

Memorandum



Date: April 8, 2026

Agenda Item No. 2(B)(3)

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

May 5, 2026

From: Daniella Levine Cava *Daniella Levine Cava*
Mayor

Subject: Report on the Feasibility of Implementing an Online Portal for Pet Registration
Status Updates and Fee Payments – Directive No. 252111

Executive Summary

This report is submitted in response to Resolution No. R-1172-25, sponsored by Senator René García, and adopted by the Board of County Commissioners (Board) on December 2, 2025. Resolution No. R-1172-25 directs the County Mayor or the County Mayor's designee to evaluate the feasibility of creating an online portal that would allow registered dog owners to electronically submit required status updates and remit applicable pet registration and licensing fees. The resolution further requires the Administration to prepare a written report and place it on a full Board agenda without committee review pursuant to Rule 5.06(j) of the Board's Rules of Procedure. Miami-Dade County Animal Services Department (ASD) has been exploring options for an online payment and pet registration portal for several years. ASD evaluated solutions but faced challenges related to security and compliance for online payments. In July 2025, ASD began working with the current vendor, HLP Inc. to provide a solution that would allow ASD to move forward with the most efficient and cost-effective path and began drafting a supplement to the existing agreement with HLP, Inc.

Report

ASD administers pet registration and licensing requirements pursuant to Chapter 5 of the County Code. ASD has evaluated options to enhance customer convenience and promote regulatory compliance using technology that allows for the electronic submission of required information and online payment of applicable fees.

ASD is currently working with its existing vendor, HLP Inc., who provides the shelter's management system, Chameleon, to implement an online payment capability. ASD's current contract with HLP, Inc. allows for the execution of a supplemental agreement to activate an additional module required to support online transactions and electronic submissions. This approach enables the County to leverage existing infrastructure while minimizing the need to procure a new system. In partnership with the existing vendor HLP Inc., ASD will utilize industry-leading licensing automation technology designed to streamline high-volume payment processing and reduce repetitive data entry tasks. The proposed solution allows transaction data to be seamlessly reintegrated into the shelter management system, improving operational efficiency while saving time and costs. Additionally, this approach has the

potential to increase revenue collection and enhance customer convenience by simplifying the licensing process for residents.

The implementation of the online payment portal for ASD had been delayed because the vendor, HLP Inc., allowed its Payment Card Industry Data Security Standard (PCI DSS) compliance to expire. At ASD's request, the vendor is currently in the process of submitting updated PCI DSS documentation, including an Attestation of Compliance for Service Provider, signed by a company executive officer or a Qualified Security Assessor (QSA), for review and approval by the Clerk of the Court and Comptroller Department's PCI Division.

At present, ASD continues to coordinate with the Strategic Procurement Department (SPD), the County Attorney's Office (CAO), and the Clerk of the Court (COC) and Comptroller of Miami-Dade County to finalize all contractual, legal, and PCI compliance requirements. Upon completion of these actions, ASD anticipates moving forward with system configuration, testing, and deployment. It should be noted that the supplement for contractual modifications to the existing vendor agreement fall under the approval authority of SBD Director and the Mayor's purview.

Provided that all outstanding requirements are satisfied, and all documentation is submitted and approved by the COC and Comptroller of Miami-Dade County – Comptroller Finance Operations Department, the estimated timeline for the online payment system to go live is approximately 30- 60 days from the date of final approval. A soft launch of the online portal is anticipated in this spring, allowing for limited user access and system validation, with full implementation expected in the summer.

The introduction of an online pet registration and renewal option is expected to make it easier and more convenient for dog owners to register their pets and remain in compliance with County requirements. Increased accessibility may help reduce instances of noncompliance and associated penalties, improve overall registration rates, support revenue collection, and enhance the County's ability to reunite lost pets with their rightful owners which may result in a decrease of shelter population.

This report shall be placed on the next available Board agenda pursuant to Rule 5.06(j) of the Board's Rules of Procedure. Should you require additional information, please contact Annette Jose, Director, Animal Services Department, at 305-418-7127.

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- Annette Jose, Animal Services Director
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