



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 11/30/2011

November

2011

		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)	18076
RESET (Repair)	6320
METER O.K. (Repair)	5568
CLR INTENTIONAL JAM (Repair)	3017
ACCEPT PAYMENTS (MS Repair)	2227
CLEAR COIN JAM (Repair)	1896
CANCEL OUTAGE (Repair)	1716
REPLACE BATTERY (Repair)	1475
NO TRANSACTIONS (Repair)	768
SWAPPED MECHANISM (Repair)	356
LUBRICATE LOCK (Repair)	108
UNDER CONSTRUCTION (Repair)	82
RE-PROGRAM METER (Repair)	26
DOMES REPLACED	12
CLEAR CARD JAM (Repair)	8
KEYPAD REPAIRED (MS Repair)	7
METER REPLACED (Repair)	5
ROLL REPLACED (MS Repair)	3
REPAIR POLE/YOKE (Repair)	2
REPLACED LABEL (Repair)	2
CLEANED METER (Repair)	2
SWAPPED O.K. MECH (Repair)	2
RECHARGED BATTERY (MS Repair)	2
POLE REPLACED (Repair)	2
GOOD PAPER FEED (MS Repair)	2
LOCK OPERABLE (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