

NH S055 APPOINTMENT OF DOCKLESS BIKE-SHARE SCHEME OPERATORS IN HACKNEY - CONTRACT APPROVAL
APPENDIX 1 -

Performance metrics (reported monthly):

1. Total Trips Ending in Hackney
2. Distinct Users
3. Average Distance Cycled
4. Average Time Cycled
5. Average Bike Used per Day
6. Average Bikes in Hackney
7. Highest Ridership Day
8. Highest Ridership Hour
9. Average Fare
10. No. of Bikes Left Outside Bay
11. Parking Compliance Rate (%)
12. Number of Complaints
13. Avg. Complaint Response Time
14. Best 5 Bays
15. Worst 5 Bays

1. Key Performance Indicators:

No	Criterion/Indicator.	Target
1	Net uptake in cycling and/or number of cycling miles or journeys covered in Hackney from one monthly reporting period to the other (see metrics 3, 4 and 5 at paragraph 5.1)	Positive/Increasing
2	Average time to recover littering/obstructing bicycles from public spaces and roadways	Bicycles to be removed within 1 hours of receiving notice by the Council or members of the public within the periods of 7am - 6pm (Monday to Friday) where the bicycle(s) cause(s) an obstruction or cause(s) a health and safety risk
3	No of reports of littering bicycles per quarter (cf. metric 11, paragraph 5.1)	100%

4	Average time to make faulty bikes safe or unavailable to the public	Maximum of 12 hours from notification
5	Average time to resolve complaints (cf. metric 13, paragraph 5.1)	24 hours maximum from the time of first report
6	Number of bikes in service	Minimum of 90% of bikes