

CITY OF NEW ORLEANS

LATOYA CANTRELL
MAYOR

JAMES SIMMONS
CHIEF PROCUREMENT OFFICER

SOLICITATION ADDENDUM

Addendum Date: March 23, 2026

Solicitation Number: 4638

Solicitation Title: RFI Curbside Management Enforcement Services,
Parking Meters

Solicitation Deadline Date and Time: April 7, 2026 @ 4:00PM

Addendum Number: 2

Purchasing Designated Official: Maxie M. Birch
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THE BUREAU OF PURCHASING HERewith ISSUES THIS ADDENDUM TO THE ABOVE-REFERENCED SOLICITATION. EXCEPT AS MODIFIED BELOW, ALL OTHER ASPECTS OF THE ORIGINAL SOLICITATION REMAIN IN EFFECT.

CAREFULLY READ, REVIEW AND ADHERE TO ALL MODIFICATIONS TO THE SOLICITATION IN THIS ADDENDUM.

PRE-SUBMITTAL CONFERENCE

- N/A

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QUESTIONS AND ANSWERS

- **Questions received are as follows:**

- **Question 1 - Photo/Camera Enforcement Integration Scope**

Please indicate whether camera-based enforcement (including red light, speed, and school zone violations) is within scope for the City's parking management and enforcement components of RFI #4638, or if it is considered a "nice-to-have." Note: Moving violations at intersections are typically outside the scope of standard parking management and enforcement; please clarify if the City intends to include these under this RFI and the rationale behind this decision. Who is currently providing this functionality on the City's behalf and is the current process operating at a standard the City is content with?

- **Response 1:** Camera-based moving violation enforcement (red light, speed, school zone) is not within scope for RFI #4638. The City's Automated Traffic Safety Program operates under a separate contract. RFI Question 7 refers to camera-based technology for curbside management and parking enforcement purposes (e.g., LPR for permit verification, meter compliance, bus lane enforcement), and integration capabilities with existing City cashiering, finance, and collections systems.

- **Question 2 - Mobile Payment Vendor Landscape**

The City currently uses ParkMobile, Passport, and Text-to-Pay as digital payment systems. Is the City open to receiving information on new or additional mobile payment vendors as part of this RFI? Alternatively, is the City seeking to replace any existing mobile payment providers, or add an additional mobile payment option?

- **Response 2:** The City is open to receiving information on new or additional mobile payment vendors. However, any transition to a new system may require a period where existing payment providers remain in place to maintain continuity of operations.

- **Question 3 - Parking Revenue Breakdown by Payment Method**

Does the City have a breakdown of the percentage of parking revenue currently derived from meter payments versus mobile payment methods? If available, please provide the most recent data.

- **Response 3:** Based on the most recent complete data (2024), approximately 64% of parking meter revenue was derived from mobile payment methods. Monthly figures ranged from 61% to 67% throughout the year. Revenue amounts by payment method are provided in Appendix A, Section A.5 of the RFI (included below).

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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.*

- **Question 4 - Virtual Permit Adoption**

The City issued approximately 4,292 Residential Parking Permits in 2024. Are these permits currently all physical hang-tags? Would the City consider transitioning fully to a virtual, LPR-based permit system, or is there an expectation to maintain some physical permits?

- **Response 4:** Permits are currently physical and tracked in the vendor's system, accessible via handheld devices used by parking enforcement officers. The City is open to reviewing any and all technologies available, including LPR-based systems that would alert enforcement officers to potential violations in residential parking zones. The City would like to retain physical permits or stickers as a backup in the event digital systems are unavailable.

- **Question 5 - Integration with PayLock Systems**

Are any of the City's current parking or enforcement vendors integrated with PayLock Systems for boot operations, or does PayLock operate independently from the broader parking and enforcement ecosystem?

- **Response 5:** PayLock is integrated with the City's current ticketing, cashiering, and collections vendor, Professional Account Management (dba Duncan Solutions). PayLock provides self-releasing boots and the system for managing boot operations, including a payment platform that allows vehicle owners to reconcile unpaid parking and photo tickets. Duncan's system provides the inventory of unpaid citations to PayLock. Payments collected through PayLock are deposited into the City's bank account, with payment confirmation sent back to Duncan's system, which serves as the master record. PayLock invoicing is rendered as a pass-through on Duncan's monthly invoice.
- Additionally, PayLock software operates on LPR hardware provided by SP+ (dba Metropolis), including cameras and control modules installed on City-owned vehicles used for booting operations. These vehicles actively patrol the City scanning license plates to identify vehicles with outstanding citations.

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DEADLINE(S)

- N/A

ATTACHMENT(S)

- N/A

OTHER INFORMATION

- N/A

DO NOT FORGET TO ACKNOWLEDGE THIS ADDENDUM AS REQUIRED BY THE SOLICITATION.

**JAMES SIMMONS
CHIEF PROCUREMENT OFFICER
[END OF SOLICITATION ADDENDUM]**