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MEDIA RELEASE

City of Norfolk Realizes Additional \$35K in Revenue in One Month Using T2 CCS

City implements T2 Citation Collection Services to help collect old parking debt

(INDIANAPOLIS, IND.— January 7, 2010) The city of Norfolk, Virginia was able to collect nearly \$35K on outstanding parking citation debt in November and over \$55K in under three months as a result of using T2 Citation Collection Services (CCS). When starting the collections process with T2 CCS the city had approximately \$5M in past due parking debt which had been turned over for Third Party Collections to CCS.

Norfolk had been working with a different vendor but turned to T2 CCS when the five-year contract expired. "We decided to partner with CCS in part due to the success they've had with helping other organizations and because of their customer-oriented approach," said Lisa Copeland, accountant for the city's parking division. The current parking administrator, Linda Davis, is happy with the decision to change and said "Overall, I too am very pleased with T2 and know we have 'traded up' by switching to them."

Many parking organizations today are being asked to find new revenue, without adding new staff or other resources. To solve that dilemma, T2 CCS can begin the collection process for the organization with no up-front costs. "Our goal is to assist parking operations in collecting parking citation revenue. Working together with our clients, we work to make paying citations as easy and convenient as possible for their customers," said Jim Zaloudek, T2 CCS Chief Financial Officer. "This allows us to fulfill our role of helping our customers be as profitable and efficient as possible."

The city of Norfolk is not unusual in that many cities have unpaid parking citation debt that could be collected. The city of Oxford, Ohio also was able to collect on unpaid citations using T2 CCS. "Until we contracted with Citation Collection Services our experience with collection companies was abysmal," said Robert Holzworth, Support Services Lt. from Oxford. But after partnering with T2 CCS, the city immediately saw improvement.

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“Our recovery rate from collections went from zero with our previous vendor, to a very healthy 34.3%. In April 2008 we had approximately \$401,500 in unpaid parking citations from 14,276 citations on the books. At the end of June 2008, the outstanding amount was down to approximately \$356,000 and the citation count dropped to 12,639,” said Holzworth. “Compared to the same time period the previous year with our old vendor, our revenue from meter fines has increased 29.62% and 19.49% for non-meter violations.”

Staffed by a team of parking and collections experts, T2 CCS processing and collection services allow customers to choose which aspects of citation processing are outsourced; letters only or letters and collections. In addition, the CCS solution is unique in that it is part of the overall parking management system, meaning all data is shared between CCS and the parking operation.

“Most solutions on the market today are created for organizations that outsource all work associated with citation processing. With T2’s multiple levels of services, organizations can choose how much work they outsource and how much they do themselves,” said Irena Goloschokin, executive vice president of strategy and products for T2 Systems.

About T2 Systems

Since 1994, T2 Systems has delivered proven parking solutions that meet the ever-changing needs of the parking industry. This commitment is evident in T2’s quality products and services, thought leadership and strong customer relationships. With its broad range of technology-based solutions, T2 Systems is trusted by more than 300 organizations in the US and Canada including universities, cities, towns, hospitals and airports. T2 Systems is headquartered in Indianapolis, Indiana and has virtual offices throughout the United States and Canada. For additional information about T2 Systems, Inc. products and services, visit www.T2systems.com

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