

Parking System Analytics

August 2017 - Present

	August	September	2017					2018					July
	August	September	October	November	December	January	February	March	April	May	June	July	
Customer Service													
Phone Calls Taken	11,423	7,869	6,828	5,307	4,277	6,119	4,190	4,280	4,471	5,573	6,439	8,794	
Average Answer Time	1:32	1:07	0:58	0:56	0:26	0:39	0:29	0:32	0:24	0:22	0:38	0:51	
Emails Received	3,284	2,573	2,521	1,991	1,556	2,403	1,760	1,785	1,858	2,286	3,082	3,893	
Email Response within 24 Hours	99.70%	99.46%	99.48%	95.53%	95.95%	98.48%	99.26%	99.55%	97.42%	99.65%	99.22%	99.23%	
Service Calls													
Service Calls	1,226	1,016	768	759	1,169	3,277	5,151	4,968	5,934	4,402	5,483	4,539	
Operations	23.08%	26.87%	31.77%	65.22%	79.47%	75.31%	76.45%	89.03%	87.04%	77.01%	74.05%	77.5%	
Policy	24.39%	29.43%	29.82%	13.96%	14.03%	11.60%	11.51%	2.22%	1.79%	3.13%	2.55%	2.18%	
Equipment/User Error	47.96%	37.89%	29.30%	13.18%	4.19%	9.37%	8.5%	6.52%	9.44%	18.04%	21.85%	18.62%	
Maintenance	4.57%	5.81%	9.11%	7.64%	2.31%	3.72%	3.54%	2.23%	1.73%	1.82%	1.55%	1.70%	
Medical Center Garages Average Available Capacity at 2 p.m. [†]													
SAFEAUTO Garage <small>826 Spaces</small>	257	108	132	79	123	104	97	116	123	237	144	198	
12th Avenue Garage <small>642 Spaces</small>	200	137	86	57	95	56	70	66	56	250	68	57	
9th Avenue East Garage <small>992 Spaces</small>	65	49	66	406	58	51	66	60	46	68	63	54	
9th Avenue West Garage <small>1,057 Spaces</small>	218	142	109	N/A ^{††}	N/A ^{††}	98	135	70	74	126	90	91	
North Cannon Garage <small>569 Spaces</small>	330	318	324	256	214	168	155	172	104	228	387	347	
South Cannon Garage <small>545 Spaces</small>	105	128	151	100	74	90	76	86	109	186	110	90	
Academic Garages Average Available Capacity at 2 p.m. [†]													
Ohio Union North Garage <small>604 Spaces</small>	468	105	121	N/A ^{††}	N/A ^{††}	53	99	152	107	268	CLOSED	CLOSED	
Ohio Union South Garage <small>790 Spaces</small>	478	571	312	N/A ^{††}	N/A ^{††}	377	403	418	443	553	298	376	
Gateway Garage <small>1,176 Spaces</small>	1088	N/A ^{††}	N/A ^{††}	N/A ^{††}	N/A ^{††}	517	443	433	334	804	662	727	
11th Avenue Garage <small>646 Spaces</small>	151	63	56	N/A ^{††}	N/A ^{††}	58	50	68	43	114	55	109	
Neil Avenue Garage <small>978 Spaces</small>	97	46	54	N/A ^{††}	N/A ^{††}	47	25	59	59	77	59	44	
Tuttle Park Place Garage <small>965 Spaces</small>	464	68	N/A ^{††}	N/A ^{††}	N/A ^{††}	49	87	114	126	513	372	479	
Northwest Garage <small>643 Spaces</small>	175	50	N/A ^{††}	N/A ^{††}	N/A ^{††}	32	44	30	24	192	170	174	
Arps Garage <small>892 Spaces</small>	136	146	N/A ^{††}	N/A ^{††}	N/A ^{††}	123	110	163	148	370	314	310	
Lane Avenue Garage <small>1,296 Spaces</small>	508	303	N/A ^{††}	N/A ^{††}	N/A ^{††}	298	251	213	262	781	743	760	
West Lane Avenue Garage <small>280 Spaces</small>	235	156	N/A ^{††}	N/A ^{††}	N/A ^{††}	200	188	186	190	280	CLOSED	CLOSED	

[†]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.

