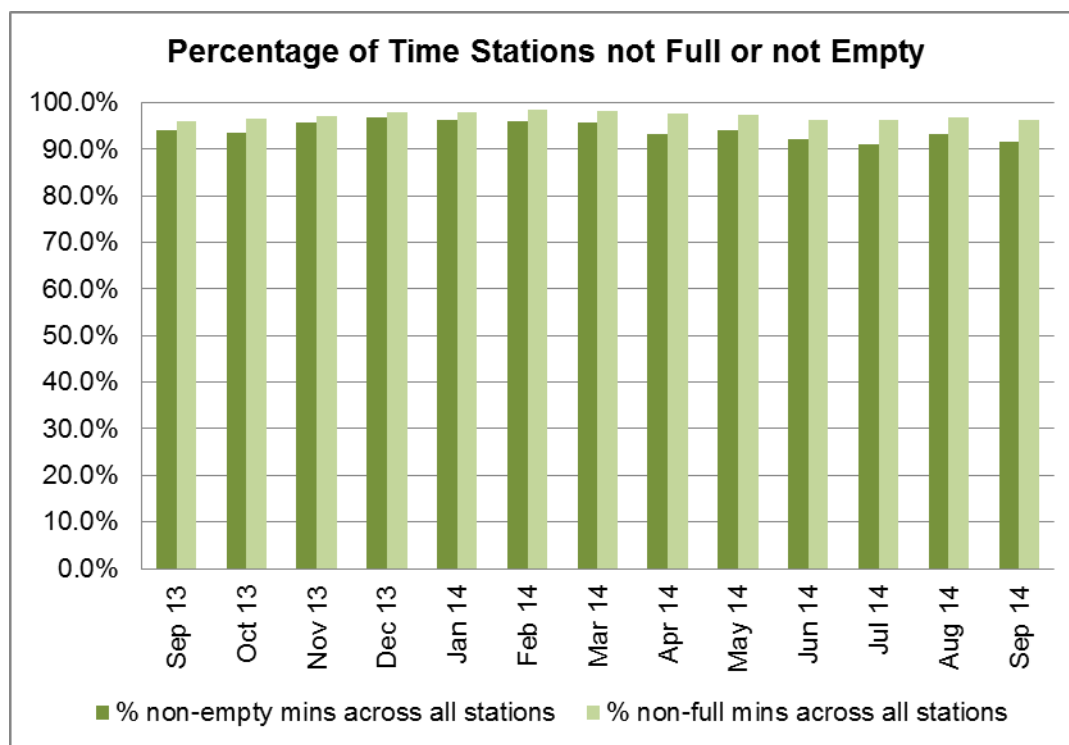


Barclays Cycle Hire

Frequently requested statistics

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

1. Not full / not empty graph to Sept 2014

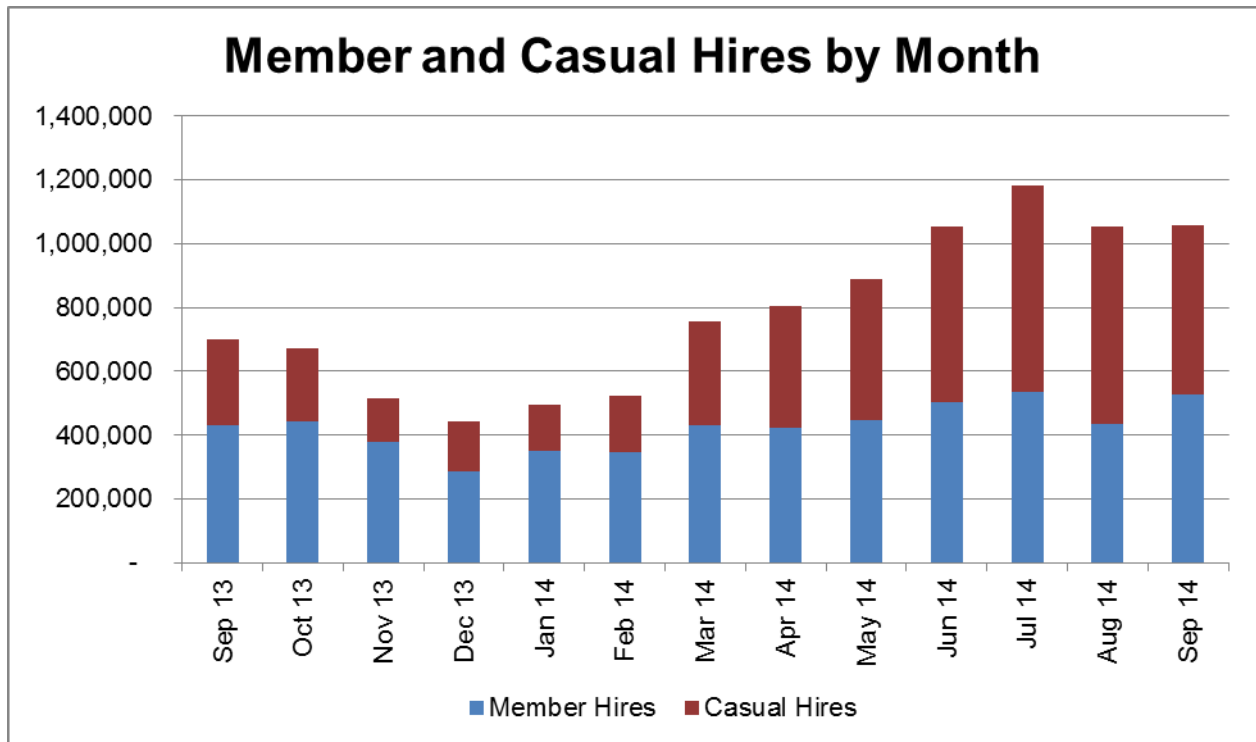


2. Member data last year and Sept 2014

Sept 2014 saw a net increase of 6,017 members and no members left the scheme.

Current active memberships as at end Sept 2014	163,205
New members for Sept 2014	6,017
Accounts closed in Sept 2014	0
New members in last quarter (July-Sept 2014)	10,105

3. Trend data (Sept 2013 – Sept 2014)



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 47,074 hires and docks made over this 6 week period, with an average of 1,369 hires and docks every weekday. As expected, and seen in previous years, usage decreases as the weather changes into Autumn, especially for casual hires.

Data based on past 6 weeks 08/09/2014 - 19/10/2014

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	615
Waterloo Station, Waterloo → Queen Victoria Street, St Pauls	362
Waterloo Station, Waterloo → Godliman Street, St Pauls	355
Wormwood Street, Liverpool Street → Waterloo Station, Waterloo	313
Waterloo Station, Waterloo → Newgate Street, St Pauls	309
Newgate Street, St Pauls → Waterloo Station, Waterloo	304
Waterloo Station, Waterloo → Queen Street, Bank	301
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	299
Queen Street 2, Bank → Waterloo Station, Waterloo	273

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	2624
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	2570
Albert Gate, Hyde Park → Albert Gate, Hyde Park	1208
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	1173
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	764
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	745
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	705
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	673
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	668
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	578

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 - Jul 2014 to Sept 2014

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

PI	Area of Service	Jul 2014	Aug 2014	Sept 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.