

# NEMTAC 1004-202x – Trip Performance Metrics & KPIs

## Standard Overview

### Status Summary

- Draft Status: Initiated
- ANSI PINS Filed: No
- Assigned Committee: Technology Advisory Committee (TAC)
- Date of Last Update: April 2025

### Standard Description

NEMTAC 1004-202x proposes a standardized set of performance metrics and key performance indicators (KPIs) for Non-Emergency Medical Transportation (NEMT) operations. The standard is intended to help providers, brokers, payers, and regulators define, measure, and report on service quality, efficiency, and reliability across the industry.

This standard will promote transparency, support contract compliance, and encourage continuous improvement across all levels of NEMT delivery. Metrics may include trip acceptance rates, on-time pickup/drop-off, trip denials, late cancellations, and rider satisfaction scores.

### Key Topics Addressed

- Standardized trip metrics and definitions
- Performance benchmarks for quality and compliance
- KPI reporting frameworks for brokers, providers, and payers
- Use of data in performance-based contracting
- Industry-wide alignment on reporting expectations

### Stakeholder Impact Matrix


Stakeholder Group	Relevance to this Standard
NEMT Providers	Align operational policies and reporting with industry-recognized terms
Brokers	Reduce ambiguity in service documentation, data submissions, and quality reporting
Health Plans	Improve contract compliance, performance oversight, and member service analysis
Regulators	Support clearer auditing, compliance evaluation, and contract enforcement
Healthcare Facilities	Ensure transportation communication aligns with patient discharge and transfer planning
Technology Vendors	Enable better data mapping, interoperability, and platform standardization
Call Center / Dispatch	Clarify definitions used in scheduling, logging, and routing documentation
Training Organizations	Ensure educational consistency by using standard terminology across course materials
Vehicle Manufacturers / Equipment Providers	Ensure specifications align with defined transport modes and roles


Emergency Services Partners	Coordinate clearer language when NEMT interacts with EMS or 911 systems
Caregivers & Social Workers	Improve understanding of transport eligibility, appointment status, and coordination roles
Passengers / Advocates	Increase transparency of trip expectations and grievance processes

## Call to Action

NEMTAC invites public participation in shaping this standard. Stakeholders are encouraged to:

- Review and comment during the public comment period (to be announced)
- Apply to serve on a NEMTAC Advisory Committee
- Engage directly with the national conversation at Transform 2025 in Dallas

 Join a NEMTAC Advisory Committee: [Committee Application](#)

 Register for Transform 2025: [Register](#)

## Contact Information

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