

# NEMTAC 3004-202x – Non-Emergency Medical Transportation (NEMT) Driver Education

## Standard Overview

### Status Summary

- Draft Status: Initiated
- ANSI PINS Filed: No
- Assigned Committee: Certification & Standards Advisory Committee (CSAC)
- Date of Last Update: April 2025

### Standard Description

NEMTAC 3004-202x – Non-Emergency Medical Transportation (NEMT) Driver Education establishes a tiered education and certification framework to improve driving safety, reduce collisions, and reinforce risk awareness among NEMT professionals. The standard is designed to accommodate a range of learning levels, with progressive training tiers for drivers, in-person instructors, and instructor trainers.

This multi-level program includes a core online course focused on defensive driving fundamentals, an in-person applied skills course that emphasizes observation, situational response, and risk mitigation in real driving environments, and an advanced instructor-trainer component designed for credentialing new instructors within provider or broker networks.

The curriculum is being developed in collaboration with the Texas A&M Engineering Extension Service (TEEX), a nationally recognized leader in transportation and safety training. It aligns with commercial driver safety principles, incorporates trauma-informed awareness for transporting medically vulnerable passengers, and reflects best practices adapted from nationally recognized driver safety initiatives. It also supports audit readiness and complements broader organizational safety policies.

### Key Topics Addressed

- Visual scanning and situational awareness
- Speed management and space cushion strategies
- Safe maneuvering in mixed traffic and adverse weather
- Passenger safety and risk prevention
- Incident response, reporting, and debrief practices
- Evaluation frameworks for instructors and trainers

### Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Reduces liability, lowers collision rates, and improves driver behavior across fleets
Brokers	Enhances network safety and credentialing compliance
Health Plans	Supports risk management and improves safety performance metrics
Regulators	Provides consistent documentation and audit-ready safety training programs

Healthcare Facilities	Ensures passengers are transported by drivers with formal safety training
Technology Vendors	May support telematics, event recording, or credential tracking systems
Call Center / Dispatch	Enables informed trip assignment based on driver qualifications
Training Organizations	Defines multi-tier curriculum requirements for delivery and certification
Vehicle Manufacturers / Equipment Providers	May coordinate vehicle design with safety training focus
Emergency Services Partners	May inform joint risk response protocols or driver awareness of emergency procedures
Caregivers & Social Workers	Increases trust in NEMT as a safe transportation option for vulnerable individuals
Passengers / Advocates	Promotes safe, calm, and responsive driver practices that improve passenger confidence

## 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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