



# Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 8/31/2012

August

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 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	16864
RESET (Repair)	4971
CLR INTENTIONAL JAM (Repair)	2837
ACCEPT PAYMENTS (MS Repair)	2551
NO TRANSACTIONS (Repair)	1216
CANCEL OUTAGE (Repair)	1189
METER O.K. (Repair)	1182
CLEAR COIN JAM (Repair)	1019
REPLACE BATTERY (Repair)	780
SWAPPED MECHANISM (Repair)	160
UNDER CONSTRUCTION (Repair)	55
LUBRICATE LOCK (Repair)	50
ROLL REPLACED (MS Repair)	27
SWAPPED O.K. MECH (Repair)	11
DOMES REPLACED	10
RE-PROGRAM METER (Repair)	6
END BOARD FAILURE (MS Repair)	2
POLE REPLACED (Repair)	2
FIXED BOARD (Repair)	2
FIXED CARD READER (Repair)	2
PREVENTIVE MAINT (Repair)	1
CLEAR CARD JAM (Repair)	1
RECHARGED BATTERY (MS Repair)	1
REPAIR POLE/YOKE (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