



## Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 1/31/2013

January

2013

		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)	14853
RESET (Repair)	3290
ACCEPT PAYMENTS (MS Repair)	2006
NO TRANSACTIONS (Repair)	1709
CLR INTENTIONAL JAM (Repair)	1599
CLEAR COIN JAM (Repair)	1358
CANCEL OUTAGE (Repair)	1356
REPLACE BATTERY (Repair)	1253
METER O.K. (Repair)	1107
SWAPPED MECHANISM (Repair)	348
UNDER CONSTRUCTION (Repair)	47
LUBRICATE LOCK (Repair)	43
SWAPPED O.K. MECH (Repair)	28
ROLL REPLACED (MS Repair)	11
ACCEPT COINS (MS Repair)	5
RE-PROGRAM METER (Repair)	5
DOMES REPLACED	2
CLEAR CARD JAM (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