

	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			

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
no meter number	66
unknown	65
k1011nw	36
l1203nw	35
n/a	31
m2012nw	27
r2702nw	26
221419nw	25
ct1135nw	23
221421nw	22
wi5210nw	19
wtr323nw	19
no number	18
M0909SW	16
nh3810nw	15
No Label	15
1205nw	14
051091nw	14
wtr32nw	14
albe4100nw	14
ind0647nw	13
0017nw	13
080327se	13
03106nw	12
q2100nw	12
albe41nw	12
1713NW	12
k0991nw	12
2038nw	12
0608nw	12
l1201nw	12
wtr0704nw	12
nh3801nw	12

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

Tickets w/Bad Meter#'s	9573
Total Tickets Received	53046
% Rejected	18.05

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: 8/31/2011

Executive Dashboard

Top 30 Meters Rejected:

August						2011
	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			

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