



Memorandum

To: Brian L. Barroso, City Manager

Date: August 6, 2025

From: John Wilkins, Parking Director

Subject: Official parking permit program

Action Statement: Respectfully request the City of Key West City Commission approve a 5 year fixed price contract for a comprehensive parking software and service solution on a fee-per-service basis including citation issuance application, citation management, online citation payment, issuance of delinquent letters, permit management and parking app purchases. The purchase will be made pursuant to City of Key West Code of Ordinances, Section 2-797(3), *Purchases and acquisitions under contracts of federal government, the state or its political subdivisions, and governmental purchasing cooperative programs*, specifically the Omnia Contract 158975 Region 14 ESC-TX awarded November 1, 2024.

Background: Over the past 5 years the Parking Division of the City of Key West has added additional services, purchase options, payment options, and expanded the back-office functions to provide a more robust parking program. The City has contracted with Passport Inc. to support this growth of the Parking Division.

Our current contract with Passport Inc. is expiring and the Parking Division requests the renewal of an additional 5 year contract with Passport Inc. The Parking Division is satisfied with the support and service provided by Passport Inc. The contract pricing proposed below is in most part “pass-through-costs” to the customer of any expenses incurred by Passport or the City directly associated with the services provided in the agreement.

Passport has proposed the following services and per transaction fees:

Mobile Payment for Parking ("MPP") - This is Passport’s mobile app to pay by phone for timed parking. Customer will locate parking area – Citywide - and pay to park with their mobile phone.

MPP Service and License Fee	\$0.30 Per Transaction
MPP Merchant Services Fee	2.9% + \$0.20 Per Transaction
MPP Payment Gateway Fee	\$0.05 Per Transaction

An MPP “Transaction” is a single parking session lasting less than twenty-four (24) hours in duration. For clarity, a transaction is the original parking session only and does not include additional extensions of the original parking session. An additional Per Transaction Fee shall apply to each individual extension of the original parking session.

Citation Management Platform (“CMP”) - Software used by enforcement staff to issue citations including handheld license plate reader, permit information, previous citations issued, photographs, upload to cloud database maintained by Passport Labs, Inc.

Handheld LPR Initiation Fee	\$1,000.00 One Time fee
Handheld LPR	\$900.00 Monthly
CMP Service and License Fee	\$1.35 Per Ticket Issued
CMP Service/ License Fee (Online or in Person)	\$5.00 (\$4.37 to Passport; \$0.63 to Customer) Per Ticket Paid
CMP Merchant Services Fee	2.9% + \$0.20 Per Transaction
CMP Payment Gateway Fee	\$0.05 Per Transaction

Digital Permits for Parking (“DPP”) - Permits are sold and information is maintained in cloud database accessible to parking enforcement staff in the field. Permit information can include name, address, phone, expiration, valid locations, etc... In most cases, permit applications are submitted online with documentation uploaded for review by staff, however the Parking Division provided paper applications for those who do not have computer access.

Service and License Fee (online or in person)	\$2.00 Per Annual Permit Issued
DPP Service and License Fee (online or in person)	\$1.25 Per Monthly Permit Issued
DPP Service and License Fee (online or in person)	\$1.25 Per Short-Term Permit Issued
DPP Merchant Services Fee	2.9% + \$0.20 Per Transaction
DPP Payment Gateway Fee	\$0.05 Per Transaction

Financial Impact: The Fiscal Year 2024 -2025 operational budget has \$10,800 to cover the Handheld LPR monthly fee. Mobile Printers and Mobile Devices are provided by City budgeted by Parking Division and are not included in this contract. Other fees for service are “pass-through-costs” to the customer.

Recommendation:

Approve by Resolution from the City of Key West Commission, the contract between the City of Key West and Passport Inc. for a 5-year comprehensive parking software and service solution as pursuant to terms and conditions outlined in the agreement.