

							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	226
n/a	77
No meter number	59
unknow	50
.	39
no number	36
041292se	17
albe41nw	16
NA	15
122117NW	15
071109se	14
341110nw	14
L0105se	13
WTR32NW	13
62381394	12
080309se	10
fort4403nw	9
0	9
ga6122nw	9
m0136ne	9
080315se	8
071105se	8
K2100NW	8
nc0414nw	8
wtr3216se	7
071107SE	7
ind0647nw	6
fort4401nw	6
wtr0704nw	6
201115 nw	6
110506se	6
03104nw	6
mn4010ne	6

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

Tickets w/Bad Meter#'s	7426
Total Tickets Received	42436
% Rejected	17.50

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: 9/30/2012

September

2012

							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							

Executive Dashboard

Top 30 Meters Rejected:

Meter	# Tickets
60701109	6
22071202	6
d1502nw	6
F0455NW	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.

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