

Medstar wins two contracts!

Medstar Transportation has recently won not one, but two contracts this year! Last May, Medstar was chosen by Community Transit to implement the Microtransit Lynwood Pilot Project for Snohomish County in Washington. We will work with them to design, launch, operate, market, maintain, and iterate a demand-responsive microtransit service pilot in 2022.

In just a month, we won another contract with Pierce Transit. Medstar will implement Spanaway Runner Service and provide transit connections for seniors, persons with special needs, and limited mobility in the 2-mile boundary in the Parkland-Spanaway Midland area using an application-based trip planning platform. The Spanaway Runner Service will also accommodate trips to the general public within places defined in the Spanaway service area.

These opportunities give us more chances to grow and provide service with utmost safety and reliability. We are just getting started this year. We will look for more opportunities to expand and continue to drive happiness through service.



Rate us!

Write a positive review for Medstar using the links below. We are going to draw one name after every 20 reviews.

The lucky winners will get \$100 gift card!

Send your reviews to all three links for more chances of winning!

[Google](#) | [Facebook](#) | [Indeed](#)



SCAN TO RATE US ON WEBSITE



SCAN TO RATE US ON FACEBOOK



SCAN TO RATE US ON INDEED

Medstar has a **PROMO!**

In celebration of Senior Citizens' Day, Medstar offers 10% discount to all senior citizens on their second ride.

Promo runs from August 15 to 21, 2022.

Fleet & Safety Corner

STOP SPEEDING BEFORE IT STOPS YOU



Speeding can get you where you want to go faster. But what about the consequences? Is it worth the ticket or possibly a life? Whether on the freeway, in a school zone or in a parking lot, please slow down. Remember others are watching what we do and we should always represent Medstar in the best way possible.

Texting and driving is against the law. Texting and driving is the most dangerous of all distractions because it involves all 3 types of distractions. When traveling at 65 mph, if you take your eyes off the road for 2 seconds, you will have driven 2/3 the length of a football field before you see the road again! Please use hands-free devices if you must use your cell phone while driving. Use SIRI or GOOGLE assistant as an alternative to handing you cell phone while driving. You may just save your life or another person's life by keeping your eyes on the road.

REMEMBER: You are 23 times more likely to crash while sending or reading a text message.

YOU AND YOUR PASSENGERS ARE MORE IMPORTANT THAN THAT PHONE CALL OR TEXT MESSAGE!!

Accident procedures:

- Try to remain calm.
- Call 911 even if there are no injuries. Law enforcement will advise you if they are coming. Fill out a collision report online.
- Call dispatch. Let them know you've been in an accident so they may advise you on further steps and reassign trips if needed.
- Take pictures!
 - a. Take pictures of both vehicles.
 - b. Take a picture of the other party's drivers license and insurance.
- Get witness statements if possible.
- Fill out the accident/incident inspection form in FLEETIO GO.

Client/Driver related incident procedures:

1. Try to remain calm.
2. Call 911 if needed
3. Call dispatch. Let them know there has been an incident so they may advise you on further steps and reassign trips if needed.
4. Gather as much information as you can.
5. Fill out the accident/incident inspection form in FLEETIO GO.

MedSTAR RS

This month of August, Medstar continues to receive positive feedback from the community. Thank you, everyone, for your dedication and excellent service!

Moselle has been great in taking on extra tasks and helping out. She has great attention to detail and is a good team player!



Kathleen Moselle Tobias
CSR

LeRoy is always willing to help out when needed.

He never turns down trips, and communicates effectively with dispatch.



Leroy Childs
DRIVER

POSITIVE REVIEW CORNER

I would like to extend a special KUDOS to your driver named Andrew who waited for me to take me home after my leg was wrapped by the nurse. During the trip to and from the clinic, Andrew was truly patient and courteous (not often found in other HOPELINK drivers).

I hope he continues to work with MEDSTAR as he gives a great impression of your services.

Beverly M.
Client



MEDSTAR LAUGHS

Meme Corner



MEDSTAR'S BIRTHDAY WALL

AUGUST 3

OCTOBER B.

AUGUST 4

CRAIG W.

AUGUST 5

JUSTIN B.

AUGUST 8

CURTIS H.

AUGUST 10

SARAH E.

AUGUST 11

AARIKA H.

AUGUST 11

DWAYNE E.

AUGUST 12

JUAN M.

AUGUST 13

CHRISTINA J.

AUGUST 14

KRISHN C.

AUGUST 21

ANGEL M.

AUGUST 26

ANTHONY C.

AUGUST 27

SAMUEL A.

AUGUST 29

DRE G.

Welcome to the MEDSTAR team!

We welcome the following employees who have recently been hired as drivers and office staff from July 15, 2022 until August 15, 2022.

- | | | | |
|----------------|-------------|-----------|--------------|
| TRAVIS H. | CYNDI H. | JAZ M. | GAB U. |
| CHRISTOPHER J. | ABDI A. | RUDINE P. | JERRY Y. |
| ROMA H. | RAKESH S. | TERRI W. | DRE G. |
| CARLOS L. | XOCHIL G. | RANDY R. | CANDY R. |
| TONY D. | EVA V. | JASON F. | ERA S. |
| GEORGE N. | JONATHAN R. | DIVINE T. | SAMUEL A. |
| | | DARREN S. | ESTEFANIA H. |
| | | CURTIS H. | TONY C. |
| | | JADEN L. | WELDON P. |

EMPLOYMENT ANNIVERSARIES *for August*

- | | | | |
|--|---|---|--|
| 2 YEARS
GELENE D.
AUGUST 1 | 1 YEAR
KRYSTINE E.
AUGUST 2 | 1 YEAR
IVAN L.
AUGUST 3 | 1 YEAR
SANDY M.
AUGUST 3 |
| 5 YEARS
MICHAEL T.
AUGUST 7 | 5 YEARS
MICHAEL B.
AUGUST 8 | 3 YEARS
DIEGO V.
AUGUST 9 | 1 YEAR
KRYSTAL I.
AUGUST 12 |
| 2 YEARS
DWAYNE E.
AUGUST 13 | 4 YEARS
GEORGEANA R.
AUGUST 16 | 1 YEAR
TRAVIS C.
AUGUST 16 | 3 YEARS
JOSEPH B.
AUGUST 23 |
| 1 YEAR
EMILY F.
AUGUST 24 | 1 YEAR
ERNESTO C.
AUGUST 24 | 3 YEARS
GLENN H.
AUGUST 26 | 4 YEARS
TERESA A.
AUGUST 27 |

12 YEARS
WADE G.
AUGUST 14

Your hard work, dedication, and commitment are very much appreciated! Congratulations and we hope to have you here at Medstar for many, many more years to come.

WHY MEDSTAR?



I stayed in Medstar because I feel appreciated and my hard work does not go unnoticed! I enjoy being able to be there for the customers. Medstar is a great place to work because it cares about and supports its employees.

-Joseph Brandt, Field Assistant



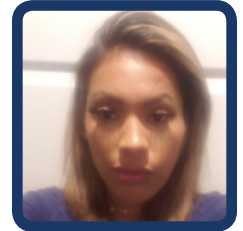
What I love most about Medstar are the customers and the adventures we are on with each trip. I love the way our customers light up when they see me coming. I stayed at Medstar because of the customer and the staff, and the challenge is never the same—each day is different!

-Teresa Asbury, Driver/Scheduler



I like working flexible hours and being treated like family. I actually had two job offers, but I heard we're able to drive war veterans around when we get the contract so I stuck with Medstar. It's been a privilege and honor to drive veterans to appointments, talk to them and listen.

-Dwayne Evans, Driver



What I love most about this Company is that I feel like they really care about their employees and are very flexible when I need them. Besides, they are always on top of everything.

Whatever it is, they always answer you and help you with whatever you need. I stayed in this Company because I like to do what I do. I enjoy being able to help others, and I hope to continue here for much longer.

-Sandy Martinez, Driver



1) What do you love most about Medstar?

I love that Medstar is a small ever growing family-owned business helping out the communities all over Washington State. It's like your family while away from your own family.

2) What makes Medstar a great place to work?

Medstar is a great place to work because the Company cares about and supports all employees from the CEO down to the drivers. We share a commitment to both individual and Company success. We share a vision to support the continued growth and goals of the Company and employees. We continue to strive to give the best services we can in helping out our community by transporting our clientele to their appointments.

3) What made you stay in the Company?

I think there is good job security and room for advancement at Medstar; however the main reason I stay is not for the job or money but because of the peers I work with. I enjoy my co-workers and helping out the community.

-Geana Rivera, Call Center Manager

1) What do you love most about Medstar?

What I love most about Medstar is seeing all kinds of places all over Washington State. I've been to all four corners and all over the central parts. I would have never been to these places if I didn't drive for Medstar. If someone asks me if I've been to some unknown, out of way place.... I'll probably say "Been there, done that!"

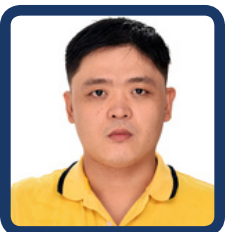
2) What makes Medstar a great place to work?

I don't interact with very many employees at Medstar but Justin, Shane and the crew. I do see that they are always very helpful and friendly....also donut Fridays at HBV!

3) What made you stay in the Company?

I've stayed in the Company as long as I have because no day is the same. Every day is always different—different places, different clients. Plus, I think it's pretty cool helping out our Veterans, after all they have done for us.

-Glenn Hastings, Driver



Medstar is a great place to work in. Prior to joining the Company, I worked in the office for more than 15 years. Medstar gave me an opportunity to experience a flexible, remote and fun working environment. Now, I have more time to be with my family. Furthermore, I appreciate the Management for being open to suggestions and being supportive so we can fulfill our assigned tasks.

-Ivan Lim, Developer



What I love most about Medstar is the camaraderie among my co-drivers & other employees. There is that bonding with each other, helping & laughing together. I feel secure working with Medstar, not only with the pay but also with the van I'm using. Regular maintenance & inspections make me secure to drive my van. Our clients make me stay with the company. I don't deny that there are clients who are pain in the neck, but the majority of them are worthwhile giving the best service possible, I love serving them.

-Ernesto Catanghal, Driver