

Milwaukee Awards New Contract to Duncan

PRESS RELEASE. For Immediate Distribution



October 10, 2008 | Milwaukee, Wisconsin

Duncan Solutions announced today the renewal of its citation processing and collection services contract with the City of Milwaukee's Department of Public Works. Duncan, a full service parking management company, has served as the City's citation processing partner since 1998.

The new contract covers the operation of the City's parking citation processing, collection and management program for a term of five years, with options for extensions for an additional five years.

"The City of Milwaukee operates one of the premier parking programs in the country," said Gary Smith, President of Duncan's Citation Management division. "We are honored to be selected to continue to serve the City for years to come."

"Duncan has been a major contributor to our parking program's success over the past ten years—delivering great customer service and improved revenue results and allowing us to be both more efficient and effective," noted DPW Parking Finance Manager Cindy Angelos. "The City of Milwaukee looks forward to many more years of collaboration, partnership, and success."

As part of this contract, Duncan committed to maintain Milwaukee as its corporate headquarters. "We do business with cities across the country and the world. Since choosing Milwaukee as our global headquarters in 2006, we have increased our local employment by over 55%," said Mike Nickolaus, President & CEO of Duncan Solutions. "The Mayor, Common Council, other City officials, and civic leaders have been very supportive of our growth, and they – along with our dedicated local staff – help make Milwaukee a great City from which to do business."

The company's contract with the City includes state-of-the-art citation processing, enforcement handhelds, self-service kiosks, and a wide variety of convenient customer service options. In addition, Duncan systems support City towing operations and provide the facilities and staff for three local payment sites.

Duncan processes approximately one million citations for the City each year. Since the start of the previous contract, total parking citation revenues have risen from \$12 million to \$20.5 million annually.

Formed in 2005, Duncan is a leading provider of parking management products and services to municipal and commercial clients worldwide, including parking meters, handheld enforcement solutions, infrastructure management, citation processing, and collections of fines and fees. Learn more about Duncan at www.duncansolutions.com.

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