



# Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 11/30/2012

November

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	

## Executive Dashboard

### Top 30 Meters Rejected:

Meter	# Tickets
unknown	132
62506695	38
n/a	28
No meter number	26
62381394	25
20101006	21
20131005	21
unknow	19
62506692	18
61550010	17
60680304	16
no number	15
60701109	14
40113401	14
20131003	13
041292se	13
60680302	13
22071202	12
20131007	11
40113405	11
041293se	10
080325se	8
011092ne	8
20131001	8
080329se	7
080315se	7
32645329	7
62506696	7
14070605	7
20151112	7

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

Tickets w/Bad Meter#'s	2945
Total Tickets Received	36324
% Rejected	8.11

#### 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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