# Barclays Cycle Hire

Frequently requested statistics

This information is published on a quarterly basis; next publication is due in October 2013.

1. Not full / not empty graph for last year

In June 2013, there was 93.1% bike availability, meaning that more than 9 times out of ten customers could find a bike at a docking station. This high percentage was also reflected by 95.6% space availability, meaning customers very rarely encountered full docking stations.
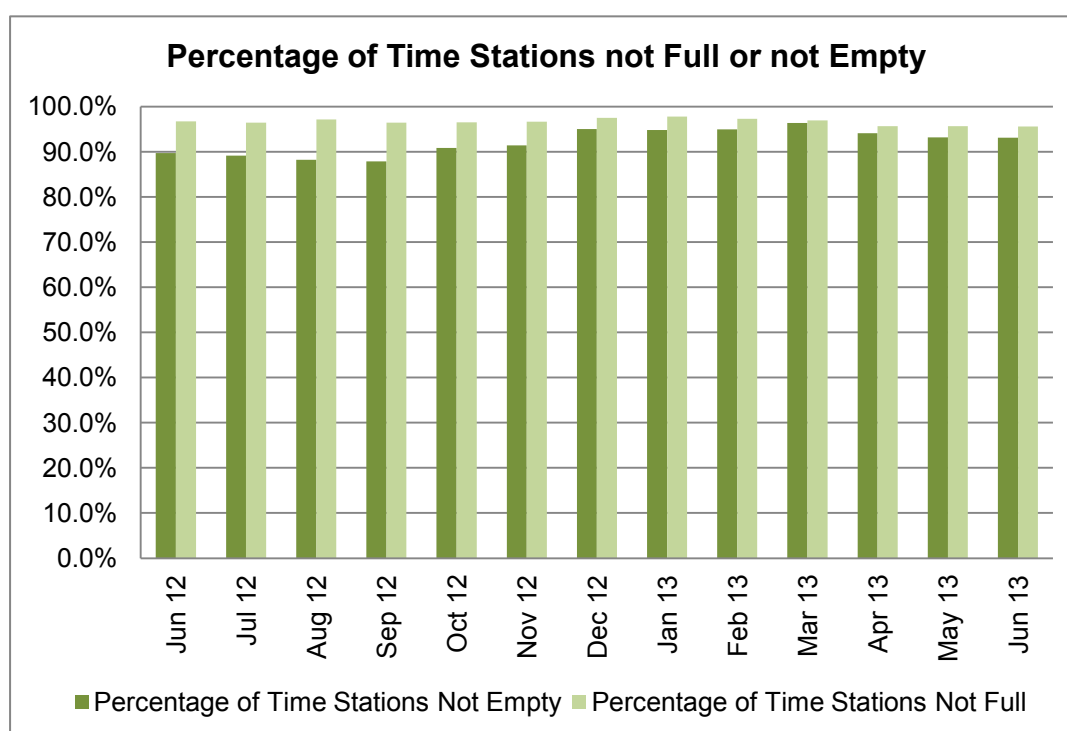

2. Member data last year and July 2013

July 2013 saw a net increase of 1266 users, meaning for every 23 new users, 1 user leaves the scheme.

Membership to date	**185,602**
New members for July 2013	**1322**
Accounts closed in July 2013	**56**
New members in last quarter (April-June 2013)	**3412**

3. Trend data (July 2012 – July 2013)

This summer is comparing well with this time last year. August 2012 was when London hosted the Olympics and we are heading for similar numbers for 2013. July's hires were 98.5% of a year ago, despite scheme record hires in the days prior to, and at the start, of the Games in 2012.

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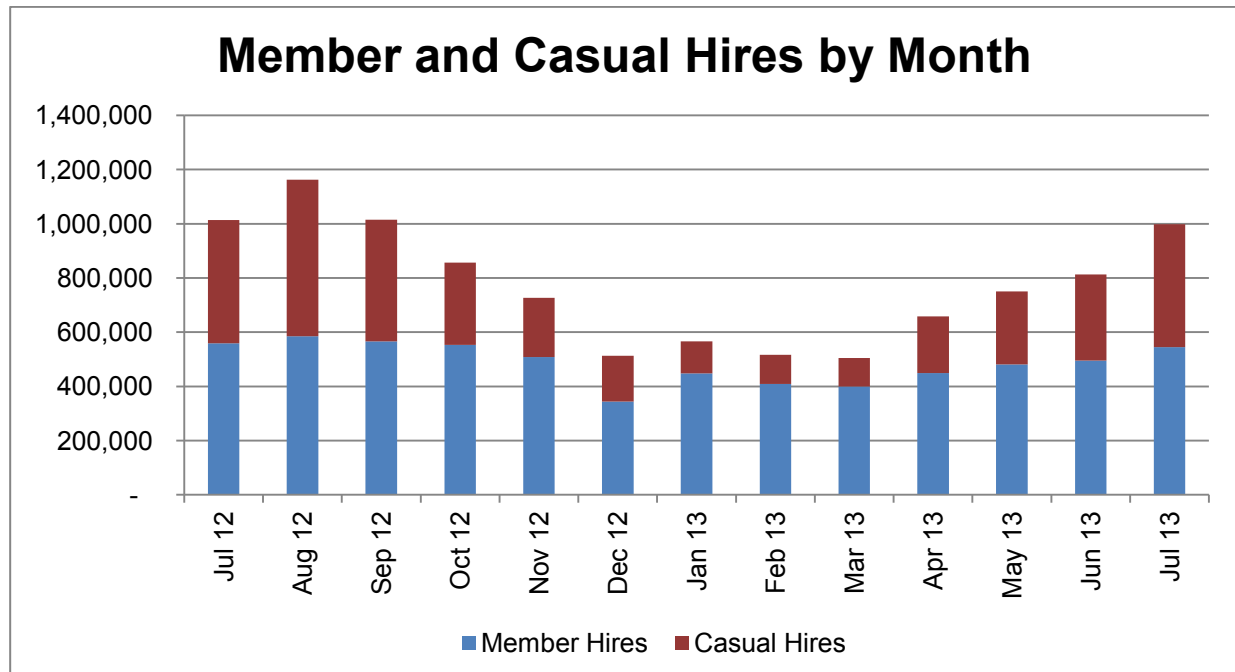
4. Top 10 largest docking stations (by no of docking points)

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 41,084 hires and docks made over this 6 week period, with an average of 1200 hires and docks every weekday.

Data based on past 6 weeks 17/06/13 - 28/07/2013

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	595
Stonecutter Street, Holborn → Waterloo Station, Waterloo	433
Waterloo Station, Waterloo → Godliman Street, St. Paul's	341
Waterloo Station, Waterloo → Queen Victoria Street, St. Paul's	328
Godliman Street, St. Paul's → Waterloo Station, Waterloo	295
Bankside Mix, Bankside → Waterloo Station, Waterloo	283
Southwark Station, Southwark → Stonecutter Street, Holborn	276
Turquoise Island, Notting Hill → Notting Hill Gate Station, Notting Hill	249
Queen Victoria Street, St. Paul's → Waterloo Station, Waterloo	236
Waterloo Station, Waterloo → Bankside Mix, Bankside	226

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	853
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	680
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	348
Albert Gate, Hyde Park → Albert Gate, Hyde Park	271
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	213
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	204
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	189
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	177
Black Lion Gate, Kensington Gardens → Hyde Park Corner, Hyde Park	157
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	153

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. Serco performance fell just under target for these PIs in June but continued to deliver the improvements seen since they were introduced. We are confident that the regime provides the necessary incentive to meet aspirations and that plans are in place to fully meet targets in future.

CHEI Regime - May 2013 to date

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

PI	Area of Service	May 2013	Jun 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	✘	✘

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.