

Beryl Bikes KPIs SUMMARY – WBC – at SEPTEMBER 2024

Key Performance Indicator	Standards to be met by operator	Additional Management Information
<p>-Customer rating & complaint handling</p> <p>-Bike Availability – bikes unavailable due to maintenance, stations without a bike available</p> <p>-Service availability – App/online availability</p> <p>-Provision of KPI and MI data</p>	<p>KPI 1 – 75% of standard bikes to be available on any given day (113/150 bikes). Standard bike numbers to be lowered from 200 to 150.</p> <p>KPI 1.2 – 80% of ebikes to be available on any given day (80/100). [Monitoring currently based on 100 ebikes, if increased through expansion to Bushey and Croxley Green, new total would be 130 ebikes, creating a new threshold of 104 ebikes].</p> <p>KP2 Rebalancing of bikes at key hub locations within 1 hour - amended to a maximum overflow of bike numbers at key hubs, starting at 50% and assessing thereafter; initially targeting Aldenham Road, Watford Junction, Cassio Common, Whippendell Road & Station Approach</p> <ul style="list-style-type: none"> • Average customer rating of service – 4 out of 5 • Customer complaints handled within 72 hours • Bike maintenance – bikes back on streets and available to hire within average 36 hours 	<ul style="list-style-type: none"> • Vol of app downloads/accounts created • Vol of registered users • Total memberships • Vol of casual users • Average daily/monthly hires • Annual hires • Trips per bike per day • Members per bike • Average journey duration • Average journey price • Peak periods of demand • No. of rider/staff injuries/accidents • Origin/destination heatmap • Vol of contacts with support function • Level of vandalism

	<ul style="list-style-type: none"> • App & online availability/functionality – max 0.5% downtime • Call centre support availability – 99% between 8am – 6pm weekdays and 10am-4pm weekends • 100% online support available 24/7, 365 days • Provision of KPI and MI data to council – monthly and on time – 100% 	