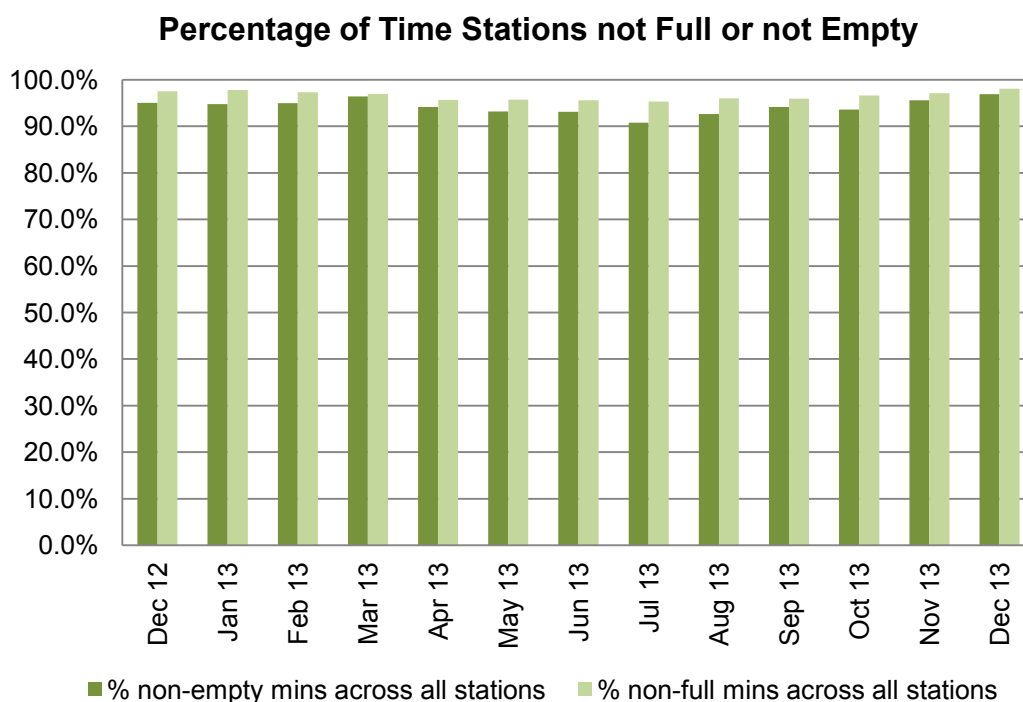


Barclays Cycle Hire

Frequently requested statistics

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

1. Not full / not empty graph for last year



2. Member data last year and December 2013

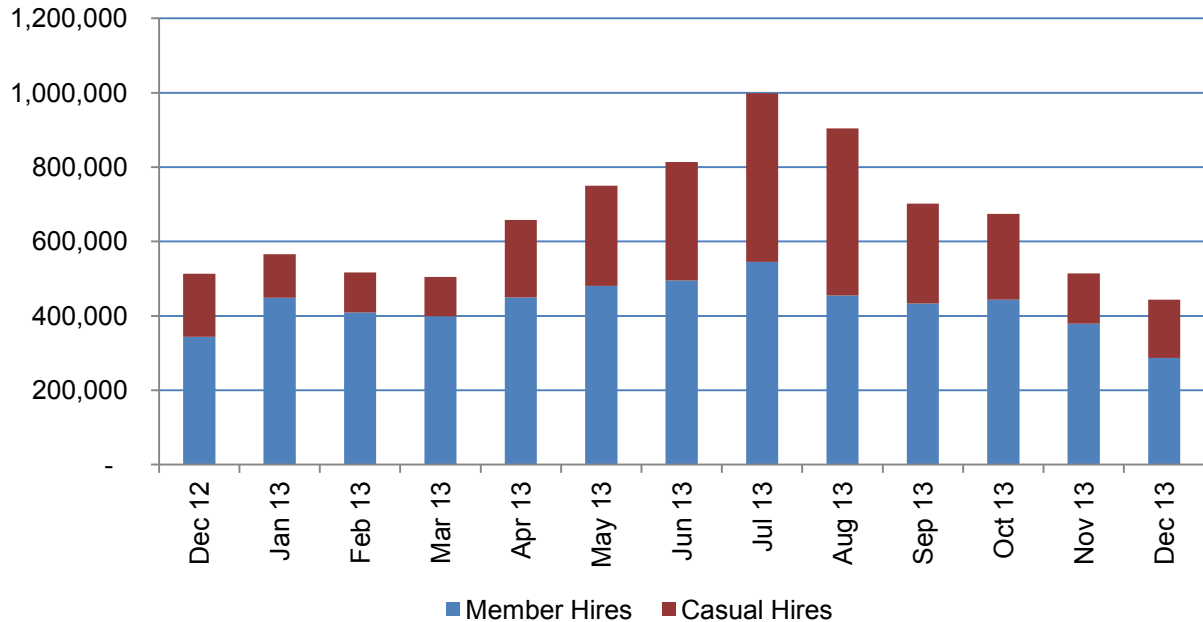
December 2013 saw a net increase of 782 users and no users leaving the scheme.

Current total memberships	143,743
New members for December 2013	782
Accounts closed in December 2013	0
New members in last quarter (September-December 2013)	2720

Please note: Due to an error, the current total memberships in the previous dataset for September were under reported. The error has been corrected.

3. Trend data (Dec 2012 – Dec 2013)

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 23,423 hires and docks made over this 6 week period, with an average of 995 hires and docks every weekday. As expected, and seen in previous years, usage drops considerably as the weather changes going into winter.

Data based on past 6 weeks 25/11/13 -5/01/14

Member Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Waterloo Station, Waterloo → Stonecutter Street, Holborn	709
Stonecutter Street, Holborn → Waterloo Station, Waterloo	290
Waterloo Station, Waterloo → Queen Victoria Street, St. Paul's	268
Waterloo Station, Waterloo → Finsbury Circus, Liverpool Street	242
Waterloo Station, Waterloo → Godliman Street, St Pauls	228
Queen Victoria Street, St. Paul's → Waterloo Station, Waterloo	208
Waterloo Station, Waterloo → Moorfields, Moorgate	171
Waterloo Station, Waterloo → Bream Buildings, Holborn	170
Waterloo Station, Waterloo → Wormwood Street, Liverpool Street	170

Casual Journeys

Most Frequent Journeys	Number of Journeys (over 6 weeks)
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	656
Speakers Corner, Hyde Park → Speakers Corner, Hyde Park	561
Black Lion Gate, Kensington Gardens → Black Lion Gate, Kensington Gardens	478
Albert Gate, Hyde Park → Albert Gate, Hyde Park	379
Wellington Arch, Hyde Park → Wellington Arch, Hyde Park	218
Albert Gate, Hyde Park → Speakers Corner, Hyde Park	196
Hyde Park Corner, Hyde Park → Albert Gate, Hyde Park	192
Black Lion Gate, Kensington Gardens → Albert Gate, Hyde Park	181
Speakers Corner, Hyde Park → Hyde Park Corner, Hyde Park	178
Palace Gate, Kensington Gardens → Palace Gate, Kensington Gardens	156

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.

In December 2013 the South-Western expansion zone went live. Some PIs were missed around cycle availability in a few instances but we are still pleased with the overall performance for the first month of a

new scheme area. We believe that this will improve as new patterns of usage are established and understood by both TfL and Serco.

CHEI Regime - July 2013 to date

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

PI	Area of Service	Oct 2013	Nov 2013	Dec 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.