



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 12/31/2012

December

2012

							1
2	3	4	5	6	7	8	8
9	10	11	12	13	14	15	15
16	17	18	19	20	21	22	22
23	24	25	26	27	28	29	29
30	31						

Executive Dashboard

Top 30 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	15164
RESET (Repair)	3952
ACCEPT PAYMENTS (MS Repair)	2637
NO TRANSACTIONS (Repair)	1930
CLR INTENTIONAL JAM (Repair)	1698
REPLACE BATTERY (Repair)	1555
METER O.K. (Repair)	1411
CLEAR COIN JAM (Repair)	1195
CANCEL OUTAGE (Repair)	1160
SWAPPED MECHANISM (Repair)	318
UNDER CONSTRUCTION (Repair)	76
LUBRICATE LOCK (Repair)	55
SWAPPED O.K. MECH (Repair)	20
ROLL REPLACED (MS Repair)	11
RE-PROGRAM METER (Repair)	6
DOME REPLACED	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