

## **TRADE ADVISORY COUNCIL**

### **MINUTES**

**THURSDAY, FEBRUARY 21, 2008**

#### **I. Call to Order**

Chairperson Art Ball called the TRADE Advisory Council Meeting to order at 4:49 p.m. on Thursday, February 21, 2008.

#### **II. Attendance**

Members Present: Art Ball, Nicole Davis, Otilie Lucas

Staff Present: Aaron Watson, Marty DeNero, Donna Povia, Jamie Andreski and Angela Termen.

Thanks to our County Executive, Brian Hughes for joining our members and staff for a group picture which now appears on our yearly calendar.

#### **III. Approve Minutes**

All were in favor of the minutes from the January 16<sup>th</sup> meeting.

#### **IV. Open Issues**

##### **a. Update on Human Service Transportation Coordination Plan**

The next stake holder meeting is planned for April. Jamie Andreski from New Jersey Transit commended Mercer County on a job well done. She said good work on the demographics and that the plan covered the required elements.

Marty said that we need to identify all federal funding sources and also a service plan is needed.

##### **b. Update on Passenger Satisfaction Survey**

Marty told members that we sent out 1,300 Surveys and we received 481 replies. The responses were consistent with last year. The overall satisfaction was 96%, Driver courtesy was 99.6%, and concerns were raised about TRADE's phone service.

**c. Update on Automated Scheduling, Reservation and Dispatch Software**

The new scheduling software system will be installed the first week of March and the Technician will come in and start training staff. The second technical training will be the week of April 14<sup>th</sup> and we should be going live with the new system some time in May.

**V. NEW BUSINESS**

**a. Service to ARC Mercer Customers**

Marty met with the new Director of ARC, Steve Cook and shared information about customers TRADE transports. It was verified TRADE is going to the same neighborhoods that ARC vehicles travel to, an issue first identified through the Human Service Transportation Coordination Plan. ARC has decided to take over transportation for their sites. TRADE has about 50 people that we transport to ARC and OTC. This will open up a time slots in the morning and afternoon for customers that are on the waiting lists for employment and dialysis.

**b. Supplemental Service Provider**

The supplemental service provider that we are using now is Medi-Transport. The bid this year went to Stouts Charter Co.

**VI. SET NEXT MEETING DATE**

The next meeting for the TRADE Advisory Council will be Wednesday, March 19, 2008.

**VII. ADJOURNMENT**

This meeting was adjourned at 6:20 p.m.