



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 5/31/2012

May

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	107
n/a	68
NO METER NUMBER	46
k1011nw	41
ct1117nw	36
110506SE	30
K0092NE	29
L1440NW	24
unknow	22
281207nw	18
l1201nw	18
ga6122nw	18
no number	17
WTR1060SW	17
L1438NW	17
m2012nw	16
080327se	16
fort4401nw	16
ct1017nw	15
l1205nw	15
080323se	14
221419nw	13
210617NW	12
FORT4403NW	12
ting0392se	11
wtr32nw	11
P3421NW	11
01603nw	11
221421nw	11
f0455nw	10
MACA51nw	10
L1203nw	10
032012sw	10

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

Tickets w/Bad Meter#'s	8715
Total Tickets Received	45900
% Rejected	18.99

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
090808NW	10
03104nw	10
nc0414nw	10
L0103NW	10

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