



SANTA CRUZ SLA

August 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 181 daily min: 141 daily max: 208
Trip count (monthly)	35,130
Trips per bike per day	6.3
Trips distance (mi.)	mean: 2.35 max: 40.1
Total mileage	86316.87 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 1.4 days
Website / Mobile App in Service	TBD
Customer Service Availability	6 AM – 9PM Pacific Time
Customer Service Response	mean: 312 minutes