



## Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 5/31/2012

May

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)	15511
RESET (Repair)	6662
CLR INTENTIONAL JAM (Repair)	3136
METER O.K. (Repair)	2943
ACCEPT PAYMENTS (MS Repair)	2541
CANCEL OUTAGE (Repair)	2046
CLEAR COIN JAM (Repair)	1337
REPLACE BATTERY (Repair)	1015
SWAPPED MECHANISM (Repair)	136
UNDER CONSTRUCTION (Repair)	61
LUBRICATE LOCK (Repair)	56
NO TRANSACTIONS (Repair)	54
PREVENTIVE MAINT (Repair)	43
SWAPPED O.K. MECH (Repair)	25
DOMES REPLACED	9
RE-PROGRAM METER (Repair)	3
CLEAR CARD JAM (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