



Never underestimate the power of trust.

February 26, 2007

Crothall Healthcare Inc.  
Mike Augustine  
Division Vice President, Patient Transportation  
955 Chesterbrook Boulevard, Suite 300  
Wayne, PA 19087

Akron General Medical Center engaged Crothall Services in early 2005 to take over management responsibility for our Patient Transportation Services operations. Prior to that time, Transportation Services was viewed as a liability among support services at the hospital. In slightly over one year's time, Crothall has helped turn the department around to where Transportation is one of the highest rated support departments within the organization. During this period, while work volume has increased 20%, overall task turnaround time has decreased nearly 25%. We have also seen our patient satisfaction scores increase dramatically in this area as well.

Crothall's specialty software and on-site leadership provided by Joe Shuluga have been invaluable in realizing this marked improvement. Based on this demonstrated success, I would not hesitate recommending Crothall's transportation services.

Sincerely,

Stephen F. Abdenour, Director  
Biomedical Engineering  
Materials Management  
Property Management  
Transportation Services