



TAXICAB, LIMOUSINE &
PARATRANSIT ASSOCIATION

Representing taxicab, limousine, sedan, airport shuttle, paratransit, Medicaid & non-emergency medical fleets worldwide.

PRESS RELEASE

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Stan Rakestraw, Vice President, SCR Medical Transportation, Inc., Chicago Named TLPA 2004 Paratransit & Contracting Operator of the Year SCR Emphasizes Training, Customer Service and Has Unmatched 95 Percent On-Time Rating With Chicago Transit Authority's Special Services

KENSINGTON, MD — Stan Rakestraw, vice president of SCR Medical Transportation, Inc., Chicago, Illinois, has been named the Taxicab, Limousine & Paratransit Association's 2004 Paratransit & Contracting Operator of the Year. He was presented with this award on Thursday, November 4, at the Opening General Session at TLPA's 86th Annual Convention & Trade Show in Orlando, Florida. With over 1,000 member companies from which to choose, TLPA's Awards Committee selected Rakestraw to receive this prestigious annual award because of his dedication to his family, company and passengers.

Stan Rakestraw gives credit to his wife, Pam, with whom he founded SCR Medical Transportation in 1986, and the company's staff. "We are grateful to receive this year's Paratransit & Contracting Operator of the Year Award," the Rakestraws say. "We are excited that this award recognizes our 300 employees as a class act."

Stan Rakestraw had a decade of experience as a nursing home administrator in Chicago when he left to become a consultant to nursing homes and other medical agencies. "I saw a major void in the ambulance and medicar industry in terms of certain populations and parts of the city," he says.

In response, Stan and Pam, who was the assistant director of social services at a hospital, founded SCR Medical Transportation, Inc., in July 1986, with two used medicars and one used ambulance. "We started SCR with very limited resources, but we managed to struggle through with little money, a few vehicles and a small number of highly dedicated workers," they say.

Their commitment to the goal of creating a high-quality business that emphasizes client safety and on-time performance, and their dedication to maintaining a positive work environment for their employees has helped them grow SCR to a company of 150 multi-service vehicles providing over 2,000 trips per day.

Since 1986, SCR has transported over 700,000 clients per year and has emerged as one of Chicago's fastest growing transportation companies. The company's fleet of multi-service vehicles is dispatched 24 hours a day. SCR also uses sedans and ADA-certified wheelchair-lift vehicles. In addition to those, Town Cars, 15-passenger vans and minibuses provide private trips for other clients.

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Stan and Pam Rakestraw take great pride in their dispatch team. SCR has been the only carrier to achieve an over 95 percent on-time rating in the Chicago Transit Authority's Special Services' over 20-year history. Their prompt response time for so many daily trips has been achieved despite SCR's manual demand-response dispatch system.

The Rakestraws readily acknowledge the role that their over 300 employees have played in SCR's success. In spite of the economic climate that has existed for several years, SCR has not laid off any employees. In fact, the company managed to increase its business by 18 percent over the past year. "We believe in 'doing unto others ...'" Pam says. "We know that if we treat our employees with respect and kindness, they will, in turn, pass that on to our customers."

SCR points its employees in the right direction from the start with their intensive training program. They conduct regular classes in their headquarters, using in-house and outside training professionals. Training covers customer service, risk management, protective health issues, sensitivity and more. "As a result, our drivers and call center staff provide sensitive, respectful service to our customers," Stan says. SCR also emphasizes vehicle maintenance and cleanliness, and drivers wear company-supplied uniforms. Vehicles and drivers are inspected before and after a shift to ensure standards are maintained. Each vehicle goes through the company's car wash every evening.

SCR is truly a family business. The Rakestraws' daughter, Kimberly Skinner, does data entry/call center work and is also a college business management student; their son, London, a business entrepreneurship major, works in the business office during the summer; and their son, Justin, a college sophomore, is editor of the company newsletter and helps in web site development. Pam's mother, Evelyn Colbert, is executive administrative assistant and office manager; Stan's father, Asberry Rakestraw, provides the company's security services; and Stan's sister, Joann Holmes, developed the accounting and payroll departments.

In their spare time, Stan and Pam enjoy boating, golfing and skiing. They each volunteer and hold officer positions at various educational, religious and humanitarian organizations, but they say their greatest joy has come from watching their three children grow into young adults of whom they can be proud.

The Taxicab, Limousine & Paratransit Association is the industry association representing taxicab, limousine, sedan, airport shuttle, paratransit, Medicaid, and nonemergency medical fleets worldwide. In existence since 1917, the association makes its headquarters in Kensington, Maryland, a suburb of Washington, D.C. TLPA has over 1,000 corporate members that operate over 100,000 passenger vehicles and transport over 2 million passengers each day. TLPA's Annual Operator of the Year Awards recognize excellence and exemplary practices among its membership.

Trade Press: Please note we have this press release in several formats, as well as a high-resolution photo of Mr. Rakestraw, available for download on our web site at www.tlpa.org.

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