

						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			

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
Unknown	100
62506695	40
62506692	32
62381394	25
NO METER NUMBER	24
62506694	19
22071202	13
10182292	12
40113401	11
unknow	11
62506696	10
60701109	10
20150932	10
20131001	9
011092ne	9
20151112	9
20131005	9
080323se	8
n/a	8
041293SE	8
40113405	8
62610415	7
080325se	7
no number	7
20131007	7
20131003	7
MD0393SW	7
60680304	6
080309SE	6
61040002	6
21111418	6
080329se	6
62610414	6

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

Tickets w/Bad Meter#'s	1799
Total Tickets Received	30856
% Rejected	5.83

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: 2/28/2013

February

2013

					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		

Executive Dashboard

Top 30 Meters Rejected:

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