



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 7/31/2011

July

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)	22007
CLR INTENTIONAL JAM (Repair)	4697
METER O.K. (Repair)	3646
RESET (Repair)	2973
ACCEPT PAYMENTS (MS Repair)	2891
CLEAR COIN JAM (Repair)	2662
CANCEL OUTAGE (Repair)	2069
REPLACE BATTERY (Repair)	1621
SWAPPED MECHANISM (Repair)	408
LUBRICATE LOCK (Repair)	141
NO TRANSACTIONS (Repair)	93
PREVENTIVE MAINT (Repair)	65
UNDER CONSTRUCTION (Repair)	25
RE-PROGRAM METER (Repair)	16
ROLL REPLACED (MS Repair)	7
REPLACED LABEL (Repair)	6
DOMES REPLACED	6
METER REPLACED (Repair)	5
SWAPPED O.K. MECH (Repair)	5
REPAIR POLE/YOKE (Repair)	2
CLEANED METER (Repair)	1
CLEAR CARD JAM (Repair)	1
KEYPAD REPAIRED (MS Repair)	1
END BOARD FAILURE (MS Repair)	1
LOCK REPLACED (Repair)	1
POWER CONNECTED (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