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PARKING COMMITTEE MEETING

July 18, 2011, at 4:30 p.m.

PRESENT: City Councilor Mark Coen
City Councilor Fred Keach
Main Street Concord representative Pam Peterson
Community Representative Jeff Bart
Chamber of Commerce Representative Mark Ciborowski
Main Street Concord representative Kim Murdoch
Parking Manager Dave Florence
Parking Clerk Pat Steward

ABSENT: City Councilor Allen Bennett
City Councilor Robert Werner
Concord Area Transit representative Jim Sudak

GUESTS: Traffic Engineer Rob Mack
Deputy City Manager Carlos Baia
Ryan Bonardi, CALE Parking USA
Brandon Levy, CALE Parking USA
Parking Enforcement Officer Alison McLaughlin

Monthly Review Items

1. Previous Kiosk Transactions – Mr. Florence presented a report covering kiosk transactions in June, showing 59,000 transactions. Most transactions were coins at approximately 71%, with credit or debit cards at approximately 25% and value cards at about 4%.
2. Citation Activity – in June, 2,736 citations were issued. Collection letters for the month numbered 3,707.

Councilor Coen requested citation activity information for before the kiosks were installed. He suggested comparing June 2010 to June 2011. Mr. Florence replied that he will bring comparative data to the next meeting.

Discussion ensued regarding meter feeding enforcement. Mr. Florence stated that the officers mostly respond to complaints, most frequently from downtown merchants, but once on scene they enforce the entire block. He added that Manchester defines meter feeding differently, using hour zones in which they ticket whether the vehicle is paid or not if over the designated time limit. It is possible to get a meter feeding ticket in addition to an overtime citation.

3. General Services Sign Maintenance Requests – Mr. Florence solicited the committee’s input on where parking signs might be needed and informed the committee that a new log assignment for General Services will be established.

Mr. Florence added that, in a collaborative effort between General Services and the Parking Control Unit, all the old green parking “P” signs have been removed and replaced with standard blue signs. Also, signs at both sides of the Firehouse and Durgin garages have been changed from “municipal parking” to “public parking.”

Councilor Coen inquired about the ongoing issue of “no overnight parking” signs near the West Congregational Church but on city property; Mr. Florence responded that he had spoken with the pastor and that the signs would be removed.

Follow-up Items

1. Rumford Street “no parking” -- Mr. Florence reported that no-parking signs were erected on Rumford Street about two weeks ago. The department has received some calls from residents caught unaware, but the most complaints originated with the members of the police union. Councilor Coen observed that the ordinance had been changed this spring and was dismayed that signs were only recently installed.

2. Parking Kiosk Installation for Capitol Commons Garage – Mr. Florence said that the kiosks are in place and expected to be online about August 1st. Signs will be installed on July 29th and 30th, and two entrance signs will be erected to inform the public of the coming changes. Parking enforcement officers will be in the garage when the changeover occurs, to assist patrons.

3. Parking Kiosk Installation for 49 S. Main Street (Smile Building) – Part of the permit process for the building required Steve Duprey to replace meters that had to be removed for sidewalk construction. He negotiated with the city to pay for half of the cost of a kiosk, which incurs a slightly higher cost than reinstalling traditional meters. Mr. Bart inquired whether that would create a kiosk area between two sections of traditional meters. Mr. Florence replied that kiosk receipts are portable and can be used in single-metered spaces as well. Mr. Baia added that it also avoids having to remove the sidewalk again, since kiosks will likely be installed in the entire area in the future.

New Items or Presentations

1. Ryan Bonardi, VP, Cale Parking USA – Ms. Peterson expressed concern about receipt print time in the winter months. She observed that some kiosks appear to be slower than others. Mr. Florence explained the method he used to test processing time using both coins and credit card and distributed a spreadsheet with the results. Mr. Bonardi added that he and Mr. Levy had conducted their own tests today, and the print time was within acceptable parameters of seven to eight seconds. He added that winter transactions should be a little longer but not as long as Mr. Florence’s data shows. Mr. Bonardi suggested that in the future tests should measure the interval between hitting the “print receipt” button and the receipt printing. Some possible reasons for print delay are the LCD screen itself is slower when cold, and that process has to finish before moving to the next step. Also, the kiosk has to verify in real time and can be affected by a poor communication link or high bandwidth use. The kiosks are rated to -22

degrees F so response times should not be as slow as Mr. Florence's research indicates. Mr. Bonardi said he will have a Cale technician test the kiosks in January or February so the committee will have consistent numbers to compare with July.

Ms. Peterson inquired whether the thermal paper or the batteries are affected by the cold. Mr. Bonardi replied that they are not and that the kiosks are powered by a solar-powered 12-volt battery that will charge even if snow is present. Winter charging is not as fast as the days are shorter and the sun is lower in the sky. Low batteries generate an alarm if the level goes below the acceptable threshold. The kiosks in the garages, while powered by electricity, also have backup batteries. He added that thermal paper is not affected by cold temperatures.

Mr. Bonardi mentioned that there are alternate payment methods such as pay-by-phone, which is available from several companies. Mr. Florence added that this is similar to a system Manchester currently has in place. Mr. Bart requested more information on this topic, and Mr. Bonardi agreed to supply it.

Ms. Peterson asked whether Cale could provide feedback from cities that had used their product over the long term. Mr. Bonardi suggested the committee speak with long-term Cale customers, specifically Portland, Oregon, Baltimore, Maryland, and Berkeley, California, all of which have been Cale clients for over five years. He also offered to supply results of a survey demonstrating Cale's superiority.

2. Discussion regarding request to install loading zone space 49 S. Main Street – Because there was no quorum at this point in the meeting, this discussion was tabled until the next month.

Mr. Bart moved to adjourn; Councilor Keach seconded. The motion passed unanimously. The meeting adjourned at 6:15 p.m.