

**STRATEGIC PARKING PLAN
PUBLIC FORUM**

REVISED RECOMMENDATIONS

May 23, 2017
City Council Chambers
7:00PM



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AGENDA

1. Overview of City Parking System
2. Why Manage Public Parking?
3. Parking Fund Fiscal Trends
4. Strategic Planning Process
5. Revised Recommendations
6. Implementation Plan & Pro Formas
7. Next Steps & Discussion

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1. OVERVIEW OF CITY PARKING SYSTEM



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OVERVIEW OF CITY PARKING SYSTEM

- \$2.1 +/- million operation annually
- 3,781 +/- public parking spaces in “Downtown”
 - On-Street, Garages, & Lots
 - 2,363 Regulated On-Street Spaces
 - 1,300 +/- Metered Spaces (On-Street & Off-Street)
- 3 parking garages (425,000SF / 9.75 acres)
 - 1,235 spaces
- 9 surface lots (2.3 acres)
 - 203 +/- spaces (Includes Penacook / McKee Square)
- 8.67 Full Time Equivalent (“FTE”) Employees (Reduced 1 FT PEO in FY2015)

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2. WHY MANAGE PUBLIC PARKING?



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WHY MANAGE PUBLIC PARKING?

- Finite public resource with competing interests
 - Shoppers, residents, employees, businesses (retail, office, restaurant, arts venues), institutions (State / Churches)
 - Parking is expensive to build!
 - \$5,000 / surface lot space (without land)
 - \$30,000 / garage space (without land)
- Economic vitality & turn over
- Pedestrian & vehicular safety
- Revenue
 - User Fee to reduce cost to Taxpayers (a.k.a. General Fund) to maintain parking infrastructure



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WHY MANAGE PUBLIC PARKING?

Fiscal Comparison: Paid Meter Parking vs. Free Meter Parking

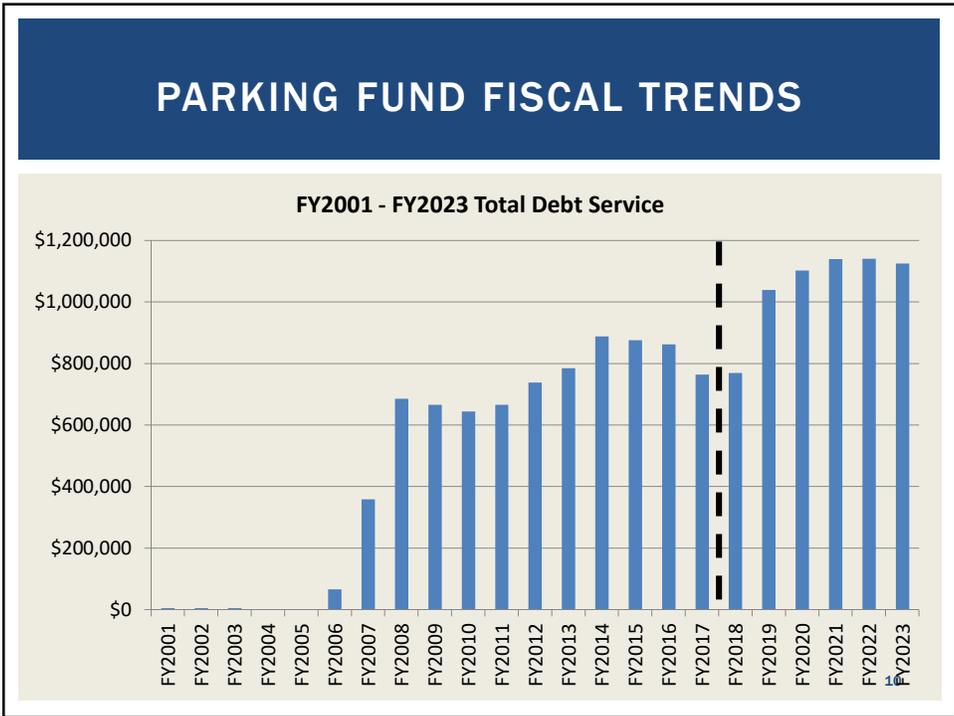
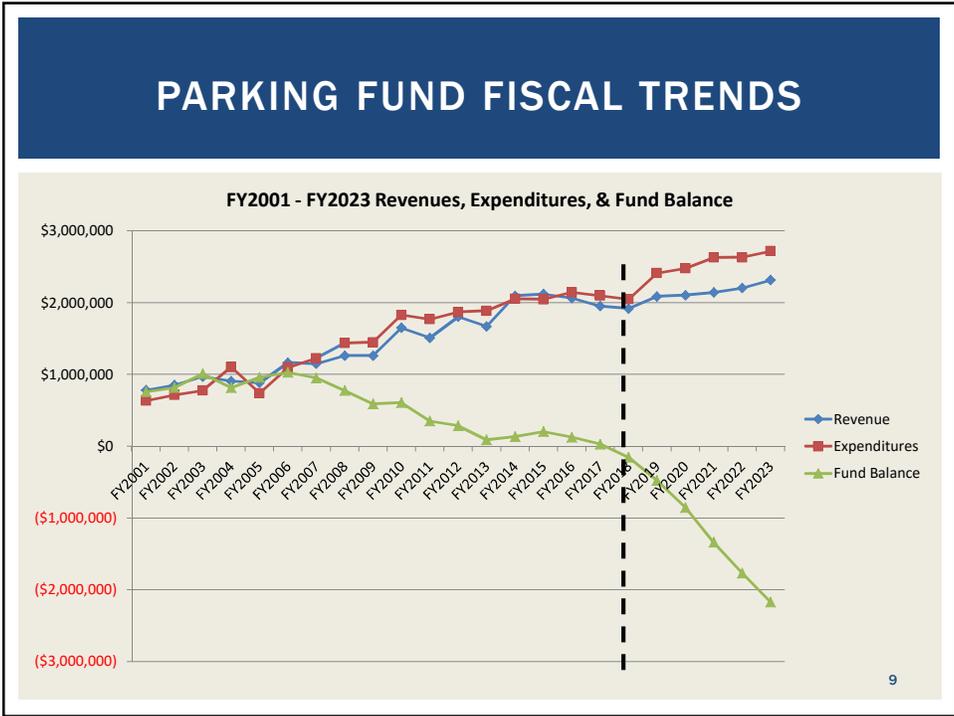
	<u>FY2018 City Manager's Proposed Budget</u>	<u>FY2018 "Free Meter Parking" Scenario</u>	<u>Difference</u>	<u>Notes</u>
Revenues	\$1,918,854	\$846,695	\$1,072,159	Free On-Street & Garages Meters, 78% Reduction Ticket Revenues
Expenditures	\$2,101,884	\$1,756,860	\$345,024	50% Reduction Enforcement Staff, No Meter Tech Staff, No Kiosk Credit Card / WEB Fees, No Meter Maintenance Costs
Surplus / (Deficit)	(\$183,030)	(\$910,165)		

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3. PARKING FUND FISCAL TRENDS



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PARKING FUND FISCAL TRENDS

- **Capital Investments / Debt:**
 - Storrs Street Garage (2005-2007)
 - Kiosks (2010; 2015/2016)
 - School Street Garage Repairs (2013/2017)
- **Operating Costs**
 - Kiosks - Credit cards & other fees
 - Free Parking Complete Street Project
 - “Cost of Doing Business”
- **Subsidies to General Fund**
 - Staff support
 - Revenue transfers (Parking Tickets)

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PARKING FUND FISCAL TRENDS

- **Other challenges:**
 - Discounted long-term leases to support economic development projects
 - Fractured management & “lack of a champion”
 - Historical lack of data when creating policy
 - Historical lack of capital planning & deferred maintenance
 - Lack of routine rate adjustments

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4. STRATEGIC PARKING PLANNING PROCESS



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STRATEGIC PLANNING PROCESS 2013 - 2017

- **2013:**
 - August 2013: Parking Division reorganized
 - December 2013: Report to City Council regarding fiscal challenges
- **2014:**
 - June 9, 2014: \$115,000 appropriated for Study
 - June 23, 2014: Nelson Nygaard / Desman Associates engaged
 - October - November 2014: Community Forum #1, Community Survey (580+ responses), Stakeholder Forums (10 focus groups)
- **2015:**
 - January 28, 2015: Community Forum #2 / preliminary findings & recommendations
 - March 16, 2015: Preliminary recommendations presented to Parking Committee
 - April 2015 - March 2016: City Administration develops Pro forma & revised recommendations

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STRATEGIC PLANNING PROCESS 2014-2017

- **2016**
 - June 27, 2016: Recommendations presented to Parking Committee
 - August 18, 2016: Community Forum
 - September 8, 2016: Community Forum
 - October 2016: Parking Committee begins efforts to review & revised recommendations
- **2017**
 - May 23, 2017: Community Forum – Parking Committee's revised recommendations

**Downtown Concord Parking
PUBLIC OPEN HOUSE**



Is there enough parking in Downtown?



How would you improve the parking signage?



Are there better ways to manage parking?



**Come and Share Your Input!
Monday, Oct 6th, 2014**

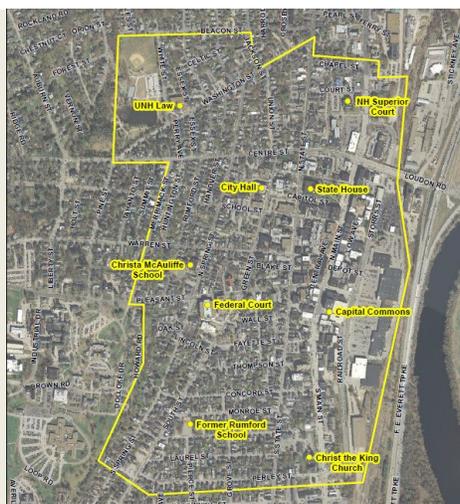
Time: 5:00PM - 8:00PM **Location:** Capitol Center For the Arts
44 S Main St

This is an **Open House**... drop in for as little or as long as you'd like!
Questions? Please Call: Matthew R. Walsh, Email: mwalsh@concordnh.gov (603) 225-8570
For more information, please visit: www.concordnh.gov or www.facebook.com/ConcordNHParking

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STRATEGIC PLANNING PROCESS 2014-2017

- **435 Acre / 0.66 sq. mile study area**
- **9,917 +/- parking spaces (public & private)**
- **55% Privately Owned**
- **Predominantly low utilization!**
 - **46% @ Peak Time (Noon-2)**
- **Challenges**
 - **Exclusive use management practices**



**5. REVISED
RECOMMENDATIONS**



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**GENERAL FUND /
PARKING FUND
RELATIONSHIP**

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GENERAL FUND – PARKING FUND HISTORICAL RELATIONSHIP

- History of Parking Fund subsidizing General Fund
- FY2016
 - Parking Fund to General Fund = \$730,000
 - Cash & In-Kind
 - General Fund to Parking Fund = \$30,000
- Imbalanced relationship



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GENERAL FUND – PARKING FUND RECOMMENDATIONS

- Rebalance relationship
- General Fund support of Parking Fund increases
 - FY2018: \$310,000
 - FY2027: \$475,000
- Proposed Changes: General Fund to pay for:
 - Downtown Snow Removal
 - Prorated maintenance cost of parking facilities
 - G.F. absorbs staffing costs historically paid by Parking Fund
 - Cancel ticket revenue sharing
- New Costs to General Fund
 - Total: \$4 Million FY2018-2027
 - 1% +/- Tax Rate Increase (Municipal Rate - \$9.68 of \$27.67 tax rate)
 - \$100,000 Property = \$8 / Year
 - \$300,000 = \$24 / Year
 - \$1 million = \$80 / Year

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DAYS & HOURS OF ENFORCEMENT

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DAYS & HOURS OF ENFORCEMENT MAIN STREET UTILIZATION (SEPTEMBER 2014)



MAIN ST. WEEKDAY

- 255 spaces (Loudon - Perley)
- Average = **70%** (8AM - 8PM)
- Peak = **87%** (4PM-6PM)

MAIN ST. SATURDAY

- 255 spaces
- Average = **76%** (10AM-8PM)
- Peak = **79%** (Noon - 2PM)

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DAYS & HOURS OF ENFORCEMENT DOWNTOWN ON-STREET UTILIZATION (SEPTEMBER 2014)

DOWNTOWN WEEKDAY

- 767 spaces
- Average = **55%**
(8AM - 8PM)
- Peak = **66%**
(6PM - 8PM)

DOWNTOWN SATURDAY

- 767 spaces
- Average = **53%**
(10AM - 8PM)
- Peak = **60%**
(10AM - 2PM)



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DAYS & HOURS OF ENFORCEMENT RECOMMENDATION

<u>Current</u>	<u>Nelson Nygaard</u>	<u>June 2016</u>	REVISED
<ul style="list-style-type: none"> ■ Monday - Friday <li style="padding-left: 20px;">■ 5 Days / Week ■ 8AM - 5PM (9 Hrs.) ■ 45 Hours / Week 	<ul style="list-style-type: none"> ■ Main Street <ul style="list-style-type: none"> ■ Monday - Saturday ■ 10AM - 8PM ■ Primary Zone (Main - Green Streets) <ul style="list-style-type: none"> ■ Monday - Friday ■ 10AM - 6PM ■ Secondary Zone (Storrs, UNH Law, Court St) <ul style="list-style-type: none"> ■ Monday - Friday ■ 10AM - 6PM ■ Garages & Surface Lots <ul style="list-style-type: none"> ■ Monday - Friday ■ 10AM - 6PM 	<ul style="list-style-type: none"> ■ Monday - Saturday <li style="padding-left: 20px;">■ 6 Days / Week ■ 9AM - 8PM ■ 11 Hours / Day ■ 302 Days / Year ■ 66 Hours / Week 	<ul style="list-style-type: none"> ■ Monday - Saturday <li style="padding-left: 20px;">■ 6 Days / Week ■ M-F: 8AM-6PM (10 Hrs. / Day) ■ Sat: 10AM-6PM (8 Hrs.) ■ 302 Days / Year ■ 58 Hours / Week (29% increase)

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DAYS & HOURS OF ENFORCEMENT

<u>City</u>	<u>Monday - Friday</u>	<u>Saturday</u>
Concord (Existing)	8AM - 5PM	None
Concord (Revised Proposal)	8AM - 6PM	10AM - 6PM
Manchester	8AM - 8PM	10AM - 6PM (Limited Areas)
Nashua	9AM - 7PM	9AM - 7PM
Portsmouth	9AM - 8PM	9AM - 8PM
Dover	9AM - 7PM	None
Portland ME	9AM - 6PM	9AM - 6PM

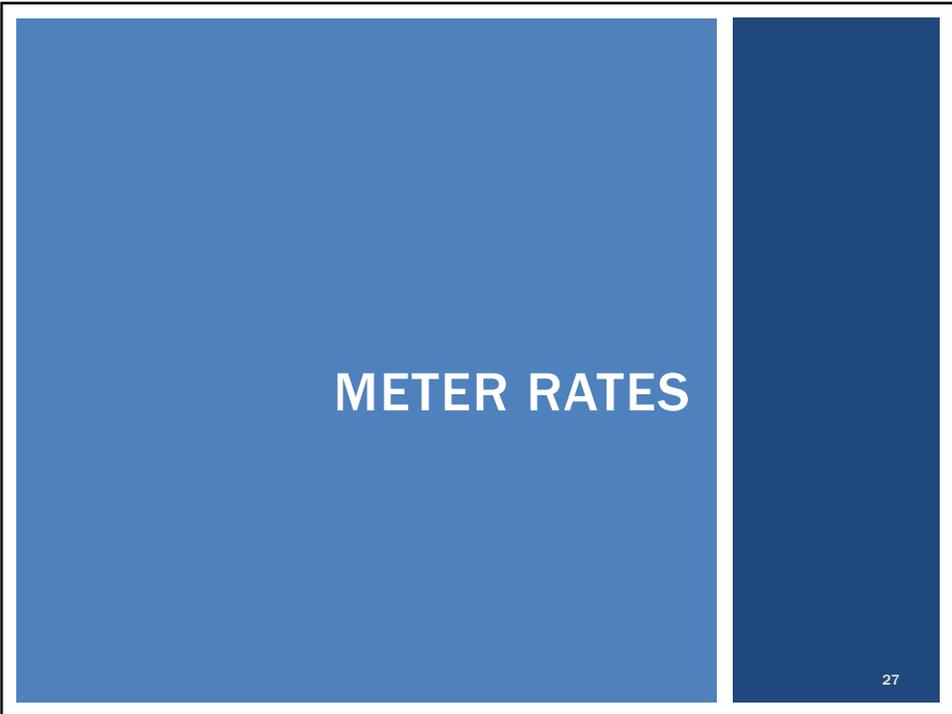
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DAYS & HOURS OF ENFORCEMENT CONCLUSIONS

- Reflects parking trends for increased evening / weekend activity
- Saturday average utilization same as Weekday!
- Proposal is consistent with Concord's peers
- Expanded hours important for managing supply (turn over & competing uses)
- Helps grow revenues to address parking needs



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METER RATES - HISTORICAL OVERVIEW

- Meters first installed 70 years ago
- 1947: \$0.10 / Hour
- 1986: \$0.25 / Hour
- 2005: \$0.50 / Hour
- 2010: \$0.75 / Hour

Sept. 2, 1947: Plans to install the city's first parking meters downtown draw the ire of Concord residents. "I will make one pledge. I never will put 10 cents into a meter in order to shop. I will park my car over on Concord Plains and walk in first," writes Charles H. Nixon in a letter to the editor.



METER RATES - PROPOSAL			
<p>Current</p> <ul style="list-style-type: none"> ■ On-Street: <ul style="list-style-type: none"> ▪ \$0.75 / Hour ▪ Free Time Zones ■ Garages: \$0.50 / Hour ■ Lots: \$0.75 / Hour 	<p>Nelson Nygaard</p> <ul style="list-style-type: none"> ■ On-Street: Tier System <ul style="list-style-type: none"> ▪ \$1.50 / Hour ▪ \$1.00 / Hour ▪ \$0.50 / Hour ▪ Free Time Zones ■ Garages: <ul style="list-style-type: none"> ▪ \$0.50 / Hour ■ Lots: <ul style="list-style-type: none"> ▪ \$0.50 / Hour 	<p>June 2016</p> <ul style="list-style-type: none"> ■ On-Street: <ul style="list-style-type: none"> ▪ \$1.75 / Hour (<u>Main St Only</u>) ▪ \$1.25 / Hour ▪ Free Time Zones ■ Garages: <ul style="list-style-type: none"> ▪ \$0.75 / Hour ■ Lots: <ul style="list-style-type: none"> ▪ \$0.75 / Hour 	<p>REVISED</p> <ul style="list-style-type: none"> ■ On-Street: <ul style="list-style-type: none"> ▪ \$1.00 / Hour ▪ Free Time Zones ■ Garages: <ul style="list-style-type: none"> ▪ \$0.50 / Hour ■ Lots: <ul style="list-style-type: none"> ▪ \$0.50 / Hour

METER RATES - LOCAL COMPARISON			
<u>City</u>	<u>On-Street</u>	<u>Lots</u>	<u>Garages</u>
Concord (Existing)	\$0.75 / HR.	\$0.75 / HR.	\$0.50 / HR.
Concord (Revised Proposal)	\$1.00 / HR.	\$0.50 / HR.	\$0.50 / HR.
Manchester	\$0.75 / HR.	\$0.75 / HR.	\$0.75 / HR.
Nashua	\$0.50, \$0.75, \$1.00 / HR.	\$0.50 - \$0.75 / HR.	\$0.50 / HR.
Portsmouth	\$1.50 - \$2.00 / HR.	\$1.50 / HR.	\$1.25 / HR.
Dover	\$1.00 / HR.	\$0.75 / HR.	\$0.75 / HR.
Portland ME	\$1.00 / HR.		Varies, \$2.00 / HR.

METER RATES - FY2018 - FY2027

<u>Fiscal Year</u>	<u>On-Street</u>	<u>Lots & Garages</u>
FY2017	\$0.75	\$0.50
FY2018 (July 1, 2017)	\$1.00	\$0.50
FY2019	\$1.00	\$0.50
FY2020	\$1.00	\$0.50
FY2021	\$1.00	\$0.50
FY2022 (July 1, 2021)	\$1.25	\$0.75
FY2023	\$1.25	\$0.75
FY2024	\$1.25	\$0.75
FY2025	\$1.25	\$0.75
FY2026	\$1.25	\$0.75
FY2027	\$1.25	\$0.75

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METER RATES - CREDIT CARD TRANSACTIONS

Credit Cards & Kiosks

- 85 Kiosk Meters
- 1.5 million transactions since 2010 (215,000 / Year)
- Average Transaction: **\$1.69**
 - Pays for 2.25 - 3.38 hours
- \$0.21 Credit Card Fee (**12.4% of average transaction**)
- \$50,000+ / year in credit card fees! **PAID BY CITY**
- \$50,000 / year for "WEB" costs (cellular access, licensing, & maintenance fees). **PAID BY CITY**
- Debt Service



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METER RATES - CONCLUSIONS

- Rates influence behavior
- Need significant pricing delta to incentivize use garages / lots
- Last meter rate increase 2010
- Pricing needs to account for increasing usage of credit cards
- Proposal is consistent with Concord's peers
- Proposal for higher rate on Main Street has been withdrawn
- Gradual rate increases are easier to acclimate to going forward

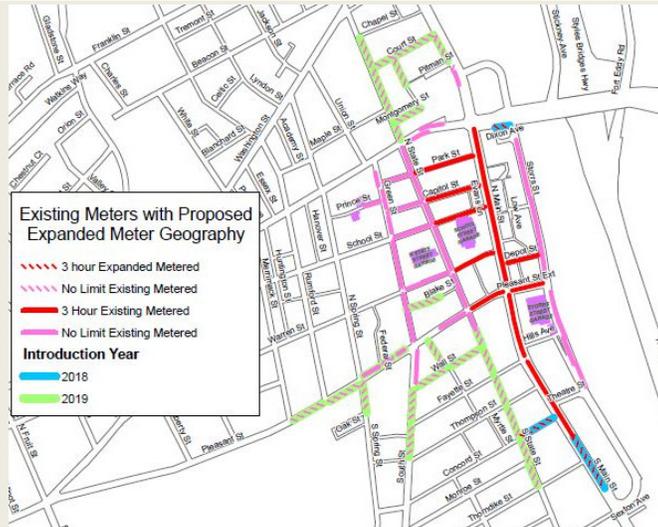


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TIME LIMITS & METER GEOGRAPHY

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METER GEOGRAPHY & TIME LIMITS REVISED PROPOSAL



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METER GEOGRAPHY & TIME LIMITS CONCLUSIONS

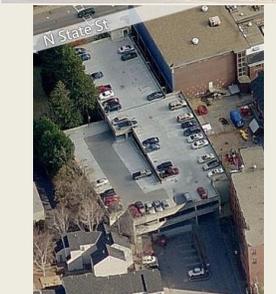
- **Time Limits**
 - Parkers want to “Park Once” for duration of visit
 - 3 Hour Meter Zone in Downtown Core provides expanded time for shoppers to do business, while encouraging turnover & discouraging employee parking
 - Unlimited Meter Time Zone for streets away from core allows for park once model
 - Unlimited Times in Lots & Garages encourages employee parking
- **Meter Zone Expansion**
 - Expanded geography to help manage parking demand near activity centers
 - Federal Building & Court House
 - Merrimack Superior Court
 - Higher demand streets, & anticipation of changed behavior due to
 - Replaces many 2 Hour Time Limit Zones
 - New revenues help maintain parking infrastructure

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LEASES & PERMITS: GARAGES & LOTS

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LEASES & PERMITS

State Street	School Street	Storrs Street
		
		

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LEASES & PERMITS: GARAGES & LOTS

Summary of Garages (1,235 Spaces Total)

Category	Count	Percentage
Leased Spaces	745	60%
Metered Spaces	408	33%
City Employee Spaces	61	5%
Handicap	21	2%

Special Leases vs. Regular Leases

- Leases are exclusive to individual users!
- 745 Leases Spaces
 - 563 (76%) long-term leases subject to special agreements
 - Of 563, 449 (60%) are at discounted rates.

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PARKING GARAGES: PROPOSED STRATEGY FOR LEASES & PERMITS

- Discounted leases to support economic development projects
 - State Street: 0 of 75 Spaces (0%)
 - School Street: 172 of 279 Spaces (62%)
 - Storrs Street: 275 of 391 Spaces (70%)
- Directly supported:
 - \$49+ Million New Assessed Value
 - 434,000SF of building
 - \$1.3 Million Tax Revenues

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LEASES & PERMITS GARAGE UTILIZATION SEPTEMBER 2014

<u>State Street METERS</u>	<u>School Street METERS</u>	<u>Storrs Street METERS</u>
<ul style="list-style-type: none"> ▪ 114 spaces ▪ Ave. = 36% (8AM - 8PM) ▪ Peak = 46% (2PM - 4PM) 	<ul style="list-style-type: none"> ▪ 180 spaces ▪ Ave. = 52% (8AM - 8PM) ▪ Peak = 68% (2PM - 4PM) 	<ul style="list-style-type: none"> ▪ 114 spaces ▪ Ave. = 49% (8AM - 8PM) ▪ Peak = 62% (Noon - 2PM)
<u>LEASES</u>	<u>LEASES</u>	<u>LEASES</u>
<ul style="list-style-type: none"> ▪ 75 spaces ▪ Ave. = 50% (8AM - 8PM) ▪ Peak = 62% (2PM - 4PM) 	<ul style="list-style-type: none"> ▪ 278 spaces ▪ Ave. = 47% (8AM - 8PM) ▪ Peak = 65% (Noon - 2PM) 	<ul style="list-style-type: none"> ▪ 391 spaces ▪ Ave. = 41% (8AM - 8PM) ▪ Peak = 51% (10AM - Noon)

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LEASES & PERMITS: GARAGES & LOTS

<u>Current (Leases)</u>	<u>Nelson Nygaard</u>	<u>June 2016</u>
<ul style="list-style-type: none"> ▪ Market: <ul style="list-style-type: none"> ▪ \$1,044 / Uncovered <ul style="list-style-type: none"> ▪ \$87 / Month ▪ \$1,344 / Covered <ul style="list-style-type: none"> ▪ \$112 / Month ▪ M-F, 8AM-5PM ▪ Exclusive Use 	<ul style="list-style-type: none"> ▪ 4 Tier <ul style="list-style-type: none"> ▪ <u>Permit A</u> (Exclusive Use "24/7"): \$120 / Month (\$1,440 / Yr.) ▪ <u>Permit B</u> (Pooled "24/7"): \$75 / Month (\$900 / Yr.) ▪ <u>Permit C</u> (Pooled 8AM-6PM, M-F): \$50 / Month (\$600 / Yr.) ▪ <u>Permit D</u> (Pooled, Nights & Weekends Only): \$25 / Month (\$300 / Yr.) 	<ul style="list-style-type: none"> ▪ Status Quo Until FY2019! ▪ FY2019: 3 Tier <ul style="list-style-type: none"> ▪ <u>Permit A</u> (Exclusive Use "24 / 7"): \$167 / Month (\$2,000 / Yr.) ▪ <u>Permit B</u> (Pooled "24/7"): \$113 / Month (\$1,350 / Year) ▪ <u>Permit C</u>: (Pooled, M-F, 8AM -6PM): \$67 / Month (\$800 / Yr.)

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LEASES & PERMITS: GARAGES & LOTS

<p>Current (Leases)</p> <ul style="list-style-type: none"> ■ Market: <ul style="list-style-type: none"> ▪ \$1,044 / Uncovered <ul style="list-style-type: none"> ▪ \$87 / Month ▪ \$1,344 / Covered <ul style="list-style-type: none"> ▪ \$112 / Month ■ M-F, 8AM-5PM ■ Exclusive Use 	<p>REVISED LEASES</p> <ul style="list-style-type: none"> ■ FY2018-2019 <ul style="list-style-type: none"> ▪ Uncov'd: \$1,170 (\$97.50 / Month) ▪ Covered: \$1,560 (\$130 / Month) ■ FY2020 (July '19): <ul style="list-style-type: none"> ▪ Covered Spaces Only: ▪ Monday – Saturday ▪ Exclusive use spaces ▪ \$2,040 / Year ▪ \$170 / Month ▪ 2X Permit B Rate ▪ Limited Quantities (5% of total spaces) ▪ Storrs St: 26 ▪ School St: 23 ▪ State St: 12 	<p>REVISED PERMITS</p> <ul style="list-style-type: none"> ■ FY2019/2020 ■ Permit A: <ul style="list-style-type: none"> ▪ Mon-Fri: 8AM-6PM ▪ Shared spaces ▪ “Park Anywhere” ▪ \$70 / Month ▪ \$840 / Year ▪ 33% Discount ■ Permit B: <ul style="list-style-type: none"> ▪ Mon-Sat: Hours of Enforcement ▪ Shared spaces ▪ “Park Anywhere” ▪ \$85 / Month ▪ \$1,020 / Year ▪ 30% Discount
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LEASES & PERMITS: GARAGES & LOTS

<u>Garage Leases (Dedicated Space, Exclusive Use)</u>		
<u>City</u>	<u>Monthly</u>	<u>Annually</u>
Concord (Existing)	\$87 - \$112 / Month	\$1,044 - \$1,344 / Year
Concord (Revised Proposal)	\$170 / Month	\$2,080 / Year (Limited Quantities)
Manchester	Not Available	Not Available
Nashua	Not Available	Not Available
Portsmouth	Not Available	Not Available
Dover	Not Available	Not Available
Portland ME	Not Available	Not Available

<u>Garage Permits (Shared Spaces)</u>		
<u>City</u>	<u>Monthly</u>	<u>Annually</u>
Concord (Existing)	Not Available	Not Available
Concord (Revised Proposal)	\$70 - \$85 / Month	\$840 - \$1,020
Manchester	\$85 / Month	\$1,020
Nashua	\$30 - \$45 / Month	\$360 - \$540
Portsmouth	\$135 / Month	\$1,620
Dover	\$50 / Month	\$600
Portland ME	\$120 / Month	\$1,400

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LEASES & PERMITS: GARAGES & LOTS

	<u>State Street Garage</u>		<u>School Street Garage</u>		<u>Storrs Street Garage</u>	
	<u>FY2017</u>	<u>FY2019/2020</u>	<u>FY2017</u>	<u>FY2020</u>	<u>FY2017</u>	<u>FY2020</u>
Meter	114	136	180	180	114	114
Handicap	2	2	8	8	11	11
Lease	136	0	279	0	391	0
Permit	0	160	0	320	0	495
Total	252	298	467	508	516	620
<u>"Net New Spaces"</u>		46		41		104
<u>% Increase</u>		18%		9%		20%

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PERMITS: GARAGES & LOTS

- "Park Anywhere"; No separation between permit & meter spaces
- Monthly permit sold on-line or at Police Station;
- Automatic renewals (credit card or ACH charges)
- Permit Pricing:
 - \$70 / \$85: FY2019-2021
 - \$75 / \$90: FY2022-2027
- Discounts:
 - Monday – Friday: 33% Discount vs. Meter Cost (2,500 Hours/ Year)
 - Monday – Saturday: 30% Discount vs. Meter Cost (2,916 Hours/Year)
- Ample supply based on conservative calculations:
 - Formula: # Lease Spaces Vacant @ Peak x 85%. Excludes vacant meters @ peak time
 - Adjust quantities based on future actual experience

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LEASES & PERMITS: GARAGES & LOTS CONCLUSIONS

- “Its not a supply problem; its an access problem”
- Shared Parking Model vs. Suburban Parking Model
- Vacancy:
 - 50% on Vacant on Average
 - 33% Vacant at Peak Time
- Leases drive perception that *“there is no parking downtown”*
- Permits are critical for Economic Development!
- Permits expand supply without building expensive new garages / lots
- Caps based upon 85% of available supply at Peak Times; excluding meter utilization
- Caps on permits will ensure ample supply; adjust based on actual future experience

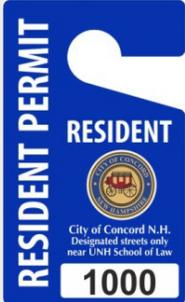
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NEIGHBORHOOD PARKING & RESIDENTIAL PERMITS

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NEIGHBORHOOD PARKING & RESIDENTIAL PERMITS

- 2 Proposals for Residential Permits
 - Time Zone Streets
 - Metered Streets





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NEIGHBORHOOD PARKING & RESIDENTIAL PERMITS - TIME ZONE STREETS

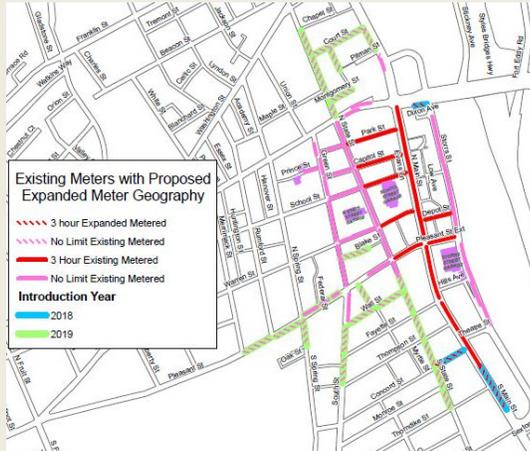
- Transition from Exclusive to Shared Use
- Create by petition (metrics)
- Permit holders exempt from time limits (subject to 48-Hour Rule)
- FY18-2022 \$50 / Year
 - (Currently \$5)
- FY23-2027: \$55 / Year
- Renew Annually
 - (Currently no expiration)
- Managed by Parking Division
 - (Currently Finance Dept.)





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NEIGHBORHOOD PARKING & RESIDENTIAL PERMITS - ON-STREET METERED SPACES



- Holders exempt from paying meters
- Not valid in 3 hour meters zone or at garage meters
- Price = Mon-Sat Garage Permit (\$85 / Month)
- 30% discount from meter price
- Commence FY2019 simultaneously with meter expansion

PARKING TICKETS

PARKING TICKETS

- **Purpose:**
 - Influence behavior
 - Maintain public safety (crosswalks, fire hydrants, driveway sight distance, etc.)
- **36 Different violations**
- **Issue 23,000+/- Tickets / Year**
- **18,500 (80%) are expired meter tickets**
- **Generates \$330,000**
- **Non-Meter Tickets transferred to General Fund (\$100,000)**
- **Cost / Benefit:**
 - PEO Ave. Compensation: \$24 / Hr. (wages, taxes, + benefits)
 - Tickets / Hour: \$40 / Hr.



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PARKING TICKETS

- **Unpaid Tickets**
 - \$672,769 Uncollected (all time)
 - FY2010-2015: \$412,000
- **14% +/- tickets not paid annually**
- **Recommendations:**
 - Make on-line payment an option
 - Adopt RSA 231:130-a (Withholding of motor vehicle registrations)
 - Contracted debt collectors



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PARKING TICKETS

<u>Citation</u>	<u>Current</u>	<u>June 2016</u>	<u>Revised</u>
Against Traffic	\$20	\$25	\$20
Reserved Space	\$20	\$25	\$25
No Parking	\$15	\$25	\$20
Expired Meter	\$10	\$25	\$15
Encumbered Meter	\$10	\$25	\$15
Not Within Lines	\$5	\$25	\$10
No Resident Permit	\$10	\$25	\$15

- Increase fine for 7 of 36 citations
- All other citation rates unchanged
- Implement July 2017; held constant FY2018-2027
- Non-Meter Tickets will now accrue to General Fund

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PARKING TICKETS

Expired Meter Ticket Comparison

<u>City</u>	<u>Expired Meter</u>
Concord (Existing)	\$10
Concord (Revised Proposal)	\$15
Manchester	\$15
Nashua	\$10
Portsmouth	\$15
Dover	\$15
Portland ME	\$15



Last increased in 2010
from \$5 to \$10

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PARKING TICKETS - CONCLUSIONS

- Expired meter last increased in 2010; others unchanged for longer
- Expired Meter Ticket needs to keep pace with rate increases
 - Current:
 - \$0.75 / HR. X 9 Hours = \$6.75 (\$10.00 Ticket = 1.48 X Max Daily Rate)
 - Proposed:
 - \$1.00 / HR. X 10 Hours = \$10.00 (\$15 Ticket = 1.5 X Max Daily Rate)
- Mitigating Factors:
 - Revised On-Street Meter Time Zones (3 Hour & Unlimited) should result in less expired tickets
 - Adoption of Pay by Cell should help reduce expired tickets
 - Future ability to pay tickets on line improve customer service and will reduce late payment penalties

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MISCELLANEOUS RECOMMENDATIONS

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PROPOSAL: HANDICAP PARKING SUBJECT TO TIME LIMITS



- Exempt from Meter Fees per State Law (RSA 265:74)
- Municipalities can enforce time limits per RSA 265:74
- **Recommendation: Enforce Time Limits per City Ordinance 18-1-16**

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PROPOSAL: ENCUMBRANCE PERMITS

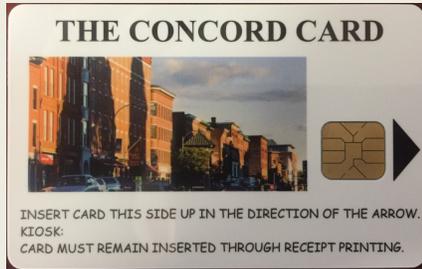


Hang on rearview mirror with this side facing out

- **Current:**
 - \$10 / Space / Day (1.5 X max daily meter cost)
- **Proposed:**
 - \$15 / Space / Day (1.5 X max daily meter cost)
 - Required Monday – Saturday
 - Required for Meter & Time Zone spaces
 - Affix to vehicles & cones reserving spaces

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PROPOSAL: PARKING CARDS



- Sell \$80,000 / Year
- Current card works at 74 of 85 Kiosks, some mechanical meters
- Switch to Cale Card
 - Will only work at 85 Cale Kiosks
 - Invalid at Mechanical Meters (375 Meters)
 - May phase out in future for other options (pay by cell?)

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TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

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TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS



Parking in Burlington... A Change for the Better

DOWNTOWN PARKING IMPROVEMENT INITIATIVE - BURLINGTON, VERMONT

[Home](#) [Downtown Parking](#) [Enforcement and Tickets](#) [Residential Parking](#) [Transportation](#) [News and Events](#) [FAQs](#) [History](#)

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TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS



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[Home](#) > [Departments](#) > [Parking](#) > [Parking Ticket Payment System](#)

Site Navigation

[Parking Home](#)
[Online Payment FAQ](#)

This website and its contents are a service of the City of Manchester, NH



City of Manchester, NH - Parking Ticket Payment System

To locate your ticket(s) please enter the information below and click the Continue button.

Citation Number: (as listed on the parking violation, including letters)

Plate Number: (as listed on the parking violation)

[Continue](#)

[Return To Search Type](#)

[Clear Form](#)



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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS





Sell Permits Online

Permit Sales
Your customers can purchase and renew permits online via your organization's website. Permits can be physical or virtual, require facility selection or not, and/or require certain documentation or not, etc.

Payment Management
Depending on your business needs, set up payment configurations to include corporate contract, payroll deduction, student account, credit card, etc.




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TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

PAY BY PHONE APPS





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PROPOSED TECHNOLOGY & CUSTOMER SERVICE IMPROVEMENTS

SMART METERS



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INFRASTRUCTURE & CAPITAL IMPROVEMENT PROGRAM

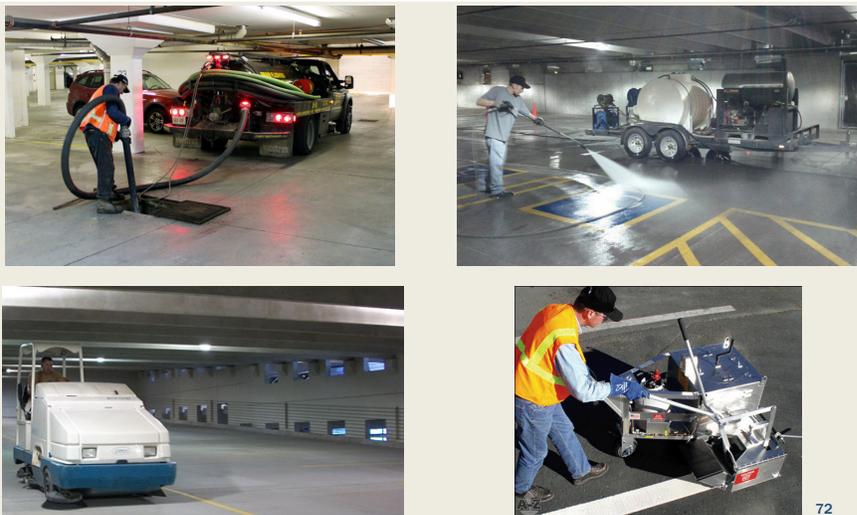
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INFRASTRUCTURE (CAPITAL IMPROVEMENT PROGRAM)



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INFRASTRUCTURE (CAPITAL IMPROVEMENT PROGRAM)



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INFRASTRUCTURE (CAPITAL IMPROVEMENT PROGRAM)		
	June 2016	REVISED
Vehicles	\$321,371	\$195,417
Garages		
Capital Commons	\$846,410	\$1,918,467
Durgin (\$3.2 Million FY2017*)	\$3,657,348	\$384,022*
Firehouse	\$2,925,838	\$2,970,304
Surface Lots	\$922,152	\$954,078
Meters	\$1,644,722	\$828,574
Snow Beacons (24 Locations City Wide)	\$138,938	\$122,335
Tech & Equipment	\$181,652	\$106,102
Total	<u>\$10,638,429</u>	<u>\$7,479,299</u>

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PROPOSED STAFFING CHANGES PARKING ENFORCEMENT OFFICERS						
	FY2017		FY2018		FY2019	
	Total Positions	FTEs	Total Positions	FTEs	Total Positions	FTEs
EXISTING POSITIONS						
Parking Supervisor	1	1	1	1	1	1
Admin Assistant	1	1	1	1	1	1
Meter Tech (FT)	1	1	1	1	1	1
PEO (FT)	3	3	3	3	3	3
PEO (PPT) (24 Hrs.)	1	0.6	1	0.6	1	0.6
PEO (PT) (16 Hrs.)	1	0.4	1	0.4	1	0.4
General Services Maintenance	N/A	1.17	N/A	0	N/A	0
Police Dept. Admin Assistant	1	0.5	1	0.5	1	0.5
Subtotal	8	8.67	8	7.5	8	7.5
NEW POSITIONS						
PEO PT (12 Hrs.) Expanded Hours	0	0	2	0.6	2	0.6
PEO PT (24 Hrs.) Mobile (Neighborhoods)	0	0	2	1.2	2	1.2
PEO PT (24 Hrs.) Expanded Geography	0	0	0	0	2	1.2
Meter Tech (PT, 24 Hrs.) Expanded Geo.	0	0	0	0	1	0.6
Facilities Supervisor (FT, 40 Hrs.)	0	0	1	1	1	1
Subtotal	0	0	5	2.8	8	4.6
TOTAL	8	8.67	13	10.3	16	12.1

6. IMPLEMENTATION PLAN & FINANCIAL PRO FORMA



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IMPLEMENTATION SCHEDULE FY 2018 (SUMMER / FALL 2017)

- General Fund / Parking Relationship changes
- Hours of Enforcement
- Meter Rates Changes (\$1.00 / \$0.50)
- Lease Rate Changes
 - Covered: \$1,344 (\$112 / Month) to \$1,560 (\$130 / Month)
 - Uncovered: \$1,044 (\$87 / Month) to \$1,170 (\$97.50 / Month)
- Meter Geography Expansion: 50 Spaces
 - South Main, Concord, & Dixon
- Parking Ticket increases
- Residential Parking Permit Changes (Time Zones Only)
- Parking Encumbrance Permit Fee Changes
- Handicap Parking time limit enforcement commences

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IMPLEMENTATION SCHEDULE FY 2018 (SUMMER / FALL 2017)

- Staffing:
 - Maintenance Supervisor: Replaces General Services PT staff
 - Hours of Enforcement: 0.6 FTEs
 - (2 PT PEOs, 12 Hrs./Week, Each)
 - Neighborhood / Heights / Penacook Enforcement: 1.2 FTEs
 - (2 PT PEOs, 24 Hrs./Week, Each)
- Customer Service & Technology
 - Website update
 - Pay by Cell
 - On-line payments – citations & permits
- Capital Investments:
 - State St Garage – Surveillance (\$60,000)
 - Vehicle – Maintenance Staff (\$50,000)

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IMPLEMENTATION SCHEDULE FY 2019 (SUMMER / FALL)

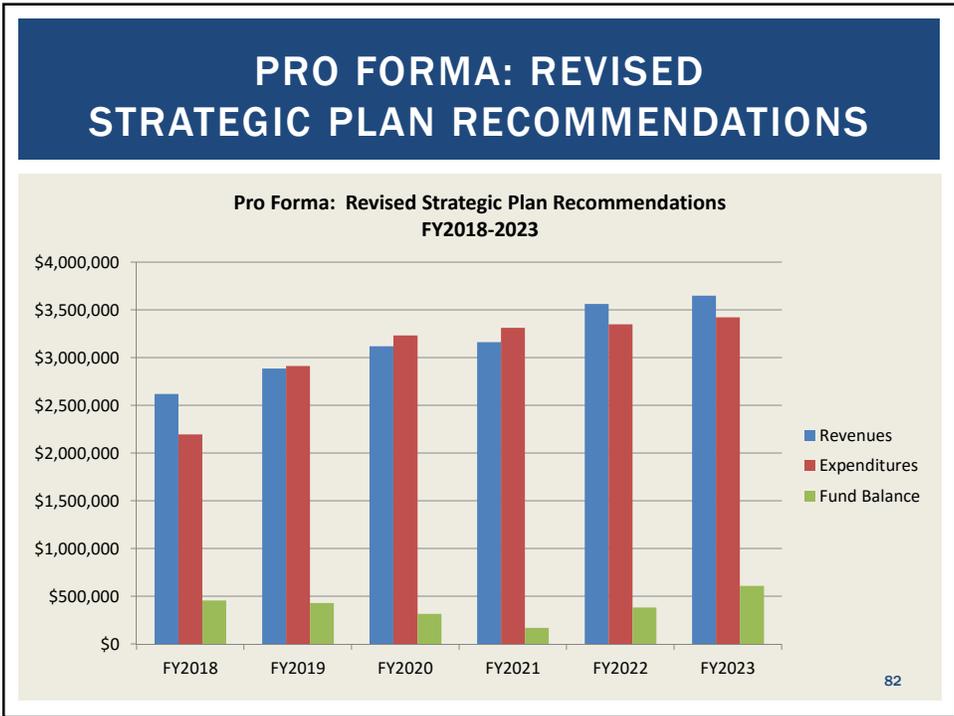
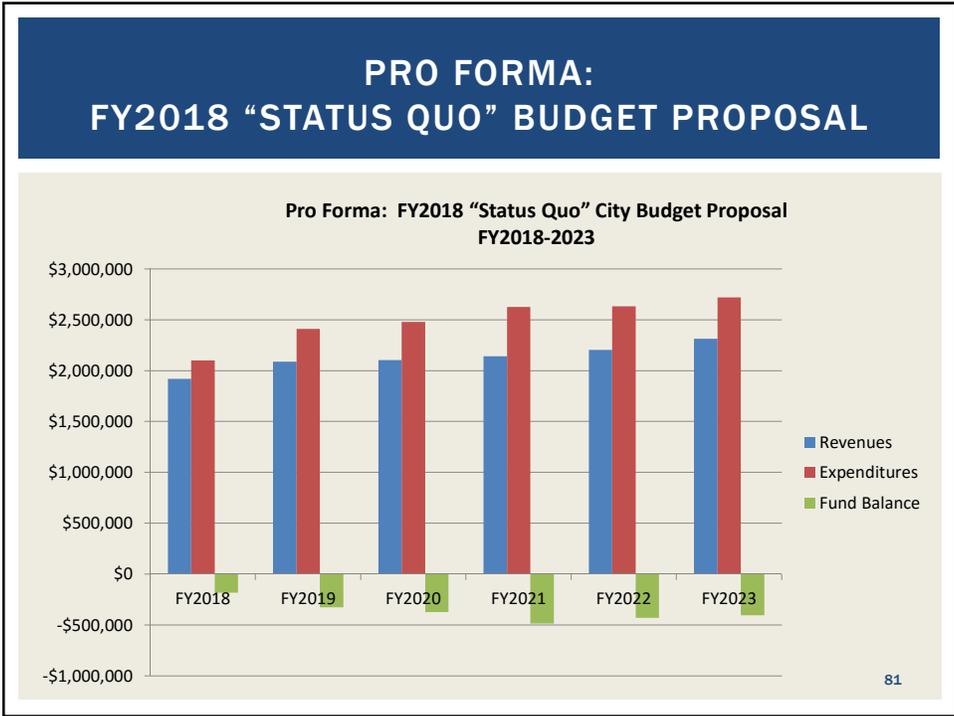
- **Permits: Implement “PILOT” in State Street Garage (“Fire House”)**
 - Leases remain in School Street & Storrs Street garages
- **Meter Geography Expansion: 247 Smart Meters**
 - State St, Federal Court, Merrimack County Court, & Wall Street Area
- **Resident Permit for Meter Zones**
- **Staffing:**
 - 1.2 FTEs PEOs Enforcement Expanded Meter Zone
 - (2 PT PEOs, 24 Hrs./Week, Each)
 - .06 FTEs Meter Tech
 - (1 PT staff person, 24 Hrs./ Week)
- **Capital Investments**
 - Storrs Street Garage (\$600,000)
 - Vehicle – Meter Tech (\$42,500)

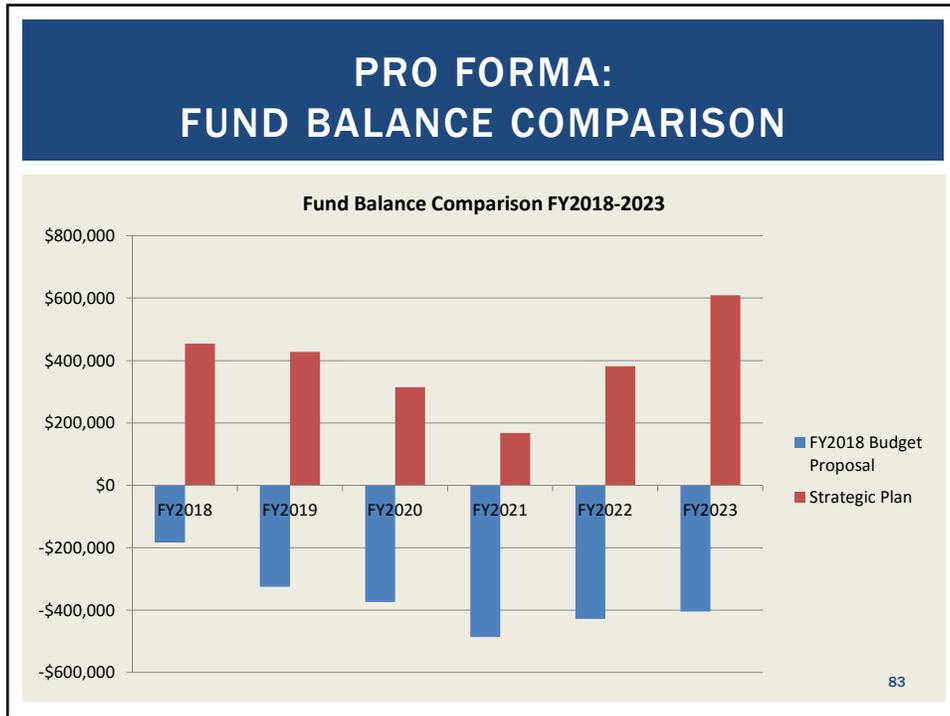
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IMPLEMENTATION SCHEDULE FY 2020-FY2022 (SUMMER / FALL)

- **FY2020 (Summer / Fall 2019)**
 - Permit system expanded to School Street & State Street Garages
 - **Capital:**
 - Mechanical Meter Replacement (\$300,000)
 - Police Station Lot Rebuild (\$305,000)
 - State Street Garage Signage Upgrades
- **FY2021 (Summer / Fall 2020)**
 - No policy changes
 - **Capital:**
 - Upgrade Kiosks (\$240,000)
- **FY2022 (Summer / Fall 2021):**
 - Meter, Permit, Lease rate increases (July 2021).
 - **Capital:**
 - City Hall & Audi Lot Rebuild: \$435,000

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7. NEXT STEPS & DISCUSSION



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TENTATIVE SCHEDULE FOR REVIEW & PRESENTATION TO CITY COUNCIL

- **May 23, 2017: Public Forum #3 (Council Chambers)**
- **May 30, 2017 @ 4:30PM: Parking Committee meeting**
- **June / July 2017: Presentation of Parking Committee's Recommendations to City Council. (Tentative)**
- **August 2017: Public Hearing Ordinances to Implement (Tentative)**
- **Fall 2017: Commence Implementation (Tentative)**