

Attachment C-17: SERVICE LEVEL AGREEMENTS

Col. 1	Col. 2	Col. 3	Col. 4	Col. 5	Col. 6	Col. 7	Col. 8
Ref.	Performance Indicator (PI)	PI Description	Measurement Tool	Measurement Period	Units	Threshold 1	Threshold 2
PI-1	Overall system functionality	Combined total minutes that all Stations are out of commission per week.	Central Computer Database	Weekly	Minutes	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-2	Stations in service	Percentage of Stations in service.	Extrapolation from field checks by DOT staff.	Daily	Percentage of Stations	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-3	Station in service (per Supergrid)	Percentage of Stations (per Supergrid) that are in service.	RFID-based maintenance logs.	Daily	Percentage of Stations	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value

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Ref.	Performance Indicator (PI)	PI Description	Measurement Tool	Measurement Period	Units	Threshold 1	Threshold 2
PI-4	Bicycles in service	Percentage of Bicycles in service.	Central Computer Database	Daily	Percentage of Bicycles	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-5	Bicycle cleanliness	Percentage of Bicycles that are clean.	Extrapolation from field checks by DOT staff.	Every 3 days	Percentage of Stations	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-6	Station cleanliness	Percentage of Stations that are clean.	Extrapolation from field checks by DOT staff.	Every 3 days	Percentage of Stations	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-7	Graffiti, "scratch-itti," sticker removal from Stations and Bicycles	Time taken to remove graffiti, "scratch-itti," and stickers etc. after notification.	RFID-based maintenance logs with photo	From the time of notification to Contractor's	Hours	Proposer should define Threshold	Proposer should define Threshold

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Ref.	Performance Indicator (PI)	PI Description	Measurement Tool	Measurement Period	Units	Threshold 1	Threshold 2
			<i>documentation</i>	resolution		Proposer should define \$ value	Proposer should define \$ value
PI-8	Snow removal from Stations immediately after snowfall.	Time taken to remove snow from Stations after snowfall.	<i>RFID-based maintenance logs with photo documentation</i>	From the time of notification to Contractor's resolution	Hours	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-9	Snow removal from Stations after street plowing or other.	Stations that are free of snow 5 hours after snowfall.	<i>RFID-based maintenance logs with photo documentation</i>	From the time of notification to Contractor's resolution	Stations	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-10	Bicycle distribution	Bicycle/Dock ratio or other method to be defined by Proposer.	<i>Proposer should define</i>	Proposer should define	Proposer should define	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value

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Ref.	Performance Indicator (PI)	PI Description	Measurement Tool	Measurement Period	Units	Threshold 1	Threshold 2
PI-11	Station Removal and Site refurbishment upon DOT request	Time taken to remove Stations and refurbish the site after requested to do so by DOT.	<i>Field checks by DOT staff</i>	Daily	Days	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-12	Immediate Station site physical condition maintenance reports to DOT	Timeliness of reports.	<i>Receipt of reports by DOT staff</i>	Weekly	Reports	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-13	Financial/use and maintenance reports to DOT	Timeliness of reports.	<i>Receipt of reports by DOT staff</i>	Weekly	Reports	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-14	Website in service	Percentage of time that the Website is in service.	<i>Central Computer Database</i>	Weekly	Percentage of total minutes per week	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value

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Ref.	Performance Indicator (PI)	PI Description	Measurement Tool	Measurement Period	Units	Threshold 1	Threshold 2
PI-15	Central Computer System in service	Percentage of time that the Central Computer System will be in service-including during database maintenance.	Central Computer Database	Weekly	Percentage of total minutes per week	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value
PI-16	Central Computer System accuracy	Percentage of Bicycles located where system reports them to be.	Extrapolation from field checks by DOT staff	Daily	Percentage of Bicycles	Proposer should define Threshold	Proposer should define Threshold
						Proposer should define \$ value	Proposer should define \$ value