



PRESS RELEASE

Coordinated Transportation Solutions, Inc. Celebrates Its Customer Focus

Trumbull, CT - Coordinated Transportation Solutions, Inc. (CTS) recently held its annual “CSR Week” to celebrate its customer focus and recognize and reward its customer service representatives for their hard work and dedication throughout the year.

“Our customer service representatives are the voice of CTS to our ultimate customer, the individual who needs a ride to a medical or other important appointment. While we value our hard-working employees all year, this week-long celebration is a direct expression of that appreciation. It’s also a recognition of our ongoing commitment to and focus on our customers,” said **Steve Mackinnon, Vice President of Administration**.

Planned by CTS’s Morale Committee, the event was well organized, and a resounding success. The week included fun activities for CSRs and all CTS staff, including a pajama day, a sports day and a crazy hat day. On Wednesday, the Senior Management team helped serve lunch to CTS staff to help show their appreciation and continue to build a sense of fellowship among all employees.

It wasn’t all fun and games, however. Each day also saw CSRs recognized for their individual contributions to our organization, our clients and their customers. In the words of one CTS client:

“I just wanted to share how much I enjoy the professionalism and how Sam (name changed to protect confidentiality) handles her calls ... I just wanted to say thank you and let you know she’s doing a wonderful job and I hope she continues to be available when I call in.”

Friday’s ice cream social and raffle capped a successful week. CSRs were universally appreciative of the week’s activities, and the reasons behind them. “Thank you, it was amazing!” said one long-term staff member. Overheard in the hallways, one recently hired employee gushed, “Does this happen every year? They didn’t do this at my old job!”

Plans to make next year’s “CSR Week” an even better reflection of CTS’s commitment to its customers and its staff are already underway.

A nationally recognized leader in non-emergent transportation, Coordinated Transportation Solutions, Inc. (CTS), headquartered in Trumbull, Connecticut, is a not-for-profit 501(c)3 organization dedicated to its mission of increasing the availability of cost-effective and efficient transportation services to transportation disadvantaged individuals and communities. With twenty years of experience under its belt and a reputation for exemplary customer service, CTS creates solutions and manages more than 2 Million trips annually for government agencies, health plans, health care facilities, school districts, not-for-profit organizations and injured workers’ programs throughout the Northeast and Mid-Atlantic



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States. CTS utilizes a customer-focused holistic approach, state-of-the-art IT technology, deep contractual and programmatic compliance experience and quality assurance practices to deliver the highest level of customer care.

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