



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 61.2

TITLE: PARKING ENFORCEMENT OPERATIONS

EFFECTIVE: 01/14/2018

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PURPOSE

This Chapter establishes guidelines for conducting fair and effective enforcement of parking regulations by outlining expectations for the roles and responsibilities of NOPD employees assigned to and assisting the parking division.

POLICY STATEMENT

1. Parking citations shall be completed using department approved electronic ticketing devices or approved ticket books in the event electronic ticketing devices are not operable or available.
2. Members of NOPD's Parking Division are required to adhere to all rules and regulations governing NOPD employees.
3. NOPD employees issuing parking citations must issue citations in an equitable, respectful, and bias-free way. Actual or perceived race, color, ethnicity, national origin, religion, gender, gender identity, sexual orientation, economic status, age, cultural group, disability, housing status, or affiliation with any other similar identifiable group shall not be a motivating factor in any decision to issue a citation, including the decision to take no action, or in the selection or rejection of areas of enforcement.
4. Misconduct and unprofessional behavior may result in disciplinary action, including and up to termination.
5. Employees shall not discourage, delay, or refuse the acceptance of a complaint against any member or employee of the New Orleans Police Department and retaliation against any complainant, witness, or employee participating in an investigation is prohibited.
6. All complaints received from the public regarding Parking Enforcement Officers (PEOs), including allegations of misconduct, discourtesy, bias-based enforcement, improper towing or immobilization, neglect of duty, or unlawful enforcement actions, shall be documented and handled in accordance with NOPD Chapter 52.1 – Complaint Intake and Investigation.

PARKING ENFORCEMENT OFFICERS (PEOs) - DUTIES AND RESPONSIBILITIES

7. The duties and responsibilities listed below are not exhaustive but exemplify common duties expected of Parking Division Employees:
 - (a) Promote safety, traffic efficiency, and public awareness of parking regulations
 - (b) Issue parking citations in a fair and impartial manner
 - (c) Provide clear and professional explanations to the public regarding enforcement actions, including immobilization, towing, or fines
 - (d) Demonstrate respect, integrity, and professionalism in all interactions
 - (e) Offer recommendations to the department that improve curb turnover and traffic flow
8. PEOs are expected to conduct patrols in their areas of responsibility, addressing violations as they are discovered through the issuance of citations, impounding illegally parked or abandoned vehicles when appropriate, and immobilizing vehicles when appropriate.
9. Members should be familiar with current parking regulations and take appropriate action as required.
10. PEOs should conduct computer checks of vehicles found in violation of parking ordinances to verify parking citation statuses and registered owner information.
11. Information regarding stolen vehicles found illegally parked or evidence found in abandoned vehicles should be immediately provided to the appropriate investigating police officers or unit.
12. PEOs should conduct field investigations into the unlawful use of disabled parking placards and issue citations for violations.
13. PEOs may control traffic when assisting on scenes and while impounding vehicles.

SUPERVISOR RESPONSIBILITIES

14. PEO Supervisors are responsible for:
 - (a) Preparing work schedules to ensure adequate coverage for regular work and special events coverage.
 - (b) Creating daily lineups, assigning beats for PEOs and conducting roll calls,
 - (c) Making announcements regarding department policies and updates
 - (d) Providing pertinent information regarding enforcement operations, and
 - (e) Review citations and other paperwork completed by PEOs to ensure completeness and accuracy, ensuring appropriate, fair, and impartial enforcement,
 - (f) Performing vehicle, equipment, and uniform inspections,
 - (g) Assisting with training, as needed, including providing oversight of field training operations.
 - (h) Verifying hours/shifts worked and approving payroll timecards in the designated NOPD payroll system.
15. In addition to these responsibilities, supervisors are responsible for ensuring evaluations are completed in accordance with department policy and Civil Service rules.
16. Supervisors will maintain electronic files documenting lineups and assigned beats for their respective shifts. These files will be shareable and accessible to the NOPD Traffic Division and the Professional Standards Section.

17. Supervisors who become aware of alleged misconduct involving Parking Enforcement personnel shall ensure the complaint is properly documented and immediately forwarded through the appropriate chain of command.
18. Supervisors shall ensure all available evidence related to a complaint is preserved, including:
 - (a) Electronic ticketing records,
 - (b) Photographs,
 - (c) Towing or immobilization records,
 - (d) Communications,
 - (e) Surveillance footage,
 - (f) GPS/location data, and
 - (g) Any other relevant documentation.

PUBLIC PARKING ADMINISTRATOR – DUTIES AND RESPONSIBILITIES TICKET PROCESSING UNIT

19. The NOPD Traffic Division will designate a unit to process manually-issued tickets and citations. This Ticket Processing Unit shall be responsible for collecting, processing, and transferring tickets not issued through the department's electronic ticketing system(s).
20. Divisions, Units and Sections not serviced by the ticket processor shall forward the citations and receipts to the Ticket Processing Unit as they are issued.
21. The Ticket Processing unit shall direct the tickets and citations to the appropriate prosecutorial venue for processing and prosecution (i.e, Parking Adjudication Bureau for parking citations, Traffic Court for traffic tickets, etc.).

PROCEDURE FOR VOIDING OR CORRECTING PARKING CITATIONS

22. Parking Citations containing errors, omissions, or write-overs shall be returned by the Ticket Processing Unit to the issuing unit for correction and/or voiding.
23. Parking Citations may be voided at the request of the issuing member when requested within the tour of duty the citation is issued.
24. When necessary, parking citations should be voided by the issuing officer in the following manner:
 - (a) Notify the reviewing supervisor of the error.
 - (b) Complete the **Request to Void Parking Citation (Form 40)** (*Attach as appendix).
 - (c) Attach a copy or picture of the citation being voided to the **Request to Void Parking Citation (Form 40)**.
 - (d) The reviewing supervisor will approve or disapprove the request to void the citation by signing the request form.
 - (e) If the citation has not yet been approved by the supervisor, the supervisor shall disapprove the citation and request it be removed from the system, in writing.
 - (f) If the citation has already been approved by the reviewing supervisor, the completed and approved form and copy of the citation to be voided shall be forwarded to the Parking Adjudication Bureau for processing.
25. If the citation to be voided is a manually-issued citation, the above-listed steps shall be taken and the request form and photocopy of the citation shall be forwarded through the Ticket Processing Unit within three (3) days of the issuance of the

citation.

26. To correct errors or mistakes on citations that have been issued through the electronic ticketing system, the issuing officer shall notify their supervisor and document the error using the **Request to Void Parking Citation (Form 40)** and attach an updated citation, referencing the error and original citation number. This information is to be forwarded to the parking adjudication bureau so the corrected citation may replace the citation containing the error or mistake.