



Terence J. Ryan
Parking Director

MEMORANDUM

TO: Eileen Donoghue, City Manager *EMD*

FROM: Terry Ryan, Parking Director

CC: Conor Baldwin, Chief Financial Officer

DATE: January 26, 2022

SUBJECT: **MOTION RESPONSE : Motion 9.13 – by C. Robinson –** 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. 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 kiosks 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.



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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 are currently running at approximately 50%, down from 90% just a few weeks ago due to a combination of factors, namely colder weather and a LAZ technician leaving the position open. Typically, during the colder months the kiosks do drop about 10 to 15 percentage points, but this year, due to personnel, weather and an unresolved system issue, we are down approximately 40 percentage points.

In the short term LAZ Parking will perform the following:

1. Provide Metric kiosk training, Jan 31-Feb 3
2. Complete parts inventory
3. Crosstrain multiple employees
4. Schedule overtime over the next few weeks after training to maintain kiosks

For the long term, the Parking Dept. is talking with parking equipment vendors and parking apps to replace kiosks with a reduced amount of machines and a greater emphasis on App payments with an eye to reducing overhead costs providing flexibility.

The Parking Department recognizes that the current inventory of parking kiosks is at or nearing their useful life. The majority of the existing equipment was financed by a loan order dated March 3, 2013. To address this, as well as other critical capital needs in the parking operation, the Parking Department has worked with the City Manager's office to develop a financing plan which includes funding for parking kiosks, as well as structural repairs to two garages. A full presentation on the plan and its details are forwarded to the Council under separate cover, along with the necessary loan orders to fund the repairs, in the coming weeks. It is anticipated that these matters will be discussed in more detail at the subcommittee level before approval of the funding.