



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 9/30/2011

September

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)	21174
METER O.K. (Repair)	4207
RESET (Repair)	4118
CLR INTENTIONAL JAM (Repair)	3042
ACCEPT PAYMENTS (MS Repair)	2190
CLEAR COIN JAM (Repair)	2180
REPLACE BATTERY (Repair)	1951
CANCEL OUTAGE (Repair)	1229
NO TRANSACTIONS (Repair)	505
SWAPPED MECHANISM (Repair)	438
LUBRICATE LOCK (Repair)	94
UNDER CONSTRUCTION (Repair)	35
RE-PROGRAM METER (Repair)	23
PREVENTIVE MAINT (Repair)	13
ROLL REPLACED (MS Repair)	8
KEYPAD REPAIRED (MS Repair)	8
CLEAR CARD JAM (Repair)	6
DOMES REPLACED	6
REPLACED LABEL (Repair)	5
SWAPPED O.K. MECH (Repair)	4
GOOD PAPER FEED (MS Repair)	2
REPAIR POLE/YOKE (Repair)	2
POWER CONNECTED (MS Repair)	1
METER REPLACED (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