

LONDON CYCLE HIRE SERVICE AGREEMENT

Schedule 5 – Service Level Agreement

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1. Performance Management Regime Objectives

The objective of the Performance Management Regime is to encourage the Service Provider to meet the defined Service Levels during the Operational Phase.

2. Performance Management Regime Overview

2.1 The Performance Management Regime consists of:

- (A) the PIs;
- (B) the start and end points for assessment of PIs (where appropriate);
- (C) the required Service Levels; and
- (D) the Service Level Deduction Points to be accrued if the required Service Levels are not met, as set out in this Schedule 5.

Performance Indicator Table

2.2 The table in Annex A (*Performance Indicator Table*) to this Schedule 5 sets out the Performance Management Regime parameters for the Operational Services (the “**Performance Indicator Table**”). The Performance Indicator Table set out the following details in respect of the Performance Indicators:

- (A) The ‘Performance Indicator Title’ column in the Performance Indicator Table gives the name of the various Performance Indicators on which the performance of the Service Provider shall be measured, tracked and rewarded or against which Service Failure Points shall accrue.
- (B) The ‘Start Point’ column in the Performance Indicator Table details the time from when the Performance Indicator shall start to accrue the Service Failure Points (the “**Start Point**”).
- (C) The ‘End Point’ column in the Performance Indicator Table details the time at which the relevant Performance Indicator ceases to be subject to Service Failure Points (the “**End Point**”).
- (D) The ‘Acceptable Service Level’ column in the Performance Indicator Table specifies the range of operational performance for the Performance Indicator that is expected of the Service Provider (each an “**Acceptable Service Level**”) for which no Service Failure Points shall accrue.

2.3 Failure to meet the Acceptable Service Level shall result in the Service Provider accumulating Service Failure Points as detailed in the Performance Indicator Table. The number of Service Failure Points accumulated shall depend on the extent to which the Service Provider has failed to meet the Acceptable Service Level for each PI.

Bands of Service Failure Points

2.4 For each PI there are three (3) Bands of Service Failure Points, as shown in the Performance Indicator Table:

- (A) The 'Band 1' column in the Performance Indicator Table indicates the range of performance for the first Band below the Acceptable Service Level and the associated level of Service Failure Points which shall accrue.

If the Service Provider's performance for a Performance Indicator falls within this Band, the number of Service Failure Points which accrue is calculated by multiplying the number of transactions falling within Band 1 by the Band 1 Service Failure Points.

- (B) The 'Band 2' column in the Performance Indicator Table indicates the range of performance for the second Band below the Acceptable Service Level and the associated level of Service Failure Points which shall accrue.

If the Service Provider's performance for a Performance Indicator falls within this Band, the number of Service Failure Points which accrue is calculated by adding the number of transactions falling within:

Band 1 multiplied by the Band 1 Service Failure Points; and

Band 2 multiplied by the Band 2 Service Failure Points.

- (C) The 'Band 3' column in the Performance Indicator Table indicates the range of performance for the third band below the Acceptable Service Level and the associated level of Service Failure Points which shall accrue.

If the Service Provider's performance for a Performance Indicator falls within this Band, the number of Service Failure Points which accrue is calculated by adding the number of transactions falling within:

Band 1 multiplied by the Band 1 Service Failure Points;

Band 2 multiplied by the Band 2 Service Failure Points; and

Band 3 multiplied by the Band 3 Service Failure Points.

Calculation of Service Failure Deductions

2.5 Service Failure Points shall be totalled for all Performance Indicators at the end of each Month and the corresponding Service Failure Deductions shall be calculated as follows:

$$X = Y \times Z$$

Where:

X = the monetary value of Service Failure Deductions to be deducted from the Monthly Operational Charges.

Y = the aggregate Service Failure Points accrued in a particular Month for all PIs, in accordance with this Schedule 5.

Z = the value of each Service Failure Point (the “**Service Failure Point Value**”), which at the date of this Agreement is one pound Sterling (£1) per Service Failure Point.

2.6 Subject to paragraph 2.8 below, the value of the Service Failure Deductions shall be:

- (A) deducted from the Service Charges; and
- (B) included as a separate line in the relevant Invoice.

The Service Provider shall include with such Invoice full details of how the value of the Service Failure Deductions has been calculated.

2.7 The value of the Service Failure Deductions shall be capped each Month at an amount equivalent to twenty percent (20%) of the Monthly Operational Charges for that Month (the “**Service Failure Deduction Cap**”).

2.8 The Service Provider shall diligently seek to perform and complete each Service Element (or part thereof) which is subject to the Performance Management Regime (an “**Action**”), notwithstanding that it shall have accrued Service Failure Points in respect of such Action.

3. Start Points, End Points and Temporarily Closed Items

3.1 For the purposes of the PIs, in respect of any Action:

- (A) the ‘Start Point’ of a particular Action shall be whenever the Service Provider commenced or should have commenced its undertaking; and
- (B) the ‘End Point’ of a particular Action shall be whenever the Service Provider successfully completes the Action,

as indicated in the Performance Indicator Table.

3.2 If an Action has not been successfully completed on or before the Performance Indicator Report Date in respect of a particular Month:

(A) the relevant Action shall be:

- (1) deemed 'temporarily closed';
- (2) treated as if the End Point for that Action was the last day of that Month for the purposes of calculation of the relevant PI for that Month.

For the avoidance of doubt, Service Failure Points may accrue to 'temporarily closed' Actions; and

(B) once the End Point for that Action is actually achieved the calculation of the relevant PI shall be applied to the actual time from the relevant Start Point to the relevant End Point. Service Failure Points shall accrue and shall be applied in accordance with the relevant PI (if appropriate), provided that all Service Failure Points accrued in respect of the particular Action in earlier Months shall be taken into account when calculating the Service Failure Points that accrue once the relevant End Point for that Action has been achieved

4. **Performance Monitoring**

4.1 The Service Provider shall accurately document all processes for the identification of performance against the PIs in accordance with Schedule 10 (Contract Management and Reporting).

4.2 The Service Provider's performance in meeting the Service Levels in respect of each PI shall be reported, monitored and assessed Monthly in accordance with Schedule 10 (*Contract Management and Reporting*).

4.3 In addition to providing Performance Indicator Reports, the Service Provider shall measure and provide such Data as is reasonably required by TTL Personnel for the purposes of monitoring the Service Provider's performance in meeting the Service Levels and PIs.

4.4 If, as part of a quality monitoring exercise carried out in accordance with the Statement of Requirements, it is found that the Service Provider's performance is lower than that reported in the relevant Performance Indicator Report, and on the basis of the sample used in such exercise, the Service Provider has not met one or more of the Acceptable Service Levels:

(A) the performance level for the Month shall be adjusted accordingly;

(B) the level of Service Failure Points which would have accrued shall be calculated and the:

- (1) difference between this figure and the amount of Service Failure Points actually applied shall be calculated; and
- (2) corresponding Service Failure Deductions (if any) shall be:

- (a) added to the Service Failure Deductions due; and
 - (b) applied to the Service Charges for the then current Month; and
- (C) the Service Provider shall credit against the Service Charges an amount equal to:
- (1) the value of the sum calculated in accordance with paragraph 4.4(B) above;
 - (2) the interest on the aggregate, calculated at the Interest Rate, from the end of the relevant Month to the date of the Invoice for the current Month,

which amount shall be deemed to be, and treated as, a Service Failure Deduction.

4.5 The Service Provider shall be responsible for ensuring that all Performance Indicator Reports are accurately prepared, using up to date and accurate Data. Subject to paragraph 4.6 below, any absence of Data from Performance Indicator Reports and any other reports requested by TTL Personnel, may at TTL's discretion be deemed a maximum accrual of Service Failure Points for all PI to which the inaccurate and/or unavailable Data relates.

4.6 Where the Service Provider believes there are mitigating circumstances for the inaccurate and/or unavailable Data, the Service Provider may present to TTL:

- (A) reasons why this Data is inaccurate and/or unavailable;
- (B) what actions shall be taken to ensure it shall be accurate and/or available in future; and
- (C) provide reasonable evidence that the relevant Service Elements were not adversely affected during the period of lost Data.

TTL may, at its absolute discretion and without prejudice to its other rights and remedies under this Agreement:

- (1) consider all reasonable requests;
- (2) use reports from Third Parties to validate the information supplied by the Service Provider; and/or
- (3) agree a reduced level of required performance in relation to such Data for the duration that it was lost or reject such requests.

5. **Changes to Performance Indicators**

5.1 TTL and the Service Provider may at any time request a Change to any part or all of the Performance Management Regime set out in this Schedule 5, including:

- (A) the PIs;
- (B) the Acceptable Service Levels;

- (C) the Bands;
- (D) the Service Failure Points;
- (E) the Start Point and/or the End Point of a particular transaction measured against a PI and/or the Service Failure Point Values.

5.2 Any such Changes to the Performance Management Regime, shall be implemented in accordance with the Change Control Request Procedure.

6. **Further Details Relating To The PIs**

6.1 The following clarifications and obligations on the Service Provider relate to the PIs referred to in Performance Indicator Table:

General PIs

PI 1 Contract Compliance

PI 1.1 The Service Provider shall at all times comply fully with this Agreement.

PI 1.2 Band 3 - A “**high severity**” breach of this PI is defined as:

- (A) a breach of this Agreement which results in a critical element of the Services or the relevant Service Elements being likely to be prevented from functioning or being performed; or
- (B) a breach of this Agreement which results or is likely to result in a severe impact on the public (including Customers) or the TfL Group, as determined by TTL (acting reasonably); or
- (C) a failure by the Service Provider to rectify any medium severity breach (as defined below) (and the causes of such breach) within ten (10) Working Days of the identification of the breach.

PI 1.3 Band 2 - A “**medium severity**” breach of this PI is defined as:

- (A) a breach of this Agreement which results in Services still functioning with a workaround, however, the functionality or performance is or is likely to be materially impacted by the breach;
- (B) a breach of this Agreement which results or is likely to result in a material impact on the public (including Customers) or the TfL Group, as determined by TTL (acting reasonably); or
- (C) a failure by the Service Provider to rectify any low severity breach (as defined below) (and the causes of such breach) within ten (10) Working Days of the identification of the breach.

PI 1.4 Band 3 - A “**low severity**” breach of this PI is defined as a breach of this Agreement which results in Services still functioning, however,

there is or is likely to be a minor functionality or performance impact, as determined by TTL (acting reasonably).

PI 1.5 In the event that:

- (A) PI 1 is breached as described in PI 1.2, PI 1.3 and/or PI 1.4 above; and
- (B) the event giving rise to such breach also results or has resulted in Service Failure Points being accrued under any other PI or PIs in the same Month,

then, in relation to such breach, only the Service Failure Points accruing in relation to those other PIs shall apply and no additional Service Failure Points shall accrue in respect of PI 1 in that Month.

PI 2 Timely, Complete and Correct Provision of Reports

PI 2.1 The Service Provider shall provide complete and correct Reports in accordance with the timescales set out in this Agreement or as otherwise expressly agreed in writing by the Parties.

PI 2.2 For recurring Reports (e.g. daily, weekly, Monthly), each instance of such a Report delivered on its due date shall be deemed to be a unique Report. TTL shall determine the list of recurring Reports against which this PI shall be measured.

PI 2.3 Where a Report is delivered late, incomplete or inaccurate and remains so across more than one consecutive reporting period, the Band to which further Working Days are attributed shall not be reset to Band 1 but shall continue to accumulate from the point at which it was calculated in the previous Month, as illustrated in the following example:

- (A) In June, only one report is overdue: “**Report 1**” was due on June 22nd, but is outstanding on June 30th and is, therefore, six (6) Working Days late.

The Service Failure Points for each Working Day shall be calculated based on the following formula:

(3 x Band 1 Service Failure Points) + (3 x Band 2 Service Failure Points)

- (B) In July, “**Report 1**” is delivered on July 15th, a further eleven (11) Working Days late.

The Service Failure Points for each Working Day shall be calculated based on the following formula:

July (11 Working Days late) + June (6 Working Days late) = 17 Working Days late:

- (i) Band 1 1-3 Working Days late = 3 days,
- (ii) Band 2 4-10 Working Days late = 7 days;
- (iii) Band 3 >10 Working Days late = 7 days

The Service Failure Point calculation is therefore:

(3 x Band 1 Service Failure Points) + (7 x Band 2 Service Failure Points) + (7 x Band 3 Service Failure Points) – June Service Failure Points incurred = (4 x Band 2 Service Failure Points) + (7 x Band 3 Service Failure Points)

Contact Centre PIs

PI 3 Application and Registration Processing

- PI 3.1 90% of all applications and registrations shall be processed by the Service Provider within one (1) working day of receipt.
- PI 3.2 99.5% of all applications and registrations shall be processed by the Service Provider within three (3) Working Days of receipt.
- PI 3.3 ‘Applications and registrations’ include applications for accounts received by the Service Provider.
- PI 3.4 The Start Point shall be when the application or registration is received by the Service Provider.
- PI 3.5 The End Point shall be when the appropriate response, as determined by the Statement of Requirements, Business Rules, or other processes and procedures approved by TTL, is sent to the relevant Customer.
- PI 3.6 This measure shall not include periods of time where the Service Provider has properly requested additional information required for the application or registration from the Customer or other Third Parties.

PI 4 Timely and Accurate application of Subscriptions and Refunds

- PI 4.1 “**Timely and Accurate application of Subscriptions and Refunds**” means that the Service Provider has allocated the correct Revenue payment or refund amount to the correct type of charge and to the correct Customer.
- PI 4.2 Accurate application of Subscriptions and Refunds is measured as 100%, minus the total percentage of corrections made each Month to debit transactions from Customer debit card and/or credit card accounts. Such corrections shall include errors where the amount is taken from or credited to an incorrect account and those where an incorrect amount is taken from or credited to the Customer’s account.

PI 4.3 The total percentage of accurate Subscriptions and Refunds is calculated as:

$$100\% - \frac{(\text{Number of corrective transactions made to debit card and/or credit card accounts per Month})}{(\text{Total number of credit and debit card payment transactions per Month})}$$

PI 4.4 This measure:

- (A) excludes chargebacks (i.e. when a card issuer initiates chargeback of a disputed transaction from the Service Provider following a cardholder claim) unless or until it has been confirmed that the disputed transaction derived from an error or omission within the remit of the Service Provider; and
- (B) include recredits but shall exclude transaction reversals. The Service Provider shall set out the volume of, and distinguish between, all recredits and transaction reversals in the relevant Month in the relevant Performance Indicator Report.

PI 4.5 All Refunds shall be issued by the Service Provider no later than midnight on the same Working Day that the Refund is authorised in accordance with Appendix 4 (*Refund Policy*) of the Statement of Requirements.

PI 5 Transaction Processing (all Channels)

PI 5.1 90% of all Transactions shall be processed by the Service Provider within one (1) Working day of receipt.

PI 5.2 99.5% of all Transactions shall be processed by the Service Provider within three (3) Working Days of the day of receipt.

PI 5.3 The Start Point shall be when the Transaction is received by the Service Provider by the relevant Channel.

PI 5.4 The End Point shall be when the appropriate response, as determined by the Statement of Requirements, Business Rules, or other processes and procedures approved by TTL, is sent to the relevant Customer.

PI 5.5 This measure excludes:

- (A) transactions failed by a merchant acquirer or bank; and
- (B) periods of time where the Service Provider has properly requested additional information required for the resolution of the Transaction from the Customer or other Third Parties.

PI 6 Enquiries and Complaints Handling

- PI 6.1 95% of all Enquiries or Complaints (by e-mail or post) shall be accurately responded to by the Service Provider within three (3) Working Days of receipt.
- PI 6.2 100% of all postal channel Enquiries or Complaints shall be accurately responded to by the Service Provider within ten (10) Working Days of receipt.
- PI 6.3 100% of all e-mail Enquiries or Complaints shall be accurately responded to by the Service Provider within five (5) Working Days of receipt.
- PI 6.4 **“Accurately responded to”** means that a complete reply to the Enquiry or Complaint, which addresses all points raised by the Customer and provides advice in accordance with the Business Rules and TfL Group Policy, has been sent to the Customer by the Service Provider.
- PI 6.5 The processing time shall be measured as the elapsed time and date received on the inbound Enquiry or Complaint until the time and date recorded on the response when despatched.
- PI 6.6 Enquiries or Complaints which cannot be accurately responded to by the Service Provider may be escalated by the Service Provider to TTL Personnel.
- PI 6.7 The time the Enquiry or Complaint is with TTL Personnel for resolution is excluded from the processing time.

PI 7 Valid Customer Complaints

- PI 7.1 This measure only includes Valid Customer Complaints relating to the Services.
- PI 7.2 Multiple Valid Customer Complaints regarding the same Complaint but made to more than one of the persons set out in the definition of Valid Multiple Customer Complaints shall be counted as one Valid Customer Complaint, for example, where a Customer made the same Complaint to both the Mayor of London’s office and the Local Government Ombudsman.

PI 8 Customer Satisfaction Index Benchmark Variance – Contact Centre

- PI 8.1 This PI shall measure the shortfall in customer satisfaction in relation to the Service Provider against an industry standard benchmark for customer satisfaction measured using index points, as further described below.
- PI 8.2 The index shall be a customer satisfaction survey conducted by an independent Third Party market research company at three (3) and six (6) Months from the date of the Operational Commencement Date, and thereafter every six (6) Months. The Parties shall agree the basis of this survey before the Operational Commencement Date and the survey shall gauge Customer perceptions of the level of service received when interacting with the Service Provider. The range of Customers to be surveyed shall include those who have made Subscriptions, applied for Discounts (including those rejected) and those who have made an Enquiry and/or Complaint. The survey shall be indexed and benchmarked against an industry standard level of customer

satisfaction. The benchmark score shall be determined by comparisons with other similar public service schemes (operating both in the public and private sector) that provide public information and process financial transactions.

PI 8.3 The survey of customer satisfaction shall exclude Customer perceptions of the London Cycle Hire Scheme.

PI 8.4 The survey may also include a number of non-scored questions for research purposes.

PI 9 Quality of Customer Service

PI 9.1 This PI shall measure the shortfall in customer service in relation to the Service Provider against an industry standard benchmark for customer service measured using index points.

PI 9.2 The index shall be a mystery shopping survey conducted by an independent Third Party market research company at three (3) and six (6) Months from the date of the Operational Commencement Date, and thereafter every six (6) Months. The Parties shall agree the basis of this survey before the Operational Commencement Date and the survey shall measure the level of service received when interacting with the Service Provider. The range of services to be surveyed shall include Subscriptions, Payments, Discount applications, Enquiries and Complaints. The survey shall be indexed and benchmarked against an industry standard level of customer service. The benchmark score shall be determined by the third party by comparisons with other similar public service schemes (operating both in the public and private sector) that provide public information and process financial transactions.

PI 9.3 The survey shall include:

- (A) the Contact Centre, including the IVR System;
- (B) the postal channel, and
- (C) Services Website and e-mail.

PI 9.4 The survey may also include a number of non-scored questions for research purposes.

PI 10 Data Entry Integrity

PI 10.1 This PI measures the total percentage of corrections to selected Customer account Data fields, as determined by TTL, made each Month to Data entered by the Service Provider's Customer Service Representatives.

PI 10.2 The Data fields to be used for this measure include but are not limited to:

- (A) title, first name and surname;
- (B) address (including post code);
- (C) daytime telephone number;

- (D) mobile telephone number;
- (E) e-mail address
- (F) debit card or credit card details;
- (G) Subscription type;
- (H) Discount type;
- (I) Customer Number;
- (J) Monthly billing/payment date; and
- (K) Account status.

PI 10.3 The total percentage of corrections, due to Service Provider Error, is calculated as:

number of corrections, due to Service Provider Error, made to Customer
details per Month

total number of data entries made by the Service Provider's Customer
Service Representatives per Month

PI 10.4 The question of whether a data correction is due to a Service Provider error shall be determined by reference to a list of Reason Codes for data correction, to be determined by TTL.

PI 11 Blocked Calls

PI 11.1 “**Blocked Calls**” are calls which, on dialling the Contact Centre(s) number(s) or choosing an option from the Service Provider IVR, the caller is presented with a dead line, engaged tone, message that all the lines are busy or held in a queue.

PI 11.2 The Service Provider shall ensure that no more than 0.1% of all calls, per calendar day, made to the Contact Centre are Blocked Calls.

PI 11.3 Planned Downtime is excluded from this measure.

PI 12 Abandon Rate

PI 12.1 “**Abandoned Calls**” are calls where the caller hangs up before the call is answered by a Customer Services Representative, excluding any calls abandoned before entering an IVR system queue.

PI 12.2 The Service Provider shall ensure that no more than 3% of all calls, per calendar day, made to each Contact Centre at any time are Abandoned Calls.

PI 12.3 Planned Downtime is excluded from this measure.

PI 13 Queuing Time Objective

- PI 13.1 99.9% of calls into the Contact Centre per day shall be answered by a Customer Service Representative within one hundred and eighty (180) seconds of the call being received on the switch at the Contact Centre.
- PI 13.2 80% of calls into the Contact Centre per day shall be answered by a Customer Service Representative within twenty (20) seconds of the call being received on the switch at the Contact Centre.
- PI 13.3 This measure shall exclude the length of time taken to deliver the data protection message and first level IVR System message.
- PI 13.4 Where calls are queued from the IVR System, when a Customer chooses to redirect the call to a Customer Service Representative, the period measured shall be from the moment the Customer redirects the call using the relevant IVR System option.

PIs Specific to Information Compliance

PI 14 FOI Legislation and Data Protection Legislation Requests

- PI 14.1 Where TTL requests information from the Service Provider in relation to an Information Request or a Subject Access Request, all information relevant to a request shall be retrieved and provided to TTL Personnel within:
- (A) five (5) Working Days in respect of an Information Request; or
 - (B) within ten (10) Working Days in respect of a Subject Access Request,
- or such other periods as the Parties may expressly in writing agree, of TTL Personnel requesting such information.

PI 15 FOI Legislation Requests

- PI 15.1 All Information Requests received directly by the Service Provider shall be forwarded to TTL by the Service Provider within two (2) Working Days.
- PI 15.2 Elapsed time for this PI 15 is independent of the elapsed time for PI 14.

PI 16 Data Protection Breaches

- PI 16.1 This PI measures failures by the Service Provider to work within the requirements of the Data Protection Legislation and shall include:
- (A) failure to provide or to restrict provision of Personal Data to a Data Subject;
 - (B) failure to update Personal Data correctly;
 - (C) any unauthorised or unlawful processing of Personal Data;

- (D) accidental loss, destruction or damage to Personal Data; and
- (E) failure to issue all held Personal Data in response to a Subject Access Request.

PIs Specific to Back Office

PI 17 Terminal Performance

- PI 17.1 The Service Provider shall be assessed on the total transaction time taken for a Customer to hire a Bicycle at the Terminal.
- PI 17.2 The average total transaction time for a Customer to hire a Bicycle using the Terminal shall be equal to or less than 10 seconds excluding Customer viewing time and/or time waiting for Customer input.
- PI 17.3 The PI shall be calculated by taking the total transaction time (T1) minus the Customer viewing and entry time (T2) measured using audit logs from on street and Central System equipment. The average is taken for all transactions each calendar day.
- PI 17.4 Time T1 is calculated as the total elapsed time in seconds for the completion of a cycle hire transaction at the terminal the starting point shall be measured from the Customer requesting to hire a Bicycle the end point shall be the generation of the receipt.
- PI 17.5 Time T2 is the total elapsed time during the cycle hire transaction period (T1) where the terminal is waiting for customer input to complete. For example if the transaction requires the customer to choose an available Bicycle the time from completing the display of the request to the customer and the customer entering their choice is included in T2.
- PI 17.6 This shall be measured using an Industry Standard Automated System Performance Reports prepared by the Service Provider and made available to TTL. The format and content of these reports shall be designed by the Service Provider and Approved by TTL at least three (3) Months before Operational Commencement Date.

PI 19A SmartCard Performance at the Terminal

- PI 19A.1 The Service Provider shall be assessed on the total time taken for a Customer to hire a Bicycle using a valid SmartCard.
- PI 19A.2 The total time taken for a Customer to hire a Bicycle shall be no greater than four (4) seconds.
- PI 19A.3 The Starting Point shall be measured from the Customer touching a valid SmartCard at the SmartCard Reader on a Terminal. The End Point being the Terminal allocating a Bicycle.
- PI 19A.4 The SmartCard Readers on all Terminals shall be included in each calculation except as expressly agreed otherwise in writing by TTL.

PI 19B SmartCard Performance at the Docking Point

- PI 19B.1 The Service Provider shall be assessed on the total time taken for a Customer to hire a Bicycle using a valid SmartCard.
- PI 19B.2 The total time taken for a Customer to hire a Bicycle shall be no greater than one (1) second.
- PI 19B.3 The Starting Point shall be measured from the Customer touching a valid SmartCard at the SmartCard Reader at the Docking Point. The End Point being the release of the Bicycle at the Docking Point.
- PI 19B.4 The SmartCard Readers on all Docking Points shall be included in each calculation except as expressly agreed otherwise in writing by TTL.

PI 20 Timely and Accurate application of Payments

PI 20.1 “**Accurate application of Payments and refunds**” means that the Service Provider has allocated the correct:

- (A) Revenue payment; or
- (B) Refund amount,

to the correct type of charge and to the correct Customer.

PI 20.2 “**Accurate application of Payments and Refunds**” is measured by the total percentage of corrections made each Month to debit transactions from Customers’ debit card and credit card accounts and shall include errors where:

- (A) the amount is taken from or credited to an incorrect account; and
- (B) an incorrect amount is taken from or credited to the Customer’s account.

PI 20.3 The total percentage of corrections is calculated as:

number of corrective transactions made to debit card x 100
and credit card accounts per Month

total number of debit card and credit card payment
transactions per Month

PI 20.4 This measure:

- (A) excludes chargebacks (i.e. when a card issuer initiates chargeback of a disputed transaction from the Service Provider following a cardholder claim) unless or until it has been confirmed that the disputed transaction derived from an error or omission within the remit of the Service Provider; and
- (B) include recredits but shall exclude transaction reversals. The Service Provider shall set out the volume of, and distinguish between, all

recredits and transaction reversals in the relevant Month in the relevant Performance Indicator Report.

- PI 20.5 All Payments shall be applied by the Service Provider no later than midnight on the Working Day of receipt.
- PI 20.6 All refunds shall be issued by the Service Provider no later than midnight on the same Working Day is authorised in accordance with Appendix 4 (*Refund Policy*) of the Statement of Requirements.

PI 21 Contact Centre Availability

- PI 21.1 Contact Centre availability is defined as the proportion of time over a selected calendar month that the Contact Centre is available to receive Customer calls.
- PI 21.2 “**Available to receive Customer calls**” means that Customers are able to successfully connect to the IVR System or a Customer Service Representative (during Contact Centre opening hours as defined in the Statement of Requirements), as selected by the Customer.
- PI 21.3 The Acceptable Service Level for Contact Centre availability is 99.9% over the calendar month.
- PI 21.4 For the avoidance of doubt this PI includes weekend days and public holidays.

PI 22(A) Services Website Availability (Daily cap)

- PI 22(A).1 The Service Provider shall ensure that the Services Website shall not be unavailable for more than twenty (20) minutes either:
- (A) in aggregate per calendar day; or
 - (B) in one single Incident.
- PI 22(A).2 Availability shall be determined on the performance of a sample of web pages, as specified by TTL, using Industry Standard Automated System Performance Reports, to be provided by the Service Provider and made available to TTL. The format and content of these reports shall be designed by the Service Provider and Approved by TTL at least three (3) Months before Operational Commencement Date.
- PI 22(A).3 Service Website availability excludes periods for Planned Downtime and failure of systems outside of the control of the Service Provider (e.g. beyond the communications device located at the Service Provider's internet service provider).
- PI 22(A).4 The web pages included in the sample may be varied from time to time with the agreement of both Parties.
- PI 22(A).5 PI 22(A) and PI 2(B) shall apply independently, provided that once a breach of PI 22(B) has occurred in the relevant Month, then without prejudice to such Service Failure Points already accrued under PI 22(A) prior to breach of PI 22(B), PI 22(B) shall apply and PI 22(A) shall cease to apply for that

Month.

PI 22(B) Services Website Availability (Monthly availability)

- PI 22(B).1 The Service Provider shall ensure that the availability of the Services Website shall be greater than 99.9% per Month.
- PI 22(B).2 Availability shall be determined on the performance of a sample of web pages, as specified by TTL, using Industry Standard Automated System Performance Reports, to be provided by the Service Provider and made available to TTL. The format and content of these reports shall be designed by the Service Provider and Approved by TTL at least three (3) Months before Operational Commencement Date.
- PI 22(B).3 Services Website availability excludes periods for Planned Downtime and failure of systems outside of the control of the Service Provider (e.g. beyond communications device located at the Service Provider's internet service provider).
- PI 22(B).4 The web pages included in the sample may be varied from time to time with the agreement of both Parties.
- PI 22(B).5 PI 22(A) and PI 22(B) shall apply independently, provided that once a breach of PI 22(B) has occurred in the relevant Month, then without prejudice to such Service Failure Points already accrued under PI 22(A) prior to breach of PI 22(B), PI 22(B) shall apply and PI 22(A) shall cease to apply for that Month.

PI 23 Services Website Average Response Time

- PI 23.1 The Service Provider shall ensure that 99.9% of all requests per calendar day are processed in less than two (2) second.
- PI 23.2 Response times shall be determined on the performance of HTTP and HTTPS web pages as specified by TTL before the Operational Commencement Date.
- PI 23.3 The web pages may be varied from time to time by the agreement of both Parties.
- PI 23.4 Response times shall be determined by Industry Standard Automated System Performance Reports, to be provided by the Service Provider and made available to TTL. The format and content of these reports shall be designed by the Service Provider and Approved by TTL at least three (3) Months before Operational Commencement Date.
- PI 23.5 The total request response time is calculated as the total elapsed time in seconds between the last byte of the page request being transmitted and the last byte of the requested page being received, as measured on a client machine connected to the network of the internet service provider used by the Service Provider.
- PI 23.6 The average request response time is calculated as the total request response time divided by the number of requests.

PIs Specific to On-street Operations

PI 24 Bicycle Distribution – Empty Docking Stations

- PI 24.1 A Docking Station is an “**Empty Docking Station**” when there are no fully functional Bicycles currently located at the Docking Station. An Empty Docking Station could have one or more Bicycles flagged as requiring repair.
- PI 24.2 The number of minutes, in whole minutes, that each Docking Station is empty shall be accumulated over a calendar day. For avoidance of doubt, minutes shall not accumulate until a Docking Station has been empty for a full minute.
- PI 24.3 Peak hours are between the hours of 07:00 to 10:00 and 16:00 to 19:00 the same day.
- PI 24.4 Non-peak hours are all other times.
- PI 24.5 100 Docking Stations will be classified as a “**Priority 1 Docking Stations**”, based on TTL’s view of the importance of the Docking Station to the overall London Cycle Hire Scheme, as defined by the Docking Station’s level of use.
- PI 24.6 The remaining Docking Stations will be classified as Priority 2 Stations.
- PI 24.7 All Docking Stations will be classified thirty (30) days prior to the Operational Commencement Date. The status of each Docking Station will be subject to review throughout Term. TTL shall provide the Service Provider with thirty (30) calendar days notice ahead of any change to the classification of Docking Stations.

PI 25 Bicycle Distribution – Full Stations

- PI 25.1 A Docking Station is a “**Full Station**” when there are no empty Docking Points at the relevant Docking Station.
- PI 25.2 The number of minutes, in whole minutes, that each Docking Station is full shall be accumulated over a calendar day. For avoidance of doubt, minutes shall not accumulate until a Docking Station has been empty for a full minute.
- PI 25.3 Peak hours are between the hours of 07:00 to 10:00 and 16:00 to 19:00 the same day.
- PI 25.4 Non-peak hours are all other times.
- PI 25.5 100 Docking Stations will be classified as a “**Priority 1 Docking Stations**”, based on TTL’s view of the importance of the Docking Station to the overall London Cycle Hire Scheme, as defined by the Docking Station’s level of use.
- PI 25.6 The remaining Docking Stations will be classified as Priority 2 Stations.
- PI 25.7 All Docking Stations will be classified thirty (30) days prior to the Operational Commencement Date. The status of each Docking Station will be subject to review throughout Term. TTL shall provide the Service Provider with thirty (30) calendar days notice ahead of any change to the classification of Docking Stations.

PI 26 Bicycle Distribution – Empty Station Maximum Time Period – Priority 1 Docking Stations

- PI 26.1 A Docking Station is an “**Empty Docking Station**” when there are no fully functional Bicycles currently located at the Docking Station. An Empty Docking Station could have one or more Bicycles flagged as requiring repair.
- PI 26.2 Peak hours are between the hours of 07:00 to 10:00 and 16:00 to 19:00 the same day.
- PI 26.3 Non-peak hours are all other times.
- PI 26.4 100 Docking Stations will be classified as a “**Priority 1 Docking Stations**”, based on TTL’s view of the importance of the Docking Station to the overall London Cycle Hire Scheme, as defined by the Docking Station’s level of use.
- PI 26.5 The remaining Docking Stations will be classified as Priority 2 Docking Stations.
- PI 26.6 All Docking Stations will be classified thirty (30) days prior to the Operational Commencement Date. The status of each Docking Station will be subject to review throughout Term. TTL shall provide the Service Provider with thirty (30) calendar days notice ahead of any change to the classification of Docking Stations.
- PI 26.7 A Priority 1 Docking Station shall not be empty during peak hours for a single period longer than thirty (30) minutes.

PI 27 Bicycle Distribution – Full Station Maximum Time Period – Priority 1 Docking Stations

- PI 27.1 A Docking Station is a “**Full Station**” when there are no empty Docking Points at the relevant Docking Station.
- PI 27.2 Peak hours are between the hours of 07:00 to 10:00 and 16:00 to 19:00 the same day.
- PI 27.3 Non-peak hours are all other times.
- PI 27.4 100 Docking Stations will be classified as a “**Priority 1 Docking Stations**”, based on TTL’s view of the importance of the Docking Station to the overall London Cycle Hire Scheme, as defined by the Docking Station’s level of use.
- PI 27.5 The remaining Docking Stations will be classified as Priority 2 Docking Stations.
- PI 27.6 All Docking Stations will be classified thirty (30) days prior to the Operational Commencement Date. The status of each Docking Station will be subject to review throughout Term. TTL shall provide the Service Provider with thirty (30) calendar days notice ahead of any change to the classification of Docking Stations.
- PI 27.7 A Priority 1 Docking Station shall not be full during peak hours for a single period longer than thirty (30) minutes.

PI 28 Bicycle Availability –Peak Hours

- PI 28.1 100% of the agreed daily Bicycle requirement shall be Available at 06:00 on each day.
- PI 28.2 The agreed daily Bicycle requirement shall be based on the requirement for 6,000 Bicycles, adjusted by any agreed Docking Station unavailability due to exceptional events.
- PI 28.3 A Bicycle will be deemed as Available when it is either:
- (A) in use by a Customer; or
 - (B) Docked at a Docking Point with no repair flag against it.

PI 29 Bicycle Availability – Daily Minimum

- PI 29.1 The minimum number of Bicycles available shall not drop below 95% of the agreed daily Bicycle requirement throughout a day.
- PI 29.2 The agreed daily Bicycle requirement shall be based on the requirement for 6,000 Bicycles, adjusted by any agreed Docking Station unavailability due to exceptional events.
- PI 29.3 A Bicycle will be deemed as Available when it is either:
- (A) in use by a Customer; or
 - (B) Docked at a Docking Point with no repair flag against it.

PI 30 Timeliness of Bicycle Repair / Replacement / Withdrawal

- PI 30.1 When a Bicycle is flagged as requiring repair, it shall either be repaired, or replaced, within four (4) hours.
- PI 30.2 A Bicycle is deemed to be flagged as requiring repair when:
- (A) a Customer, TTL Personnel, or Service Provider employee notifies the Contact Centre of the Bicycle requiring repair; or
 - (B) A Bicycle is automatically identified as having a fault. For example when it is hired and returned within two (2) minutes, three (3) times in a row.
- PI 30.3 A Bicycle is deemed repaired only when a suitably qualified mechanic has inspected and signed that it is safe and functioning correctly and when it has been returned to a Docking Point.

PI 31 Docking Station Terminal and Docking Point Repair – Peak Hours

- PI 31.1 During the peak hours, Terminals shall either be:
- (A) fully repaired; or
 - (B) replaced,

within two (2) hours of the identification of any loss of full functionality

- PI 31.2 Loss of functionality would mean the Customer is unable to hire a Bicycle from the terminal using their preferred method. Where a Terminal has multiple devices of a given type then it is deemed available only if at least one device of each type is working and may be used by the Customer, e.g. for a Docking Terminal with two SmartCard Readers, if both of the SmartCard Readers have failed so that the Customer may not use a SmartCard to hire a Bicycle then it would mean loss of functionality under this PI regardless of the state of other components..
- PI 31.3 During the peak hours, Docking Points shall either be:
- (A) fully repaired; or
 - (B) replaced,
- within four (4) hours of the identification of a local fault.
- PI 31.4 A Docking Point is unavailable if it may not be used to either return or release a Bicycle when required.
- PI 31.5 Peak hours are from 7am to 7pm each calendar day including weekends and bank holidays.
- PI 31.6 For the avoidance of doubt, when a Docking Station Terminal or Docking Point fails outside the peak hours then that Terminal or Docking Point repair time shall be measured from 7 am the next calendar day.
- PI 31.7 Availability is calculated on a monthly basis for each calendar month.

PI 32 Terminal Availability – (Monthly availability)

- PI 32.1 Terminal Availability is defined as the following components being available for Customer use to hire a Bicycle:
- (A) Chip and pin Device;
 - (B) SmartCard Reader; and
 - (C) Terminal Screen and other entry devices.
- PI 32.2 Where a Terminal has multiple devices of a given type then it is deemed available only if at least one device of each type is working and may be used by the Customer to hire and return Bicycles.
- PI 32.3 The Service Provider shall ensure that the availability of all Terminals to the Customer shall be greater than 99% per Month.
- PI 32.4 Availability is measured twenty four (24) hours a day, seven (7) days a week excluding scheduled maintenance.

PI 33 Quality Monitoring / Benchmarking

PI 33.1 TTL shall monitor aspects of the Operation Services (and all Service Elements including Contact Centre, Back-Office and on-street) in accordance with the Statement of Requirements, including:

Group 1:

- (A) general state of repair of Bicycles, Docking Stations and Terminals – ensuring levels of cleanliness and operability are being maintained;
- (B) checking the Bicycle maintenance records;
- (C) checking that Bicycle maintenance Service Provider Personnel carrying out individual Bicycle maintenance, are appropriately qualified;

Group 2:

- (D) quality of administration of Customer Records (including set-up/closure of Customer Records, updates, adjustments, assigning subscriptions);
- (E) quality of Reason Code recording;
- (F) quality of all correspondence issued by the Contact Centre;
- (G) quality of Customer calls received and made by Customer Service Representatives (incoming and outgoing);
- (H) quality of Payment and Refund processing;
- (I) quality of dealing with Enquiries and Complaints; and
- (J) any other operational quality monitoring that TTL deems necessary and appropriate.

PI 33.2 An item is defined according to the activity but is assumed to be:

- (A) a Bicycle, or a Terminal = 1 item
- (B) an individual Bicycle's maintenance record = 1 item;
- (C) an individual cycle engineer = 1 item;
- (D) a customer record, a reason code = 1 item, etc.

PI 33.3 Each sample size and monitoring activity, or activities, shall be determined by TTL at the beginning of each monitoring period.

PI 33.4 Samples of items within Group 1 will be counted together, and 95% of the sample of Group 1 items should pass the quality standard for each area.

PI 33.5 Samples of items within Group 2 will be counted together, and 95% of the sample of Group 2 items should pass the quality standard for each area.

- PI 33.6 The quality standard in each case will be a checklist to be determined agreed TTL and the Service Provider.
- PI 33.7 Where TTL identifies any inaccuracies which are affecting the reported PI performance, TTL shall be entitled to make such adjustments to the relevant PIs, as it deems reasonably appropriate in order to take account of such inaccuracies.

PI 34 Customer Satisfaction Index Benchmark Variance – On-street

- PI 34.1 This PI shall measure the shortfall in customer satisfaction in relation to the Service Provider against an industry standard benchmark for customer satisfaction measured using index points, as further described below.
- PI 34.2 The index shall be a customer satisfaction survey conducted by an independent third party market research company at three (3) and six (6) Months from the date of the Operational Commencement Date, and thereafter every six (6) Months. The Parties shall agree the basis of this survey before the Operational Commencement Date and the survey shall gauge Customer perceptions of the level of service received when interacting with the Service Provider. The range of Customers to be surveyed shall include those who have made Subscription Payments, applied for Discounts (including those rejected) and used the Enquiries and Complaints service. The survey shall be indexed and benchmarked against an industry standard level of customer satisfaction. The benchmark score shall be determined by comparisons with other similar public service schemes (operating both in the public and private sector).
- PI 34.3 The survey of customer satisfaction shall include Customer perceptions of the physical on-street element of the London Cycle Hire Scheme, and of the on-street Service Provider Personnel.
- PI 34.4 The survey may also include a number of non-scored questions for research purposes.

Annex A to Schedule 5**Performance Indicator Table**

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
General Performance Indicators					Service Failure Points		
					Low Severity	Med Severity	High Severity
PI 1	Contract Compliance	00:00:01 on the first calendar day of the Month	23:59:59 on the last calendar day of the Month	100%	100 points a day	3000 points a day	16800 points a day
					1-3 Working Days late	4-10 Working Days late	>10 Working Days late
PI 2	Timely, Complete and Correct Provision of Reports	Date Report is due or error or omission is identified	Date Report is received or error or omission is fixed	Receipt of all reports on the days due and all such reports complete and correct	100 points per Working Day late (or part thereof as the case may be) per report	300 points per Working Day late (or part thereof as the case may be) per report	500 points per Working Day late (or part thereof as the case may be) per report
Contact Centre Performance Indicators					Service Failure Points		
					<99.5% - 97%	<97% - 93%	<93%
PI 3	Application and Registration Processing	Day of receipt	Date of Service System being updated	100% - 99.5% within 3 Working Days	16 points per item	16 points per item	16 points per item
					<90% - 85%	<85% - 80%	<80%
		Day of receipt	Date of Service System being updated	100%-90% within 1 Working day of receipt	6 points per item	13 points per item	16 points per item
					<98.5%-97.5%	<97.5%-96.5%	<96.5%
PI 4	Timely and Accurate application of Subscriptions and Refunds	Time subscription offered	Time the subscription is processed and the Service System updated correctly	100% - 98.5%	5 points per item	10 points per item	15 points per item
					<99.5% - 97%	<97% - 93%	<93%

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
PI 5	Transaction Processing (all Channels)	Day of receipt	Date of Service System being updated.	100% - 99.5% within 3 Working Days	16 points per item	16 points per item	16 points per item
					<90% - 85%	<85% - 80%	<80%
		Day of receipt	Date of Service System being updated.	100%-90% within 1 Working day of receipt	6 points per item	13 points per item	16 points per item
					<99.99%-97.5%	<97.5%-95.5%	<95.5%
PI 6	Requests for Consideration	From date enquiry or Complaint received	Postage date or date email sent of correct response	100% - 99.99% with 10 Working Days for Post and 5 Working Days for Services Website and Email	30 points per Enquiry or Complaint	50 points per Enquiry or Complaint	100 points per Enquiry or Complaint
					<95%-92%	<92%-89%	<89%
				100%-95% within 3 working days for Post, Services Website and Email	30 points per Enquiry or Complaint	50 points per Enquiry or Complaint	100 points per Enquiry or Complaint
					11 - 20	21-40	>40
PI 7	Valid Customer Complaints	1st day of the Month	Last Day of the Month	<=10	2000 points per Complaint	3000 points per Complaint	5000 points per Complaint
					<IB - (IB - 3%)	<(IB - 3%) - (IB - 6%)	<(IB - 6%)
PI 8	Customer Satisfaction Index Benchmark Variance – Contact Centre	Day 1 of a 3 or 6 month period	Last Day of a 3 or 6 month period	Industry Benchmark (IB)	1000 points per % point	3000 points per % point	6000 points per % point
					<90% - 85%	<85% - 80%	<80%
PI 9	Quality of Customer Service	Day 1 of a 3 or 6 month period	Last Day of a 3 or 6 month period	90% satisfaction	4000 points per % point	7000 points per % point	15000 points per % point
					<99.9% - 99%	<99% - 98%	<98%

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
PI 10	Data Integrity	00:00:01 on the first calendar day of the Month	23:59:59 on the last calendar day of the Month	100% - 99.9%	10 points per data field	20 points per data field	30 points per data field
					<99.9% - 98%	<98% - 97%	<97%
PI 11	Blocked Calls Objective	00:00:01	23:59:59	100% - 99.9% unblocked calls per calendar day	10 points per call	20 points per call	40 points per call
					<97% - 92.5%	<92.5% - 90%	<90%
PI 12	Abandon Rate	00:00:01	23:59:59	100% - 97% un-abandoned calls per calendar day	10 points per call	20 points per call	40 points per call
					<99.9% - 98%	<98% - 97%	<97%
PI 13	Queuing Time Objective (“QTO”)	Call received at switch	Call answered by CSR	100% - 99.9% call answered within 180 seconds	8 points per call	8 points per call	8 points per call
					<80% - 65%	<65% - 50%	<50%
		Call received at switch	Call answered by CSR	100% - 80% calls answered within 20 seconds	2 points per call	4 points per call	8 points per call
Information Compliance Performance Indicators					Service Failure Points		
					1 - 5	6 - 10	>10
PI 14	FOI Legalisation and Data Protection Legislation Requests	Date information request is received by the Service Provider	Date information is received by TTL	0 - 5 Working Days	1000 points per Working Day late	2000 points per Working Day late	5000 points per Working Day late
		Date Subject Access Request is received by the Service Provider	Date information is received by TTL	0 - 10 Working Days	1000 points per Working Day late	2000 points per Working Day late	5000 points per Working Day late
					1 - 5	6 - 10	>10
PI 15	FOI Legalisation Requests	Date request is received by the	Date information is received by Tfl	0 - 2 Working Days	1000 points per Working Day late	2000 points per Working Day late	5000 points per Working Day late

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
		Service Provider					
					Low Severity	Med Severity	High Severity
PI 16	Data Protection Breaches	N/A	N/A	N/A	500 points per instance	5000 points per instance	20000 points per instance
Back Office Performance Indicators					Service Failure Points		
					99% - 98%	98% - 97%	<97%
PI 17	Terminal Performance	00:00:01 Day 1 of the Month	23:59:59 on the last calendar day of the Month	>99% in no longer than 10 seconds	2.5 points per transaction between 99% and 98%	5 points per transaction between 98% and 97%	7.5 points per transaction less than 97%
					99.5% - 99%	99% - 90%	<90%
					99.5% - 99%	99% - 90%	<90%
PI 19A	SmartCard Performance at the Terminal	00:00:00	23:59:59	>99.5% in no longer than 4 seconds	20 points per 0.1%	400 points per 1%	5,000 points flat per working day
					99.5% - 99%	99% - 90%	<90%
PI 19B	SmartCard Performance at the Docking Point	00:00:00	23:59:59	>99.5% in no longer than 1 second	20 points per 0.1%	400 points per 1%	5,000 points flat per working day
					<98.5%-97.5%	<97.5%-96.5%	<96.5%
PI 20	Timely and Accurate application of Payments and Refunds	Time payment offered	Time the payment is processed and the Service Provider's System updated correctly	100% - 98.5% on the day of receipt	5 points per item	10 points per item	15 points per item
					<99.9% - 99%	<99% - 95%	<95%

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
PI 21	Contact Centre Availability	00:00:01 Day 1 of the selected 30 day period	23:59:59 Day 30 of the selected 30 day period	100% - 99.9%	500 points per 0.1%	3,000 points per 1%	5,000 points per 1%
					>20 minutes (per calendar day)		
PI 22(A)	Services Website Availability (Daily)	00:00:00 of each calendar day	23:59:59 of each calendar day	<20 minutes	200 points per minute		
					<99.9% - 99%	<99% - 95%	<95%
PI 22(B)	Services Website Availability (Monthly)	00:00:01 Day 1 of the Month	23:59:59 Day 30 of the Month	100% - 99.9%	250 points per 0.1%	1,500 points per 1%	2,500 points per 1%
					<99.9%-99.5%	<99.5% - 99%	<99%
PI 23	Services Website Average Request Response Time	00:00:01	23:59:59	100% - 99.9% within 2 seconds	10 points per 0.1%	200 points per 1%	400 points per 1%
On Street Operations Performance Indicators							
					1,001 to 2,000 minutes	2,001 to 3,000 minutes	>3,001 minutes
PI 24	Bicycle Distribution – Empty Stations – High priority, peak	7am and 4pm	10am and 7pm	<1000 minutes for all stations combined, per peak period	0.5 points per additional minute	1 point per additional minute	2 points per additional minute
					3,001 to 6,000 minutes	6,001 to 12,000 minutes	>12,001 minutes
	Bicycle Distribution – Empty Stations – High priority, non-peak	10.01am and 7.01pm	3.59pm and 6.59am	<3000 minutes for all stations combined	0.2 points per additional minute	0.25 point per additional minute	0.3 points per additional minute
					9,001 to 12,000 minutes	12,001 to 15000 minutes	>15,001 minutes

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
	Bicycle Distribution – Empty Stations – Low priority, peak	7am and 4pm	10am and 7pm	<9000 minutes for all stations combined, per peak period	0.1 points per additional minute	0.15 point per additional minute	0.2 points per additional minute
					18,001 to 27,000 minutes	27,001 to 36,000 minutes	>36,001 minutes
	Bicycle Distribution – Empty Stations – Low priority, non-peak	10.01am and 7.01pm	3.59pm and 6.59am	<18000 minutes for all stations combined	0.05 points per additional minute	0.1 point per additional minute	0.15 points per additional minute
					1,001 to 2,000 minutes	2,001 to 3,000 minutes	>3,001 minutes
PI 25	Bicycle Distribution – Full Stations – High priority, peak	7am and 4pm	10am and 7pm	<1000 minutes for all stations combined, per peak period	0.5 points per additional minute	1 point per additional minute	2 points per additional minute
					3,001 to 6,000 minutes	6,001 to 12,000 minutes	>12,001 minutes
	Bicycle Distribution – Full Stations – High priority, non-peak	10.01am and 7.01pm	3.59pm and 6.59am	<3000 minutes for all stations combined	0.2 points per additional minute	0.25 point per additional minute	0.3 points per additional minute
					9,001 to 12,000 minutes	12,001 to 15000 minutes	>15,001 minutes
	Bicycle Distribution – Full Stations – Low priority, peak	7am and 4pm	10am and 7pm	<9000 minutes for all stations combined, per peak period	0.1 points per additional minute	0.15 point per additional minute	0.2 points per additional minute
					18,001 to 27,000 minutes	27,001 to 36,000 minutes	>36,001 minutes
	Bicycle Distribution – Full Stations – Low priority, non-peak	10.01am and 7.01pm	3.59pm and 6.59am	<18000 minutes for all stations combined	0.05 points per additional minute	0.1 point per additional minute	0.15 points per additional minute
					>30 minutes		
PI 26	Bicycle distribution – empty station maximum time period – Priority 1 docking stations	7am and 4pm	10am and 7pm	<30 minutes	50 points flat per High Priority station		
					>30 minutes		

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
PI 27	Bicycle distribution – full station maximum time period – priority 1 docking stations	7am and 4pm	10am and 7pm	<30 minutes	50 points per additional minute per High Priority station		
					100% to 98%	98% to 96%	<96%
PI 28	Bicycle availability – Peak Hours	00:00 each day	23:59 each day	>=100% of agreed daily Bicycle requirement	1,000 points per % point	2,000 points per % point	3,000 points per % point
					95% to 93%	93% to 90%	<90%
PI 29	Bicycle availability – Daily Minimum	00:00 each day	23:59 each day	>=95%	500 points per % point	1,000 points per % point	1,500 points per % point
					95% to 90%	89.9% to 85%	<85%
PI 30	Timeliness of Bicycle Repair / Replacement / Withdrawal	00:00:01 Day 1 of the Month	23:59:59 Day 30 of the Month	>95%	1,000 points per % point	2,000 points per % point	3,000 points per % point
					95% to 93%	92.9% to 90%	<90%
PI 31	Terminal Repair– Peak Hours	Time of identification of the fault	Time that terminal is logged as fully operational	95%	2000 points per % point	3000 points per % point	4000 points per % point
					95% to 93%	92.9% to 90%	<90%
	Docking Point Repair– Peak Hours	Time of identification of the fault	Time that docking point is logged as fully operational	95%	200 points per % point	300 points per % point	400 points per % point
					<99% - 95%	<95% - 90%	<90%
PI 32	Terminal Availability - TTLs access (daily)	00:00:01	23:59:59	100%-99% per calendar day	2,000 points per % point	3,000 points per % point	4,000 points per % point
					<95% - 90%	<90% - 85%	<85%
PI 33	Quality monitoring / benchmarking – Group 1	Day 1 of each calendar month	Last day of each calendar month	95% meeting the required standard	1,000 points per % point	1,500 points per % point	2,000 points per % point
PI 33	Quality monitoring / benchmarking – Group 2	Day 1 of each calendar month	Last day of each calendar month	95% meeting the required standard	200 points per % point	300 points per % point	400 points per % point

Ref	Performance Indicator title	Start Point	End Point	Acceptable Service Level	Band 1	Band 2	Band 3
					<IB - (IB - 3%)	<(IB - 3%) - (IB - 6%)	<(IB - 6%)
PI 34	Customer Satisfaction Index Benchmark Variance – On-street	Day 1 of a 3 or 6 month period	Last Day of a 3 or 6 month period	Industry Benchmark (IB)	1000 points per % point	3000 points per % point	6000 points per % point