



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 10/31/2012

October

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	170
n/a	48
no meter number	44
unknow	42
.	39
no number	25
62506695	23
62381394	19
20101006	18
041292se	15
61550010	12
l0105se	12
20131005	12
60701109	11
60680302	10
60680304	10
341110nw	9
22071202	9
62506692	9
080315se	9
080309se	8
20131003	8
080325se	7
122117NW	7
WTR32NW	7
ALBE41NW	7
40113405	7
071109SE	7
041293se	6
eye0232ne	6
20131007	6
60701107	6
080329se	6

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

Tickets w/Bad Meter#'s	5188
Total Tickets Received	39168
% Rejected	13.25

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
21190814	6
40113401	6
23020219	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.

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