



CITY OF CONCORD

New Hampshire's Main Street™
Community Development Department

MEMORANDUM

Date: October 27, 2025
To: Brent Todd, Chair, & Members, Parking Committee
From: Timothy J. Thompson, AICP, Assistant Director of Community Development
Subject: **Council Referral: Mobile App Violation policy – when a ticket is issued based on selection of incorrect vehicle**

Recommendation

Review the City Council referral, originated from Councilor Grady Sexton, regarding a request to modify parking enforcement policy of only allowing one waiver of citation for entering the incorrect plate number in the mobile app for parking, determine an appropriate response, and direct staff to prepare the applicable report and any other action determined necessary for the City Council.

Background

This item (see attached) was referred to the Parking Committee at the September 9, 2025 City Council meeting.

Discussion

The City Council requests that the Parking Committee review the verbal policy of the Parking Division of the Police Department regarding voiding violations for payment errors using the Pay-By-Phone mobile app. The Policy in question is that the first violation resulting from a license plate entry error in the app can be waived, but subsequent violations for the same reason are not waived.

In the case of this referral, Ms. Lahey and Ms. Vaughn have had a situation where a recent citation for a parking violation was the result of entering the wrong license plate in the app. Because of the verbal policy of the Department, and because they had previously had a citation waived under the policy, the violations were not waived, and the only way to challenge the violation would have been in court.

The data on the following page regarding mobile app errors is provided for the Committee to consider in providing direction to staff regarding any necessary action/revisions to policy moving forward.

Total Citations Issued for Unpaid or Expired Time: 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%

From: [Amanda Grady Sexton](#)
To: [Bonenfant, Janice](#); [Brent Todd](#)
Subject: Fwd: Ticket # 16203204380
Date: Thursday, August 14, 2025 3:00:22 PM
Attachments: [image001.png](#)

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Hi Janice,

Please see the correspondence below from Concord residents, Ms. Lahey and Ms. Vaughn, requesting that an item be referred to the Parking Committee for review.

Councilor Todd is aware that I am forwarding this request to you. The constituents would like to be informed when/if this item goes before the Parking committee so that they can be present for the discussion.

Best,
Amanda

City Councilor At-Large

City of Concord

195 Mountain Road, Concord NH 03301

Cell: 603 [548 9377](tel:6035489377)

[@603Amanda](#)



From: Elizabeth Lahey <elizabeth.a.lahey@gmail.com>
Date: Thursday, August 14, 2025 at 12:01 PM

To: Amanda Grady Sexton <amandakgrady@gmail.com>
Cc: cathryn.e.vaughn@gmail.com <cathryn.e.vaughn@gmail.com>
Subject: Re: Ticket # [16203204380](#)

Hi Amanda,

Thanks for getting back to me. I'd like to proceed with option 1.

To summarize, I received a parking ticket because, as stated on the ticket, I had not paid for parking. This was not true; I had paid for parking (2 hours worth) but had mistakenly selected the wrong car in the parking app. I previously made this mistake in 2022. When I reached out to the parking department in 2022, they acknowledged the error and voided the ticket. When I contacted the parking department this time, the city employee could see that I paid, but would not void the ticket because I made this same mistake, and the city has an unwritten policy that such errors may only be corrected once. I was then advised that I could file an appeal and dispute the ticket in district court. I ultimately paid the ticket because it would not be feasible for me to take a half-day off from work to contest a parking violation.

That said, I would like the parking committee to review this policy/practice and consider a policy for instances like this, that is, where a ticket is issued based on selection of the wrong car, rather than non-payment.

Thank you,

Elizabeth Lahey