



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 8/31/2011

August

2011

	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 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	22302
METER O.K. (Repair)	3981
CLR INTENTIONAL JAM (Repair)	3758
RESET (Repair)	3552
CLEAR COIN JAM (Repair)	2549
ACCEPT PAYMENTS (MS Repair)	2498
REPLACE BATTERY (Repair)	1744
CANCEL OUTAGE (Repair)	1533
SWAPPED MECHANISM (Repair)	452
NO TRANSACTIONS (Repair)	107
LUBRICATE LOCK (Repair)	82
PREVENTIVE MAINT (Repair)	32
UNDER CONSTRUCTION (Repair)	30
RE-PROGRAM METER (Repair)	21
ROLL REPLACED (MS Repair)	7
REPLACED LABEL (Repair)	5
METER REPLACED (Repair)	5
SWAPPED O.K. MECH (Repair)	4
DOMES REPLACED	4
CLEAR CARD JAM (Repair)	2
REPAIR POLE/YOKE (Repair)	2
POWER CONNECTED (MS Repair)	2
CLEANED METER (Repair)	1
KEYPAD REPAIRED (MS Repair)	1
LOCK REPLACED (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