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ValleyBike Share MA - May 2019 Report								
Bikes								
Performance Indicator	Total	Expected	Percent	Notes				
Bikes in Service (85%)	211	390	54%					
30 Day Preventative Maintenance (100%)	-	-	51%					
Station Activity								
Station	Origin	Destination	Round Trip	Notes				
Amherst Town Hall	433	579	150					
Basketball Hall of Fame	82	102	51					
Cooley Dickinson Health Care	41	43	6					
Court Square	179	181	85					
Crosier Field	159	186	83					
Depot Square	124	131	49					
Downtown	205	208	78					
East Hadley Road	16	19	8					
Eink Station	39	57	25					
Florence Bank Station	128	134	43					
Florence Center	303	374	95					
Forbes Library	73	79	41					
Holyoke Medical Center Station	6	31	0					
Jackson Street	156	168	42					
John M Greene Hall/Smith College	206	219	74					
Kendrick Park	264	276	81					
Kenefick Park	276	311	208					
Live Well Springfield Station	241	274	126					
Mackenzie Field	428	455	215					
Main Street/Bridge Street	247	311	73					
Main Street/Court House	240	262	66					
Mason Square Library	160	181	81					
Mercy Medical Center Station	142	159	40					
MGM Springfield	202	225	115					
Mount Holyoke College Station	57	70	48					
Northampton High School	219	189	58					
Northampton Train Station	330	475	112					
North Pleasant Street	7	43	1					
Pulaski Park/Downtown	307	380	72					
South End/Main Street	40	54	23					
South Holyoke	152	166	49					
Springdale Park	13	12	3					
State St/Mass Central Rail Trail	350	326	79					
STCC - Springfield Armory	106	104	41					
UMass Central Residential Area	84	96	27					
UMass Haigis Mall	215	277	69					
UMass ILC	167	149	33					
UMass Knowlton	384	469	121					
UMass Southwest	339	420	157					
University Drive	283	325	65					
Village Hill/State Hospital	137	147	20					
YMCA/Childs Park	127	132	32					
New Kiosk Memberships								
Kiosk Station	Members		Notes					
Amherst Town Hall (K01)	3							
UMass ILC (K06)	26							
Downtown (K15)	0							
South Holyoke (K17)	0							
Pulaski Park/Downtown (K27)	0							
Northampton Train Station (K28)	3							
Mount Holyoke College Station (K35)	15							
Mercy Medical Center Station (K40)	0							
MGM Springfield (K45)	12							
Total	59							
New Memberships								
Membership	Kiosk	App				Website	Total	Notes
Founding Member	0	0	10	10				
Annual Pass	0	0	9	9				
Monthly Pass	0	23	44	67				
Day Pass	39	768	0	807				
Pay Per Ride Pass	50	868	114	1032				
Single-Trip Pass	0	0	0	0				
Subtotal	89	1659	177	1925				
Total New Memberships	1925							
General Statistics								
Metric	Number		Notes					
Total Distance (miles)	24 926							
Total Duration (hours)	5 350							
Average Distance (miles)	3							
Average Duration (minutes)	42							
Total Trips	7 633							
Total Active Members	4 888							
Health Impact								
Metric	Number		Notes					
Calories Burned	1 925 903							
CO2 Reduced (Tons)	11,29							
Uptime								
Kiosk Station	Percent		Notes					
Amherst Town Hall (K01)	56%							
UMass ILC (K06)	87%							
Downtown (K15)	32%							
South Holyoke (K17)	28%							
Pulaski Park/Downtown (K27)	49%							
Northampton Train Station (K28)	96%							
Mount Holyoke College Station (K35)	91%							
Mercy Medical Center Station (K40)	71%							
MGM Springfield (K45)	98%							
Basketball Hall of Fame	100%							
Baystate Health/Main Campus	100%							
Baystate Health/Main Street	100%							
CFWM @ Stearns Square Station	100%							
Congress Street	100%							
Cooley Dickinson Health Care	100%							
Court Square	100%							
Crosier Field	100%							
Depot Square	100%							
East Hadley Road	100%							
Eink Station	100%							
Florence Bank Station	100%							
Florence Center	100%							
Forbes Library	100%							
Holyoke Community College	100%							
Holyoke Medical Center Station	100%							
Jackson Street	100%							
John M. Greene Hall/Smith College	100%							
Kendrick Park	100%							
Kenefick Park	100%							
Live Well Springfield Station	100%							
Mackenzie Field	100%							
Main Street/Bridge Street	100%							
Main Street/Court House	100%							
Mason Square Library	100%							
Northampton High School	100%							
North Pleasant Street	100%							
Pleasant Station	100%							
Pynchon Park/Museums	100%							
South End/Main Street	100%							
Springdale Park	100%							
State Street/Mass Central Rail Trail	100%							
STCC - Springfield Armory	100%							
UMass Central Residential Area	100%							
UMass ILC	100%							
UMass Knowlton	100%							
UMass Southwest	100%							
University Drive	100%							
Village Hill/State Hospital	100%							
Woodlawn Plaza	100%							
YMCA/Childs Park	100%							
Average Station Uptime:	94%							
App Uptime	100%							
Website / Back Office / Payments Uptime	100%							
Call Center								
Metric	Number		Notes					
User Reported Issues from App	49							
Call Center Responsiveness (seconds)	15							
Missed Calls (%)	0%							
Calls - Bike or Kiosk Issues	330							
Calls - Billing Concerns	164							
Calls - All Other Issues	173							
Total Calls	667							
All statistics are monthly.								
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