

Parking System Analytics

August 2016 - Present

	August	September	2016			2017						
	August	September	October	November	December	January	February	March	April	May	June	July
Customer Service												
Phone Calls Taken	11,813	6,052	4,605	4,052	3,961	5,198	3,680	4,285	3,931	5,538	7,149	8,305
Average Answer Time	2:07	0:56	0:39	0:31	0:28	0:40	0:33	0:33	0:33	0:27	0:54	0:55
Emails Received	2,654	1,390	1,423	1,253	1,213	1,535	1,194	1,276	1,413	1,942	2,611	3,184
Email Response within 24 Hours	99.92%	99.78%	99.86%	99.76%	99.75%	99.80%	99.83%	99.76%	99.72%	99.95%	99.81%	99.84%
Service Calls												
Service Calls	1,472	1,379	2,210	1,634	1,525	2,009	2,006	1,769	1,528	1,170	1,102	1,339
Operations	33.90%	38%	52.62%	25.28%	20.92%	17.57%	17.35%	16.17%	17.15%	18.80%	32.67%	27.78%
Policy	7.88%	8.05%	4.71%	22.33%	18.43%	19.16%	17.75%	18.88%	19.83%	17.26%	19.15%	19.27%
Equipment/User Error	59.98%	50.25%	39.28%	42.72%	48.00%	55.10%	58.27%	58.11%	56.67%	56.50%	43.92%	50.19%
Maintenance	2.99%	3.70%	3.39%	9.67%	12.65%	8.17%	6.63%	6.84%	6.35%	7.44%	4.26%	2.76%
Medical Center Garages Average Available Capacity at 2 p.m.*												
SAFEAUTO Garage <small>826 Spaces</small>	231	232	241	223	238	221	242	202	213	249	265	228
12th Avenue Garage <small>642 Spaces</small>	78	137	158	220	126	41	45	65	67	207	120	114
9th Avenue East Garage <small>992 Spaces</small>	38	35	33	75	62	63	83	64	62	110	77	85
9th Avenue West Garage <small>1,057 Spaces</small>	185	139	123	222	150	162	179	227	184	247	167	109
North Cannon Garage <small>569 Spaces</small>	110	99	102	73	94	66	91	66	59	48	100	83
South Cannon Garage <small>545 Spaces</small>	121	98	90	80	105	89	99	93	102	75	180	83
Academic Garages Average Available Capacity at 2 p.m.*												
Ohio Union North Garage <small>604 Spaces</small>	128	231	141	178	132	141	165	158	174	238	CLOSED	CLOSED
Ohio Union South Garage <small>790 Spaces</small>	571	392	487	525	454	592	503	324	494	569	498	542
Gateway Garage <small>1,176 Spaces</small>	400	751	530	470	515	329	467	450	469	616	682	630
11th Avenue Garage <small>646 Spaces</small>	78	77	63	99	92	65	74	77	102	171	175	136
Neil Avenue Garage <small>978 Spaces</small>	33	29	37	45	41	41	48	52	83	51	160	182
Tuttle Park Place Garage <small>965 Spaces</small>	62	75	85	137	168	68	88	80	130	479	506	468
Northwest Garage <small>643 Spaces</small>	64	40	63	44	50	119	58	46	60	133	230	224
Arps Garage <small>892 Spaces</small>	241	224	222	277	262	226	219	240	241	356	232	217
Lane Avenue Garage <small>1,296 Spaces</small>	106	42	87	292	215	34	87	44	85	527	658	694
West Lane Avenue Garage <small>280 Spaces</small>	188	196	191	216	210	179	199	171	193	255	276	269

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

