



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 12/31/2011

December

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)	15973
RESET (Repair)	6596
METER O.K. (Repair)	5417
CLR INTENTIONAL JAM (Repair)	3084
ACCEPT PAYMENTS (MS Repair)	2174
CLEAR COIN JAM (Repair)	2164
CANCEL OUTAGE (Repair)	1992
REPLACE BATTERY (Repair)	1155
NO TRANSACTIONS (Repair)	339
SWAPPED MECHANISM (Repair)	265
LUBRICATE LOCK (Repair)	100
UNDER CONSTRUCTION (Repair)	89
RE-PROGRAM METER (Repair)	22
DOMES REPLACED	7
CLEAR CARD JAM (Repair)	6
SWAPPED O.K. MECH (Repair)	5
METER REPLACED (Repair)	4
ROLL REPLACED (MS Repair)	3
RECHARGED BATTERY (MS Repair)	2
POLE REPLACED (Repair)	2
CLEANED METER (Repair)	2
REPLACED LABEL (Repair)	1
LOCK OPERABLE (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