

# Parking System Analytics

June 2016 - Present

	June	July	August	2016				2017				
	June	July	August	September	October	November	December	January	February	March	April	May
<b>Customer Service</b>												
Phone Calls Taken	6,274	7,440	11,813	6,052	4,605	4,052	3,961	5,198	3,680	4,285	3,931	5,538
Average Answer Time	0:44	1:11	2:07	0:56	0:39	0:31	0:28	0:40	0:33	0:33	0:33	0:27
Emails Received	2,377	2,521	2,654	1,390	1,423	1,253	1,213	1,535	1,194	1,276	1,413	1,942
Email Response within 24 Hours	99.92%	99.96%	99.92%	99.78%	99.86%	99.76%	99.75%	99.80%	99.83%	99.76%	99.72%	99.95%
<b>Service Calls</b>												
Service Calls	1,322	1,172	1,472	1,379	2,210	1,634	1,525	2,009	2,006	1,769	1,528	1,170
Operations	20.57%	31.66%	33.90%	38%	52.62%	25.28%	20.92%	17.57%	17.35%	16.17%	17.15%	18.80%
Policy	9.38%	.94%	7.88%	8.05%	4.71%	22.33%	18.43%	19.16%	17.75%	18.88%	19.83%	17.26%
Equipment/User Error	61.04%	59.98%	59.98%	50.25%	39.28%	42.72%	48.00%	55.10%	58.27%	58.11%	56.67%	56.50%
Maintenance	9.00%	7.42%	2.99%	3.70%	3.39%	9.67%	12.65%	8.17%	6.63%	6.84%	6.35%	7.44%
<b>Medical Center Garages</b> Average Available Capacity at 2 p.m.*												
SAFEAUTO Garage <small>826 Spaces</small>	318	264	231	232	241	223	238	221	242	202	213	249
12th Avenue Garage <small>642 Spaces</small>	243	165	78	137	158	220	126	41	45	65	67	207
9th Avenue East Garage <small>992 Spaces</small>	61	55	38	35	33	75	62	63	83	64	62	110
9th Avenue West Garage <small>1,057 Spaces</small>	243	160	185	139	123	222	150	162	179	227	184	247
North Cannon Garage <small>569 Spaces</small>	131	114	110	99	102	73	94	66	91	66	59	48
South Cannon Garage <small>545 Spaces</small>	124	115	121	98	90	80	105	89	99	93	102	75
<b>Academic Garages</b> Average Available Capacity at 2 p.m.*												
Ohio Union North Garage <small>604 Spaces</small>	291	308	128	231	141	178	132	141	165	158	174	238
Ohio Union South Garage <small>790 Spaces</small>	562	613	571	392	487	525	454	592	503	324	494	569
Gateway Garage <small>1,176 Spaces</small>	743	696	400	751	530	470	515	329	467	450	469	616
11th Avenue Garage <small>646 Spaces</small>	214	173	78	77	63	99	92	65	74	77	102	171
Neil Avenue Garage <small>978 Spaces</small>	59	52	33	29	37	45	41	41	48	52	83	51
Tuttle Park Place Garage <small>965 Spaces</small>	115	113	62	75	85	137	168	68	88	80	130	479
Northwest Garage <small>643 Spaces</small>	Closed	Closed	64	40	63	44	50	119	58	46	60	133
Arps Garage <small>892 Spaces</small>	398	390	241	224	222	277	262	226	219	240	241	356
Lane Avenue Garage <small>1,296 Spaces</small>	582	679	106	42	87	292	215	34	87	44	85	527
West Lane Avenue Garage <small>280 Spaces</small>	254	265	188	196	191	216	210	179	199	171	193	255

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

