



SANTA CRUZ SLA

June 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 65 daily min: 23 daily max: 89
Trip count (monthly)	11, 368
Trips per bike per day	5.84
Trips distance (mi.)	mean: 2.94 max: 25.93
Total mileage	33454.41 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: 4.04 hours