

				1	2	3	4
5	6	7	8	9	10	11	11
12	13	14	15	16	17	18	18
19	20	21	22	23	24	25	25
26	27	28	29	30	31		

Executive Dashboard

## Top 30 Meters Rejected:

Meter	# Tickets
65220292	33
unknown	32
62381394	21
65220392	20
21111808	15
62506692	13
40113401	11
22071202	10
20230606	10
35064102	9
61060427	9
61040002	9
no number	8
n/a	8
62506696	8
21122892	8
20131003	8
14500091	7
60730329	7
62506592	7
61480191	7
no meter number	7
20151112	7
60701109	7
60730325	6
60631103	6
40113410	6
40113405	6
60730315	6
40113409	6
20151118	6
40113407	6
21190814	6

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

Tickets w/Bad Meter#'s	1327
Total Tickets Received	28906
% Rejected	4.59

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: 5/31/2013

May

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
21320314	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  
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