



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 6/30/2011

June

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			

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
unknown	75
k0493nw	53
no number	40
k1011nw	38
no meter number	35
M2012NW	29
n/a	28
13021nw	28
ind0647nw	27
unknow	25
ting0392se	24
wtr32nw	23
ct1135nw	20
221419nw	19
nc0410nw	18
WTR323NW	17
nc0508nw	16
1711NW	15
080327se	15
nh3801nw	14
va1024nw	14
wtr0704nw	13
1006nw	11
tj1050nw	11
albe41nw	11
g0714nw	11
03106nw	10
wi1017 nw	10
s03104nw	10
tj1038nw	10
p1409 nw	10
d1502nw	10
171204 nw	10

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

Tickets w/Bad Meter#'s	9870
Total Tickets Received	52781
% Rejected	18.70

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



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Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
051091nw	10

Why are calls rejected?

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