to Albert Gate, Hyde Park	2,165
5	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	2,151
6	Park Lane, Hyde Park to Park Lane, Hyde Park	1,735
7	Palace Gate, Kensington Gardens to Palace Gate, Kensington Gardens	1,181
8	Timber Lodge, Queen Elizabeth Olympic Park to Timber Lodge, Queen Elizabeth Olympic Park	1,139
9	Queen's Gate, Kensington Gardens to Queen's Gate, Kensington Gardens	1,076
10	Hyde Park Corner, Hyde Park to Albert Gate, Hyde Park	1,012

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q1 23/24 the volume of all time members with the scheme grew to 998,283. New memberships in Q1 23/24 grew by 51,929

Month	New members	Cumulative members
Apr-23	14,421	960,775
May-23	17,807	978,582
Jun-23	19,701	998,283

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 23/24	P2 23/24	P3 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	P1	01/04/2023	29/04/2023
	P2	30/04/2023	27/05/2023
	P3	28/05/2023	24/06/2023

Fig 7 – Period dates

