



**Executive Dashboard**

**Performance Accountability Results**

For Parking Meter Operations

**iSLIMS.com**

*Contractor Performance Monitoring*

Week Ending: 11/30/2012

November							2012		
				1	2	3			
4	5	6	7	8	9	10			
11	12	13	14	15	16	17			
18	19	20	21	22	23	24			
25	26	27	28	29	30				

Contract Rules Applied to Meter Operability Analysis: - excludes duplicate CALLS  
--includes CALL CENTER and DDOT reported problems that were transmitted to ACS  
--BDLate=Business Days Late. Results are based on # District Business days late AFTER the designated due date. These are not calendar days late. Holidays are excluded.  
--Single space meters must be repaired within 3 District Business days to be considered on time  
--Multi space meters must be repaired within 1 District Business day to be considered on time  
--non-operable (non-working) meter count excludes duplicate service calls on the same day  
--any OPEN and LATE service tickets are valued based on report generation date

Contract Reference
Appendix J.3.11
C.3.3.8
H.12.3
H.12.4.2
H.12.5.2

				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

**On time / Late Contractor Performance and Liquidated Damage**

**Performance for week ending: 11/30/2012**

**Week Performance**

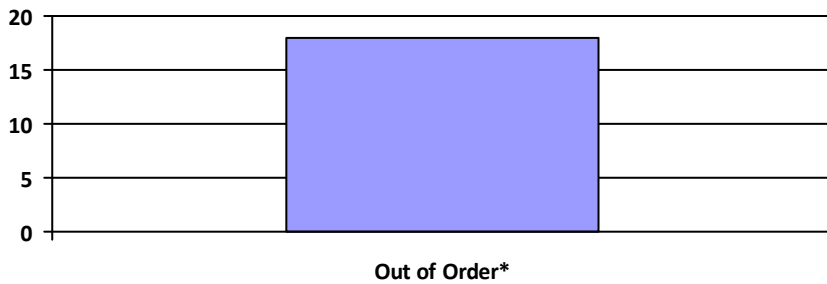
Meters Serviced: #BDLate: Total LD:

**4 Week Performance Summary**

Meters Serviced: #BDLate:  
Total LD:



**90 Day Performance History Total LD: \$215.28**



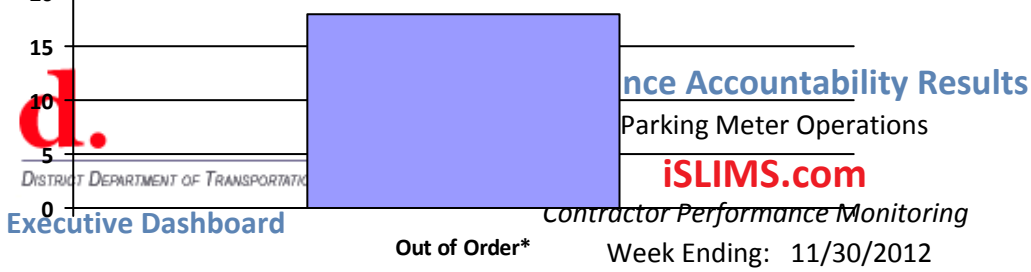
Problem	Late	LD\$
Out of Order*	18	\$215.28

Meters Serviced: 18 #BDLate: 18

- Contract Rules Applied to Meter Operability Analysis: - excludes duplicate CALLS  
 --includes CALL CENTER and DDOT reported problems that were transmitted to ACS  
 --BDLate=Business Days Late. Results are based on # District Business days late AFTER the designated due date. These are not calendar days late. Holidays are excluded.  
 --Single space meters must be repaired within 3 District Business days to be considered on time  
 --Multi space meters must be repaired within 1 District Business day to be considered on time  
 --non-operable (non-working) meter count excludes duplicate service calls on the same day  
 --any OPEN and LATE service tickets are valued based on report generation date

Contract Reference

- Appendix J.3.11
- C.3.3.8
- H.12.3
- H.12.4.2
- H.12.5.2



November							2012		
				1	2	3			
4	5	6	7	8	9	10			
11	12	13	14	15	16	17			
18	19	20	21	22	23	24			
25	26	27	28	29	30				

Contract Rules Applied to Meter Operability Analysis: - excludes duplicate CALLS  
 --includes CALL CENTER and DDOT reported problems that were transmitted to ACS  
 --BDLate=Business Days Late. Results are based on # District Business days late AFTER the designated due date. These are not calendar days late. Holidays are excluded.  
 --Single space meters must be repaired within 3 District Business days to be considered on time  
 --Multi space meters must be repaired within 1 District Business day to be considered on time  
 --non-operable (non-working) meter count excludes duplicate service calls on the same day  
 --any OPEN and LATE service tickets are valued based on report generation date

Contract Reference
Appendix J.3.11
C.3.3.8
H.12.3
H.12.4.2
H.12.5.2