

# Santander Cycles quarterly performance report Q4 23/24 Jan – Mar 24



Santander

CYCLES

EVERY JOURNEY MATTERS

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## I. Volume of Santander Cycle Hires

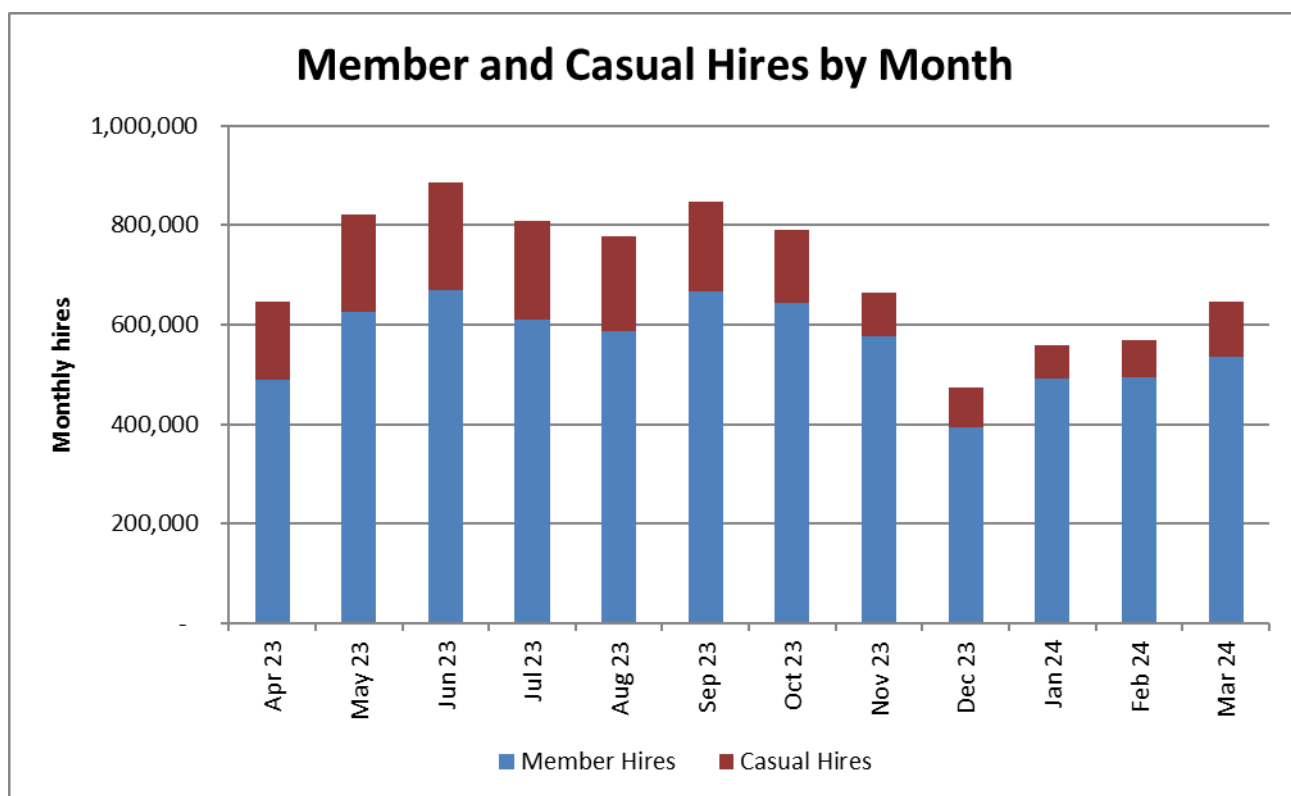


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
Jan 24	492,493	66,399	558,892	- 12,241
Feb 24	494,438	74,073	568,511	- 44,814
Mar 24	534,761	112,611	647,372	16,767

Fig 2 – monthly hires



## 2. Popular docking stations and trips

Waterloo Station was the busiest hiring station in Q4 23/24

#	Docking station	Hires
1	Waterloo Station, Waterloo	9,499
2	Queen Street, Bank	3,089
3	Wormwood Street, Liverpool Street	2,896
4	Argyle Street, Kings Cross	2,608
5	Hyde Park Corner, Hyde Park	2,152
6	Duke Street Hill, London Bridge	2,101
7	Brushfield Street, Liverpool Street	2,090
8	Tooley Street, Bermondsey	2,084
9	Cheapside, Bank	2,079
10	Exhibition Road, Knightsbridge	1,951

Fig 3 – busiest docking stations

The most popular trip in Q4 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	2,397
2	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	1,254
3	Ackroyd Drive, Bow to Maplin Street, Mile End	1,081
4	Waterloo Station, Waterloo to Queen Street, Bank	986
5	Maplin Street, Mile End to Ackroyd Drive, Bow	971
6	Albert Gate, Hyde Park to Albert Gate, Hyde Park	946
7	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	710
8	Waterloo Station, Waterloo to Newgate Street, St. Paul's	697
9	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	679
10	Queen Street, Bank to Waterloo Station, Waterloo	661

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q4 23/24 the volume of all time members with the scheme grew to 1,099,273. New memberships in Q4 23/24 grew by 20,350

Month	New members	Cumulative members
Jan-24	5,420	1,084,343
Feb-24	6,221	1,090,564
Mar-24	8,709	1,099,273

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 23/ 24	P11 23/ 24	P12 23/ 24	P13 23/ 24
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	Fail	Pass	Pass	Pass
11	Data Protection Breaches	Pass	Pass	Pass	Pass

Fig 6 – PI summary

Financial Year - Period	Period Start Date	Period End Date
23/24	P10	10/12/2023
	P11	07/01/2024
	P12	04/02/2024
	P13	03/03/2024

Fig 7 – Period dates

