

## **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 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30

### **Executive Dashboard**

## **Top 30 Meters Rejected:**

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 1205nw 14 L1438NW 14 CT1017NW 14 unknow 13 170726nw 13 03104NW 12 281207nw 12 1203nw 12 NA 11 nc0414nw 11 eye2217nw 11 tayl0903nw 11 181992nw 10 ting0392se 10 221419NW 10 0514sw 10 090808nw 10	•	•
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 1205nw 14 L1438NW 14 CT1017NW 14 unknow 13 170726nw 13 03104NW 12 281207nw 12 1203nw 12 NA 11 nc0414nw 11 eye2217nw 11 tayl0903nw 11 181992nw 10 ting0392se 10 221419NW 10 0514sw 10 090808nw 10	Meter	# Tickets
The mometer number   46   110506se   38   38   38   38   38   38   38   3	unknown	116
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 L170726nw 13 D3104NW 12 L281207nw 12 L203nw 12 NA 11 nc0414nw 11 eye2217nw 11 tayl0903nw 11 l81992nw 10 ting0392se 10 D21419NW 10 D514sw 10 D90808nw 10	n/a	64
k1011nw       37         CT1117NW       28         K0092NE       22         m2012nw       21         L1440NW       19         no number       18         ga6122nw       17         wtr1060sw       17         L1201nw       17         fort4403nw       15         fort4401nw       15         1205nw       14         L1438NW       14         CT1017NW       14         unknow       13         170726nw       13         03104NW       12         281207nw       12         1203nw       12         NA       11         nc0414nw       11         tayl0903nw       11         181992nw       10         ting0392se       10         221419NW       10         090808nw       10	no meter number	46
CT1117NW 28 K0092NE 22 m2012nw 21 L1440NW 19 no number 18 ga6122nw 17 wtr1060sw 17 L1201nw 17 fort4403nw 15 fort4401nw 15 1205nw 14 L1438NW 14 CT1017NW 14 unknow 13 170726nw 13 03104NW 12 281207nw 12 1203nw 12 NA 11 nc0414nw 11 eye2217nw 11 tayl0903nw 11 181992nw 10 ting0392se 10 221419NW 10 0514sw 10	110506se	38
KO092NE       22         m2012nw       21         L1440NW       19         no number       18         ga6122nw       17         wtr1060sw       17         L1201nw       17         fort4403nw       15         fort4401nw       15         1205nw       14         L1438NW       14         CT1017NW       14         unknow       13         170726nw       13         03104NW       12         281207nw       12         1203nw       12         NA       11         nc0414nw       11         tayl0903nw       11         181992nw       10         ting0392se       10         221419NW       10         090808nw       10	k1011nw	37
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18 ga6122nw 17 wtr1060sw 17 land 17 land 18 land 17 land 18 land 19 la	m2012nw	21
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wtr1060sw       17         L1201nw       17         Fort4403nw       15         fort4401nw       15         1205nw       14         L1438NW       14         CT1017NW       14         unknow       13         170726nw       13         03104NW       12         281207nw       12         1203nw       12         NA       11         nc0414nw       11         tayl0903nw       11         181992nw       10         ting0392se       10         221419NW       10         050808nw       10	no number	18
1201nw 15 fort4403nw 15 fort4401nw 15 1205nw 14 L1438NW 14 CT1017NW 14 Lunknow 13 170726nw 13 D3104NW 12 L281207nw 12 L203nw 12 NA 11 L100414nw 11 Layl0903nw 11 L81992nw 10 Ling0392se 10 L21419NW 10 D90808nw 10	ga6122nw	17
Fort4403nw 15 Fort4401nw 15 1205nw 14 L1438NW 14 CT1017NW 14 Lunknow 13 170726nw 13 D3104NW 12 L281207nw 12 L203nw 12 NA 11 L100414nw 11 Leye2217nw 11 Layl0903nw 11 L81992nw 10 Ling0392se 10 D21419NW 10 D514sw 10 D90808nw 10	wtr1060sw	17
Fort4401nw 15 1205nw 14 L1438NW 14 CT1017NW 14 Lunknow 13 170726nw 13 D3104NW 12 L281207nw 12 L203nw 12 NA 11 Lnc0414nw 11 Layl0903nw 11 181992nw 10 Ling0392se 10 D21419NW 10 D514sw 10 D90808nw 10	L1201nw	17
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170726nw 13 03104NW 12 281207nw 12 1203nw 12 NA 11 nc0414nw 11 eye2217nw 11 tayl0903nw 11 181992nw 10 ting0392se 10 221419NW 10 050808nw 10	CT1017NW	14
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tayl0903nw 11 181992nw 10 ting0392se 10 221419NW 10 0514sw 10 090808nw 10	nc0414nw	11
181992nw 10 ting0392se 10 221419NW 10 0514sw 10 090808nw 10	eye2217nw	11
ting0392se 10 221419NW 10 0514sw 10 090808nw 10	tayl0903nw	11
221419NW 10 0514sw 10 090808nw 10	181992nw	10
0514sw 10 090808nw 10	ting0392se	10
090808nw 10	221419NW	10
	0514sw	10
221421NW 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
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 recieve repairs, as the meter could not be located.

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

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Contractor Performance Monitoring
Week Ending: 4/30/2012

April 2012 3 5 6 9 10 11 12 13 14 15 16 17 18 19 20 21 **22** 23 24 25 26 27 (30)

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Contract Reference

Appendix J.3.11 C.3.3.8

H.12.3 H.12.4.2

H.12.5.2

Robert L. Marsili, Jr., Citywide Program Manager, District Department of Transportation

Monday, May 21, 2012