



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 4/30/2012

April

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 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	15690
RESET (Repair)	6507
CLR INTENTIONAL JAM (Repair)	3316
METER O.K. (Repair)	2672
CANCEL OUTAGE (Repair)	2237
ACCEPT PAYMENTS (MS Repair)	2218
CLEAR COIN JAM (Repair)	1588
REPLACE BATTERY (Repair)	1230
SWAPPED MECHANISM (Repair)	174
NO TRANSACTIONS (Repair)	68
LUBRICATE LOCK (Repair)	61
UNDER CONSTRUCTION (Repair)	53
PREVENTIVE MAINT (Repair)	43
SWAPPED O.K. MECH (Repair)	38
DOMES REPLACED	13
RE-PROGRAM METER (Repair)	9
CLEAR CARD JAM (Repair)	2
REPLACED LABEL (Repair)	1

Represents the Top 30 meter repair activity performed by ACS for the past 90 days

Most Frequently made repairs to meters

--The results display the most common repair activity performed on meter complaints reported by DDOT or the Call Center

Contract Reference

Appendix J.3.11
C.3.3.8
H.12.3
H.12.4.2
H.12.5.2