



Terence J. Ryan
Parking Director

MEMORANDUM

TO: Eileen Donoghue, City Manager *ED*
FROM: Terry Ryan, Parking Director

DATE: April 29, 2021

SUBJECT: **MOTION RESPONSE v2: Motion 10.13.C – by C. Samaras – Req. Parking kiosk maintenance.**

The City currently has 176 kiosks in use throughout the city covering over 1,800 on-street parking spaces. There are two “Sprite” machines located in the Early Garage. These machines were demo machines purchased from the vendor and are hard wired for power. There are 17 “Phase II” machines scattered throughout the City and these are the oldest machines in service, parts cannot be obtained for Phase II kiosks and the Parking Department is looking at options to replace these as needed. The remainder of the kiosks are “Metric Elite” kiosks manufactured around 2013. Unlike the Phase II machines the Elite kiosks contain mostly plastic parts that tend to wear out faster.

A majority of the kiosks take coin, cash and credit cards while all on-street parking can be paid for using the Passport Parking App. Each kiosk has information on how to load the Passport App and currently 30% of all on-street transactions are performed using the App. Not all kiosks will take the three means of on-street payment because of age, parts availability or being down. It has always been the expectation that customers may need to try more than one kiosk, but needing to try four or five is unacceptable.

On a daily basis the city Enforcement Officers are required to check the parking kiosks within their assigned area to verify that kiosks are working. If the officer notices that a kiosk is not functioning they are to contact the parking office and/or the kiosk technician providing the kiosk number and issue. Customers can also use the phone number provided on the kiosk to call the technician and provide information on issues.

The Parking Director and LAZ Parking have visibility into the live status of each kiosk, via a web tool, ASLAN. This is the software used by the kiosk manufacturer, Metric, a division of Amano McGann and this tool provides the status of the kiosk, including printer, battery, coin jams, revenue collected and paper count. The status of all 176 kiosks is reviewed each morning and tracked daily to identify any maintenance issues. The kiosks currently have an 85% - 90% “up” rate compared to 70% just one year ago.



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LAZ parking employs a full time “Kiosk Technician” to maintain and repair the kiosks. The technician now has an array of replacement parts, paper and batteries in his van and at the office in the Ayotte Garage. The Parking Department has made an investment in replacement parts and batteries so parts are on hand when needed. On two occasions, a technician from Amano McGann has been to the City to provide training to support the cleaning and maintenance of the kiosks. A third visit is being scheduled for this spring, with a specific focus on kiosks that we have been unsuccessful in fixing.

For all machines, much of the interior hardware we have found to be dirty, wires are brittle and circuit cards are at the end of their useful life. In addition, the kiosks are solar powered with replaceable batteries in need of regular replacement.

The kiosks now have regular preventive cleaning performed on them, an activity started in the Spring of 2020. Parking has worked with Amano McGann to implement a cleaning process that includes vacuuming out machines, using an air blower to carefully clean the mechanisms, proper lubricants and thorough inspections for corrosion and rust on electrical connections. The technician thoroughly cleans the inside and outside, including the solar panel. Last summer, the DPW was helpful in pruning some branches back to allow sunlight to shine on some downtown kiosks.

The Parking Department has been successful in the Hamilton Canal Innovation district, reallocating five kiosks from within the City and placing three of the kiosks on Francis and Canal Streets, outside of the new garage and two at the corner of Jackson and Canal Streets, outside of the new Judicial Center. This has provided for 43 new metered on street spaces in the HCID and approximately 20 spaces outside the new courthouse.

In the near future, the Parking Department will continue to fix, reallocate and build kiosks with the parts and support available in addition to publicizing the App. The long term fix is to replace the kiosks with new equipment. I have had conversations with vendors and the Stantec Consultants about the kiosks with an eye to what system would work in Lowell.

Sincerely,

Terence Ryan

Parking Director