



# Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 6/30/2012

June

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	

Executive Dashboard

## Top 30 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	14781
RESET (Repair)	6011
CLR INTENTIONAL JAM (Repair)	2877
ACCEPT PAYMENTS (MS Repair)	2492
METER O.K. (Repair)	2393
CANCEL OUTAGE (Repair)	1723
CLEAR COIN JAM (Repair)	1110
REPLACE BATTERY (Repair)	1069
NO TRANSACTIONS (Repair)	299
SWAPPED MECHANISM (Repair)	123
UNDER CONSTRUCTION (Repair)	74
LUBRICATE LOCK (Repair)	49
ROLL REPLACED (MS Repair)	27
SWAPPED O.K. MECH (Repair)	15
DOMES REPLACED	5
PREVENTIVE MAINT (Repair)	4
RE-PROGRAM METER (Repair)	3
CLEAR CARD JAM (Repair)	2
END BOARD FAILURE (MS Repair)	2
FIXED BOARD (Repair)	2
REPLACED LABEL (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