




Terence J. Ryan  
Parking Director

## MEMORANDUM

**TO:** Thomas Golden, City Manager   
**FROM:** Terry Ryan, Parking Director  
**DATE:** November 7, 2022

**SUBJECT: MOTION RESPONSE: Motion 9.9 (11/1/22) – by C. Robinson – Have Parking Department Provide A Report On How Many Incidences Of Patrons Being Stuck In Parking Garages In Past Year And What Corrective Measures Have Been Taken.**

Mr. Manager,

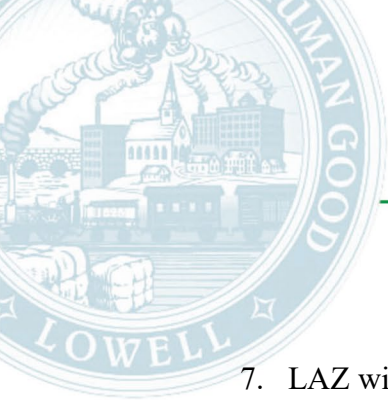
The city experiences on average one issue per week where multiple customers are stuck at a gate for any number of reasons. In most cases, an attendant is in the office or within the facility performing other duties. In the cases where there is no attendant in the garage during a specific shift or due to a call in, there is an attendant available, via a phone call, within 5 minutes or less.

Cars get stuck in garages, every garage, every day, in every city. Issues that cause a backup at the gate range from a customer ticket inserted incorrectly, a credit card inserted the wrong way, a ticket not paid for before exiting the facility, mechanical issues with equipment and or other customer related causes.

The Parking Dept. has been working with LAZ to staff needed positions and maintain proper staffing at key times of day. This includes events hosted by the City, LHS and the Tsongas Arena.

Short term measures taken by LAZ and the request of the Parking Dept. include the following:

1. Ensuring that an attendant is located at the exit gate for all LHS end of days, functions and events. There is a monthly event calendar, Parking utilizes that will now include LHS events.
2. Ensuring that attendants are located in booths and on islands during daily rush times.
3. Moving fee computers into the booths for better payment efficiency and increased revenue.
4. Ensuring that contact phone numbers are posted at all entrance and exit gates for the garage office along with a separate number for off hour calls. This cell phone is held by a LAZ employee 24 hours a day and these calls are now logged.
5. Better use of cameras in garages to monitor traffic and persons interfering with the operation of the equipment.
6. Issuing passcards to users of the HCID garage because of LPR reading problems with certain license plates.



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7. LAZ will continue to hire personnel to work in the garages and notify the Parking Dept. of daily absences.

Knowing that the parking garage equipment is beyond its useful life, the Parking Dept. will be issuing an RFP for new equipment at the Leo Roy, Lower Locks and the Edward Early Garages. The Ayotte and Joseph Downes Garages will be renovated in early 2023, so equipment will be added after that renovation. The new equipment will provide a more secure parking experience along with better management of the system.

Sincerely,

Terry Ryan  
Parking Director