

AMENDMENT NO. 9 TO THE PROFESSIONAL SERVICES AGREEMENT
BETWEEN
THE CITY OF NEW ORLEANS
AND
PROFESSIONAL ACCOUNT MANAGEMENT, LLC

CURBSIDE MANAGEMENT & ENFORCEMENT: PARKING TICKET PROCESSING

THIS NINTH AMENDMENT (the “**Amendment**”) is entered into by and between the City of New Orleans, represented by Helena N. Moreno, Mayor (the “**City**”), and Professional Account Management, LLC, represented by James Kennedy, President and Chief Executive Officer (the “**Contractor**”). The City and the Contractor are sometimes collectively referred to as the “**Parties**.” The Amendment is effective as of May 16, 2026 (the “**Effective Date**”).

RECITALS

WHEREAS, the City and the Contractor are parties to a professional services agreement dated May 16, 2014 (the “**Agreement**”) (K14-416) for the Contractor to provide professional services related to curbside management and enforcement, including parking ticket processing services in accordance with the City’s Request for Proposals No. 500C-01551 (the “**RFP**”);

WHEREAS, on March 19, 2015, the City and the Contractor amended the Agreement for the first time (K15-100) to collect on previous ticket accounts assigned to another vendor prior to the “**RFP**”;

WHEREAS, on May 8, 2019, the City and the Contractor amended the Agreement for the second time (K19-156) to extend its term for continuity of services and to modify the payment terms;

WHEREAS, on October 23, 2019, the City and the Contractor amended the Agreement for the third time (K19-922 / Brass# 843) to extend its term for continuity of services, and to modify the payment terms and scope of services;

WHEREAS, on June 17, 2021, the City and the Contractor amended the Agreement for the fourth time (K21-494 / Brass# 843) to extend its term for continuity of services;

WHEREAS, on March 28, 2022, the City and the Contractor amended the Agreement for the fifth time (K22-179 / Brass# 843) to extend its term for continuity of services;

WHEREAS, on February 8, 2023, the City and the Contractor amended the Agreement for the sixth time (K22-1255 / Brass# 843) to extend its term for continuity of services;

WHEREAS, on May 14, 2024, the City and the Contractor amended the Agreement for the seventh time (K24-332 / Brass# 843) to extend its term for continuity of services, to modify the Contractor’s scope of services, and to modify the compensation;

WHEREAS, on August 19, 2025, the City and the Contractor amended the Agreement for the eighth time (K25-441 / Brass# 843) to extend its term for continuity of services;

WHEREAS, the City and the Contractor, each having the authority to do so, desire to enter this Amendment to extend its duration for continuity of services, to amend the payment terms, and to provide for the timely transfer of data to the City;

NOW THEREFORE, for good and valuable consideration, the City and the Contractor amend the Agreement as follows:

A. EXTENSION. The term of the Agreement is extended for eight (8) months and seventeen (17) days from May 16, 2026, through January 31, 2027.

B. COMPENSATION. The Payment terms in Article II - Compensation, Section A – Parking Ticket Processing, of the Agreement, as amended, are hereby amended as follows, as they relate to ticket processing, booting, and collection system fees:

1) ***Per Ticket Processing Fee***. The City will pay the Contractor a three percent (3%) increase per ticket issued fee from \$9.24 per ticket to \$9.52 per ticket, which reflects a cost-of-living adjustment consistent with national inflation data.

2) ***Collections System Fee***. Beginning on the Effective Date of the Amendment, the contingency fee that the City pays the Contractor of all amounts collected on accounts placed with Contractor for collections shall be reduced by 7% from 25% to 18%. The contingency fee applies to payment processed through all offered payment channels including over the counter, mail, web, and interactive voice response system. No contingency fee shall be due on accounts in which no payment is received. Invoice and payment terms shall be consistent with that of the Agreement. In no event shall the City be charged the prior 25% contingency fee on any amounts collected on or after May 16, 2026.

C. RECORDS & INSPECTION. The City and the Contractor reaffirm the provisions laid out in Article I, Section C of the Agreement. Further, upon termination of the Agreement, the Contractor shall provide a final, verified export of all relevant City data, including all violation images and video files, within thirty (30) calendar days. Data must be provided in a structured, non-proprietary format (e.g., UTF-8 CSV, SQL dump including schema and data, and/or Parquet for large datasets), accompanied by a complete Data Dictionary. Any other format must be non-proprietary and agreed upon in writing by the City. The Contractor shall not withhold City data for any reason.

D. CONVICTED FELON STATEMENT. The Contractor swears that it complies with City Code Section § 2-8(c). No Contractor principal, member, or officer has, within the preceding five years, been convicted of, or pled guilty to, a felony under state or federal statutes for embezzlement, theft of public funds, bribery, or falsification or destruction of public records.

E. NON-SOLICITATION STATEMENT. The Contractor swears that it has not employed or retained any company or person, other than a bona fide employee working solely for

it, to solicit or secure this Amendment. The Contractor has not paid or agreed to pay any person, other than a bona fide employee working for it, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from this Amendment.

F. ELECTRONIC SIGNATURE AND DELIVERY. The Parties agree that a manually signed copy of this Amendment and any other document(s) attached to this Amendment delivered by facsimile, email, or other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original signed copy of this Amendment. No legally binding obligation shall be created with respect to a Party until such Party has delivered or caused to be delivered a manually signed copy of this Amendment.

G. PRIOR TERMS BINDING. Except as otherwise provided by this Amendment, the terms and conditions of the Agreement, as amended, remain in full force and effect.

[SIGNATURES CONTAINED ON THE NEXT PAGE]

[The remainder of this page is intentionally left blank.]

IN WITNESS WHEREOF, the City and the Contractor, through their duly authorized representatives, execute this Amendment.

CITY OF NEW ORLEANS

BY: _____
HELENA N. MORENO,
MAYOR

Executed on this _____ of _____, 2026.

FORM AND LEGALITY APPROVED:

Law Department

By: _____

Printed Name: _____

CITY OF NEW ORLEANS, CITY COUNCIL

BY: _____
CITY COUNCIL PRESIDENT

Signed on this _____ of _____, 2026.

PROFESSIONAL ACCOUNT MANAGEMENT, LLC

BY: _____
JAMES KENNEDY,
PRESIDENT AND CHIEF EXECUTIVE OFFICER

[END OF AGREEMENT]