

**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.