

CITY OF NEW ORLEANS



REQUEST FOR INFORMATION

FOR

INTERESTED PARTIES

**CURBSIDE MANAGEMENT,
PARKING ENFORCEMENT, AND
PARKING METER MANAGEMENT SERVICES**

RFI NO. 4638

RELEASE DATE: FEBRUARY 16, 2026

SUBMISSION DEADLINE: APRIL 7, 2026 @ 4:00 P.M.

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A. INTRODUCTION

This Request for Information (RFI) is issued to gain working knowledge from interested parties regarding Curbside Management, Parking Enforcement, and Parking Meter Management Services.

The City of New Orleans Department of Public Works is seeking information from qualified vendors to inform the development of a future Request for Proposals (RFP) for comprehensive parking enforcement (ticketing) and parking meter management services. The City welcomes responses from vendors that can provide either service area or an integrated solution covering both.

Scope of Responses: Respondents may submit information on parking enforcement services only, parking meter management services only, or both service areas combined. The City has not determined whether a future RFP will be issued as a single contract encompassing both service areas or as separate procurements. Responses to this RFI will help inform that decision. Vendors are encouraged to indicate which service areas they are responding to and whether they recommend a bundled or separate approach.

This RFI is for information gathering purposes only and does not constitute a solicitation for proposals. The City is not seeking proposals at this time and will not accept unsolicited proposals in response to this RFI.

The Request for Information is open to all prospective suppliers and is publicly posted on the City of New Orleans' Supplier Portal so that any supplier may submit a response. A supplier is not required to respond to this Request for Information to submit a proposal if a sourcing event is subsequently issued.

Should the City of New Orleans determine to proceed with a solicitation based on the responses to this Request for Information, the City may then issue one of the following sourcing events: a Request for Proposal, a Request for Qualifications, an Invitation to Quote, or an Invitation to Bid. The sourcing event selected will be in accordance with the City of New Orleans' purchasing policies and procedures.

B. DEFINITIONS

“**BRASS**” means the City’s purchasing portal (Infor FSM system) for budget, solicitation, purchase order, contract, and payment.

“**City**” means City of New Orleans.

“**DBE**” means Disadvantaged Business Enterprise as defined by applicable federal and local law.

“**DPW**” means the Department of Public Works.

“**iNovah**” means the City’s cashiering system.

“**LPR**” or “**ALPR**” means License Plate Recognition or Automatic License Plate Recognition technology.

“**OMV**” means the Louisiana Office of Motor Vehicles.

“**ODR**” means the Louisiana Office of Debt Recovery.

“**RFI**” means this Request for Information.

“**RPP**” means Residential Parking Permit.

(<https://nola.gov/next/services/parking/residential-business-parking/residential-parking-permit-zone/>)

“**Sourcing Event**” means a Request for Proposal, Request for Qualifications, Invitation to Quote, or Invitation to Bid.

“**Supplier Portal**” means the external platform of BRASS where solicitations are posted.

C. PURPOSE

The purpose of this RFI is to provide the City with information regarding current parking management, enforcement, and meter management technology capabilities, service delivery models available in the marketplace, contract structures and performance metrics that are standard in the industry, pricing models and total cost of ownership considerations, barriers that prevented vendor response to the City's January 2025 RFP for similar services, and realistic timelines and expectations for a future competitive procurement.

The City intends to use the information gathered through this RFI to develop a comprehensive Request for Proposal that will attract qualified, competitive responses from vendors capable of modernizing the City's parking enforcement, curbside management, and meter management operations.

D. BACKGROUND

The following information describes the City's current parking enforcement and meter management operations. Complete historical data is provided in *Appendix A*.

1. Operational Scale (2024)

Metric	2024 Value
Parking citations issued	205,828
Vehicles booted	3,778
Vehicles towed	9,581
Residential parking permits issued	4,292
Citation revenue collected	\$5,418,756
Boot revenue collected	\$437,095
Tow revenue collected	\$987,301
Permit revenue collected	\$90,322
Total enforcement revenue	\$6,933,474
RPP zones	17

Note: All revenue figures in this RFI are reported as gross revenue before vendor fees, processing costs, or other deductions. See Appendix A for complete historical data (2019-2024).

2. Current Vendor Structure

Duncan Solutions - Citation Processing: Citation processing, payment processing, collections management, RPP (Residential Parking Permit) management, customer service portals, adjudication system integration.

Park Loyalty - Enforcement Handhelds: 50 mobile handheld citation devices with LPR integration.

PayLock Systems - Boot Operations: 100 SmartBoots, 24/7 call center, BootView software, web portal, dispatching, 6 LPR-equipped boot vehicles (owned by the City).

SP Plus LLC - Meter Operations: Meter operations, maintenance, revenue collections, striping, signage, customer service, and enforcement patrolling. SP+ owns all meter hardware including pay stations and single-space meters.

City of New Orleans - Direct Operations: Enforcement officers (citation issuance), boot operation staffing, towing, impound lot, customer service centers, manual citation data entry, permit processing.

3. Current Pricing Models

The City's current curbside management and enforcement contracts operate on fee-for-service and transactional models. The following describes the general pricing structure; specific vendor compensation amounts are not disclosed to avoid anchoring future proposals.

Meter Operations (SP Plus LLC): Compensation is primarily through an annual unit price per metered space, invoiced in equal monthly installments. Enforcement labor is billed at a fixed hourly rate as needed. Specialized equipment (e.g., LPR vehicles) previously reimbursed through monthly payments until the total cost was met. The City currently owns all LPR vehicles outright. The contractor is subject to performance rebates (penalties paid to the City) for failing to meet device uptime standards or maintenance response time requirements.

Citation Processing (Duncan Solutions): Compensation is primarily based on volume; the contractor earns a fixed fee per citation issued, rather than per citation paid. A contingency-based fee applies to delinquent debt collection for accounts aged 120 days or greater that are placed with the contractor. For booting services, the contractor bills the City for self-release boot services as a pass-through expense. The contract maintains a premium and rebate system tied to the gross collection rate (the ratio of citations paid to citations issued): the contractor is required to rebate revenue to the City if collection rates fall below established thresholds, and earns premium payments if rates exceed high-performance benchmarks.

Both contracts utilize performance-based financial structures that protect the City through rebates and penalties for service failures while incentivizing vendors to exceed performance targets.

4. Staffing Model

Function	City Staff	Vendor
Parking enforcement officers	Yes	No
Boot operations staffing	Yes	No
Customer service center staffing	Yes	No
Towing and impound lot	Yes	No
Meter maintenance/collection	No	Yes
Technology platform/software	No	Yes
800# call center/IVR	No	Yes

5. Equipment Inventory

Equipment	Quantity	Provider
PayLock SmartBoots (self-release)	100	PayLock
Handheld citation devices (LPR-equipped)	50 (would like to expand to 100+ as needed)	Park Loyalty
Boot vehicles (LPR-equipped)	6 (regularly deploy 4)	City
Pay stations (3,333 spaces)	483	SP+ (owns)
Single-space meters (657 spaces)	658	SP+ (owns)

6. Towable Offenses

The City may tow vehicles immediately in the interest of public safety for certain offenses including blocking fire hydrants, sidewalks, driveways, intersections, and bicycle lanes. See Appendix B for the complete list of towable offenses and associated fines.

7. System Integrations

- **BRASS:** City financial/procurement system
- **Innova Cashier:** City cashiering system
- Central Adjudication Bureau: Adjudication/appeals
- **Louisiana OMV:** Vehicle owner data (Louisiana and out-of-state) accessed through current citation processing vendor
- **Verra Mobility:** Photo enforcement (red light, speed, school zone cameras) with bidirectional data exchange for payment processing and boot eligibility
- **Amnesty Program Payment Plans:** The City's 2025 Amnesty Program (June–August 2025) established 12-month payment plans that extend through December 2026. Any transition to a new vendor must include migration and continued management of active payment plan accounts. Integration is performed via nightly flat file exchange over SFTP. This integration requirement will end in December 2026 when the last payment plans conclude.

8. Constraints and Requirements

- **Contract duration:** The City's previous RFP required capital investment amortization within Year 1 with no early termination protection, which was identified as a barrier to competitive bidding. The City has the ability to structure multi-year contracts that account for significant capital investment, similar to other City service agreements. Vendors are encouraged to provide input on preferred contract terms and structures that would enable competitive proposals while protecting both parties' interests.
- **DBE participation:** 35% Disadvantaged Business Enterprise goal per Executive Order MJL 10-05. The City's Office of Supplier Diversity administers this program.
- **Data ownership:** City requires ownership of all data
- **LPR capability:** Required
- **Multi-language support:** English, Spanish, and Vietnamese required
- **Living wage:** Any resulting contract will be subject to the City of New Orleans Living Wage Ordinance (City Code §70-1751 et seq.)

9. Parking Meter Operations

The City operates approximately 3,990 metered parking spaces through a professional services agreement with SP Plus LLC (formerly SP Plus Corporation).

Equipment: The inventory includes approximately 411 multi-space pay stations serving 3,333 spaces and 950 single-post meters upgraded to intelligent mechanisms serving approximately 657 spaces. Amendment No. 4 required the conversion of approximately 500 multi-space pay stations to a pay-by-plate system.

Hardware ownership: All meter hardware is owned and maintained by the contractor; upon termination, the contractor removes and retains possession of all equipment.

Technical specifications: Meters are solar-powered with cellular two-way communication for real-time alarms and status updates, featuring lighted LCD screens and ADA-compliant controls located at or below 48 inches from the ground.

Payment methods: Coins, credit cards (Visa, MasterCard, AMEX, Discover), smart cards, and mobile payment applications (ParkMobile, Passport, Text-to-Pay).

Enforcement integration: As of 2022, the contractor also provides enforcement services as needed, patrolling metered and RPP zones with four vehicles equipped with License Plate Recognition (LPR) systems.

Compensation: The City pays an annual unit price per space, invoiced in equal monthly installments. The rate was reduced for optional renewal years. Enforcement labor is billed at a fixed hourly rate with an annual cap. The City is responsible for credit card processing costs and retains all meter revenue.

Performance standards: The contractor must maintain 98% uptime with per-device daily rebates to the City for non-compliance. Maintenance response time must not exceed an average of 3 hours, with per-instance rebates for failure to respond.

Revenue (2024): \$5.69 million in meter collections (\$4.82M credit card and mobile payments, \$240K coin, \$632K rental payments). Coin payments have declined 68% since 2019 while credit card and mobile payments represent approximately 85% of all collections.

Key contract terms: All data and work product created for the City are the exclusive property of the City, including source code and files. The City may terminate for convenience with 30 days' written notice.

See Appendix A for complete meter revenue history (2019-2025). See Appendix E for parking meter location maps.

10. Fleet Program

The City operates a Fleet Program for managing bulk payments and invoicing companies that own or operate five (5) or more vehicles, including rental car companies, corporate fleets, and leased vehicle operators. The program includes consolidated monthly invoicing, a self-service web portal for fleet managers, and modified billing treatment (late fees waived, no boot eligibility for enrolled entities). Full program requirements will be detailed in any future RFP.

11. Strategic Goals

- Implementing modern, cloud-based technology platforms
- Improving operational efficiency and revenue collection performance
- Enhancing customer service and citizen experience
- Adopting industry best practices including LPR technology
- Establishing clear accountability and performance metrics
- Leveraging business intelligence for data-driven decision making

12. Photo Ticket Cashiering and Integration

The City's citation processing vendor (Duncan Solutions) provides cashiering and collections services for photo enforcement tickets (red light, speed, and school zone violations) issued by Verra Mobility under a separate City contract.

Integration requirements:

- Bidirectional data exchange with Verra Mobility (or future photo enforcement vendor)
- In-person payment processing at City cashiering locations
- Phone/IVR, online, and mail payment processing for delinquent photo tickets
- Data feed to boot eligibility system (vehicles with 1+ unpaid photo ticket when delinquent are boot-eligible)
- Combined payment processing at boot removal and tow release (parking + photo tickets + fees)

In-person payment locations:

- Cashier's Office: 1300 Perdido Street, Room 1W09, New Orleans, LA 70112 (Monday–Friday, 8:00 AM – 5:00 PM)
- City Auto Impound Lot: 400 N. Claiborne Ave, New Orleans, LA 70112 (Monday–Sunday, 7:30 AM – 1:00 AM)

Volume (2021–2025):

- Annual transactions: ~25,000–29,000 photo ticket payments
- Annual collections: ~\$2.5–3.0 million
- Channels: Walk-in payments (~55%) and collections (~45%)

See Appendix A.9 for complete photo ticket cashiering history (2021–2025).

Note: The City's current cashiering is performed through the vendor's system. Future implementations should support integration with the City's iNovah cashiering system as an option.

E. STATEMENT OF INTEREST

Context: January 2025 RFP

In January 2025, the City issued RFP #4247 for Curbside Management and Parking Enforcement Services. Despite interest from eight (8) vendors who submitted questions during the Q&A period, zero proposals were received. One vendor who submitted over 50 questions officially recorded their reason for not bidding as: **"SPECS/NEEDED SERVICES TOO VAGUE."**

The City has analyzed the Q&A record from that procurement and identified several potential barriers:

- **Insufficient response time:** Final Q&A answers were released only 7 days before the submission deadline
- **Lack of operational data:** Many vendor questions about volumes, rates, and performance were directed to submit public records requests rather than answered directly
- **Capital investment risk:** Vendors were required to fully amortize capital investments in Year 1 with no reimbursement protection if the contract ended early
- **Scope uncertainty:** Conflicting answers about single vs. multiple vendor awards
- **Specification gaps:** Insufficient detail about staffing responsibilities, integration requirements, and performance expectations

This RFI aims to address these barriers by providing comprehensive operational data upfront (see Appendices A, B, and C), soliciting direct input from vendors regarding their requirements, and allowing adequate time for thoughtful responses that will inform the future RFP.

Technology Discovery

The City is particularly interested in learning about advances in parking enforcement technology since its current contracts were established in 2013-2014. Areas of interest include LPR/ALPR camera and mobile systems, AI/ML applications, business intelligence and analytics, mobile payments, virtual permits, and modern customer experience design. The City is also interested in camera-based enforcement systems for parking violations, including fixed-mount and mobile camera solutions. The City operates 17 Residential Parking Permit (RPP) zones that may be well-suited for camera-based enforcement deployment (see Appendix D). Vendors with experience deploying automated camera enforcement should describe how these systems compare to traditional officer-based enforcement in terms of coverage, efficiency, cost, and compliance with local regulations.

F. CONTENTS OF SUBMISSION

The City requests responses to the following questions. Respondents may address all questions or only those relevant to their service area (parking enforcement, meter management, or both). There is no required format; the City values substantive responses over length.

Question 1: Platform and Capabilities

Describe your platform and capabilities. What makes your solution effective for a municipality of New Orleans' scale (~200,000 citations annually, ~\$7 million enforcement revenue, ~\$5.7 million meter revenue)?

The City is interested in: platform architecture (cloud, on-premise, hybrid), technology capabilities (LPR, AI/ML, mobile, analytics), native vs. third-party functions, integration approach, and business intelligence/reporting features.

Question 2: Parking Meter Management

The City's current meter operations are described in Section D.9. Current vendor owns all parking meters.

Describe your meter management capabilities. What technology, equipment, and service model would you recommend for a municipality of New Orleans' scale?

The City is interested in: meter hardware options (single-space, multi-space, pay-by-plate, virtual/app-based), payment methods supported, equipment ownership models (City-owned vs. vendor-owned), technology platform and real-time monitoring, maintenance and collection operations, integration with enforcement and citation management systems, and whether meter management can be bundled with enforcement services under a single contract.

Question 3: Service Delivery Model

The City currently provides enforcement officers, boot operation staffing, towing services, and customer service center staffing. Vendors provide technology platforms, equipment, and call center support.

How would you structure a partnership that complements the City's existing operational model? What service delivery approaches do you recommend?

The City is open to various models: technology-only, technology with selective managed services, or hybrid approaches. Please describe your recommendation and rationale.

Question 4: Pricing and Contract Structure

What pricing model and contract structure do you recommend for New Orleans? What should the City understand about costs, risks, and realistic expectations?

The City seeks input on: pricing models (revenue share, per-transaction, fixed fee, SaaS subscription), performance metrics and SLAs, and total cost of ownership factors.

Capital Investment and Amortization: The City's January 2025 RFP required vendors to fully amortize capital investments in Year 1 with no reimbursement protection if the contract ended early. This was identified as a significant barrier to competitive responses. Given the cost of replacing the City's meter and handheld inventory, what equipment and capital investment models would best support a competitive and sustainable partnership?

Specifically:

- What is your preferred amortization period to ensure competitive service fees?
- If the contract is terminated before full amortization, what buy-out or unamortized cost reimbursement protections are standard in your industry?
- Would you support a model where the City directly purchases hardware (meters, handhelds, boots) while the vendor provides software, maintenance, and operations?

Contract Term and Structure: Please address preferred base term and total duration (including renewal options), how contract length affects pricing and capital recovery for meter hardware investment, and whether you recommend a single integrated contract (enforcement + meters) or separate contracts, and why.

Question 5: Implementation and Training

The failed 2025 RFP specified a 120-day implementation timeline from contract execution to full operation.

- a) What does a realistic implementation look like?** Please address timeline, phasing, transition from current vendors, data migration, and requirements from the City.
- b) Training: The City employs its own parking enforcement officers, boot operation staff, and customer service center personnel. What training programs does your organization provide to ensure City staff can effectively operate your technology platforms and equipment?** Please address initial training during implementation (format, duration, on-site or remote), ongoing and refresher training after go-live, training on system updates and new features, available training materials (manuals, video tutorials, e-learning modules), and the ability to scale training as the City expands its enforcement workforce.

Question 6: Relevant Municipal Experience

What experience does your organization have implementing parking enforcement or meter management solutions for municipalities of similar scale and complexity to New Orleans?

Please describe up to three relevant implementations, addressing scope, timeline, technology deployed, and performance outcomes. Supporting materials (screenshots, sample reports, reference contact information) are welcome but not required.

Question 7: Third-Party Camera Enforcement Integration

The City's photo enforcement program (red light, speed, and school zone cameras) is operated by a third-party vendor under a separate contract expiring in 2027. The City requires its parking citation processing vendor to integrate with this system for payment processing, collections, and boot eligibility data sharing.

Describe your experience integrating with third-party camera enforcement systems. Specifically address the following: bidirectional data exchange capabilities, flexibility to integrate with different camera enforcement vendors (current and future), and payment reconciliation across multiple ticket types (parking and photo enforcement).

Question 8: Additional Information

What additional information should the City consider that has not been addressed in this RFI?

The City welcomes input on industry trends, best practices, potential opportunities, or other considerations relevant to a successful procurement and implementation.

G. SCHEDULE OF EVENTS

Event	Date
RFI advertised and posted to Supplier Portal	February 16, 2026
Questions Due	March 23, 2026 at 4:00 PM CST
City Responses Posted	Addendum to be released
RFI Response Deadline	April 7, 2026, at 4:00 P.M. PM CST

H. SUBMITTAL PROCESS

Questions

You must submit your questions through BRASS.

Response

You must submit your response in BRASS by the above deadline. There is no page limit. Responses should be organized by question number.

Responses must be double-sided 8 ½" x 11" pages (exclusive of the tab and other separating page).

Purchasing Designated Official

The Bureau of Purchasing, Procurement Specialist assigned the following official to this RFI:

- **Name:** Maxie M. Birch
- **Email:** Maxie.Birch@nola.gov
- **Telephone:** 504.658.1562

Registration

The City strongly encourages registration in BRASS prior to responding to this RFI. BRASS is free and allows potential suppliers the ability to view current sourcing events along with their requirements. Visit <https://nola.gov/next/purchasing/services/> for more information.

All Suppliers/Vendors seeking assistance in the BRASS Supplier Portal, please complete the Supplier Assistance Request Form.

The Supplier Assistance Request Form can be located on the Purchasing Webpage or can be accessed by simply clicking the link below: <https://nola.gov/purchasing/brass/supplier-assistance/>

I. ADDITIONAL INFORMATION

Rights and Options Reserved

This RFI does not commit the City to contract for any supplies or services. Further, the City is not seeking proposals through this RFI and will not accept unsolicited proposals.

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise the right to cancel or modify this RFI at any time at will, with or without notice.

Please note that this RFI and any related discussions or evaluations by anyone create no rights or obligations whatsoever.

The City may revise the RFI, which will be formalized by the issuance of an addendum to the RFI.

Responses to the RFI are non-binding on the City or respondent to the RFI. The City shall not be liable for any cost incurred by respondents associated with developing a submission, preparing for discussions (if any) or any other costs, incurred by the respondent associated with this RFI.

The materials submitted in response to this request shall become the property of the City.

Public Records Law/Confidentiality

All financial, statistical, personal, technical and other data and information submitted in response to this RFI shall not be considered confidential.

The City shall not be required to keep confidential any data or information submitted in response to this RFI.

All material will be handled in accordance with the Louisiana Public Records Act, R.S. 44: 1-44 and applicable rules and regulations.

The City may accept requests from any interested party to keep the information in its submission confidential and may agree to confidentiality if appropriate in accordance with state and federal law.

The proposer may also seek a protective order from a court of proper jurisdiction preventing the release of such information.

APPENDIX A: OPERATIONAL DATA

The following historical data is provided to assist vendors in preparing informed responses.

Note: All revenue figures in this RFI are reported as gross revenue before vendor fees, processing costs, or other deductions.

A.1 Parking Citation History (2019-2024)

Year	Citations	Revenue	\$/Citation	CL	OP
2024	205,828	\$5,418,756	\$26.33	126,170	79,658
2023	224,724	\$5,890,959	\$26.22	133,854	90,870
2022	184,618	\$5,006,160	\$27.12	115,354	69,264
2021	129,650	\$3,671,377	\$28.32	85,075	44,575
2020	143,771	\$4,190,045	\$29.14	98,280	45,491
2019	367,418	\$10,260,800	\$27.93	255,338	112,080

Note: 2020-2021 volumes reflect COVID-19 pandemic impact. 2019 represents the pre-pandemic baseline. CL = Closed (paid); OP = Open (unpaid).

A.2 Booting History (2019-2024)

Year	Vehicles	Revenue
2024	3,778	\$437,095
2023	4,474	\$521,279
2022	3,162	\$360,339
2021	361	\$39,930
2020	788	\$73,221
2019	1,833	\$207,117

Note: In-house booting with PayLock SmartBoots began October 2019.

A.3 Towing History (2019-2024)

Year	Vehicles Towed	Revenue
2024	9,581	\$987,301
2023	8,650	\$753,734
2022	9,158	\$987,948
2021	5,565	\$818,704
2020	5,123	\$698,544
2019	11,312	\$1,728,997

A.4 Residential Parking Permit History (2019-2024)

Year	Permits Issued	Revenue
2024	4,292	\$90,322
2023	4,260	\$93,133
2022	4,800	\$101,339
2021	5,641	\$114,159
2020	5,960	\$116,523
2019	9,162	\$172,497

A.5 Parking Meter Revenue History (2019-2025)

Year	Coin	Credit Card/Mobile	Rental	Total Revenue
2025*	\$257,111	\$4,266,385	\$248,552	\$4,772,048
2024	\$240,226	\$4,818,997	\$631,770	\$5,690,993
2023	\$349,918	\$4,936,589	\$637,333	\$5,923,840
2022	\$504,344	\$5,034,121	\$1,378,717	\$6,917,182
2021	\$582,540	\$4,733,751	\$671,341	\$5,987,631
2020	\$714,607	\$3,782,684	\$341,266	\$4,838,557
2019	\$742,048	\$4,347,246	\$179,100	\$5,268,394

* 2025 data may be partial year. Coin payments have declined 65% since 2019. Credit card payments represent approximately 85% of current collections.

A.6 Current Boot Program Details

Boot Eligibility: Vehicles with three (3) or more unpaid parking citations and/or one (1) or more unpaid traffic camera citation, more than 90 days past due, are eligible for immobilization. If boot fees are not paid within 48 hours, the vehicle may be towed.

Component	Current Specification
SmartBoots (self-release)	100 PayLock SmartBoots™
Boot maintenance	Unlimited repair/replacement by vendor
Boot vehicles (LPR-equipped)	6 (currently only deploying 4 most days)
Current fee per self-release	\$23.00
Boot release requirement	Within 1 hour of payment
Call center	24/7 live operator
Software	BootView + online portal (MyBootInfo.com)

Note: City provides boot operation staffing. Vendor provides equipment, systems, and call center support.

A.7 Daily Operational Averages

Metric	Average/Day	Median/Day
Citations issued	706	641
Vehicles booted	15	8
Vehicles towed	29	25

A.8 Operating Hours

Meter Operations: Monday-Saturday, 8:00 AM - 7:00 PM

Customer Service Centers: Sunday-Saturday, 8:00 AM - 1:00 AM

Enforcement not conducted: Sundays and City holidays (New Year’s Day, Martin Luther King Jr. Day, Mardi Gras, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas)

A.9 Photo Ticket Cashiering History (2021–2025)

Duncan Solutions provides cashiering and collections services for photo enforcement tickets (red light, speed, and school zone violations) issued by Verra Mobility.

Year	Walk-in Payments	Walk-in Revenue	Collections Payments	Collections Revenue	Total Payments	Total Revenue
2021	8,070	\$714,208	1,538	\$243,956	9,608	\$958,164
2022	19,206	\$1,563,273	9,053	\$1,563,171	28,259	\$3,126,444
2023	19,011	\$1,565,471	9,959	\$1,749,218	28,970	\$3,314,689
2024	14,940	\$1,260,937	8,815	\$1,557,250	23,755	\$2,818,187
2025*	11,103	\$964,392	14,400	\$1,393,464	25,503	\$2,357,856

* 2025 data is partial year. Walk-in payments represent in-person cashiering at City locations. Collections represent delinquent account payments processed through Duncan’s collection services (phone, IVR, online, mail).

APPENDIX B: CITATION FINE SCHEDULE

Per City Ordinance §154-699, parking citation fines are structured in five tiers with escalation at 30 and 60 days.

B.1 Fine Tiers by Violation Type

Tier 1: \$20 → \$40 → \$80

Parking against flow of traffic (§154-861) • On street more than 24 hours (§154-881) • Bagged/hooded meter (§154-1086) • Fire lane, loading zone, no parking zone (§154-868-872) • Bus stop, cab stand (§154-873, 875) • Special events violations (§154-975, 979-981)

Tier 2: \$40 → \$80 → \$160

On sidewalk (§154-923) • Blocking driveway within 3 feet (§154-923) • Within 15 feet of fire hydrant (§154-923) • Within 20 feet of crosswalk, intersection, or stop sign (§154-923) • Obstructing traffic with less than 10 feet clearance (§154-878) • RPP zone without permit (§154-1137) • Expired meter

Tier 3: \$75 → \$150 → \$200

Parking on neutral ground/median (§154-1031) • Commercial vehicle overnight in CBD (§154-982-983)

Tier 4: \$200 → \$250 → \$300

Driving or parking on neutral ground (§154-1032) • Blocking emergency vehicle access (§154-1035)

Tier 5: \$500 (No Escalation)

Parking in handicapped space without permit (§154-874) • Trailers, campers, or 18-wheelers on residential streets (§154-925)

Bicycle Lane Violation: \$300 (No Escalation)

Parking within a bicycle lane (§154-923; §154-699) – Towable offense

B.2 Boot and Tow Fees

Service	Fee
Boot removal fee	\$115.00
Vendor boot processing fee (self-release) *	\$23.00
Boot return late fee	\$25.00 per day (if not returned within 24 hours)
Towing fee	\$161.25
Daily storage fee	\$25.00 per 24-hour period

**Note: Self-released boots must be returned within 24 hours (excluding weekends and holidays) to the Parking Division Immobilization Office.*

B.3 Towable Offenses

The City may tow vehicles immediately in the interest of public safety for the following offenses:

- Parking on a sidewalk (\$40)
- Parking within 3 feet of a public or private driveway (\$40)
- Obstructing a wheelchair ramp or bicycle ramp (\$40)
- Parking within an intersection (\$40)
- Parking within 15 feet of a fire hydrant (\$40)
- Parking on or within 20 feet of a crosswalk or intersection (\$40)
- Parking within 50 feet of a railroad crossing (\$40)
- Parking within 20 feet of a fire station driveway (\$40)
- Parking alongside street excavation obstructing traffic (\$40)
- Double parking (\$40)
- Parking on a bridge, tunnel, or underpass (\$40)
- Parking alongside a neutral ground curb (\$40)
- Obstructing visibility of any traffic control device (\$40)
- Parking within a bicycle lane (\$300)

APPENDIX C: LEGAL FRAMEWORK

Summary of applicable City ordinances governing parking enforcement operations.

C.1 Governing Authority

Division of Parking (§154-681): Created within the Department of Public Works under the direction of the Director. The Public Parking Administrator heads this division.

Parking Adjudication Bureau (§154-684): Created within the Chief Administrative Office with jurisdiction over civil parking violations. Hearing examiners must be Louisiana attorneys with a minimum of four years of practice.

C.2 Civil Nature of Violations

Per §154-686, all parking violations are civil only—no criminal penalties apply. Hearings are governed by the Louisiana Administrative Procedures Act (R.S. 49:951 et seq.).

C.3 Citation Requirements

Per §154-687, parking citations must include: nature, date, time, and location of violation; state vehicle license plate number and make of vehicle; VIN or brake tag number if plate not visible; CPNC number for livery vehicles; meter number for meter violations; and instructions for contesting the violation.

C.4 Liability

Per §154-691, the owner and operator are solidarily liable unless the owner can prove the vehicle was operated without consent.

Rental vehicle exception: Lessors are not liable if they provide lessee information within 30 days of receiving notice of the violation.

C.5 Adjudication Process

Answer options (§154-692): Payment (admission of violation), written denial with hearing request, or written admission with explanation and hearing request.

Hearings (§154-696): The City bears the burden of proof by preponderance of evidence.

Rehearing (§154-700): Three-examiner review board. Request must be made within 30 days of original disposition and requires posting a cash bond.

C.6 Revenue Disposition

Per §154-703, all monies collected are deposited to the General Fund of the City.

APPENDIX D
RPP ZONE MAP

City of New Orleans Residential Parking Permit Zones
(17 zones)



Legend

 Residential Parking Permit Zones

- Zone 1:** Coliseum Square
- Zone 2:** French Quarter
- Zone 3:** Audubon / Broadmoor Area
- Zone 4:** Upper Audubon
- Zone 5:** Garden District
- Zone 6:** Newcomb Blvd / Maple Area
- Zone 7:** Loyola Law School
- Zone 8:** (Not Used)
- Zone 9:** Touro Bouligny
- Zone 10:** Nashville
- Zone 11:** Faubourg Marigny
- Zone 12:** Faubourg St. John
- Zone 13:** Elmwood
- Zone 14:** Riverbend
- Zone 15:** Upper St. Charles
- Zone 16:** Joseph / Jefferson Area
- Zone 17:** City Park
- Zone 18:** Versailles



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APPENDIX E

PARKING METER LOCATION MAPS

City of New Orleans Metered Parking Locations
(Approximately 3,990 metered spaces)



Legend

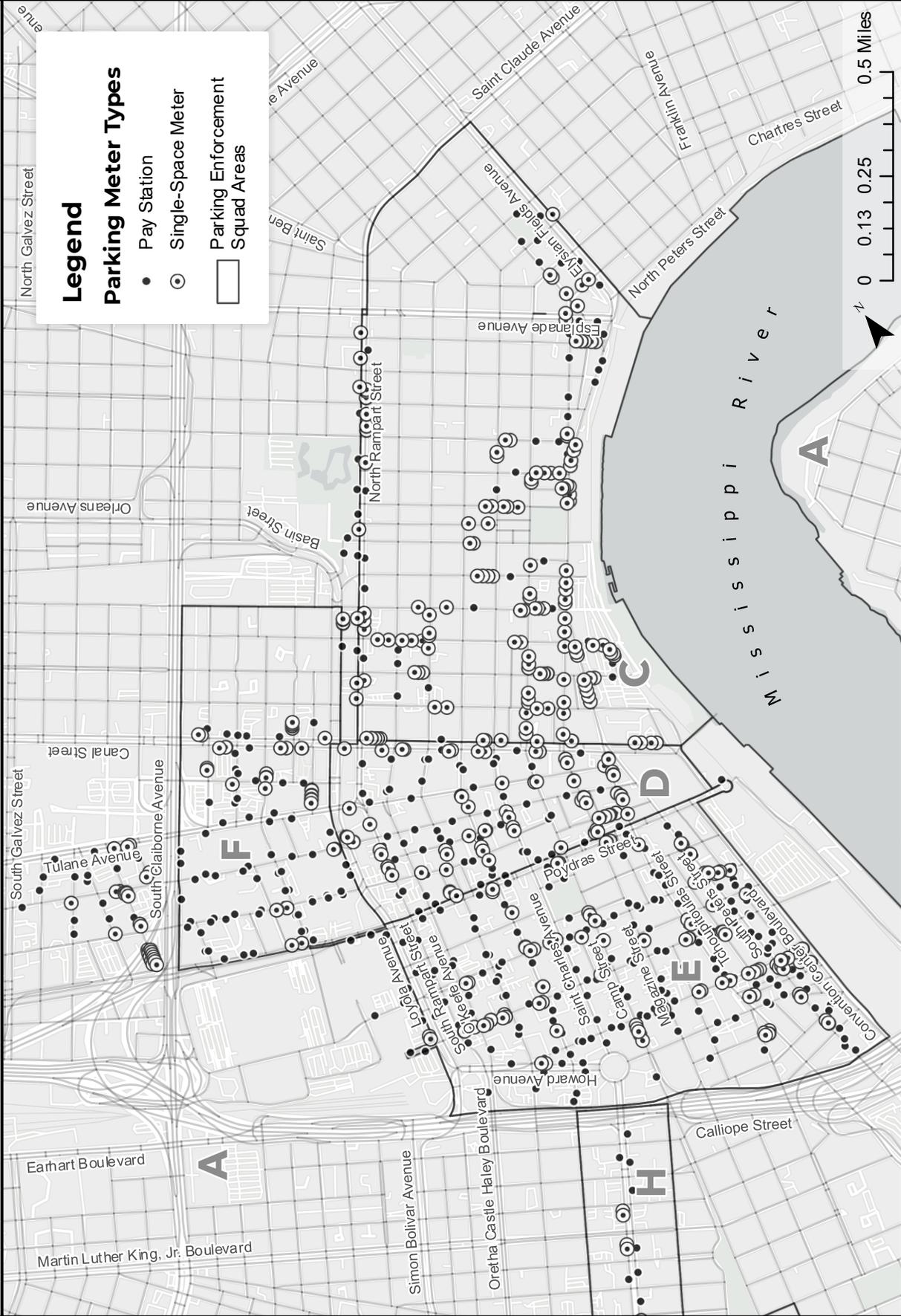
Parking Meter Types

- Pay Station
- ⊙ Single-Space Meter
- ▭ Parking Enforcement Squad Areas

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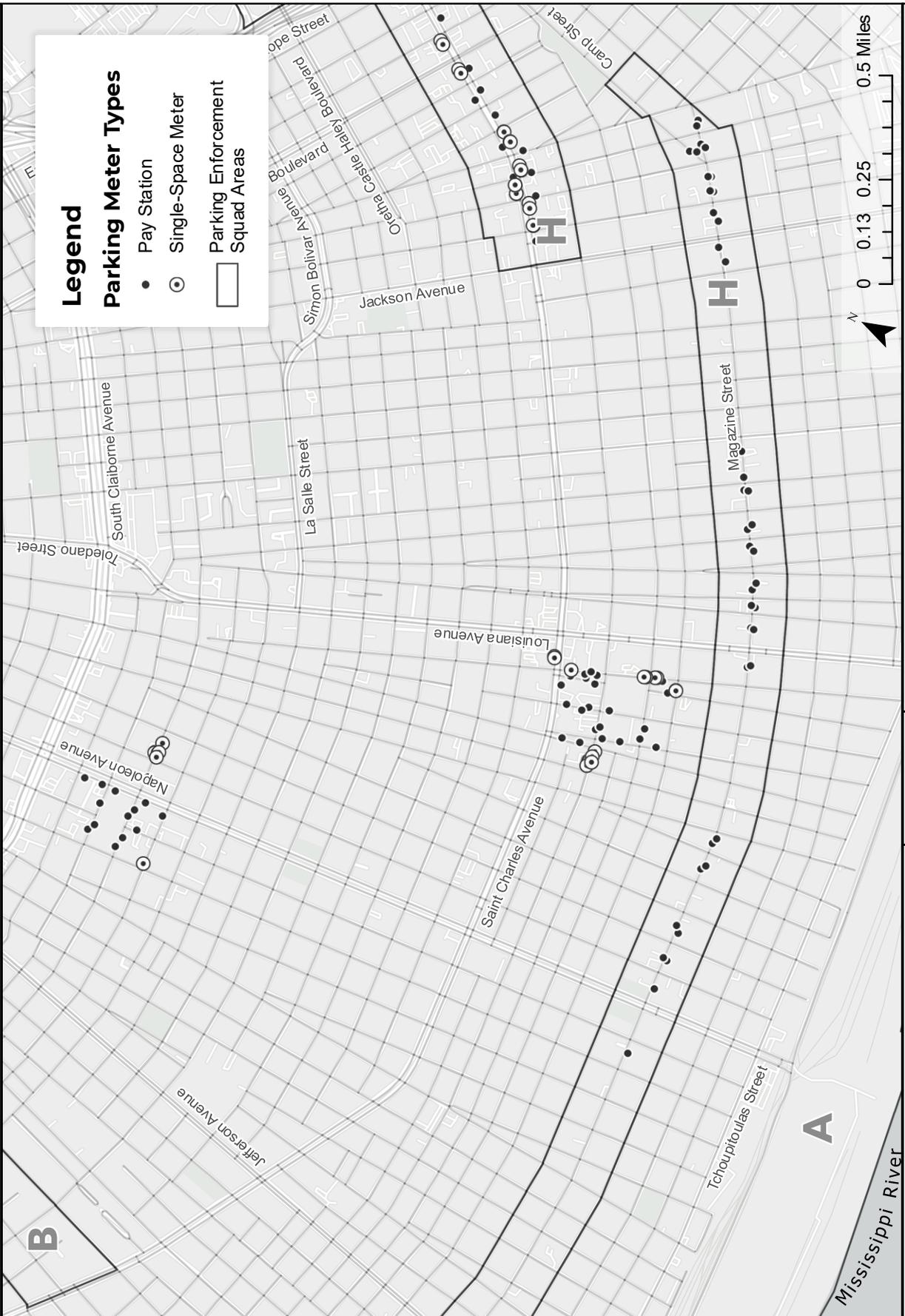
This information is derived from the City of New Orleans GIS Database. The City of New Orleans assumes no liability for data accuracy, completeness, or the use of this information. Use is advised to be aware of the potential accuracy data collection dates, compilation methods, and coordinate format (as described in the accompanying metadata) and to utilize these data appropriately. The use of these data for any purpose other than their intended purposes is not recommended and any liability arising from such use are the sole responsibility of the entity using or redistributing the data.



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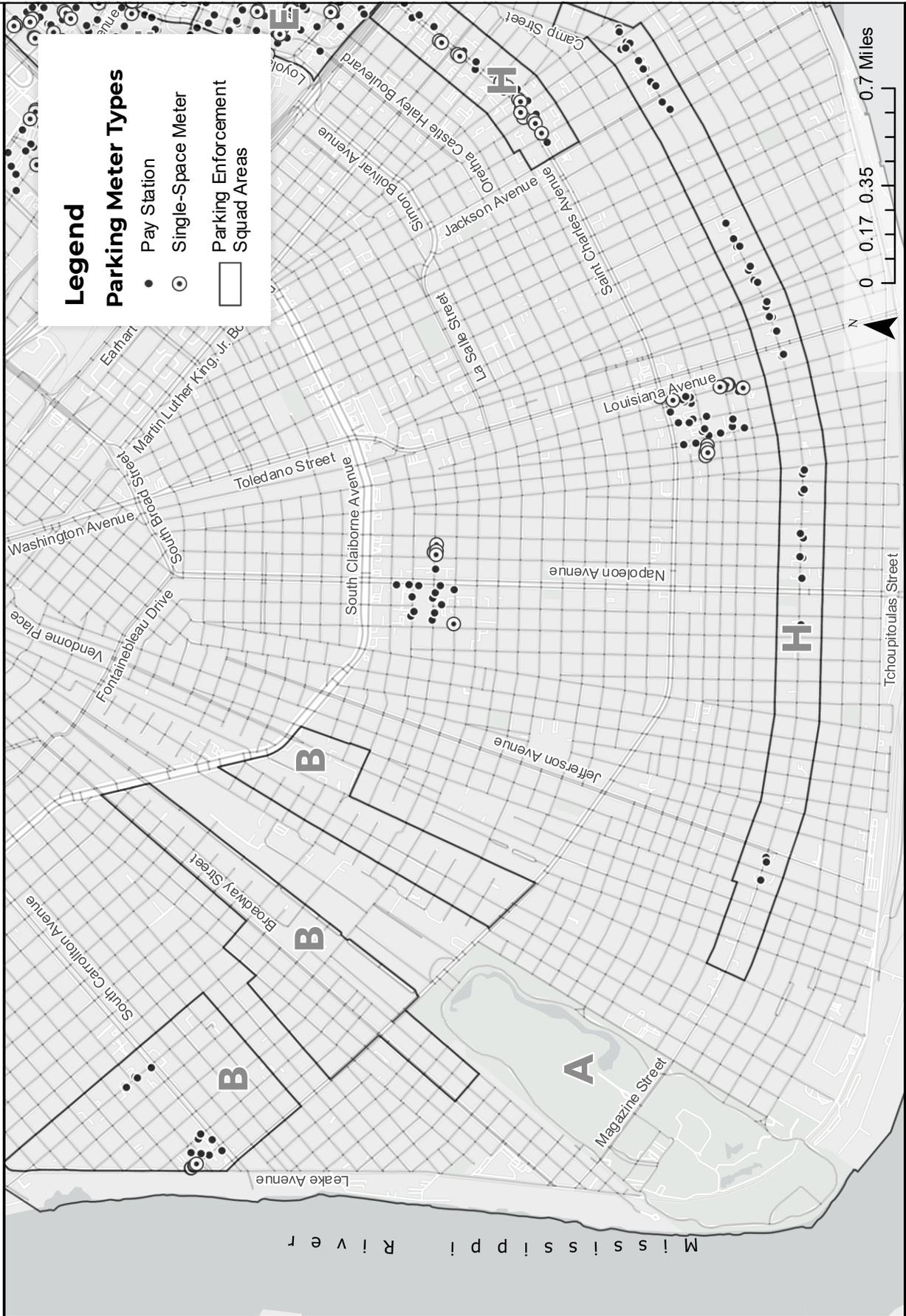
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***** END OF REQUEST FOR INFORMATION *****