

Parking System Analytics

November 2017 - Present

	2017		2018									
	November	December	January	February	March	April	May	June	July	August	September	October
Customer Service												
Phone Calls Taken	5,307	4,277	6,119	4,190	4,280	4,471	5,573	6,439	8,794	10,935	4,696	4,233
Average Answer Time	0:56	0:26	0:39	0:29	0:32	0:24	0:22	0:38	0:51	1:12	0:46	0:28
Emails Received	1,991	1,556	2,403	1,760	1,785	1,858	2,286	3,082	3,893	3,192	1,645	2,031
Email Response within 24 Hours	95.53%	95.95%	98.48%	99.26%	99.55%	97.42%	99.65%	99.22%	99.23%	99.62%	99.21%	100%
Medical Center Garages Average Available Capacity at 2 p.m. [†]												
SAFEAUTO Garage 826 Spaces	79	123	104	97	116	123	237	144	198	138	56	60
12th Avenue Garage 642 Spaces	57	95	56	70	66	56	250	68	57	78	85	65
9th Avenue East Garage 992 Spaces	406	58	51	66	60	46	68	63	54	50	44	44
9th Avenue West Garage 1,057 Spaces	N/A ^{††}	N/A ^{††}	98	135	70	74	126	90	91	48	66	66
North Cannon Garage 569 Spaces	256	214	168	155	172	104	228	387	347	276	328	333
South Cannon Garage 545 Spaces	100	74	90	76	86	109	186	110	90	110	48	30
Academic Garages Average Available Capacity at 2 p.m. [†]												
Ohio Union North Garage 604 Spaces	N/A ^{††}	N/A ^{††}	53	99	152	107	268	CLOSED	CLOSED	138	145	139
Ohio Union South Garage 790 Spaces	N/A ^{††}	N/A ^{††}	377	403	418	443	553	298	376	569	319	524
Gateway Garage 1,176 Spaces	N/A ^{††}	N/A ^{††}	517	443	433	334	804	662	727	227	328	436
11th Avenue Garage 646 Spaces	N/A ^{††}	N/A ^{††}	58	50	68	43	114	55	109	76	34	53
Neil Avenue Garage 978 Spaces	N/A ^{††}	N/A ^{††}	47	25	59	59	77	59	44	57	45	33
Tuttle Park Place Garage 965 Spaces	N/A ^{††}	N/A ^{††}	49	87	114	126	513	372	479	109	49	68
Northwest Garage 643 Spaces	N/A ^{††}	N/A ^{††}	32	44	30	24	192	170	174	49	25	32
Arps Garage 892 Spaces	N/A ^{††}	N/A ^{††}	123	110	163	148	370	314	310	199	202	214
Lane Avenue Garage 1,296 Spaces	N/A ^{††}	N/A ^{††}	298	251	213	262	781	743	760	325	246	244
West Lane Avenue Garage 280 Spaces	N/A ^{††}	N/A ^{††}	200	188	186	190	280	CLOSED	CLOSED	167	188	186

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

^{††}Garage counts temporarily unavailable due to installation of new access control equipment.

