



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 8/31/2012

August

2012

| | | | | | | | |
|----|----|----|----|----|----|----|----|
| | | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | | |

Executive Dashboard

Top 30 Meters Rejected:

| Meter | # Tickets |
|-----------------|-----------|
| unknown | 226 |
| n/a | 84 |
| no meter number | 62 |
| unknow | 55 |
| no number | 39 |
| . | 34 |
| albe41nw | 18 |
| p3421nw | 16 |
| WTR32NW | 16 |
| NA | 16 |
| 110506se | 16 |
| m0136ne | 14 |
| 122117NW | 14 |
| 341110nw | 14 |
| L0105SE | 13 |
| MN4004NE | 11 |
| k1011nw | 11 |
| f0455nw | 11 |
| 0 | 11 |
| mn4010ne | 11 |
| wtr0704nw | 10 |
| 170726nw | 10 |
| NC0414NW | 10 |
| 071109SE | 10 |
| 071107se | 10 |
| fort4403nw | 9 |
| 080309SE | 9 |
| K2100NW | 9 |
| GA6122NW | 9 |
| wtr3216se | 8 |
| 080317se | 8 |
| 071105se | 8 |
| L1201NW | 8 |

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

| | |
|------------------------|-------|
| Tickets w/Bad Meter#'s | 8660 |
| Total Tickets Received | 42573 |
| % Rejected | 20.34 |

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



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Executive Dashboard

Top 30 Meters Rejected:

| Meter | # Tickets |
|----------|-----------|
| g1434nw | 8 |
| mn4002ne | 8 |
| 091317nw | 8 |
| 0608nw | 8 |

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