



# Santander Cycles quarterly performance report Q2 22/23 Jul – Sep 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

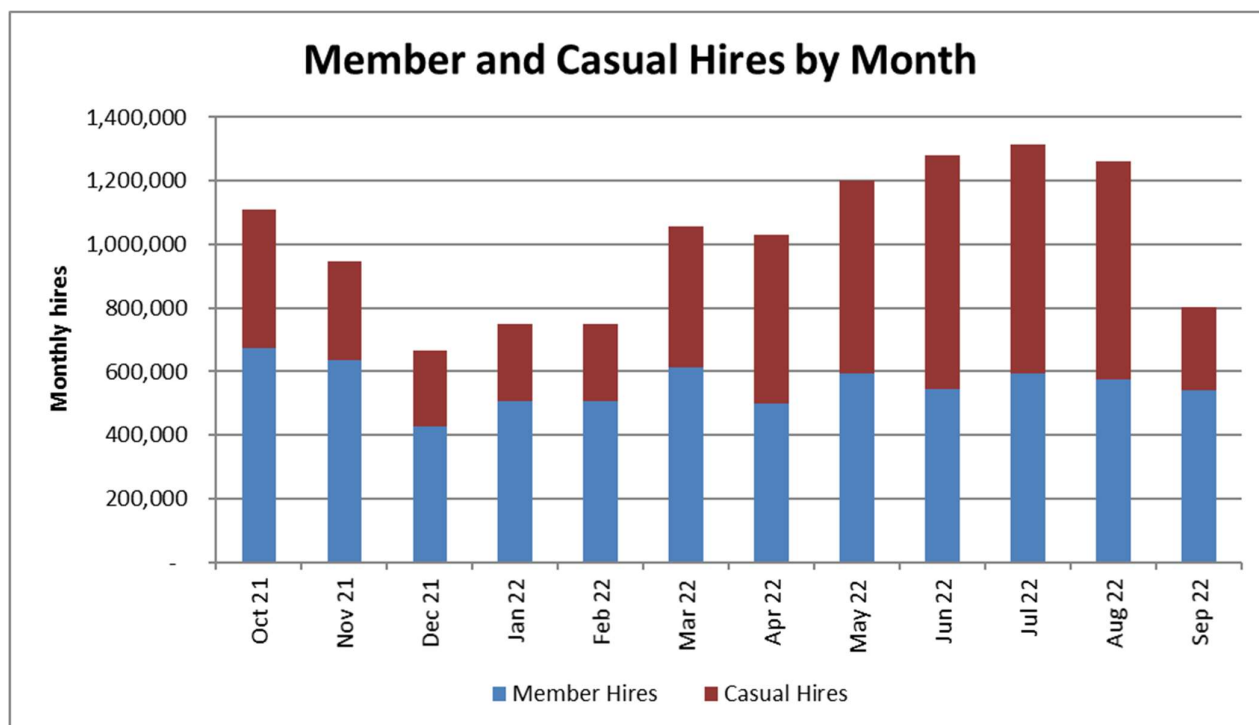


Fig 1 – member and casual hires

Month	Member Hires	Casual Hires	Total Hires	Year on year difference
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
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

\* 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 22/23**

#	Docking station	Hires
1	Waterloo Station, Waterloo	35,329
2	Hyde Park Corner, Hyde Park	28,997
3	Queen Street, Bank	18,428
4	Black Lion Gate, Kensington Gardens	16,553
5	Albert Gate, Hyde Park	15,640
6	Wellington Arch, Hyde Park	15,333
7	Hop Exchange, The Borough	15,285
8	Belgrove Street, King's Cross	14,730
9	Wormwood Street, Liverpool Street	14,165
10	Duke Street Hill, London Bridge	14,160

Fig 3 – busiest docking stations

**The most popular trip in Q2 22/23 was a trip starting an ending at Hyde Park Corner, Hyde Park**

#	Start / End station	Trips
1	Hyde Park Corner, Hyde Park to Hyde Park Corner, Hyde Park	7,526
2	Aquatic Centre, Queen Elizabeth Olympic Park to Aquatic Centre, Queen Elizabeth Olympic Park	5,482
3	Albert Gate, Hyde Park to Albert Gate, Hyde Park	3,302
4	Triangle Car Park, Hyde Park to Triangle Car Park, Hyde Park	3,173
5	Black Lion Gate, Kensington Gardens to Black Lion Gate, Kensington Gardens	3,048
6	Park Lane, Hyde Park to Park Lane, Hyde Park	2,756
7	Podium, Queen Elizabeth Olympic Park to Podium, Queen Elizabeth Olympic Park	1,934
8	Palace Gate, Kensington Gardens to Palace Gate, Kensington Gardens	1,593
9	Serpentine Car Park, Hyde Park to Serpentine Car Park, Hyde Park	1,486
10	Wellington Arch, Hyde Park to Wellington Arch, Hyde Park	1,261

Fig 4 – most popular trips



### 3. New memberships and customer statistics

In Q2 22/23 the volume of all time members with the scheme grew to 886,868. New memberships in Q2 22/23 grew by 55,870

Month	New members	Cumulative members
Jul-22	14,570	845,568
Aug-22	14,179	859,747
Sep-22	27,121	886,868

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	P4 22/23	P5 22/23	P6 22/23
1	Planned Bicycle Servicing	Pass	Pass	N/a
2	Bicycle Availability	Pass	Pass	N/a
3	Docking Station Clusters – Not full or not empty	Pass	Pass	N/a
4	Auxiliary Docking Stations – Not full or not empty	Pass	Pass	N/a
5	Applicable Service System Availability	Pass	Pass	N/a
6a1	Interface Events - 90% within 5 minutes of being published	Pass	Pass	N/a
6a2	Interface Events - 100% within 15 minutes of being published	Pass	Pass	N/a
6b	Interface Incidents	Pass	Pass	N/a
7a	Accuracy of MIS Data	Pass	Pass	N/a
8	Contract Compliance	Pass	Pass	N/a
9a	Timely, complete and correct provision of Reports	Pass	Pass	N/a
9b	Submission and Agreement of Key Reports	Pass	Pass	N/a
10	FOI Legalisation and Data Protection Legislation Requests	Pass	Pass	N/a
11	Data Protection Breaches	Pass	Pass	N/a

\*As part of the introduction of a new back office system the service provider were not required to report on PI levels in P6-P7 22/23

Fig 6 – PI summary

Financial Year - Period		Period Start Date	Period End Date
22/23	P4	26/06/2022	23/07/2022
	P5	24/07/2022	20/08/2022
	P6	21/08/2022	17/09/2022

Fig 7 – Period dates

