



PASSPORT PARKING: FREQUENTLY ASKED QUESTIONS

1. What is Passport?

Passport Labs is a software company that offers a comprehensive digital solution to parking enforcement and parking permit management.

2. Why is this changing?

Parking permit issuance has been a very manual process, that is time consuming, costly and inefficient for citizens.

3. Is there a difference between buying a parking permit vs. timed parking in a Passport zone where Passport signage is posted?

The Passport Parking Permit Portal is the platform replacing the city's former paper parking permit program (i.e. University Area Parking, on-street permits, etc.). This platform is separate from the Passport Mobile Pay app used for timed parking, and requires a separate account. Get more info here: <https://www.oshkoshpd.com/Parking/PermitParking.aspx>

The Passport Mobile Pay app is used for timed parking anywhere a Passport zone exists. Look for Passport signage in these areas for zone numbers and other information. You must create an account in order to use the Passport Mobile Pay app. Get more info here: <https://www.passportparking.com/>.

4. What do I need to do if I need a parking permit?

- Navigate to <https://oshkoshwi.cmrrpay.com/> to set up an online account at the Passport Parking Permit Portal.
- Existing permits will be loaded into the system & you will be able to link the permits within your online account.

5. Can I buy a parking permit online now? Can I use a credit or debit card?

Parking permits can now be purchased online and paid for with a credit or debit card.

6. Is there a fee associated with purchasing a permit?

Passport Parking charges the following transaction fees:

- Hourly Permit: \$0.37 per Transaction
- Daily Permit: \$0.37 per Transaction
- Monthly Permit: \$1.50 per Permit
- 3-Month Permit: \$3.00 per Permit
- 9-Month Permit: \$6.00 per Permit
- Annual Permit: \$8.00 per Permit

7. Can I still pay for a parking permit with cash or check? If so, where?

If you require a cash or check transaction, you can visit the Collections department at City Hall, 215 Church Ave. However, Passport still charges the transaction fees noted in #6 above.

8. When is this change happening for Timed Parking?

- The Passport MobilePay App began operation on April 14, 2025 – for city owned parking lots, which will be marked with signage like below.
- The Passport MobilePay App will go online July 1, 2025, for the paid parking areas on High Avenue and Osceola Street.



9. When is this change happening for Permit Parking?

The Passport Parking Permit Portal began operation on April 14, 2025, for purchasing permits.

10. What happens now if I get a parking ticket?

You can pay your citation or appeal the citation online at <https://oshkoshwi.rmcpay.com/>. A \$3.55 service fee per citation will be added to the citation amount (whether you pay in person or online) by Passport Labs.

11. Who do I contact if I have more questions?

Send an email to parkingconcerns@oshkoshwi.gov

12. Can I still purchase paper daily permits for the parking lots?

No, paper permits are no longer being sold. Daily permits for the permitted stalls in the city parking lots must be purchased through the Passport Parking Permit Portal - <https://oshkoshwi.cmrpay.com/>

13. Are paper permits that have already been issued still valid?

- Daily paper permits will be valid until August 31st. All paper daily permits will expire on August 31st, 2025.
- On-street 2am-5am parking permits already issued will be valid until the expiration noted on the paper permit.

14. Where can I obtain an overnight on-street parking permit if I am having construction or maintenance work on my driveway?

Temporary overnight on-street parking permission can be obtained online at <https://www.oshkoshpd.com/Parking/overnightparking.aspx>. If you need temporary parking for more than 3 nights, a physical permit can be obtained at the Oshkosh Police Department.

15. Is there a resource available to walk me through how to use the Passport Parking Permit Portal?

You can view a step-by-step video on how to use the Passport Parking Permit Portal at <https://www.oshkoshpd.com/Parking/PermitParking.aspx>.

16. Is there a resource available to walk me through how to use the Passport MobilePay App?

You can view a step-by-step video on how to use the Passport Parking MobilePay App at <https://www.youtube.com/watch?v=MThHrcDET0o>.

17. Where can I park with a lot parking permit? Can I use the same permit to park in different zones/lots?

A permit allows you to park in any parking stall within the designated zone/lot that you purchased the permit for. The permit is not transferable between zones/lots.

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