

Veo in UIUC / Urbana / Champaign						
July 2023						
Customer Support Tickets						
Questions¹	52.00		¹ Includes questions from customers about Veo's geofence, deposits and pricing, the user agreement or liability, safety, and other miscellaneous inquiries			
Violation Questions²	3		² Refers specifically to customer questions about violations they may have received if their vehicle wasn't parked properly			
NRZ Complaints³	3		³ Refers to users that submit complaints about Veo's service area or a no-ride zone (NRZ) they may have encountered			
Stray Vehicles⁴	85		⁴ Typically refers to reports from non-customers about vehicles they want removed or vehicles blocking an accessway			
Vehicles obstructing sidewalk⁴	15					