

## City of Oakland - Annual Parking Citation Report

<u>Length of phone waiting time</u>	<u>Average time</u>
Length of phone waiting time - July 2011	7:37 minutes
Length of phone waiting time - June 2012	3:38 minutes
Average length of time to resolve appeals	< 30 days

<u>Statistic Description*</u>	<u>#</u>	<u>%</u>
Number of Tickets Issued	368,017	n/a
Number of Appeals (Admin Reviews)	26,096	
Admin Reviews Found Liable	16,111	62%
Admin Reviews Found Not Liable	9,985	38%
12 Month Collection Rate		75%
24 Month Collection Rate		74%

**\*Period: 2011-2012 Fiscal Year (July 2011 to June 2012)**

Posted to Parking Website - February 08, 2013