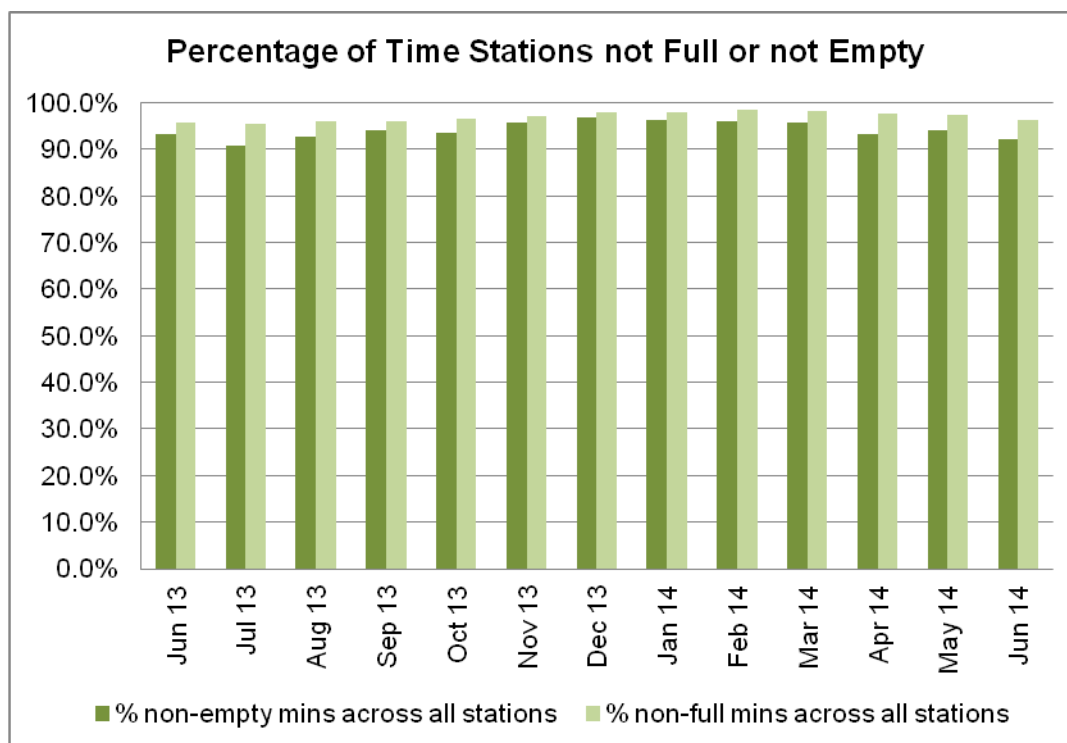


Barclays Cycle Hire

Frequently requested statistics

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

1. Not full / not empty graph to June 2014

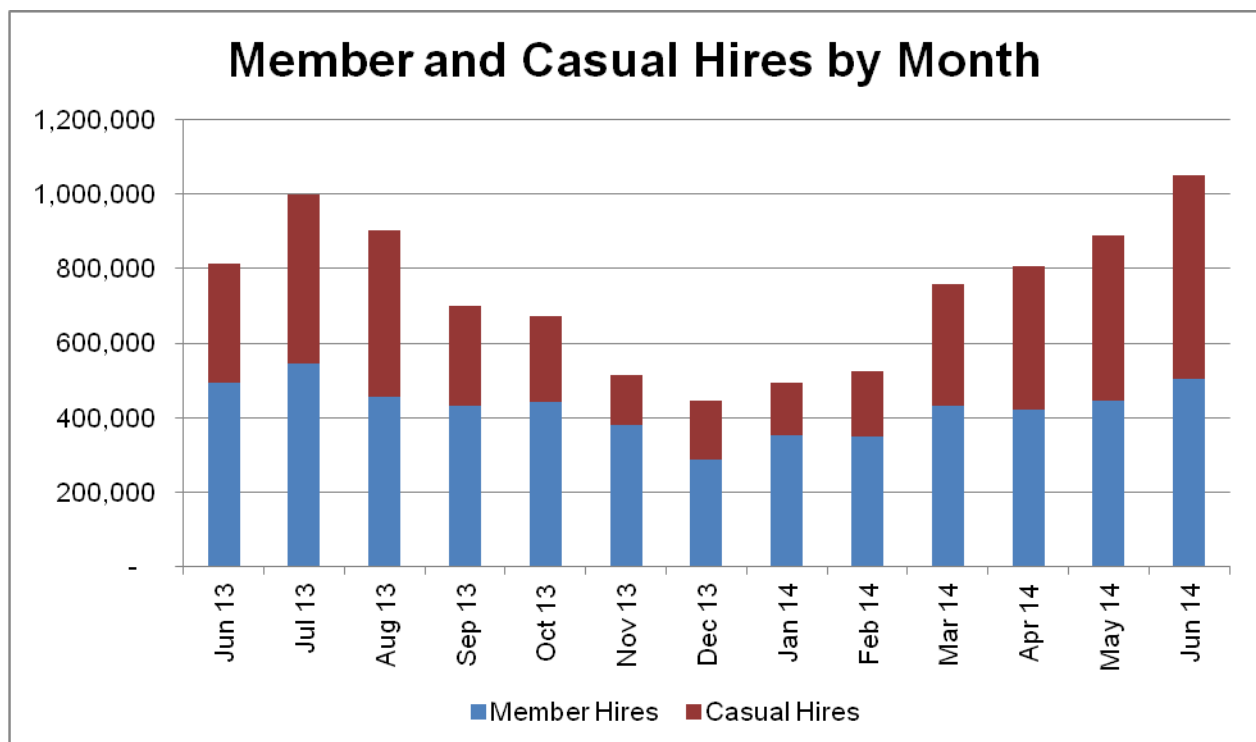


2. Member data last year and June 2014

June 2014 saw a net increase of 1333 members meaning for every 84 new members, one member left the scheme.

Current total memberships	153,143
New members for June 2014	1349
Accounts closed in June 2014	16
New members in last quarter (April-June 2014)	5986

3. Trend data (June 2013 – June 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. Please note that in the last report we incorrectly stated there were 77 docking points at Parsons Green and 141 at Grants Road. This was incorrect and has now been amended as below.

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 38,717 hires and docks made over this 6 week period, with an average of 1,199 hires and docks every weekday. As expected, and seen in previous years, usage increases considerably as the weather changes into summer, especially for casual hires.

Data based on past 6 weeks 26/05/14 -06/07/14

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	660
Waterloo Station, Waterloo → Queen Victoria Street, St. Paul's	330
Wormwood Street, Liverpool Street → Waterloo Station, Waterloo	300
Godliman Street, St Pauls → Waterloo Station, Waterloo	297
Waterloo Station, Waterloo → Godliman Street, St Pauls	294
Waterloo Station, Waterloo → Wormwood Street, Liverpool Street	290
Finsbury Circus, Liverpool Street → Waterloo Station, Waterloo	278
Stonecutter Street, Holborn → Waterloo Station, Waterloo	275
Queen Victoria Street, St. Paul's → Waterloo Station, Waterloo	254

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	3965
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	3278
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	2250
Albert Gate, Hyde Park → Albert Gate, Hyde Park	1805
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	1242
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	1061
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	955
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	951
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	944
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	911

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.

Cycle availability has proved challenging as a new maintenance regime has been implemented with the intent of reducing the number of instances of cycles requiring further repairs. This had led to a slight backlog of cycles. However it is expected that new workshop practices will help to address the issue.

CHEI Regime - Apr 2014 to June 2014

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

PI	Area of Service	Apr 2014	May 2014	Jun 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 2014/15 after the end of the financial year.