

**STAMFORD TRANSIT DISTRICT COMMISSIONERS MEETING**

**Minutes of the March 13, 2014 Meeting**

**DRAFT**

A regular meeting of the Stamford Transit District Commission was held on Thursday, March 13, 2014 at 3:30 p.m. at the Stamford Government Center – New Operations Conference Room – Tenth Floor.

**In attendance were:**

Commissioners: Jon Gallup, Robert Figueroa, Sybil Taccone

Absent: Kieran M. Ryan, Commissioner; Frank Fedeli, Customer Service Supervisor

Guests: Mike Albanese & Mike Pensiero, City of Stamford, IT Dept.; Marty Levine

**Call to Order**

Chairman Jon Gallup began the meeting at 3:34 p.m.

**Chairman made a motion to take the agenda out of order and start with the Citizen Service Dept., Request/Tracking system Unanimously approved.**

**Bus Shelter Maintenance Report: Citizen Services Dept. – Tracking System**

Discussion on the Citizen Service Dept. in reference to the complaints on the bus shelters complaints. The new system began on August 8, 2014, and all the data from the old system was converted to the new system. The current system goes from Customer Service Dept. to Frank Fedeli who calls or emails Norm McDonald, Regional Maintenance Representative from Signal Outdoor Signs, and then they handle the complaint. Mike Albanese, IT Dept., explained the system works as follows: A citizen calls the Customer Service Dept. with a complaint. The Customer Service Representative inputs all the information into the system. An email goes to the responsible party/department to handle the complaint. Once it is taken care of the responsible party closes out the request. Chairman Gallup would like to setup complaints for Bus Shelters to be sent directly to responsible party, in this case Signal Outdoor Signs. Mr. Albanese continued to explain the email that is sent to the responsible party, it becomes a request type, where it is and comments. The service request type has a response time setup, so it has to be responded within so many days, or it gets escalated and someone gets a reminder saying it has not been done yet, an automated system. They can enter notes, etc. When it is done, if the citizen leaves an email, then an email gets sent to the citizen letting them know it was done. Discussion on creating a monthly report, IT Department refers to it as an “Open Report”. Chairman Gallup suggested that one person from the Commission, Robert Figueroa be made responsible for having access to the system.

**Sybil Taccone made a motion to have the Signal Outdoor Signs, Maintenance Representative, be made a part of the Citizen Services Center Service Request, making them responsible for maintaining their bus shelters. Seconded by Robert Figueroa Unanimously approved**

Frank Fedeli will send the contact information for Signal Outdoor Sign to Mike Albanese. Therefore, Mike will be able to contact them and get them setup on the system.

**Old Business**

The minutes from the meeting held on January 9, 2014 were reviewed.

**Sybil Taccone made a motion to approve the minutes dated January 9, 2014. Seconded by Robert Figueroa Unanimously approved**

**New Business**

**Funding Request - None**

**Financial Report** – None

**Signal Outdoor Signs: RFP for the Bus Shelters**

Commissioners discussed the RFP for the bus shelters that is currently being run on a monthly basis. Frank Fedeli suggested inviting Beverly Aveni to the next meeting to discuss the RFP process.

**Transact other new business as may properly come before the Transit District**

Commissioners discussed inviting Ann Brown and Laura Labosky, from the Engineering Department, to discuss the Urban Transit Way – Bus Shelters.

Chairman Gallup discussed the CD he does not want to renew it at the end of March 2014. This was discussed at a previous meeting. Jon Gallup and Frank Fedeli will take care of this matter the week of March 17, 2014.

**The next scheduled meeting is on Thursday, April 10, 2014.**

**Robert Figueroa made a motion to adjourn**

**Seconded by Sybil Taccone**

**Unanimously approved**

The meeting adjourned at 4:28 p.m.

Respectfully submitted

Maria Vazquez-Goncalves

March 26, 2014

Cc: Commissioners; David Martin, Mayor; Ernie Orgera, Director of Operations;  
Board of Representatives; Town Clerks Office