



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 2/29/2012

February

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			

Executive Dashboard

Top 30 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	13777
RESET (Repair)	5679
METER O.K. (Repair)	3247
CLR INTENTIONAL JAM (Repair)	2910
CANCEL OUTAGE (Repair)	2391
CLEAR COIN JAM (Repair)	1826
ACCEPT PAYMENTS (MS Repair)	1719
REPLACE BATTERY (Repair)	1495
SWAPPED MECHANISM (Repair)	194
LUBRICATE LOCK (Repair)	116
NO TRANSACTIONS (Repair)	84
UNDER CONSTRUCTION (Repair)	29
SWAPPED O.K. MECH (Repair)	17
RE-PROGRAM METER (Repair)	17
DOMES REPLACED	9
CLEAR CARD JAM (Repair)	4
GOOD PAPER FEED (MS Repair)	3
REPAIR POLE/YOKE (Repair)	2
ROLL REPLACED (MS Repair)	1
FIXED CARD READER (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