

# Houston Partners with Duncan Solutions for Delinquent Parking Ticket Collection Services

PRESS RELEASE. For Immediate Distribution



## FOR IMMEDIATE RELEASE: August 31, 2009 | Milwaukee, WI

The City of Houston's Parking Management Division has selected Professional Account Management, a Duncan Solutions company, as its exclusive partner for delinquent parking citation collection services.

The contract includes noticing, customer service, payment processing, credit bureau reporting, and civil judgments. Supplementary enforcement services include an expanded vehicle immobilization program. The contract term is for three years and may be extended at the City's option for two additional one-year periods.

"Duncan is honored to be selected by the City of Houston as a partner for its parking citation collection program," stated Mike Nickolaus, President and CEO of Duncan Solutions. "We have been proud to serve as a partner with the City's parking program for several years, and we are excited to extend this partnership through our innovative, customer-friendly approach to collections which will help the City meet its parking compliance and customer service objectives."

"The City selected Duncan from a field of qualified candidates, but Duncan's focus on delinquent parking citation collections distinguished them. The evaluation team was also impressed with their commitment to customer service and their documented results in cities with similar programs," stated Liliana L. Rambo, CAPP, Director of the City's Parking Management Division. "We were particularly impressed with Duncan's innovative service model, and we are pleased to have a partner with a commitment to improving parking for all of the City's stakeholders."

As part of its services, Duncan will coordinate closely with the Parking Management Division, the Houston Public Parking Commission and the Houston Police Department. Additionally, Duncan's technology will be integrated into the Parking Management Division's broader technology portfolio to provide a seamless exchange of data between systems to maximize accuracy and improve the quality of information provided to customers.

Professional Account Management is Duncan Solutions' division dedicated to designing, delivering, and supporting parking citation processing and collections services for municipalities. It provides these services to more than 200 clients throughout the U.S.

Formed in 2005, Duncan Solutions is a leading provider of parking management products and services to municipal and commercial clients worldwide, including parking meters, handheld enforcement solutions, on-street parking management services, violation processing, and collections of fines and fees. Its website address is [www.duncansolutions.com](http://www.duncansolutions.com).

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