



Medstar is NEMT Provider of the Year!

Medstar wins Non-Emergency Medical Transportation (NEMT) Provider of the Year in the recently concluded 2024 Community Transportation Association of the Northwest (CTANW) Awards held on April 18th. This award, indeed, is a continuous testament to our commitment since Day 1 to deliver health and happiness through safe service.

Being listed as a nominee alongside other great NEMT providers is a feat on its own, but eventually winning the award is an achievement that proves how Medstar continuously makes its mark in the industry.

Here's what Justin, Ahlisha, Brandy, and Sheena have to say about attending the CTANW Summit and receiving the Award on behalf of the Medstar Team:



Justin Bergener, CEO

"I've always believed in the power of teamwork, and I've seen firsthand how each of us contributes to delivering exceptional service. I dedicate this [NEMT of the Year] to the people that came before us. We all benefit from people who built bridges for us to cross, roads for us to travel, and planted trees for us to find shade.

We're going the extra mile because of our predecessors. We all have someone who's inspired us and helped us achieve more. For me, that's my mom. In the early days and first decades of Medstar she put in the time to make sure Medstar provided 24/7 365 service to those that needed a ride to life-sustaining treatment or a doctor's appointment. I was honored to provide some of her life-sustaining trips after she had worked so hard to provide quality service for others. It was special for me to provide that service for her. It's with this heart of service that Medstar serves our communities by driving health and happiness."

Ahlisha Johnson, Operations Manager



"I am thrilled to announce that at this year's CTANW conference, we were honored with the NEMT Company of the Year award! This prestigious recognition is not just a testament to our enduring presence in the industry but also to each team member whose dedication makes our success possible. I am thrilled to announce that at this year's CTANW conference, we were honored with the NEMT Company of the Year award! This prestigious recognition is not just a testament to our enduring presence in the industry but also to each team member whose dedication makes our success possible.

During the conference, I had the invaluable opportunity to network and forge new relationships with many peers across the transportation sector. More than ever, I am convinced that the strength of our company lies in our unity and the shared commitment to our mission.

Reflecting on Medstar's 40-year journey, it became even clearer to me that our drivers are truly the wheels of our operation. Without relentless effort and dedication, none of this would be possible. To our drivers, this award is as much yours as it is ours. Let's continue to drive forward together, knowing that it's not just the roads we navigate, but the lives we touch and improve that measure our success.

I also heard from other companies how our dispatch and scheduling team's quick responses enable us to accept more trips than our competitors. While I sympathize with their challenges, this feedback only reinforces my confidence in the efficiency and dedication of our team. You are truly setting the standard in our industry!

The conference also highlighted the empowering story of a speaker who, despite a disability that prevents her from driving, meticulously plans her routes across vast distances. This included a journey from Ocean Shores to Port Angeles, WA. Her determination and the statistics presented on Americans who are unable to drive remind us of the critical role we play in our community's mobility and independence."

Brandy Dibble, Safety & Training Coordinator



"There was much to learn from the sessions I attended. The Travel Training session gave me many ideas, but the most important was to make training fun, not only for the drivers but the riders as well. Bussing on the lookout was a very educational session, [as] human trafficking is a worldwide issue and [it's best that] we can be more on the lookout for signs or to discreetly offer help.

During the Rodeo roundtable, there was information on how to set up a rodeo locally. There are usually 11 obstacles that drivers will maneuver their vehicle through. There is a possibility of a rodeo during next year's CTANW conference, during which the winner may be sent to nationals at the CTAA conference.

Lastly, I attended Mental Health with NAMI (National Alliance on Mental Illness), recognized for providing relevant and research-based information, education, advocacy, and support for individuals and families affected by mental health disorders. With an emphasis on preserving the dignity of all, NAMI provides hope and help to those impacted by mental health disorders and their families.

Moreover, winning NEMT Company of the Year is an awesome achievement for the operations and transportation department. Without our drivers, we would not be where we are today!"

Sheena Northrup-Hoffert, Dispatch Manager



"The Conference was an eye-opening and very educational experience for me, as it was my very first conference I was allowed the pleasure of attending. There, I learned that in some aspects, Medstar Transportation is ahead of the game, implementing several proactive measures and tasks in our daily operations that contribute to our continued success.

For example, we have Weekly Admin Meetings to discuss and monitor KPIs regularly so they are addressed often and issues/concerns can be taken care of in a more efficient manner.

My key takeaway from the Conference was the information I gathered in 2 separate presentations. Those were the 211 Presentations with People for People. They discussed all the support and resources that 211 can provide when called and how it can benefit our clients when we are in a position where we have exhausted our resources and are unable to assist. I was so inspired by the amount of great work and knowledge that they spread that I plan on emailing CSRs and Dispatchers to start supplying this number to clients. I have reached out to our Call Center Supervisor Jeny to start having this information added to our training process.

The second was a presentation on Brokers and HCAs, what their role entails, and the challenges that they face daily in their positions. This intrigued the Dispatcher in me, as I felt it would benefit myself and my team to know the Brokers' side of things and understand where their policies "tie their hands" just as ours do."

In conclusion, Medstar's journey to the 2024 CTANW Transportation Summit reflects our unwavering commitment to excellence, innovation, and community engagement. As we navigate the ever-changing landscape of non-emergent medical transportation, we remain dedicated to driving health and happiness through safe and accessible service for all.

Winning NEMT Provider of the Year is truly a victory shared by all. That's why we're excited to announce that we're awarding everyone an extra 20 MedStar points! These points can be redeemed for exclusive MedStar merchandise. Start saving your MedStars now and exchange your points for some cool merch by December 2024!





Dino Ramirez Driver of the Quarter



"I started working at Medstar in March 2023. I found out about this job through Indeed and I applied to try something new. What I love the most about working here are the clients, the staff, and my coworkers. Being chosen as the Driver of the Quarter makes me feel appreciated and it feels good knowing that I'm doing a good job! To my colleagues, I simply want to say: Let's have fun and enjoy every moment of life!"



Douglas Heuerman Trainer of the Quarter



"I started working for Medstar in June 2022. I applied through Indeed. That time, I wanted to do something different. I've been in the restaurant business most of my life and did not want to return after Covid. The idea of transitioning into a driving role appealed to me, and Medstar stood out because of its purpose of helping clients get to their appointments, particularly the many veterans among them. As a driver for Medstar, I find fulfillment in knowing that our efforts make a tangible difference in people's lives. It makes me feel good that I can train drivers to be successful. I like to train drivers the way I would want to be trained. Not everyone learns at the same pace so I think it is important to adapt to how they learn. Medstar is a good company to work for. Having a good support group around you is important to me which I feel like I have, including other drivers and of course Shane always supporting us... Thank you!"



Aryanne Acosta Office Staff of the Quarter



"I joined Medstar on October 23 last year, and was immediately struck by how it started and its current standing in the field. I thrive on tackling diverse tasks, and I'm grateful for the approachability, support, and assistance of everyone in the company. The guidance from my trainers, the help from colleagues, and the patience of my manager have all played a vital role in my adaptation to my current position. My work involves a lot of reaching out to different clients and inquiring from my colleagues who are more experienced in the field so it's really great to have such support and encouragement. Being recognized in this way is truly unexpected. Every day, I'm thankful for the opportunity to be here and to contribute. I hope to continue making a positive impact in my role and improving along the way. To all our drivers and employees: Remember that you're the best part of someone's day. Your presence, your voice, your assistance, your kind response, your genuine smile, your honesty, your assurance, your cheerful chat, and your enduring patience are invaluable. Even when you may not realize it, you make a significant difference. Stay awesome!"

In recognition of your outstanding contributions, each awardee will receive 50 MedSTAR. These MedSTARS can be exchanged for exclusive MedSTAR merchandise including pens, notebooks, mugs, and more! It's our little way of saying thank you for your hard work and dedication to our team.

Accounting



Corner

Ensure Accurate Time Tracking within Clockify

As the wheels of our fleet keep turning, we must maintain accurate records of our work hours. Let's dive into some important updates regarding Clockify.

Clockify Usage Extension

We're thrilled to announce that the **usage of Clockify has been extended until further notice.** This means you should continue using Clockify and GOIN' Time Tracking to record your work hours. Consistently logging your time ensures smooth payroll processing.

Payroll and Clockify Hours

The payroll team will continue to rely on Clockify hours for processing your pay. You must accurately record your work hours in Clockify to avoid any discrepancies. If you notice any hours not recorded properly, you may send an email to accounting@gomedstar.com.

New Clockify Update

Pay attention, drivers! There is a new feature in Clockify. **Before clicking "clock out," you must add a project.** This helps us categorize your hours correctly. Here are the designated projects:

- ✓ **MEDSTAR - WORK TIME or YDAR - WORK TIME**
Use these for driving hours and when working on action items.
- ✓ **MEDSTAR - STANDBY**
Select this project when you must wait at a specific location, ready for a ride or return ride.
- ✓ **MEDSTAR - AFTER HOURS**
For hours spent with clients on board from 8 PM to 6 AM.

Remember, adding a project ensures accurate tracking and smoother payroll processing.

Trip Protocol Reminder

During trips, follow Medstar's policy diligently. After completing a trip, text to dispatch when you are clear. If dispatch instructs you to head home with your phone on, proceed home and clock out promptly.

Lastly, a heartfelt thank you! Your dedication keeps Medstar running smoothly. We appreciate your hard work, commitment, and the care you provide to our clients.

Keep those wheels turning, and let's continue to serve our community with pride!

Human Resources



Corner

Attention Team! Important Announcement Regarding Doctor's Appointments

We would like to remind all employees about the protocol for scheduling doctor's appointments and reporting them appropriately.

If you have a doctor's appointment planned, it is crucial to **request time off on BambooHR.** Please ensure that you:

- ✓ Log into BambooHR.
- ✓ File for Unpaid Time Off (UTO) or Paid Time Off (PTO) for the specific date of your appointment.
- ✓ Include in the notes section the exact time of your appointment.
- ✓ Send a proof/attachment through email at hr@gomedstar.com.

Moreover, we kindly request that you **call in Dispatch** to officially inform them of your absence due to the appointment, especially if it is an emergency. This step helps us maintain accurate records and ensures proper coverage for your absence.

Following this procedure diligently helps us maintain transparency and efficiency within our organization. Your cooperation is greatly appreciated as it enables us to provide the best support to our team members.

Should you have any questions or require assistance, please do not hesitate to reach out to the HR Department at hr@gomedstar.com.

Fleet & Safety Corner



Stay Focused: April is Distracted Driving Awareness Month!

Tips to Combat Distracted Driving

- ✓ **Put Your Phone Away**
Avoid the temptation to check your phone while driving. Consider using apps or features that send a notification to the caller/sender that you are driving or one that will read out the notifications to you while you're on the road.
- ✓ **Plan Ahead**
Take care of any necessary tasks, such as navigation or adjusting music, before you start driving. This helps minimize distractions while you're on the road.
- ✓ **Use Hands-Free Devices**
If you need to make or receive a call while driving, opt for hands-free options like Bluetooth or voice commands.
- ✓ **Take Breaks**
Long drives can be tiring, leading to decreased focus. Make sure to take regular breaks to rest and recharge.
- ✓ **Be Mindful of Passengers**
Engaging in deep conversations or dealing with unruly passengers can be distracting. Encourage passengers to respect your focus while driving.

Why Distracted Driving Matters

Every day, countless lives are affected by distracted driving accidents. Whether it's texting, talking on the phone, eating, or adjusting the radio, any activity that diverts our attention from the road can have devastating consequences. According to recent statistics, distracted driving contributes to thousands of injuries and fatalities on our roads each year. It's a sobering reminder of the importance of staying vigilant and focused while driving.

REMEMBER!

If during a surprise/virtual evaluation we see that you are texting and driving, you will undergo a last & final coaching and loss of bonus (page 16 of the Employee Handbook).

Distracted driving is avoidable and every distraction avoided is a potential life saved. Let's stay focused and committed to safe driving practices, not just this month, but every day of the year.

New Hires

We welcome the following employees who have recently been hired as drivers and office staff from **March 16, 2024 to April 15th, 2024!**

Drivers

Scott T.
Nick E.
Rafael E.
Douglas T.
Tonya D.
Saudia S.
LeAnn B.
Lancy J.
Cara R.
Elizabeth S.
LeAnne B.

DevOps Engineer

Jhay B.

Dispatcher

Jennifer H.

Admin Assistant

Kelly O.

April Celebrators



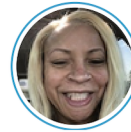
APR 1
Matthew O.



APR 5
Randal J.



APR 7
Tianna E.



APR 8
Tia A.



APR 9
Victor Fernandez P.



APR 10
Brooke B.



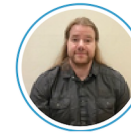
APR 13
Dawn H.



APR 14
Jeffrey L.



APR 16
Michael D.



APR 18
Robert V.



APR 18
Ryon O.



APR 20
Roma H.



APR 22
Tavares M.



APR 23
Jennifer J.



APR 24
Adali L.



APR 26
William S.

APR 28
Shannon M.

APR 30
Andres R.

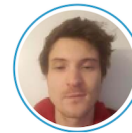
May Celebrators



MAY 2
Cheryl S.



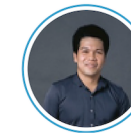
MAY 2
Yelena B.



MAY 3
Marc S.



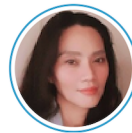
MAY 3
Joseph B.



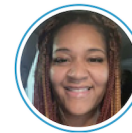
MAY 4
Francis C.



MAY 10
Cameron G.



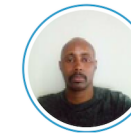
MAY 10
Maria Hazel C.



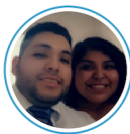
MAY 11
Dijonne D.



MAY 13
Tiero O.



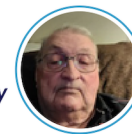
MAY 13
Benjamin N.



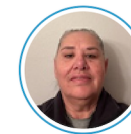
MAY 13
Carlos L.



MAY 14
Maria May Ann V.



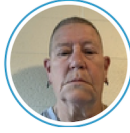
MAY 14
Leroy G.



MAY 16
Rosario E.



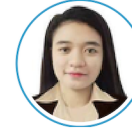
MAY 16
Kevin B.



MAY 18
Gail B.



MAY 18
Nikka Lyzel I.



MAY 20
Monique G.



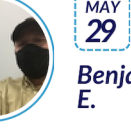
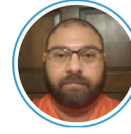
MAY 24
Thomas F.



MAY 24
Jason F.



MAY 24
Doyle M.



MAY 27
John T.

MAY 28
Jonathan R.

MAY 29
Benjamin E.



MAY 30
Thomas S.



MAY 31
Seung Moon K.



MAY 31
Eunice Camille M.

Work Anniversaries



Jaye M.
2 years on
April 18



Janina Ana C.
2 years on
April 19



Kevin M.
6 years on
April 20



Jeny S.
3 years on
April 21



Limetta A.
12 years on
April 23



Amber B.
5 years on
April 24



Elaine M.
1 year on
April 28

Positive Reviews

Here are some positive reviews from our clients!

“
ZIP is a great service that helps my life.
—Madeleine F.

“
I enjoyed the ZIP services, which
were very clean and nice.
—Katherine M.

“
My driver was truly wonderful. I've had nothing but
good experiences. I really appreciate the ZIP service.
—Marlene C.

“
YDAR drivers and CSRs are very
helpful, sweet, and considerate.
—Patricia C.

“
Brenda was amazing. I just want to give her
a little shoutout. She's simply wonderful—
very cheerful, incredibly energetic, extremely
polite, and made me feel welcomed.
—Spencer B.

“
Thank you to all the wonderful ZIP
drivers and to those who take my calls.
—Renee Q.

“
Vanjovic, Mohamed, and Tonya are very
fantastic and exemplary, and I gave them A+.
The drivers are very cool, leaving me so
impressed due to their being very helpful and on
time. I am so happy to have safely arrived home.
—Julia L.

“
All your drivers are nice and caring. My drivers
today - William S. and Beatriz C. are nice and great.
—Marlene C.

“
I've been with latitude, you guys
are really, really good.
—Billie W.

“
William S. and Robert V. were excellent drivers.
—Marlene C.

“
Barbara C. was an excellent driver. She
made me feel better going to the hospital.
—Jack M.

“
Delphi, our driver back home, was an excellent
driver. She was very courteous and made sure
my son and I had everything we needed. She was
such a delight to talk to as well. Will be asking
for her more often. Thank You Delphi!
—Michele C.