

Medstar Partners With Pegasus Lifts to Provide Non-Emergency Medical Transportation (NEMT) Services for Residents in Pierce and South King County

Bothell, Wash., June 30, 2023 -- Medstar Transportation has acquired Pegasus Lift's book of business and several vehicles, in a strategic decision to sustain and expand Non-Emergency Medical Transportation (NEMT) services in Pierce and South King County. Founder Jacob Brinkerhoff partnered with Cyndi Anderson Roberts to grow and expand the business in the South Puget Sound region. The Pegasus Lifts team has served passengers for nearly 6 years with the conviction that medical transportation could be performed with greater dignity, customer care, and efficiency— Medstar is thrilled to continue this legacy of outstanding customer service. Pegasus Lifts will close its doors and begin transitioning all transportation services and new ride requests to Medstar beginning June 30, 2023.

"I am proud of the quality of services we've provided in our community. Pegasus Lifts changed expectations in the local NEMT industry - which is why we got into the business in the first place. Safe and caring service from trained, uniformed personnel in clean, easy to identify vehicles should be the norm. Passengers should be able to count on their transportation arrangements. Transportation policies and payments for transportation are very fluid. In order to offer better pay and benefits, keep up with gas prices and the cost of vehicles and insurance, NEMT companies must be able to charge competitive rates and create economies of scale. MedStar has a big team that operates throughout Washington. I am confident that the leadership is interested in getting it right and their team will work to make the transition smooth for our customers. We are sad to close Pegasus Lifts but glad to know that Medstar will continue our journey."

- Cyndi Anderson Roberts, Managing Partner, Pegasus Lifts

"We are excited to welcome the Pegasus Lifts' team and to be able to partner in providing customers with industry leading Non-Emergency Medical Transportation (NEMT) services and more. Cyndi, Jacob, and the Pegasus Lifts team have been providing outstanding NEMT services to passengers in Pierce and South King County for nearly 6 years, and we found a strong alignment between our respective missions to provide medical transportation with safety, dignity, and efficiency. In our work together, Medstar and Pegasus Lifts customers will enjoy more service options and a continued focus on providing them with the highest quality service available."

- Justin Bergener, CEO, Medstar Transportation

NEMT services have been experiencing significant growth in recent years, driven by various factors such as an aging population, increased healthcare needs, and the desire for more efficient transportation options for patients. NEMT services play a crucial role in ensuring that individuals with medical conditions or disabilities can access necessary healthcare services, including doctor appointments, dialysis treatments, chemotherapy sessions, and more.

Pegasus Lift customers are encouraged to call (425) 476-1038 to schedule rides with Medstar. Facility partners are also encouraged to enroll with GOIN' for requesting, managing, and monitoring their own rides on-demand.



HUMAN RESOURCES CORNER

Congratulations to our exceptional employees!

KASSAHUN TEKLESILASSE
Driver of the Quarter
 Stars Earned: 50 Medstars



Kassahun has truly excelled in every aspect of his role during the first quarter of the year. His unparalleled commitment is evident in the flawless record of 0 unexcused call-outs and 64 hours of Save the Day points, showcasing his dedication to reliability and exceptional service. Moreover, Kassahun's professionalism and consistent high ratings, almost all 5s in the following criteria: *reliability and flexibility, engagement, performance, growth, and impact* have made him the ideal choice. Congratulations, Kassahun, and thank you for your exemplary contributions to our team's success!

LARRY BAKER
Trainer of the Quarter
 Stars Earned: 50 Medstars



Through 25 quality training sessions conducted, Larry has showcased exceptional expertise and dedication, imparting valuable knowledge to our new drivers. His commitment to excellence is further highlighted by his remarkable 60 hours of Save the Day points, a testament to his willingness to go above and beyond to support our team and clients when it matters most. His exemplary conduct is also evident with a record of 0 write-ups and 0 call-outs, reflecting his professionalism and reliability. Larry Baker's contributions have been instrumental in nurturing a culture of growth and success within our organization. Congratulations, Larry, on this well-deserved honor!

VICTOR LOPEZ
Office Staff of the Quarter
 Stars Earned: 50 Medstars



Among our esteemed Customer Service Representatives (CSRs) and Dispatchers, Victor's performance has been nothing short of exceptional. With 0 hours of unexcused call-outs and an impeccable record of 0 coaching or write-ups, his reliability and professionalism have set the bar high for his peers. Victor's monthly performance ratings, standing as the best among our office staff, further attest to his dedication to delivering exceptional service. Congratulations, Victor! Your commitment to excellence and unwavering work ethic inspire us all. Keep up the remarkable work!

Monthly Performance Bonus Framework:

Reliability: Reliability consists of the extent to which an individual may be counted on to do what is expected of him. A reliable team member is one who has proven consistently that he/she can be depended on to show up for work on time, meet deadlines and contribute quality work. It's taking charge in moments of crisis and respecting deadlines.

Engagement: Engagement describes the level of enthusiasm and dedication a worker feels toward his job. Engaged employees care about their work and about the performance of the company, and feel that their efforts make a difference. An engaged employee is in it for more than a paycheck.

Performance: Employee performance is defined as how an employee fulfills their job duties and executes their required tasks. It refers to the effectiveness, quality, and efficiency of their output.

Impact: Impact is about results (operational impact and financial impact). It's incremental progress toward a goal, leading to big outcomes. Each employee needs to see how their work is contributing to the success of the team and the organization of which they are a part.

Growth: Employee growth is the continuous process of efforts for professional improvement among the members of a company. It describes a team member's positive attitude towards new areas of training, development, and career growth. It aims to see the continuous evolution of employees as professionals and ultimately, as contributors to the growth of the business.

* Save the Day points are earned when you step in to cover the trips of a driver or the tasks of another employee who is absent for any reason, be it due to calling out or any other circumstances.

HUMAN RESOURCES CORNER

Meet our Newly-Promoted Office Staff!

Dave Swensen Field Supervisor

With a degree in Speech Communication from Oregon State University, Dave possesses excellent verbal and written communication skills, allowing him to effectively interact with individuals at all levels of the organization. Before his promotion, Dave excelled as a Driver Trainer, demonstrating his ability to provide comprehensive training and support to new drivers. His prior experience as an Uber and Lyft driver and as a Custom Fabricator and Warehouse Specialist has given him a diverse background and a strong work ethic.

In Dave's own words, "People at Medstar are professional and personable. I think we have a great team, great



leaders. I think a lot of the managers are just naturally good at what they're doing. And the drivers as well...Most employees I talk to are not just here for the paycheck. They really enjoy helping people and the community. The elderly people who are in need, going to grocery stores, helping them do the most basic things. Taking the veterans where they need to go. Some of them might not have been outside for a month, even months. We're bringing them out into the daylight for the first time. So there's a sense of satisfaction helping people."

Emily Fox Field Assistant

Emily started as a driver, and was eventually promoted to a trainer role, where her passion for serving others truly shone. Her previous experience in a Nursing Home, providing essential care and support to patients, honed her nurturing spirit and dedication to making a positive impact. As she takes on her new role as Field Assistant, Emily's compassionate nature and commitment to excellence will undoubtedly play a pivotal role in supporting our team



and ensuring top-notch service for our clients.

We are excited to have both Dave and Emily in their new roles, contributing their unique skills and talents to the success of our organization. Congratulations to both of them on their well-deserved promotions!

Keep Your BambooHR Details Up to Date!



At Medstar, we strive to create a productive and well-coordinated work environment. To achieve this, we would like to remind all employees to maintain accurate and up-to-date information on BambooHR. This is essential for effective scheduling, communication, and seamless operations across the company.

Why Updating BambooHR Details Matters:

a) Efficient Scheduling:

Accurate addresses enable smooth scheduling and minimize any potential confusion. By ensuring your address is current, you help our team organize shifts, assign tasks, and coordinate meetings more effectively.

b) Effective Communication:

Having the correct contact information, including email addresses and phone numbers, ensures that you receive important updates, announcements, and notifications promptly. It also enables your colleagues to reach out to you when necessary, fostering efficient communication across the organization.

c) Compliance and Legal Requirements:

BambooHR serves as a repository for important documents, such as tax forms, emergency contact information, and employment agreements. Regularly updating this information helps us comply with legal obligations and ensures we have the necessary information to support you when needed.

So, let's make it a habit to regularly check our BambooHR profiles and update any necessary information!

Need Assistance? Contact Human Resources.

If you encounter any difficulties or have questions regarding updating your BambooHR details, the Human Resources (HR) department is here to help. Just send an email to hr@gomedstar.com.

SAFETY CORNER

Backing Safety



Backing accidents can be dangerous and costly. 1 out of every 4 accidents involves backing.

Here are some tips to help prevent backing accidents:

Check your surroundings: Before you start backing up, take a moment to survey the area. Look for any obstacles, pedestrians, or other vehicles that may be in your path. Use your mirrors and rear view camera if available to get a clear view.

Use a spotter: Whenever possible, ask a coworker to guide you while backing up. They can provide an extra set of eyes and help you navigate safely.

Go slowly: Back up at a slow and controlled speed, especially in crowded or busy areas. This allows you to react quickly if something unexpected happens.

Use mirrors and cameras: Utilize your mirrors effectively to monitor your surroundings. If your vehicle has a rearview camera or other assistive technology, make use of it to enhance your visibility.

Avoid distractions: Stay focused on the task at hand and avoid distractions like using your phone or adjusting the radio while backing up. A momentary lapse in attention can lead to an accident.

Check blind spots: Blind spots can hide pedestrians or small objects. Take the time to physically turn and check your blind spots before and during the backing maneuver. Remember G.O.A.L - Get Out And Look

Communicate with others: Use your vehicle's signals, such as reverse lights and audible alarms, to indicate your intention to back up. Make eye contact with pedestrians and other drivers to ensure they are aware of your movements.

Practice parallel parking: Parallel parking involves a significant amount of backing up. Practice this skill in a safe and controlled environment to improve your backing abilities. Maintain your vehicle's condition: Ensure that your mirrors, cameras, and sensors are clean and properly functioning. Regularly check and have the fleet department

adjust them as needed to maximize their effectiveness.

Back up your vehicle only when absolutely necessary: If you find yourself in a situation where backing up is unavoidable, prioritize backing in first and towards the driver's side. However, remain vigilant and keep an eye on the passenger side as well.

By following these tips, you can reduce the risk of backing accidents and promote a safer driving environment. Remember, being cautious and aware of your surroundings is key to preventing accidents while backing up.

We are excited to announce that we have had 15 consecutive days without an accident! We would like to extend our deepest appreciation and congratulations to every team member who contributed to this accomplishment. Your attention to detail, adherence to safety protocols, and commitment to excellence have been instrumental in creating a workplace where safety is paramount.

However, our journey towards maintaining a safe environment does not end here. We must continue to uphold our high standards and remain vigilant in our daily operations. Let's build upon this success and strive for many more accident-free days ahead!

We are excited to invite all dedicated and passionate individuals to join our Safety Committee! As the President of the Safety Committee, I invite you to be a part of this essential group that actively promotes and ensures the

well-being of our team and those we serve.

We believe that by prioritizing safety and maintaining a secure environment, we can provide the highest level of care and support to our customers.

Committee meetings are held every Friday at 12 PM, and your attendance and contributions would be greatly valued. This is an excellent opportunity to make a real difference in the workplace and have a positive impact on the lives of those we serve.

What we're looking for:

- Team players who value collaboration and are open to new ideas
- Strong communicators with a proactive mindset
- Passionate individuals who believe in our motto of driving health and happiness through safe service.
- By joining the Safety Committee, you will have the chance to:
- Identify and address safety concerns in the workplace
- Develop and implement safety protocols and procedures
- Collaborate with cross-functional teams to promote safety awareness
- Make a meaningful difference in the lives of our team members and customers

If you're interested in joining the Safety Committee or have any questions, please reach out to me at ahlisha.johnson@gomedstar.com. Together, we can work towards a safer and happier workplace.

Let's drive health and happiness through safe service!

ACCOUNTING CORNER

Driving Towards Financial Freedom:

Budgeting Tips

Set Clear Financial Goals: Before embarking on your budgeting journey, it's crucial to define your financial goals. Consider the following:

- a) **Short-Term Goals:** Identify achievable goals you'd like to accomplish within the next year, such as paying off a debt or building an emergency fund.
- b) **Medium-Term Goals:** Think about goals you'd like to achieve within the next few years, such as saving for a down payment on a house or purchasing a reliable vehicle.
- c) **Long-Term Goals:** Envision your long-term aspirations, such as retirement planning, children's education, or starting your own business.

Setting clear financial goals gives your budgeting efforts purpose and motivation.

Track Your Income and Expenses: Tracking your income and expenses is a fundamental step in effective budgeting. Here's how to do it:

- a) **Record Your Income:** Keep track of your take-home pay and any additional sources of income, such as bonuses or side gigs. This will give you an accurate picture of your financial resources.
- b) **Document Your Expenses:** Create a comprehensive list of your monthly expenses, including rent/mortgage, utilities, groceries, transportation costs, debt payments, and discretionary spending. Use smartphone apps or budgeting software to make this process easier.
- c) **Analyze Your Spending:** Review your expenses to identify areas where you can cut back or make adjustments. Look for discretionary expenses that may be reduced without compromising your quality of life.

Create a Realistic Budget: Building a budget that works for you is key to financial freedom. Consider the following:

- a) **Allocate Fixed Expenses:** Start by assigning funds to your essential expenses, such as rent/mortgage, utilities, and transportation. Ensure that these necessities are covered before allocating funds to other categories.
- b) **Prioritize Debt Repayment:** If you have outstanding debts, allocate a portion of your income to pay them off systematically. Focus on high-interest debts first to save on interest payments.
- c) **Plan for Savings:** Include a category for savings in your budget. Aim to save a certain percentage of your income each month, even if it's a small amount. Over time, this will build up your emergency fund and contribute to long-term financial security.

Be Mindful of Discretionary Spending: Managing discretionary



spending is crucial to stay within budget. Here are some tips:

- a) **Differentiate between Needs and Wants:** Before making a purchase, ask yourself if it's a necessity or a luxury. Practice mindful spending by focusing on your needs and cutting back on impulse purchases.
- b) **Plan for Fun and Entertainment:** It's essential to incorporate leisure activities into your budget. Allocate a reasonable amount for entertainment while ensuring it aligns with your overall financial goals.
- c) **Seek Cost-Saving Alternatives:** Look for ways to save money without sacrificing enjoyment. This could include exploring free or low-cost local activities, utilizing coupons, or opting for DIY solutions.

Regularly Review and Adjust Your Budget: Budgeting is not a one-time task. Regularly reviewing and adjusting your budget is essential. Consider the following:

- a) **Monthly Check-Ins:** Set aside time each month to review your budget and track your progress towards your financial goals. Use this opportunity to identify any areas that require adjustment.
- b) **Adapt to Life Changes:** Life is dynamic, and your budget should adapt accordingly. If you experience changes in income, expenses, or financial goals, adjust your budget to accommodate these shifts.
- c) **Celebrate Milestones:** Recognize and celebrate your achievements along the way. Small victories, such as paying off a debt or reaching a savings milestone, deserve acknowledgment and can keep you motivated on your financial journey.

Budgeting is a powerful tool that can transform your financial landscape and pave the way to financial freedom. By setting clear goals, tracking your income and expenses, creating a realistic budget, being mindful of discretionary spending, and regularly reviewing your financial plan, you'll take control of your finances at Medstar. Remember, every step you take towards smart financial management brings you closer to a future of security and prosperity. Start budgeting today and drive towards financial freedom!

HEALTH CORNER

Creating a Culture of Health: The Power of Healthy Workplace Practices

In today's fast-paced world, work often consumes a significant portion of our lives, and maintaining a healthy work environment is crucial for both employees and employers. Healthy workplace practices not only foster a positive and productive atmosphere but also contribute to the overall well-being and success of individuals and organizations. In this blog, we will explore the importance of healthy workplace practices and discuss some effective strategies to create a culture of health in your workplace.

For our drivers, the workplace is not confined within the walls of an office but extends to the open road. As drivers spend a significant amount of time behind the wheel, it becomes essential to prioritize their well-being and foster a healthy work environment. In this blog, we will explore the unique challenges faced by drivers and discuss some effective strategies to promote healthy workplace practices specifically tailored to their needs.

In this article, we have several tips in promoting a culture of healthy workplace practices:

Encouraging Work-Life Balance

One of the fundamental aspects of a healthy workplace is promoting work-life balance. Employers should strive to create an environment where employees can effectively manage their work responsibilities while also taking care of their personal lives. Encouraging flexible work hours, providing opportunities for remote work, and promoting regular breaks can help employees maintain a healthy balance and reduce stress levels.

For our drivers, long hours of sitting and the sedentary nature of driving can have a negative impact on drivers' physical health. Encouraging regular exercise and physical activity is crucial for combating these challenges. Additionally, promoting healthy eating habits by offering nutritious food options and providing information on healthy snacking can contribute to drivers' overall well-being.

Supporting Mental Health

Mental health is an essential component of overall wellness, and workplaces have a responsibility to foster an environment that supports employees' mental well-being. Employers can create mental health initiatives by offering access to counseling services, implementing stress management programs, and promoting open communication and support networks. Encouraging regular breaks, establishing quiet spaces for relaxation or meditation, and organizing workshops on mindfulness and resilience can also be beneficial.

For our drivers, driving can be mentally demanding and stressful, making it vital to address drivers' mental health needs. This can include offering access to counseling services, organizing workshops on stress reduction and resilience, and encouraging regular breaks to rest and recharge. Creating a supportive and communicative work environment where drivers can openly discuss their concerns and challenges is also crucial.

Promoting Communication, Connection, and Collaboration

A healthy workplace thrives on effective collaboration and open communication. Employers should promote a culture of respect, inclusivity, and teamwork. Encouraging regular team meetings, providing platforms for idea-sharing and feedback, and fostering a supportive environment where everyone feels valued can contribute to a positive work atmosphere. Moreover, establishing clear channels of communication, both vertically and horizontally, helps ensure that information flows smoothly and conflicts are addressed promptly.

Our drivers often work independently, which can lead to feelings of isolation. Fostering open communication and connection among drivers and between drivers and management is essential. Employers can establish communication platforms where drivers can share their experiences, challenges, and suggestions. Regular team meetings, newsletters, or virtual platforms can help drivers feel connected and supported. Additionally, organizing driver appreciation events or recognition programs can boost morale and create a sense of belonging.

Overall, creating a healthy workplace is a multifaceted endeavor that requires the collective effort of both employers and employees. By prioritizing work-life balance, supporting physical and mental health, promoting collaboration and communication, investing in professional development, and recognizing achievements, organizations can cultivate a culture of health that benefits everyone involved. Remember, a healthy workplace is not only a catalyst for individual well-being but also a recipe for long-term success and growth.

MEDSTAR LAUGHS

POV: You just got back from vacation and are trying to remember how to do your job



I'M GONNA PASS YOU THEN SLOW DOWN



It's called a

BLINKER!!!!!!!!!!

What do french fries do when they meet after a long time?



They ketchup!

Welcome TO MEDSTAR!

We welcome the following employees who have recently been hired as drivers and office staff from June 21, 2023 to July 18, 2023!

RON M.

DEVELOPER

SHARE D.

TRANSPORTATION

LEIFONO N.

TRANSPORTATION

LAURA V.

TRANSPORTATION

TODD R.

TRANSPORTATION

GEORGE T.

TRANSPORTATION

LONNIE M.

TRANSPORTATION

CSR/DISPATCHER

JAY T.

ACCOUNTANT

KARA Y.

TRANSPORTATION

CESAR B.

CSR

SARI H.

SALES SPECIALIST

SQUIRE S.

TRANSPORTATION

SHAE W.

TRANSPORTATION

RYAN W.

TRANSPORTATION

Welcome to the team! We are thrilled to have you onboard and we look forward to working together. As you begin your new journey with us, we encourage you to take the time to get to know your colleagues and your surroundings.

EMPLOYMENT ANNIVERSARIES

for July

4 YEARS

SHEENA N.

JULY 2

2 YEARS

SILAS O.

JULY 2

1 YEAR

NOEL A.

JULY 4

2 YEARS

MALIA S.

JULY 6

1 YEAR

THENNIL L.

JULY 7

1 YEAR

TRISTAN P.

JULY 11

2 YEARS

DAVID A.

JULY 16

1 YEAR

JAZIN M.

JULY 18

1 YEAR

JONATHAN R.

JULY 18

1 YEAR

SIAOSI N.

JULY 20

2 YEARS

RYON O.

JULY 21

1 YEAR

ANTHONY C.

JULY 25

1 YEAR

CURTIS H.

JULY 25

1 YEAR

EVA V.

JULY 25

1 YEAR

XOCHIL G.

JULY 29

1 YEAR

ROMA H.

JULY 29

1 YEAR

CARLOS L.

JULY 29

6 YEARS

BRANDY D.

JULY 2

13 YEARS

JUSTIN B.

JULY 16

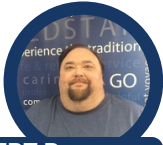
MEDSTAR'S BIRTHDAY WALL

JULY 2



LIMETTA A.

JULY 6



ROBERT B.

JULY 7



ELI M.

JULY 9



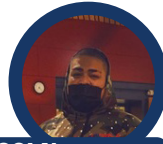
ROCKY N.

JULY 12



JEROD T.

JULY 13



SIAOSI N.

JULY 13



RIA M.

JULY 18



CESAR V.

JULY 18



AMANDA L.

JULY 19



IKRA I.

JULY 21



ROBERT A.

JULY 22



MARITTES J.

JULY 26



DANIEL G.

JULY 27



RYAN W.

JULY 28



ALEXUS R.

JULY 28



KRISTINE D.L.R.

JULY 29



MANUEL A.

TESTIMONIALS

Our client Willmett complimented one of our drivers as the best he ever dealt because of his pleasant experience and the driver's hard work.

Our client Marion would like to give thanks to Garth for the excellent service he provided. She noted that he was pleasant and he did all to make her trip enjoyable.

Several clients complimented several of our drivers - Maribel who was described as a really nice driver. Rocky who was commented to be really doing good in his job. Alofa was described as very polite and super good.

An anonymous client said that Alofa did a great job in his driving and is very grateful that our driver returned his phone! Another Medstar client, JD, complimented Alofa too saying he is a great driver and that he is one of the best drivers he has ridden with!

“May the joy that you have spread in the past come back to you on your birthday. Happy Birthday!”

-FROM YOUR MEDSTAR FAMILY