

Webster Mulbah, DOT:

Please see below the analysis of parking complaints Service Request data as requested. The analysis samples 4209 Parking Complaint service request between January - March 2021. This period (Q1 of 2021) matches with 108 TEOs employed at almost a similar staffing level to where we are currently with 105 TEOs employed. Please let me know if you have any questions.

Time since 311 submitted	% Closed (non-cumulative)	% Cited (non-cumulative)	%GOA/ No Violation (non-cumulative)
0-2 hrs	2427(57.6%)	1149(47.3)	629(25.9%)
2-8 hrs	1601(38.03%)	565(35.2%)	1004(62.7%)
8-24 hrs	104 (2.4%)	27(25.9%)	55(52.8%)
24-48 hrs	65(1.5%)	14(21.5%)	51(78.4%)
Beyond 48 hrs	6(0.1%)	3(50.0%)	3(50.0%)
Totals	100%	Total % cited: 41.7%	

Sampled	4209
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Dorsey:

In the 0-2 hours closure timeframe category, 649 of 2427 SR's (26.7%) are not accounted for with an outcome. That's substantially higher than what's unaccounted for in the other closure timeframes:

- 2-8 hours: 32 of 1601 (1.9%)
- 8-24 hours: 22 of 104 (21.1%)
- 24-48 hours: 0 of 65
- 48+ hours: 0 of 6

What is the explanation of the unaccounted-for SR's?

WM, DOT:

Yes, they were closed for a variety of reasons which included the following listed below.

- EXTENDING COURTESY CITIZEN IS MOVING A FEW THINGS AND WILL BE LEAVING
- Unable to make contact with the consumer to verify the complaint. The ticket will be closed out....
- THIS VEHICLE WAS CHANGE TO 48HR PARKING COMPLAINT
- THIS VEHICLE IS ABANDON AND NEED TO BE PUT IN UNDER THAT
- This is PRIVATE PROPERTY, Parking Agent informed citizen!
- UNABLE TO ISSUE CITATION WITH OUT CITIZEN PARTICIPATION
- Duplicate
- DUE TO INCLEMENT WEATHER THE AGENTS ARE IN FIX POSITIONS UNTIL FARTHER NOTICE
- *CANCELED*
- NO VIOLATIONS
- NO SIGNS POSTED