



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 3/31/2013

March

2013

| | | | | | | | |
|----|----|----|----|----|----|----|---|
| | | | | | | 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) | 15352 |
| RESET (Repair) | 3167 |
| NO TRANSACTIONS (Repair) | 1701 |
| METER O.K. (Repair) | 1504 |
| CLEAR COIN JAM (Repair) | 1500 |
| CANCEL OUTAGE (Repair) | 1362 |
| CLR INTENTIONAL JAM (Repair) | 1341 |
| REPLACE BATTERY (Repair) | 1246 |
| ACCEPT PAYMENTS (MS Repair) | 987 |
| SWAPPED MECHANISM (Repair) | 276 |
| UNDER CONSTRUCTION (Repair) | 60 |
| SWAPPED O.K. MECH (Repair) | 48 |
| ROLL REPLACED (MS Repair) | 42 |
| LUBRICATE LOCK (Repair) | 18 |
| ACCEPT COINS (MS Repair) | 13 |
| CLEANED METER (Repair) | 5 |
| RE-PROGRAM METER (Repair) | 2 |
| CLEAR CARD JAM (Repair) | 2 |
| REPLACED LABEL (Repair) | 1 |
| DOMES REPLACED | 1 |
| DISMISS TICKET (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