



SERVICE AGREEMENT WITH PREMIUM PARKING SERVICE, LLC

RS-25-176

November 4, 2025

Background

2

- The City of Killeen, Aviation Department, is pursuing a service agreement with a parking lot management company to oversee day-to-day operations at the Killeen Regional Airport.
- The current Operators service agreement expires November 30, 2025, prompting the Airport to Request proposals from other companies.

Discussion

3

- A Request for Proposals (RFP #26-01) was advertised on July 14, 2025, and Six (6) qualifying proposals were received on September 4, 2025.

Discussion

4

- Proposals submitted include:
 - ▣ CR EasePark Hospitality
 - ▣ Donnell & Company LLC
 - ▣ Parking Company of America
 - ▣ Premium Parking Service LLC
 - ▣ Republic Parking – Current Provider
 - ▣ SP Plus LLC

Discussion

5

- Following a thorough assessment of all submissions, staff determined that Premium Parking Service LLC best meets our operational needs and offers the best value for the City of Killeen and the Aviation Department.
- The proposed service agreement will generate about \$392,576 annually for Killeen Regional Airport while modernizing the parking lot with gateless, ticketless technology to provide a faster and more convenient customer experience.

Discussion

6

- ❑ GRK will leverage multiple platforms to keep the public and air travelers updated on parking lot changes at the airport.
 - ▣ Facebook, GRK Website, Various Media Outlets
- ❑ Staff from GRK and Premium Parking will be available to address any questions or concerns regarding the parking changes.

Discussion

7

Customer Support and Payment Options

- ❑ On-Site Assistance: Premium Parking will have a supervisor available to assist customers in person.
- ❑ 24/7 Phone Support: A dedicated phone number will be available with a live operator for assistance.
- ❑ Airport Operations Center: Our Airport Operations Center is staffed 24/7 to provide additional support as needed.
- ❑ Payment Options: Kiosks will be available both outside and inside the airport for customers who prefer not to use their phones for parking payments options.

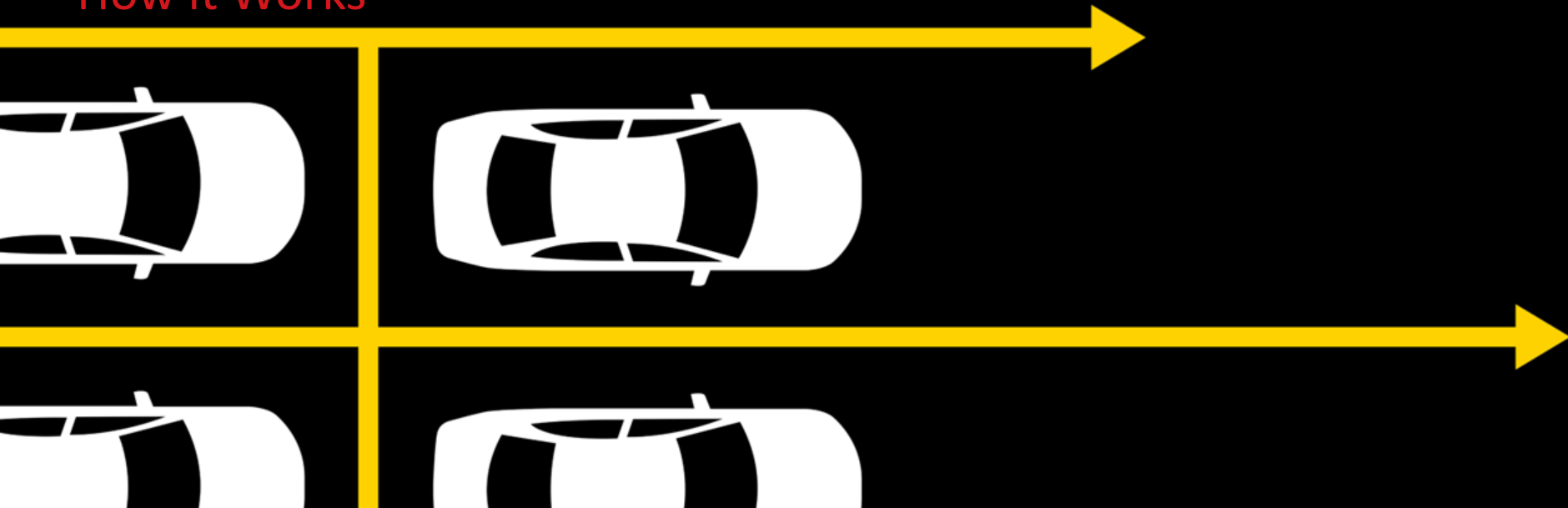
Recommendation

8

- City Council approve a Parking Lot Operator Service Agreement with Premium Parking Service LLC and authorize the City Manager or designee to execute same as well as all addendums and lease actions to the agreement, including termination, to the extent allowed by state and local law.



GLIDEPARCS: How it Works





**Gateless Parking is
the **Best Solution** for
Today.** (& the Future)

Gateless Parking.

(Think on-street parking)



GLIDEPARCS Overview



GLIDEPARCS® is a secure cloud-based system that eliminates the need for paper tickets, parking gates, and/or hand-held equipment. It can control all aspects of a venue parking operation, combining best practices with modern parking trends into one holistic system.

Free-Flow Parking

With no need for parking gates or tickets, parkers are able to easily pull into the facility and find a spot.

The parking transaction happens after the vehicle is parked in their space.

Upon return, the customer can just pull out and leave the facility, because the transaction has already been completed. No lines, no cashiers, no backups at the exit.

Signage



Clear, Concise & Tested Signage.

Our sign plans include intelligent wayfinding and directional signage with simple, proven instructional language. These will be placed at key points throughout the facility to help develop a uniform and successful education/communication strategy. Our Marketing Team will work directly with your team to ensure that branding and messaging are aligned to ensure the smoothest parking experience for your parkers.

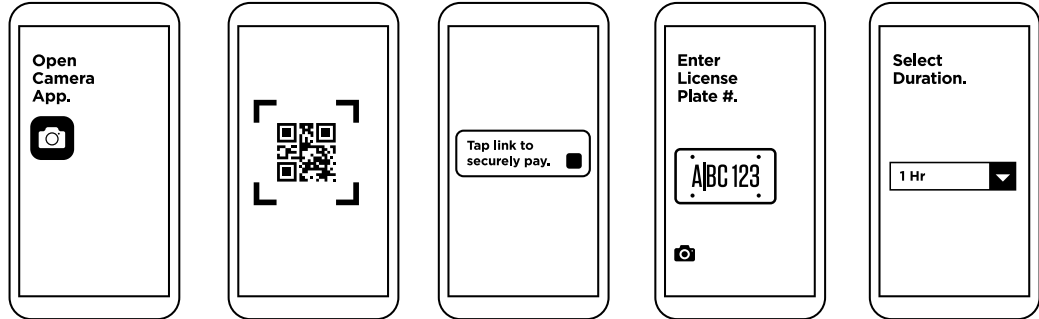


Mobile Payment Options



CameraPay

Parkers can effortlessly scan the QR Code on our signs, click on the generated link, and be seamlessly directed to our secure user-friendly mobile payment portal.

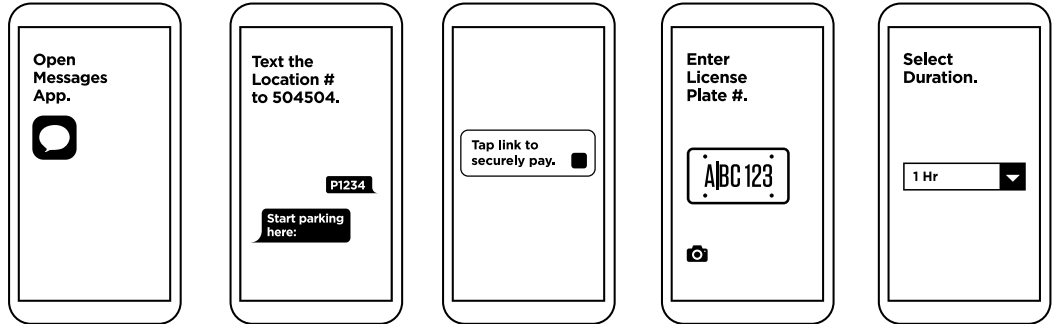


Mobile Payment Options



TextPay

For an alternative option, parkers can simply text the location number to the number indicated on the signage. In response, we provide a secure link that guides them through our user-friendly mobile payment portal.

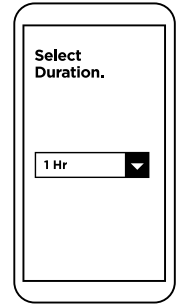
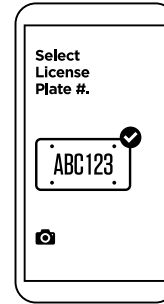
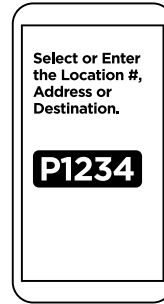
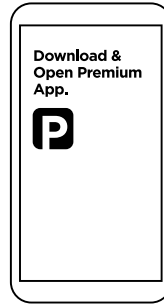


Mobile Payment Options



Premium App

Offering repeat customers, the quickest and most convenient way pay for, and effortlessly extend their parking. Transactions are completed in an instant using credit cards. Notably, our app enables users to store multiple vehicles and credit cards within their account, with easy vehicle switching and seamless transactions. The app is compatible with both Android and iOS devices.



GLIDE Eye LPR



For an additional layer of security, we will install GLIDE Eye LPR cameras at all entrance and exit points.

Every vehicle in the lot will have their license plate data captured as they pass the cameras at entrance and exit.

GLIDEPARCS will associate the plate with an active session and use the LPR data to verify that the correct payment was made.



Compliance



98%+ Compliance Rate

Globally across our entire platform, we have observed a compliance rate of over 98%. That means that proper payment is received for over 98% of all vehicles entering the facility.

The vast majority of parkers will transact their parking session upon entering the lot. For those that do not, we have several layers of enforcement to ensure revenue capture.

Compliance



Manual Enforcement

Premium Parking staff will patrol the lot multiple times per day, scanning license plates with our enforcement app. Vehicles without an active parking session will receive a printed invoice on their windshield.

Upon returning to their vehicle, the customer can use the link on the invoice to transact their payment.

Compliance



GLIDE Eye Enforcement

Vehicles leaving the facility with unpaid parking fees will be captured at the exit by the LPR cameras.

The owner of that vehicle will receive an invoice in the mail requesting payment for the unpaid parking fees.

Compliance



Habitual Offenders

Vehicles with multiple unpaid parking fees will be identified in the enforcement platform by our staff during manual enforcement operations.

These vehicles will be fitted with an immobilizer boot, which can be removed by the customer upon paying the unpaid parking fees.