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| ValleyBike Share - August 2018 Report | | | | |
| Trips | | | | |
| Trips per station | Station ID | Check outs | Check ins | Notes |
| Amherst Town Hall | 101 | 333 | 325 | |
| Kendrick Park | 102 | 301 | 277 | |
| North Pleasant Street | 103 | 137 | 157 | |
| East Hadley Road | 104 | 77 | 87 | |
| University Drive | 105 | 211 | 215 | |
| UMass Haigis Hall | 106 | 48 | 44 | |
| UMass Southwest | 107 | 57 | 52 | |
| UMass Knowlton | 109 | 6 | 7 | |
| UMass Central Residential Area | 110 | 18 | 17 | |
| Crosier Field | 201 | 158 | 151 | |
| Mackenzie Field | 202 | 401 | 393 | |
| Springdale Park | 203 | 40 | 39 | |
| Depot Square | 205 | 254 | 258 | |
| Downtown | 206 | 120 | 113 | |
| Holyoke Medical Center Station @Library Square | 207 | 335 | 340 | |
| South Holyoke | 208 | 186 | 206 | |
| Pleasant Station | 209 | 174 | 165 | |
| Village Hill/State Hospital | 301 | 119 | 117 | |
| Florence Bank Station @Lily Library | 302 | 283 | 267 | |
| YMCA/Childs Park | 303 | 317 | 293 | |
| Forbes Library | 304 | 97 | 86 | |
| Florence Center | 305 | 225 | 246 | |
| John M. Greene Hall/Smith College | 307 | 197 | 197 | |
| Pulaski Park/Downtown | 308 | 367 | 369 | |
| Northampton Train Station | 309 | 326 | 354 | |
| State Street/Mass Central Rail Trail | 310 | 321 | 338 | |
| Jackson Street | 311 | 128 | 144 | |
| Main Street/Court House | 312 | 331 | 326 | |
| Main Street/Bridge Street | 313 | 304 | 316 | |
| Northampton High School | 314 | 270 | 245 | |
| Eink Station | 401 | 95 | 94 | |
| Mount Holyoke College Station @South Hadley Commons | 402 | 57 | 55 | |
| Kenefick Park | 503 | 457 | 448 | |
| Court Square | 506 | 821 | 817 | |
| Basketball Hall of Fame | 507 | 201 | 185 | |
| STCC | 508 | 431 | 439 | |
| Mason Square Library | 511 | 432 | 418 | |
| South End/Main Street | 512 | 1000 | 1008 | |
| Live Well Springfield Station @Mercy Medical Center | 513 | 373 | 390 | |
| Total | | 10008 | 9998 | |
| Average Duration and Distance | | | | |
| Average duration and distance per station | Station ID | Duration (minutes) | Distance (miles) | Notes |
| Amherst Town Hall | 101 | 27,72 | 3,55 | |
| Kendrick Park | 102 | 24,52 | 2,61 | |
| North Pleasant Street | 103 | 30,24 | 2,68 | |
| East Hadley Road | 104 | 26,27 | 3,03 | |
| University Drive | 105 | 31,04 | 3,54 | |
| UMass Haigis Hall | 106 | 14,74 | 2,23 | |
| UMass Southwest | 107 | 18,1 | 1,86 | |
| UMass Knowlton | 109 | 29,87 | 1,6 | |
| UMass Central Residential Area | 110 | 16,15 | 1,85 | |
| Crosier Field | 201 | 23,96 | 3,03 | |
| Mackenzie Field | 202 | 19,42 | 2 | |
| Springdale Park | 203 | 27,59 | 2,57 | |
| Depot Square | 205 | 14,55 | 1,5 | |
| Downtown | 206 | 23,77 | 1,83 | |
| Holyoke Medical Center Station @Library Square | 207 | 19,53 | 2,15 | |
| South Holyoke | 208 | 25,43 | 2,46 | |
| Pleasant Station | 209 | 19,85 | 2,82 | |
| Village Hill/State Hospital | 301 | 15,96 | 1,71 | |
| Florence Bank Station @Lily Library | 302 | 26,33 | 3,4 | |
| YMCA/Childs Park | 303 | 17,33 | 1,95 | |
| Forbes Library | 304 | 23,84 | 2,09 | |
| Florence Center | 305 | 24,53 | 2,96 | |
| John M. Greene Hall/Smith College | 307 | 21,12 | 1,99 | |
| Pulaski Park/Downtown | 308 | 22,34 | 2,53 | |
| Northampton Train Station | 309 | 31,21 | 3,49 | |
| State Street/Mass Central Rail Trail | 310 | 16,81 | 1,59 | |
| Jackson Street | 311 | 24,18 | 2,64 | |
| Main Street/Court House | 312 | 26,96 | 2,65 | |
| Main Street/Bridge Street | 313 | 34,54 | 3,56 | |
| Northampton High School | 314 | 16,68 | 1,95 | |
| Eink Station | 401 | 23,55 | 2,92 | |
| Mount Holyoke College Station @South Hadley Commons | 402 | 22,38 | 1,99 | |
| Kenefick Park | 503 | 32,64 | 3,91 | |
| Court Square | 506 | 28,07 | 2,75 | |
| Basketball Hall of Fame | 507 | 28,93 | 3,01 | |
| STCC | 508 | 27,57 | 2,82 | |
| Mason Square Library | 511 | 27,6 | 4,11 | |
| South End/Main Street | 512 | 33,06 | 3,59 | |
| Live Well Springfield Station @Mercy Medical Center | 513 | 36,32 | 5 | |
| Total Average | | 24,48 | 2,66 | |
| New Members on the App | | | | |
| Member Type | Members | | | Notes |
| Go Pass | 798 | | | |
| Monthly Pass | 106 | | | |
| Day Pass | 855 | | | |
| Total | 1759 | | | |
| New Members on the Website | | | | |
| Member Type | Members | | | Notes |
| Founding Member Pass | 218 | | | |
| Monthly Member | 84 | | | |
| Go Pass | 366 | | | |
| Annual Pass | 13 | | | |
| Day Pass | 102 | | | |
| Total | 783 | | | |
| General Statistics | | | | |
| Parameters | Statistics | | | Notes |
| Distance (in miles) | 29 252,16 | | | |
| Duration (in hours) | 4 379,38 | | | |
| Monthly trips | 10 063 | | | |
| Total Active members | 662 | | | |
| Total Occasional users | 3 679 | | | |
| Health Impact | | | | |
| Parameters | Impact | | | Notes |
| Monthly Calories burned (in Cal.) | 1576576,80 | | | |
| Total CO2 reduced (in Grams) | 12022637,76 | | | |
| Kiosk Uptime | | | | |
| App Uptime | 100% | | | |
| Website / Back Office / Payments Uptime | 100% | | | |
| Issues | | | | |
| Parameters | Statistics | | | Notes |
| Reported on the app | 217 | | | |
| Call Center | | | | |
| Parameters | Statistics | | | Notes |
| Total calls to the call center | 1701 | | | |
| Average time to answer (seconds) | 9 | | | |
| % Missed calls | 3,93% | | | |
| Total calls regarding bike and station issues | 942 | | | |
| Total calls regarding billing concerns | 230 | | | |
| Total calls regarding other issues | 529 | | | |
| All statistics are monthly. | | | | |
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