

No Substitute to Hard Work

“We are what we repeatedly do. Excellence then is not an act, but a habit.”
-Aristotle

Last month, we announced a new compensation structure that focuses on driver efficiency. This structure aims to recognize and reward our hardworking drivers, and increase employee retention.

Some may be adjusting and have some questions as we transition to a better and more productive compensation structure. But rest assured that the Management’s goal is to help each of our drivers succeed and have a fruitful experience at Medstar.

Here are five ways on how you can improve efficiency and work productivity as drivers:

1. Let the Medstar Core Values Framework guide you in your everyday performance.
2. Make extra effort to find your clients and complete the trip instead of leaving the area right away.
3. Always communicate with our dispatchers. Send a message when you have downtime between trips, and communicate your wants and needs properly. Be honest about what can and cannot be done.
4. Don’t let your last client badly affect your attitude towards other clients.
5. Use positive language and be open to feedback.



FLEET CORNER



In Medstar, we drive happiness through safe service. Let's go back to basics and ask ourselves these simple questions to make sure that we are giving our clients the best service possible.

FOR AMBLE:

- Did I get out of the vehicle?
- Did I open the door for the client?
- Did I offer help with the seatbelt?
- Did I warn the client before shutting the door?
- Are all items secured?

FOR WHEELCHAIR:

- Did I stop at the end of the ramp?
- Is the transport belt secure?
- Is the front Q'straint at the highest point possible?
- Is the lap belt located on the hips?
- Is the shoulder belt located over the shoulder, across the collarbone, and diagonally across the chest?



As we provide service to our clients, making it a habit to ask these questions can go a long way. One simple trip can make their whole day!

MEDSTAR LAUGHS



Are you in the mood for some humor? We don't want you laughing too hard while driving. But these hilarious jokes from the Internet might just make your day a little more interesting.

Q: Why does a traffic light turn red?

A: If you had to change in front of everyone, you'd turn red, too.

"What did the traffic light say to the car? "Turn your head while I'm changing!"

"I heard Gordon Ramsey drives a cool car. Must be a Chef-rolet."

"I was working at a transportation company that specializes in construction material! And I'm a 'screw' driver"

"You have mixed feelings when you see an opening in rush hour traffic. You're glad for the opening, but you wonder who died."

"Your cell phone number should be the same as your license plate number, so if you drive like a jackass, we can call you up." -C.V.

MedSTARs

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



Richard Murr called and would like to commend our CSRs and drivers Andres and Craig for giving him an amazing service. The client is very happy and according to him, we deserve Kudos for our service!



Hi, I just want to let you know that the whole Medstar Team is my angel. Special shoutout to the drivers who bring me to VA and back home. I am grateful for the splendid service you all are doing.

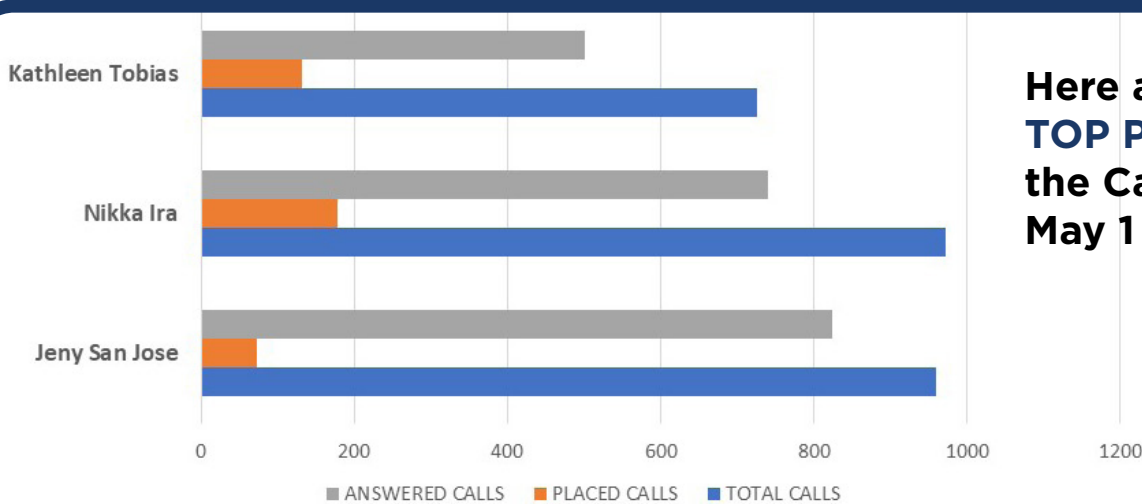
Danny M.



I had a family emergency on Friday and I wanna thank the Team for working together to get me off route for that day so I could leave early.

What I like about this company is when we all work together, we can make things happen.

Rocky N.



Here are our **TOP PERFORMERS** in the Call Center from **May 1 to May 20, 2022.**

EMPLOYMENT ANNIVERSARIES *for May*

8 YEARS
VYACHESLAV C.
MAY 1

7 YEARS
JEANIE B.
MAY 7

7 YEARS
PAUL F.
MAY 7

4 YEARS
SCOTT B.
MAY 24

2 YEARS
KRISHN C.
MAY 25

7 YEARS
ESMERALDA C.
MAY 27

1 YEAR
JONATHAN C.
MAY 27

1 YEAR
MARTIN B.
MAY 28

19 YEARS
BENJAMIN E.
MAY 20

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.

Welcome to the MEDSTAR team!

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

BRIDGID M.
Transportation

TERRI H.
Transportation

JAYE M.
Fleet & Safety

CHRISTINA J.
Transportation

KAILASH U.
Transportation

SEAN P.
Transportation

VICENTE A.
Transportation

DOUG J.
Transportation

OCTOBER B.
Call Center

NINA C.
IT

MEDSTAR'S BIRTHDAY WALL

MAY 2

CRISCELIA G.

MAY 2

VALERIE S.

MAY 3

JOSEPH B.

MAY 4

HEATHER B.

MAY 5

ISAAC L.

MAY 6


DALLAS H.

MAY 6

KRISTINE B.

MAY 9

ANDREW H.

MAY 10

LLINELI R.

MAY 14

MICHAEL R.

MAY 16

KEVIN B.

MAY 18

ISMAEL M.

MAY 18

NIKKA I.

MAY 21

LEROY C.

MAY 22

GARTH S.

MAY 23

GARY M.

MAY 24

DOYLE M.

MAY 29

BENJAMIN E.