



SANTA CRUZ SLA

January 2019

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 224 daily min: 202 daily max: 253
Trip count (monthly)	23,480
Trips per bike per day	3.66
Trips distance (mi.)	mean: 1.84 max: 32.6
Total mileage	43,170 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 28.1 hours
Website / Mobile App in Service	TBD
Customer Service Availability	24/7
Customer Service Response	N/A