

			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			

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
unknown	112
n/a	71
no meter number	51
K1011NW	26
eye2217nw	21
wi5210nw	21
M2012NW	19
ct1117nw	17
wtr32nw	16
110506se	16
p3421nw	15
no number	15
080329SE	15
mn4002ne	13
221419nw	13
NA	13
L1201NW	12
TAYL0903NW	12
170726nw	12
eye2219nw	11
ind0647nw	11
ct1017nw	11
2102nw	10
l1205nw	10
ting0392se	10
f0455nw	10
unknow	9
l1203nw	9
cons0219nw	9
in065nw	9
051091nw	9
03104nw	9
wtr3216se	9

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

Tickets w/Bad Meter#'s	7962
Total Tickets Received	42905
% Rejected	18.56

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: 2/29/2012

February

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			

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
K0493NW	9

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.

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