



## Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

Week Ending: 5/31/2013

May

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)	13526
RESET (Repair)	2698
METER O.K. (Repair)	2403
CANCEL OUTAGE (Repair)	1873
CLEAR COIN JAM (Repair)	1790
REPLACE BATTERY (Repair)	1353
CLR INTENTIONAL JAM (Repair)	1310
ACCEPT PAYMENTS (MS Repair)	1305
NO TRANSACTIONS (Repair)	932
SWAPPED MECHANISM (Repair)	229
UNDER CONSTRUCTION (Repair)	51
LUBRICATE LOCK (Repair)	26
SWAPPED O.K. MECH (Repair)	21
ROLL REPLACED (MS Repair)	21
END BOARD FAILURE (MS Repair)	15
FIXED BOARD (Repair)	15
ACCEPT COINS (MS Repair)	9
CLEANED METER (Repair)	5
DOMES REPLACED	5
FIXED CARD READER (Repair)	3
RE-PROGRAM METER (Repair)	2
CLEAR CARD JAM (Repair)	2
REPLACED LABEL (Repair)	1
GOOD PAPER FEED (MS 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