



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 1/31/2012

January

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)	13528
RESET (Repair)	6274
METER O.K. (Repair)	3608
CLR INTENTIONAL JAM (Repair)	2962
CANCEL OUTAGE (Repair)	2317
CLEAR COIN JAM (Repair)	2085
ACCEPT PAYMENTS (MS Repair)	1857
REPLACE BATTERY (Repair)	1329
SWAPPED MECHANISM (Repair)	208
LUBRICATE LOCK (Repair)	117
UNDER CONSTRUCTION (Repair)	81
NO TRANSACTIONS (Repair)	64
RE-PROGRAM METER (Repair)	23
CLEAR CARD JAM (Repair)	5
SWAPPED O.K. MECH (Repair)	4
GOOD PAPER FEED (MS Repair)	3
REPAIR POLE/YOKE (Repair)	2
ROLL REPLACED (MS Repair)	2
DOMES REPLACED	2
POLE REPLACED (Repair)	2
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