

# Parking System Analytics

April 2017 - Present

	April	May	June	July	2017					2018		
	April	May	June	July	August	September	October	November	December	January	February	March
<b>Customer Service</b>												
Phone Calls Taken	3,931	5,538	7,149	8,305	11,423	7,869	6,828	5,307	4,277	6,119	4,190	4,280
Average Answer Time	0:33	0:27	0:54	0:55	1:32	1:07	0:58	0:56	0:26	0:39	0:29	0:32
Emails Received	1,413	1,942	2,611	3,184	3,284	2,573	2,521	1,991	1,556	2,403	1,760	1,785
Email Response within 24 Hours	99.72%	99.95%	99.81%	99.84%	99.70%	99.46%	99.48%	95.53%	95.95%	98.48%	99.26%	99.55%
<b>Service Calls</b>												
Service Calls	1,528	1,170	1,102	1,339	1,226	1,016	768	759	1,169	3,277	5,151	4,968
Operations	17.15%	18.80%	32.67%	27.78%	23.08%	26.87%	31.77%	65.22%	79.47%	75.31%	76.45%	89.03%
Policy	19.83%	17.26%	19.15%	19.27%	24.39%	29.43%	29.82%	13.96%	14.03%	11.60%	11.51%	2.22%
Equipment/User Error	56.67%	56.50%	43.92%	50.19%	47.96%	37.89%	29.30%	13.18%	4.19%	9.37%	8.5%	6.52%
Maintenance	6.35%	7.44%	4.26%	2.76%	4.57%	5.81%	9.11%	7.64%	2.31%	3.72%	3.54%	2.23%
<b>Medical Center Garages</b> Average Available Capacity at 2 p.m. <sup>†</sup>												
SAFEAUTO Garage <small>826 Spaces</small>	213	249	265	228	257	108	132	79	123	104	97	116
12th Avenue Garage <small>642 Spaces</small>	67	207	120	114	200	137	86	57	95	56	70	66
9th Avenue East Garage <small>992 Spaces</small>	62	110	77	85	65	49	66	406	58	51	66	60
9th Avenue West Garage <small>1,057 Spaces</small>	184	247	167	109	218	142	109	N/A <sup>††</sup>	N/A <sup>††</sup>	98	135	70
North Cannon Garage <small>569 Spaces</small>	59	48	100	83	330	318	324	256	214	168	155	172
South Cannon Garage <small>545 Spaces</small>	102	75	180	83	105	128	151	100	74	90	76	86
<b>Academic Garages</b> Average Available Capacity at 2 p.m. <sup>†</sup>												
Ohio Union North Garage <small>604 Spaces</small>	174	238	CLOSED	CLOSED	468	105	121	N/A <sup>††</sup>	N/A <sup>††</sup>	53	99	152
Ohio Union South Garage <small>790 Spaces</small>	494	569	498	542	478	571	312	N/A <sup>††</sup>	N/A <sup>††</sup>	377	403	418
Gateway Garage <small>1,176 Spaces</small>	469	616	682	630	1088	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	517	443	433
11th Avenue Garage <small>646 Spaces</small>	102	171	175	136	151	63	56	N/A <sup>††</sup>	N/A <sup>††</sup>	58	50	68
Neil Avenue Garage <small>978 Spaces</small>	83	51	160	182	97	46	54	N/A <sup>††</sup>	N/A <sup>††</sup>	47	25	59
Tuttle Park Place Garage <small>965 Spaces</small>	130	479	506	468	464	68	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	49	87	114
Northwest Garage <small>643 Spaces</small>	60	133	230	224	175	50	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	32	44	30
Arps Garage <small>892 Spaces</small>	241	356	232	217	136	146	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	123	110	163
Lane Avenue Garage <small>1,296 Spaces</small>	85	527	658	694	508	303	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	298	251	213
West Lane Avenue Garage <small>280 Spaces</small>	193	255	276	269	235	156	N/A <sup>††</sup>	N/A <sup>††</sup>	N/A <sup>††</sup>	200	188	186

<sup>†</sup>Available spaces include ADA accessible, reserved, and valet spaces that may not be fully utilized and are also unavailable to general parkers.  
<sup>††</sup>Garage counts temporarily unavailable due to installation of new access control equipment.

