

						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	
<b>31</b>							

Executive Dashboard

## Top 30 Meters Rejected:

Meter	# Tickets
unknown	80
62506692	29
NO METER NUMBER	18
21101701	16
20120605	16
62506695	16
20131003	14
21122892	14
20151112	14
61060427	13
22071202	12
20150932	12
65220292	12
65220392	11
61040002	11
62381394	11
62506694	10
no number	10
10182292	9
60701109	8
20151116	8
n/a	7
21060406	7
unknow	7
md0391sw	7
20230606	6
44911307	6
21111418	6
22196	6
20131007	6
40113405	6
62506696	6
60631105	6

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

Tickets w/Bad Meter#'s	1577
Total Tickets Received	30206
% Rejected	5.22

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: 3/31/2013

March

2013

					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
40113403	6

#### 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