

		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	124
n/a	72
no meter number	61
No label	33
K1011NW	32
wtr32nw	26
albe41nw	24
unknow	23
l1205nw	21
WTR0704NW	21
wi5210nw	20
170726nw	18
r2702nw	18
L1203NW	18
051091nw	16
G1434NW	16
110911NW	16
WTR3216SE	15
080329se	15
U0330NW	15
nj0801nw	14
080323SE	14
221419nw	13
albe4100nw	13
0608nw	12
d1502nw	12
p3421nw	12
ind0647nw	12
l1201nw	12
2102nw	12

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

Tickets w/Bad Meter#'s	10646
Total Tickets Received	53615
% Rejected	19.86

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: 11/30/2011

November

2011

		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
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Executive Dashboard

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