



Santander Cycles
quarterly
performance report
Q2 23/24 Jul – Sep 23



Santander

CYCLES

EVERY JOURNEY MATTERS

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

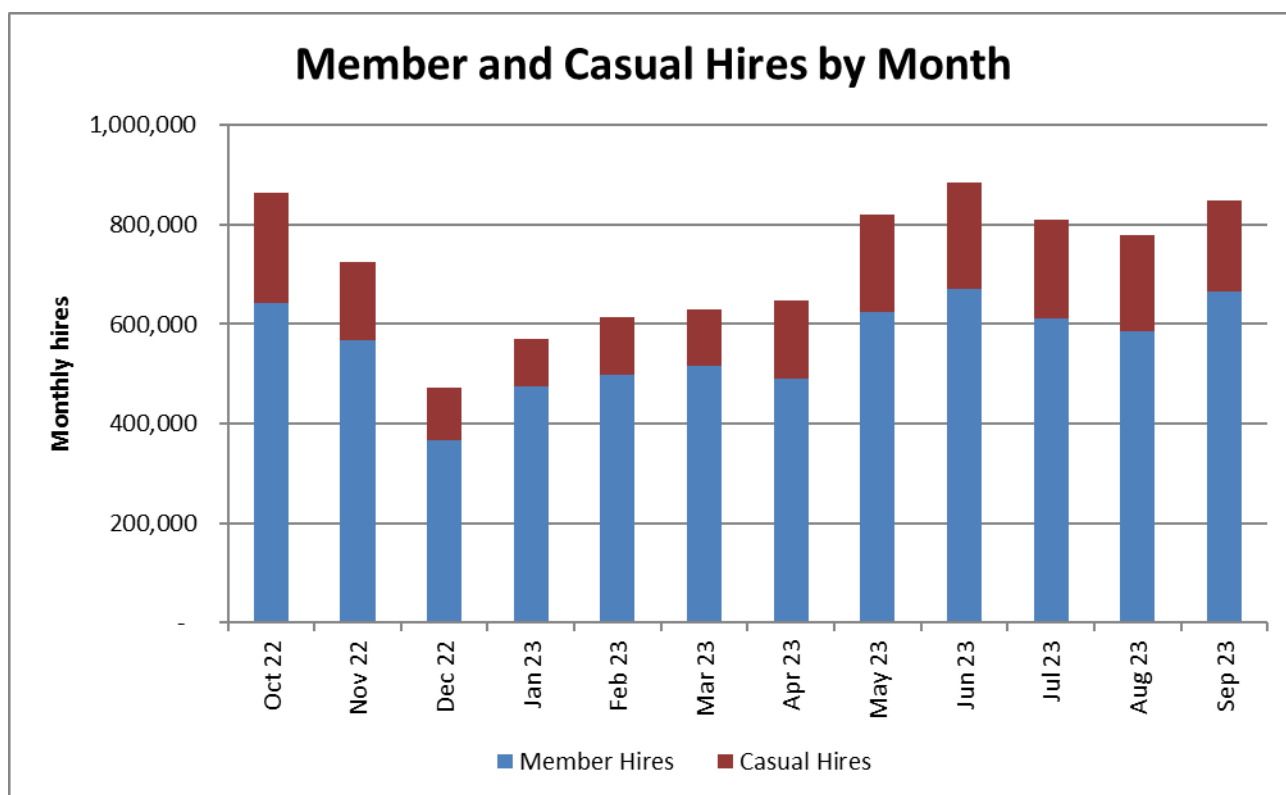


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

* 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 Q2 23/24

#	Docking station	Hires
1	Waterloo Station, Waterloo	31,162
2	Hyde Park Corner, Hyde Park	20,607
3	Albert Gate, Hyde Park	12,590
4	Black Lion Gate, Kensington Gardens	12,335
5	Queen Street, Bank	11,923
6	Wormwood Street, Liverpool Street	11,545
7	Brushfield Street, Liverpool Street	9,622
8	Battersea Power Station, Battersea Park	9,336
9	Hop Exchange, The Borough	9,334
10	Duke Street Hill, London Bridge	9,044

Fig 3 – busiest docking stations

The most popular trip in Q2 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	7,134
2	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	4,149
3	Albert Gate, Hyde Park to Albert Gate, Hyde Park	3,398
4	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	3,187
5	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	2,980
6	Park Lane, Hyde Park to Park Lane, Hyde Park	2,159
7	Palace Gate, Kensington Gardens to Palace Gate, Kensington Gardens	1,515
8	Hyde Park Corner, Hyde Park to Albert Gate, Hyde Park	1,229
9	Queen's Gate, Kensington Gardens to Queen's Gate, Kensington Gardens	1,159
10	Timber Lodge, Queen Elizabeth Olympic Park to Timber Lodge, Queen Elizabeth Olympic Park	1,087

Fig 4 – most popular trips



3. New memberships and customer statistics

In Q2 23/24 the volume of all time members with the scheme grew to 1,051,902. New memberships in Q2 23/24 grew by 53,619

Month	New members	Cumulative members
Jul-23	17,119	1,015,402
Aug-23	17,555	1,032,957
Sep-23	18,945	1,051,902

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.

Area of Service	P4 23/ 24	P5 23/ 24	P6 23/ 24
Planned Bicycle Servicing	Pass	Pass	Pass
Bicycle Availability	Pass	Pass	Pass
Docking Station Clusters – Not full or not empty	Pass	Pass	Pass
Auxiliary Docking Stations – Not full or not empty	Pass	Pass	Pass
Applicable Service System Availability	Pass	Pass	Pass
Interface Events - 90% within 5 minutes of being published	Pass	Pass	Pass
Interface Events - 100% within 15 minutes of being published	Pass	Pass	Pass
Interface Incidents	Pass	Pass	Pass
Accuracy of MISData	Pass	Pass	Pass
Contract Compliance	Pass	Pass	Pass
Timely, complete and correct provision of Reports	Pass	Pass	Pass
Submission and Agreement of Key Reports	Pass	Pass	Pass
FOI Legalisation and Data Protection Legislation Requests	Pass	Pass	Pass
Data Protection Breaches	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period	Period Start Date	Period End Date
23/24	P4	25/06/2023
	P5	23/07/2023
	P6	20/08/2023

Fig 7 – Period dates

