



# SANTA CRUZ SLA

October 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 178 daily min: 142 daily max: 204
Trip count (monthly)	31888
Trips per bike per day	5.88
Trips distance (mi.)	mean: 2.10 max: 55.39
Total mileage	67,046 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 16hr 54min
Website / Mobile App in Service	TBD
Customer Service Availability	24/7
Customer Service Response	mean: 5.65 hours