

Parking System Analytics

May 2017 - Present

	2017								2018			
	May	June	July	August	September	October	November	December	January	February	March	April
Customer Service												
Phone Calls Taken	5,538	7,149	8,305	11,423	7,869	6,828	5,307	4,277	6,119	4,190	4,280	4,471
Average Answer Time	0:27	0:54	0:55	1:32	1:07	0:58	0:56	0:26	0:39	0:29	0:32	0:24
Emails Received	1,942	2,611	3,184	3,284	2,573	2,521	1,991	1,556	2,403	1,760	1,785	1,858
Email Response within 24 Hours	99.95%	99.81%	99.84%	99.70%	99.46%	99.48%	95.53%	95.95%	98.48%	99.26%	99.55%	97.42%
Service Calls												
Service Calls	1,170	1,102	1,339	1,226	1,016	768	759	1,169	3,277	5,151	4,968	5,934
Operations	18.80%	32.67%	27.78%	23.08%	26.87%	31.77%	65.22%	79.47%	75.31%	76.45%	89.03%	87.04%
Policy	17.26%	19.15%	19.27%	24.39%	29.43%	29.82%	13.96%	14.03%	11.60%	11.51%	2.22%	1.79%
Equipment/User Error	56.50%	43.92%	50.19%	47.96%	37.89%	29.30%	13.18%	4.19%	9.37%	8.5%	6.52%	9.44%
Maintenance	7.44%	4.26%	2.76%	4.57%	5.81%	9.11%	7.64%	2.31%	3.72%	3.54%	2.23%	1.73%
Medical Center Garages Average Available Capacity at 2 p.m. [†]												
SAFEAUTO Garage <small>826 Spaces</small>	249	265	228	257	108	132	79	123	104	97	116	123
12th Avenue Garage <small>642 Spaces</small>	207	120	114	200	137	86	57	95	56	70	66	56
9th Avenue East Garage <small>992 Spaces</small>	110	77	85	65	49	66	406	58	51	66	60	46
9th Avenue West Garage <small>1,057 Spaces</small>	247	167	109	218	142	109	N/A ^{††}	N/A ^{††}	98	135	70	74
North Cannon Garage <small>569 Spaces</small>	48	100	83	330	318	324	256	214	168	155	172	104
South Cannon Garage <small>545 Spaces</small>	75	180	83	105	128	151	100	74	90	76	86	109
Academic Garages Average Available Capacity at 2 p.m. [†]												
Ohio Union North Garage <small>604 Spaces</small>	238	CLOSED	CLOSED	468	105	121	N/A ^{††}	N/A ^{††}	53	99	152	107
Ohio Union South Garage <small>790 Spaces</small>	569	498	542	478	571	312	N/A ^{††}	N/A ^{††}	377	403	418	443
Gateway Garage <small>1,176 Spaces</small>	616	682	630	1088	N/A ^{††}	N/A ^{††}	N/A ^{††}	N/A ^{††}	517	443	433	334
11th Avenue Garage <small>646 Spaces</small>	171	175	136	151	63	56	N/A ^{††}	N/A ^{††}	58	50	68	43
Neil Avenue Garage <small>978 Spaces</small>	51	160	182	97	46	54	N/A ^{††}	N/A ^{††}	47	25	59	59
Tuttle Park Place Garage <small>965 Spaces</small>	479	506	468	464	68	N/A ^{††}	N/A ^{††}	N/A ^{††}	49	87	114	126
Northwest Garage <small>643 Spaces</small>	133	230	224	175	50	N/A ^{††}	N/A ^{††}	N/A ^{††}	32	44	30	24
Arps Garage <small>892 Spaces</small>	356	232	217	136	146	N/A ^{††}	N/A ^{††}	N/A ^{††}	123	110	163	148
Lane Avenue Garage <small>1,296 Spaces</small>	527	658	694	508	303	N/A ^{††}	N/A ^{††}	N/A ^{††}	298	251	213	262
West Lane Avenue Garage <small>280 Spaces</small>	255	276	269	235	156	N/A ^{††}	N/A ^{††}	N/A ^{††}	200	188	186	190

[†]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.

