

Parking System Analytics

May 2016 - Present

	2016								2017			
	May	June	July	August	September	October	November	December	January	February	March	April
Customer Service												
Phone Calls Taken	5,078	6,274	7,440	11,813	6,052	4,605	4,052	3,961	5,198	3,680	4,285	3,931
Average Answer Time	0:31	0:44	1:11	2:07	0:56	0:39	0:31	0:28	0:40	0:33	0:33	0:33
Emails Received	1,612	2,377	2,521	2,654	1,390	1,423	1,253	1,213	1,535	1,194	1,276	1,413
Email Response within 24 Hours	100%	99.92%	99.96%	99.92%	99.78%	99.86%	99.76%	99.75%	99.80%	99.83%	99.76%	99.72%
Service Calls												
Service Calls	1,976	1,322	1,172	1,472	1,379	2,210	1,634	1,525	2,009	2,006	1,769	1,528
Operations	14.63%	20.57%	31.66%	33.90%	38%	52.62%	25.28%	20.92%	17.57%	17.35%	16.17%	17.15%
Policy	14.57%	9.38%	.94%	7.88%	8.05%	4.71%	22.33%	18.43%	19.16%	17.75%	18.88%	19.83%
Equipment/User Error	64.57%	61.04%	59.98%	59.98%	50.25%	39.28%	42.72%	48.00%	55.10%	58.27%	58.11%	56.67%
Maintenance	6.23%	9.00%	7.42%	2.99%	3.70%	3.39%	9.67%	12.65%	8.17%	6.63%	6.84%	6.35%
Medical Center Garages Average Available Capacity at 2 p.m.*												
SAFEAUTO Garage <small>826 Spaces</small>	278	318	264	231	232	241	223	238	221	242	202	213
12th Avenue Garage <small>642 Spaces</small>	240	243	165	78	137	158	220	126	41	45	65	67
9th Avenue East Garage <small>992 Spaces</small>	54	61	55	38	35	33	75	62	63	83	64	62
9th Avenue West Garage <small>1,057 Spaces</small>	169	243	160	185	139	123	222	150	162	179	227	184
North Cannon Garage <small>569 Spaces</small>	76	131	114	110	99	102	73	94	66	91	66	59
South Cannon Garage <small>545 Spaces</small>	140	124	115	121	98	90	80	105	89	99	93	102
Academic Garages Average Available Capacity at 2 p.m.*												
Ohio Union North Garage <small>604 Spaces</small>	214	291	308	128	231	141	178	132	141	165	158	174
Ohio Union South Garage <small>790 Spaces</small>	532	562	613	571	392	487	525	454	592	503	324	494
Gateway Garage <small>1,176 Spaces</small>	636	743	696	400	751	530	470	515	329	467	450	469
11th Avenue Garage <small>646 Spaces</small>	198	214	173	78	77	63	99	92	65	74	77	102
Neil Avenue Garage <small>978 Spaces</small>	69	59	52	33	29	37	45	41	41	48	52	83
Tuttle Park Place Garage <small>965 Spaces</small>	211	115	113	62	75	85	137	168	68	88	80	130
Northwest Garage <small>643 Spaces</small>	81	Closed	Closed	64	40	63	44	50	119	58	46	60
Arps Garage <small>892 Spaces</small>	388	398	390	241	224	222	277	262	226	219	240	241
Lane Avenue Garage <small>1,296 Spaces</small>	647	582	679	106	42	87	292	215	34	87	44	85
West Lane Avenue Garage <small>280 Spaces</small>	246	254	265	188	196	191	216	210	179	199	171	193

*Available spaces include ADA accessible, reserved, and valet spaces that may not be fully utilized and are also unavailable to general parkers.

