

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

Executive Dashboard

## Top 30 Meters Rejected:

Meter	# Tickets
unknown	98
no meter number	60
n/a	52
NO LABEL	38
k1011nw	36
L1203nw	34
R2702NW	33
l1205nw	24
unknow	24
wtr32nw	23
wi5210nw	22
albe41nw	21
l1201nw	19
albe4100nw	18
wtr0704nw	18
221421NW	17
170726nw	17
m0909sw	17
WTR323NW	16
221419nw	16
051091nw	16
080329se	16
080323se	15
2102nw	15
220616NW	15
0013NW	15
nh3810nw	15
G1434NW	14
U0330NW	14
wtr3216se	13
110911NW	13
u1812nw	13

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

Tickets w/Bad Meter#'s	10641
Total Tickets Received	55806
% Rejected	19.07

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: 10/31/2011

October

2011

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

Executive Dashboard

## Top 30 Meters Rejected:

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