



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 3/31/2012

March

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)	15445
RESET (Repair)	6358
CLR INTENTIONAL JAM (Repair)	3318
CANCEL OUTAGE (Repair)	2532
METER O.K. (Repair)	2116
ACCEPT PAYMENTS (MS Repair)	1840
CLEAR COIN JAM (Repair)	1774
REPLACE BATTERY (Repair)	1325
SWAPPED MECHANISM (Repair)	200
LUBRICATE LOCK (Repair)	97
NO TRANSACTIONS (Repair)	96
PREVENTIVE MAINT (Repair)	39
UNDER CONSTRUCTION (Repair)	31
SWAPPED O.K. MECH (Repair)	29
DOMES REPLACED	14
RE-PROGRAM METER (Repair)	13
GOOD PAPER FEED (MS Repair)	3
CLEAR CARD JAM (Repair)	2
REPAIR POLE/YOKE (Repair)	2
FIXED CARD READER (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