

Parking Services - 2017 Operational Reporting

Edmonton

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.

EPark Machine Count

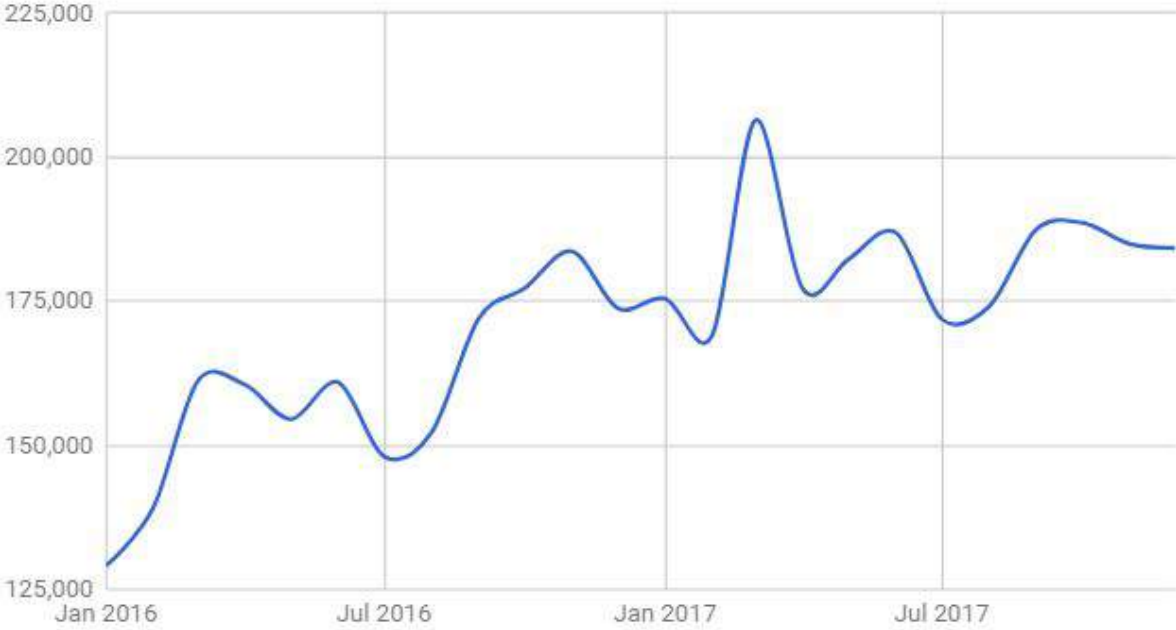
- **2016** - 430 EPark pay machines in operation (on-street, City Hall Parkade and Library Parkade).
- **2017** - Due to construction around the City of Edmonton, and the installation of the downtown bike grid, the EPark pay machine count has reduced to 411.

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.

EPark Transactions	2016	2017	Change	YOY Change %
Total Transactions	2,113,886	2,188,658	74,772	3.54%
Total # Of Transactions (Machine)	1,912,274	1,798,678	-113,596	-5.94%
Total # Of Transactions (Phone)	201,612	389,980	188,368	93.43%
Average # of Transactions (day)	5,988	6,183	194	3.24%
Credit Card Purchase Percent	56%	60%	0	7.14%
EPark Pay Machines	430	411	-19	-4.42%
Active Accounts	16,669	22,083	5,414	32.48%

Total Transactions 2016/2017 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.

System Service Logs	2016	2017	Change	YOY Change%
% Service Requests / # Transactions	0.09%	0.07%	0.02%	18.70%

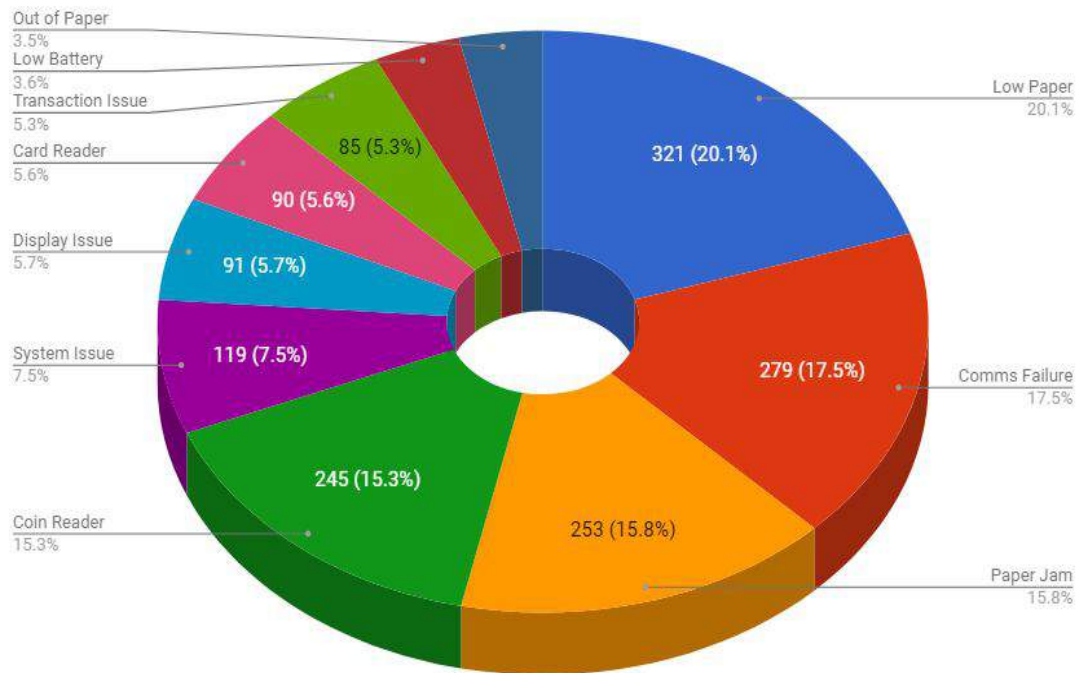
System Service Logs	2016	2017	Change	Service Calls Per Day 2017	YoY Change%
No Service Required	1054	343	-711	0.9	-67%
Service Required	927	1270	343	3.5	37%
Total Service Requests	1981	1613	-368	4.4	-19%

System Service Logs	2016	2017	Change	Maintenance Calls Per Day 2017	YoY Change%
Preventative Maintenance	1,720	1,680	-40	4.6	-2.33%

Top 10 Service Request Types

2017 Service requests: 1,613
 2017 Total transactions: 2,188,658

2017



Percent of service requests vs total transactions: 0.07%

Active EPark Users

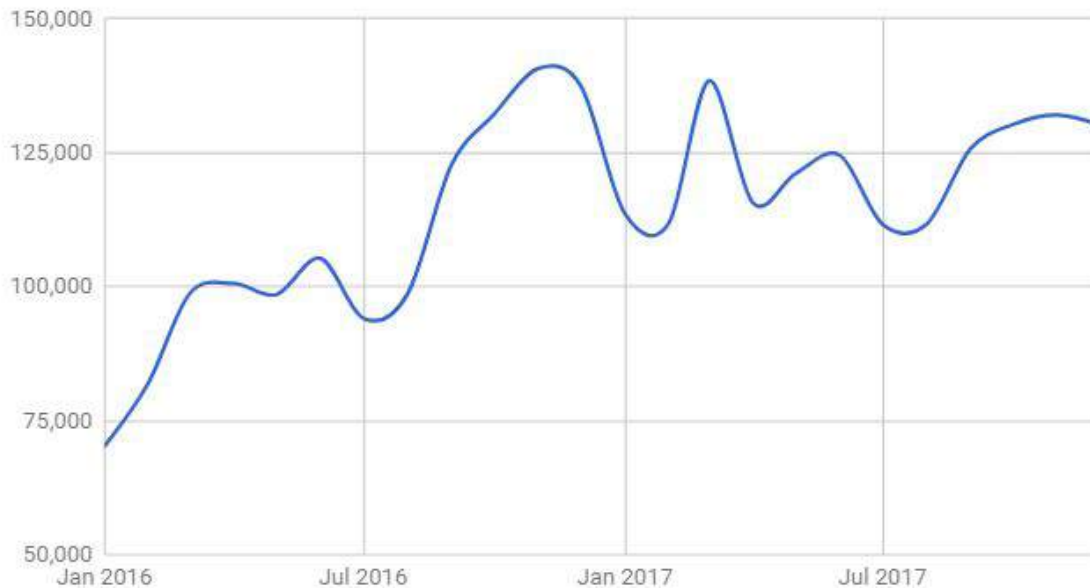
- **2016** - As of May 20, 2017, there were 16,669 active EPark accounts.
- **2017** - As of April 8, 2018, there were 22,083 active EPark accounts. This number continues to grow. This represents a 32.5% year over year growth.

Credit Card Transactions

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

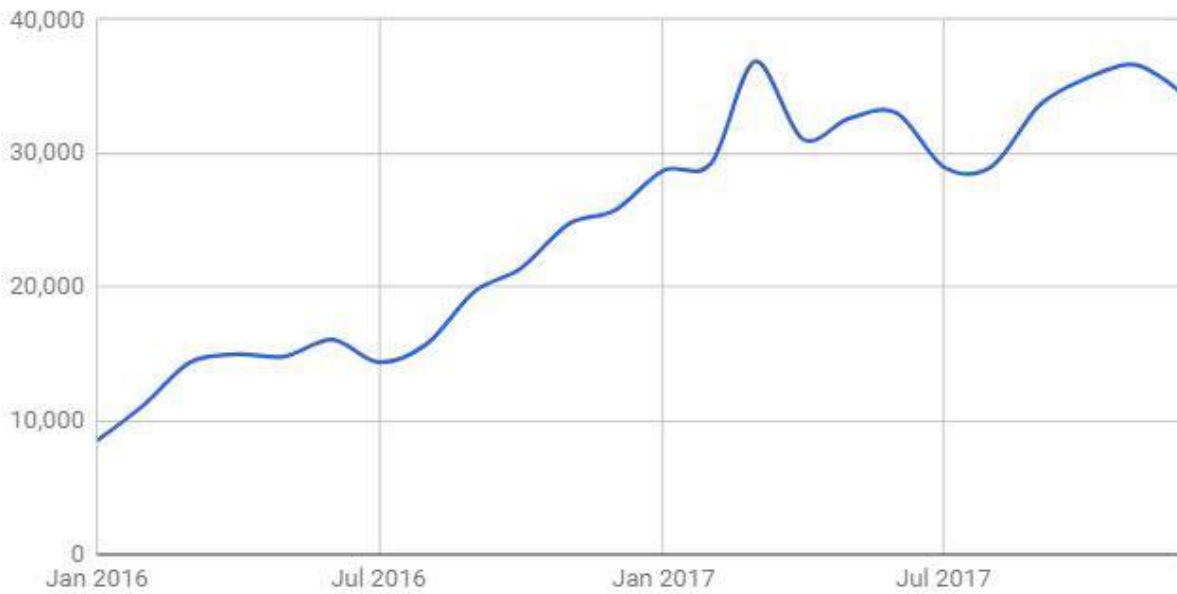
Credit Card Transactions				
Month	2016	2017	Change	% YoY Change
Jan	70,209	113,605	43,396	61.8%
Feb	82,082	111,943	29,861	36.4%
Mar	98,733	138,444	39,711	40.2%
Apr	100,603	115,629	15,026	14.9%
May	98,546	121,135	22,589	22.9%
Jun	105,281	124,511	19,230	18.3%
Jul	94,110	111,672	17,562	18.7%
Aug	98,581	111,679	13,098	13.3%
Sep	122,753	125,788	3,035	2.5%
Oct	132,191	130,331	-1,860	-1.4%
Nov	140,725	132,073	-8,652	-6.1%
Dec	137,463	130,182	-7,281	-5.3%
Total:	1,281,277	1,466,992	185,715	14.5%

Credit Card Transactions 2016/2017 Comparison



Mobile Pay <i>(App, Text, Virtual Pay)</i>			
2016	2017	Change	% YoY Change
8,499	28,725	20,226	238.0%
11,245	29,277	18,032	160.4%
14,356	36,877	22,521	156.9%
14,963	31,063	16,100	107.6%
14,800	32,615	17,815	120.4%
16,072	32,998	16,926	105.3%
14,374	28,989	14,615	101.7%
15,729	29,008	13,279	84.4%
19,678	33,602	13,924	70.8%
21,402	35,594	14,192	66.3%
24,729	36,634	11,905	48.1%
25,765	34,598	8,833	34.3%
201,612	389,980	188,368	93.4%

Mobile Pay (App, SMS, Virtual Pay) Transactions 2016/2017 Comparison



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.

Parking Rates

- **2016** - On-street parking rates were last increased in 2011 from \$3.00 per hour to \$3.50 per hour.
- **2017** - No changes