

ATTACHMENT D:

SANTA MONICA BIKESHARE

CYCLEHOP SERVICE STANDARDS (SERVICE LEVEL AGREEMENTS)

	A	B	C	D	E	F
1	#	Performance Indicator (PI)	Description	Measured Period	Measured Units	Threshold
2	PI-1	Overall Station system	Number of Kiosks in service per day	Point in time, Monthly	% of Stations	90% of stations
3		Overall Station system	Number of Bicycles in service per day	Point in time, Monthly	% of Bicycles	90% of bicycles
4	PI-2	Bicycles in service	Percentage of bicycles on street and rideable	Point in time, Monthly	% of Bicycles	90% of Bicycles
5	PI-3	Bicycle cleanliness	Percentage of bicycles that are clean and graffiti-free	Point in time, Monthly	% of Bicycles	90% of Bicycles
6	PI-4	Station cleanliness	Percentage of stations that are clean	Point in time, Monthly	% of Stations	90% of stations
7	PI-5	Graffiti, "scratch-itti," sticker	Time taken to remove graffiti,"scratch-itti," and stickers, etc. after notification	Point in time, Monthly	Hours	24 hours
8	PI-6	Bicycle distribution	Bicycle-dock availability: stations with at least one available open dock and at least one available bicycle	Point in time, Monthly	# of available docks and bicycles per station	Maximum of 8 hours total out of balance for all stations daily
9	PI-7	Customer interaction	Timely response to customer complaints and resolution of issues.	Point in time, Monthly	% of customers satisfied % of complaints addressed timely	85% satisfied customers, 15-minute complaint response, 24-hr complaint resolution
10	PI-8	Website in service	Percentage of time that the website is in service	Point in time, Monthly	% of total minutes per week	95%
11	PI-9	Central computer system in service	Percentage of time that the central computer system will be in service	Point in time, Monthly	% of total minutes per week	95%
12	<p>Service levels will be monitored by a combination of ongoing reporting and point-in-time verification. CycleHop will provide weekly system reports and summaries in the monthly report and the City will conduct spot-checks, monthly, or more often if necessary to ensure that service levels are maintained.</p>					
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