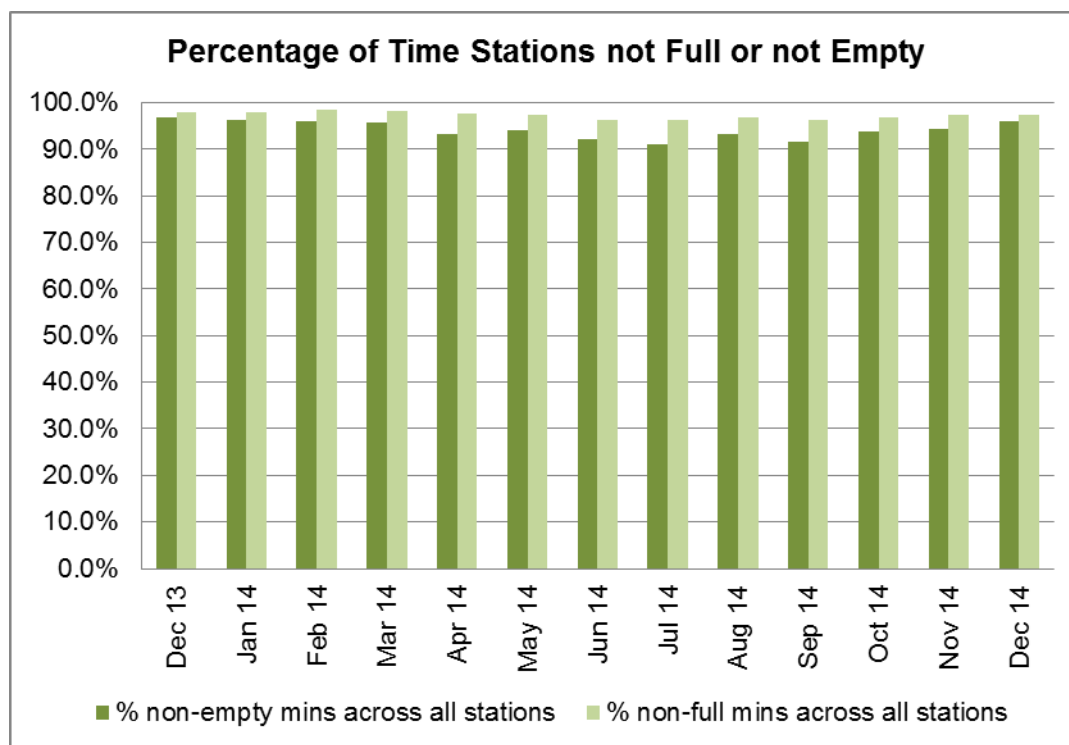# Barclays Cycle Hire

Frequently requested statistics

This information is published on a quarterly basis; next publication is due in May 2015.

### 1. Not full / not empty graph to Dec 2014

2. Member data October – December 2014

The last quarter of 2014 saw a net increase of 3,126 members to the scheme and 39 users leaving the scheme. This means that for account closed, 80 customers joined the scheme.

Month	New members	Accounts closed
October	1640	14
November	898	25
December	588	0
Total	3126	39
Current active memberships at end of 2014	166,148	

3. Trend data (Dec 2013 – Dec 2014)

Member and Casual Hires by Month
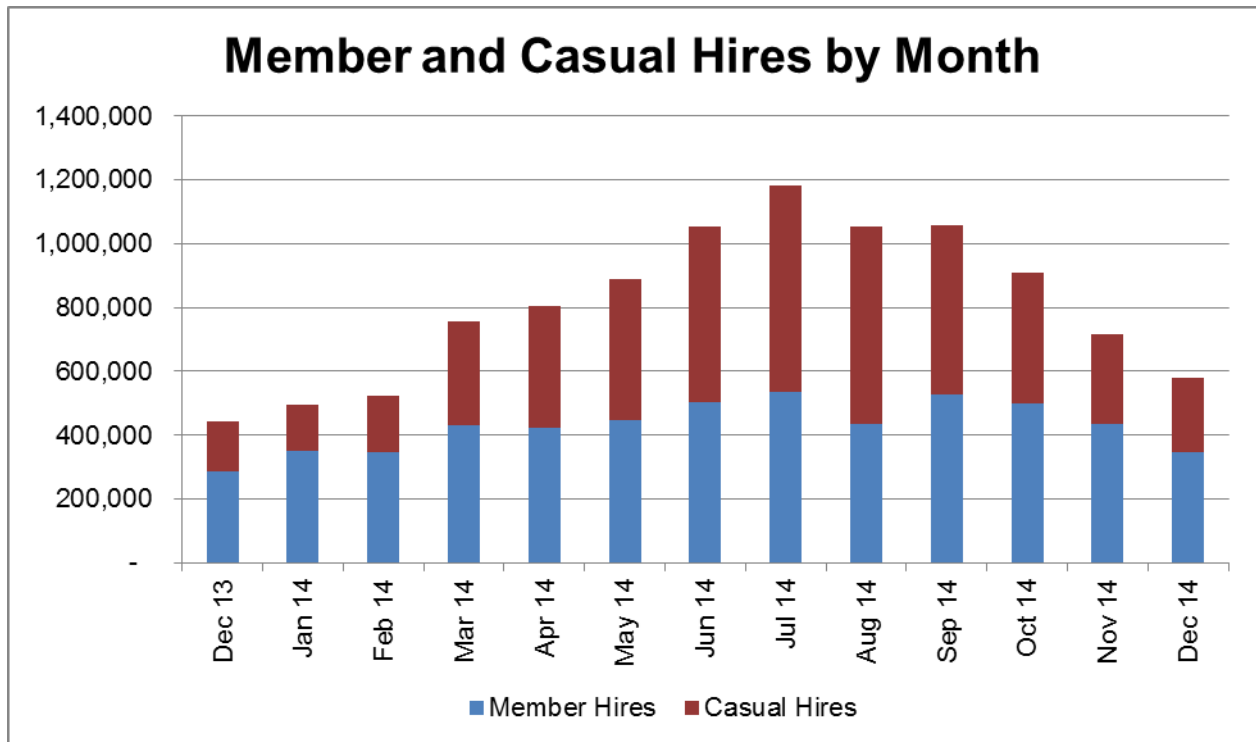
4. Top 10 largest docking stations (by no of docking points)

Barclays Cycle Hire expanded to the south west of London at the end of 2013, and there is now two 50+ docking point sites near Clapham Junction Station and one 50+ docking point site in Parsons Green.

Site	Docking Points
Waterloo Station (Waterloo)	126
Grant Road West, Central & East (Wandsworth)	120
Southwark Station (Southwark)	82
New Road (Whitechapel)F	73
Edgware Road Station (Edgware)	64
Jubilee Plaza (Canary Wharf)	63
The Green Bridge (Mile End)	63
South Quay West (Canary Wharf)	60
Royal College Street (Camden Town)	57
Lightermans Road (Tower Hamlets)	57

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

Waterloo is our busiest station with 26,014 hires and docks made over this 6 week period, with an average of 867 hires and docks every weekday. As expected, and seen in previous years, usage decreases as the weather becomes colder especially for casual hires.

Data based on past 6 weeks 08/12/2014 - 18/1/2015

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	471
Waterloo Station, Waterloo → Newgate Street, St Pauls	289
Waterloo Station, Waterloo → Queen Street, Bank	279
Waterloo Station, Waterloo → Queen Victoria St, St Pauls	271
Newgate Street, St Pauls → Waterloo Station, Waterloo	242
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	240
Finsbury Circus, Liverpool Street → Waterloo Station, Waterloo	213
Queen Victoria St, St Pauls → Waterloo Station, Waterloo	200
Waterloo Station, Waterloo → New Globe Walk, Bankside	200

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	768
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	755
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	446
Albert Gate, Hyde Park → Albert Gate, Hyde Park	436
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	249
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	234
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	225
Speakers Corner, Hyde Park → Albert Gate, Hyde Park	192
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	182
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	170

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.

CHEI Regime - Oct 2014 to Dec 2014

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

PI	Area of Service	Oct 2014	Nov 2014	Dec 2014
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	✘	✘	✘

7. Most recent cost/revenue data

£m	2010/11	2011/12	2012/13	2013/14
Cycle Income	2.4	6.5	7.5	8.8
Sponsorship Income	3.8	5.2	5.4	4.2
Other income	0	0	0	0.5
Operating Costs	(13.3)	(20.9)	(24.0)	(24.3)
Net Operating Costs	**(7.1)**	**(9.2)**	**(11.1)**	**(10.8)**

We will publish the data for Financial Year 2015/16 after the end of the financial year.