



# Performance Accountability Results

For Parking Meter Operations

**iSLIMS.com**

Contractor Performance Monitoring

August

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 | 31 |    |    |    |

90 Day History as of: **8/31/2011**

## Multi Space Meter Operability Analysis

| Day              | -----#Meters----- |              |          | -----Damages Assessed----- |          |          |               |               |
|------------------|-------------------|--------------|----------|----------------------------|----------|----------|---------------|---------------|
|                  | Available         | Not Operable | Operable | @99%                       | # billed | Rate     | % Operability | LD's          |
| <b>2011 (07)</b> |                   |              |          |                            |          |          |               |               |
| 7/25/2011        | 582               | 3            | 579      | 6                          | 0        | \$119.60 | 99.48         | \$0.00        |
| 7/26/2011        | 582               | 4            | 578      | 6                          | 0        | \$119.60 | 99.31         | \$0.00        |
|                  |                   |              |          |                            |          |          | <b>99.40</b>  | <b>\$0.00</b> |



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|     |                   |              |          |                            |          | 99.40              | \$0.00 |

**Contract Baseline Required: 99 Operable**

**Total District Multi Space Parking Meters 582**

Contract Rules Applied to Meter Operability Analysis:

- includes CALL CENTER and DDOT reported problems that were transmitted to ACS
- excludes all Graffiti tickets as these do not affect operability
- excludes service requests that resulted in meter found operable (no repairs required)
- excludes duplicate CALLS for the same meter on any given day
- total meter inventory is based on the CURRENT meter inventory at the time of the report
- non-operable (non-working) meter count excludes duplicate service calls on the same day
- includes working District business days (Monday thru Friday) and excludes holidays