

							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	103
62506695	48
62506692	29
62381394	28
20131005	20
no meter number	18
20101006	18
60680304	16
40113401	13
n/a	13
61550010	13
20131007	12
62506696	12
22071202	12
62506694	12
20131003	11
041293se	11
60701109	10
no number	10
unknow	9
011092ne	9
60680302	9
40113405	8
080325se	8
080329se	8
080315se	8
20131001	8
40113410	7
MD0393SW	7
32645329	7
40113409	7
10182292	7
14070605	7

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

Tickets w/Bad Meter#'s	1858
Total Tickets Received	33073
% Rejected	5.62

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: 12/31/2012

December

2012

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

### Executive Dashboard

#### Top 30 Meters Rejected:

Meter	# Tickets
20150932	7
20070206	7

#### 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

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