


TRANSMITTAL MEMORANDUM

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TO: The Honorable Mayor & City Council Initials: 

FROM: Shawn Hart, Acting Assistant City Manager File #: MGR25-268

DATE: April 25, 2025 Mtg. #: 05/01/25 CAe

RE: **Authorize Budget Transfer and Establish Police Department Capital Improvement Project Parking Ticket System – Software Upgrade**

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The motion detailed below was prepared at the request of Police Chief Eric Mattson, who asked that it be placed before the City Council for consideration at its meeting of May 1, 2025. If adopted, the motion provides for approving a budget transfer of \$28,000 from appropriated reserves of the Public Works Sales Tax Fund and establishing the 2025 Parking Ticket System – Software Upgrade capital account for the Police Department.

The rationale for the proposed purchase is outlined in detail in Police Chief Mattson's transmittal memorandum, requiring minimal additional explanation from the Manager's Office. As noted in Chief Mattson's memo, the existing system is outdated and must be replaced prior to Microsoft's discontinuation of support for Windows 10 in October 2025. In accordance with Ketchikan Municipal Code 3.12.035(b), three quotations were solicited for the replacement of the current parking ticket enforcement software. Following a review of the submitted quotations, staff determined that Cardinal Tracking Inc. offers the most advantageous and cost-effective solution for the City's needs. As no funds were budgeted for this unanticipated purchase, a budget transfer and establishing a new capital project account are required.

Additionally, staff recommends that the City Council consider reviewing and potentially updating the current fine structure in the future, as outlined in Chief Mattson's memo.

A motion has been prepared for City Council consideration.

**Recommended Motion:**

I move the City Council authorize a budget transfer in the amount of \$28,000 from appropriated reserves of the Public Works Sales Tax Fund to a newly established 2025 Ticket System – Software Upgrade capital project account for the Police Department for the purposes of funding a replacement parking ticket system.

# KETCHIKAN POLICE DEPARTMENT

POLICE CHIEF

361 MAIN STREET, KETCHIKAN, AK 99901

(907) 225-6631



## MEMORANDUM

TO: Lacey Simpson, Acting City Manager

THRU: Michelle Johansen, Finance Director

FROM: Eric Mattson, Police Chief

DATE: April 23, 2025

RE: **Parking Ticket System**

The purpose of this memorandum is to urgently inform the City Council of an equipment failure and to request that the Acting City Manager seek immediate approval to purchase a replacement parking ticket tracking system for the Parking Enforcement Division. Additionally, this memorandum seeks Council approval for a related budget transfer from appropriated reserves for \$28,000 and establish a new capital improvement project.

### **Background**

In January 2025, I was contacted by our Information Technology Division regarding the need for funding to upgrade our parking ticket system in the 2026 budget cycle due to the system's age and ongoing issues. The current system, Cardinal 9, was never intended for use with Windows 10 or 11. The change in urgency relates to a recent software update from Microsoft that has rendered portions of the software inoperable on city network computers. By October 2025, our current workaround for the finance department will no longer be supported because Windows 10 will be officially end-of-life by Microsoft. This situation requires immediate attention and action.

Our current vendor is Cardinal Tracking, Inc., based in Lewisville, Texas. This software maintains records for overtime parking on city streets and parking lots and details on vehicles with overdue fines, which are subject to impound. The handheld ticketing devices are equipped with cameras that capture images of license plates, vehicle locations with violations, proof that tickets were placed on vehicles, signage, and vehicle identification.

The software also generates daily ticket reports, yearly financial reports that are searchable by day, collection reports, impound reports, and appeal processes, including letters and reports.

Upgrading to a new system from Cardinal will not only resolve our current issues. Still, it will also introduce additional features, such as the ability to add a license plate reader to minimize human error, online payment processing, online parking permit purchasing, and

an online appeals process. These enhancements will significantly improve our parking enforcement operations and our community service.

The estimated cost of replacing the system exceeds \$10,000. Under the Ketchikan Municipal Code (KMC), the City Council must approve the purchase, and competitive bids or written quotations are required per KMC 3.12.035 (b):

**KMC 3.12.035 Purchases of Public Improvements**

(b) Purchases or contracts for public improvements costing more than \$5,000 but not more than \$50,000 may be awarded either by soliciting written quotations from at least three contractors or through the competitive bidding or proposal process detailed in KMC 3.12.040(b) 3.12.041, 3.12.042, and 3.12.043.

We have obtained three written quotations. Below is a summary of the three quotations, including the features and benefits, to assist you in making an informed decision:

1. AIMS, Parking Management Solutions by EDC Corporation: Three-year contract pricing with one-year renewal options. Price: \$44,892 per year and is the annual recurring cost.
2. Tyler Technologies (The vendor for our current New World finance system): Services would be hosted by a third-party contractor through Tyler. Price: \$26,088. Annual recurring costs are \$9,114.
3. Cardinal Tracking, Inc.: This is our current ticket tracking system. Price: \$23,895.50. (This option requires additional Microsoft licenses for \$1,408.45.) Total amount is \$25,303.95. Annual recurring costs are \$3,563.40.

Both the police and IT departments recommend accepting the quotation from Cardinal Tracking, Inc. It is the most affordable option, and we are already familiar with the system, which integrates well with our finance division. The equipment would be hosted on-site, which is more economical than third-party hosting, thus reducing overall costs. Additionally, we can source the necessary Android devices for the handhelds from Ketchikan Public Utilities, saving us more money. In addition to the Cardinal quote, IT requires we purchase a Microsoft SQL server edition with five licenses. This will be needed for the City of Ketchikan to host the Cardinal Tracking, Inc. server. The additional Microsoft quote is an additional \$1,408.45, bringing the total for the Cardinal option to \$25,303.95. This cost-effective solution enables us to address equipment failures and get the parking enforcement division back where it needs to be. This solution will require a budget transfer from appropriated reserves due to the acceleration of the project timeline.

The items of note and discussion we have considered are ways to offset the cost of this upgrade and potential future needs. The last parking ticket fine was adjusted by the City of Ketchikan in 2006, where ticket fines went from \$10 per ticket (for most common violations) to \$20. When reviewing the time value of money, \$20 in 2006 is equivalent to about \$32 today.

**Recommended Motion**

I move that the City Council authorize the City Manager to transfer funds in the amount of \$28,000 from appropriated reserves of the Public Works Sales Tax Fund to the Police Department's capital improvement program for the purpose of establishing the Parking Ticket System - Software Upgrade project.

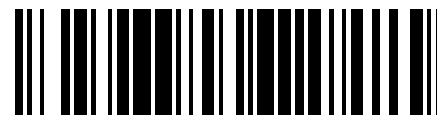
# Quote



## Cardinal Tracking, Inc.

Cardinal Tracking, Inc.  
1760 S Stemmons Fwy, Ste 130  
Lewisville, TX 75067  
Phone: 800-285-3833  
Fax: 972-539-8914  
Website: <http://www.cardinaltracking.com>

Order #	Date
S86555	04/14/2025



Bill To:
CITY OF KETCHIKAN 334 FRONT ST KETCHIKAN, AK 99901 Phone: 907-228-5682 Email: <a href="mailto:dpmgr@city.ketchikan.ak.us">dpmgr@city.ketchikan.ak.us</a>

Ship To:
CITY OF KETCHIKAN 361 MAIN ST. KETCHIKAN, AK 99901
Contact: CITY OF KETCHIKAN

Customer: KETCHIKAN, CITY OF
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Sales Rep	Payment Terms	FOB Point	Carrier	Ship Service	Date Scheduled
RD	Net 30	Origin	UPS	Ground	03/12/2025

Item #	Type	Number	Description	Unit Price	Qty Ordered	Total Price
1	Sale	TU31B	TickeTrak Complete UPGRADE Tier 1	\$0.00	1 ea	\$ 0.00
2	Sale	TA19	TickeTrak Mobile - Android Movement from IT9000 to Android	\$0.00	2 ea	\$ 0.00
3	Sale	TA01	TickeTrak Online Payment Gateway Integration (Existing) Utilizes Cardinal Payment Gateway Partner	\$1,500.00	1 ea	\$ 1,500.00
4	Sale	TA09	TickeTrak On-Line Permit Sales Integration Tier 1	\$2,995.00	1 ea	\$ 2,995.00
5	Sale	TA10	TickeTrak On-Line Ticket Appeals Interface Tier 1	\$1,995.00	1 ea	\$ 1,995.00
6	Sale	TA18	TickeTrak On-Line Ticket Payment Integration Tier 1	\$2,995.00	1 ea	\$ 2,995.00
7	Sale	TB101	TickeTrak Boot/Tow Tier 1	\$995.00	1 ea	\$ 995.00
8	Subtotal		Subtotal			\$ 10,480.00
9	Discount	Disc - 10%	10% Discount			-\$ 1,048.00
10	Subtotal		Software Subtotal			\$ 9,432.00
11	Sale	TA13	TickeTrak Self-Hosted Installation/Configuration	\$5,000.00	1 ea	\$ 5,000.00
12	Subtotal		Customer Hosted Subtotal			\$ 5,000.00
13	Sale	TT110C	TickeTrak Project Management Services	\$1,000.00	1 ea	\$ 1,000.00
14	Sale	273400C	TickeTrak Training - Existing Customer	\$2,500.00	1 ea	\$ 2,500.00
15	Sale	TA42A	TTM-A New Handheld Setup and Training (Not to exceed \$500.00)	\$100.00	2 ea	\$ 200.00
16	Subtotal		Project Implementation and Training Subtotal			\$ 3,700.00
17	Kit	TW252	TWO TECHNOLOGIES, KIT, XF-S23U-PRINTER1	\$0.00	2 ea	\$ 0.00
18	Sale	TW250	TWO TECHNOLOGIES XF-S23U-PRINTER (1YR MFR WARRANTY)	\$1,099.00	2 ea	\$ 2,198.00
19	Sale	TW220	TWO TECHNOLOGIES XF SPARE BATTERY	\$166.00	2 ea	\$ 332.00

# Quote



## Cardinal Tracking, Inc.

Cardinal Tracking, Inc.  
1760 S Stemmons Fwy, Ste 130  
Lewisville, TX 75067  
Phone: 800-285-3833  
Fax: 972-539-8914  
Website: <http://www.cardinaltracking.com>

Order #	Date
S86555	04/14/2025



Item #	Type	Number	Description	Unit Price	Qty Ordered	Total Price
20	Sale	TW221	TWO TECHNOLOGIES XF1R2 CARRY CASE	\$60.00	2 ea	\$ 120.00
21	Sale	TW300	TWO TECHNOLOGIES XF1R2 - POD 3 YEAR WARRANTY	\$350.00	2 ea	\$ 700.00
22	Sale	TW204	TWO TECHNOLOGIES XF1R2 SINGLE DOCK BASE KIT WITH POWER SUPPLY	\$255.00	2 ea	\$ 510.00
23	Sale	240009	Ticket Artwork Composition Fee	\$120.00	1 ea	\$ 120.00
24	Sale	240010	Ticket Plate Set-Up Fee	\$150.00	1 ea	\$ 150.00
25	Sale	24XF1R2	TickeTrak N5 3 1/8 x 7 in 3 Color Polytherm Tickets	\$5.94	250 roll	\$ 1,485.00
26	Sale	240035	PRINTER OVERAGE - 10% 10% Overage Included per Supplier Policy	\$5.94	25 roll	\$ 148.50
27	Subtotal		Hardwdare and Tickets Subtotal			\$ 5,763.50

Subtotal:	\$23,895.50
AVATAX:	\$0.00
Total:	\$23,895.50

Approval: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*\*\*Quotes pricing is valid for 30 Days\*\*\*\*\*

PLEASE NOTE: Hardware will be invoiced when shipped. Shipping charges are prepaid and billed at time of shipment.

The remaining items will be invoiced at install or 60 days from the Order Issue Date, whichever comes first.