

Transportation Advisory Subcommittee
November 12, 2024 - Meeting Minutes

Present

John Paravisini
Lisa Evans
Lydia Hennick
Rodney Taylor
Vanessa Jackson
Eunice Medina
Mark Watts
Rosie Kaur
Sandra Hudson
Margaret Tucker
Lindsey Bragg
Chad Wade
Shadda Winterhalter
Asia Brown
Jerod Redick
Michael Pittman
Frank Evans

Not Present

Aaron Dix
Adam Merrick
Becky Powell Moon
Chris Heine
Cyndi New
David Eliot
Dawn Hunt
Doug Wright
Jo Pauling-Jones
Katherin Watts
Lynn Stockman
Megan Johnson
Russ Cobb
Tom Allen
Troy Sapp
Wanda Morgan

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

The following comment was made.

1. There are technical errors in the slides, which will be addressed and corrected before the next meeting.

Complaints

The following questions were asked.

1. Is there existing data available regarding Vehicle Allocation, specifically in situations where vehicles are broken down or there is a driver shortage?
 - a. In cases where a provider is unavailable, we have agreed to thoroughly investigate and provide accurate data on the matter and will discuss in the next quarter. However, Modivcare receives data indicating when a vehicle is out of service due to a breakdown. The agency currently receives a report monthly, however the Broker can only report based on reasoning the TP's use when rerouting trips.

Transportation Partner

The following questions were asked.

1. Does the “Top 5 Counties in Need of more Vehicles” chart include Ambulatory and Wheelchair categories?
 - a. Yes, it also includes ALS (Advanced Life Support) and BLS (Basic Life Support), covering all the above categories.
2. ADHC Provider questioned if their reroute reports were available to view for all locations
 - a. Yes, a report will be provided to the specific TP, and relevant data will be shared during all future meetings. One specific TP requested their reroute data, agency has confirmed their receipt of information.

Contact Center Updates

The following questions were asked.

1. For Greenville County, it has been reported that reaching a dispatcher often involves significant delays, with wait times ranging from 45 minutes to over an hour. This has led to escalated complaints, including threats towards workers. Is there a resolution currently being developed to address this issue promptly?
 - a. We are collaborating with Executive Leaders to increase staffing levels and will share more detailed updates as they become available. Modivcare has already added staff and gave dates for training completions.
 - b. Proposal presented to agency to assist; additional detail owed to the state

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. For new members/employees, is there an updated list available outlining job responsibilities and Modivcare contact information?
 - a. Modivcare will send an updated breakdown of job responsibilities to entire staff and board members. Modivcare provided data to all TP's via email blast, November 22nd.

2. Can Lyft and Uber recovery trips be included in all future meetings? It would be beneficial to highlight the difference and significance of how the shortage in drivers is causing an uptick in Lyft and Uber recovery trips. Additionally, could we receive an email containing the state's policy explicitly stating that Lyft and Uber should only be used for recovery trips and not as a replacement for a provider?
 - a. Yes
3. Is there an update or confirmed release date for the RFP?
 - a. The RFP is currently in progress. Once it has been issued, we will inform the committee. Estimated release date of January 2025.

