



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 10/31/2011

October

2011

							1
2	3	4	5	6	7	8	8
9	10	11	12	13	14	15	15
16	17	18	19	20	21	22	22
23	24	25	26	27	28	29	29
30	31						

Executive Dashboard

Top 30 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	20945
METER O.K. (Repair)	5688
RESET (Repair)	5324
CLR INTENTIONAL JAM (Repair)	3005
ACCEPT PAYMENTS (MS Repair)	2383
CLEAR COIN JAM (Repair)	1890
REPLACE BATTERY (Repair)	1850
CANCEL OUTAGE (Repair)	1490
NO TRANSACTIONS (Repair)	801
SWAPPED MECHANISM (Repair)	430
LUBRICATE LOCK (Repair)	91
UNDER CONSTRUCTION (Repair)	35
RE-PROGRAM METER (Repair)	21
DOMES REPLACED	9
CLEAR CARD JAM (Repair)	8
KEYPAD REPAIRED (MS Repair)	7
PREVENTIVE MAINT (Repair)	6
METER REPLACED (Repair)	5
SWAPPED O.K. MECH (Repair)	5
GOOD PAPER FEED (MS Repair)	2
REPLACED LABEL (Repair)	2
CLEANED METER (Repair)	2
RECHARGED BATTERY (MS Repair)	2
ROLL REPLACED (MS Repair)	2
POWER CONNECTED (MS Repair)	1
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