

City of Atlanta Introduces New Parking Management Agency

PRESS RELEASE. For Immediate Distribution



ATLANTA and MILWAUKEE, Wis., October 1, 2009 – The City of Atlanta has executed a contract with Professional Account Management, LLC, a Duncan Solutions company, for parking management services, including the management and operation of the City’s on-street parking program and the enforcement of parking-related regulations on behalf of the City.

This new program will improve traffic flow in the city and maximize the utilization of parking spaces for the public, residents, business owners, tourists and employees.

The contract will commence in November and operate for a seven year contract term. It includes provision for maintenance of parking meters and regulatory signage; parking meter collections; on-street parking and right-of-way regulation enforcement; parking citation processing and delinquent collection services; and vehicle booting and towing services. All services will be performed in accordance with City regulations and guidelines.

“As we were exploring different alternatives to control costs and improve services to Atlanta’s residents and visitors, we quickly identified on-street parking as an area where outside investment and industry expertise could be extremely beneficial,” stated Atlanta Department of Public Works Commissioner Joseph Basista.” Through extensive analysis and planning, we believe we have identified a partner and a contracting model that will greatly enhance Atlanta’s ability to provide quality, cost-effective parking services and enhanced technology for motorists and taxpayers.”

Under the contract, Duncan will install more than 200 multi-space parking meter pay stations that will accept various forms of payment, including coins, bills, and credit cards. Other improvements to be introduced by Duncan will include enhanced customer service options for motorists who receive parking tickets to pay fines securely and easily online or by calling a toll-free phone number.

“This contract will introduce a wide range of technologies and services to Atlanta that will make it the most modern, service-oriented parking program in the country,” said Duncan Solutions’ President and CEO Michael Nickolaus. “We are truly honored to partner with such a visionary client as the City of Atlanta and with such a strong team of local partners and subcontractors. As cities increasingly seek to unlock the value of their on-street parking programs, Atlanta is leading the way with this innovative partnership.”

Duncan’s team includes several local subcontracting partners which will provide specialized services in the areas of regulation enforcement, towing, booting, and



customer service. These partners include the Parking Company of America (PCA), A Tow, Dover Staffing, and Red Bridge Consulting.

Headquartered in Milwaukee, Duncan Solutions is a full service parking management company and 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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