



SANTA CRUZ SLA

September 2018

Performance Indicator	Result
Bicycle Availability (monthly)	daily mean: 190 daily min: 158 daily max: 211
Trip count (monthly)	30,986
Trips per bike per day	5.47
Trips distance (mi.)	mean: 2.24 max: 22.85
Total mileage	69,575 mi.
Bicycle Maintenance & Inspection	Inspections performed every 30 days
Station Maintenance & Inspection	Inspections performed every 30 days
Time Until Repair Resolution	mean: 16.5 hours
Website / Mobile App in Service	TBD
Customer Service Availability	6 AM – 9PM Pacific Time
Customer Service Response	mean: 13.75 hours