**Transportation Advisory Subcommittee May 13, 2025 - Meeting Minutes**

**Present Not Present**

Lydia Hennick Vanessa Jackson

Celeste Crocker Chris Heine

Rosie Kaur Adam Merrick

Frankie Evans Jo Pauling-Jones

Chad Wade Aaron Dix

Dawn Hunt Megan Johnson

Sandra Hudson Mark Watts

Amye Josselyn-Key Cyndi New

Anita Ray Troy Sapp

Lynn Stockman Lindsey Bragg

Becky Powell Moon

Michael Pittman

John Paravisini

Rodney Taylor

Wilfredo Lopez

Edward (Adam) Paige

Doug Wright

Sheanette Moore

**Previous Meeting Minutes**

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

ADD LINK TO MINUTES

**Welcome Committee**

Key Topics discussed:

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

**New Modivcare Management**

No questions or concerns.

**Performance and General Updates**

The following question was asked:

1. What information can be provided to explain the shift from driver shortage in the past to vehicle shortage showing in current data?

Response: Chad Wade to investigate root cause of shift from driver shortage to vehicle shortage

**Grievance Resolution**

No questions or concerns.

**Transportation Partner Updates**

The following questions were asked:

1. What is the average turnaround time (TAT) for a new provider to be onboarded?

Response: Credentialing is a challenge leading to a longer onboarding TAT. There is a dedicated team focused on onboarding.

1. Are there turnaround time goals for onboarding?

Response: There are no current targets. Chad to work with Cheri Koster to establish target turnaround times (TATs) for onboarding new transportation providers.

**Contact Center Updates**

The following concern was shared:

1. TripCare Issues – Over the past two weeks (weekends), assigned trips disappear. Unable to sign-up for standing orders (Saturdays) and notice issues with single trips also.

Response: This could be an assignment issue. Research issues and provide update to transportation providers.

**Modivcare Meeting Schedules**

No questions or concerns.

**Open Discussion**

1. Modivcare to provide the transportation provider payment schedule to meeting participants that do not have the schedule.