

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	187
n/a	90
no meter number	61
UNKNOW	39
no number	29
CT1117nw	23
110506se	23
k1011nw	22
P3421NW	22
NA	17
L1201NW	15
m0136ne	14
f0455nw	13
mn4004ne	13
wtr32nw	13
albe41nw	13
122117nw	12
080323se	12
mn4010ne	12
nc0414nw	12
4567nw	10
080327SE	10
071109se	10
0	10
0608NW	10
l1205nw	10
D1502nw	9
080305se	9
ga6122nw	9
071107se	9
K2100NW	9
l1203nw	9
m2012nw	9

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

Tickets w/Bad Meter#'s	8757
Total Tickets Received	44054
% Rejected	19.88

### 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: 7/31/2012

July

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	30	31				

### Executive Dashboard

## Top 30 Meters Rejected:

Meter	# Tickets
3456nw	9
2006nw	9
eye0232ne	9
maca51nw	9
MN4002NE	9
210617nw	9
l1438nw	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.

Contract Reference

Appendix J.3.11  
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