

						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	125
n/a	78
No meter number	53
unknow	35
CT1117NW	33
110506se	30
K1011NW	26
P3421NW	23
no number	22
L1201nw	22
L1440NW	17
K0092ne	17
080327se	15
l1438nw	15
281207NW	15
l1205nw	15
MACA51nw	14
ct1017nw	14
170726nw	13
l1203nw	12
m2012nw	12
080323se	12
M0136NE	11
090808nw	11
mn4004ne	11
3456nw	11
l0103nw	11
f0455nw	11
ga6122nw	10
4567nw	10
MN4010ne	10
fort4403nw	10
0608NW	10

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

Tickets w/Bad Meter#'s	8607
Total Tickets Received	43213
% Rejected	19.92

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: 6/30/2012

June

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

### Executive Dashboard

## Top 30 Meters Rejected:

Meter	# Tickets
wtr0704nw	10
210617nw	10
d1502nw	10
wtr1060sw	10

### 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  
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H.12.5.2