

**Transportation Advisory Subcommittee
November 14, 2023 - Meeting Minutes**

Present

Adam Merrick
Aaron Dix
Celeste Crocker
Dawn Hunt
Doug Wright
Frankie Evans
John Paravisini
Lynn Stockman
Mark Watts
Margaret Tucker
Vanessa Jackson
Wanda Morgan

Not Present

Becky Powell Moon
Chris Heine
Cyndi New
Eunice Medina
Katherine Watts
Megan Johnson
Russ Cobb
Thomas McGill
Tom Allen
David Elliott
Mary Beth Fields
Pauling Jones

Previous Meeting Minutes – Facilitator: Vanessa Jackson

The minutes for the Quarter 2 meeting held on August 8, 2023, was approved. There were no objections raised. The Committee was advised that the meeting minutes will be available on the website. [Transportation Advisory Committee | SC DHHS](#)

Welcome Committee – Facilitator: Adam Merrick

Modivcare Management Updates– Facilitator: Adam Merrick

Modivcare has successfully hired a new Public Relations Manager (PRM) who is scheduled to commence duties on November 20, 2023, and is actively in the process of recruiting a second PRM. Interviews for the Public Relations Director (PRD) position is currently underway.

Performance and General Updates– Facilitator: Celeste Crocker, Frankie Evans and Margret Tucker

- Transportation
 - TAC Member asked for clarification regarding (slide 5 54% of rides were fulfilled). He asked if the other 46% was trips not fulfilled?
 - **Modivcare Response:** Yes. The number of cancellations is a part of that percentage.

Contact Center Updates

No questions or concerns.

Upcoming Roundtable Meeting Dates

No questions or concerns.

Open Discussion / Advisory Committee Issues and Concerns

1. TAC Member Inquired about Uber and Lyft being used as last a last result.

Modivcare Response: Yes, Uber and Lyft are used as a recovery option.

2. TAC Member asked what Modivcare can do to help TPs with the driver shortage.

Modivcare Response: Representative (Senior VP) from Modivcare will come to your location/community center to host an event aimed at attracting more drivers. Committee was advised to reach out to Celeste if they were interested in hosting an event.

3. TAC Member inquired about data from slide 8 regarding reroutes. He wanted to know if the reroutes were market or statewide specific.

Modivcare Response: Reroutes are coming from the top 5 counties: Richland, Charleston, Orangeburg, Greenville, and Florence.

SCDHHS Response: Advised Modivcare to add to slide county, city, and zip code to show the areas where the network is suffering.

4. TAC Member inquiring about wages for TPs. TAC Member suggested to look into an incentive compensation program (per trip compensation) to help level the hourly rate. (Example given; 500 trips will be incentivized @ \$500)