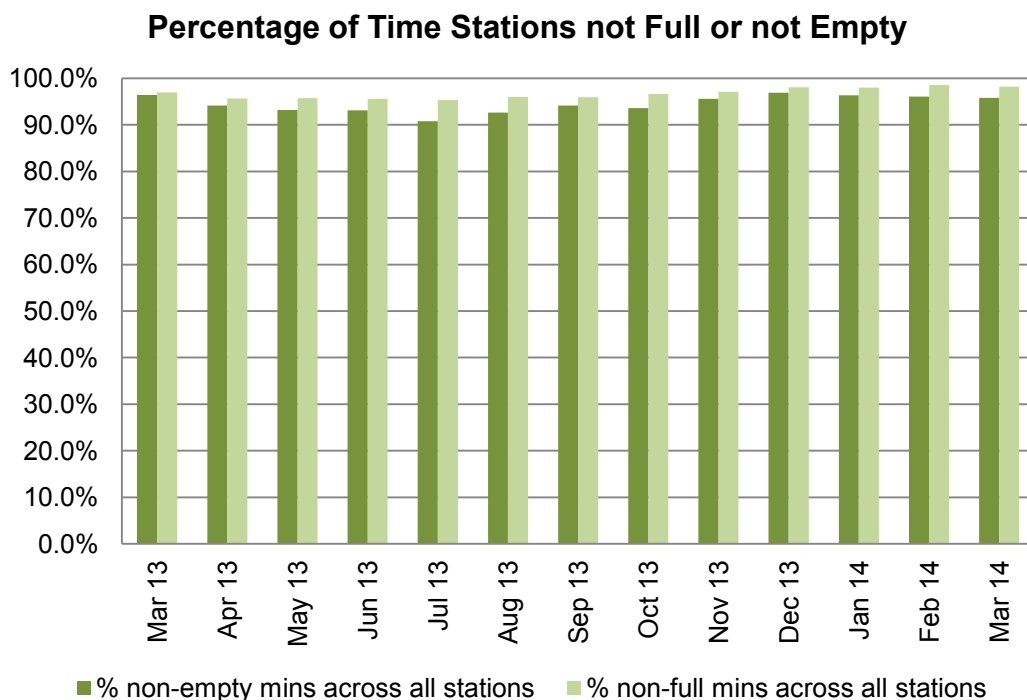


Barclays Cycle Hire

Frequently requested statistics

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

1. Not full / not empty graph to March 2014



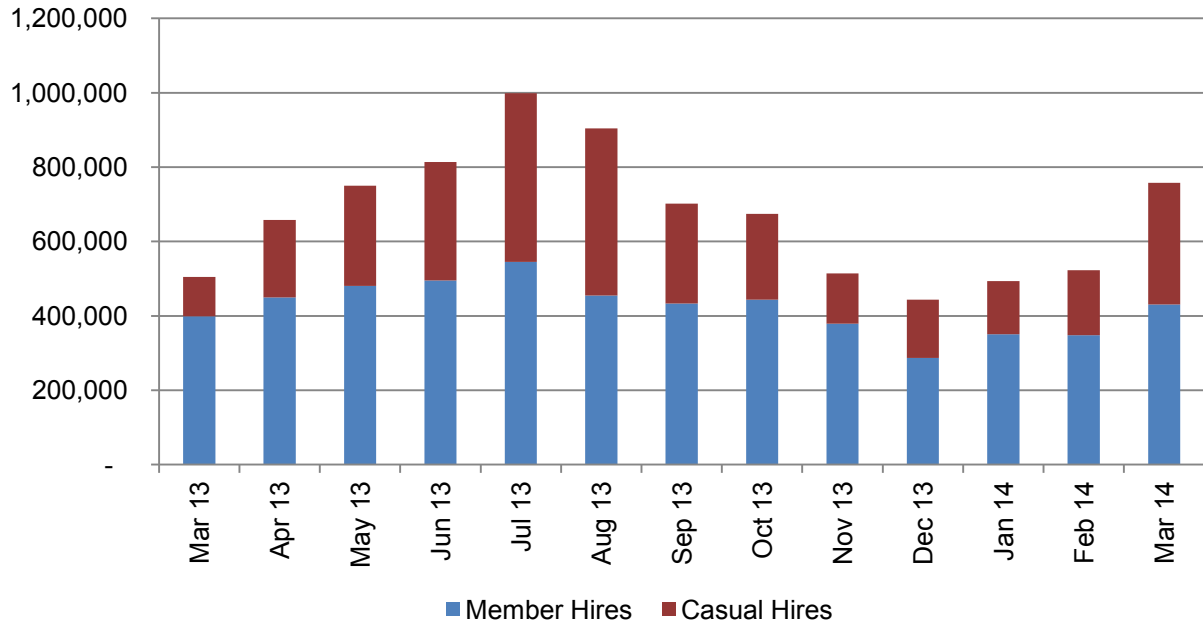
2. Member data last year and March 2014

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

Current total memberships	147,201
New members for December 2013	1349
Accounts closed in December 2013	16
New members in last quarter (January-March 2014)	3471

3. Trend data (March 2013 – March 2014)

Member and Casual Hires by Month



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

Barclays Cycle Hire recently expanded to the south west of London, and there is now two 50+ docking point sites near Clapham Junction Station and one 60+ docking point site in Parsons Green.

Site	Docking Points
Grant Road West, Central & East (Wandsworth)	141
Waterloo Station (Waterloo)	126
Southwark Station (Southwark)	82
Parsons Green (Hammersmith & Fulham)	77
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
Royal College Street (Camden Town)	57

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

Waterloo is our busiest station with 35,526 hires and docks made over this 6 week period, with an average of 1,084 hires and docks every weekday. As expected, and seen in previous years, usage increases considerably as the weather changes going into spring and summer.

Data based on past 6 weeks 24/02/14 -06/04/14

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	656
Waterloo Station, Waterloo → Godliman Street, St Pauls	360
Stonecutter Street, Holborn → Waterloo Station, Waterloo	350
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	349
Waterloo Station, Waterloo → Wormwood Street, Liverpool Street	332
Waterloo Station, Waterloo → Queen Victoria Street, St. Paul's	324
Godliman Street, St Pauls → Waterloo Station, Waterloo	314
Finsbury Circus, Liverpool Street → Waterloo Station, Waterloo	307
Wormwood Street, Liverpool Street → Waterloo Station, Waterloo	293

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Hyde Park Corner, Hyde Park → Hyde Park Corner, Hyde Park	2421
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	2033
Albert Gate, Hyde Park → Albert Gate, Hyde Park	1330
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	1245
Triangle Car Park, Hyde Park → Triangle Car Park, Hyde Park	646
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	593
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	583
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	562
Hyde Park Corner, Hyde Park → Speakers Corner, Hyde Park	536
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	519

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 - Jan 2014 to March 2014

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

PI	Area of Service	Jan 2014	Feb 2014	Mar 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
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.