

# NEMTAC 3005-202x – Passenger Support & Assistance Skills Education

## Standard Overview

### Status Summary

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

### Standard Description

NEMTAC 3005-202x – Passenger Support & Assistance Skills Education defines the minimum training, competencies, and instructional guidelines for individuals who assist passengers during Non-Emergency Medical Transportation (NEMT). This standard is focused on physical assistance, interpersonal support, and inclusive communication strategies that promote dignity, independence, and safety for all riders.

The course structure emphasizes person-first language, trauma-informed care, and real-world application of mobility assistance techniques, including how to assist passengers with vision, hearing, cognitive, and physical challenges. The standard is also designed to ensure that training reflects a wide range of scenarios, from curb-to-curb and door-to-door services to specialized needs like language access and communication accommodations.

NEMTAC developed this standard in response to growing recognition that professional conduct and communication are as critical to passenger safety as securement and navigation. This program may be offered online, in blended formats, or in person, with clear criteria for instructional delivery, instructor qualifications, and competency evaluation.

### Key Topics Addressed

- Passenger-centered communication and professionalism
- Inclusive, trauma-informed assistance techniques
- Use of person-first language and respectful conduct
- Assisting passengers with visual, cognitive, or physical impairments
- Understanding boundaries, privacy, and informed consent
- Responding to passenger distress or discomfort

### Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Improves rider experience and reduces complaints through consistent, compassionate support
Brokers	Enhances credentialing requirements and complaint resolution practices
Health Plans	Supports better care coordination and member satisfaction
Regulators	Provides a training benchmark for evaluating staff conduct and professional behavior

Healthcare Facilities	Ensures seamless and respectful transitions from healthcare to transportation environments
Technology Vendors	May support documentation of training completion and complaint tracking
Call Center / Dispatch	Reinforces expectations for escalated assistance and specialized transport needs
Training Organizations	Establishes curriculum structure and instructor qualification requirements
Vehicle Manufacturers / Equipment Providers	Limited direct impact; may support assistive technology training
Emergency Services Partners	Enhances understanding of passenger needs during coordinated or escalated care responses
Caregivers & Social Workers	Improves trust in the reliability and professionalism of transportation providers
Passengers / Advocates	Promotes safety, respect, and independence for diverse transportation users

## 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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