

Performance Accountability Results

For Parking Meter Operations

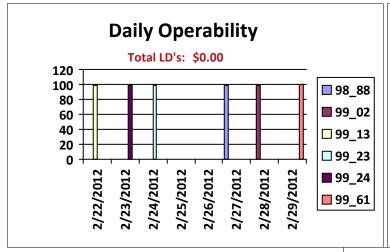
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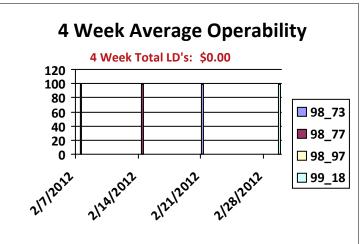
Contractor Performance Monitoring
Week Ending: 2/29/2012

| February 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 | | | | | | | |

Single Space Meter Operability Analysis

| Daily Operability | | 4 Week Average Operability | | | 90 Day Overall Operability | | |
|-------------------|----------|----------------------------|-----------|----------|----------------------------|--------------|---------|
| Date | Operable | | Week | Operable | | | |
| 2/22/2012 | 99.13 | | 2/7/2012 | 98.97 | | | |
| 2/23/2012 | 99.24 | | 2/29/2012 | 99.18 | | Working: | 98.86 % |
| 2/24/2012 | 99.23 | | 2/21/2012 | 98.73 | | Not Working: | 1.14 % |
| 2/27/2012 | 98.88 | | 2/14/2012 | 98.77 | | NOT WORKING: | 1.14 /0 |
| 2/28/2012 | 99.02 | | | | | | |
| 2/29/2012 | 99.61 | | | | | | |









Contract Baseline Required: 97 Operable Total District Single Space Parking Meters 14138

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