

Transportation Advisory Subcommittee
August 13, 2024 - Meeting Minutes

Present

Michael Pittman
Katherine Watts
Rosie Kaur
Asia Brown
Shanley Beckett
Celeste Crocker
Frankie Evans
Vanessa Jackson
Pauling-Jones Jo
Jennifer McQueeney
Becky Powell Moon
Cliff Prausa
Lynn Stockman
Megan Szalwinski
Margaret Tucker
Chad Wade
Mark Watts

Not Present

Wanda Morgan
Aaron Dix
Sandra Hudson
Adam Merrick
Chris Heine
Russ Cobb
Thomas McGill
Megan Johnson
Troy Sapp
Cyndi New
Doug Wright
Eunice Medina
David Elliot
John Paravisini
Dawn Hunt

Previous Meeting Minutes

The Committee was advised that the meeting minutes will be available on the website.
[Transportation Advisory Committee | SC DHHS](#)

Welcome Committee

Key Topics to be Discussed: Performance Review , Complaints Overview, Transportation Partner Update, Contact Center Updates, Upcoming Roundtable Meetings, Open Discussions

Performance and General Updates

No questions or concerns.

Complaints

No questions or concerns.

Transportation Partner

No questions or concerns.

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

The following questions were asked.

1. Ongoing concerns about the inability to reach anyone in the Greenville office. Despite several attempts, particularly during semi-emergency situations, there has been a noticeable lack of response.
 - a. Currently developing a solution to improve accessibility on the provider line. The process being implemented has been reviewed with the client, and changes are expected to be visible in the coming weeks.

The following comment was made.

1. Metro 1 is currently in the credentialing process and will add 30+ stretcher vehicles with the capability of serving the entire state.