

						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	79
no meter number	60
k1011nw	37
M2012NW	34
n/a	31
no number	27
221419nw	21
wtr323nw	20
ct1135nw	19
ind0647nw	18
ting0392se	18
221421nw	17
unknow	17
051091nw	15
wtr32nw	15
g0714nw	15
nc0508nw	15
l1203nw	15
nh3801nw	15
13021nw	14
albe41nw	14
1205nw	14
va1024nw	13
f04045nw	13
03106nw	13
1006nw	13
d1502nw	13
0608nw	12
2038NW	11
ga6122nw	11
NH3810NW	11
k0991nw	11
1711nw	11

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

Tickets w/Bad Meter#'s	9665
Total Tickets Received	53725
% Rejected	17.99

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: 7/31/2011

July

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:

Meter	# Tickets
0816NW	11

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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