



1. August 2018 – ValleyBike Share – SLA Performance Measures Reporting Requirements

Performance Indicators, Descriptions, & Performance Standards	Response Type	Comments/Explanations
1. Station operability; stations are out of service - less than 30 minutes (cumulative total for all stations).	Complies	Bike Emotion provides uptime report. All reported outages had a technician deployed within 30 minutes of reported incident for reset.
2. Central computer system operability; central computer system is out of service - less than 2 hours.	Complies	Bewegen Backoffice central computer system operational 100% of the time.
3. Bicycle redistribution; at least two bikes and at least two docks are available - at least 90% of stations.	Complies	On average, at least two bikes and two docks were available per station at all times.
4. Bicycle availability; bicycles are available for use – at least 90% of bicycle.	Does Not Comply	An average of 178 bikes were available at all times. Average bike count is non-compliant partly due to high misuse of equipment at certain stations
5. Website operability; website if out of service – less than 4 hours.	Complies	ValleyBike website https://www.valleybike.org/ operational 100% of the time.
6. Bicycle cleanliness; each bicycle is cleaned – at least once every two weeks.	Complies	All bicycles are visually inspected daily and routine cleaning is conducted by Field Unit Drivers and Bicycle Mechanics at a minimum once per week.
7. Station cleanliness; each station is cleaned and be free of graffiti and stickers – at least once every two weeks.	Complies	Stations are advanced cleaned by brushing smart rails, wiping bikes, and cleaning kiosk/station and docks units bi-weekly. Every station is cleaned at a basic level daily by Field Unit Drivers.



8. Bicycle maintenance; each bicycle undergoes preventative maintenance with bicycles repaired and replaced as needed – at least once a month.	Complies	All bicycles are visually inspected daily and routine maintenance inspection is conducted at a minimum of once a month.
9. Station maintenance; each station undergoes preventative maintenance with all equipment in operating order – at least once a month.	Complies	All stations are visually inspected daily and routine maintenance inspection is conducted by Station Technician at a minimum of once a month.
10. Customer Call Center and website responsiveness; Call Center and website provide public information and the Call Center responds to incoming calls, questions, complaints, and issues. Call Center numbers and emails are included on all bike share stations. All complaints shall be logged and made available for the City – in 30 seconds or less.	Complies	Call Center responds to all incoming calls, questions, complaints, and issues daily. Call Center number and email contact information is included on all ValleyBike Share stations. All complaints are logged by Customer Service Representatives (CSRs) daily. Call Center calls: average time to answer 9 seconds.
11. Call Center drops; calls to the Call Center are dropped – less than 5% of calls.	Complies	Call Center calls; percentage dropped 3.93%.
12. Non-call customer responsiveness; customer emails, mail, and social media interactions are responded to – in 24 hours or less.	Complies	100% of email, mail, and social media requests are responded to by CSRs within 24 hours or less.
13. Bicycle Usage; reports by community and station on bicycle utilization and origin and destination of each trip (but no reports by individual users) – weekly reporting.	Complies	Bicycle usage report provided.