DMAS FEE FOR SERVICE (FFS) NON-EMERGENCY TRANSPORTATION (NEMT)
Program On-time Performance (OTP) Annual Percentage On-time Report

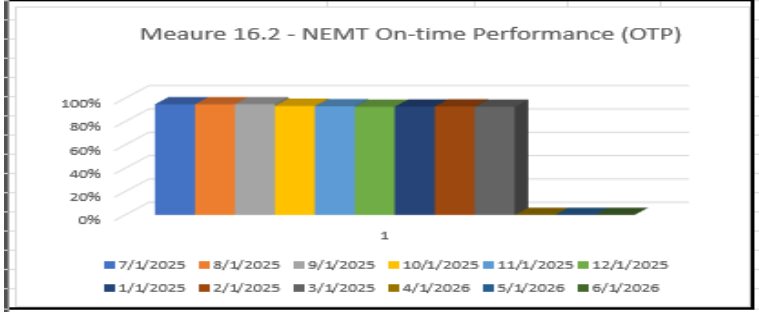
Program: **FFS NEMT** **Date: 8/21/2026**
Division: **Program Operations**

Report Methodological Summary

This report includes the annual FFS NEMT Annual On-time Performance Review. During the course of the previous fiscal year (SFY26), DMAS staff conducted regular reviews of the Encounter data collected in accordance with the trips provided for the DMAS FFS NEMT program. DMAS staff analyzed the aforementioned Encounter data to determine if there were any anomalies in the data that need to be reconciled with the trips reported by the contracted FFS NEMT transportation broker. DMAS staff also conducted a thorough comparative analysis between the Encounter data and the trip data submitted daily by the FFS NEMT transportation broker via the Tableau reporting database to identify pertinent trends with respect to the program's performance in relation to key metrics, as well as to ratiocinate the root cause of problematic trends, and formulate effective stratagems for resolution. The results of the above described analyses are provided below. Due to the fact that the encounter data are made available to DMAS three months after the service date, the complete data for this reporting period will be available in September and will be provided along with the SYQ4 compliance measure reports.

OTP according to the DMAS Encounter Data:

Contract Year 25-26	OTP Percentage *
7/1/2025	95%
8/1/2025	95%
9/1/2025	95%
10/1/2025	94%
11/1/2025	93%
12/1/2025	93%
1/1/2025	93%
2/1/2025	93%
3/1/2025	93%
4/1/2026	0%
5/1/2026	0%
6/1/2026	0%



* The data for the months of April, 2026 through June 2026 are not yet available for review.