



## New Haven, Connecticut, Contracts with Duncan Solutions for an Enhanced Parking Management System

PRESS RELEASE. For Immediate Distribution

MILWAUKEE, Wis. (Aug. 2, 2011) – Citing customer service and efficiency as primary benefits for New Haven, Connecticut’s new parking system, Duncan Solutions of Milwaukee, a leading provider of parking management products and services to municipalities, announced that it has been awarded a contract for citation processing, handheld enforcement units, and debt collection for the City of New Haven, Connecticut. The change to new equipment, software and services is designed to enhance customer service delivery and make ticket and permit processing more efficient and customer friendly.

In December, the City of New Haven released a Request for Proposals for a new parking management system with the goal of acquiring a turnkey service to reduce the level of clerical work and paper handling, while increasing customer service levels, financial accountability and methods of payment associated with the city’s parking services.

“The new system from Duncan Solutions will help us improve customer service and operational efficiencies,” said Jim Travers, Director of the City of New Haven Department of Transportation, Traffic and Parking. “We will now offer online services such as ticket payment and hearings for contested tickets. The automation is certainly going to streamline processes and make paying for parking tickets as painless as possible.”

The City’s contract with Duncan includes state-of-the-art citation processing services, enforcement handhelds, delinquent citation collections and a wide variety of convenient customer service features.

“This is an exciting time in the parking industry, and we’re proud to have the opportunity to help New Haven,” said Mike Nickolaus, Duncan Solutions’ President and Chief Executive Officer. “It’s great to see cities taking advantage of technological advancements while embracing enhanced customer service.”

A leader in the parking management industry for 75 years, Duncan Solutions provides parking management products and services to municipal and commercial clients worldwide, including parking meters, enforcement solutions, citation processing, collection of delinquent fines and fees, and parking program management. Learn more about Duncan at [www.duncansolutions.com](http://www.duncansolutions.com).

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