



Performance Accountability Results

For Parking Meter Operations

iSLIMS.com

Contractor Performance Monitoring

Week Ending: 9/30/2012

September

2012

							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							

Executive Dashboard

Top 30 Meter Repairs Made:

Repair Performed	# Tickets
MECH CHECK OK (Repair)	17642
RESET (Repair)	5012
ACCEPT PAYMENTS (MS Repair)	2769
CLR INTENTIONAL JAM (Repair)	2530
NO TRANSACTIONS (Repair)	1709
METER O.K. (Repair)	1445
CLEAR COIN JAM (Repair)	1001
CANCEL OUTAGE (Repair)	1000
REPLACE BATTERY (Repair)	910
SWAPPED MECHANISM (Repair)	196
UNDER CONSTRUCTION (Repair)	60
LUBRICATE LOCK (Repair)	59
SWAPPED O.K. MECH (Repair)	19
DOMES REPLACED	9
RE-PROGRAM METER (Repair)	4
POLE REPLACED (Repair)	2
FIXED CARD READER (Repair)	2
PREVENTIVE MAINT (Repair)	1
REPAIR POLE/YOKE (Repair)	1
RECHARGED BATTERY (MS Repair)	1
CLEAR CARD JAM (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