



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 3/31/2012

March

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
unknown	113
n/a	62
NO METER NUMBER	49
K1011NW	40
110506se	27
CT1117NW	23
M2012NW	22
eye2217nw	18
221419nw	15
no number	15
fort4401nw	14
NA	14
K0092NE	14
ct1017nw	13
l1201nw	13
ga6122nw	13
03104NW	12
mn4002ne	12
181992NW	12
wtr32nw	12
281205nw	12
tayl0903nw	12
080329SE	12
p3421nw	11
unknow	11
L1205nw	11
nc0414nw	11
fort4403nw	10
wtr1060sw	10
f0455nw	10
eye2219nw	10
01603nw	10
170726nw	10

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

Tickets w/Bad Meter#'s	8240
Total Tickets Received	44866
% Rejected	18.37

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
NJ0801NW	10

Why are calls rejected?

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