

Performance Accountability Results

For Parking Meter Operations

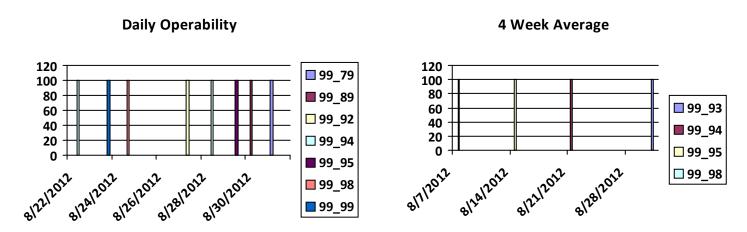
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Contractor Performance Monitoring
Week Ending: 8/31/2012

August 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	31)		

Single Space Meter Operability Analysis

Daily Operability		4 Week Avei	rage Operability	90 Day Overall Operability	
Date	Operable		Week	Operable	
8/22/2012	99.94		8/7/2012	99.98	
8/23/2012	99.99		8/31/2012	99.93	Working: 99.95 %
8/24/2012	99.98		8/21/2012	99.94	Not Working 0.05 %
8/27/2012	99.92		8/14/2012	99.95	Not Working: 0.05 %
8/28/2012	99.94				
8/29/2012	99.95				
8/30/2012	99.89				
8/31/2012	99.79				



Contract Baseline Required: 97 Operable Total District Single Space Parking Meters 15554

Contract Rules Applied to Meter Operability Analysis:

- --includes CALL CENTER and DDOT reported problems that were transmitted to ACS
- --excludes all Graffiti tickets as these do not affect operability / excludes duplicate CALLS
- --excludes service requests that resulted in meter found operable (no repairs required)
- --total meter inventory is based on the CURRENT meter inventory at the time of the report
- --non-operable (non-working) meter count excludes duplicate service calls on the same day
- --includes working District business days (Monday thru Friday) and excludes holidays

Contract Reference

Appendix J.3.11 C.3.3.8 H.12

H.12.4.2 H.12.5.2



Executive Dashboard

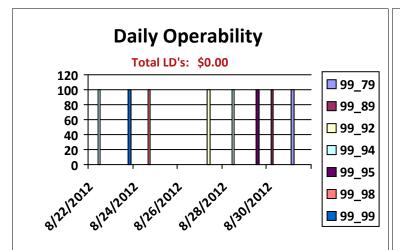
Performance Accountability Results

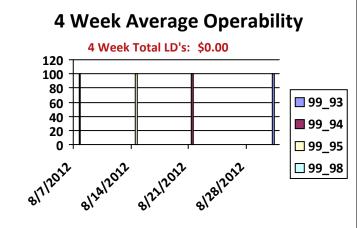
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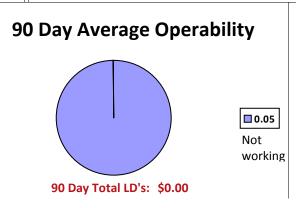
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