



CITY OF CONCORD
New Hampshire's Main Street™
Community Development Department

PARKING COMMITTEE
Approved Meeting Minutes
October 27, 2025 @ 5:00PM
City Hall, Second Floor Conference Room
41 Green Street, Concord, NH 03301

Committee Members in Attendance:

Brent Todd, City Councilor, Parking Committee Chair
Stacey Brown, City Councilor
Ali Sekou, City Councilor

Absent:

Paula McLaughlin, City Councilor
Karen McNamara, City Councilor

Staff:

Tim Thompson, AICP, Assistant Director of Community Development
David Florence, Parking Supervisor
Stephanie McKim, Administrative Coordinator

Public:

Elizabeth Lahey
Madeleine Mineau, COO of Briar Hydro

Chair Todd called the meeting to order at 5:05 p.m.

1. **Welcome by Chair Todd:** Chair Todd welcomed those in attendance.
2. **Adoption of August 25, 2025 Minutes:** A motion was made by Chair Todd and duly seconded by Councilor Brown to adopt the minutes. The motion passed with Councilor Sekou abstaining.
3. **Agenda Overview by Chair Todd:** Chair Todd reviewed the agenda and moved the Council Referral: Veteran License plate meter discount to the end of Citizen Request and City Council Referrals.
4. **Citizen Requests and City Council Referrals**
 - a) Council Referral: Mobile App Violation policy – when a ticket is issued based on selection of incorrect vehicle.

Mr. Thompson summarized the referral from Councilor Grady-Sexton and noted Ms. Lahey and Ms. Vaughn were cited for a parking violation due to selecting the incorrect license plate in the mobile app. Mr. Thompson reported there are verbal practices and procedures within the Concord Police Department Parking Division to waive a parking violation for this only on a one-time basis for the initial offense. As a result of the Parking Division practices and procedures,

and because they had their initial citation waived approximately 4 years ago, this most recent violation was not waived.

Mr. Thompson presented data provided by the Parking Division to the committee to consider in providing direction to staff regarding any necessary action/revisions to practices and procedures moving forward.

Total Citations Issued for Unpaid or Expired Time between: 36,882

Total Citations Reduced to Warnings: 600

- Warnings for Wrong Location: 371
- Warnings for Wrong Plate: 229

Date Range	Total Citations	Warnings: Wrong Location	% of Total	Warnings: Wrong Plate	% of Total
7/1/23 - 6/30/24	16,817	119	0.71%	62	0.37%
7/1/24 - 6/30/25	16,970	209	1.23%	138	0.81%
7/1/25 - 8/31/25	3,095	43	1.39%	29	0.94%

Elizabeth Lahey was present, and reported that she had parked downtown and paid for 2 hours of parking through the mobile app. She reported she has two vehicles loaded in her app and she inadvertently selected the other vehicle's license plate when paying for parking. Ms. Lahey reported she received a parking violation even though she had paid for parking. She reached out to the number on the bottom of the ticket and the staff member reported they have practices and procedures that they can waive the violation on a first-time, one-time basis. She had a waived violation in 2021 and was therefore not eligible for a second waiver. Ms. Lahey reported the staff member acknowledged the payment for parking but this violation could not be waived due to the practices and procedures but she could protest the violation at District Court. Ms. Lahey had requested a copy of the policy stating there is one-time waiver of a violation and was informed it was a practice / procedure of the Parking Division, and not a written policy. She felt that this was unfair given that she did in fact pay for the parking but mistakenly selected the wrong license plate. She further reported the error of selecting the incorrect license plate can only occur through the mobile app and inquired if the mobile app can be updated to reduce the potential for this error. Ms. Lahey further requested a waiver when the Parking Department recognizes it been paid but the incorrect license plate was selected by mistake.

Councilor Brown inquired about a previous referral regarding a second offence violation and inquired if the second violation had been waived. Mr. Thompson reported that situation was for a meter feeding offense, which is part of the City's ordinance, and was subject to enhanced violation for the second offense. Mr. Florence reported that meter feeding violations, as written in the Ordinance, states the first violation is a warning and this committee recommended, and the Council ultimately adopted, the mandatory initial warning due to the cost of the violation being \$50, whereas most initial parking violations are \$15.

Chair Todd noted that, in accordance with the City Charter, departmental operations and procedures are within the purview of the City Manager, and the committee needed to keep that in mind when making any recommendations.

Mr. Florence reported these practices and procedures have been implemented as a way to allow for the learning curve when the mobile app, kiosks, and parking zones were implemented. He reported the mobile app will tell you which zone you are in based on where you indicate you

are parking. He reported the majority of the tickets issued for wrong zone violations are residents moving through the app to quickly because it became part of their routine and they click through the buttons. He reported a significant number of locals will park their vehicle, sit in the window of a coffee shop and wait until they see a meter attendant to initiate payment through the mobile app, which can lead to mistakes.

Councilor Sekou stated his opinion that consideration of a written practices and procedures, verbal notice of a single waiver of a violation, and potential upgrades to the mobile app is needed to better serve the community. He inquired how the mobile app could be improved.

Mr. Florence reported this the City utilizes a third-party app that serves thousands of communities. The City can submit requests for modification to software.

Councilor Brown reported that there was already a warning in this instance and Ms. Lahey should be subject to the violation.

A brief discussion ensued around ordinance, parking zones, practices and procedures updates, and mobile app upgrades.

Chair Todd made a motion to recommend that the City Council request that the City Manager meet with Police Department leadership to discuss whether the Parking Division's current practices or procedures relative to warnings and citations associated with mobile payment app errors require further refinement, adjustment, or codification. Councilor Brown seconded the motion. The motion passed by unanimous voice vote.

- b) Citizen Request: Modification to the parking time limit for 6 parking spaces located on the northwest end of the bridge on Village Street, Penacook (requested by Briar Hydro)

Mr. Thompson summarized the Briar Hydro request, which consists of a desired modification to the 2-Hour parking time limit in the vicinity of their office on Village Street in Penacook.

Madeline Mineau, Chief Operating Officer of Briar Hydro, stated that their 5-space off-street parking lot is insufficient to accommodate visitors and anticipated additional employees, as well as parking for training events at their facility.

Mr. Thompson reviewed the current restrictions in the area, where parking is limited to 2 hours Monday through Friday from 7AM to 6PM. This time limit has been in place for a number of years, and appears to have been limited as such, due to the location of several retail and restaurant uses in the area. He reminded the committee of the most recent parking ordinance amendments in Canal Street Riverfront Park area, a 10-Hour time limit was established in that vicinity. He suggested if the committee was to recommend any ordinance amendments on Village Street to the City Council, that a 2-hour time limit on the east side of the Village Street Bridge and 10-hour time limit on the west side might be an appropriate means of accommodating the changing nature of the area as redevelopment continues to occur.

This committee reviewed a GIS map of Village Street bridge and had a brief discussion around business and residential parking in the vicinity of the bridge area.

Ms. Mineau reported currently there is no signage on the west side of the bridge indicating what the parking restrictions are and was surprised when the Briar Hydro staff received parking violations.

Councilor Brown made a motion to recommend the City Council amend the Parking Ordinance; to modify the time-zone restrictions on Village Street north of Canal Street, changing the west

side of the street on the bridge in Penacook from a 2- hour time zone to a 10- hour time zone, with the east side of the bridge remaining a 2- hour time zone. Chair Todd seconded the motion. The motion passed by unanimous voice vote.

c) Council Referral: Veteran License Plate meter discount request

Mr. Thompson summarized this was City Council referral, originated from Councilor Horne, regarding a request for free parking in metered spaces for holders of veteran's license plates and this committee originally discussed in August.

As requested at the August meeting, Parking Division staff has conducted the following research regarding the potential ramifications of this kind of expansion of parking not subject to meters. Under current New Hampshire state law, vehicles displaying disabled license plates or placards are permitted to park without paying parking fees. This includes:

- Disabled vehicle plates
- Disabled veteran plates
- Disabled motorcycle plates
- Permanent and temporary disabled placards

Veteran plates that do not indicate a disability are not currently eligible for free parking privileges.

Current Statistics

Plate/Permit Type*	Quantity
Disabled vehicle plates	7,523
Disabled veteran plates	2,605
Disabled motorcycle plates	226
Permanent disabled placards	39,191
Temporary (6-month) disabled permits	7,457
Total currently eligible for free parking	56,002

Veteran plates not currently eligible for free parking:

Veteran Plate Type	Quantity
Veteran plates (non-disabled)	30,127
Total additional veteran plates	30,127

This referral proposes extending free parking privileges to all vehicles displaying veteran license plates, regardless of disability status.

Impact Assessment

If approved, this policy change would potentially add:
30,127 additional vehicles eligible for free parking.

This represents a 54% increase in the number of vehicles currently permitted to park without paying.

* Plate types and status provided by the NH Department of Motor Vehicles.

Councilor Brown reported she is unable to participate in a vote due to her veteran plate status. Mr. Thompson reported Councilor Brown participated in the discussion at the August meeting

and there is not requirement to make a recommendation at this time. Chair Todd inquired if Councilor Brown was comfortable continuing in the conversation. Councilor Brown agreed but would recues herself from voting.

Mr. Florence reported Dover is considering a change to their free veteran parking program that would result in a reduction in the number of areas that veterans could park for free, limiting it to one specific under-utilized parking garage.

Councilor Brown suggested free veteran parking for special events as a marketing tool to draw more veterans to events in Concord.

Mr. Thompson reported from a data standpoint, Concord is the capital city and has a higher likelihood to experience higher volumes of veteran parking downtown. Additionally, he reported the other communities that have considered free veteran parking have progressive parking rates (as was explained at the August meeting).

Mr. Thompson reported this committee has had previous discussions on other items related to parking fees, utilization rates, schedules, and penalties that haven't been updated in years, but at the direction of the committee have been held off on, particularly with the upcoming State Street Garage parking study.

Chair Todd reported without the data from the parking study he would be cautious to make a recommendation either way.

The committee agreed to defer this referral to a future discussion when comprehensively reviewing rates.

5. **Financials**

a) FY2026 Financial Statement Year-to-Date (September)

Mr. Thompson reported that typically the first half of a Fiscal Year begins the with a negative operating balance due to expenses being front loaded in the calendar. As of September 30, the parking fund has a negative \$241,570.90 balance. Mr. Thompson reported this is within expectations for this point of the fiscal year.

6. **Other Business**

None

7. **Review Future Meetings**

The committee agreed that the next meeting would be scheduled for January 26, 2026.

8. **Adjourn:** Meeting adjourned at 6:15 PM.

Respectfully Submitted,

Stephanie McKim
Administrative Coordinator