



SANTA CRUZ SLA

December 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 214 daily min: 176 daily max: 248
Trip count (monthly)	23,238
Trips per bike per day	3.4
Trips distance (mi.)	mean: 1.98 max: 28.8
Total mileage	46,066 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 24.3 hours
Website / Mobile App in Service	TBD
Customer Service Availability	24/7
Customer Service Response	mean: 13.85 hours