



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 4/30/2013

April

2013

	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)	15717
RESET (Repair)	3368
CLEAR COIN JAM (Repair)	1737
CANCEL OUTAGE (Repair)	1595
NO TRANSACTIONS (Repair)	1581
METER O.K. (Repair)	1524
REPLACE BATTERY (Repair)	1461
CLR INTENTIONAL JAM (Repair)	1417
ACCEPT PAYMENTS (MS Repair)	1090
SWAPPED MECHANISM (Repair)	180
UNDER CONSTRUCTION (Repair)	68
ROLL REPLACED (MS Repair)	42
SWAPPED O.K. MECH (Repair)	36
LUBRICATE LOCK (Repair)	16
END BOARD FAILURE (MS Repair)	15
FIXED BOARD (Repair)	15
ACCEPT COINS (MS Repair)	10
CLEANED METER (Repair)	5
DOMES REPLACED	5
FIXED CARD READER (Repair)	3
REPLACED LABEL (Repair)	2
CLEAR CARD JAM (Repair)	2
RE-PROGRAM METER (Repair)	2
DISMISS TICKET (Repair)	1
GOOD PAPER FEED (MS 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