

The daily operation. Working better.

Practical support for NEMT operators, from reviewing the problem to building the tools, training the team, and putting the change to work.

Where the work gets stuck

What I help put in place

01	Scheduling & dispatch Trips, assignments, and handoffs that need a clearer plan.	>	Schedule reviews, assignment procedures, and dispatch handoffs.
02	Staffing & coverage Coverage gaps, relief needs, and after-hours assignments.	>	Coverage plans, backup procedures, and focused staffing pilots.
03	RouteGenie & automation Vendor schedules and repeated manual data work.	>	PACE import tools, data cleanup, workflow setup, and testing.
04	Procedures & training Critical steps that depend on who happens to be on shift.	>	Usable SOPs, job aids, dispatcher training, and implementation support.
05	Performance & improvement Recurring issues that are difficult to track or explain.	>	Reporting tools for reliability, coverage, workload, and operating costs.

Understand

Agree on the problem.

Implement

Build and test the fix.

Hand over

Train staff. Document it.

Sina Davoudi

5+ years of direct NEMT operations experience.

Focused projects or ongoing consulting. Clear scope before work starts.

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