

City of Oakland - Annual Parking Citation Report

<u>Length of phone waiting time</u>	<u>Average time</u>
Length of phone waiting time - June 2011	7:04 minutes
Length of phone waiting time - June 2012	3:38 minutes
Length of phone waiting time - June 2013	1:50 minutes
Average length of time to resolve appeals	< 30 days

<u>Statistic Description*</u>	<u>#</u>	<u>%</u>
Number of Tickets Issued	325,761	n/a
Number of Appeals (Admin Reviews)	18,741	n/a
Admin Reviews Found Liable	11,533	62%
Admin Reviews Found Not Liable	7,208	38%
12 Month Collection Rate		76%
24 Month Collection Rate		78%

***Period: 2012-2013 Fiscal Year (July 2012 to June 2013)**

Posted to Parking Website - August 9, 2013