



Santander Cycles quarterly performance report Q4 21/22 Jan – Mar 22

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

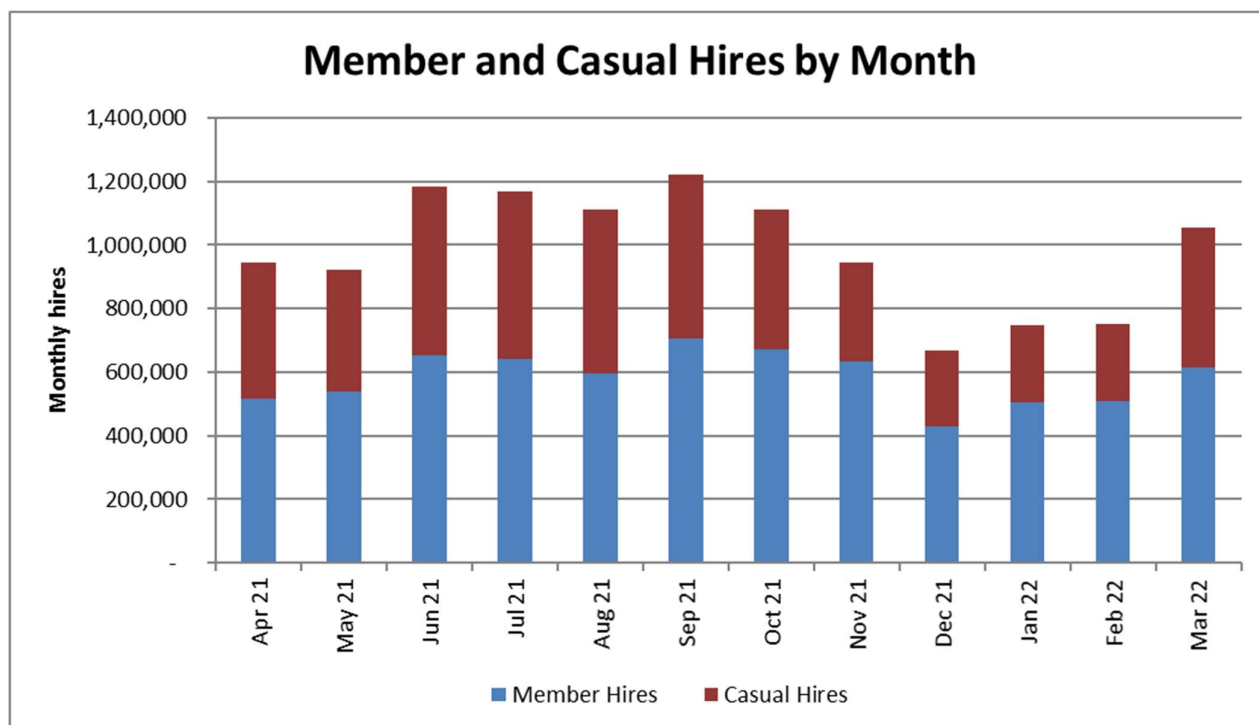


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

Fig 2 – monthly hires



2. Popular docking stations and trips

Waterloo Station was the busiest hiring station in Q4 21/22

#	Docking station	Hires
1	Waterloo Station, Waterloo	32,835
2	Hyde Park Corner, Hyde Park	15,913
3	Queen Street, Bank	13,870
4	Belgrove Street, King's Cross	12,774
5	Wormwood Street, Liverpool Street	12,441
6	Hop Exchange, The Borough	11,374
7	Wellington Arch, Hyde Park	11,063
8	Duke Street Hill, London Bridge	10,667
9	Albert Gate, Hyde Park	10,435
10	Exhibition Road, Knightsbridge	10,292

Fig 3 – busiest docking stations

The most popular trip in Q4 21/22 was a trip starting an ending at Aquatic Centre, Olympic Park

#	Start / End station	Trips
1	Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park	3,535
2	Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park	3,189
3	Albert Gate, Hyde Park to Albert Gate, Hyde Park	1,673
4	Park Lane, Hyde Park to Park Lane, Hyde Park	1,404
5	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	1,034
6	Monier Road, Hackney Wick to Aquatic Centre, Queen Elizabeth Olympic Park	1,025
7	Aquatic Centre, Queen Elizabeth Olympic Park to Monier Road, Hackney Wick	959
8	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	927
9	Wellington Arch, Hyde Park to Wellington Arch, Hyde Park	847
10	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	691

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q4 21/22 the volume of all time members with the scheme grew to 798,269. New memberships in Q4 21/22 grew by 23,411

Month	New members	Cumulative members
Jan-22	6,984	781,842
Feb-22	6,180	788,022
Mar-22	10,247	798,269

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	P10 21/22	P11 21/22	P12 21/22	P13 21/22
1	Planned Bicycle Servicing	Pass	Pass	Pass	Pass
2	Bicycle Availability	Pass	Pass	Pass	Pass
3	Docking Station Clusters – Not full or not empty	Pass	Pass	Pass	Pass
4	Auxiliary Docking Stations – Not full or not empty	Pass	Pass	Pass	Pass
5	Applicable Service System Availability	Pass	Pass	Pass	Pass
6a1	Interface Events - 90% within 5 minutes of being published	Pass	Pass	Pass	Pass
6a2	Interface Events - 100% within 15 minutes of being published	Pass	Pass	Pass	Pass
6b	Interface Incidents	Pass	Pass	Pass	Pass
7a	Accuracy of MIS Data	Pass	Pass	Pass	Pass
8	Contract Compliance	Pass	Pass	Pass	Pass
9a	Timely, complete and correct provision of Reports	Pass	Pass	Pass	Pass
9b	Submission and Agreement of Key Reports	Pass	Pass	Pass	Pass
10	FOI Legalisation and Data Protection Legislation Requests	Pass	Pass	Pass	Pass
11	Data Protection Breaches	Pass	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period	Period Start Date	Period End Date
21/22	P10	12/12/2021
	P11	09/01/2022
	P12	06/02/2022
	P13	06/03/2022

Fig 7 – Period dates

