



City of Waukesha
201 Delafield Street
Waukesha, WI 53188
Tel: 262.542.3700
waukesha-wi.gov

City of Waukesha Cover Sheet

Committee: Board of Public Works	BPW Meeting Date: 10/23/2025
ID Number: ID#25-02388	Ordinance/Resolution Number (if applicable):
Department Submitting: Department of Public Works	Common Council Meeting Date: 11/04/2025
Agenda Item Title: Review and possible action on Contract Amendment No. 2 with Passport Labs, Inc., for the processing of parking violations using the Mobile Pay system.	

Issue Before the Council:

The Contract Amendment details the addition of Mobile Pay services being provided by Passport Labs, Inc., at the request of the City.

Options & Alternatives:

Not approving the contract amendment would keep the parking system service as-is and not add the mobile pay service option.

Additional Details:

The City of Waukesha uses Passport for all our parking permits and violations. Since implementation at the South St. and Transit Center parking ramps, some user feedback has been received regarding the requirement of a username and password being needed for online permit purchases. The City has been working with Passport on the creation and implementation of their Mobile Pay system.

The Mobile Pay alternate payment method will allow a faster checkout experience for permit purchases of 3 days or less. A username and password will not be required for purchase, and overall less amount of user information will also be required for entry. Utilizing Mobile Pay will allow for an improved user experience for those looking to purchase short term permits. The overall Contract amendment will add in the terms of the Mobile Pay platform and initial implementation terms.

There is a small implementation fee, as well as convenience fees in line with the below schedule:

- One-time implementation fee: \$750
- Convenience Fee per transaction (paid by the parker): \$0.45
- Credit card processing fee (paid by the City): 2.9% + \$0.30 per transaction (includes gateway services)

What is the Strategic Plan Priority this item relates to:

Financial Sustainability

What impact will this item have on the Strategic Plan Priority?

Objective 4's performance measure includes increasing parking revenue by 15% by instituting surface lot automated pay structure by December 2029. Adding the Mobile Pay option will allow for additional payment options and improved user experience. Improving the user experience and ease of purchasing permits will allow for better compliance and usage across all parking types.

Financial Remarks:

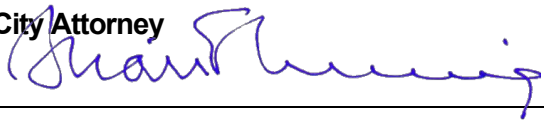
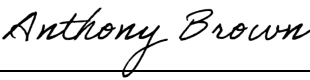
Account 7720.52190: \$750.00.

City responsible convenience fees will be deducted from the monthly parking permit revenue remittance.

Suggested Motion:

Move to approve Contract Amendment No. 2 with Passport Labs, Inc., for the processing of parking violations using the Mobile Pay system pending final review of the amendment terms by the City Attorney.

Reviewed By:

City Attorney 	Date Reviewed 20 Oct 2025
Finance Director Joseph P. Ciurro	Date Reviewed
City Administrator Anthony W. Brown 	Date Reviewed 10/16/2025