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**Approved Minutes**  
**Tuesday, October 22<sup>nd</sup>, 2024 - 5:00pm**  
**Regular Meeting of the Board - Hartford Parking Authority**  
**11 Asylum Street, 2<sup>nd</sup> Fl, Hartford, CT 06103**

**Commissioners Present**

Zoe Chatfield, Commissioner – HPA Conference Room

Christian Sager, Commissioner – HPA Conference Room

Calixto Torres, Commissioner – HPA Conference Room

Jack Sullivan, Commissioner – HPA Conference Room

Amir Johnson, Commissioner – HPA Conference Room until 6:40pm, Zoom until 6:46pm, left meeting at 6:46pm

**Also Present for HPA:**

Jill Turlo, CEO – HPA Conference Room

John Michalik, Finance Manager – HPA Conference Room

James Del Visco, Corporation Counsel – HPA Conference Room

Natalie Reichle, Corporation Counsel – Zoom

Shandia Drummond-Butt, Director of Operations – HPA Conference Room

Kay Al Mannai, Director of Strategic Growth – HPA Conference Room

Dan Nash, Reimagined Regional Director – HPA Conference Room

**Also Present for Public:**

Sachin Dubey – Zoom

**1. Call to Order**

Mr. Sager called the October 22<sup>nd</sup>, 2024, Special Board Meeting of the Hartford Parking Authority (“Authority” or “HPA”) to order at 5:06pm.

**2. Roll Call of Commissioners**

The Board Secretary, Mrs. Drummond-Butt, conducted a roll call and announced that a quorum was present.

**3. Chair Comments**

Mr. Sager introduced the two newly appointed HPA commissioners, Jack Sullivan and Amir Johnson. He also provided an overview of the Board's expectations and processes alongside Mr. Del Visco. Ms. Turlo confirmed that she conducted a new Board member orientation that encompassed the necessary information. Both Mr. Sullivan and Mr. Johnson followed with brief self-introductions.

#### **4. Approval of the Minutes for the Special Board Meeting on September 3<sup>rd</sup>, 2024**

Mr. Sager polled commissioners for corrections to the minutes. As there were no corrections presented, Mr. Sager moved to approve the minutes.

**VOTED:** Approval of September 3<sup>rd</sup>, 2024, Special Board Meeting Minutes, deemed approved by commission.

#### **5. Public Comment** – None

#### **6. Reports and Action Items**

##### **Personnel Committee** – Mr. Torres

- Event & Facility Patrol Update

Ms. Turlo provided the Board with an update on HPA's patrol operations following the transition to in-house services. She assured the Board that the quality of service remains consistent and that HPA is actively exploring new opportunities to enhance patrol efforts. Currently, the patrol team has assumed additional responsibilities, including daily safety checks and asset reviews. In response to Ms. Chatfield's inquiry about whether these new duties could strain patrol capacity, Ms. Turlo clarified that since the team already patrols these assets, conducting spot checks for issues like vandalism, graffiti, or damage would not have an impact on their overall workload. Ms. Turlo also noted that Ms. Al Mannai had facilitated introductions between the downtown HPD CSO and HPA's patrol supervisor for incident escalation.

##### **Finance Committee** – N/A

- September Financial Update

Mr. Sager inquired about the process of appointing a treasurer and noted that committee voting will take place during the December Board meeting. He mentioned that the November meeting will focus on outlining the next steps in preparation.

Mr. Michalik acknowledged a previous oversight regarding the financial impact of the new citation software, which will increase operational costs by approximately \$63,000 annually. He also presented a ten-year contribution summary (2015-2024) requested by Mr. Torres, showing that the HPA has contributed over \$30 million to the City of Hartford. Mr. Sager and Mr. Michalik reviewed the September financial report, noting a year-to-date unfavorable variance of approximately \$79,000 in operating income due to lower citation revenue in September.

However, event revenue from the 275 Windsor St Lot has exceeded the annual budget. Mr. Sager also explained to the new commissioners regarding the relocation of parking operations to the 275 Windsor St Lot as a solution for Hartford Yard Goats attendee parking following the loss of the DONO lot.

- Acceptance of Monthly Finance Report for September 2024

**VOTED:** Acceptance of the September 2024 Monthly Finance Report, seconded by Mr. Johnson (Ayes – Chatfield, Torres, Johnson, Sullivan, Sager)

*(See Monthly Finance Report for details).*

### **Property Management Committee** - Mr. Sager

- Property Management Report

Dan Nash, Regional Director at Reimagined Parking, provided a comprehensive overview of the transition from the VATS system to Duncan and the rationale behind selecting Duncan as the new citation software. VATS was originally developed in-house by Reimagined to offer clients a cost-saving option. However, due to the growing complexity of maintaining the system and the lack of dedicated personnel, Reimagined decided to phase out VATS, necessitating a software change for the HPA and other clients.

Mr. Sager raised a question regarding the process HPA followed to approve this added expense. Ms. Turlo explained that the decision was made by Reimagined, as they are the vendor managing the contract with Duncan. Mr. Sager asked further questions regarding the contract and procurement process for this change.

Mr. Sager expressed concern that the commission had not been notified of the transition, which began in December 2023. Ms. Turlo acknowledged the oversight and assured the commission that any significant changes, such as software transitions, will be communicated to the Board in advance moving forward.

Ms. Turlo presented updated PMR metrics, offering a year-over-year comparison from FY 22-23 to FY 24-25, and highlighting current month data, with a challenging September in focus. Mr. Sager acknowledged a typical seasonal dip around this time of year. Ms. Turlo also mentioned that, in addition to the software transition, Reimagined experienced staffing changes that impacted citation issuance for September. She introduced a new error rate metric to provide better evaluation of Reimagined performance.

Mr. Sager inquired why citation payments decreased in September and whether this was related to the new software. Mr. Nash confirmed that an option requiring users to create an account to

pay may have discouraged payments, but this feature has since been removed. He also conducted a comparison of payment methods, noting that both online and in-person payments were down for the month. Mr. Nash also advised that the Duncan system streamlines the issuance of citations.

Ms. Turlo then reviewed the Property Management Report, focusing on HPA's assets. Mr. Sager requested that HPA develop a plan to complete the Sanitation Project by the end of 2025 and present it at the November Board meeting. Ms. Chatfield raised concerns about sanitation operations impacting school pick-up and drop-off near Noah Webster and other locations throughout the City. Ms. Turlo clarified that the Department of Public Works determines the safe parking zones, but that she would contact the DPW Director to discuss Noah Webster and other schools as issues are identified.

*(See Property Management Report for details).*

#### **Bylaws and Revisions Committee** – Ms. Chatfield

- None

#### **Marketing Committee** – Ms. Chatfield

- Future Website Improvements

Ms. Turlo informed the commission about upcoming improvements to the website. The HPA will collaborate closely with Ms. Chatfield to develop a strategy aimed at enhancing the website's accessibility, making it a more effective informational tool and resource for users.

#### **CEO Update** – Ms. Turlo

Ms. Turlo provided several updates to the Board. She reviewed the progress of the proposed new City Park ordinance. Me. Sager inquired about the need for an ordinance change for this matter, and Mrs. Reichle committed to addressing this at the next Board meeting.

Ms. Turlo also reported on new ADA compliance updates, including an increase in fines for parking in ADA spaces without a valid placard, now set at \$250 to reflect CT state law. Ms. Turlo also indicated that the HPA is conducting a full review of ADA compliance within managed facilities, updating and refreshing ADA spaces and signage.

Additionally, Ms. Turlo notified the Board that the vendor who manages the surveillance and fob access systems for the administrative office has indicated that they will no longer be able to maintain those systems. The HPA has received quotes from the City's vendor, Vulcan Solutions. Mr. Sager questioned the cost and asked the HPA to explore more quotes for managing the current



infrastructure instead of replacing it entirely. The Board suggested moving forward with an RFP for the fob access system.

Ms. Al Mannai provided an update on the EV truck project, highlighting HPA's needs, the status of the EV grant awarded to the City of Hartford, and an EV incentive program from Eversource that would cover the installation of EV chargers within the MAT Garage and potentially other HPA facilities. Mr. Del Visco noted that, since the incentive program involves infrastructure improvements rather than repairs, City Council approval may be required.

Additionally, Ms. Al Mannai updated the Board on plans to enhance the appearance of the MAT Garage in collaboration with the Hartford BID. She also noted that the stair repair project is still in procurement.

Ms. Turlo inquired on Board availability in November due to the Thanksgiving holiday. After discussion of availability, it was decided that the meeting will be held on November 19<sup>th</sup>, 2024, as a Special Board Meeting.

**ADJOURNMENT** – Mr. Sager made a motion to adjourn the meeting.

**VOTED:** Adjourn October 22<sup>nd</sup>, 2024, Regular Board Meeting at 7:52pm, seconded by Mr. Torres.

(Ayes – Sullivan, Chatfield, Torres, Sager)

Respectfully submitted,

*Shandia Drummond-Butt*

Mrs. Shandia Drummond-Butt

Secretary to the Board

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