



Projects

Philadelphia Parking Tickets

In 1988, PRWT began providing the customer service and back-office operations for the City of Philadelphia's parking tickets as a subcontractor to ACS State and Local Solutions (formerly Lockheed Martin IMS). As PRWT's flagship municipal services project, the Philadelphia Parking Tickets operation provides customer service for the Parking Violations Bureau, lockbox processing, and walk-in cashiering at three facilities throughout Philadelphia, PA. Other services include data entry, correspondence processing, imaging/scanning, and management of the tow lot operation.

Emergency Medical Services

In 1989, the PRWT began providing emergency medical services management, billing, and collections in Philadelphia, PA. Services include claims processing, data entry, payment processing, customer service, correspondence processing, and collections. From the Philadelphia location, PRWT has continued to expand and centralize its EMS business with the addition of Houston, TX; Dekalb, GA; and Columbus, OH.

Los Angeles Parking Tickets

The Los Angeles Parking Tickets project began in 1991 allowing PRWT to expand its municipal service base as a parking violations processing provider. PRWT provides various BPO services including document imaging/scanning, mailroom operations, payment processing, lockbox processing, cashiering, and customer service (call center and walk-in center). In 2003, PRWT began support of parking management for the Westside Cities providing data entry, customer service staffing, lockbox/payment processing, and cashiering services.

New York E-ZPass

In 1995 PRWT, began supporting the New York State Thruway Authority, Port Authority of NY/NJ, and the Metropolitan Transportation Authority that are included in the New York E-ZPass toll consortium as a subcontractor to ACS. PRWT provides an array of back-office and field operations services required for electronic toll collection service center operations including tag distribution, payment processing, cashiering, document imaging, and correspondence scanning and filing. PRWT is a leading minority-owned company with electronic toll operations as a core service.

New Jersey Surcharge

PRWT has been collecting "bad driver" payments for the State of New Jersey Motor Vehicle Commission since 1996 providing payment processing, correspondence, call center, and collection services. The program collected approximately \$72 million in surcharge payments in 2005. Also in 2005, PRWT, as a subcontractor to ACS, successfully won another five-year re-bid for the surcharge program. In addition to this program, PRWT provides collection services for nine other clients in different states across the nation including New Jersey E-Z Pass, Baltimore False Alarms, Philadelphia Traffic and Sweep, Maricopa Courts and Fare-Interim, Denver Courts, and Brevard Courts.



New York State Disbursement Unit

In 1996, PRWT began providing child support enforcement services for the State of New York as part of the national initiative to centralize the processing of court ordered child support payments at the state level. Based in Albany, PRWT provides mailroom operations for new hire reporting and child support payments, which includes opening, sorting, batching and providing quality checks.

San Francisco Parking Tickets

Beginning in 1998, as Prime Contractor in the City of San Francisco, CA, PRWT began providing complete contract management and oversight and facilitates and coordinates subcontractor efforts in the areas of lockbox operations, citation processing, system support and system back-up and maintenance. During the contract period, PRWT and its partner ACS, implemented a comprehensive, integrated, automated and online Parking Citation Processing and Collection System with common platform for citations, enforcement, RPP, hearing and administrative staff.

Delaware River Port Authority

As prime contractor, PRWT provides temporary manual toll operations for the Authority's four bridges on weekends and holidays. PRWT has consistently implemented and managed operations on an outsourced basis for the Authority since 1998. Since then, DRPA has selected PRWT to provide (i) the temporary manual toll collection workforce on weekends and holidays for all DRPA bridges in 2003, and (ii) the Cruise Terminal temporary parking workforce for the past three cruise seasons since 2004.

Wisconsin State Disbursement Unit

In 1999, PRWT expanded its Family and Community Services base to include the Wisconsin State Disbursement Unit. PRWT provides mailroom and scan room operations for child support payments including opening, sorting, batching, imaging, and providing quality checks. In 2003, PRWT added to its operational role with the inclusion of the scan room. Both the mailroom and scan room operations are located in Milwaukee, WI.

Florida State Disbursement Unit

As part of the national initiative to centralize the processing of court ordered child support payments at the state level, PRWT began providing services for the Florida State Distribution Unit in 1999. PRWT manages and provides the staff for the customer services unit for statewide collections and disbursement project located in Tallahassee, FL.

Pennsylvania State Disbursement Unit

In 1999, PRWT began providing customer services for the statewide collections and disbursement project for child support enforcement located in Middletown, PA. PRWT's customer service representatives handle child support payment inquiries from the counties, employers, custodial and non-custodial parents.

DRPA/New Jersey E-Z Pass

In 1999, the Delaware Port Authority implemented the E-ZPass electronic toll management system on its four bridges between Pennsylvania and New Jersey and PRWT expanded its



DRPA relationship to include electronic toll collection services. PRWT is responsible for handling customer service, correspondence, and the walk-in customer service center in Camden, New Jersey.

Louisiana Centralized Collections Unit

PRWT began providing services in support of the Louisiana Centralized Collections Unit in 2000. The team, located in Baton Rouge, LA, is responsible for mailroom operations, payment processing, employer relations, reconciliation and daily deposit of child support payments.

New Jersey E-Z Pass

In 2003, PRWT began supporting the Atlantic City Expressway, Garden State Parkway, NJ Turnpike, Delaware River Port Authority that are a part of the New Jersey E-ZPass consortium as a subcontractor to ACS. Located in Newark, PRWT provides an array of back-office and field operations services required for electronic toll collection service center operations including lockbox operations, warehouse management, and inventory/equipment testing and maintenance. In addition, PRWT provides the staff and manages the Fenwick walk-in service center located on the New Jersey Turnpike.

Ohio State Disbursement Unit

In 2003, PRWT's Family and Community Services business unit expanded to include the Ohio Child Support Payment Central mailroom operations. PRWT operates the 7 day a week mailroom, which includes opening, sorting, and batching all mail items. In 2004, PRWT expanded its contract responsibilities in Columbus to include Pass One, the scanning of child support checks and documents. In 2005, the Ohio operation expanded again to include the management of the Pass Two scan room functions that includes the encoding, endorsing, and reconciliation of the child support checks.

Louisiana Customer Service Center

In 2004, PRWT began managing the statewide child support customer service center in Baton Rouge, Louisiana as a subcontractor to ACS. The customer service center offers a full range of services, including call center services, on-line correspondence, email inquiries, and fax request processing. In addition, PRWT collaborates with state and city agencies to provide training and job opportunities for new projects.

NJ Medicaid

In 2004, PRWT expanded its core competency in the healthcare management business to include New Jersey's Medicaid Managed Care Programs based in Lawrenceville, New Jersey. PRWT provides data entry, imaging, scanning, lockbox processing, and outbound mailroom operations as a subcontractor to the ACS State Healthcare group. The management staff and employees operate under the guidelines and requirements of the Health Insurance Portability and Accountability Act (HIPAA) and PRWT is recognized as a HIPAA business associate.

Providence Special Collections

PRWT provides full customer support including inbound call center services and correspondence processing for the Providence, Rhode Island Municipal Court special collections project. Beginning in 2006, PRWT leveraged its existing infrastructure in Philadelphia, PA to provide the services as a subcontractor to ACS.



Orlando E-PASS

Beginning in 2006, PRWT expanded its electronic toll operations projects to include Orlando E-PASS operation. PRWT provides violations processing services including image review, noticing, and correspondence processing as a subcontractor to ACS. The addition of this contract marked the first PRWT project based in Orlando, Florida.