

Parking System Analytics

February 2018 - Present

	February	March	April	May	June	2018 July	August	September	October	November	December	2019 January
Customer Service												
Phone Calls Taken	4,190	4,280	4,471	5,573	6,439	8,794	10,935	4,696	4,233	3,488	3,012	4,505
Average Answer Time	0:29	0:32	0:24	0:22	0:38	0:51	1:12	0:46	0:28	0:22	0:22	0:32
Emails Received	1,760	1,785	1,858	2,286	3,082	3,893	3,192	1,645	2,031	1,756	1,306	1,557
Email Response within 24 Hours	99.26%	99.55%	97.42%	99.65%	99.22%	99.23%	99.62%	99.21%	100%	99.66%	99.77%	100%
Medical Center Garages Average <i>Available Capacity at 2 p.m.[†]</i>												
SAFEAUTO Garage <i>826 Spaces</i>	97	116	123	237	144	198	138	56	60	75	114	53
12th Avenue Garage <i>642 Spaces</i>	70	66	56	250	68	57	78	85	65	46	80	41
9th Avenue East Garage <i>992 Spaces</i>	66	60	46	68	63	54	50	44	44	58	57	41
9th Avenue West Garage <i>1,057 Spaces</i>	135	70	74	126	90	91	48	66	66	63	68	46
North Cannon Garage <i>569 Spaces</i>	155	172	104	228	387	347	276	328	333	308	207	33
South Cannon Garage <i>545 Spaces</i>	76	86	109	186	110	90	110	48	30	47	42	93
Academic Garages Average <i>Available Capacity at 2 p.m.[†]</i>												
Ohio Union North Garage <i>604 Spaces</i>	99	152	107	268	CLOSED	CLOSED	138	145	139	168	188	111
Ohio Union South Garage <i>790 Spaces</i>	403	418	443	553	298	376	569	319	524	491	613	575
Gateway Garage <i>1,176 Spaces</i>	443	433	334	804	662	727	227	328	436	423	509	438
11th Avenue Garage <i>646 Spaces</i>	50	68	43	114	55	109	76	34	53	47	53	48
Neil Avenue Garage <i>978 Spaces</i>	25	59	59	77	59	44	57	45	33	50	48	46
Tuttle Park Place Garage <i>965 Spaces</i>	87	114	126	513	372	479	109	49	68	90	135	69
Northwest Garage <i>643 Spaces</i>	44	30	24	192	170	174	49	25	32	39	56	32
Arps Garage <i>892 Spaces</i>	110	163	148	370	314	310	199	202	214	224	256	183
Lane Avenue Garage <i>1,296 Spaces</i>	251	213	262	781	743	760	325	246	244	345	464	309
West Lane Avenue Garage <i>280 Spaces</i>	188	186	190	280	CLOSED	CLOSED	167	188	186	189	183	173

[†]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.

