**Transportation Advisory Subcommittee August 12, 2025 - Meeting Minutes**

**Attendees:**

Lydia Hennick

Vanessa Jackson

Celeste Crocker

Rosie Kaur

Frankie Evans

Chad Wade

Dawn Hunt

Sandra Hudson

Amye Josselyn-Key

Lynn Stockman

John Paravisini

Doug Wright

Mary Beth Fields

Margaret Tucker

Lisa Evans

Mark Watts

Janette Tanis

Dayna Jackson

Jordan Desai

**Previous Meeting Minutes**

The Committee was advised that the meeting minutes will be available on the website.

**Welcome Committee**

Topics discussed:

* Performance and General Updates
* Grievance Resolution
* Transportation Partner Update
* Technology Updates
* Contact Center Updates
* Modivcare Meetings and Training Schedules
* Open Discussions

**Performance and General Updates**

The following question was asked:

What’s included in the NVA numbers (no vehicle available)?

*Response:* Transportation providers were contacted in the county and surrounding area, all TP said “no’ to the request.

**Grievance Resolution**

SCDHHS has seen a decrease in complaints received.

**Transportation Partner Updates**

The following questions was asked:

Is there a backlog in processing new Providers to the network?

*Response*: There was a temporary backlog, but that is no longer the case. You should have a response in the next few days.

**Contact Center Updates**

The following question was asked:

Why isn’t Provider hold time included on the slide?

*Response:* Celeste shared that this is not a metric required in the contract (Vanessa confirmed). Margaret reviewed data and shared, later that Q2 2024 average hold time was 73 seconds. Vanessa also shared that, due to a few complaints she received a month or so ago, she made her own calls to the provider support line and did not experience extended hold times (never more than ten minutes).

**Modivcare Meeting Schedules**

No questions or concerns.

**Open Discussion**

1. Mark Watts asked about the status and/or updates on the recent RFP. Vanessa shared that all questions should be directed to the State Procurement office, and we are not able to answer any questions.
2. V. Jackson asked if the first of the month is the last Friday, when would the Transportation Providers received their supplemental payment? Celeste confirmed it would be the Friday before.