

**Transportation Advisory Subcommittee  
February 11, 2025 - Meeting Minutes**

**Present**

Celeste Crocker  
Dawn Hunt  
John Paravisini  
Lydia Hennick  
Lynn Stockman  
Margaret Tucker  
Mark Watts  
Mary Beth Fields  
Thomas McGill  
Vanessa Jackson

**Not Present**

Aaron Dix  
Chris Heine  
Becky Powell Moon  
Wanda Morgan  
Jo Pauling-Jones  
Troy Sapp  
Katherine Watts

**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.

**Grievance Resolution**

The following question was asked

1. Is there a breakdown on the type of no vehicle available? Ex. Wheelchair
  - a. The unavailability of a vehicle does not qualify as a grievance. However, Chad has full visibility into the breakdown, as it is directly linked to the Transportation Department.

**Transportation Partner Updates**

The following question was asked.

1. Does the numbers for the Digital Performance Chart for flow of information include Well-Ride in addition to third-party platforms as well ?
  - a. Yes it includes all digital for the State of South Carolina.

### **Contact Center Updates**

The following concern was mentioned.

1. We observed a significant improvement in call response time until around 3 PM. After that, response times decline, with dispatchers often waiting 20-30 minutes to reach someone, and in some cases, not receiving a call back at all.
  - a. Modivcare are currently exploring various options to increase headcount and bring in additional support for the 3:00 pm-6:00pm timeframe. In the meantime, please continue to reach out to Celeste, Chad, or Frankie with any concerns regarding call wait time.

### **Modivcare Meeting Schedules**

No questions or concerns.

### **Open Discussion**

The following questions were asked.

1. Is there an update on when a statement will be released regarding TNCs being used exclusively for recovery trips?
  - a. An amendment has been drafted, once it is fully executed, we will gladly share it with the committee to review the updated requirements for TNCs.
2. We haven't received many details, but is there an approximate monthly average for opioid and adult day care trips under 15 miles??
  - a. Since this is a great topic to discuss, we will ensure it is included in the slideshow for the next quarterly meeting. Vanessa will provide to the attendees all OTP and ADHC payments made to Modivcare for 2024.