

OFFICE OF INSPECTOR GENERAL
CITY OF NEW ORLEANS



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INSPECTOR GENERAL IDENTIFIES THOUSANDS OF PARKING CITATION ERRORS

The New Orleans Office of Inspector General (OIG) today released a [public letter](#) to the Chief Administrative Officer and Director of Public Works identifying mistakes in nearly 9,000 parking citations the City issued each year.

OIG investigators confirmed that the errors cost the City \$190,000 in 2015 to issue and dismiss the erroneous parking citations and prevented the City from earning \$210,000 last year in parking citation revenue. The OIG estimated 7,000 individuals received erroneous parking citations each year.

Most of the mistakes occurred when parking enforcement officers (PEOs) entered incorrect license plate numbers or letters onto citations that they placed on violating vehicles. That meant people not involved in parking violations received citations in error and were responsible for all payments, fines, and late fees.

PEOs also entered inaccurate administrative hearing dates, including dates which occurred prior to the issuance of the citation.

PEOs ticketed fleet vehicles legally performing delivery services that had stopped for only very short durations.

The OIG identified software programs to solve the data entry problems and recommended new policies. The City and its parking vendor Duncan Solutions said some of the OIG's recommendations had been already implemented and others would soon follow.

The OIG conducted its investigation after complaints from numerous sources and reviewed thousands of parking citations, interviewed citation recipients, and City and parking vendor employees.

"We are pleased that the City agreed to fix a system that puts a burden on people to challenge parking violations they didn't commit," stated Inspector General Ed Quatrevaux. "The OIG will follow up to determine whether the recommendations agreed to by the City are implemented."

All OIG reports and public letters are posted on the website nolaoig.gov.