

## Parking Meter Field Demo Issues Log

### Vendor: DUNCAN

Date	Source	Issue	Comments
5/9/2013	Parking Staff	Meters took 12 minutes (or longer) each to initialize at setup. Seemed to take a long time to connect and set up as opposed to IPS meters. We submitted a set up sheet that said our hours were 8 - 5 but the meters were incorrectly programmed for 9 - 5 which took additional programming and time to change to 8 a.m.	
5/9/2013	Parking Staff	Out of the 5 he audited/collected, only two were successful. When he put the card in it took a while for the audit prompt to appear on the screen and it took over a minute for the audit successful prompt to appear. He tried meter 631 on Legion Way three times and then the meter went dead. He checked it when he finished collecting on the way back to City Hall and it was still dead.	Auditing (collecting) takes a few minutes per meter as opposed to a few seconds with IPS and our existing MacKay meters. Mark calculated that putting Duncan meters in the core would increase staff weekly collection time by five hours or more.
5/13/2013	Parking Staff	Meter 631 was working on Monday and would accept coins but the 15 minute free button was not working. Yvonne did have "meter tamper" alerts from this meter.	
5/14/2013	Parking Staff	Return call from Bobby at 10:00 am for repair on meter 631. No one at Duncan was available to troubleshoot meter issue between 8:00 a.m. and 10:00 a.m. Had to wait for Bobby to arrive at 10:00 a.m.	Meter reset. The 15-minute feature worked. Credit card registered but the meter would not let me alter the amount with the arrow keys. A charge of 1:40 on the first try and 1:20 on the second try.
5/15/2013	Parking Staff	Mark worked with Duncan technical support for 3 hours today troubleshooting meter 631 and could not fix the problem. He put in one of the extra mechanisms that Duncan had sent and it would not work. The original datakey had to be put back into the malfunctioning meter to download its information (what if it had died completely and the information could not be downloaded?) and it still wasn't programmed with the correct hours of operation and instead of being able to update that programming remotely, Duncan has to ship us a new data key in order to program the spare meter. So we've installed an old MacKay meter until the new data key arrives.	Big concern here is whether we can program these meters remotely. We should be able to remotely change the hours of operation from 9 to 5 to 8 to 5 without having a new data key shipped by Duncan.
5/17/2013	Parking Staff	Change out meter 697 - stopped working for coins. First spare meter I tried to install, buttons not functioning properly. Used another spare and it took 3 times to program to install, a total of about 40 minutes.	Used data key to program meter.
5/20/2013	Parking Staff	Change out meter 633. Coin chute kept giving jammed message. It was not jammed, obvious malfunction of coin chute. Used the last spare Duncan meter to replace. Took 4 times programming spare meter to get it working for a total of about 50 minutes.	Did not install changed out meter, yet, this morning at 7am, I entered the cage and found the changed out meter with 57 minutes on it
5/31/2013	Parking Staff	Received several coin chute errors on meter and went out in the field to check it several times but it appeared to be a false alarm as the coin chute was working fine.	
5/31/2013	Parking Staff	Meters 631 and 628 on Legion either didn't audit, or if they did, I did not see the prompt.	Two issues here. 1) The text is small and difficult to see, and 2) the text prompt, confirming the meters audited successfully, flashes for a very brief time. Unless your eyes are "glued" to the screen, there is a good possibility of missing the prompt.