



## **AMR News For Immediate Release**

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### **Excellence in Customer Service Awarded to AMR**

**Colorado Springs, CO, September 18, 2007-** After a rigorous process including review of customer service practices, resolution of complaints, site visits and more, the Better Business Bureau (BBB) of Southern Colorado recognized eight local companies for excelling in the way they treat customers.

American Medical Response (AMR), along with Classic Homes, Liberty Heights, Old World Roofing, Pioneer Services, Tire World Auto Service Centers, T-Mobile, and U.S. Bank, received the Excellence in Customer Service award at the 2007 dinner held at the Crowne Plaza Hotel. The BBB of Southern Colorado monitors conflicts and improves relations between businesses and consumers in 25 counties and works with a volunteer review and selection committee that thoroughly reviews companies who are selected for this significant award.

“We respond at a vulnerable time for our customers; we want them to be comforted and know they are in the best possible hands so customer service is something we take very seriously,” says Adam Migliaccio, AMR’s Operations and Communication Manager. “The Better Business Bureau offered a unique perspective for us because they weren’t focused on EMS but on excelling for customers in general. They showed AMR how to best utilize our customer service knowledge and improve on our processes which was extremely helpful, but also bestowing us with an award of this magnitude was a double benefit. Our participation in this rigorous process was more than worth it.”

American Medical Response dedicates this award to the hard working men and women of AMR El Paso County who strive daily for excellence in customer service, no matter the emergency.

*American Medical Response Inc., (www.amr.net) America’s leading provider of medical transportation, is locally operated in 35 states. More than 18,000 AMR paramedics, EMTs and other professionals transport nearly four million patients nationwide each year in emergency, critical and non-emergency situations. Operating a fleet of approximately 4,400 vehicles, AMR is headquartered in Greenwood Village, CO.*

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