

**Transportation Advisory Subcommittee
May 14, 2024 - Meeting Minutes**

Present

Aaron Dix
Angie Craft
Becky Powell Moon
Celeste Crocker
Chad Wade
Dawn Hunt
Dayna Jackson
Frankie Evans
Georgette Alford
John Paravisini
Mark Watts
Mary Beth Fields
Megan Johnson
Micheal Pittman
Rosie Kaur
Sandra Hudson
Shanley Beckett
Sheanette Moore
Vanessa Jackson
Wanda Morgan

Not Present

Adam Merrik
Chris Heine
Cyndi New
Doug Wright
David Elliot
Enice Medina
Lynn Stockman
Margaret Tucker
Pauling Jones
Russ Cobb
Thomas McGill

Previous Meeting Minutes – Facilitator: Vanessa Jackson

The minutes for the Quarter 1 meeting held on February 14, 2024. 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: Celeste Crocker

Celeste welcomed Rosie Kaur and Micheal Pittman as the newly hired Public Relations Manager (PRM).

Performance and General Updates

The following questions were asked.

1. Can a report be provided to show the breakdown in reroutes by markets?
 - a. Yes, a report will be provided.

Complaints

The following questions were asked.

1. Do the complaints report included complaints directly reported by ModivCare as well as those sent from SC DHHS?
 - a. Yes, complaints forwarded from SC DHHS are entered into the system along with those directly reported by ModivCare.
2. What is an example of a ModivCare employee issue?
 - a. An example could be a grievance reported by a member about an employee's rudeness or an incorrect system entry by an employee.

Transportation Partner

The following questions were asked.

1. How can time be entered for ADHC appointment times after being notified the same morning of, without facing penalties?
 - a. Continue to enter time as usual. ModivCare will assist in ensuring the time is entered correctly, as they are familiar with this type of issue.

Contact Center Updates

No questions or concerns.

Ancillary and Facility Updates

No questions or concerns.

Upcoming Roundtable Meeting Dates

No questions or concerns.

Open Discussion / Advisory Committee Issues and Concerns

No questions or concerns.