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Smarter Fleets, Safer Streets: Leveraging Telematics, Cameras and AI for Safety, Accountability & Cost Control



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Hartford Parking Authority

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Hartford, CT

- Capital city of Connecticut
- Approximately **122,000 residents**
- Core city of a regional metro area of approximately **1.17 million people**
- Compact urban environment with government, courts, healthcare, education, offices, entertainment, housing and events
- Infrastructure includes public streets, curb space, garages, surface lots, bridges, parks, utilities and public facilities
- Daily exposure includes traffic flow, pedestrian safety, enforcement, claims, emergency access and public trust



Downtown Hartford, Connecticut

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Hartford Parking Authority



- **Quasi-municipal** public authority serving the City of Hartford
- Established under **Connecticut state statute** and **Hartford Municipal Code**
- **Governed** by a **five-member Board** of Hartford residents appointed by the Mayor and approved by City Council
- **Manages, maintains and operates** parking facilities, meters, enforcement, on-street programs, vendors, vehicles, staff and over 2,400 spaces in total
- Partners with **DPW, DDS, HPD and Risk Management** to support:
 - Capital projects, EV infrastructure and infrastructure improvements
 - Special events and citywide Development and construction coordination
 - City planning and curb management

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Hartford Parking Authority

ASSETS

- **2** City Garages
- **6** City Parking Lots
- **2** Leased Assets
(Surface Lot & Garage)
- **1,800+** On-Street Spaces
- **14** Fleet Vehicles
(City-Owned/Vendor Owned)
- **19** Full-time & **10** Part-Time Employees



MAT (Main & Trumbull) Garage

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What We'll Cover

Real examples of how Hartford, CT has used fleet technology
to strengthen public risk management.

1

Policy

2

People

3

Evidence

4

Decision-making

The focus is not the technology by itself —
it is how we can use the data from the technology to be public serving risk-management system.

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Why Fleet Risk Is Different in Public Service

Public vehicles create public risk — and public funds are at stake.

- Public vehicles operate in ***high-exposure environments***.
- Any incident can trigger ***legal, insurance, labor, financial*** and ***reputational risk***.
- Public funds require ***clear documentation*** and defensible decisions.
- Telematics, cameras and ***real-time data*** create ***timely, accountable response***.
- Accountability for ***publicly funded resources***.
- LPR and alerts can ***support law enforcement*** with stolen plates, stolen vehicles and law enforcement alerts.

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How Fleet Technology Becomes a Risk Management System

Telematics, cameras and AI-driven analytics become risk controls when they are connected to governance and action.

1 Policy

Rules, procedures, usage expectations, retention and escalation standards.

2 People

Training, accountability and trust.

3 Evidence

Facts for claims, investigations and liability review.

4 Decision-making

Better choices around safety, cost, operations and risk.

The value is not just “more data.” The value is a more defensible decision.

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Case Study 1: Geofencing & Vehicle Tracking

Exposure

Unauthorized vehicle use outside city limits created operational, labor and liability risk.

Evidence

Geofencing alerts, real-time GPS, timestamps and user login reports.

Action

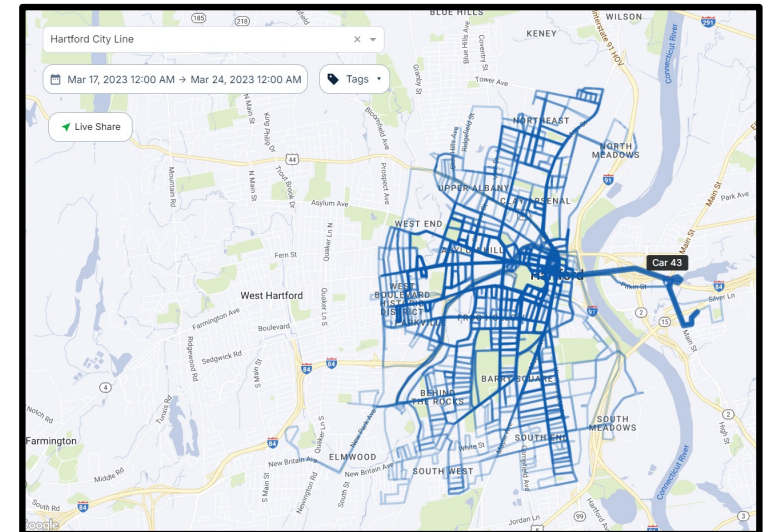
Management documented the violations, interviewed the employee and applied the policy consistently.

Outcome

After repeated documented violations, discipline was supported by the evidence and the union.

KEY TAKEAWAY

Configure alerts to policy so accountability is factual, timely and defensible.



Vehicle observed repeatedly leaving Hartford city limits soon after implementation.

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Case Study 2: Unlawful Towing Resolution

Exposure

A lawfully booted vehicle was unlawfully removed by a third-party tow company.

Evidence

Dashcam footage, time/date stamps and vehicle/location data identified the tow company.

Action

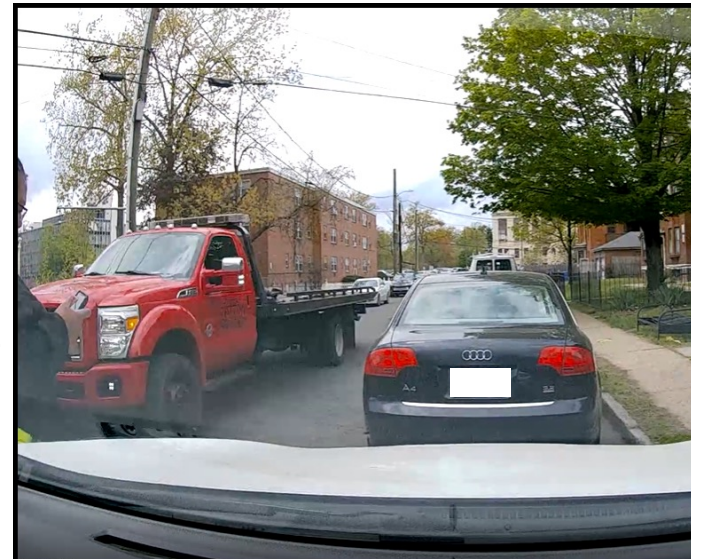
HPA used the visual record to locate the responsible party and recover the vehicle and boot.

Outcome

The issue was resolved quickly without relying only on eyewitness accounts.

KEY TAKEAWAY

Video evidence can turn an uncertain incident into a recoverable public asset issue.



A lawfully booted vehicle was unlawfully removed by a third-party towing company.

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Case Study 3: Collision — Illegal Turn

Exposure

Another motorist made an illegal turn and struck an HPA vehicle.

Evidence

Dashcam video showed the HPA driver maintained the proper lane.

Action

The record supported accurate fault determination and claim response.

Outcome

HPA avoided wrongful liability and could pursue the at-fault motorist.



[Press Play to View Video Footage](#)

KEY TAKEAWAY

Clear footage protects the agency from unsupported claims and preserves public funds.

HPA vehicle was struck when another motorist turned illegally from a restricted no-turn lane.

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Case Study 4: Collision — Unsafe Merge

Exposure

Another motorist merged without signaling into the occupied lane.

Evidence

Video, GPS and timestamps documented the event and driver position.

Action

HPA used the record to support the liability review and response.

Outcome

The evidence strengthened the agency's position and created a training record.

KEY TAKEAWAY

Objective evidence reduces dispute, accelerates review and improves future coaching.



HPA vehicle was struck when another motorist merged without signaling into the occupied lane.

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Case Study 5: Data-Driven Fleet Management

Driver Behavior Alerts

Rolling stops, speeding, idling and unsafe patterns.

Vehicle Condition Reports

Defect reports, pre/post-trip photos and maintenance notifications.

Accountability Reports

Login activity, vehicle assignment and trip history.

Management Use

Coaching, maintenance planning, budgeting, procurement and risk review.



KEY TAKEAWAY

Fleet data becomes most valuable when it moves the agency from reacting to incidents to preventing them.

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PUBLIC SAFETY

System Integration: Genetec + Local Law Enforcement

HPA identified that the Hartford Police Department was also using Genetec — creating an opportunity to connect existing systems.

What changed

The conversation shifted from “what technology do we need?” to “how do we better connect what we already own?”

Why it mattered

Shared platform awareness improved coordination, public safety response, evidence access and escalation pathways.

Risk control

Integration supported clearer governance around access, documentation, response and interagency coordination.

Lesson for risk managers

Inventory existing systems before buying new ones. Often the risk-control opportunity is integration, not procurement.

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CHANGE MANAGEMENT

People: Building Trust Around Fleet Technology

Explain the Purpose:

- Safety, accountability, liability protection and public funds — not surveillance for its own sake.
- Tie alerts and reviews to written policy, not leadership directives.
- Train before enforcing and apply standards consistently across employees and supervisors.
- Use evidence both ways: accountability when needed, and driver exoneration when the facts support it.
- Build labor confidence by making the documentation objective, transparent and policy-based.

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COST CONTROL

Cost Control: Where Risk Data Becomes Financial Strategy

Claims

Evidence can reduce unsupported claims and improve liability review.

Insurance

Better documentation supports a stronger risk profile.

Maintenance

Defect reports and trip records reduce surprise repairs and downtime.

Budgeting

Fleet data informs replacement planning, procurement and long-term operating cost.

Purchasing

City or consortium purchasing power can reduce implementation cost.

Operations

Reports help leaders allocate vehicles, staff and oversight more effectively.

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Key Takeaways

Fleet technology becomes a public risk management system when it connects data to policy, people, evidence and decision-making.

Smarter fleets

Reduce liability, improve efficiency and control costs.

Safer streets

Support incident review, public safety coordination and driver coaching.

Defensible decisions

Use objective evidence to support claims, investigations and accountability.

Better governance

Create protocols that make technology fair, consistent and useful.

Smarter Fleets = Safer Streets

Questions?

Thank you!

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