# NEMT TODAY

Sept 30 - Oct 3, 2024
Las Vegas, NV

Join us at the
NEMT TODAY
2024 Annual
Conference & Workshop!

TRANSFORM
Transportation
SEPTEMBER 8-10,
2024

Hilton Tampa Downtown, Marriott Tampa Water Street, Embassy Suites by Hilton Tampa Downtown, Hyatt Place Tampa Downtown

## LETTER FROM THE NEMTCC BOARD OF DIRECTORS

Welcome to the pages of NEMT Today. We hope you find this publication filled with information, advice, and updates important to everyone operating in the NEMT industry.

Even though it only feels, year-round, already have your attendance planned and your hotel reservation made for the NEMTCC Annual Conference & Workshop, September 8-10, 2024 in Clearwater, FL! The Conference Advisory Committee is working hard to create an incredible agenda for this year's event. Keep an eye on your inbox for more information and updates as we continue to plan! Keep up-to-date/current on the planning at nemtcc.com.

You may have entered the reference to "Nonprofit Committee" instead of Advisory Board. Nonprofit Committee is a more accurate description of our Board. We are a 501(c)(6) nonprofit. Our Board of Directors, Advisory Committee, and Committee members are all volunteers who donate their time and talent to the NEMTCC. Our Committees include Advisory Committee, Affiliate Partnership Committee, Marketing Committee, Affiliate Partnership Committee, Marketing Committee, Conference Committee, Vendor Committee, Legislative Committee, Ethics Committee, Nominating Committee, Finance Committee, Strategic Planning Committee, Technology Committee, Membership

TRANSITPAN CONFERENCE

# SPONSORS

TRAVERSA

iCabbi

RouteGenie

VIP Trend


## Through Leader Interview: Alexina Mexia

Alexina Mexia has been working for the TransitPAN project since 2009. During that period of time she gained a deep knowledge of the Greek public transport market and now provides services in all aspects and is responsible for coordinating 20 million taxi rides per year. Her main duties are the management of the Greek market, the support of over 500 taxi companies and the 24/7 support of the Greek passengers. Her duties also include the management of the Greek market.

SMART Today had the opportunity to sit down with Alexina Mexia and ask "SMART" questions on a variety of topics of conversation to share.

Importance of SMART: Alexina with SMART, what do you for the enterprise you are having? Alexina: I am responsible for the Greek market, I am responsible for the support of the taxi companies and the support of the passengers. Also I am responsible for the support of the Greek market and I am responsible for the support of the Greek market. Importance of SMART: Can ask "SMART" one question? Alexina: Yes, ask "SMART" one question and I give them a long one, I promise.

Importance of SMART: Alexina, what is your favorite part of your job? Alexina: It is a great feeling when I see that I am helping a taxi company, I am helping a passenger, I am helping the Greek market, I am helping the TransitPAN project, I am helping the Greek passengers. Importance of SMART: Alexina, what is your favorite part of your job? Alexina: "Let me think, let me ponder."

- **Flexibility:** Be ready for any situation, whether it's a medical equipment, grocery trip, or social visit.
- Customer satisfaction increases when you can provide a seamless and efficient service, which is crucial for retaining clients and growing your business.
- Ensuring safety and comfort for your clients.
- Reducing the number of vehicles on the road is also better for the environment.

- **Lower emissions:** Fewer vehicles mean less pollution.

- **Reduced fuel consumption:** One van uses less fuel than several, which helps control expenses.

According to the Environmental Protection Agency (EPA), transportation accounts for 29% of greenhouse gas emissions in the United States. By consolidating your fleet, you contribute to a greener future.

Let's take a look at a hypothetical example of how a multi-purpose 3-in-1 van could help a company in Dublin.

Imagine a senior home with three different sites:

- Cities for medical appointments or amenities
- Another for entertainment sites
- A third for those who can walk but need help

Managing these sites is tough. Scheduling trips, maintaining each van, and covering costs is a big hassle.

The senior home decides to get one van that can do it all. This special van has a wheelchair lift, comfortable seats for passengers, and room for walkers. It's like a Swiss Army knife, ready for anything. They only need to schedule one trip, making it easier for staff and saving money on fuel and upkeep. The van's versatile design ensures it can handle various needs.

Residents and their families are happier. There's less waiting, and trips are more reliable. Using the same van and drivers every time makes sessions feel safer and comfortable. Life gets better for everyone at the senior home. The staff has less stress, and the residents enjoy more reliable transportation and care.

What organizations can make use of a 3-in-1 van?
A 3-in-1 van is an innovative idea that can help many different organizations. Let's take a closer look at some examples:

Senior care homes:
**Assisted living homes:** these types operate for medical visits, social outings, and daily activities.

**Nursing homes:** Provide safe and reliable transport for older adults, ensuring those who need help moving.

**Adult day care services:**
**MDAP providers:** Help different types of passengers, like those on wheelchairs or those who can walk with assistance.

**Community centers:** Offer dependable rides for patients who need to go to regular check-ups or treatments.
Schools and educational institutions:
**Special needs programs:** Help students with mobility needs go to school activities and field trips.

**Colleges and universities:** Make sure students with disabilities can get to all parts of the campus.

Community and non-profit groups:
**Community centers:** Provide rides for members to events, activities, and important appointments.

**Non-profits:** Help with community programs, like health check-ups and social services.
Healthcare providers:
**Physical therapy clinics:** Transport patients to and from their whole sessions.

**Substance abuse treatment centers:** Offer safe rides for people attending therapy sessions and support meetings.
Companies and private groups:
**Employee transport services:** Ensure workers with disabilities have reliable rides to work.

**Events management companies:** Provide transport for guests with different mobility needs.
Making transportation easier for your clients.

Quick Sprinkle!
Contact Manager - Andre Moulthy

**How ZoomRide Health is serving $10,000 a month on their NEMT operation**

$10,000 a month is a big saving for a NEMT fleet of 37 vehicles, but that is exactly what ZoomRide Health achieved by switching to a more efficient operation. How did they do the deed? Quickle has delivered using Move A to Dublin to plan and optimize the NEMT rides.

Move A is a state-of-the-art Routing as a Service platform developed by Dublin and Silicon Valley based Quickle. Move A helps operators and large fleet operators manage. The big leap from the existing NEMT technology solutions is in three ties to powerful optimization, intuitive scheduling and dispatching and a mobile app for the drivers. The values that drivers using Self Driven Essentials, Move A allows them to plan the routes in advance (route passable so that more passengers can travel together. Drivers receive their route plans on the mobile app and can see the pick-up and drop-off points, the best navigation to the first, the route. Every one, not, because they are all configured to the starting departure point, the drivers can see the best route to the next pick-up point. Drivers can see upcoming pick-ups of lines, multi-loading limits, vehicle type, passenger needs, driver rules and desired locations, and so on.

Like many NEMT operators, ZoomRide Health saw employee shortfalls. Ride-loading 100 vehicles, ZoomRide Health's fleet, is a big job. Move A helps the dispatchers to manage with 32 drivers rather than the 37 for said before Move A. Dispatchers are now able to manage more rides and more vehicles. Dispatchers are now able to manage more rides and more vehicles. Dispatchers are now able to manage more rides and more vehicles