

Medstar will now be serving the Grand Canyon state exclusively through our acquisition of VIP Transportation from January 1st!

When It All Began:

The decision was formed when our CEO, Justin Bergener, found VIP Transportation online. After connecting with Wael, VIP's owner, the two hit it off instantly. Their shared passion for helping communities through non-emergency medical transportation (NEMT) formalized the partnership, bringing Medstar and VIP Transport together.

Why Arizona?

Arizona is home to our CEO's heart. Aside from the fact that his wife hails from the state, Bergener had stayed there from 1999-2001 as a missionary for The Church of Jesus Christ of Latter-day Saints. He learned more about the communities and the people he came to love in Phoenix, Payson, and Lake Havasu—not to mention the spectacular valley views during early morning hikes.

Business-wise, Arizona's unique needs, from its weather to a growing population and an aging demographic, make it a perfect fit for Medstar's experience and VIP transport services. We're here to provide top-notch services, including wheelchair accessibility and friendly rides.

Celebrating 40 years of experience in February, Medstar is bringing its wealth of knowledge to Arizona. We're adding 10 new vans this month and 15 more soon. Social services, health plans, and medical facilities can count on us for support tailored to Arizona's communities.

Challenges? We're Ready!

Every expansion has its challenges, but Medstar is ready to face them head-on, ensuring a smooth transition and exceeding expectations.

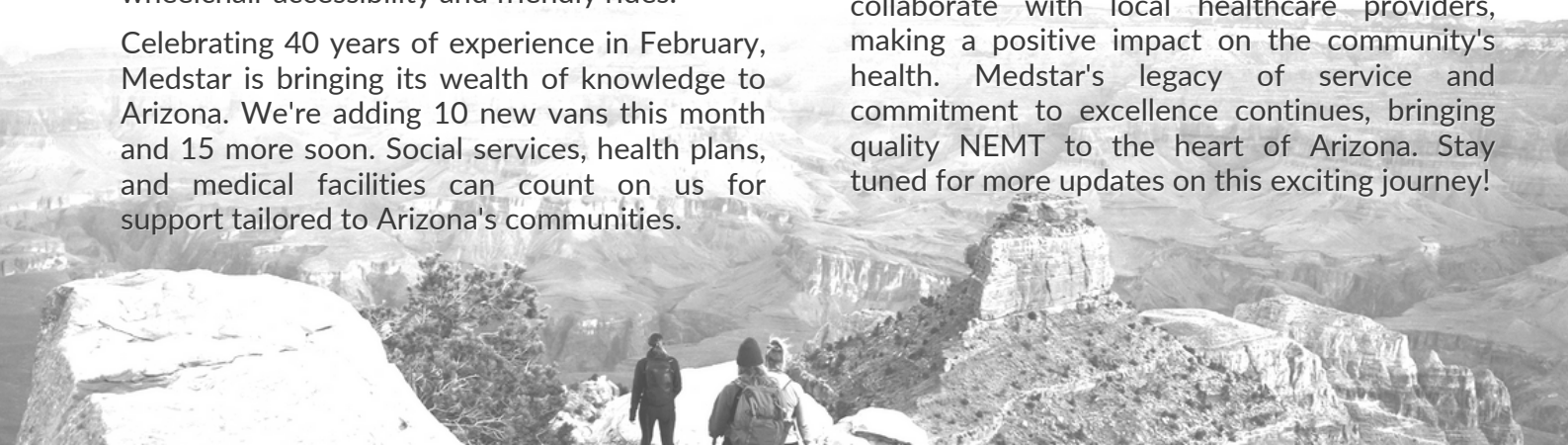
"We recognize that in any transition and growth there's extra work that needs to be done and processes to be implemented and improved to raise the bar in NEMT transportation. We've done this before and feel confident that we're prepared to meet this challenge and exceed expectations," Bergener assured.

Join Us in Making a Difference

We're hiring! Attend our Mobility Driver Introductions (MDI) to learn about exciting job opportunities. Even if you're not looking for a career change, MDI events teach essential skills like helping someone in a wheelchair through doors or along sidewalks. It's a chance to make a difference while exploring the beauty of Arizona.

What's Next?

As we settle into Arizona, we're eager to collaborate with local healthcare providers, making a positive impact on the community's health. Medstar's legacy of service and commitment to excellence continues, bringing quality NEMT to the heart of Arizona. Stay tuned for more updates on this exciting journey!



Fleet & Safety Corner



Safety Topic Of The Month

The monthly safety topic serves as a valuable resource, often acting as a reminder of our responsibilities as drivers. It is crucial that we consistently prioritize safety not only for our well-being but also for our clients and fellow drivers on the road.

Effective January 1st, 2024, **all drivers are required to complete the monthly safety topic.** Non-compliance with this requirement will lead to the exclusion of the safety portion of your driver's bonus.

Winter Weather

As winter weather arrives, it's essential to prepare accordingly. To help prepare for winter driving ensure your assigned vehicle is equipped with all necessary winter items. If anything is missing please let the fleet department know.

Stay updated with the weather forecast for the upcoming days Use your cell phones weather widget/app or you can check this website:

 <https://www.weather.gov/>

Look at your trips the night before and make a plan to leave earlier for your first trip to allow for any weather-related delays.

If you cannot get to a clients pick up address/area, please let dispatch know. Dispatch can contact the client directly and ask if they can meet you in an accessible area.

During winter conditions, prioritize safety by driving at a reduced speed and maintaining a 4 to 6-second following distance to prevent accidents.

For additional winter driving tips, please explore the resources available on our Google Classroom.

Human Resources



Corner

Celebrating HR Achievements and Milestones in 2023

As we welcome a new year filled with fresh opportunities, it's essential to take a moment to reflect on the incredible achievements and milestones accomplished by our dedicated Human Resources (HR) department. The past year has been nothing short of remarkable, with significant growth and accomplishments that deserve recognition.

✓ Impressive Growth in Headcount

Our overall headcount has demonstrated consistent growth over the past three years. Starting with 170 employees in December 2021, we reached 233 in December 2022, and closed 2023 with an impressive headcount of 261. This sustained growth is a testament to our organization's vitality and strength.

✓ Thorough Background Checks

Our HR team completed a remarkable 705 background checks, emphasizing our commitment to safety and security in our hiring process.

✓ Vehicle Training Success

We conducted 283 training-in-vehicle sessions, ensuring that our drivers are not only skilled but also equipped with the expertise to handle our clients and vehicles safely and efficiently.



Accounting

Corner

✔ Managing Sign Offs Effectively

We successfully managed a total of 140 driver sign-offs in 2023, ensuring that our employees are equipped with the necessary certifications and qualifications to excel in their roles.

✔ Commitment to Training Excellence

For compliance training, we were able to facilitate 3,780 classroom training completions for our driver trainees, demonstrating our dedication to the regulatory compliance and professional development of our workforce. These efforts culminated in highly skilled and knowledgeable drivers ready to serve our community.

✔ Exceptional Compliance Rates

We are proud to announce that our Driver Compliance Rate stands at an impressive 94%, Broker Approval Rate at 86%, and DOT FTA Compliance at a flawless 100%. These statistics underscore our unwavering commitment to regulatory compliance and safety.

✔ Comprehensive Learning & Development

Our HR team developed 14 training materials, resulting in 269 accomplishments or responses and a cumulative total of 134 training hours completed. This wealth of knowledge ensures that our employees are continually improving and growing in their roles.

✔ Welcoming New Team Members

In the realm of onboarding, we conducted 25 welcome calls and orientations for new office hires and 27 for our valued drivers. These efforts help newcomers feel welcome and prepared for success within our organization.

Reflecting on the accomplishments and milestones of the past, we acknowledge that it has been a collective effort that has propelled us forward.

As we embark on the journey into the new year, our commitment to ongoing growth, development, and excellence in all facets of our organization remains unwavering. We eagerly anticipate achieving even greater milestones in the coming year!

Winter is here, and we want you to be prepared for the cold and snowy weather. As you know, driving in winter can be challenging and risky, so we have some tips and reminders for you to stay safe and warm on the road.

Items for Reimbursement

If you are driving in outlying areas, you may need some extra items to deal with the snow and ice. We have a list of items that you can buy and get reimbursed for up to \$30 per driver (one-time only). These items are:

- ✔ Ice Scraper (\$10)
- ✔ Snow Brush (\$10)
- ✔ Windshield De-Icer (\$7)
- ✔ Thermal Gloves (\$15)
- ✔ Thermal Blankets (\$10)

Please keep these items inside your vehicle and send your invoices or official receipts to accounting@gomedstar.com to get your reimbursement.

Items Available at the Shop

If you can visit the Shop, here are some items available for your convenience:

- ✔ Winter Windshield Washer Fluid
- ✔ Anti-freeze/Coolant
- ✔ Winter-grade Engine Oil
- ✔ Chains (If broken or not equipped; get approval for O'Reilly's/Les Schwab)

Also, please return the snow brushes to the driver's lounge or wash bay after use, so other drivers can use them as well.

Thank You for Your Service

We appreciate your hard work and dedication, especially during this challenging season. You are the backbone of Medstar, and we are proud of you. Thank you for everything you do; it truly means a lot to us!

Stay safe and warm, and happy driving!

Health Corner

As we embark on a new year, it's natural to reflect on our goals and aspirations. While setting resolutions is common, maintaining them can be a challenge. Let's break the cycle of "false hope syndrome" and focus on achievable, specific, and measurable goals. Let's aim for realistic goals to make this year a success!

Science-based tips offer a roadmap for the first week:

Day 1: Prioritize your sleep

Kickstart the year by giving attention to your sleep. Simple adjustments, like going to bed earlier and minimizing screen time before sleep, can positively impact your overall well-being.

Day 2: Prioritize your body

Embrace mindful movements, and consider walking backward during exercise for added benefits. Take care of your skin with sunscreen and moisturizer for a youthful appearance.

Day 3: Enhance your mind

Boost happiness and resilience by trying new things and practicing mindfulness. Incorporate breathing exercises to reduce stress and improve sleep.

Day 4: Strengthen your relationships

Cultivate the power of friendships for improved health and happiness. Add rhythm to your interactions and embrace forgiveness for lasting well-being.

Day 5: Mindful eating

Post-festivities, consider the impact of what you eat. Opt for a balanced diet with colorful fruits and vegetables. Enjoy coffee in moderation for potential health benefits.

Day 6: Fitness Matters

Exercise not only improves physical health but also benefits gut microbes. Find a fitness routine that suits you, and consider the timing of your workouts for optimal performance.

Day 7: Nurture your hobbies

Combat boredom with new hobbies to keep your mind youthful and creative. Engage in activities like reading fiction or pursuing creative outlets, as they contribute to enhanced well-being.

Embrace these science-backed tips to make the first week of the new year a step towards a healthier and more fulfilling life!



Medstar

Laughs



My New Year's resolution was to drop my bad habits, but no one likes a quitter.

My New Year's resolution is to procrastinate. I'll start tomorrow.

What's the one type of pain that you'll enjoy on New Year's? Cham-pain!

New Hires

We welcome the following employees who have recently been hired as drivers and office staff from December 20th, 2023 to January 15th, 2024!

Drivers

Lawrence C.
Jessica W.
Justin P.
Clarence H.
Keynada M.
Tiero O.
Raquel R.
Deandrea A.
Titus J.
Dwayne B.

Brenda I.
Tutulu S.
Robert V.
Darla W.
Logan W.
Ryne L.
David Burneo C.
Shannon M.
Samira B.
Barbara C.
Mykal F.

Admin Assistant

Shiasia M.

Dispatchers

Amy Y.
Jesseca G.

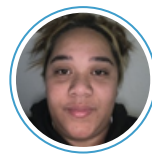
January Celebrators



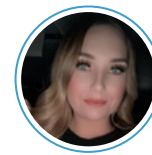
JAN
1
Mohamed
A.



JAN
1
Samira
B.



JAN
2
Tutulu
S.



JAN
3
Amy
Y.



JAN
3
Joshua
K.



JAN
4
Joshua
B.



JAN
5
Shiasia
M.



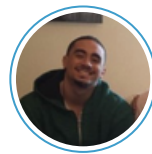
JAN
6
Kevin
Lloyd T.



JAN
6
Kevin
G.



JAN
8
Natalie
D.



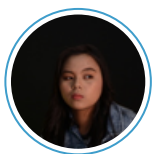
JAN
9
Devin
H.



JAN
13
Amber
B.



JAN
16
Merritt
M.



JAN
17
Loreleen
Mae S.



JAN
17
Thennil
Grace L.



JAN
18
Brendan
R.



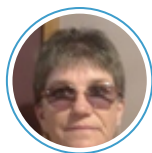
JAN
20
Jasmin
C.



JAN
22
Rael
C.



JAN
22
Shari
Z.



JAN
23
April
G.



JAN
26
Joe
L.

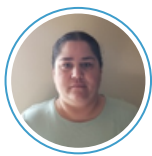


JAN
30
Julio
A.

February Celebrators



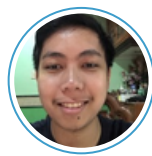
JAN 1
Barbara C.



JAN 1
Dana J.



JAN 2
Mykal F.



JAN 3
Daniel Marco R.



JAN 5
Lisa M.



JAN 8
Peter G.



JAN 10
Geliane Lea G.



JAN 10
Jao Jonas O.



JAN 11
Laura V.



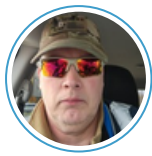
JAN 12
Jayson G.



JAN 15
Squire S.



JAN 19
John G.



JAN 19
Andrew B.



JAN 20
Deandrea A.



JAN 20
Sheena Northrup-H.



JAN 21
Elisa Joy D.



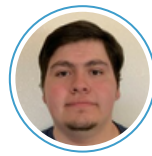
JAN 21
Chima Mae G.



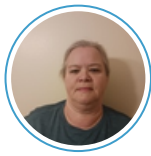
JAN 23
Dulce A.



JAN 23
Eva V.



JAN 23
Tristan P.



JAN 24
Debra V.



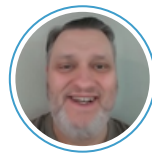
JAN 24
Beatriz Giron C.



JAN 25
Terri H.



JAN 26
Wade G.



JAN 27
Vincent W.

Work Anniversaries



Jao Jonas O.
1 year on January 2



Elisa Joy D.
1 year on January 2



Divine O.
1 year on January 2



Yelena Castillo-B.
1 year on January 2



Joji G.
1 year on January 2



Kathleen Moselle T.
2 years on January 3



Irma E.
7 years on January 5



Nicole C.
7 years on January 6



Jesus M.
2 years on January 6



Maribel E.
2 years on January 7



April G.
2 years on January 13



Elizabeth M.
4 years on January 22



Jayson G.
1 year on January 23



Alejandra Marquez C.
5 years on January 30



Miren M.
2 years on January 31

Positive Reviews

Here are some positive reviews from our clients!

“
Kudos for all the service that I received, particularly having had an excellent experience yesterday with Anthony and Roma.
—Emerlina C.

“
Jeanie B. and Sheena Northrup-H. did an amazing job of getting the logs caught up last week.
—Anonymous

“
Logan has done great. He's really great with our clients, a great driver. He puts safety first before anything else. That's a great big plus. He's going to be a big help for the company!
—Andres R.

“
I love the service and finds the experience using the app to be "almost flawless"
—Zip Client

“
Kamie and Amy are your two best drivers. If you have any drivers for training, Kamie and Amy should be the ones training them. They are courteous, kind, careful, and cautious.
—Beverly B.

“
Daniel J. was very nice and helpful.
—Anonymous

“
Ronald Skare coming on early for a trip!
—Anonymous

“
Matt Steuer, William Steuer, Beatriz Chen, Kyle Gelenaw, Mark Spegal, Beatrice Andrade, and Deandrea Anthony are very kind and professional. Thank you for such professional people answering the calls and for driving!
—Anonymous

“
Ryne did very well today with all our clients. He secured the wheelchair clients very well. He drove very safely and he interacted with the clients and he was very pleasant and very courteous. He treated everybody with the utmost respect.
—Joseph Brandt