

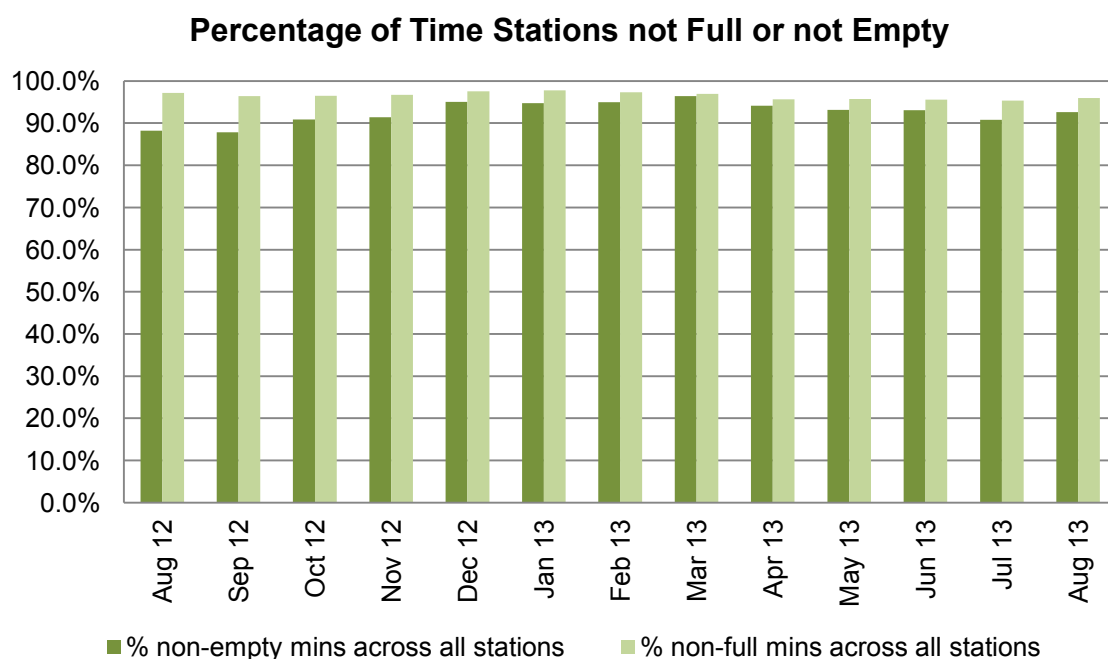
Barclays Cycle Hire

Frequently requested statistics

This information is published on a quarterly basis; next publication is due in January 2014.

1. Not full / not empty graph for last year

Data is not available beyond August 2013 at this time due to recent system upgrades. This will be available in the next quarterly update.



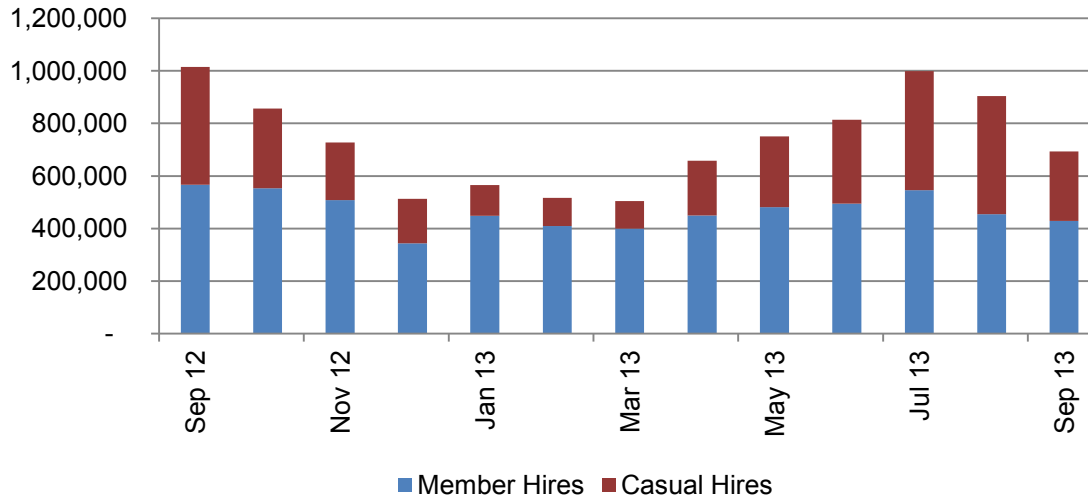
2. Member data last year and September 2013

September 2013 saw a net increase of 1027 users, meaning for every 28 new users, 1 user leaves the scheme.

Current total memberships	111,220
New members for September 2013	1064
Accounts closed in September 2013	37
New members in last quarter (July-September 2013)	3386

3. Trend data (Sept 2012 – Sept 2013)

Member and Casual Hires by Month



4. Top 10 largest docking stations (by no of docking points)

Barclays Cycle Hire is expanding to the south west of London, with some soon to be constructed super-sites in Wandsworth and Hammersmith and Fulham; including two 50+ sites near Clapham Junction Station and one 60+ site in Parsons Green.

Site	Docking Points
Waterloo Station (Waterloo)	126
Southwark Station (Southwark)	82
New Road (Whitechapel)	73
Edgware Road Station (Edgware)	64
Jubilee Plaza (Canary Wharf)	63
The Green Bridge (Mile End)	63
South Quay West (Canary Wharf)	60
Lightermans Road (Millwall)	57
Royal College Street (Camden Town)	57
Westfield Eastern Access Road (Westfield Shopping Centre)	56

5. Most popular journeys by origin/destination for most recent 6 weeks

Waterloo is our busiest station with 34,430 hires and docks made over this 6 week period, with an average of 1,073 hires and docks every weekday.

Data based on past 6 weeks 09/09/13 - 20/10/13

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	836
Stonecutter Street, Holborn → Waterloo Station, Waterloo	422
Waterloo Station, Waterloo → Godliman Street, St. Paul's	374
Waterloo Station, Waterloo → Queen Victoria Street, St. Paul's	364
Bankside Mix, Bankside → Waterloo Station, Waterloo	319
Godliman Street, St. Paul's → Waterloo Station, Waterloo	311
Waterloo Station, Waterloo → Wormwood Street, Liverpool Street	295
West Smithfield Rotunda, Farringdon → Finsbury Circus, Liverpool Street	291
Wormwood Street, Liverpool Street → Waterloo Station, Waterloo	265

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	1409
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	1407
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	759
Albert Gate, Hyde Park → Albert Gate, Hyde Park	662
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	419
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	359
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	351
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	334
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	303
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	297

6. Most recent KPI table for Serco

The Service Provider (Serco) who service the scheme, are measured against a stringent performance indicator (PI) regime, which we adapt to improve the level of service provided. The most recent change was in May 2013, where PI 31, 32 and 33 were added, with tougher targets on scheme bike and space availability. The regime was further tightened in August, and while Serco missed that new target, they exceeded the previous targets.

The other KPI failures are due to some early teething problems after a major system upgrade, which have now been ironed out. While it was important to get these issues corrected, the impact on customers was short lived.

CHEI Regime - July 2013 to date

Summary of Pass/Fails (after lets have been applied)

PI	Area of Service	Jul 2013	Aug 2013	Sept 2013
1a	Membership Applications (within 3 days)	✓	✓	✓
1b	Membership Applications (within 7 days)	✓	✓	✓
2a	Priority 1 Contacts Requiring Follow-Up (within 10 days)	✓	✓	✓
2b	Priority 1 Contacts Requiring Follow-Up (within 3 days)	✓	✓	✓
3a	Priority 2 Contacts Requiring Follow-Up (within 10 days)	✓	✓	✓
3b	Priority 2 Contacts Requiring Follow-Up (within 5 days)	✓	✓	✓
4	Blocked Calls Objective	✗	✗	✓
5	Abandon Rate	✓	✓	✓
6	Queuing Time Objective	✓	✓	✗
7	Call Centre Availability	✗	✓	✓
8	Timely application of Refunds	✓	✓	✓
9	Terminal Performance - Subscription Purchase & Release Code	✓	✓	✓
10	Terminal Performance - Release Code	✓	✓	✓
11 & 12	Docking Point Performance - Subscription Purchase & Active Subscription	✓	✓	✗
13	Services Website Availability	✓	✓	✗
14	Services Website Average Response Time	✗	✓	✗
15	Terminal Availability	✗	✗	✗
16	Availability and Accuracy of Displayed Information	✗	✗	✗
17	Successful Customer Transactions	✓	✓	✓
18	Priority 1 - Empty Stations	✓	✓	✓
19	Priority 2 - Empty Stations	✓	✓	✓
20	Priority 1 - Full Stations	✓	✓	✓
21	Priority 2 - Full Stations	✓	✓	✓
24	Bicycle Availability - Daily Minimum	✓	✓	✓
25	Contract Compliance	✓	✓	✓
26	Timely, Complete & Correct Provision of Reports	✓	✓	✗
27a	FOI & Data Protection Legislation Requests (Information Request)	✓	✓	✓
27b	FOI & Data Protection Legislation Requests (Subject Access Request)	✓	✓	✓
28	Data Protection Breaches	✓	✓	✓
29	Accurate Application of Payments	✓	✓	✓
30	Customer Satisfaction Index Benchmark Variance - Contact Centre	✓	✓	-
31	P1 Full or Empty Docking Station Maximum Time Period	✗	✗	✗
32	P2 Full or Empty Docking Station Maximum Time Period	✗	✗	✗

33	P1 and P2 Full or Empty Docking Station Maximum Time Period Overnight	*	*	*
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7. Most recent cost/revenue data

£m	2010/11	2011/12	2012/13
Cycle Income	2.4	6.5	7.5
Sponsorship Income	3.8	5.2	5.4
Operating Costs	(13.3)	(21.0)	(24.0)
Net Operating Costs	(7.1)	(9.3)	(11.1)

We will publish the data for Financial Year 2013/14 after the end of the financial year.