



National Registry of
Emergency Medical Technicians®
THE NATION'S EMS CERTIFICATION™

2
0
2
5

ANNUAL REPORT



TABLE OF CONTENTS

Welcome to the National Registry	3
A Letter from the CEO & Executive Director	4
A Letter from the Board Chair	5
About the National Registry	6
Purpose, Vision, and Mission	7
National Registry Board of Directors	8
Competency Validation	9
First Time Certified Report	10
Total Certified by Year and Level	11
Total Due vs. Total Recertified for Cycle Year Overall	11
National Registry Launched the Updated BLS Examinations	12
Putting Stakeholders First	14
National Registry of EMTs Partnered with Franklin University.....	15
New Toll-Free Number and Virtual Agent	16
Supporting Service Members Through Transition.....	17
Stay Connected: Our Social Media Presence	18
Year in Review	19
Get Connected.....	20
Registry Insider Reached 50 Episodes	21
Advancing the Evidence Behind EMS Practice	22
Financials	24



Welcome to

THE NATIONAL REGISTRY



Welcome to the National Registry



A Letter from

Bill Seifarth

Chief Executive Officer & Executive Director

2025 was a year of meaningful progress, honest reflection, and renewed focus for the National Registry of Emergency Medical Technicians. We remain committed to our responsibility to the public and the EMS community, ensuring certification is grounded in evidence, supported by strong systems, and delivered with integrity.

We began the year with strong momentum. In April, we launched the new Basic Life Support (BLS) certification examinations, reinforcing alignment with current practice. We also introduced a redesigned public website, improving access to information and resources for candidates, educators, and stakeholders. Our partnership with Franklin University further strengthened this effort and enhanced the overall user experience.

We made important strides in how we share knowledge through the launch of a dynamic knowledge article database and a centralized research library featuring more than 50 articles across Workforce, Clinical Care, and Education and Clinical Judgment. These resources support informed decision-making across the EMS profession.

At the same time, 2025 did not unfold without challenges. The launch of the Candidate Application Redesign (CAR) project in mid-July fell short of expectations. While all candidate data remained secure, the system did not integrate as intended, resulting in delays, confusion, and increased demand on our customer support teams.

We understand the frustration this caused and take full responsibility. In response, we strengthened system integration processes, expanded testing and validation, enhanced operational readiness, and invested in customer support, including a new toll-free number and virtual agent.

This experience reinforced a critical reality: modernization is necessary, but it must be done thoughtfully, with the user experience at the center. The lessons learned in 2025 are already shaping how we approach technology, communication, and service delivery.

Despite these challenges, the progress made this year positions us well for the future. We are building a more modern, connected, and responsive National Registry to better serve the EMS community and uphold our mission of public protection.

As we look to 2026 and beyond, our focus remains clear. We will continue to invest in our systems, strengthen our partnerships, and ensure every interaction reflects the standards and professionalism of the Clinicians we serve.

Thank you for your continued trust and partnership.
Sincerely,

A handwritten signature in black ink that reads "Bill Seifarth". The signature is fluid and cursive, written in a professional style.

Bill Seifarth, MS, NRP, ICE-CCP
Chief Executive Officer & Executive Director

Welcome to the National Registry



A Letter from

Mike McEvoy Board Chair

As Board Chair of the National Registry of Emergency Medical Technicians, I am proud to reflect on a year defined by both meaningful progress and important learning. The work of this organization remains rooted in a clear and essential mission: supporting public protection by ensuring the competence of EMS Clinicians through valid, reliable certification.

In 2025, we advanced that mission in several important ways. The launch of the new Basic Life Support (BLS) certification examinations on April 7 marked a significant milestone, ensuring our examinations continue to reflect current practice and the evolving demands placed on EMS Clinicians. At the same time, the expansion of our research and content initiatives, including a centralized research article database, reinforces our commitment to evidence-informed certification. The launch of a fully redesigned public website also improved accessibility, navigation, and engagement for Candidates and stakeholders.

We also strengthened how we connect with and support the EMS community. Through initiatives such as the "Critical Connections" series, we highlighted innovation in EMS education and the growing importance of Clinician mental health. These stories remind us that certification exists within a broader ecosystem supported by strong Educators, resilient Clinicians, and engaged leaders.

At the same time, 2025 presented real challenges. The launch of the Candidate Application Redesign (CAR) project in July did not meet our expectations or those of the community we serve. While no data was lost or compromised, and certification records remained secure, the system did not perform as intended in connecting legacy and modernized components, creating frustration for Candidates, Educators, and state partners.

As a Board, we take these outcomes seriously. The lessons learned are clear: modernization of legacy systems is essential, and system changes must be supported by operational readiness, clear communication, and responsive customer support. These are fundamental to maintaining trust.

In response, the organization has taken meaningful steps to strengthen technology and service delivery, including enhancements to customer support, a new toll-free number and virtual agent, continued investment in system integration and testing, and the launch of an updated public website and dynamic knowledge article database developed in partnership with Franklin University.

As we look ahead to 2026, we do so with a renewed focus on modernization, service, and trust. On behalf of the Board of Directors, I thank our partners, stakeholders, and the Clinicians we serve for their continued confidence in the National Registry.

Sincerely,

A handwritten signature in black ink that reads "Mike McEvoy". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Mike McEvoy, PhD, NRP, RN, CCRN
Board Chair

The National Registry
of
Emergency
Medical
Technicians

Rocco V. Morando Building



About the **NATIONAL REGISTRY**



About the

National Registry

Technicians

Rocco V. Morando Building

As the EMS Certification Organization



Our Purpose

We ensure that all EMS Clinicians have the knowledge and skills required for competent practice.



Our Vision

A safer and healthier world where all patients receive care from certified EMS Clinicians.



Our Mission

To support the EMS profession through partnerships, research, and lifelong assessment of clinical competence.

About the

National Registry

Technicians

Rocco V. Morando Building

The National Registry Board of Directors



Mike McEvoy
PhD, NRP, RN, CCRN,
Board Chair



Kevin E. Mackey
MD, FACEP
Immediate Past Board Chair



W. Scott Gilmore
MD, FACEP, EMT-P
Chair-Elect



Kim D. McKenna
PhD, MEd, BSN, NRP
Executive Committee Member At-Large



Paul R. Patrick
MEd
Treasurer



Min Chen
PhD



James Davis
EdD, RN, EMT-P



Maia Dorsett
MD, PhD, FAEMS, FACEP



Jeffrey M. Elder
MD, FAAEM, FACEP, FAEMS



Adam Heinz
MBA, NRP, AEMD



Michael Johnson
MS, NRP



Sahaj Khalsa
BS, NRP



Kraig Kinney
JD, EMT-P, PI



Michael Leyden
MPH, NRP



Steve McCoy
BS, EMT-P



Braxton Morrison
MS, NRP, TP-C



Bryan Nelson
MBA, NRP



Sylvia Owusu-Ansah
MD, MPH, FAAP



Jeff Pepperney
BA



Owen T. Traynor
MD



Bill Young
Ed.D., NRP



Kenneth Williams
MD, FACEP, FAEMS



National Registry Competency Validation

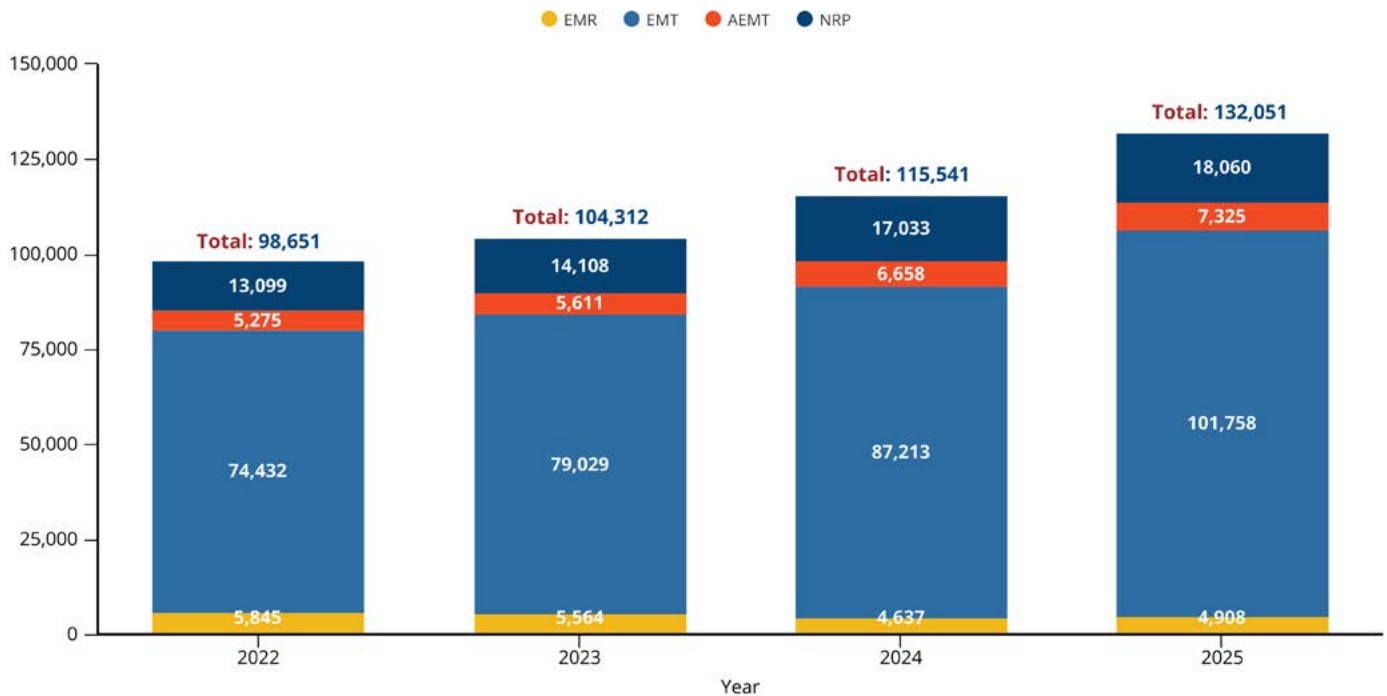


Competency Validation



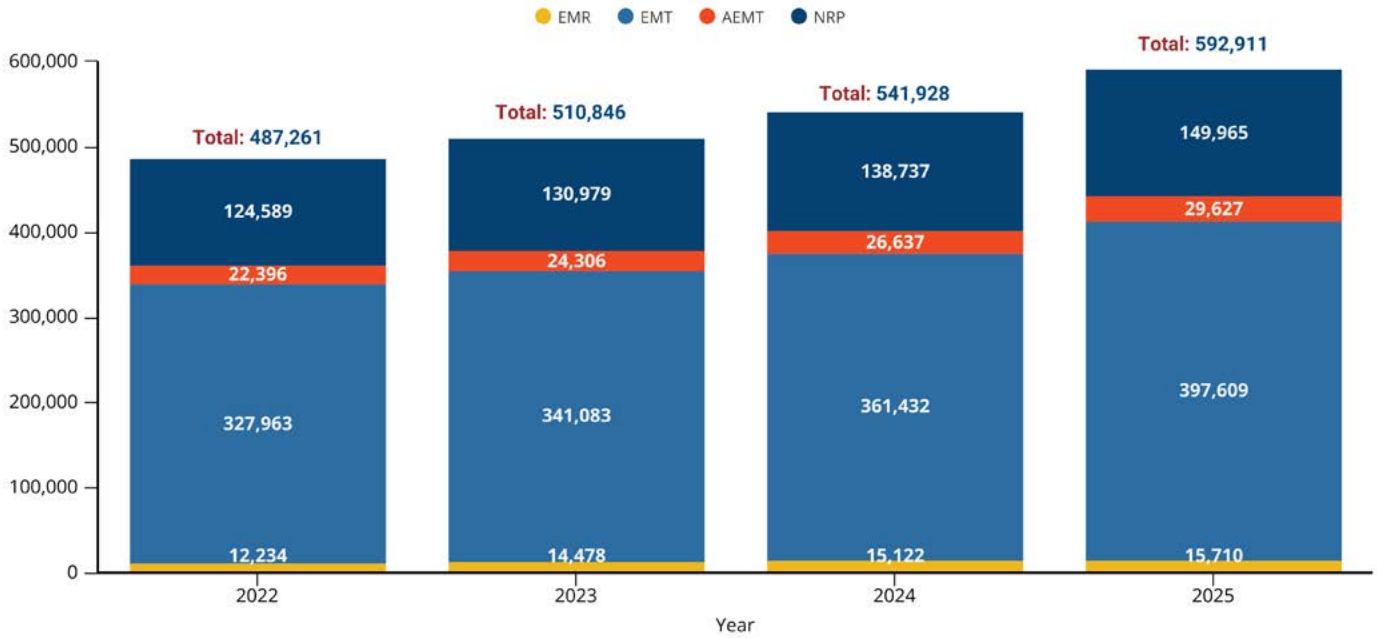
The National Registry successfully launched new emergency medical responder (EMR) and emergency medical technician (EMT) Certification Examinations in 2025, completing a multi-year transition to updated certification examinations across all levels of EMS certification. The new process further aligned certification with current industry standards and evolving clinical practice. Additionally, the National Registry conducts a practice analysis on a regular five-year cycle to ensure certification examinations accurately reflect current EMS practice and the essential competencies required of EMS Clinicians in the field.

First Time Certified

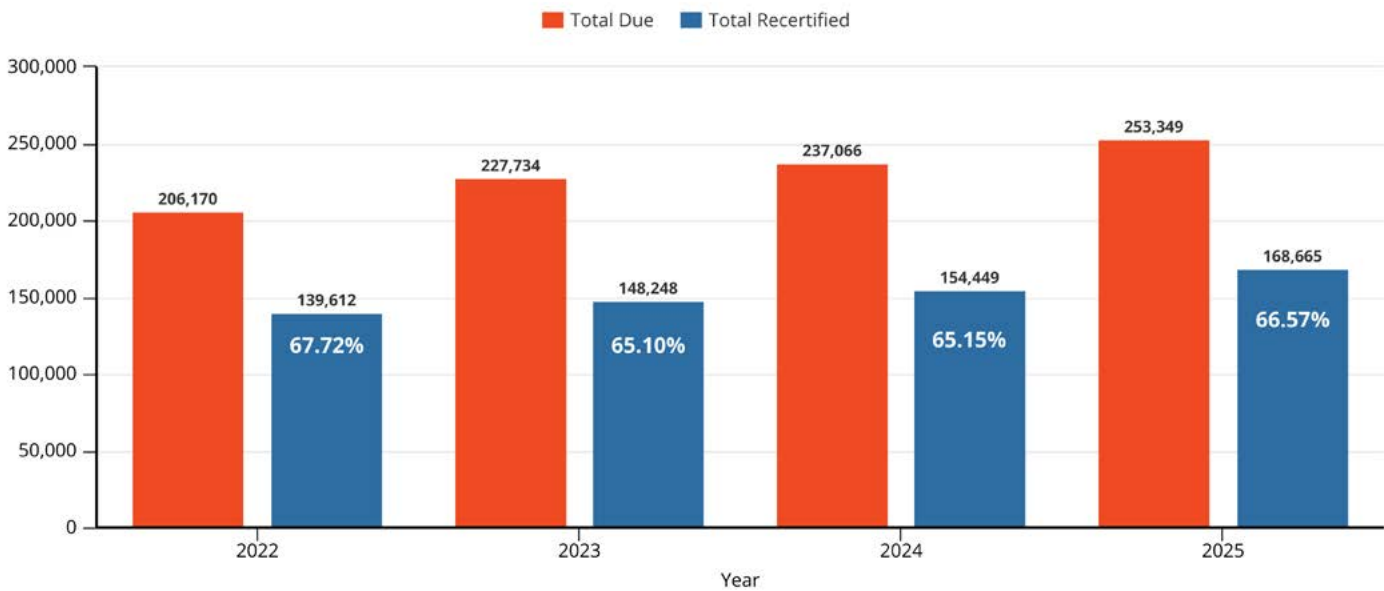


Competency Validation (continued)

Total Certified by Year and Level



Total Due vs. Total Recertified for Cycle Year Overall





Submitting your recertification application online is much more efficient with an approximate processing time of 72 business hours. Mailed applications are by request only and can take up to 8 weeks to process after we receive them.

NATIONAL CONTINUED COMPETENCY PROGRAM (NCCP)

The NCCP streamlines the recertification process by indicating the continuing education needed to recertify and is constructed into three categories. These categories are national, state/local, and individual components. Education or credits claimed must be at or above the individual's certification level.

This table lists the required number of credits for continuing education by each level of National EMS Certification and by the specific component.

Level	National	Local	Individual	Total Hours
EMR	8	4	4	16
EMT	20	10	10	40
AEMT	25	12.5	12.5	50
NRP	30	15	15	60

There are currently two different NCCP models with different national component domain topic requirements. The education is based on your certification expiration date and the breakdown can be found in the NCCP section of the website.

Your state or local EMS agency may determine what education you should add to the local component. If there are no established local requirements, you can use any EMS direct patient care-related education.



National Registry Launched Updated Basic Life Support (BLS) Examinations



National Registry Launched Updated BLS Certification Examinations



In April, the National Registry successfully launched updated Basic Life Support (BLS) Certification Examinations for emergency medical responders (EMRs) and emergency medical technicians (EMTs). The updates were informed by a comprehensive BLS practice analysis and were designed to ensure the certification process continues to reflect the knowledge, skills, and competencies required of today's EMS Clinicians.

The updated examinations introduced modernized content domains, including Scene Size-Up and Safety, Primary Assessment, Secondary Assessment, Patient Treatment and Transport, and Operations. Examination content was revised based on extensive input from EMS subject matter experts to better align with real-world clinical practice and the day-to-day responsibilities of EMRs and EMTs.

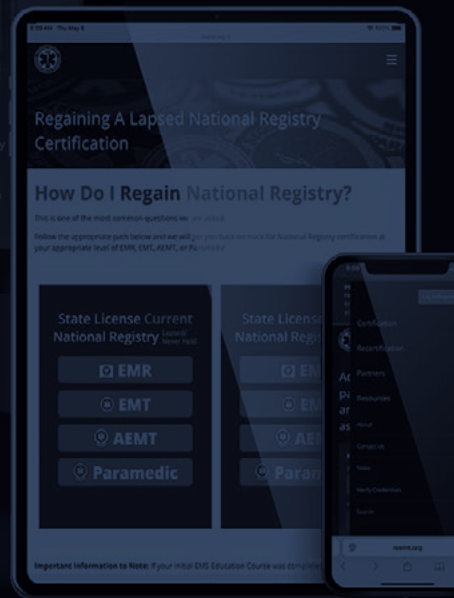
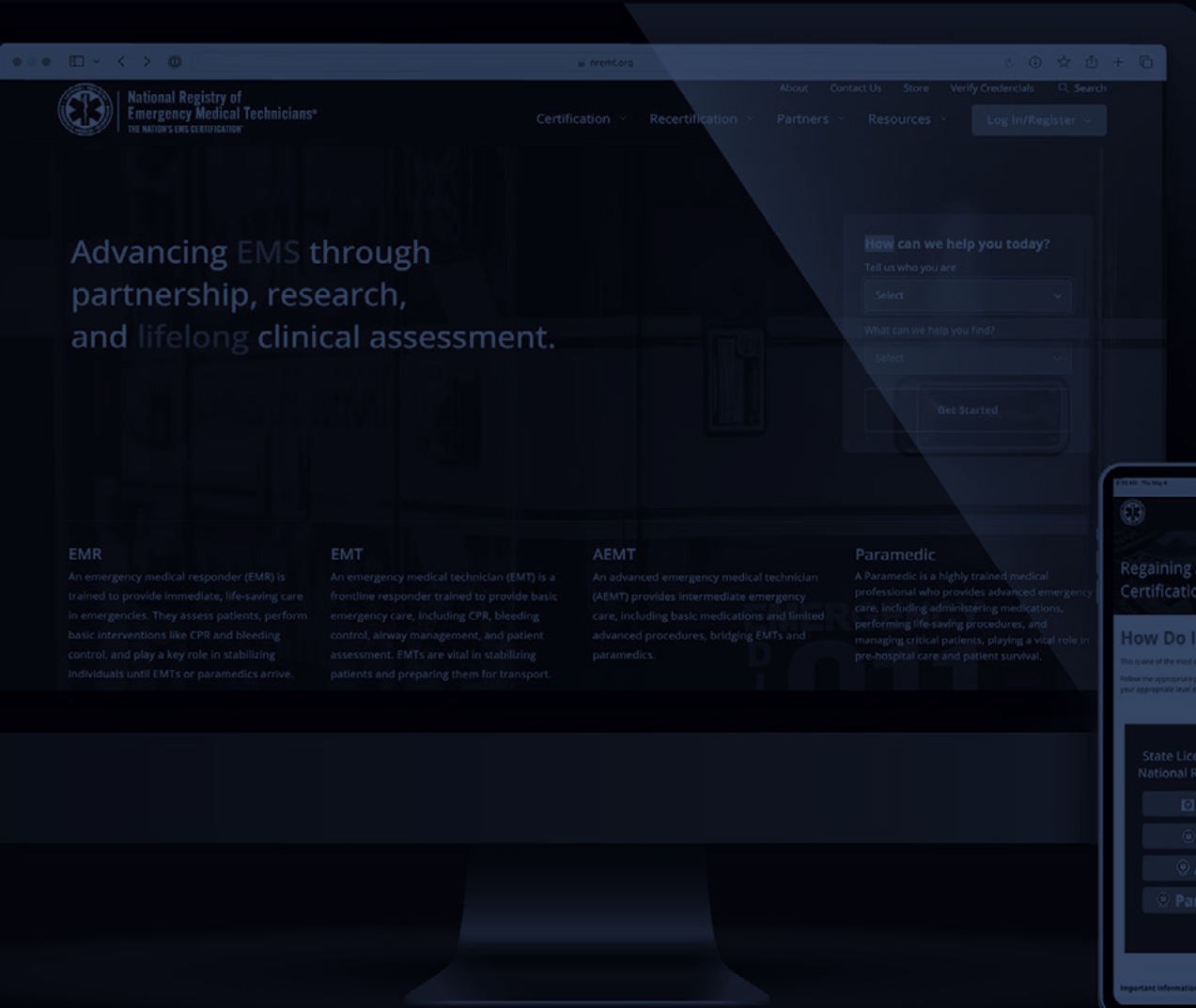
The National Registry implemented these enhancements without increasing examination fees. Candidates continued to test through the existing computer adaptive testing platform, with examinations delivered through Pearson VUE testing centers and OnVUE remote proctoring.

To support Educators, Candidates, and stakeholders throughout the transition, the National Registry

provided a variety of educational resources, including a dedicated examination webpage, podcast and vodcast discussions, frequently asked questions, and on-demand webinars developed in partnership with the National Association of EMS Educators (NAEMSE).

The updated examinations were the result of extensive collaboration with EMS professionals nationwide, incorporating multiple methods, including observational studies ("ride-alongs"), interviews, panel discussions, and validation surveys." This evidence-based process reinforced the National Registry's commitment to maintaining certification standards that are relevant, rigorous, and reflective of contemporary EMS practice.





National Registry PUTTING STAKEHOLDERS FIRST



Putting Stakeholders First

Partnership with Franklin University Enhanced Digital Presence and Student Opportunities

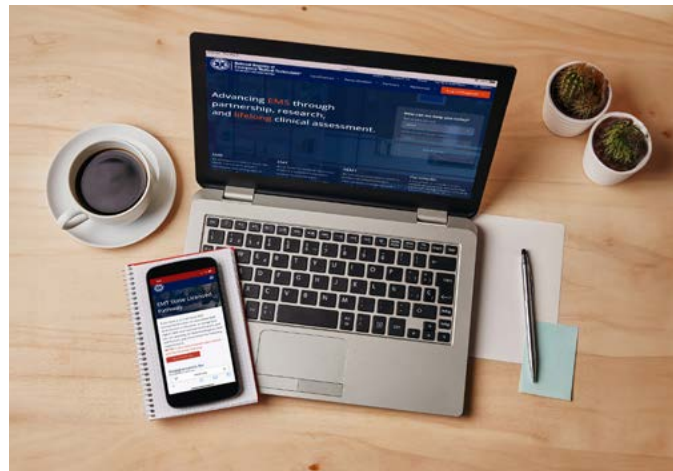


Last spring, the National Registry partnered with Franklin University in Columbus, Ohio, to develop a modernized public-facing website (www.nremt.org) and expand experiential learning opportunities for students.

Through this collaboration, the National Registry maintained a refreshed and dynamic digital presence while providing Franklin University students with hands-on experience in communications and digital engagement. The partnership supported the development of a more modern, user-centered website designed to better serve the EMS community.

The collaboration also expanded into Franklin University communications coursework, where students partnered with the National Registry's Marketing and Communications (MarComm) team to analyze the organization's social media presence and messaging strategies. This work contributed to a deeper understanding of how digital communications support engagement with EMS professionals nationwide.

The initiative strengthened the connection between academic learning and applied professional experience while enhancing the National Registry's ability to evaluate and evolve its outreach efforts. The partnership reflected a shared commitment to supporting student development and advancing communication practices within the public service and EMS communities.



Putting Stakeholders First

National Registry Added New Toll-Free Number and Virtual Agent



Listening to stakeholder feedback, the National Registry introduced a new toll-free customer support number and implemented a 24/7 virtual agent to improve access to phone support services.

The organization launched the toll-free number +1(855) 430-6211 as part of its efforts to simplify access and enhance the overall caller experience. In addition, a virtual agent was deployed to provide around-the-clock assistance for common inquiries, helping reduce call volume to staff and improving response times for more complex support needs.

The updated phone system included several enhancements designed to improve transparency and reduce caller frustration. These improvements included real-time queue status updates, notifications when call queues were full, and clearer guidance for callers when they needed to call back, eliminating unexpected disconnections during peak volume periods.

The virtual agent supported users with routine tasks such as resetting usernames or passwords, scheduling or rescheduling examinations, receiving

guidance for missed examinations, checking when exam results would be posted, and obtaining information about testing accommodations.

This modernization effort strengthened the National Registry's customer support infrastructure and improved service accessibility. The organization also committed to continuously enhancing the virtual agent to expand its capabilities and improve the experience for users over time.

Toll-free number: +1(855) 430-6211

DID YOU KNOW:



Here is how our Customer Experience team has been busy managing high volumes and introducing new tools to serve our customers better:

- **PHONE:** Since August 2025, we've answered **57,023** calls (**64% rate**) and successfully utilized the new callback feature **1,987** times.
- **EMAIL:** Closed **111,915** emails, clearing our backlog, and handling **65%** of that volume.

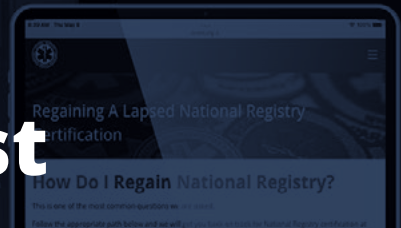
Putting Stakeholders First

EMR
An emergency medical responder (EMR) is a trained individual who provides basic interventions like CPR and bleeding control, and play a key role in stabilizing individuals until EMTs or paramedics arrive.

EMT
An emergency medical technician (EMT) is a trained individual who provides basic interventions like CPR and bleeding control, and play a key role in stabilizing patients and preparing them for transport.

AEMT
An advanced emergency medical technician (AEMT) is a trained individual who provides advanced procedures, bridging EMTs and paramedics.

Paramedic
A Paramedic is a highly trained medical professional who provides advanced life support and patient care, managing critical patients, playing a vital role in pre-hospital care and patient survival.



Supporting Service Members Through Transition



The National Registry's Partner & Advocacy team launched a dedicated [Veterans Resource page](#), further strengthening the organization's commitment to those who have served. This new resource highlights opportunities for service members to transition their military training and experience into careers in emergency medical services (EMS).

A key feature of the page is information about the Department of Defense SkillBridge Program, which connects active-duty service members with civilian training and career pathways during their final months of service. By aligning military medical experience with EMS certification pathways, the National Registry is helping to create a more seamless transition from military service to civilian practice.



The Veterans Resource page serves as a centralized hub for information, guidance, and support, ensuring that service members, veterans, and program partners have access to clear and accessible resources. It also reflects the National Registry's broader commitment to supporting workforce development and strengthening the EMS profession.

Through this initiative, the National Registry continues to honor the experience and dedication of military personnel while helping to build the next generation of EMS Clinicians.

DID YOU KNOW:



The National Registry has more than **50,000** Nationally Registered Clinicians at various levels across four branches of the military.

- **ARMY:** 33,000+
- **AIR FORCE:** 17,000+
- **NAVY:** 2,000+
- **USCG:** 1,500+



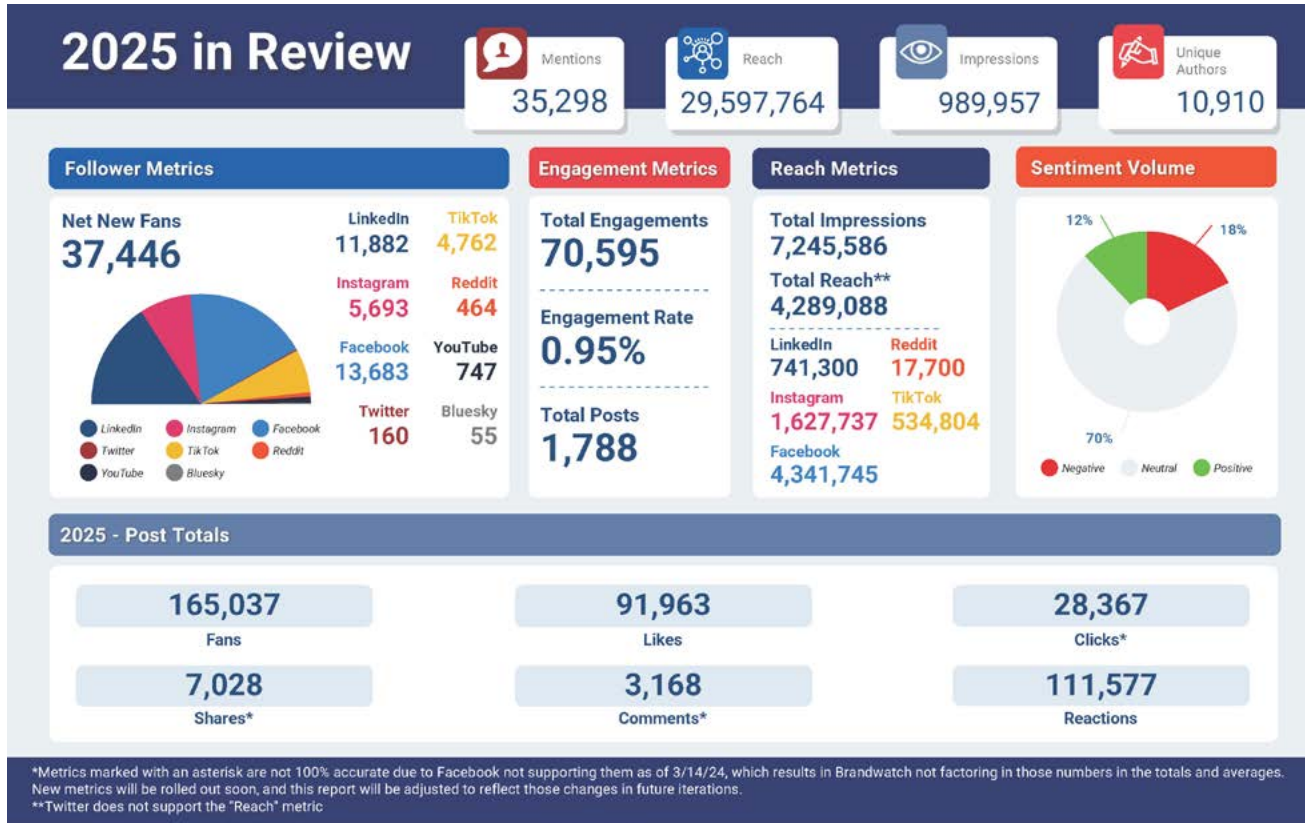
Stay Connected Our Social Media Presence



Stay Connected

Our Social Media Presence

Our social media channels served as vital tools for outreach, education, and engagement with the public and our stakeholders. By sharing this data, we provide a transparent view of how our communications support the organization's mission and connect with our community.



Top Posts of the Year



June 24, 2025
Facebook

216,061 Impressions
4,239 Reactions



March 24, 2025
Facebook

157,289 Impressions
1,550 Shares



January 14
Facebook

248 Comments
145 Shares



October 28, 2025
Instagram

52,064 Impressions
307 Shares

Stay Connected

Our Social Media Presence

Expanding Our Social Media Presence

Get Connected

Stay connected with the National Registry community. Follow us on social media for key announcements, industry insights, and behind-the-scenes stories. Whether you follow us on all our platforms or just your favorite, don't miss out on exciting updates and new features—join the conversation today!



Stay Connected

Our Social Media Presence

Registry Insider Reached 50 Episodes and Expanded Industry Engagement



The [Registry Insider](#) reached a significant milestone with the release of its [50th episode](#), marking more than a year of storytelling, collaboration, and engagement across the EMS community.

Hosted by Chief Executive Officer & Executive Director Bill Seifarth, Registry Insider continued to serve as a platform for conversations that extended beyond organizational updates, highlighting the people, partnerships, and perspectives that influence EMS education, certification, and patient care nationwide.

The 50th episode, recorded live at ACCREDITCON, featured State EMS Officials from Pennsylvania, Iowa, Michigan, and Maine. The discussion explored the role of state EMS offices in supporting education programs, maintaining consistency across systems, and addressing ongoing challenges such as workforce turnover. The conversation emphasized the importance of collaboration and a systems-based approach to ensuring high-quality patient care.

Throughout the year, Registry Insider provided a

forum for timely and relevant discussions on issues affecting the profession. One notable bonus episode featured Patrick Pianezza, co-writer and technical consultant for the film Code 3. As a Nationally Registered Paramedic, Pianezza shared insights into how real-world EMS experiences informed the film's portrayal of burnout, recruitment challenges, and the realities of the profession, generating meaningful dialogue within the EMS community.

The podcast also expanded its reach through on-location recordings at major industry events, including EMS World in Indianapolis and ACCREDITCON in Orange County, California. These episodes captured perspectives from leaders, Educators, regulators, and practitioners from across the country, providing listeners with real-time insights into issues shaping the future of EMS.

The first 50 episodes established Registry Insider as a valuable communication and engagement platform, strengthening connections across the profession and creating new opportunities to share stories, foster collaboration, and elevate diverse voices throughout the EMS community.

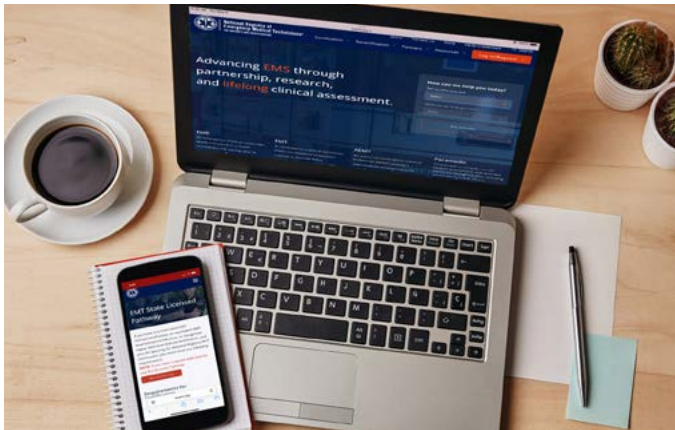


Research

Advancing the Evidence Behind EMS Practice



Advancing the Evidence Behind EMS Practice



The National Registry strengthened its commitment to evidence-based practice with the launch of a [Research Article Database](#) as part of our redesigned website.

The new resource centralized more than 50 curated research articles in a single, easily accessible location, providing EMS Clinicians, Educators, program leaders, researchers, and policymakers with direct access to current evidence and emerging insights. Articles were organized into three key focus areas: Workforce, Clinical Care, and Education and Clinical Judgment, which are critical components of EMS system performance and patient outcomes.



By making all articles freely available, the National Registry removed barriers to accessing research

and supported a more informed EMS community. The database provided stakeholders with resources to better understand workforce trends, strengthen educational practices, inform clinical decision-making, and apply research findings to real-world challenges.

The launch of the Research Article Database represented an important step in the National Registry's broader effort to elevate the role of research throughout the profession. By increasing access to high-quality evidence, the organization continued to support the development of certification standards, policies, and practices grounded in science and focused on advancing EMS care nationwide.

DID YOU KNOW:



PUBLICATIONS IN 2025

Advancing knowledge | Creating impact | Together



10 By the Research Team

7 By the Research Team + Collaborators



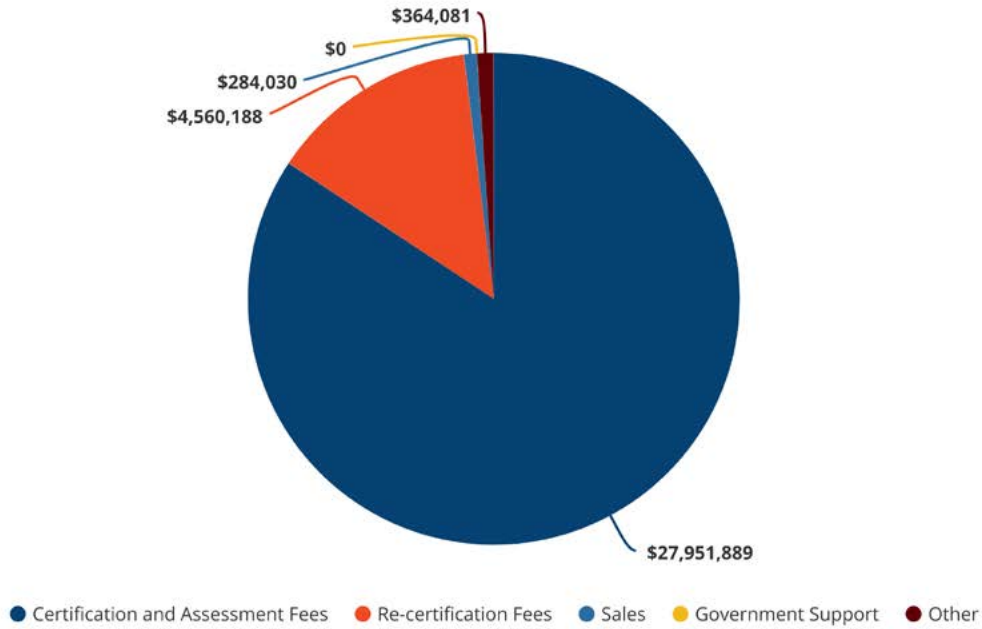
National Registry 2025 Financials



National Registry 2025 Financials

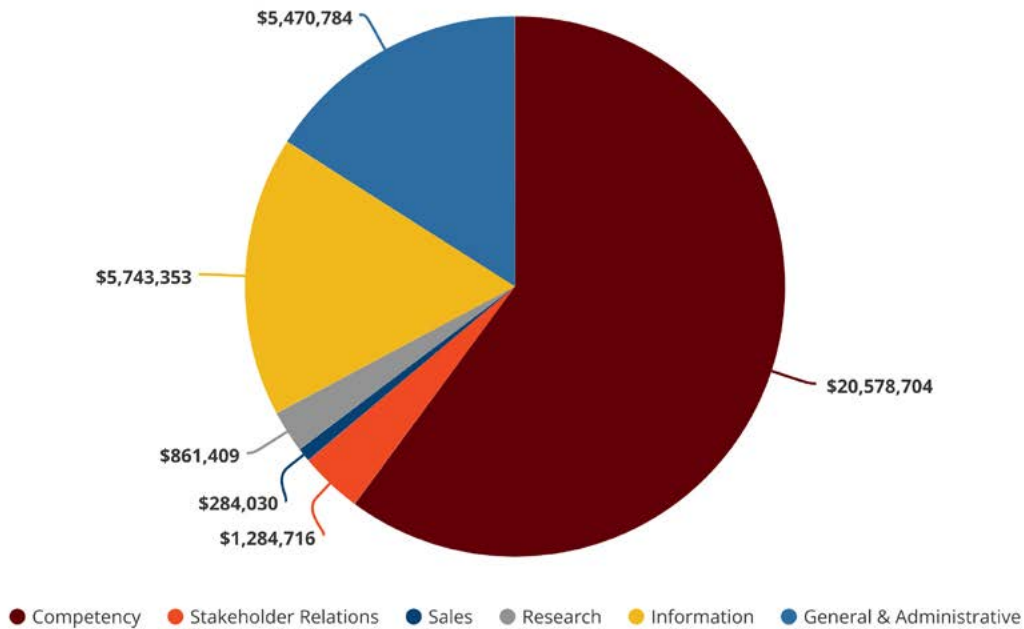
National Registry 2025 Revenue

Revenue: Total: \$33,472,596



National Registry 2025 Expenses

Expenses: Total: \$34,222,996



THANK

YOU!

