

Parking System Analytics

October 2016 - Present

	2016			2017								
	October	November	December	January	February	March	April	May	June	July	August	September
Customer Service												
Phone Calls Taken	4,605	4,052	3,961	5,198	3,680	4,285	3,931	5,538	7,149	8,305	11,423	7,869
Average Answer Time	0:39	0:31	0:28	0:40	0:33	0:33	0:33	0:27	0:54	0:55	1:32	1:07
Emails Received	1,423	1,253	1,213	1,535	1,194	1,276	1,413	1,942	2,611	3,184	3,284	2,573
Email Response within 24 Hours	99.86%	99.76%	99.75%	99.80%	99.83%	99.76%	99.72%	99.95%	99.81%	99.84%	99.70%	99.46%
Service Calls												
Service Calls	2,210	1,634	1,525	2,009	2,006	1,769	1,528	1,170	1,102	1,339	1,226	1,016
Operations	52.62%	25.28%	20.92%	17.57%	17.35%	16.17%	17.15%	18.80%	32.67%	27.78%	23.08%	26.87%
Policy	4.71%	22.33%	18.43%	19.16%	17.75%	18.88%	19.83%	17.26%	19.15%	19.27%	24.39%	29.43%
Equipment/User Error	39.28%	42.72%	48.00%	55.10%	58.27%	58.11%	56.67%	56.50%	43.92%	50.19%	47.96%	37.89%
Maintenance	3.39%	9.67%	12.65%	8.17%	6.63%	6.84%	6.35%	7.44%	4.26%	2.76%	4.57%	5.81%
Medical Center Garages Average Available Capacity at 2 p.m.*												
SAFEAUTO Garage <small>826 Spaces</small>	241	223	238	221	242	202	213	249	265	228	257	108
12th Avenue Garage <small>642 Spaces</small>	158	220	126	41	45	65	67	207	120	114	200	137
9th Avenue East Garage <small>992 Spaces</small>	33	75	62	63	83	64	62	110	77	85	65	49
9th Avenue West Garage <small>1,057 Spaces</small>	123	222	150	162	179	227	184	247	167	109	218	142
North Cannon Garage <small>569 Spaces</small>	102	73	94	66	91	66	59	48	100	83	330	318
South Cannon Garage <small>545 Spaces</small>	90	80	105	89	99	93	102	75	180	83	105	128
Academic Garages Average Available Capacity at 2 p.m.*												
Ohio Union North Garage <small>604 Spaces</small>	141	178	132	141	165	158	174	238	CLOSED	CLOSED	468	105
Ohio Union South Garage <small>790 Spaces</small>	487	525	454	592	503	324	494	569	498	542	478	571
Gateway Garage <small>1,176 Spaces</small>	530	470	515	329	467	450	469	616	682	630	1088	N/A
11th Avenue Garage <small>646 Spaces</small>	63	99	92	65	74	77	102	171	175	136	151	63
Neil Avenue Garage <small>978 Spaces</small>	37	45	41	41	48	52	83	51	160	182	97	46
Tuttle Park Place Garage <small>965 Spaces</small>	85	137	168	68	88	80	130	479	506	468	464	68
Northwest Garage <small>643 Spaces</small>	63	44	50	119	58	46	60	133	230	224	175	50
Arps Garage <small>892 Spaces</small>	222	277	262	226	219	240	241	356	232	217	136	146
Lane Avenue Garage <small>1,296 Spaces</small>	87	292	215	34	87	44	85	527	658	694	508	303
West Lane Avenue Garage <small>280 Spaces</small>	191	216	210	179	199	171	193	255	276	269	235	156

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

