



SANTA CRUZ SLA

November 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 202 daily min: 142 daily max: 264
Trip count (monthly)	25,796
Trips per bike per day	5.47
Trips distance (mi.)	mean: 2.04 max: 35.3
Total mileage	52,742 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 17 hours
Website / Mobile App in Service	TBD
Customer Service Availability	24/7
Customer Service Response	mean: 6.5 hours