



## Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 6/30/2011

June

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		

### Executive Dashboard

## Top 30 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	19827
METER O.K. (Repair)	5181
CLR INTENTIONAL JAM (Repair)	4952
ACCEPT PAYMENTS (MS Repair)	3178
RESET (Repair)	2541
CANCEL OUTAGE (Repair)	2155
CLEAR COIN JAM (Repair)	2115
REPLACE BATTERY (Repair)	1506
SWAPPED MECHANISM (Repair)	347
LUBRICATE LOCK (Repair)	119
NO TRANSACTIONS (Repair)	86
PREVENTIVE MAINT (Repair)	82
UNDER CONSTRUCTION (Repair)	13
RE-PROGRAM METER (Repair)	10
SWAPPED O.K. MECH (Repair)	6
DOMES REPLACED	6
METER REPLACED (Repair)	5
REPLACED LABEL (Repair)	2
CLEANED METER (Repair)	1
ROLL REPLACED (MS Repair)	1
LOCK REPLACED (Repair)	1
END BOARD FAILURE (MS Repair)	1
POWER CONNECTED (MS Repair)	1
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