

MAJOR ACTIVITY REPORT

Sammy B. Parry, Chief Operating Officer
June 15, 2020 Board Meeting

●SECURITY:

- Incident Statistics by Category**

- Incident Summary by Location**

●OCCUPANCY STATISTICS FOR:

●RESTRICTED FACILITIES

- Air Rights Garage**

- Union Station Garage**

●UNRESTRICTED FACILITIES

- Crown Street Garage**

- Granite Square**

- Orange & Elm Lot**

- State/Wall Lot**

- Temple Medical Garage**

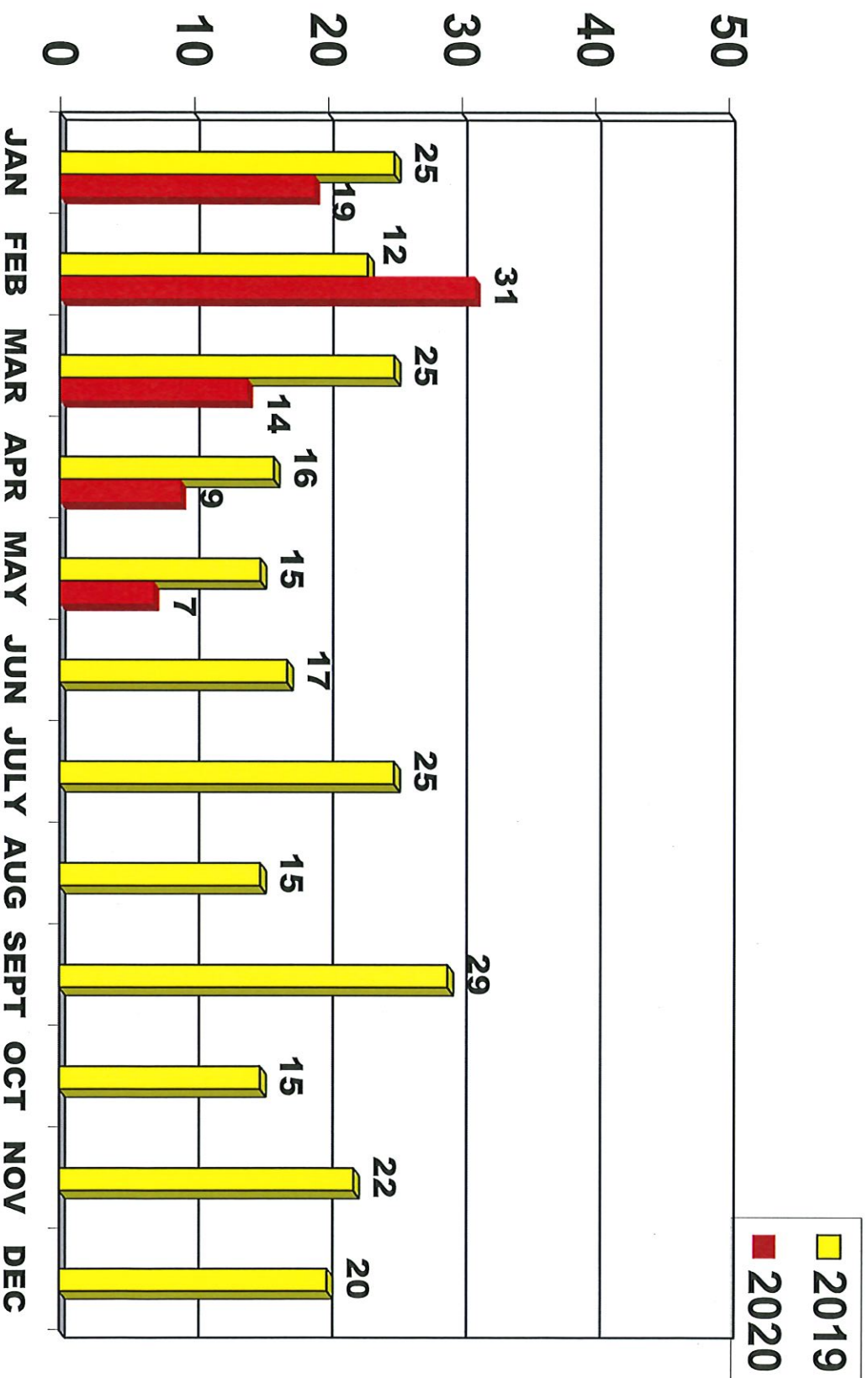
- Temple Street Garage**

●VALET OPERATION

●RESTAURANT PROGRAM

●HAPPY OR NOT MANAGEMENT REPORT

Park New Haven Incident Statistics Comparison of 2019 through 2020



PNH

INCIDENT STATISTICS
BY CATEGORY

MAY 2020



Month	Motor Vehicle Break-Ins/ Vandalism	Stolen Auto	Minor Motor Vehicle Accidents	Personal Injury/ Falls	Property Damage PNH	Property Damage Private	Request for Medical/ Homeless	Stolen Bicycle/Moped	Misc.	Elevator/Escalator Entrapments that Involve Injuries	TOTAL
January	1	0	3	1	1	3	8	1	1	0	19
February	0	0	3	4	2	8	13	0	1	0	31
March	4	0	0	0	0	0	9	1	0	0	14
April	4 *	0	2	0	0	0	3	0	0	0	9
May	3	0	0	0	1	0	2	0	1	0	7
June											
July											
August											
September											
October											
November											
December											
TOTAL	12	0	8	5	4	11	35	2	3	0	80

NHPA INCIDENT SUMMARY REPORT BY LOCATION MAY 2020



FACILITY	Motor Vehicle Break- Ins/Vandalism	Motor Vehicle Stolen	Motor Vehicle Accident Minor	Trip & Fall/Personal Injury	PNH Property Damage	Private Property Damage	Request for Medical/ Homeless	Stolen Bike	Misc.	Elevator/Esc Entrapments that Involve Injuries	TOTAL
AIR RIGHTS											0
CHAPEL/FRANKLIN											0
COURT/OLIVE											0
CROWN STREET											0
ELM/ORANGE											0
GEORGE STREET											0
GRAND/EAST PEARL											0
GRANITE SQUARE											0
OLIVE/CHAPEL											0
ORANGE/GEORGE											0
ORANGE/TRUMBULL											0
ORCHARD/SHERMAN											0
SHERMAN/TYLER											0
STATE/COURT											0
STATE/CHAPEL	1										1
STATE/FAIR											0
STATE/GRAND/OLIVE											0
STATE/MECHANIC											0
STATE/PULASKI											0
STATE/WALL	2										2
270 STATE ST GARAGE											0
TEMPLE GARAGE	0				1						1
TEMPLE MEDICAL											0
UNION STATION BUILDING							2		1		3
UNION STATION GARAGE											0
WHALLEY/BLAKE											0
TOTAL	3	0	0	0	1	0	2	0	1	0	7

TEMPLE STREET GARAGE INCIDENTS - MAY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
5-12	1:30 PM	PNH PROPERTY DAMAGE	LOCATION: EXIT BOOTH PAY STATION #1 WHILE SECURITY ON PATROL, UPON EXITING THE TEMPLE STREET GARAGE, HE NOTICED CREDIT CARD READER WAS DAMAGED. IT IS NOT KNOWN HOW THIS HAPPENED.	NO	NO

UNION STATION BUILDING INCIDENTS - MAY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
5-9	6:00 PM	MISCELLANEOUS TRESPASS	LOCATION: USB LOBBY MANAGER WAS CALLED BY SECURITY WHO SAID THEY HAD ASKED PATRON TO LEAVE AFTER BEING IN THE STATION FOR 30 MINUTES WITH NO TRAIN TICKET. MANAGER ALSO ASKED PATRON TO LEAVE AS WELL AND SHE REFUSED. AMTRAK AND MTA PD WERE NOT AVAILABLE SO MANAGER CALLED 911. TWO NHPD OFFICERS ARRIVED AND TOLD HER TO LEAVE AS SHE WAS TRESPASSING. THEY CALLED HER A CAB AND SHE LEFT.	YES	NO
5-10	12:20 AM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB FIRST BENCH IN LOBBY SECURITY FOUND MALE WHO WAS LYING ON FIRST BENCH IN LOBBY WHO REQUESTED AN AMBULANCE. HE STATED HE WAS HAVING DIFFICULTY BREATHING AND HAVING CHEST PAINS. SECURITY CALLED 911 AND THEY TRANSPORTED TO HOSPITAL.	NO	YES
5-14	12:15 AM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB BENCH IN LOBBY SECURITY WAS NOTIFIED BY CUSTODIAN THAT A MALE NEEDED ASSISTANCE IN LOBBY. SECURITY FOUND MALE LYING ON BENCH (4TH TIME THIS SAME MALE DID THIS). SECURITY CALLED 911 AND THEY TRANSPORTED HIM TO THE HOSPITAL.	NHFD	YES

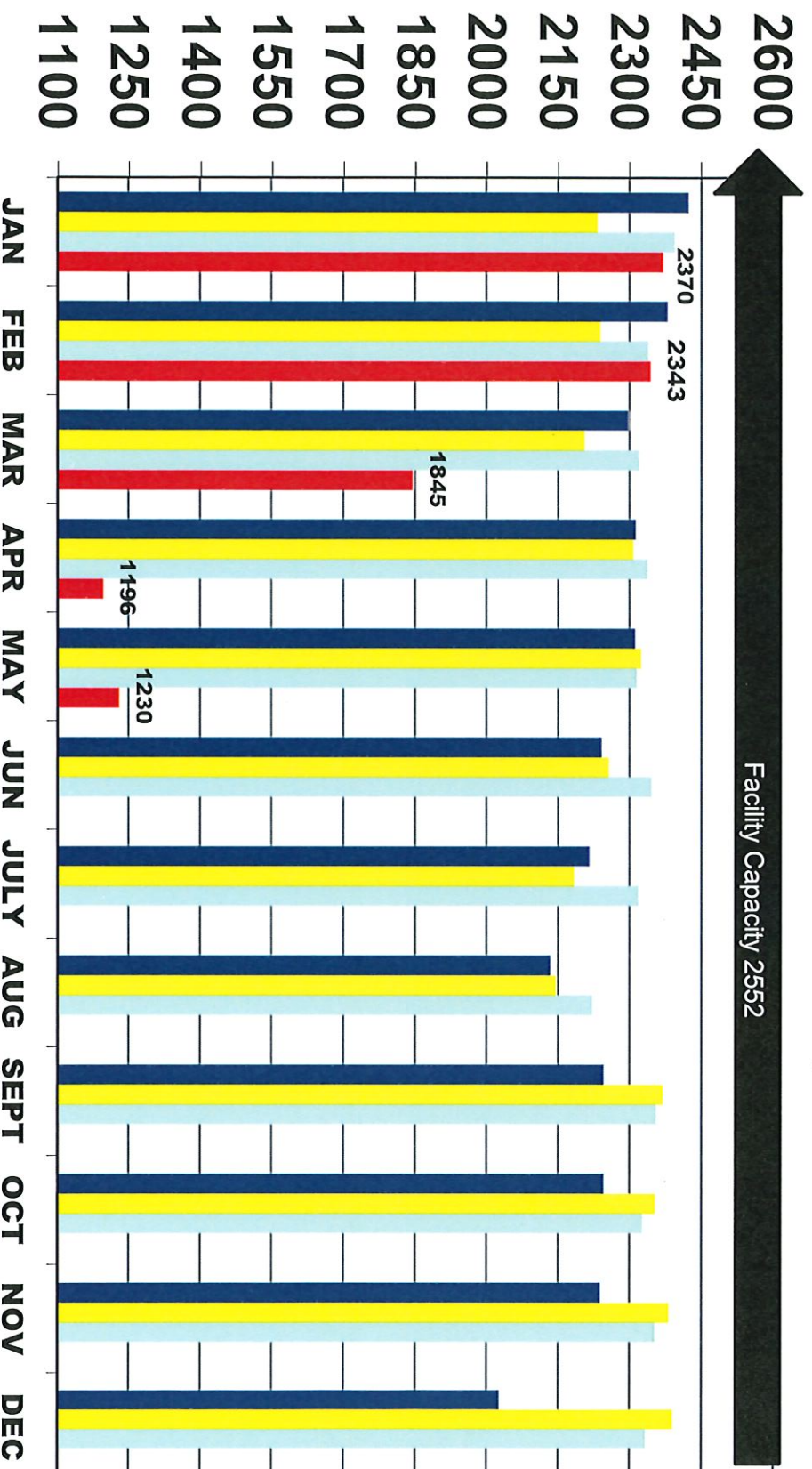
ROVER'S REPORT ON THE LOTS - MAY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPPD/NHFD NOTIFIED	EMS NOTIFIED
5-5	5:12 AM	MOTOR VEHICLE VANDALISM	STATE & WALL LOT SECURITY NOTICED VEHICLE WITH DRIVER SIDE FRONT WINDOW GLASS TOTALLY DAMAGED. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO
5-5	3:00 AM	MOTOR VEHICLE VANDALISM	STATE & WALL LOT SECURITY NOTICED VEHICLE WITH PASSENGER SIDE FRONT WINDOW GLASS COMPLETELY BROKEN. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO
5-7	1:00 AM	MOTOR VEHICLE VANDALISM	STATE & CHAPEL LOT SECURITY NOTICED A VEHICLE WITH DAMAGE TO GLASS ON DRIVER SIDE FRONT WINDOW. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO

Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2018 through 2020

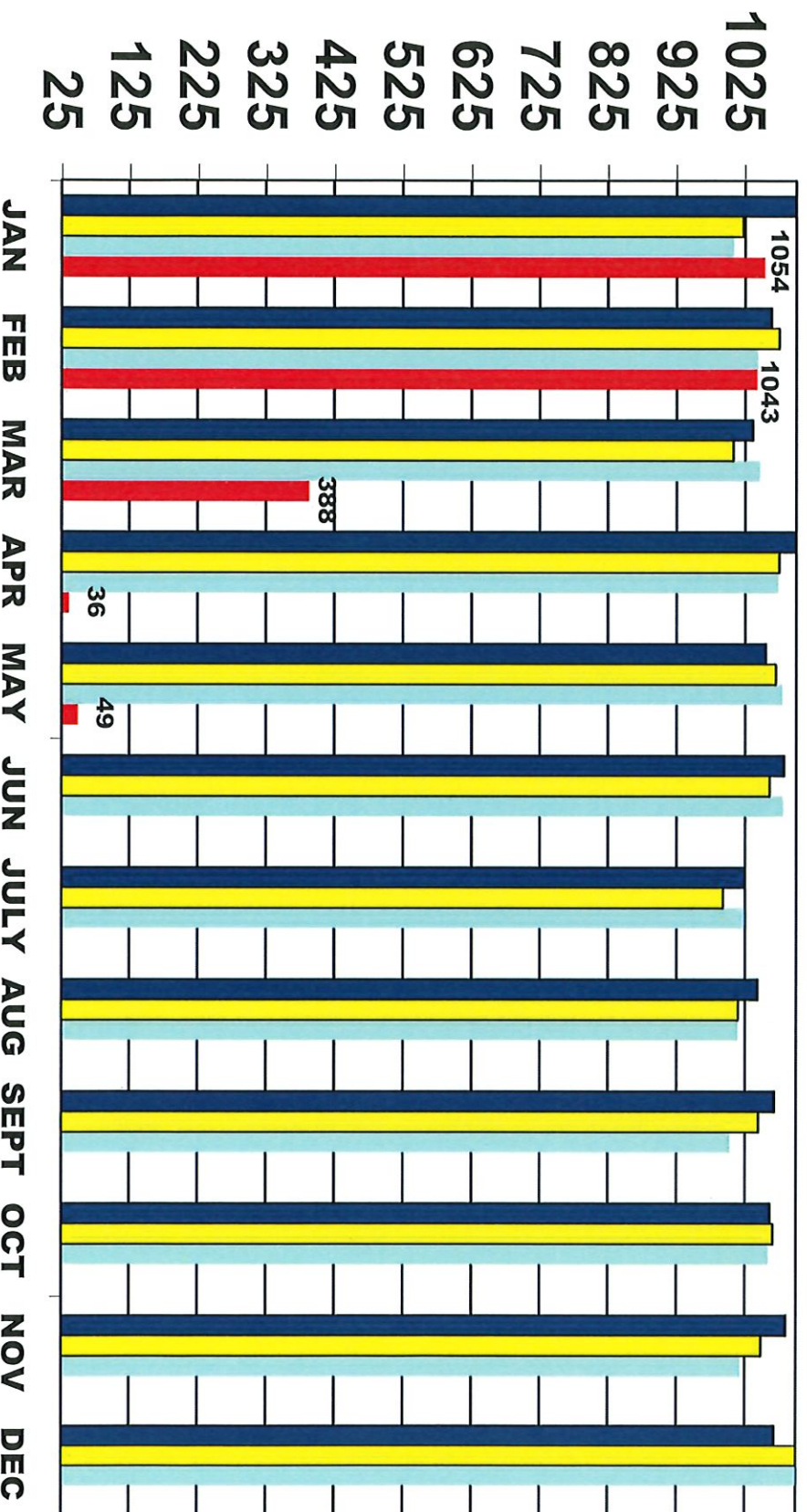
■ 2017 ■ 2018 ■ 2019 ■ 2020



Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**

■ 2017 ■ 2018 ■ 2019 ■ 2020

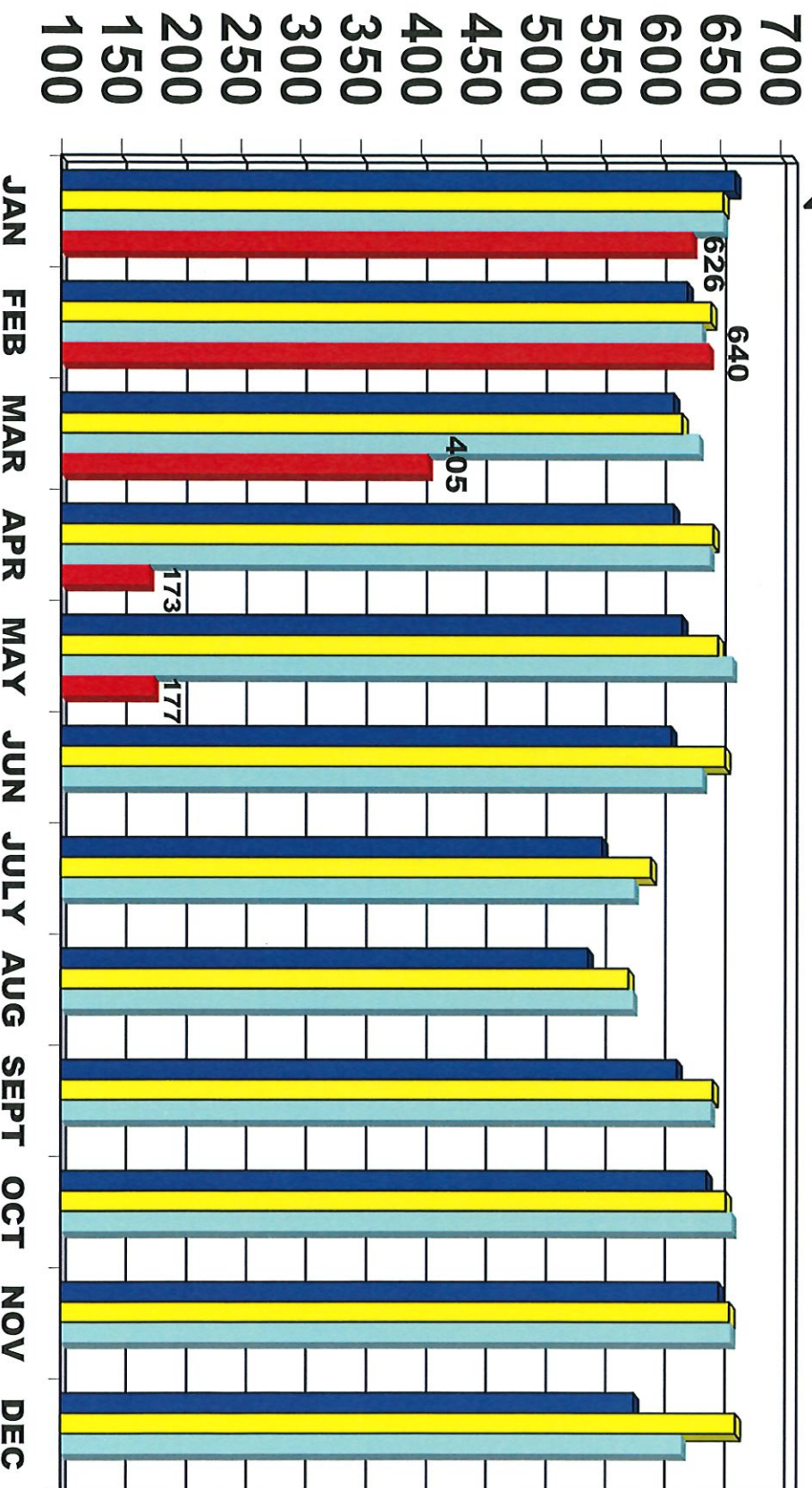
Facility Capacity 1133



Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

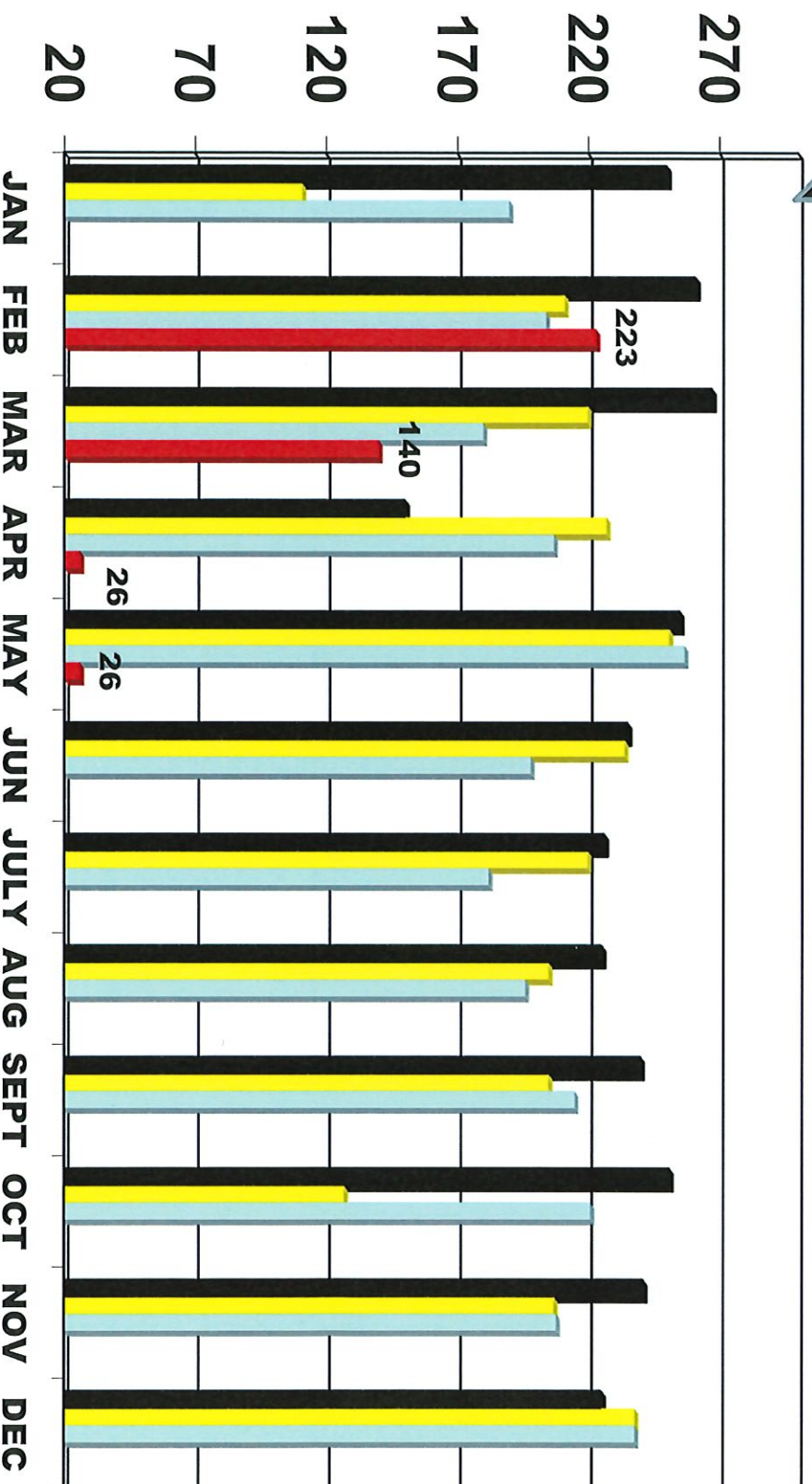
Facility Capacity 708



Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

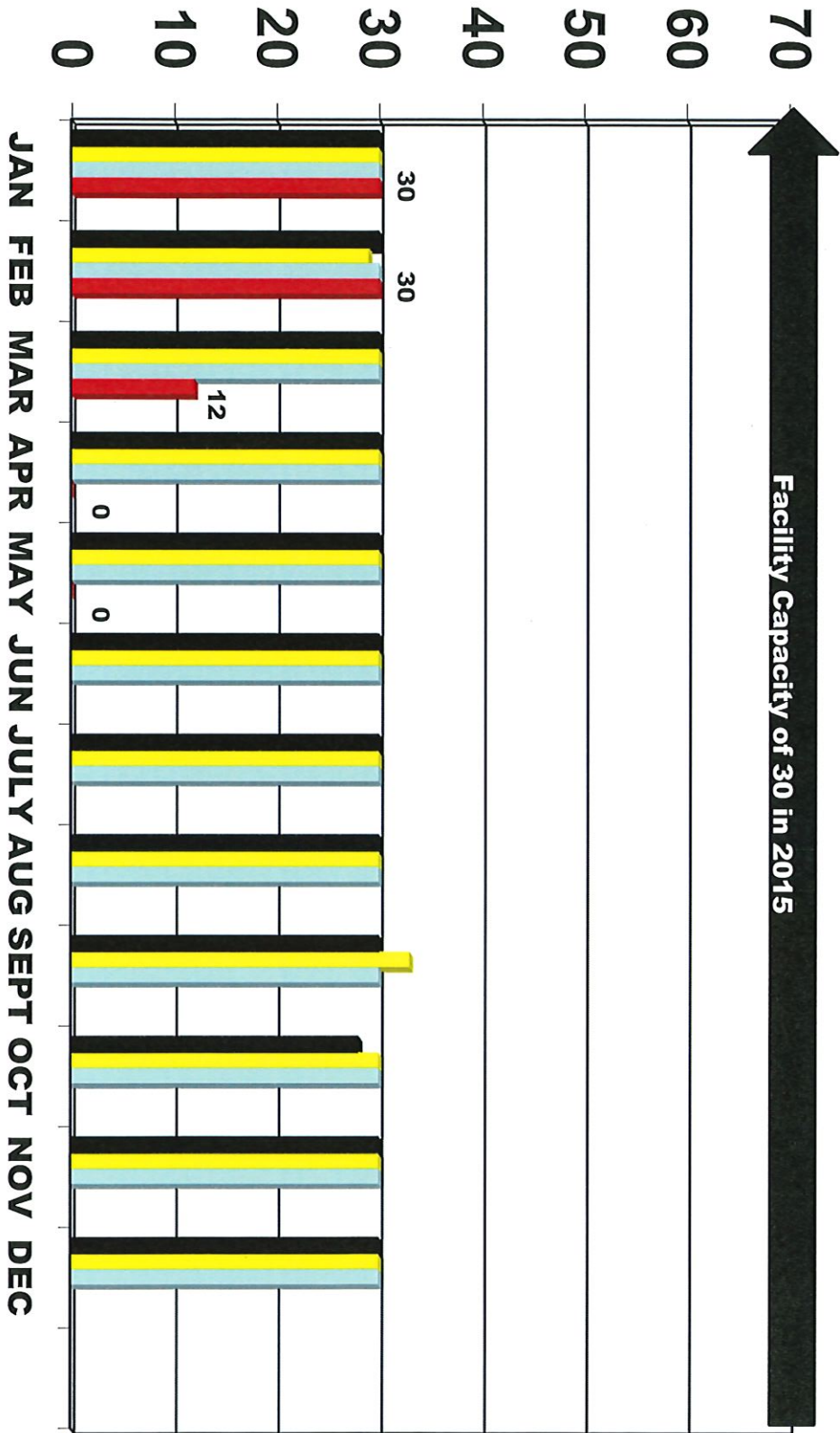
Facility Capacity Upper and Lower 305



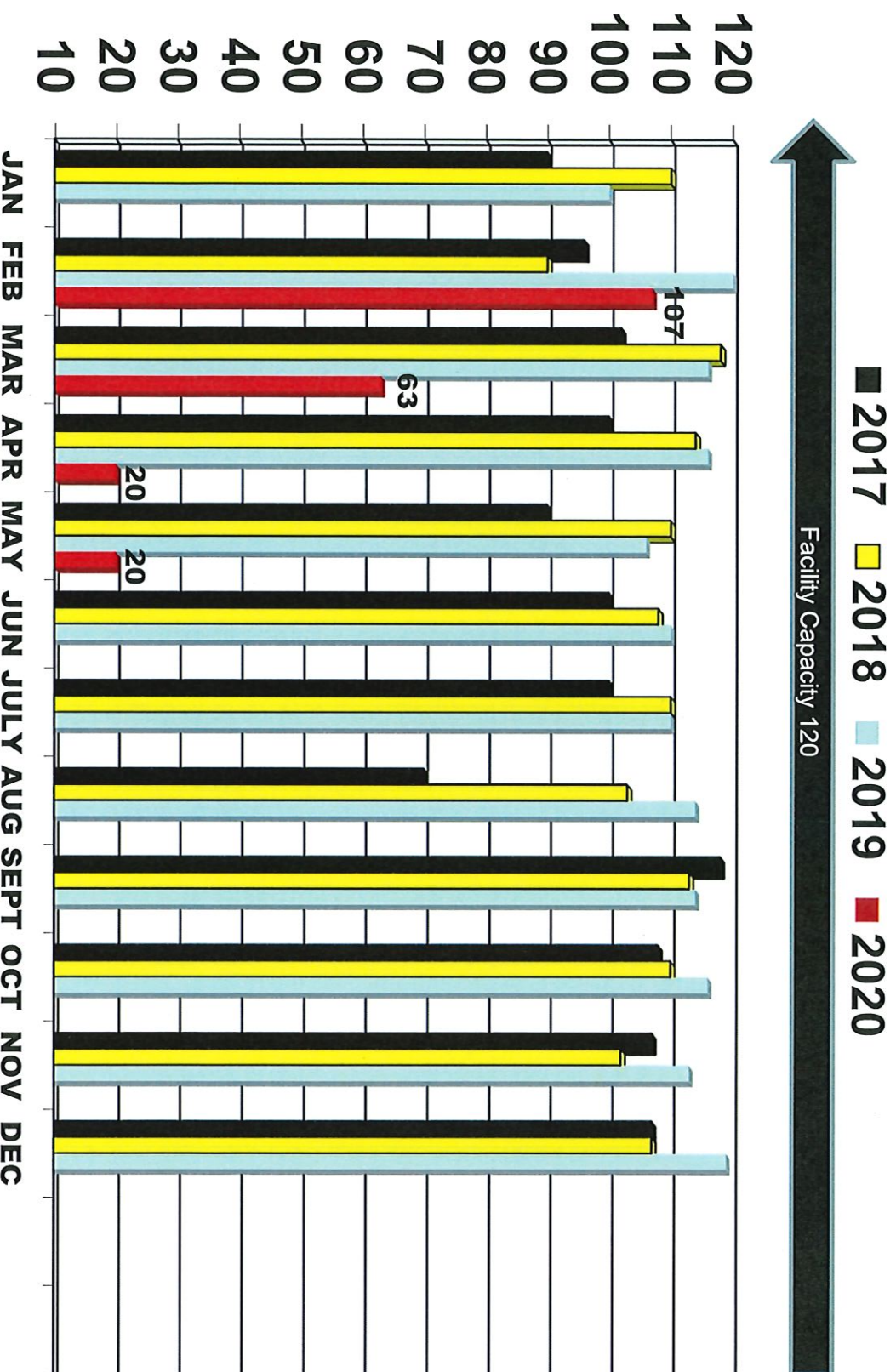
Average Occupancy Statistics Orange & Elm

Facility Capacity 30 Comparison of 2017 through 2020

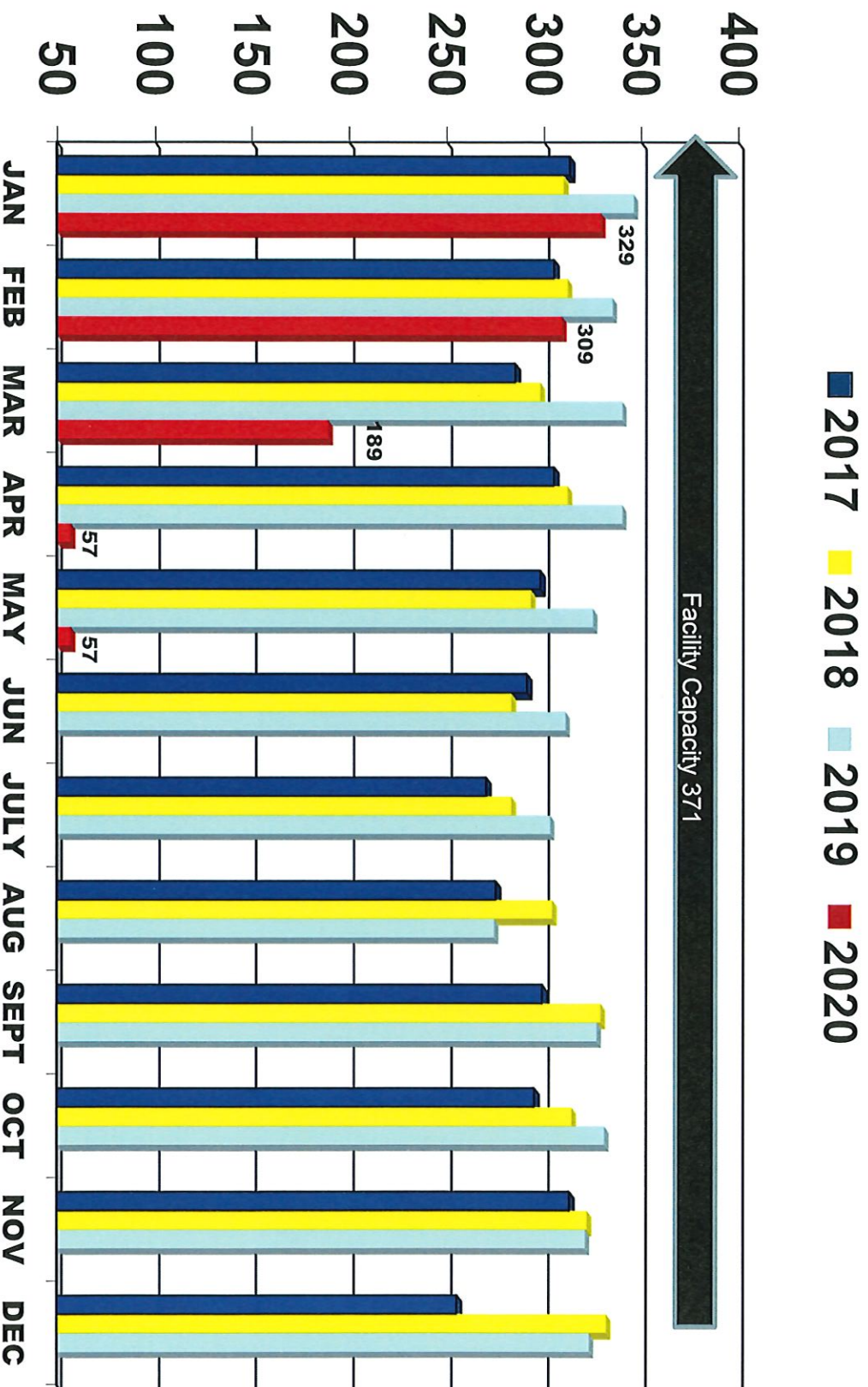
■ 2017 ■ 2018 ■ 2019 ■ 2020



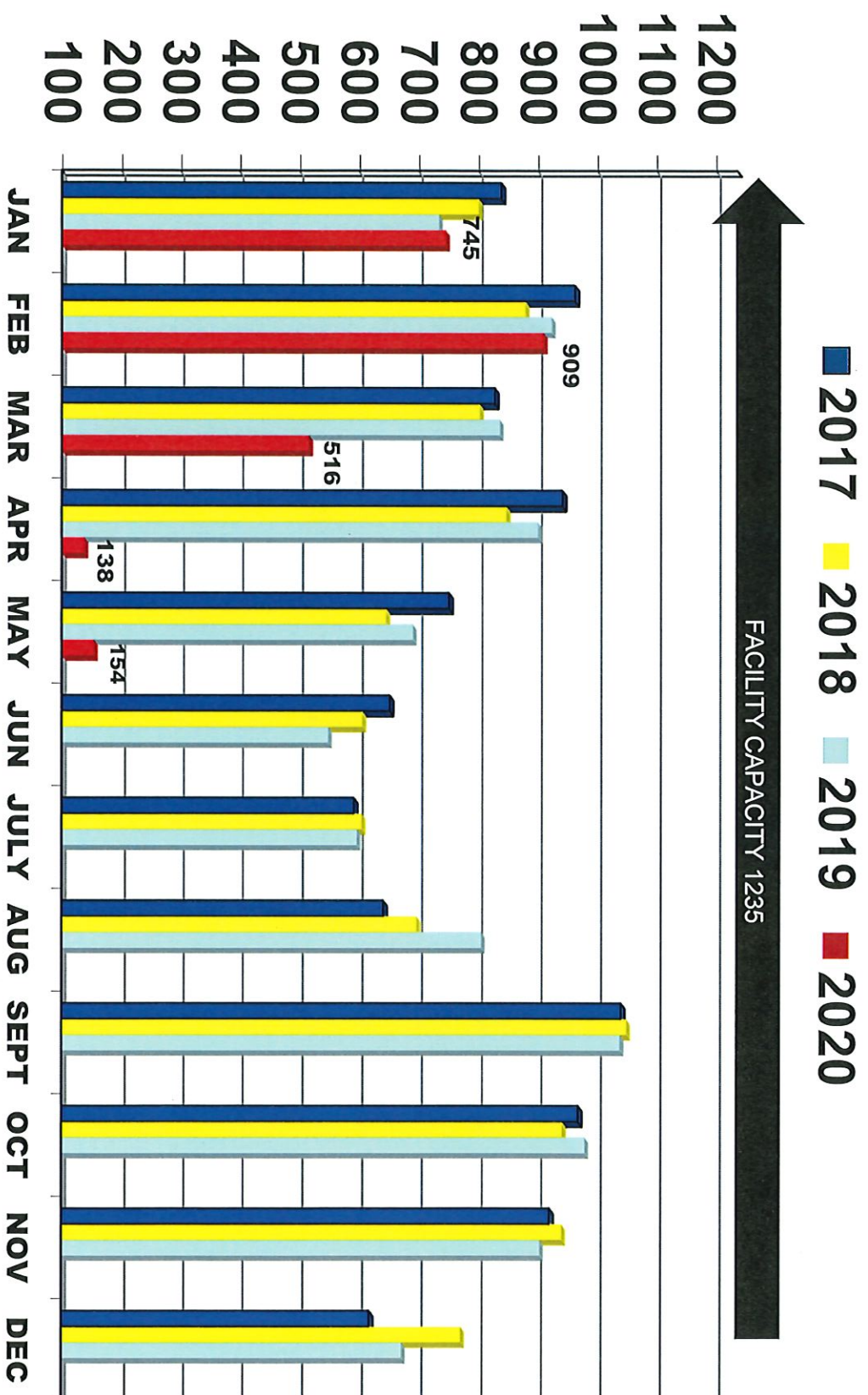
Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2017 through 2020



Average Occupancy Statistics Temple Medical **Facility Capacity 371** **Comparison of 2017 through 2020**



Average Occupancy Statistics Temple Street Facility Capacity 1235 Comparison of 2017 through 2020



Union Station Valet Results 2019 thru 2020

Valet Park of America (VPA)

VALET HAS CEASED OPERATIONS DUE TO COVID 19

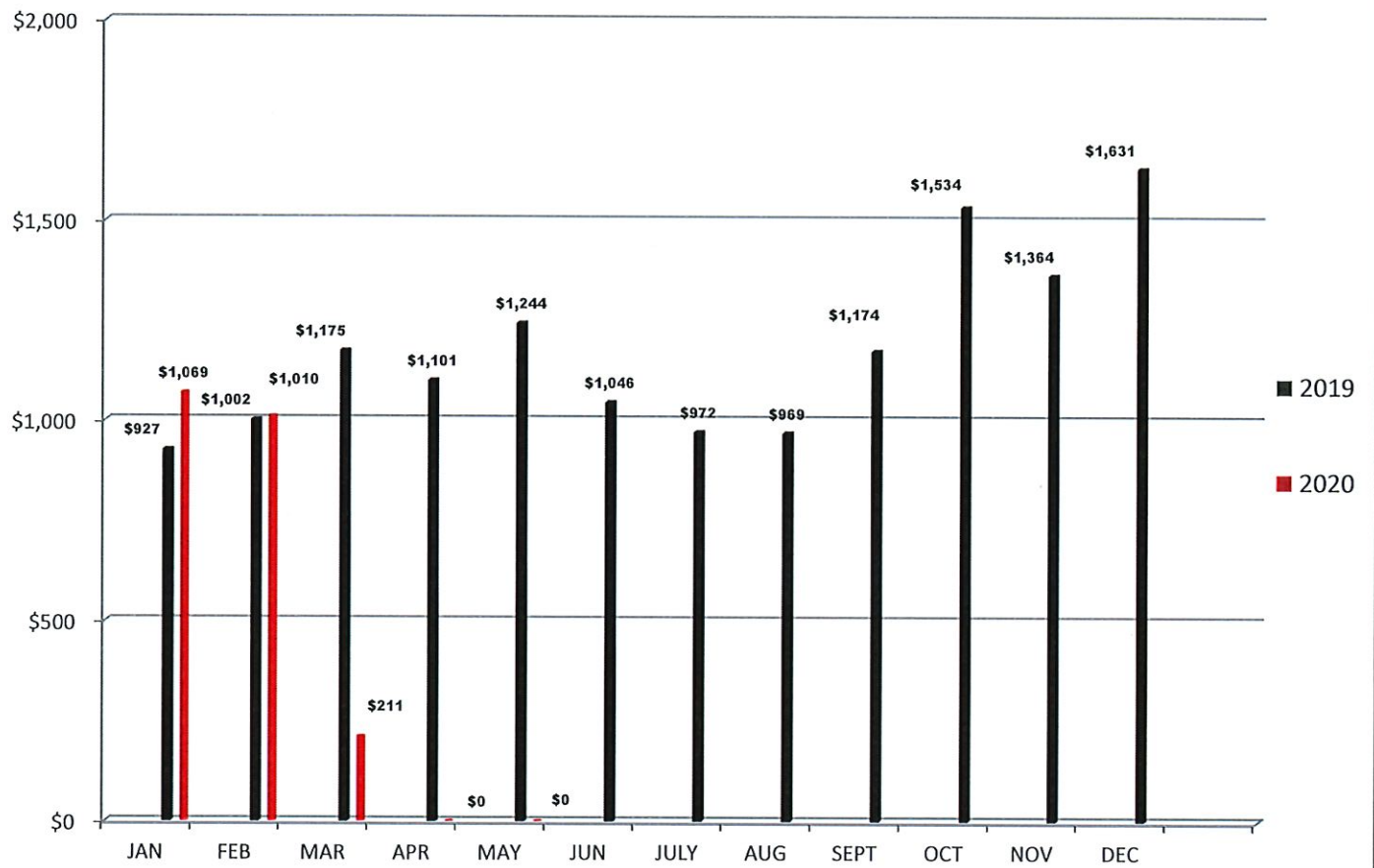
TOTAL REVENUE 2019, 2020 YTD: \$16,429

[illegible]

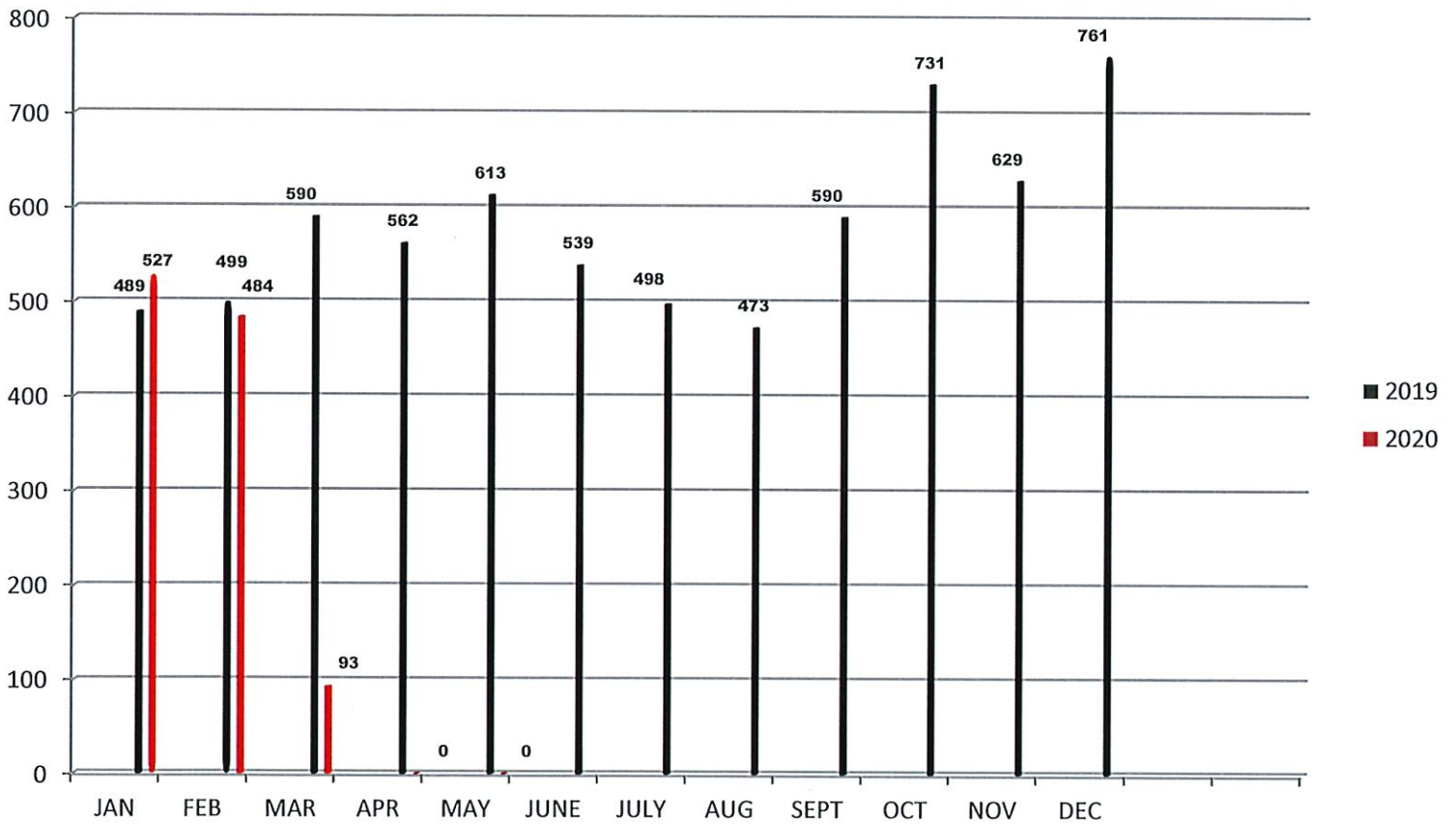
TOTAL CARS PARKED 2019, 2020 YTD: 8,078

[illegible]

VALET TOTAL REVENUE 2019 through 2020



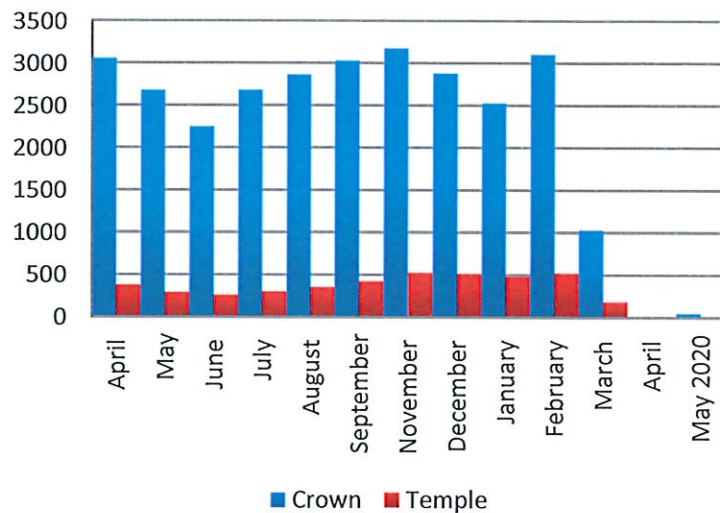
**VALET
TOTAL CARS PARKED
2019 through 2020**



2019 / 2020	Crown	Temple	Total
April	3055	375	3430
May	2680	289	2969
June	2246	259	2505
July	2682	301	2983
August	2863	351	3214
September	3031	423	3454
November	3176	526	3702
December	2881	509	3390
January	2529	478	3007
February	3104	520	3624
March	1033	184	1217
April	2	0	2
May 2020	47	10	57
Total	29329	4225	33554

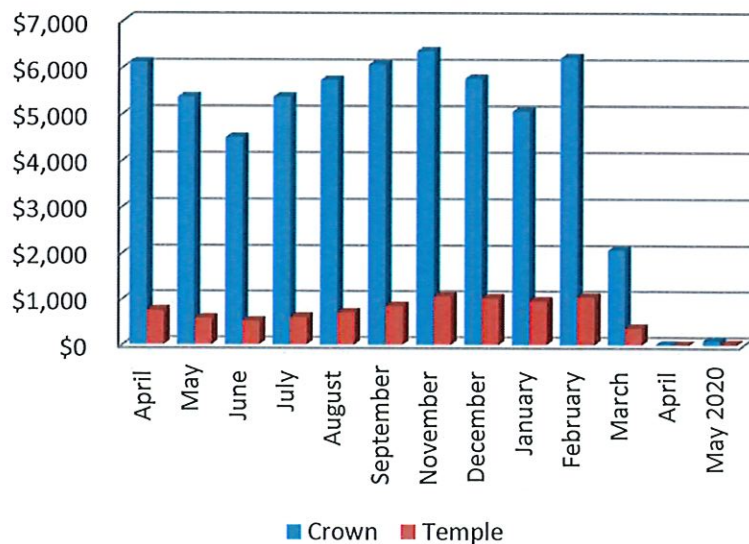
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2019 / 2020	Crown	Temple	Total
April	\$6,110	\$750	\$6,860
May	\$5,360	\$578	\$5,938
June	\$4,492	\$518	\$5,010
July	\$5,364	\$602	\$5,966
August	\$5,726	\$702	\$6,428
September	\$6,062	\$846	\$6,908
November	\$6,352	\$1,052	\$7,404
December	\$5,762	\$1,018	\$6,780
January	\$5,058	\$956	\$6,014
February	\$6,208	\$1,040	\$7,248
March	\$2,066	\$368	\$2,434
April	\$4	\$0	\$4
May 2020	\$94	\$20	\$114
Total	\$58,658	\$8,450	\$67,108

Restaurant Program Dollars



Please rate our service today



59%
101 resp.



18%
32 resp.



5%
9 resp.

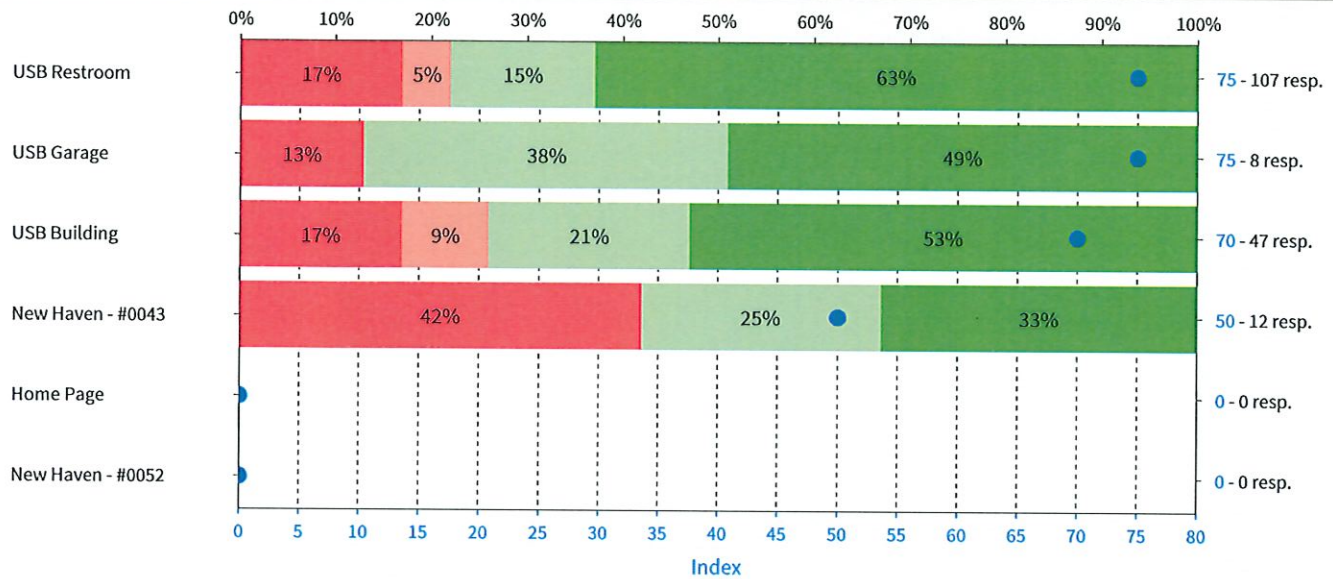


18%
32 resp.

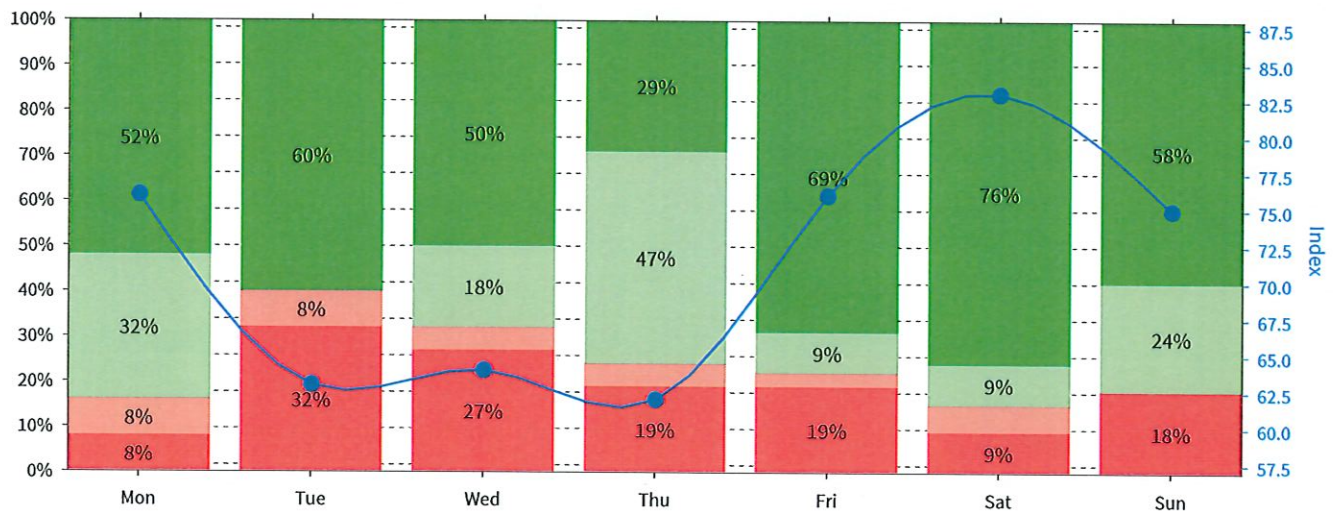
Index: 72.0

Responses: 174

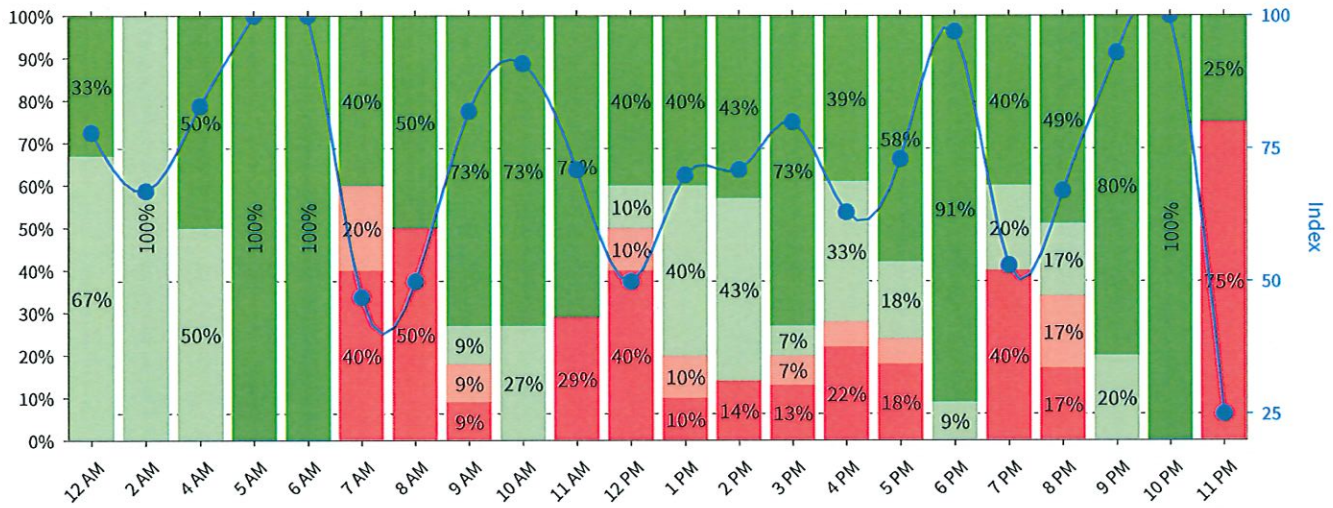
Comparison



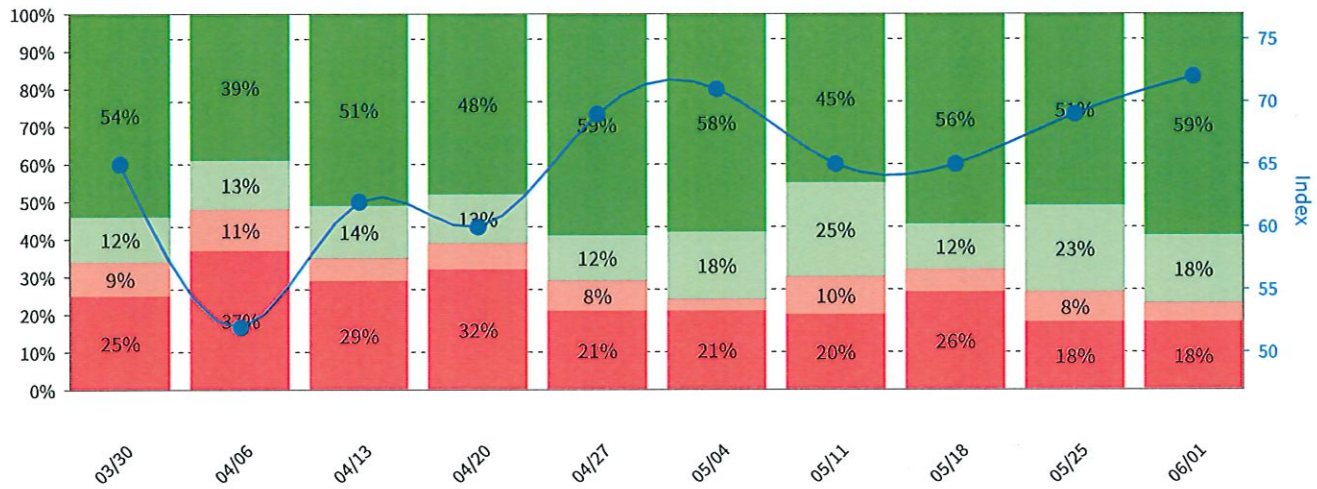
All units combined - weekday distribution



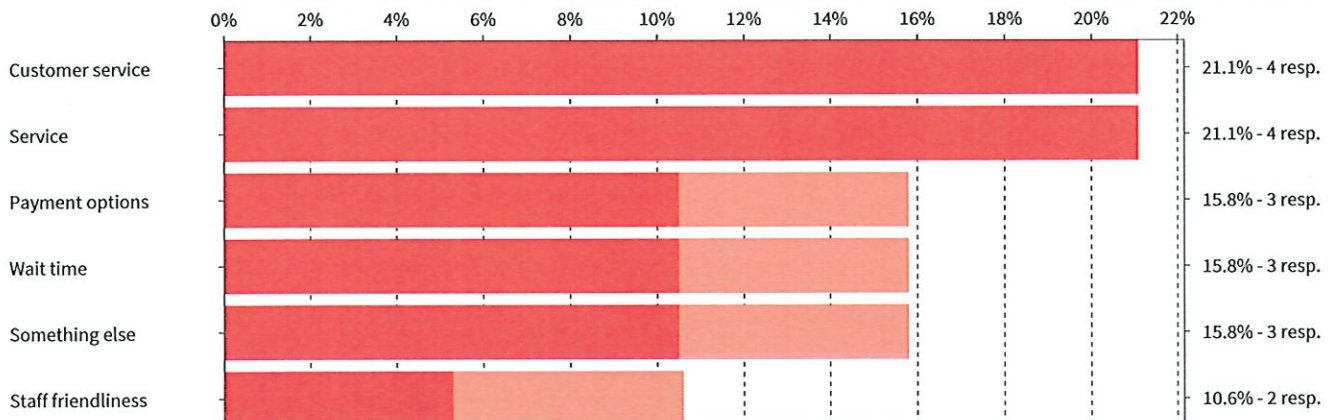
All units combined - hourly distribution



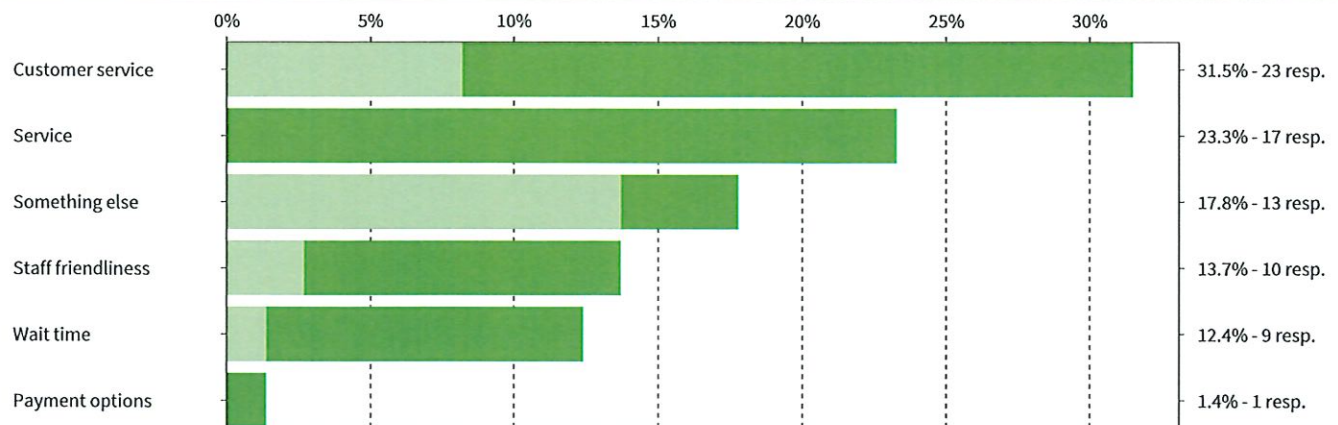
Same question, comparison with previous weeks



Pain Points



Highlights



New Haven Parking Authority



6/1/20 - 6/8/20

Positive feedback

77%

as given by 174 customers

HappyOrNot

Share
the
results:



[HappyOrNot - Reporting service website](#)



HappyOrNot Reporting App



Download on the
App Store



GET IT ON
Google Play



support@happy-or-not.com

[Unsubscribe from this email report](#)

HappyOrNot Ltd, Vuolteenkatu 20, FI-33100 Tampere, Finland