

## Shirley Rukcic

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**From:** Williams, Quinton <Quinton.Williams@conduent.com>  
**Sent:** Tuesday, October 1, 2019 11:06 AM  
**To:** Shirley Rukcic  
**Subject:** FW: Parkeon Pay-Station # 7389  
**Attachments:** Pay-Station # 7389.pdf

Shirley,

Here is the only fire related Parkeon replacement. Re

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**From:** Rick Calvin <[rcalvin@hudson-associatesllc.com](mailto:rcalvin@hudson-associatesllc.com)>  
**Sent:** Tuesday, October 01, 2019 10:56 AM  
**To:** Rick Calvin <[Calvin@stltreasurer.org](mailto:Calvin@stltreasurer.org)>  
**Subject:** Fw: Parkeon Pay-Station # 7389

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**From:** Rick Calvin  
**Sent:** Monday, April 9, 2018 6:15 PM  
**To:** Carl Phillips <[PhillipsCa@stltreasurer.org](mailto:PhillipsCa@stltreasurer.org)>; Anderson Moore ([anderson.moore@conduent.com](mailto:anderson.moore@conduent.com))  
<[anderson.moore@conduent.com](mailto:anderson.moore@conduent.com)>; Williams, Quinton <[Quinton.Williams@conduent.com](mailto:Quinton.Williams@conduent.com)>  
**Cc:** Shelia Hudson <[shudson@hudson-associatesllc.com](mailto:shudson@hudson-associatesllc.com)>  
**Subject:** Parkeon Pay-Station # 7389

At 3:18 today, Armon Whitehead was sent to 4400 block of Forest park to address an Parkeon issue. Upon his arrival, Armon noticed that the meter was smoking from the inside. He immediately attempted to turn the meter off with no success. Armon called me informing me of the situation. After arriving at the scene around 3:35 pm I told Armon to call the Parkeon help desk for assistance and to unhook both batteries. Armon and I returned back to Gateway to notified upper management ( Sheila and Lamont). Armon and I were asked by Sheila to remove the pay statin from its location.

Incident Reports in the attachments

Rick



# Incident Report

Please complete the entire form and return to the Operations Supervisor or Management.

INCIDENT REPORTER			
First Name: Rick	Last Name: Calvin	Title: OPS Manager	
Radio Call #: 300	Incident #: N/A	Today's Date: 4-9-2018	
INCIDENT DETAILS			
<input type="checkbox"/> ACCIDENT	<input checked="" type="checkbox"/> INCIDENT	<input type="checkbox"/> OBSERVATION	<input checked="" type="checkbox"/> STATEMENT
Incident Date: 4-9-2018		Incident Time: 3:35 pm	
Location: 4400 Forest Park N/S			
Witnesses (full names): Armon Whitehead			
VEHICLE OR METER DAMAGE			
<input type="checkbox"/> VEHICLE	<input type="checkbox"/> METER	<input type="checkbox"/> STREET UTILITIES	<input type="checkbox"/> PERSON
<b>Surface/Weather Conditions</b> <input type="checkbox"/> Dry surface <input type="checkbox"/> Wet surface <input type="checkbox"/> Snow/Ice surface <input type="checkbox"/> Clear/Sunny <input type="checkbox"/> Rain/Lightning <input type="checkbox"/> Other:	<b>Traffic Conditions</b> <input type="checkbox"/> Light <input type="checkbox"/> Medium <input type="checkbox"/> Heavy <input type="checkbox"/> Construction Zone <input type="checkbox"/> N/A	<b>Pedestrian Flow</b> <input type="checkbox"/> Light <input type="checkbox"/> Medium <input type="checkbox"/> Heavy <input type="checkbox"/> N/A	
<b>Meter/Pole Damage</b> <input type="checkbox"/> Broken/cracked solar panel <input type="checkbox"/> Hazard pole <input type="checkbox"/> Credit Card found in meter <input type="checkbox"/> Meter key/canister issue <input type="checkbox"/> Other:	<b>Boot Enforcement</b> <input type="checkbox"/> Boot stripped/damaged <input type="checkbox"/> Boot stolen <input type="checkbox"/> Drive off <input type="checkbox"/> Police called to scene <input type="checkbox"/> Escaped boot	<b>POLICE INFORMATION</b> Officer Name: Badge #: Precinct: Report #: Date for Report P/U:	
VEHICLE INFORMATION			
Owner's Full Name:			
Color, Make, and Model:		State:	Tag #:
VIN Number:			
Insurance Agency and Contact Number:			
<b>PLEASE COMPLETE STATEMENT ON NEXT PAGE</b>			



## Incident Report

DESCRIPTION OF INCIDENT

On Monday 4-9-2018, I received a call from meter Tech Armon Whitehead (303) at 3:21 pm, In regards to a Pay-Station smoking, the Pay-Station was # 7389 located on 4400 Forest Park N/S.

I arrived at the site at 3:35 pm, Armon explained to me that he noticed the cable going to the coin selector was smoking. The Meter would not cut off, even though the switch on the main board was in the off position.

I asked Armon to disconnect both batteries and call the help desk for instructions on what could cause this.

I arrived at 5029 Northrup at 3:50 pm to inform the management team, shortly after that I was instructed by Ms. Hudson to remove the unit.

Armon and myself went back to the site and removed the unit, then stored it at the Gateway site.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

4-9-18



Hudson and Associates, LLC

**Form Information**

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Form Name: **Incident Report Form**  
Submitter Name: Armon Whitehead (awwhitehead)  
Submission Date: Apr 9, 2018 4:46:35 PM CDT  
Server Receive Date: Apr 9, 2018 4:46:37 PM CDT  
Reference Number: 20180409-1876389772

**Event Description**

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Check the box to indicate the type of incident being documented	Incident
Your Name:	Armon Whitehead
Event Details:	Parkeon Meter smoking
Date and Time	Apr 9, 2018 3:30:00 PM CDT
Full Name(s) of all Witnesses	Armon Whitehead
Description of Event (Describe task being performed and sequence of events)	i armon whitehead was repairing parkeon meter on the 4400 block of forest park when I arrived at the meter was smoking from the inside I open the meter and powered it off unhooked both batteries and contacted my operation manager Rick Calvin informing him of the situation.

Employee Signature



# Incident Report

Please complete the entire form and return to the Operations Supervisor or Management.

First Name: Rick		Last Name: Calvin		Title: Operations Manager	
Radio Call #:		Incident #: 022620181020AM		Today's Date: 2/28/2018	
<input type="checkbox"/> ACCIDENT		<input checked="" type="checkbox"/> INCIDENT		<input type="checkbox"/> OBSERVATION	
				<input type="checkbox"/> STATEMENT	
Incident Date: 2/27/2018			Incident Time: 10:20 am		
Location: Riley's Flowers 1705 S 7 <sup>th</sup> Street (Soulard area)					
Witnesses (full names): Florist					
<input type="checkbox"/> VEHICLE		<input checked="" type="checkbox"/> METER		<input type="checkbox"/> STREET UTILITIES	
				<input type="checkbox"/> PERSON	
<b>Surface/Weather Conditions</b>		<b>Traffic Conditions</b>		<b>Pedestrian Flow</b>	
<input checked="" type="checkbox"/> Dry surface		<input type="checkbox"/> Light		<input checked="" type="checkbox"/> Light	
<input type="checkbox"/> Wet surface		<input type="checkbox"/> Medium		<input type="checkbox"/> Medium	
<input type="checkbox"/> Snow/Ice surface		<input type="checkbox"/> Heavy		<input type="checkbox"/> Heavy	
<input type="checkbox"/> Clear/Sunny		<input type="checkbox"/> Construction Zone		<input type="checkbox"/> N/A	
<input type="checkbox"/> Rain/Lightning		<input type="checkbox"/> N/A			
<input type="checkbox"/> Other:					
<b>Meter/Pole Damage</b>		<b>Boot Enforcement</b>		Officer Name: N/A	
<input type="checkbox"/> Broken/cracked solar panel		<input type="checkbox"/> Boot stripped/damaged		Badge #:	
<input type="checkbox"/> Hazard pole		<input type="checkbox"/> Boot stolen		Precinct:	
<input type="checkbox"/> Credit Card found in meter		<input type="checkbox"/> Drive off		Report #:	
<input type="checkbox"/> Meter key/canister issue		<input type="checkbox"/> Police called to scene		Date for Report P/U:	
<input checked="" type="checkbox"/> Other: IPS meter# 1117/ Term# 0303167 exploded.		<input type="checkbox"/> Escaped boot			
<b>VEHICLE INFORMATION</b>					
Owner's Full Name: N/A					
Color, Make, and Model:			State:		Tag #:
VIN Number:					
Insurance Agency and Contact Number:					
<b>PLEASE COMPLETE STATEMENT ON NEXT PAGE</b>					



## Incident Report

On Tuesday, February 27, 2018, Mr. Lee (Field Supervisor) contacted me about an IPS meter that had exploded at 1705 South 7<sup>th</sup> street in front of Riley's Flowers. Apparently, the owners of the florist shop contacted Parking Enforcement Supervisor (Tony) to inform him that a meter was on fire in front of their business. The PEO Supervisor then contacted our dispatch operations to resolve the issue.

I was informed that the meter unit had extinguished itself and the only thing occurring at the time was smoke coming from the housing. I instructed Mr. Lee to stay with the meter until he felt like the unit was totally safe to secure and I would send a tech out remove the unit.

Upon arrival, I had our maintenance tech remove the dome (terminal) and examined the inside. I discovered that the meter had possibly overloaded which may have caused the problem. From our observation it appeared as if the meter batteries (main and back-up) had caught fire. I instructed the tech to remove the dome and terminal, and cover the remaining housing with a bag.

**Please note:**

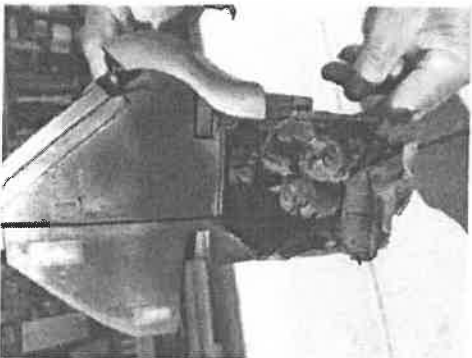
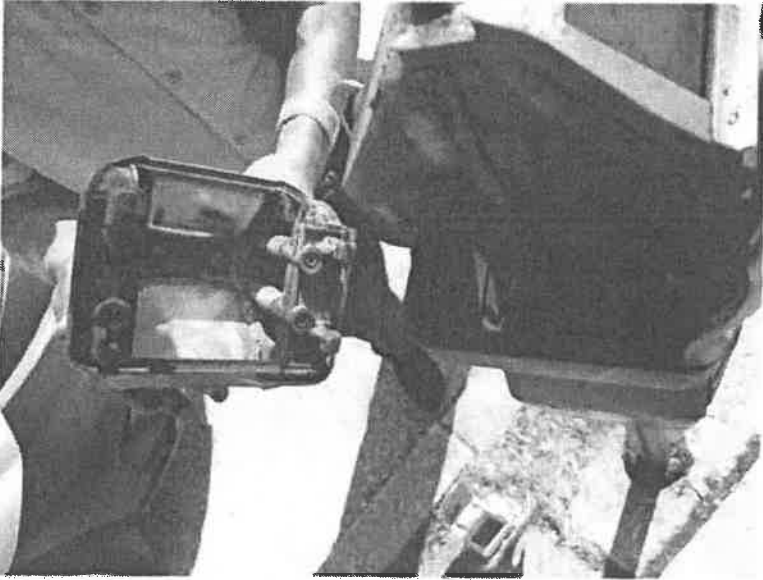
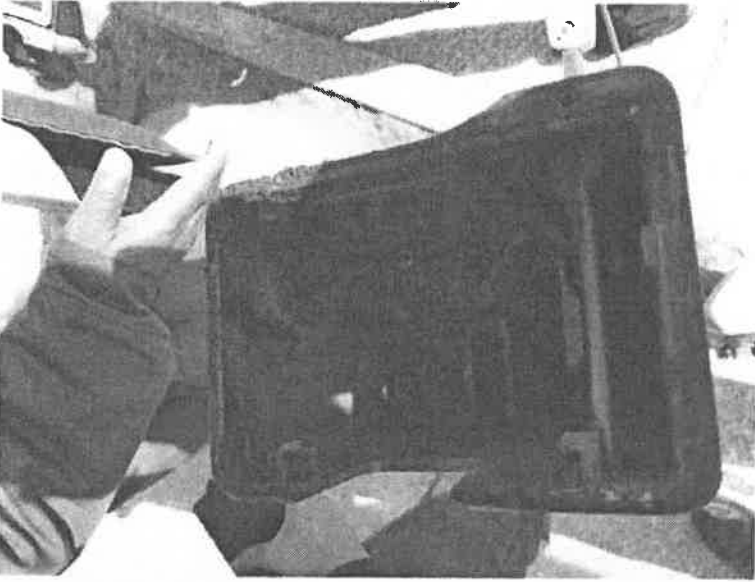
- The Meter was last collected, Monday, February 26, 2018. At 7:26 am. No revenue was generated from that collection.
- A similar incident occurred in April 2016 regarding a meter internally catching on fire. The meter was removed from circulation and the situation was discussed in our bi-weekly Operations Meeting with all stakeholders.

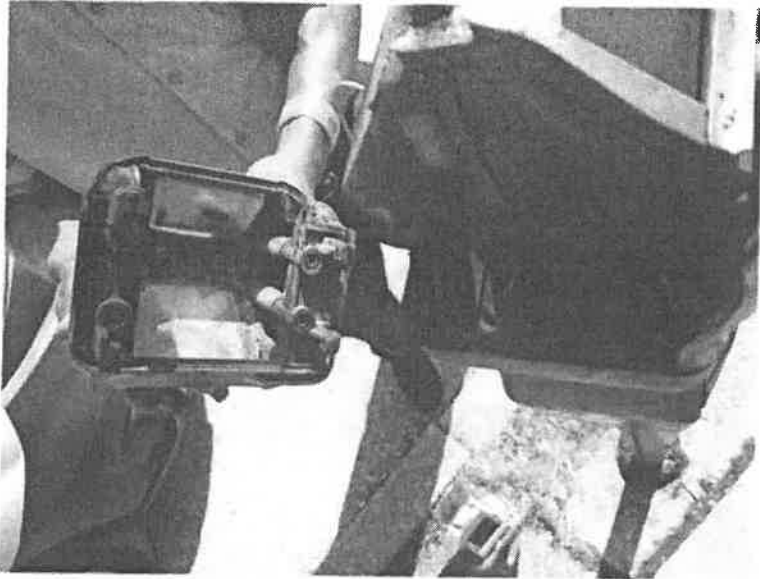
**Next Step:**

1. Waiting to hear more from Xerox (Conduent) /IPS on what could have caused the damage. Based on their investigation and response, I will instruct our Technicians on how to address this issue going forward.
2. Replace terminal and housing
3. Make sure new unit is functioning properly

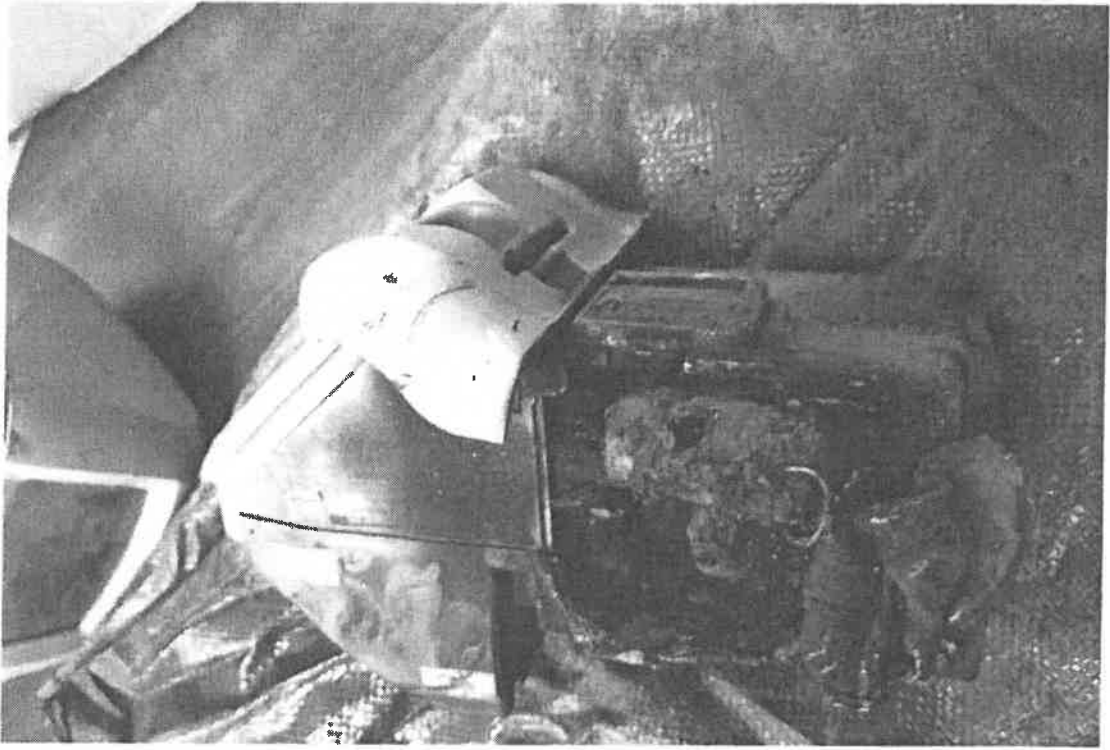
Please see attached photos.

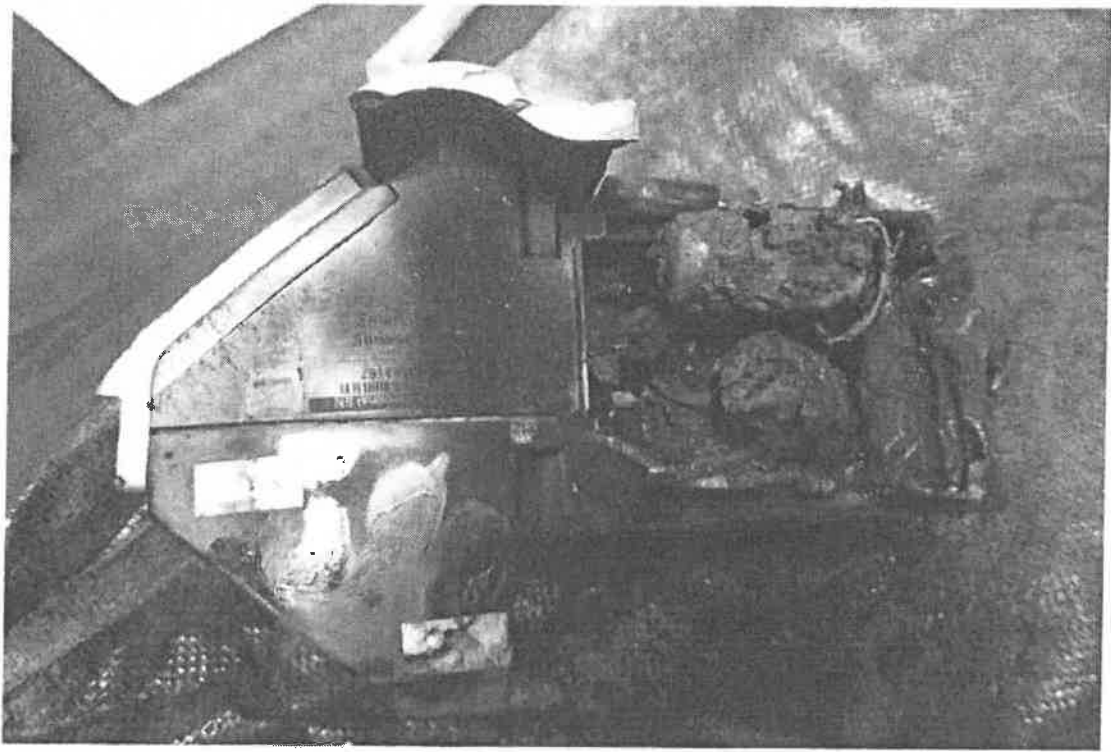
EMPLOYEE SIGNATURE	DATE
	
SUPERVISOR SIGNATURE	DATE
	2.28.18











## Shirley Rukcic

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**From:** Carl Phillips  
**Sent:** Tuesday, October 1, 2019 11:58 AM  
**To:** Shirley Rukcic  
**Subject:** FW: Meter report (fire)

-----Original Message-----

From: Carl Phillips  
Sent: Wednesday, February 28, 2018 11:32 AM  
To: Michael Wilson <michael.wilson@ipsgroup.com>  
Cc: Moore, Anderson <Anderson.Moore@conduent.com>; Williams, Quinton <Quinton.Williams@conduent.com>  
Subject: RE: Meter report (fire)

Thanks Mike.

-----Original Message-----

From: Michael Wilson [mailto:michael.wilson@ipsgroup.com]  
Sent: Wednesday, February 28, 2018 11:27 AM  
To: Carl Phillips <PhillipsCa@stltreasurer.org>  
Cc: Moore, Anderson <Anderson.Moore@conduent.com>; Williams, Quinton <Quinton.Williams@conduent.com>  
Subject: RE: Meter report (fire)

Thank you Carl.  
I have forwarded this on to Sr. Management and will certainly keep you posted.  
Michael

-----Original Message-----

From: Carl Phillips [mailto:PhillipsCa@stltreasurer.org]  
Sent: Wednesday, February 28, 2018 11:17 AM  
To: Michael Wilson <michael.wilson@ipsgroup.com>  
Cc: Moore, Anderson <Anderson.Moore@conduent.com>; Williams, Quinton <Quinton.Williams@conduent.com>  
Subject: Meter report (fire)

Mike,

I asked for this report from our vendor regarding the meter fire.

-----Original Message-----

From: Rick Calvin [mailto:rcalvin@hudson-associatesllc.com]  
Sent: Wednesday, February 28, 2018 10:32 AM  
To: Phillips, Carl <phillipsca@stlouis-mo.gov>  
Subject: Emailing: Incident on 2-27-18, IPS Meter # 1117

Per your request.

Please note: Shelia notified Anderson late yesterday after realizing Quinton was out of the office.

Rick

Your message is ready to be sent with the following file or link attachments:

Incident on 2-27-18, IPS Meter # 1117

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

## Shirley Rukcic

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**From:** Carl Phillips  
**Sent:** Tuesday, October 1, 2019 11:58 AM  
**To:** Shirley Rukcic  
**Subject:** FW: IPS Meter fire 1115  
**Attachments:** IMG\_1271.MP4

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**From:** Cornelius Osby <osbyc@stlouis-mo.gov>  
**Sent:** Wednesday, February 28, 2018 2:31 PM  
**To:** Carl Phillips <PhillipsCa@stltreasurer.org>; luczakd@stlouis-mo.gov; OsbyC@stlouis-mo.gov; rcalvin@hudson-associatesllc.com  
**Subject:** IPS Meter fire 1115

Please see video of this meter exploding at 1705 S. 7th St.

Mr. Chino Lozada provided the video and forwarded it to me with consent of Mr. Riley Goodwin owner of Riley's Florist.

Please observe the smoke emitting from the meter prior to exploding.

Submitted by  
Cornelius J. Osby  
Compliance Inspector

Sent from my iPhone

## Shirley Rukcic

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**From:** Carl Phillips  
**Sent:** Tuesday, October 1, 2019 11:58 AM  
**To:** Shirley Rukcic  
**Subject:** FW: meter fire

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**From:** Carl Phillips  
**Sent:** Wednesday, February 28, 2018 2:02 PM  
**To:** Don Luczak <Luczakd@stltreasurer.org>  
**Subject:** meter fire

The meter that burnt out was at:

1705 S. 7<sup>th</sup> Street (in front of Riley's flower shop).

Carl Phillips  
Parking Administrator  
Office: (314) 589-6730  
Fax: (314) 622-4246  
Email: [Phillipsca@stltreasurer.org](mailto:Phillipsca@stltreasurer.org)

## Shirley Rukcic

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**From:** Carl Phillips  
**Sent:** Tuesday, October 1, 2019 11:58 AM  
**To:** Shirley Rukcic  
**Subject:** FW: IPS Meter  
**Attachments:** IMG\_352511.3gp; ATT00001.txt

-----Original Message-----

From: Carl Phillips  
Sent: Wednesday, February 28, 2018 11:35 AM  
To: michael.wilson@ipsgroupinc.com  
Cc: Moore, Anderson <Anderson.Moore@conduent.com>; Williams, Quinton <Quinton.Williams@conduent.com>  
Subject: FW: IPS Meter

Meter fire video.

-----Original Message-----

From: Carl Phillips  
Sent: Wednesday, February 28, 2018 11:33 AM  
To: Carl Phillips <PhillipsCa@stltreasurer.org>  
Subject: IPS Meter

## Shirley Rukcic

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**From:** Carl Phillips  
**Sent:** Tuesday, October 1, 2019 11:56 AM  
**To:** Shirley Rukcic  
**Subject:** FW: IPS Letter re Meter Fire  
**Attachments:** 3.5.18 IPS Fire Incident .doc

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**From:** Jared Boyd  
**Sent:** Thursday, March 15, 2018 3:01 PM  
**To:** Carl Phillips <PhillipsCa@stltreasurer.org>; Jerry Walker <jwalker@stltreasurer.org>  
**Cc:** Tishaura Jones <Jonestj@stltreasurer.org>  
**Subject:** IPS Letter re Meter Fire

Good afternoon,

I am sending IPS a letter regarding the meter fire which occurred earlier this month. I am requesting IPS provide information in advance of a meeting. Please review the list of information requests and feel free to provide suggestions.

Thanks,

L. Jared Boyd  
Chief of Staff and Counsel  
City of St. Louis Treasurer's Office  
133 South 11<sup>th</sup> Street, Suite 530  
St. Louis, MO 63102  
314.612.1478  
[BoydJa@stlouis-mo.gov](mailto:BoydJa@stlouis-mo.gov)



**Tishaura O. Jones**  
Treasurer



**1200 Market Street  
Room 220, City Hall  
St. Louis, MO 63103**

**CITY OF SAINT LOUIS  
MISSOURI**

March 15, 2018

Mr. Mike Dalzell  
Senior Vice-President  
IPS Group, Inc.  
San Diego, CA 92121

**Re: March 5, 2018 Meter Fire Incident**

This correspondence regards the March 5, 2018 mechanical issue which caused an IPS parking meter to catch fire in the Soulard area of St. Louis. This issue is a grave cause of concern for our office because we have been provided no notice of potential fire hazards stemming from IPS parking meters prior to March 5, 2018.

We understand IPS has identified a "solder splash" as the cause of the March 5, 2018 parking meter fire and that the occurrence leading to the fire occurs in an estimated 1 out of 100,000 terminals. Additionally, IPS has identified eight parking terminals in St. Louis requiring inspection for manufacturing defects.

Our office would like to schedule a meeting to obtain a full debrief of the solder splash issue with IPS, Conduent, and Hudson and Associates. In advance of this meeting please provide information on following topics:

1. Information about when IPS first became aware of solder splash defects in their parking meters;
2. List of other cities that have experienced solder splash defects which resulted in parking meter fires;
3. Information supporting the contention that an estimated 1 out of 100,000 terminals may be susceptible to battery overheating caused by solder splash;
4. How IPS determined eight meters require additional inspection based upon voltage activity; and
5. Any other information that may be relevant to remediating the solder splash issue in IPS meters.

We look forward to working collaboratively with you and our partners to address this issue.

Sincerely,

L. Jared Boyd  
Chief of Staff and Counsel

Cc: Anderson Moore  
Sheila Hudson