

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					

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
unknown	116
n/a	64
no meter number	46
110506se	38
k1011nw	37
CT1117NW	28
K0092NE	22
m2012nw	21
L1440NW	19
no number	18
ga6122nw	17
wtr1060sw	17
L1201nw	17
fort4403nw	15
fort4401nw	15
l1205nw	14
L1438NW	14
CT1017NW	14
unknow	13
170726nw	13
03104NW	12
281207nw	12
l1203nw	12
NA	11
nc0414nw	11
eye2217nw	11
tayl0903nw	11
181992nw	10
ting0392se	10
221419NW	10
0514sw	10
090808nw	10
221421NW	10

Exceptions: Calls rejected due to invalid Meter# for the past 90 days

Tickets w/Bad Meter#'s	8393
Total Tickets Received	45833
% Rejected	18.31

Why are calls rejected?

--Calls taken by the call center accept the information regarding the meter that is provided by the citizen. The caller may report the wrong meter number (possibly transposing numbers), or the meter is mis-labeled, or there may also be a problem with ACS's master meter inventory.

The purpose of this report is to highlight these issues -- allowing DDOT and ACS to review the most frequently reported meters -- that do NOT receive repairs, as the meter could not be located.

Contract Reference

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



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 4/30/2012

April

2012

1	2	3	4	5	6	7
8	9	10	11	12	13	14
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Executive Dashboard

Top 30 Meters Rejected:

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