

# Parking Services - 2018 Operational Reporting

## City-Owned/Operated Parkade Modernization

- **2016** -Library Parkade was converted from a cash booth operation to EPark technology in September 2016.
- **2017** - Canada Place Parkade was converted from a cash booth operation to EPark technology in August 2017.
- **2018** - Introduced the new EPark Mobile application offering better services such as Park a Friend and start and end parking session which allows you to pay up to the minute. Auto-Zone also introduced removing the need to enter a zone. The addition of Touch screen pay machines with larger screens and a more interactive display in all our EPark Parkades.

## EPark Machine Count

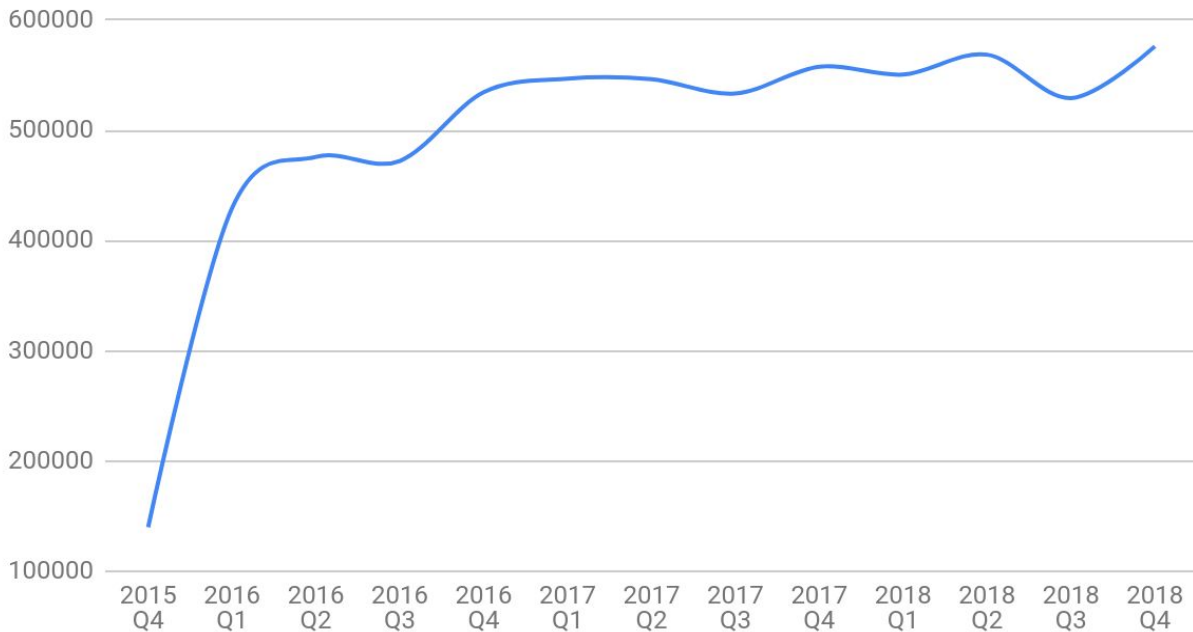
- **2016** - 430 EPark pay machines in operation (on-street, City Hall Parkade and Library Parkade).
- **2017** - Due to construction around the City of Edmonton, and the installation of the downtown bike grid, the EPark pay machine count has reduced to 411.
- **2018** - While construction around the City of Edmonton, and the installation of the downtown bike grid has still impacted the ability to open or re-open new zones , the EPark pay machine count has increased to 422.

## EPark Transactions

- **2016** -Total number of EPark transactions in 2016 was 1,912,274 (1,710,662 at pay machines, 201,612 pay by phone). The average number of transactions per business day is approx. 5,988.
- **2017** - Total number of EPark transactions in 2017 was 2,188,658 (1,798,678 at pay machines, 389,980 pay by phone). The average number of transactions per business day is approx. 6183.
- **2018** - Total number of EPark transactions in 2018 was 2,224,802 (1,746,473 at pay machines, 478,329 pay by phone). The average number of transactions per business day is approx. 6285.

<b>EPark Transactions</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>Change</b>	<b>YOY Change %</b>
Total Transactions	2,113,886	2,188,658	2,224,802	36,144	1.65%
Total # Of Transactions (Machine)	1,912,274	1,798,678	1,746,473	-52,205	-2.90%
Total # Of Transactions (Phone)	201,612	389,980	478,329	88,349	22.65%
Average # of Transactions (day)	5,988	6,183	6095	-88	-1.42%
Credit Card Purchase Percent	56%	60%	72%	12%	20.00%
EPark Pay Machines	430	411	422	11	2.68%
Active Accounts	16,669	22,083	26,092	4,009	18.15%

## Total Transactions 2016 - 2018 Quarterly Comparison



### System Service Logs

- **2016** - In 2016, there were approx. 2,000 EPark system service logs (2,347 service logs from Nov. 2015 to Dec. 2016). For 2016, this equates to 4 to 5 service calls per machine over the 12 month period). Service calls are generated through 311 and alarm notifications directly from pay machines e.g. low paper, paper jam, coin jam etc.
- **2017** - In 2017 there were 1613 EPark system service logs. This equates to approximately 4 service calls per machines over the 12 month period. This represents a 18.6% improvement YoY in service call requests.
- **2018** - In 2018 there were 1,094 EPark system service logs. This equates to approximately 3 service calls per machines over the 12 month period. This represents a decrease of 32% YoY in service call requests.

System Service Logs	2016	2017	2018	Change
% Service Requests / # Transactions	0.09%	0.07%	0.05%	-0.02%

System Service Logs	2016	2017	2018	Change	Per Day 2018	YoY Change%
No Service Required	1054	343	339	-4	0.9	-1%
Service Required	927	1270	755	-515	2.1	-41%
<b>Total Service Requests</b>	<b>1981</b>	<b>1613</b>	<b>1094</b>	<b>-519</b>	<b>3.0</b>	<b>-32%</b>

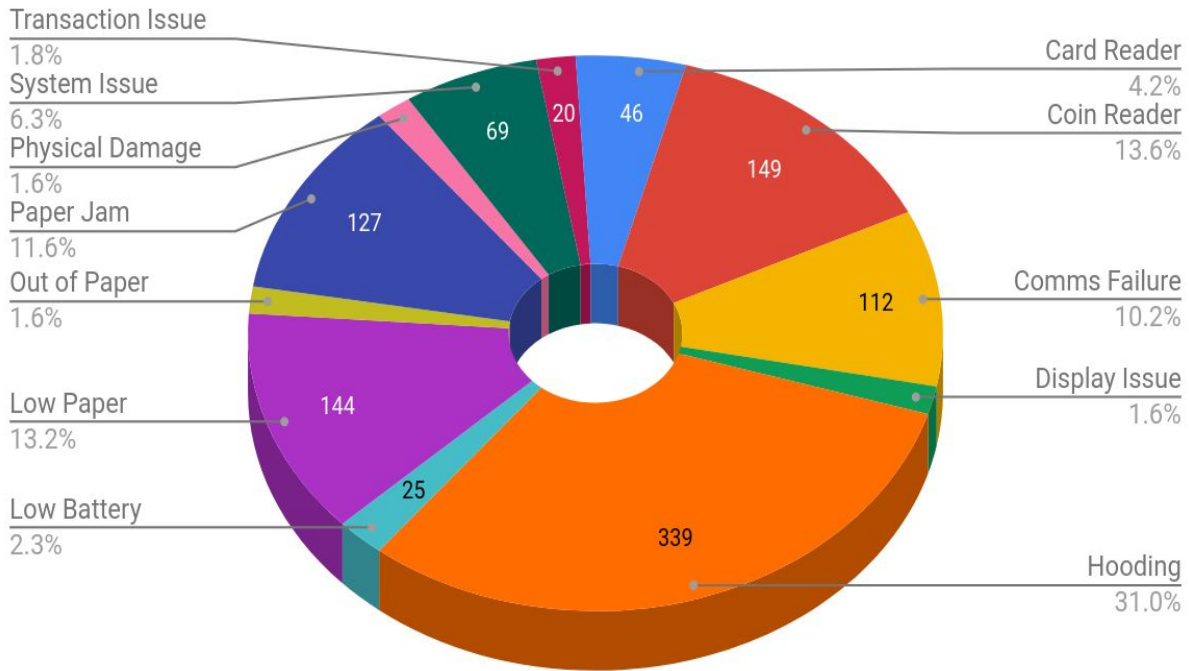
System Service Logs	2016	2017	2018	Change	Per Day 2018	YoY Change%
Preventative Maintenance	1,720	1,680	724	-956	2.0	-57%

# Top 10 Service Request Types

2018 Service requests: 1,094

2018 Total transactions: 2,224,802

2018 Percent of service requests vs total transactions: 0.05%



## Active EPark Users

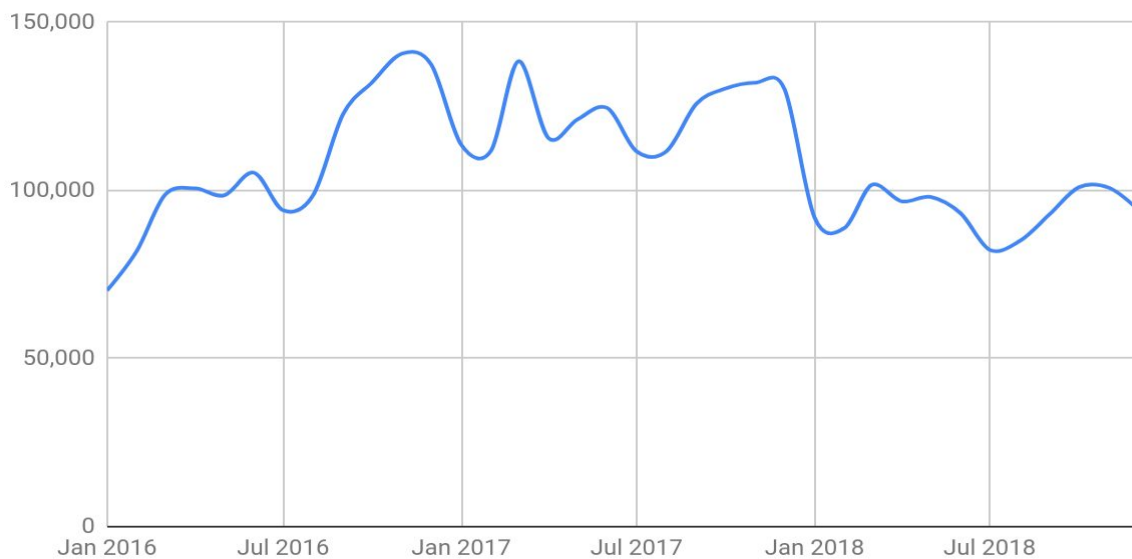
- **2016** - As of May 20, 2017, there were 16,669 active EPark accounts.
- **2017** - As of April 8, 2018, there were 22,083 active EPark accounts. This number continues to grow. This represents a 32.5% year over year growth.
- **2018** - As of December 31, 2018, there were 26,092 active EPark accounts. This number continues to grow. This represents an 18% year over year growth.

## Credit Card Transactions

- **2016** - 56% of all parking transactions were paid by credit card.
- **2017** - 60% of all parking transactions were paid by credit card.
- **2018** - 72% of all parking transactions were paid by credit card.

<b>Credit Card Transactions</b>					
<b>Month</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>Change</b>	<b>% YoY Change</b>
<b>Jan</b>	70,209	113,605	92,014	-21,591	-19.01%
<b>Feb</b>	82,082	111,943	88,850	-23,093	-20.63%
<b>Mar</b>	98,733	138,444	101,621	-36,823	-26.60%
<b>Apr</b>	100,603	115,629	96,760	-18,869	-16.32%
<b>May</b>	98,546	121,135	98,090	-23,045	-19.02%
<b>Jun</b>	105,281	124,511	93,199	-31,312	-25.15%
<b>Jul</b>	94,110	111,672	82,347	-29,325	-26.26%
<b>Aug</b>	98,581	111,679	84,957	-26,722	-23.93%
<b>Sep</b>	122,753	125,788	92,949	-32,839	-26.11%
<b>Oct</b>	132,191	130,331	100,940	-29,391	-22.55%
<b>Nov</b>	140,725	132,073	100,835	-31,238	-23.65%
<b>Dec</b>	137,463	130,182	94,365	-35,817	-27.51%
<b>Total:</b>	<b>1,281,277</b>	<b>1,466,992</b>	<b>1,126,927</b>	<b>-340,065</b>	<b>-23.18%</b>

Credit Card Transactions 2016 - 2018 Comparison



	<b>Mobile Pay (App, Text, Virtual Pay)</b>				
<b>Month</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>Change</b>	<b>% YoY Change</b>
Jan	8,499	28,725	37,483	8,758	30.49%
Feb	11,245	29,277	35,926	6,649	22.71%
Mar	14,356	36,877	41,668	4,791	12.99%
Apr	14,963	31,063	39,599	8,536	27.48%
May	14,800	32,615	41,505	8,890	27.26%
Jun	16,072	32,998	38,662	5,664	17.16%
Jul	14,374	28,989	34,654	5,665	19.54%
Aug	15,729	29,008	36,149	7,141	24.62%
Sep	19,678	33,602	41,105	7,503	22.33%
Oct	21,402	35,594	45,823	10,229	28.74%
Nov	24,729	36,634	45,188	8,554	23.35%
Dec	25,765	34,598	40,567	5,969	17.25%
<b>Total</b>	<b>201,612</b>	<b>389,980</b>	<b>478,329</b>	<b>88,349</b>	<b>22.65%</b>

Mobile Pay (App SMS, Virtual Pay) Transactions 2016 - 2018



### **Regular Maintenance**

- **2016** - Staff performs regular maintenance of pay machines approx. 4 times per year.
- **2017** - Preventive maintenance is scheduled and also completed while visiting EPark machines for other service calls. Parking Services continues to visit each machine 4 times a year for scheduled maintenance.
- **2018** - Preventive maintenance is scheduled and also completed while visiting EPark machines for other service calls. Parking Services has been able to decrease the need for routine maintenance down to 3 visits per machine.

### **Parking Rates**

There are 3 parking area rates currently in the City of Edmonton. Rates were established based on the business area.

- **2016** - On-street parking rates were last increased by \$.50 in 2011 in all parking rate areas.
  - The rates are \$2.00, \$3.00 and \$3.50 per hour.
- **2017** - No changes
- **2018** - No changes