

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	118
n/a	77
NO METER NUMBER	51
wi5210nw	28
p3421nw	25
k1011nw	25
WTR32NW	20
eye2217nw	18
080329se	16
ind0647nw	15
221419nw	15
m2012nw	14
no number	14
170726nw	13
ting0392se	12
F0455NW	12
wtr0704NW	12
cons0219nw	12
EYE2221NW	11
NA	11
unknow	11
080327se	11
k0991nw	10
l1201nw	10
0608nw	10
wtr3216se	10
ct1017nw	10
0000000000000000	10
u0330nw	10
eye2219nw	10
2012NW	10

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

Tickets w/Bad Meter#'s	8424
Total Tickets Received	44359
% Rejected	18.99

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: 1/31/2012

January

2012

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
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Executive Dashboard

Top 30 Meters Rejected:

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