

City of Oakland - Annual Parking Citation Report

Length of phone waiting time	Average time
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
Length of phone waiting time - June 2014	43 seconds

Average length of time to resolve appeals < 30 days

Statistic Description*	#	%
Number of Tickets Issued	324,061	100%
Number of Appeals (Admin Reviews)	16,625	5%
Admin Reviews Found Liable	10,924	66%
Admin Reviews Found Not Liable	5,701	34%
12 Month Collection Rate		75%
24 Month Collection Rate		78%

*Period: 2013-2014 Fiscal Year (July 2013 to June 2014)