



SANTA CRUZ SLA

July 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 167 daily min: 73 daily max: 193
Trip count (monthly)	30,718
Trips per bike per day	6
Trips distance (mi.)	mean: 2.47 max: 26.66
Total mileage	80138.55 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 1.9 days
Website / Mobile App in Service	TBD
Customer Service Availability	6 AM – 9PM Pacific Time
Customer Service Response	mean: 190 minutes