

member of the administrative board. Mr. Patton was also a member of the Masonic Lodge, Knights of Pythias, Veterans of Foreign Wars, and the American Legion.

Nat's friendliness, his welcoming smile, and his warm spirit will be remembered by many of us in Crockett as the personification of the hometown that we love.

We all share his family's profound grief in his passing, just as we have joined them in the celebration of his life.

We'll miss you, Nat.

CONGRATULATING TWILIGHT
HAVEN

HON. GEORGE RADANOVICH

OF CALIFORNIA

IN THE HOUSE OF REPRESENTATIVES

Tuesday, June 19, 2001

Mr. RADANOVICH. Mr. Speaker, I rise today to pay tribute to Twilight Haven for 40 years of service to the elderly in our community.

Twilight Haven was the first care facility for the elderly in the Fresno area. It was also one of the first homes for the elderly in the state that provided independent and assisted living with nursing care at one location. Twilight Haven is a volunteer, non-profit organization with government assistance.

In 1957 a group of local leaders from the German community collaborated with a group of local churches to form the Twilight Haven Corporation. Over 700 people joined the organizers to form the initial corporation. Since the companies inception, 1500 people have become members and the corporation presently has 550 members. Although the corporation was initially established by members from local churches, it is fully independent and not a subsidiary of any religious organization. The Twilight Haven facility was opened in November of 1960 in Fresno. Over the course of its 40 year history, the facility has gone through vast renovation. Today, the facility can accommodate about 255 residents. The facility has served more than 6,000 senior citizens and their families.

Mr. Speaker, I want to pay tribute to Twilight Haven for serving the needs of the senior citizens in our community. I urge my colleagues to join me in recognizing Twilight Haven for its many years of providing outstanding care to the elderly in Fresno.

IN HONOR OF RALPH STANLEY, A
MASTER FOR MASS TRANSIT

HON. STENY H. HOYER

OF MARYLAND

IN THE HOUSE OF REPRESENTATIVES

Tuesday, June 19, 2001

Mr. HOYER. Mr. Speaker, I rise today to pay tribute to Mr. Ralph Stanley. Mr. Stanley recently passed away, leaving behind him a legacy of outstanding public and private sector work in the transportation arena. Throughout his career Mr. Stanley established, among other things, a true expertise for mass transit projects.

Mr. Stanley was a graduate of Princeton University and Georgetown University Law School.

He joined the Transportation Department in 1981, serving as chief of staff to Transportation Department Secretaries Drew Lewis and Elizabeth Dole. He then served as the chief of the U.S. Urban Mass Transportation Administration for four years. During this time I worked closely with Mr. Stanley, particularly in the expansion of Metro for the Washington Metropolitan area. Had it not been for our working relationship, the vast system of public transportation we all enjoy today would not have been possible.

Mr. Stanley found the Virginia Toll Road Corporation in 1988 and spent four years as chief executive. In 1992, he became vice president for infrastructure and development for Bechtel. While at Bechtel, Mr. Stanley helped direct the expansion of the light rail transit system in Portland, Oregon, as well as the economic development of the land near the rail expansion.

Mr. Speaker, although Mr. Stanley and I did not always find ourselves on the same side of public policy issues, he was fair, forward looking and supportive of the transportation projects on which we worked together. Mr. Stanley was dedicated to create a better and more efficient transportation system for that we are grateful.

HONORING THE FREEDOM TOWER

HON. PETER DEUTSCH

OF FLORIDA

IN THE HOUSE OF REPRESENTATIVES

Tuesday, June 19, 2001

Mr. DEUTSCH. Mr. Speaker, since its inception, the United States has been a safe haven for those less fortunate. A Nation built around those seeking religious or political freedom. A new chance. A fresh start. Opportunities for themselves, and for their children and their children's children. And so, Mr. Speaker, I rise today to honor a symbol of our Nation's freedom; one that has already welcomed generations of new Americans to our shores: the Freedom Tower.

The defining landmark of the Miami skyline for nearly 80 years, the Freedom Tower has represented to Cuban exiles the principals upon which our nation is based. And now the Freedom Tower is undergoing a well-deserved \$40 million transformation to become an interactive museum, library, and research center that will chronicle the experiences, hardships and triumphs of Cuban exiles on their journey to South Florida.

Originally the home to a Miami newspaper, the Tower became the Cuban Refugee Emergency Center in 1962 and remained so for over a decade. Known as "El Refugio," the Freedom Tower served as Florida's Ellis Island to the 450,000 refugees that made the journey.

Mr. Speaker, the Freedom Tower has already meant so much to the South Florida community. And a year from now this distinguished Miami landmark will take on new meaning. It will teach new generations of Americans about the history of Cuban refugees and how their bravery and belief in American ideals has shaped and bettered South Florida as well as all of America.

ROCHESTER INSTITUTE OF TECHNOLOGY HONORS PROVIDIAN FINANCIAL

HON. JOHN J. LaFALCE

OF NEW YORK

IN THE HOUSE OF REPRESENTATIVES

Tuesday, June 19, 2001

Mr. LaFALCE. Mr. Speaker, I have addressed the House on numerous occasions in recent years as a critic of the credit card industry and its marketing practices. Today, I would like to share with my colleagues a different story, of how two very different institutions have joined to recognize not only a significant business turnaround, but a change in practices that have enormous consequence for consumers.

One of these institutions is the Rochester Institute of Technology in Rochester, New York, one of the world's outstanding centers of learning in the areas of business and technology. It is also located in Monroe County, one of the four counties I have the honor of representing. The other is Providian Financial Corporation, a financial services company and a major national issuer of credit cards based in San Francisco, California.

Earlier this month, the Rochester Institute of Technology joined with USA Today in awarding Providian the 2001 Quality Cup award for achievement in customer service. The award recognized Providian for the enhanced customer satisfaction program initiated by the company in May 1999 to address consumer complaints and litigation. Under this program, Providian has implemented more than 200 initiatives in the areas of customer outreach and communications, complaint processing, customer service and marketing practices. The results have provided a dramatic turnaround for the credit company. Since 1999, Providian's customer accounts have increased 60 percent and its assets have grown by 78 percent. At the same time, consumer complaints have declined 40 percent and customer attrition rates have dropped 38 percent.

The Quality Cup award was instituted by the Rochester Institute and USA Today in 1991 to recognize and foster quality in American business. It has been awarded annually to businesses, government and educational institutions, and health care organizations who use teamwork and total quality management to reduce costs, solve problems, increase productivity and enhance consumer service. This year, a judging panel consisting of Rochester Institute faculty, together with outside academics, industry consultants and quality experts, considered 146 nominees ranging from Fortune 500 corporations to small businesses. In addition to recognizing Providian in the customer service category, winners were also selected in the categories of government, health care, manufacturing and small business.

The recognition of the Rochester Institute and USA Today symbolizes the dramatic changes Providian has achieved in less than two years. Until recently, the company was mired in controversy and litigation. Late last year, Providian agreed to pay \$105 million to settle earlier class action litigation that alleged that Providian had routinely charged credit card accounts for products and services that consumers had not approved or authorized. The settlement was Providian's second within a year. In June, it also agreed to pay \$300