



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 10/31/2012

October

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)	16673
RESET (Repair)	4940
ACCEPT PAYMENTS (MS Repair)	2736
CLR INTENTIONAL JAM (Repair)	2188
METER O.K. (Repair)	1709
NO TRANSACTIONS (Repair)	1652
REPLACE BATTERY (Repair)	1402
CLEAR COIN JAM (Repair)	998
CANCEL OUTAGE (Repair)	997
SWAPPED MECHANISM (Repair)	260
UNDER CONSTRUCTION (Repair)	82
LUBRICATE LOCK (Repair)	63
SWAPPED O.K. MECH (Repair)	25
RE-PROGRAM METER (Repair)	2
RECHARGED BATTERY (MS Repai	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