

				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
unknown	139
n/a	83
no meter number	50
wi5210nw	30
K1011NW	26
wtr32nw	23
080329se	20
wtr0704nw	18
l1205nw	17
110911NW	16
p3421nw	15
g1434nw	14
albe41nw	14
wtr3216se	14
L1203NW	14
ting0392se	14
unknow	14
221419nw	13
IND0647NW	13
170726nw	13
u0330nw	12
nj0801nw	12
dav4106nw	12
080323se	12
03104nw	11
NA	11
d0633nw	11
no number	11
EYE2221NW	11
l1201nw	11
000000000000	11
ALBE4100nw	11
080327se	11

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

Tickets w/Bad Meter#'s	9669
Total Tickets Received	50524
% Rejected	19.14

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: 12/31/2011

December

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

Executive Dashboard

## Top 30 Meters Rejected:

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