

**Transportation Advisory Committee (TAC)**  
**Tuesday, February 10, 2026 – Meeting Minutes**

**Present**

Aaron Dix  
Becky Powell  
Doug Wright  
John Paravisini  
Lynn Stockman  
Mark Watts  
Mary Beth Fields  
Bradley C Gerfin  
Vanessa Jackson

**Not Present**

Celeste Crocker  
Aaron Dix  
Russ Cobb  
Cyndi New  
Troy Sapp  
Chuck Petrella  
Jo Pauling Jones

**Welcome and Introductions**

Vanessa Jackson, SCDHHS Support Services Director, welcomed the Transportation Advisory Committee (TAC) members.

**Approval Q3 Meeting Minutes**

There were no questions or comments from the Committee members.

**Contact Center Updates**

There were no questions or comments from the Committee members.

**Grievances Resolution**

There were no questions or comments from the Committee members.

### **Transportation Partner Updates**

1. No Vehicle Available (NVA) volume has dropped dramatically. Does Modivcare have insight into reasons for the decrease?
  - More efficiency and increased network operations. Previous Q1 data was incorrect (should be 29, not 293).
2. Will Modivcare share a breakdown of areas where wheelchairs are needed?
  - Focus on Region 3 (Beaufort to Horry County), including Horry, Florence, Beaufort, and Lexington counties.
3. Regarding reroutes, the 'Issue with Member or Facility' seems to have increased in Q4. Is this accurate?
  - Reasons include facility closures and stretcher issues. Confirmed Q3 and Q4 percentages are the same (see slide 20).

### **Performance and General Updates**

There were no questions or comments from the Committee members.

### **Upcoming Meeting / Training Updates**

There were no questions or comments from the Committee members.

### **Open Discussion**

1. With the high percentage of digital use by transportation providers, what can be done to work together to improve efficiency?
  - Modivcare is working on alternatives like Tripcare, Mara, and chat features. Additional upgrades are coming soon.
2. For will-call trips, is there any path to limit phone calls and use existing or new technology?
  - Modivcare is revisiting processes and improving alerts. Chat options exist but are underutilized. Enhancements expected soon.

### **Adjournment**

The meeting was closed by thanking attendees for their participation.