



## Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 7/31/2012

July

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)	17011
RESET (Repair)	5728
CLR INTENTIONAL JAM (Repair)	2865
ACCEPT PAYMENTS (MS Repair)	2575
CANCEL OUTAGE (Repair)	1456
METER O.K. (Repair)	1339
CLEAR COIN JAM (Repair)	1040
NO TRANSACTIONS (Repair)	882
REPLACE BATTERY (Repair)	750
SWAPPED MECHANISM (Repair)	141
UNDER CONSTRUCTION (Repair)	65
LUBRICATE LOCK (Repair)	54
ROLL REPLACED (MS Repair)	27
DOMES REPLACED	14
SWAPPED O.K. MECH (Repair)	10
RE-PROGRAM METER (Repair)	5
POLE REPLACED (Repair)	2
FIXED BOARD (Repair)	2
END BOARD FAILURE (MS Repair)	2
FIXED CARD READER (Repair)	2
PREVENTIVE MAINT (Repair)	1
CLEAR CARD JAM (Repair)	1
REPAIR POLE/YOKE (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