

Supplementary Table 2. Key Problems Identified Within NEMT Needs Assessment

Problem	Consequences
Long wait times	Poor patient experience Delayed discharges, inefficient hospital throughput
Ride no-shows without accountability	Poor patient experience Delayed discharges, inefficient hospital throughput
Complex and nonsystematic ride coordination processes	Inefficient use of staff time Poor staff experience
Multiple vendors	Administrative burden Outdated cost structure
Paper-based taxicab voucher system	Administrative burden Outdated cost structure Variable and unstable funding
Minimal data collection or analysis	Unknown patient profiles (Which patients require NEMT now? Which patients will need additional transportation in the future?) Unknown NEMT influence on clinical or financial outcomes

Supplementary Table 3. NEMT Patient Characteristics (n = 3633)

Characteristic	Value
Age, years, median (IQR)	45 (33-59)
Female gender, n (%)	1591 (44%)
Race, n (%)	
Black	2515 (69%)
White	1024 (28%)
Other	94 (2.6%)
Area Deprivation Index Deciles, n (%)	
1st (Lowest ADI)	65 (1.8%)
2	8 (0.2%)
3	63 (1.7%)
4	319 (8.8%)
5	229 (6.3%)
6	178 (4.9%)
7	297 (8.2%)
8	123 (3.4%)
9	863 (24%)
10 (Highest ADI)	1275 (35%)

Supplementary Table 4. NEMT Ride Characteristics (n = 6195)

Characteristic	Value
Reason for Ride, n (%)	
ED or Inpatient Discharge	4764 (65%)
Outpatient Visit	2520 (35%)
Response time, minutes, median (IQR)	8 (5-12)
Transportation Type, n (%)	
Rideshare Service	5545 (88%)
Non-Rideshare Sedan	298 (4.7%)
Wheelchair-Accessible	262 (4.2%)
Ambulance	61 (1.0%)
Other	147 (2.4%)
Distance, miles, median (IQR)	5.4 (3.2 - 10.0)
Cost, US dollars, median (IQR)	\$17.57 (\$13.15 - \$31.15)