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2023

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NEMT TODAY

News For The Non-Emergency Medical
Transportation Industry Stakeholders

EDUCATE

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LETTER FROM THE NEMTAC BOARD OF DIRECTORS



On behalf of the NEMTAC Board of Directors, I would like to welcome you to this edition of NEMT Today Magazine. While NEMTAC® remains focused on championing standards and best practices for the provision of non-emergency medical transportation, we have made many internal changes within the organization. Of course, Peter Hicks remains in place as our Executive Director and the person you can turn to when answers are needed, however, over the past few months we have added several new individuals to our Board of Directors and I would ask you to join me in welcoming the Board members added since the last edition of NEMT Today: Jeremy Scalzi, Tanya Copeland, Michael Adelberg, Frank Ciccarella, and Lori Bonderowitz. This group of individuals brings to NEMTAC a deep and broad background and expertise within the NEMT industry. Additionally, Bill George has stepped down from the Board but remains on as an Advisor. While it may not take all five of them to replace him, we want to be sure to thank Bill for his countless contributions to NEMTAC. Bill has been fundamental in keeping NEMTAC on the path to success.

Before you meet our new officers, I would be remiss to not take this opportunity to recognize all the hard work and accomplishments of Past-President Effie Carlson. To use a sports analogy, Effie took NEMTAC® from fourth down and forty yards to go, backed-up on our own 5-yard line and handed over the reins with NEMTAC® sitting at first and ten on the fifty-yard line. In other words, while we still have work to do, NEMTAC® is in a much more optimistic and opportunistic position for our new group of officers. So, with that said, please welcome NEMTAC's officers elected to take us through 2024: Dan Reid, President, Frank Ciccarella and Tanya Copeland, Vice-Presidents, Lori Bonderowitz, Treasurer, Julie Correll, Secreta As you probably already know, our annual conference, Transform 2024, will be held September 8th-10th in Glendale, AZ. You can go to our website to register and sign up to sponsor or exhibit at the conference.

Our Advisory Boards are already hard at work on their standards projects for 2024, we already have several NEMT providers who have paid their application fees and are in various stages of the Accreditation process, and we are in the process of putting together our calendar of webinars for the coming year. In short, this looks to be a very eventful and transformative year for NEMTAC and the NEMT industry. One of my focuses will be expanding NEMTAC's reach to industry regulators, paying sources, and of course, NEMT providers. My goal is that soon these organizations will no longer be asking "What are NEMTAC's standards?", but rather they will be asking how they can justify not holding themselves accountable to meeting NEMTAC standards throughout their organizations.

Please enjoy this edition of NEMT Today Magazine, and if you are interested in participating on a greater level with NEMTAC and being part of process for change in the NEMT industry, please go out to our website and consider joining one of the Advisory Boards.

Dan Reid, President
NEMTAC Board of Directors

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The Mobility Agency & TLC of the Future – IATR President Matt Daus Unveils New Initiatives in Prague at the World Road Congress

Mobility services and transportation agencies overseeing large operational networks and infrastructure are experiencing pronounced governance problems. They are consistently plagued by fractured and inconsistent regulation and oversight, silo mentality, lack of communication and collaboration, and failure to modernize organizationally. For example, recently on full display in the U.S. were the objections of the San Francisco Municipal Transportation Agency and the Los Angeles Department of Transportation to the California Public Utilities Commission's vote to authorize the expansion of robotaxi service statewide.¹ Like the state Transportation Network Company (TNC) laws that preempt local regulation of ride-hailing services, municipalities are often powerless to license, enforce, and/or regulate autonomous for-hire services operating on their streets.²³ However, municipalities have a stake in keeping their streets safe. The various levels of government that have an interest in regulating robotaxis are increasingly not on the same page. The disjointed relationship between state and local agencies has the potential to either help or hinder innovation, depending on the audience.

The International Association of Transportation Regulators (IATR) is a unique organization, in that its membership is incredibly diverse in terms of the type and scope of government agency members. As its President, I can state IATR may be the only organization whose membership includes those from multi-modal super agencies (e.g., Transport for London and Singapore's Land Transport Authority), state departments of motor vehicles and departments of transportation, public utilities commissions, local police departments, consumer affairs agencies, and even county clerk offices. While diversity may be a strength when it allows agencies to learn from one another, too many cooks in the kitchen can be a weakness when administering programs along different political lines and silos of thought, purpose, and funding.

Waves of disruption are already happening in automation and electrification, the non-emergency medical transportation sector, taxi and TNC partnerships, and smart taximeter regulation. Government agencies must understand private sector needs in order to keep up. Government and transport agencies must also understand and work with each other toward common strategic mobility plans under more unified leadership. To this end, I am pleased to report that – at the IATR's 36th Annual

¹Whiting, Sam. *Robotaxi Problems Arise Following California PUC Vote*.

<https://www.govtech.com/fs/robotaxi-problems-arise-following-california-puc-vote>

² Gross, Steve. *Transportation Network Companies: New Legislation Addresses Long-Standing Issues*.

<https://mrsc.org/stay-informed/mrsc-insight/july-2022/new-legislation-regulates-tncs>

³ Racabi, Gali. *State TNC and MC Legislation: Preemption and Employment Status of Drivers*.

<https://onlabor.org/state-tnc-and-mc-legislation-preemption-and-employment-status-of-drivers/#:~:text=The%20rapid%20spread%20of%20those,regulations%20from%20cities%20to%20states.>

Conference in Scottsdale, Arizona, I announced that the IATR would embark on a mission to make recommendations to modernize government administrative agencies that regulate the taxi, for-hire vehicle, and TNC industries, while addressing the mobility governance issue.

The IATR's "**Mobility Agency of the Future**" project will dovetail and coordinate with a related project being undertaken by our partners and colleagues at the **World Road Association (known as "PIARC")**. Since 2020, the IATR and PIARC have been collaborating on preparing for existing and emerging technology disruption, and both groups are now working on separate but related projects involving the transport or road agency of the future. This topic is an outgrowth of prior work we have done concerning how transportation regulators are responding to disruptive technology.

Founded in 1909, PIARC is an international organization that promotes cooperation and knowledge sharing on all aspects of roads and road networks.⁴ PIARC has more than 125 government members from around the world and more than 1,000 individual and corporate members, including companies, authorities, and organizations. The organization retains consultative status to the Economic and Social Council of the United Nations and is a member of the International Road Federation (IRF) and the International Transport Forum (ITF). PIARC plays an important role in promoting sustainable and efficient road transport systems around the world. Its work helps to improve the safety, performance, and environmental impact of road networks. PIARC Technical Committees—that consist of distinguished engineers and experts appointed by member countries—produce reports on best practices and recommendations to assist decision makers, road engineers, and research engineers.⁵

The PIARC 2023 World Road Congress in Prague: The Transport Administration of the Future

More recently, I had the honor of making presentations at two panels at PIARC's 2023 World Road Congress in Prague. On October 3, 2023, PIARC announced a new project during a workshop exploring the "**Transport Administration of the Future**."⁶ The workshop married PIARC's Technical Committee (TC) 1.1, Performance of Transport Administrations, as it relates to the vision of the "Transport Administration of the Future" with AASHTO's moonshot project on the development of a national transportation vision for the United States and the Transportation Research Board's research project on the impacts of disruptive technologies on the performance of transportation agencies. PIARC's new project will create a global perspective on the

⁴ PIARC. *About PIARC*. <https://www.piarc.org/en/PIARC-Association-Roads-and-Road-Transportation/PIARC-Who-are-we>

⁵ PIARC. *PIARC Technical Committees*. <https://www.piarc.org/en/PIARC-Association-Roads-and-Road-Transportation/PIARC-Technical-Committees>

⁶ PIARC. *Workshop 05 - The Transport Administration of the Future*. <https://pre-proceedings-prague2023.piarc.org/en/documents/Workshop-05-The-Transport-Administration-of-the-Future-13773>

vision of the Transport Administration of the Future by inviting representatives from Africa, Asia, Australia, Europe, and South America to share their perspectives and vision for the future of transport administrations. The goal of the project is to create a blueprint for transport administrations with respect to customer service and creating public value; transformational approaches to new technologies and business models; and addressing equity, diversity, and inclusiveness in the workforce of the future.



Members of Working Group 2 - The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models, including Matt Daus (Front, Left); and Anne-S  verine Poupeleer, Working Group Co-Leader (Front, Center); Christos Xenophontos, Chair of Technical Committee 1.1 (Front, Right of Center); and Jonathan Spear, Working Group Co-Leader (Front, Second Right from Center).

I had the opportunity to speak on a panel during the Transport Administration of the Future workshop, which was moderated by **Victoria Sheehan, Executive Director of the Transportation Research Board**. Along with representatives from ERTICO, the International Bridge, Tunnel and Turnpike Association, PIARC, and the International Association of Public Transport (UITP), I discussed policy goals and issues that must be addressed in the future—such as access, climate change impacts, decarbonization, equity, and sustainability—and whether the existing organization structure will help meet those goals. In particular, I was able to speak about how the TC 1.1 report series *The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models*—which the IATR worked on with PIARC—lays a foundation for this project, giving direction for a model administration of the future. Similarly, the IATR, with its focus mainly on taxi and for hire vehicle regulation, has already begun exploring the modernization of taxi administrations.



Matt Daus presenting at the World Road Congress in Prague, Czech Republic.



From Left: Jonathan Spear, Matt Daus, and Anne-S  verine Poupeleer.

On October 5, 2023, I presented as part of a group looking at emerging and disruptive technologies in the context of transport administration performance.⁷ My co-presenters were **Anne-Séverine Poupeleer** (Agency for Roads and Traffic, Belgium) and **Jonathan Spear** (Atkins Acuity, United Kingdom), with **Christos Xenophontos** (Assistant Director of Administrative Services at the Rhode Island Department of Transportation), moderating. Together, we presented an overview of *The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models* report series. Ms. Poupeleer gave an overview of the methods and outputs used in the reports, I spoke on the private sector perspectives from our 2021 roundtable conducted at IATR's 34th annual conference, and Mr. Spear finished with our overall conclusions and recommendations for future collaboration between the public and private transportation sectors.

This presentation was part of a larger technical session that looked at work accomplished by TC 1.1 during 2020–2023 on the following issues: 1) understanding how road and transportation administrations measure their customer experience and public value creation; 2) the role of transportation agencies in shaping disruptive technology and service models; and 3) the organization of staff and human resources.

PIARC Reports: The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models

PIARC's TC 1.1, which is chaired by Mr. Xenophontos,⁸ focuses on identifying best practices for establishing a framework for measuring the efficiency and effectiveness of transport administrations. Between 2020 and 2023, IATR collaborated with TC 1.1 Working Group 2, co-chaired by Ms. Poupeleer and Mr. Spear, on an extended investigation of disruptive technologies and service models impacting the transportation industry—including connected, electric and autonomous vehicles, digital highways, new transit modes, micromobility and shared mobility platforms—and how regulators are responding to the related challenges and opportunities in policy, regulatory, and organizational terms. This PIARC investigation produced four reports under the title ***The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models***.⁹ **Patrick Mallejacq, Secretary General of PIARC**, and **Nazir Alli, President of PIARC's executive committee**, provided commendable support and inspiration for this project.

⁷ PIARC. *Technical Session 1.1 - Performance of Transport Administrations*. <https://pre-proceedings-prague2023.piarc.org/en/documents/Technical-Session-1.1-Performance-of-Transport-Administrations-13778>

⁸ PIARC. *1.1 Performance of Transport Administrations*. <https://www.piarc.org/en/PIARC-Association-Roads-and-Road-Transportation/PIARC-Technical-Committees/Strategic-Theme-Road-Administration/Technical-Committee-Performance-Transport-Administrations>

⁹ TC 1.1 Working Group 2 is tasked with studying the role of transport agencies in shaping disruptive technologies and service models.



Source: PIARC

The first report outlines survey results of global transport organizations carried out between 2020 and 2021, which found transportation organizations are highly aware of disruptive and innovative technologies and service models, but they have mixed states of preparedness and adaptation to take on the challenges raised by these new technologies.¹⁰ The second report outlines the discussion at a roundtable that was held at the 34th IATR Annual Conference in 2021 that brought together key private sector innovators who are shaping the future mobility ecosystem to get their perspectives on disruptive technologies and service models.¹¹

IATR collaborated with TC 1.1 to hold a private sector roundtable of key innovators shaping the future mobility ecosystem at the 34th IATR Annual Conference in 2021. The purpose of the roundtable was to gauge industry perspectives on disruptive technologies and service models shaping the transport sector. The roundtable consisted of top executives from mobility companies that included: automated and electric vehicle deployment; shared-use and public transit partnerships; smartphone e-hail applications; advanced and urban air mobility; micro-mobility; and mobility-as-a-services platforms. These roundtable participants came to two key conclusions. First, the private sector will lead transport technology development and delivery. Second, a clear regulatory environment and support from government is needed to set rules of deployment, policy objectives, and confidence for private investment.

The third report provides case studies of how road and transport organizations around the world have addressed technological change, implementation of new mobility approaches and innovation.¹² The fourth report consolidates the findings and

¹⁰ PIARC. *The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models – a PIARC Survey Report*. <https://www.piarc.org/en/order-library/38409-en-TheRole%20of%20Transport%20Agencies%20in%20Shaping%20Disruptive%20Technologies%20and%20ServiceModels%20-%20Survey%20Report>

¹¹ PIARC. *The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models – A Private Sector Roundtable*. <https://www.piarc.org/en/order-library/38420-en-The%20Role%20of%20Transport%20Agencies%20in%20Shaping%20Disruptive%20Technologies%20and%20Service%20Models%20-%20A%20Private%20Sector%20Roundtable>

¹² PIARC. *The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models – A PIARC Case Study Summary*. <https://www.piarc.org/en/order-library/38420-en-https://www.piarc.org/en/order-library/39417-en-The%20Role%20of%20Transport%20Agencies%20in%20Shaping%20DisruptiveTechnologies%20and%20Service%20Models%20-%20Case%20Study%20Summary%20Report>

recommendations from the investigation, and it concludes that transport agencies have four overarching roles in shaping disruptive technologies and service models: 1) policy maker and regulator; 2) researcher and developer; 3) end user, operator, and manager; and 4) convener, enabler, and integrator.¹³ Transportation agencies approach these roles differently. There are leaders, early adopters, and those that choose to take a more conservative or even resistant approach to new technology.

IATR's Taxi Modernization Report & the TLC of the Future

At its annual training conference this year, the IATR unveiled its proposed taxi modernization principles and draft report, ***Modernizing Taxi Regulations: An Innovative Governance Framework for the Future***. This report draws from the international experience to set a framework to: streamline regulations; make the vehicle, driver, and company approval processes more efficient; and maximize regulatory flexibility and benefits to customers, operators, and drivers – all without compromising safeguards for health, safety, and consumer protections. The recommendations include allowing taxis to use e-hail and up-front fares, allow soft-meters where metered fares are necessary, ensuring driver eligibility criteria is relevant in the age of GPS, and making taxi companies responsible for driver credentialing. It is well past time that regulators look at taxi rules from the bottom up and remove those that are standing in the way of innovative that can support multi-modal mobility, sustainability, accessibility, and equity and partnerships. This report and other useful information are on the IATR website (www.iatr.global).

¹³ PIARC. *The Role of Transport Agencies in Shaping Disruptive Technologies and Service Models – A High Impact Summary*. <https://www.piarc.org/en/order-library/40713-en-The%20Role%20of%20TransportAgencies%20in%20Shaping%20Disruptive%20Technologies%20and%20Service%20Models%20%E2%80%93%20High%20ImpactSummary>

Modernizing Taxi Regulations



An Innovative Governance Framework for the Future

Draft

<https://tinyurl.com/d37jzvbr>

During my State of the IATR address to the conference attendees, I announced that we are going to do a deep dive into a new extensive report on the taxi, for-hire vehicle, and TNC regulatory agency of the future, which will dovetail with the PIARC project. The agency of the future report will set forth the history and current status of the regulatory agencies structure and operations, and suggest a new framework to modernize regulation in a multi-modal and streamlined environment. Like past IATR reports, this report will review how agencies around the world are operating to determine best and accepted practices. The IATR will engage stakeholders on all sides of the equation—from regulators to the regulated industries and the users of these services—to create a vision for the future guided by the following principles:

- The taxi, limousine, for-hire vehicle, and TNC regulatory agency of the future is a dynamic and responsive organization that oversees the safety, efficiency, and sustainability of the industry:
 - The agency uses data-driven and evidence-based approaches to regulate the supply and demand, as well as the quality and accessibility of services;
 - The agency also fosters innovation and competition in the market, while ensuring fair and transparent practices for both drivers and passengers;
 - The agency collaborates with interested stakeholders, such as local governments, transport authorities, operators, trade associations, and consumers, to develop and implement policies and standards that benefit the public interest;
- The agency is accountable to the public and operates with integrity and professionalism.

- Current regulatory systems are often fragmented to regulate a single industry, with too many agencies having no uniform approach and conflicting priorities, authority, and missions.
- We need a unified paradigm and governance system that allows for a multi-modal innovative future. This includes increased coordination with other modes, and ensuring unified policy-making.

The regulatory agency of the future needs innovative solutions and ideas for exploration. To that end, the report will explore various topics including:

- **Enforcement:** Modernizing enforcement practices through technology, such as virtual inspections and automated enforcement inside and outside of the vehicle, which can more efficiently enforce regulations.
- **Licensing Policies & Processes:** Creating a more efficient and fair licensing system through policies—incentivizing accessible and fuel efficient vehicles, expediting licenses for drivers with jobs waiting—and processes, like remote licensing and online transactions.
- **Self-Regulation:** Implementing a system that is similar to the U.S. state TNC model and the U.S. Federal Motor Carrier Safety Administration Model oversight of motor carriers.
- **Governance Framework:** Setting the appropriate governance framework (state vs. local) and who regulates which aspects of the industry (e.g., insurance requirements, driver licensing, vehicle standards).
- **Fees, Revenue & Fines:** Determining equitable and reasonable fees and fines.
- **Mobility Data:** Setting data sharing and use practices, including determining what data is necessary, data protection and transparency, and use of data for enforcement and other purposes.

Conclusion: The Time Has Arrived for the Agency of the Future!

The vision of a dynamic and responsive taxi regulatory agency is a tangible goal that can be realized through concerted efforts and innovative strategies. By emphasizing data-driven approaches and evidence-based policies, this agency will stand as a beacon of transparency and integrity, fostering a culture of fairness and collaboration among all stakeholders – drivers, regulators, and riders. The imperative for a unified paradigm and governance system, transcending the current fragmented regulatory landscape, becomes increasingly apparent. Embracing innovative solutions such as virtual inspections, automated enforcement, and streamlined licensing processes, the agency can exemplify the intersection of technology and public service. Such an agency will pave the way for a multi-modal future, ensuring the seamless integration of diverse transportation modes while upholding the highest standards of safety, accessibility, and sustainability. As we look ahead, the roadmap for the taxi regulatory agency of the future not only embodies the principles of adaptability and progress but also underscores its pivotal role in shaping a more resilient and inclusive transportation ecosystem.

GLUE UP ANNOUNCEMENT

Peter J. Hicks, Executive Director

I'm excited to share some big news with you! We're taking a giant leap forward in enhancing how we operate by bringing Glue Up on board as our dedicated Relationship Management Software. This move is a game-changer, set to transform the way we connect, collaborate, and engage with our incredible partners, ensuring a smoother and more efficient experience for everyone involved.

So, why Glue Up?

In our pursuit of excellence, we recognized the need for a robust platform to streamline our relationship management processes. After careful consideration, we settled on Glue Up for its user-friendly interface, versatile features, and unmatched ability to centralize and optimize our partnership activities.



Let's break down the benefits:

1. Unified Platform:

Glue Up is our all-in-one solution, bringing together everything we need for relationship management. From partner onboarding to communication, event coordination to feedback collection, it's all seamlessly integrated. This consolidation means more efficiency and less hassle in managing partnerships.

2. Enhanced Communication:

Communication is key, and Glue Up empowers us to communicate effectively with our partners through targeted messaging, newsletters, and communities. The platform's tools

ensure our messages reach the right audience at the right time, strengthening our connection with partners.

3. Streamlined Event Management:

We're always hosting events, conferences, and training sessions, and Glue Up's event management capabilities make the process a breeze, from planning to execution. Registering, receiving updates, and participating in our events is now easier than ever. Moving forward, all NEMTAC® Advisory Board meetings, webinars, and Transform Conferences will be coordinated using this new and robust tool.

4. Data-Driven Decision Making:

Glue Up's robust analytics and reporting features are a game-changer. Real-time insights into our partnership activities allow us to make informed decisions, identify areas for improvement, and tailor our strategies to better serve our organization.

5. Member Engagement and Networking:

Glue Up's member portal promotes active engagement among our partners, providing a platform for networking, collaboration, and knowledge sharing. This not only strengthens the bonds within our community but also opens up new opportunities for partnerships to thrive.

What does all this mean for you?

As a valued member of the NEMTAC® community, you can look forward to a more streamlined and interactive experience in your interactions with us. Whether you're attending an event, receiving updates, or diving into collaborative initiatives, Glue Up ensures a user-friendly and cohesive experience.

In the upcoming weeks, we'll be rolling out resources to help you make the most of the new platform. We're confident that this transition will significantly enhance our ability to serve you better and foster stronger partnerships within our community.

Thanks for your ongoing support, and here's to a more connected and collaborative future with Glue Up!



NEMTAC® Transform Conference 2023: A Resounding Success, Setting the Stage for Glendale 2024

The Non-Emergency Medical Transportation Accreditation Commission® (NEMTAC®) successfully hosted the Transform Conference 2023 in September, uniting industry leaders, stakeholders, and professionals in the non-emergency medical transportation (NEMT) sector. The conference aimed to explore innovative solutions, share best practices, and foster collaboration to enhance the quality and efficiency of NEMT services nationwide.

The Transform Conference Experience:

The conference showcased an energetic roster of speakers, expert panels, and interactive sessions, offering invaluable perspectives on the ever-changing landscape of non-emergency medical transportation (NEMT). From in-depth discussions on technological advancements to navigating regulatory shifts, the event addressed a diverse array of topics vital to professionals in the industry. Kicking off with an enlightening keynote from Bill George, CEO of zTrip, who shared insights into his company's growth strategies and how they can be applied to enhance one's own business. The annual panel, "Perspectives and Tips from NEMT Providers," featured industry leaders Dan Reid, Mark Porterfield, Chase Lafferty, Kevin Teasdale, Steve Newman, and Jason George, providing a wealth of practical insights. These talented professionals were joined by 20 other industry experts sharing insights into every area of the sector.

Conference Sponsors:

We extend our heartfelt gratitude to our esteemed conference sponsors whose unwavering support has played a pivotal role in the success of the Transform Conference 2023. A special thank you to Kinetik, iCabbi, Acrisure, Wings, Inc., Ride2MD, BraunAbility, and ITCurves for their commitment to advancing excellence in the non-emergency medical transportation sector. Your partnership has not only elevated the quality of our event but has also

contributed significantly to the valuable knowledge sharing, networking, and innovative discussions that define the transformative spirit of our conference. We appreciate your dedication to driving positive change within the industry, and we look forward to continuing this collaborative journey in the future.

The Power of Transformation:

The NEMTAC Transform Conference 2023 delivered on its commitment to transformation, providing participants with an exceptional platform for engaging in insightful discussions, learning from experts, and delving into the latest developments in the NEMT sector. The conference underscored the industry's dedication to confronting evolving challenges and embracing transformative technologies. Notably, this year's emphasis extended to include insights from various insurance brokers and carriers, presenting novel solutions for transportation providers.

Transform 2023 introduced an exciting enhancement to its lineup with the inclusion of Exhibitor Focus Sessions. This innovative addition offered attendees an invaluable opportunity to delve into product-specific sessions and gain deeper insights into the offerings of our esteemed exhibitors. These focused sessions provided a platform for meaningful interactions, allowing participants to explore and understand the unique solutions and services brought forth by our exhibitors.

Photo and Quote Contest Highlights:

The Transform Conference truly shone with its captivating photo and quote contest, urging participants to encapsulate the essence of transformation in NEMT through moments captured and shared. Attendees enthusiastically contributed images and quotes reflecting their conference experiences. Patrick Workman's poignant words, "The vehicle is only as safe as the driver," resonated deeply, and Susan Brown's captivating photo from the General Session Ballroom added a visual dimension to the transformative spirit of the event.



Virtual Experience:

Although the Transform Conference traditionally takes place in person, numerous participants expressed a desire to catch up on sessions they might have missed due to scheduling conflicts. This year marked a significant milestone as we introduced a virtual option, enabling attendees to revisit all conference sessions. From the convenience of their homes or offices, participants could seamlessly access sessions, connect with peers, and take advantage of networking opportunities. For those who were unable to attend the Jacksonville event, it's not too late – you can still sign up today and gain access to all the Transform sessions.

Looking Ahead to Transform 2024:

As we wrap up the Transform Conference 2023 on a positive note, I'm thrilled to share that NEMTAC® is already setting the stage for Transform 2024, set to unfold in Glendale, Arizona, this September. The upcoming in-person event is poised to elevate the achievements of this year's conference, featuring expanded exhibitor space, dedicated vehicle booths, and a more convenient layout for attendees. I'm excited to announce that Transform 2024 is currently offering an early bird discount for those who register before May 1, 2024. Don't miss out on this opportunity to be part of the transformative experience in the heart of Arizona!

NEMTAC® extends a warm invitation to NEMT professionals, transportation providers, payers, industry stakeholders, and anyone interested in the future of non-emergency medical transportation to mark their calendars for Transform 2024. The conference aims to bring together diverse voices and perspectives, fostering an environment where collaboration and innovation can flourish.

Conclusion:

The success of the NEMTAC Transform Conference 2023 lies in its ability to bring the NEMT community together with a collective dedication to excellence and transformation. As we take a moment to appreciate the achievements of this conference, we eagerly anticipate incorporating the valuable feedback received to enhance Transform 2024 even further. The promise of new opportunities and meaningful connections beckons at Transform 2024 in Glendale, Arizona. Join us as we continue to shape the future of non-emergency medical transportation and become an integral part of the transformative journey that lies ahead.



The Board of Directors has forged a fresh alliance with Professional Credentials Exchange, giving rise to NEMTCredEx—an innovative online platform designed to streamline the credentialing process. This advanced system empowers applicants to assess their readiness prior to requesting an assessment interview.

Under the revamped process, applicants are required to submit an application fee of \$600 upon applying. They have the flexibility to pay the accreditation fee either upfront or in monthly installments. This comprehensive fee encompasses access to all the services offered by the credentials exchange. Accredited organizations are presently undergoing seamless integration into the new system.

Call The Car February 16, 2021
SouthStar EMS March 10, 2021
Care aVan October 6, 2021
Grove Transit October 29, 2021
AmeriCare Mobility Van November 12, 2021
Black and White Transportation May 18, 2022
Superior Shuttle. June 17, 2022
M7 March 21, 2023
Clear Choice Express March 21, 2023
Secure Medical Transport March 21, 2023
Ride YourWay May 18, 2023
360 Care + Transport September 7, 2023

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NEMTAC® Advisory Boards

The Board of Directors would like to thank the continued outstanding efforts of the volunteer Advisory Board Members. These are the power behind the engine that keeps this organization moving.

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Tammy Wright

Resource & Conference

Jonathan Anthon
Howard Berkowitz*
Effie Carlson*
Travis Draney
Sharnese Johnson
Chris Kelly
Steve Newman
Cris Sierra
Jason Stempin

*Denotes Co-Chair

APPLY

NEMT Today is a quarterly digital publication available in the Winter, Spring, Summer, and Fall seasons, measuring 8.5" x 11" in a vertical format that offers an interactive reading experience. Our focus is on educational articles that cover various aspects of Non-Emergency Medical Transportation (NEMT), including business operations, industry trends, regulatory compliance, technology, and customer service. We welcome submissions that highlight these topics.

Submission Deadlines

Final copy for articles and advertisement is due on the following dates:

- Winter issue -December 15th
- Spring issue - March 15th
- Summer issue - June 15th
- Fall issue- October 15th

Each issue will be published approximately one month after the submission deadline.

Article Specifications:

- Furnish articles in Word files format
- 1000 word maximum or less preferred
- All font will be Open Sans 9.6 pt.
- All articles must be submitted with author name and title
- All articles must be submitted with a title
- All articles must be submitted with a minimum of 1 photo relevant to the article
- Articles that heavily promote an organization will be considered sponsored content and the editor will contact you for approval and payment

| Article Submission

[SUBMIT ARTICLE](#)

NEMT Today provides an excellent opportunity to advertise and connect with key stakeholders, including NEMT providers and payers. As a magazine dedicated to showcasing best practices, innovation, and developments within the medical transportation industry, advertising with us is an effective way to promote your brand and reach your target audience.

Ad Specifications

- Furnish press ready pdf files
- All fonts must be embedded, and all images must be 200dpi minimum (300 dpi preferred)
- All advertisement will be invoiced and payment must be received prior to edition publication
- Prices and Specifications listed below:

Description	Size/Specs	Price
Full Page Sponsored Content	Up to 1000 words	\$1500
Full Page Ad	Bleed 8 3/8" x 11" Trim 7 7/8" x 10 3/4" Live Area 7" x 10"	\$1500
Half Page Ad – Vertical	Vertical 3 3/8" x 10"	\$750
Half Page Ad – Island	Island 4 5/8" x 7 3/8"	\$750
Half Page Ad – Horizontal	Horizontal 7" x 4 7/8"	
Quarter Page Ad - Standard	Standard 3 3/8" x 4 7/8"	\$500
Quarter Page Ad – Horizontal	Horizontal 4 7/8" x 3 3/8"	
Embedded Video Add on (only available with purchase of Full or Half page Ads)	Provide YouTube URL	\$250

Submission Deadlines

Final copy for advertisement is due on the following dates:

- Winter issue - December 15th
- Spring issue - March 15th
- Summer issue - June 15th
- Fall issue (Conference Edition)- August 15th

Each issue will be published approximately one month after submission deadline.

[SUBMIT ADVERTISEMENT](#)

NEMT TODAY



Non-Emergency Medical Transportation
Accreditation Commission® (NEMTAC®)

2307 S Rural Rd
Tempe, AZ 85282

