



**UNION STATION  
PARTNERSHIP  
NEW HAVEN**



OPERATIONS COMMITTEE  
50 UNION AVENUE, NEW HAVEN, CONNECTICUT 06519

**MINUTES OF THE  
UNION STATION TRANSPORTATION CENTER PARTNERSHIP  
OPERATIONS COMMITTEE  
JUNE 26, 2024**

Representing CDOT: Deputy Commissioner King, Mr. Bergeron, Mr. Bordiere  
 Representing City of New Haven: Mr. Piscitelli, Ms. Hendricson  
 Representing New Haven Parking Authority: Mr. Hausladen, Mr. Parry, Mr. Seholm, Mr. Staniewicz, Attorney Rini

**I. CALL TO ORDER**

Mr. Hausladen called the meeting to order at 1:05 PM.

**II. PUBLIC COMMENT**

Mr. Hausladen reported there were no requests to speak from the public.

**III. APPROVAL OF THE MINUTES**

Mr. Hausladen asked if there were any exceptions or further discussion to the Minutes from the May 29, 2024 meeting. Hearing none he called for a Motion to approve. Deputy Commissioner King moved to approve, and Ms. Hendricson seconded the Motion. A vote was taken.

Deputy Commissioner King	Approved
Mr. Bergeron	Approved
Ms. Hendricson	Approved
Mr. Piscitelli	(had not arrived yet)

**IV. APPROVAL OF THE MOTIONS OF THE OPERATIONS COMMITTEE**

**MOTION A: TO ENTER INTO AN AGREEMENT WITH INTROBA TO PROVIDE SUPPORT WITH UPDATING OF THE FACILITY EMERGENCY PLAN (WITH PROTEST PROTOCOL) AND THE SECURITY PLAN (WITH SUSPENSION PROTOCOL).**

Mr. Parry said this current action is to update the Emergency Plan with **protest protocol** and the Security Plan with **suspension protocol**. CTDOT has compiled comments that will be included as well. NHPA has engaged Introba to assist.

Discussion followed on Deputy Commissioner King's concern about the timeframe for completion of this. It is her understanding that it was agreed to continue with the existing old plans (both approved); however, a new one was expected to have been updated in 2022. Mr. Hausladen said he will follow-up on this. He said the security plan was approved at the start of the new lease and facility emergency plan was carried forward but not adopted or updated due to questions about police services in the building. Mr. Hausladen said we do have the protest protocol drafted and would like to work with Introba to be certain best practices are being used.

Mr. Bergeron said overall CDOT's concerns are in regard to who has jurisdiction at USTC and lead responsibilities. Mr. Hausladen said there have been a number of security meetings since the start of the lease; however, no clear change in any language in regard to police services since 2019. Mr. Hausladen said it is NHPA's opinion to use our leasing structures to pay for and acquire police services as we have in the past. The first task of the new document is to ensure the partnership is working toward a new updated facility emergency response plan that answers questions on jurisdiction.

Mr. Parry said by August 15th we will have a final draft version of the plans to present to CTDOT. Meetings with stakeholder groups have been set up.

Mr. Bordiere asked from a procurement standpoint is Introba included in NHPA's on-call services. Mr. Staniewicz said yes, Introba is a professional on-call consultant.

Mr. Bordiere asked NHPA to provide a list of on-call service providers to the partnership.

Mr. Hausladen asked if the Operations Committee was ready for a vote. Deputy Commissioner King commented, although she is not pleased with the timing, it is imperative that we advance this. Mr. Piscitelli said we need to keep moving on this; however, he would like to return to this Motion at the end of the agenda to be sure all are comfortable to vote.

## **V. MONTHLY REPORTS**

### **OPERATIONS**

**Mr. Parry presented an overview of activity in Operations.**

**•Security:** Mr. Parry said there were no incidents that require further discussion. Medical assistance continues to trend as the dominant category. Details of all incidents that occurred in the month of May are categorized and included in his report.

**•Occupancy:** He reviewed the supporting documents that indicate overall people are returning. June numbers are looking promising and results for Union Station are progressing to pre-COVID numbers. Average occupancy was flat with last month and slightly higher than 2023. Total cars parked were 7% higher than last month, 9% higher than last year and cumulatively 11% higher than last year. This is driven by the increase in transients and monthlies. Tickets issued increased YTD by 18%.

Mr. Parry said there is a waiting list for monthly parking and suggested increasing the threshold for monthly parkers from 450 to 475. A decision was not made.

**•Unhoused:** Numbers of unhoused for the last three months in 2024 are in the 800's; however, down from last year. The partnership continues to work with social service agencies, increase NHPA Security and continue the NHPD extra duty police to assist. The nature of violations to the code of conduct have changed with police presence.

Mr. Piscitelli commented the numbers are high. What is our sensibility of the various partners tracking people in the CAN, and is there anything else we can do to help the unhoused.

Mr. Parry said COMPASS has increased their hours at USTC. Mr. Hausladen added COMPASS is also interested in partnering with NHPA on a new PILOT program with CAN. We should have a proposal from COMPASS on after-hours oversight soon.

Mr. Bordiere said when looking at the counts on the daily report, the 6:00 AM numbers still range in the 20's after the overnight closure of USB. He wanted to confirm his understanding that folks are still on the property even though the facility is closed. Mr. Hausladen said that is correct.

## **FINANCE**

Mr. Seholm reported on the Financial Statements for the month of May. He said overall consolidated results were good and can cover operating expenses. -Mr. Seholm said he concurs with Mr. Parry that June looks positive to finish out the year. The following points were presented for discussion.

### **Union Station Building**

**-Revenue:** Continues to be where it was the beginning of the year.

-Explanations for the larger variances were included in his report.

**-Operating Expenses:** He did want to comment on two of the larger operating expense variances.

1) **Repairs and Maintenance Costs:** This line was \$27,350 overbudget including structural repairs of \$16,000; elevators \$9,500 higher for the month and fire pumps of \$3,700 and

2) **Security Traffic Control Costs:** Extra duty police were not budgeted and all hours show as an overage. A listing of their hours was included as a separate attachment to this report.

**Net Operating Income was \$41,778 worse than budget.**

### **Union Station Garage**

-Revenue was \$62,778 better than budget for the month and \$21,020 better than last year. These results were driven by the increase in transient parkers. Total Expenses were \$11,117 better than budget.

**Net Operating Income was \$73,895 better than budget.**

### **State Street Station**

-Administrative Salary was \$1,074 over budget driven by retro-pay being included. Remainder of the lines were close to budget.

-Explanations for Professional Service costs and NHPD Extra duty police hours were included in the report.

-The OC approved operating budget will be used for July 1 activity.

**Net Operating Income for the Station came in \$172 less than budget.**

-Mr. Piscitelli commented on the HVAC system which was quickly repaired and asked if it had a big impact on the budget. Mr. Parry said it did not have a significant impact..

### **CAPITAL PROJECTS**

Mr. Staniewicz provided updates on major capital projects.

**•STATE OF GOOD REPAIR PROJECTS:** We are integrating relevant requirements of the capital agreement into the bid documents to determine what gets passed through to the contractor and updating Indemnity insurance.

**•ENABLING PROJECTS:** Proposals for enabling projects phase I were opened on May 31 and Mr. Staniewicz is working on summarizing a comparison of them. Interviews will be set up with the proposers.

**•WAYFINDING SIGNAGE:** The consultant is having full scale color samples of signage manufactured and will be installed. Once they are up, a meeting will be scheduled to view them.

**•CONDITION SURVEYS PRESENTED BY DESMAN ASSOCIATES:** The next step for this fiscal year will be to put together some logical bid packages for the repairs identified in the condition surveys, and NHPA will forward their recommendations to the OC.

#### **•NEW PROJECT MANAGER**

Mr. Piscitelli commented we are close to having a Project Manager on board to support the team, and he hopes to introduce her at the next meeting.

### **VI: LEASING & TENANT UPDATES**

Discussion ensued on Mr. Piscitelli's question of how to handle the first line of engagement with tenants. Mr. Hausladen suggested once we bring the design team on board, an internal kick-off meeting be scheduled to ensure we are all in agreement and then meet with tenants and present what we are able to provide for them.

Mr. Piscitelli also suggested some posters be put up depicting a future rendition of how USTC will look. Mr. Hausladen will work with the Mascola group to get this done. He said there are three windows under the big board that could be used.

Mr. Bordiere asked if Mr. Hausladen could comment on the meeting with BESB. Mr. Hausladen said BESB has indicated their desire to increase their current footprint at USTC. (Mr. Bordiere noted as a reminder

they also have vending machines on the platform). BESB currently has five vending machines in the corridor near the restrooms in the lobby; would like to add four more and replace the shoe shine stand with vending machines (we are checking to see if power is available in that location) and are requesting space at the bottom of the tunnel as well. Union Station is their busiest location for vending machines in the State.

**VII. NEW BUSINESS – (NONE)**

**VIII. OLD BUSINESS – (NO UPDATES)**

**IX. EXECUTIVE SESSION (NOT NEEDED)**

**IV APPROVAL OF THE MOTIONS OF THE OPERATIONS COMMITTEE (CONTINUED)**

**Motion A Continued:** Mr. Bergeron asked to revisit Motion A. Deputy Commissioner King and Mr. Bergeron said we need to move forward to approve the Motion. Mr. Piscitelli suggested to approve the Motion with a friendly amendment “to include the schedule to complete the project.” He also asked for a summary of the security meetings that were held to be forwarded.

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**FRIENDLY AMENDMENT: FRIENDLY AMENDMENT AS NOTED IN THE TERMS AND CONDITIONS OF THE AGREEMENT: “CONSULTANT SHALL PERFORM THE SERVICES ACCORDING TO CLIENT’S SCHEDULE AS EXPEDITIOUSLY AS IS CONSISTENT WITH THE STANDARD OF CARE.”**

Mr. Bergeron moved the Motion with the friendly amendment and Mr. Piscitelli seconded. A vote was taken

Deputy Commissioner King	Approved
Mr. Bergeron	Approved
Mr. Piscitelli	Approved
Ms. Hendricson	Approved

**X. ADJOURNMENT**

Mr. Hausladen asked if there were any other items for discussion. Hearing none, he asked for a Motion to adjourn. Ms. Hendricson moved to adjourn, and Deputy Commissioner King seconded the Motion. The meeting was adjourned at 1:45 PM. A vote was taken.

Deputy Commissioner King	Approved
Mr. Bergeron	Approved
Mr. Piscitelli	Approved
Ms. Hendricson	Approved