

Caroline Pidgeon AM, Chair of the Transport Committee

London Assembly
City Hall
The Queen's Walk
London, SE1 2AA

Peter Hendy
Transport Commissioner
TfL
Windsor House
42-50 Victoria Street
London, SW1H 0TL

8 June 2011

Dear Peter

Problems with the cycle hire scheme

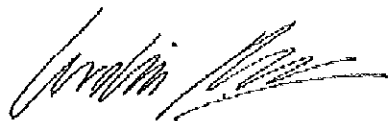
I am writing, on behalf of the Transport Committee, about on-going problems with the cycle hire scheme and reports that TfL will now withhold payment of £5 million from Serco because of these problems.

As you will be aware, the Committee highlighted initial teething problems for users of the scheme in its report *Pedal Power: the cycle hire scheme and cycle superhighways* (November 2010). These included problems with registration, charging and poor customer service from Serco's customer call centre. We understand from constituents that some of these problems appear to have continued and users of the scheme are still experiencing difficulties.

The Committee would welcome a detailed explanation of the problems TfL has identified and a copy of the "critical improvement plan" which TfL has reportedly now issued to Serco. If it is not possible to provide a copy of the full plan, we would be grateful for details of the main issues that TfL has asked Serco to address and the timescales it has been given for making improvements.

We look forward to hearing from you.

Yours sincerely



Caroline Pidgeon AM
Chair of the Transport Committee

Cc: Isabel Dedring, Deputy Mayor for Transport
Leon Daniels, Managing Director, Surface Transport, TfL