

MAJOR ACTIVITY REPORT

Sammy B. Parry, Chief Operating Officer
July 20, 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

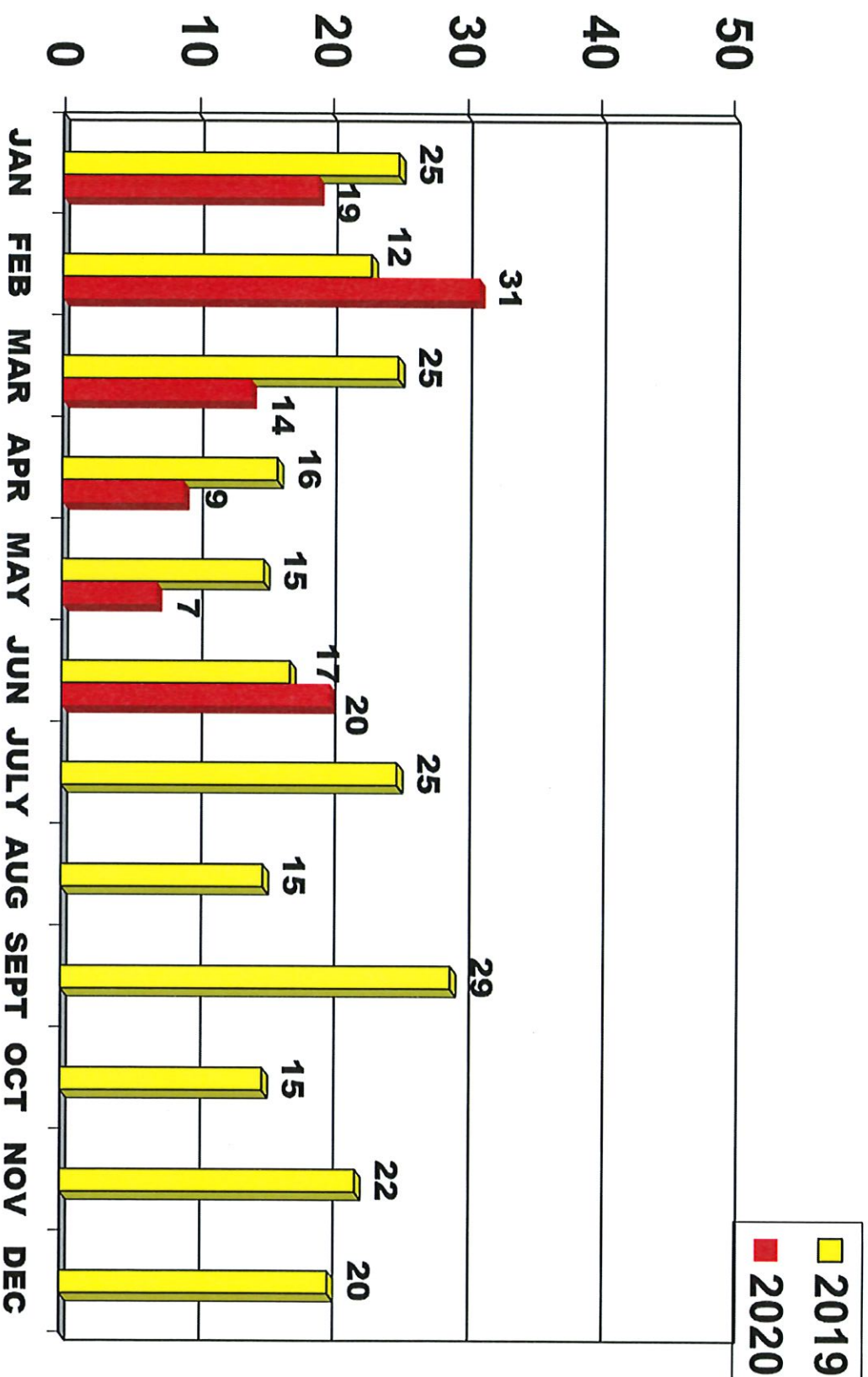
- Crown Street Garage**
- Granite Square**
- Orange & Elm Lot**
- State/Wall Lot**
- Temple Medical Garage**
- Temple Street Garage**

•VALET OPERATION

•RESTAURANT PROGRAM

•HAPPY OR NOT MANAGEMENT REPORT

Park New Haven **Incident Statistics** **Comparison of 2019 through 2020**



PNH
INCIDENT STATISTICS
BY CATEGORY
JUNE 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	0	0	0	2	0	0	4	0	2	0	8
April	info not available for March										
May	3	0	0	0	1	0	2	0	1	0	7
June	8	0	1	0	0	0	5	0	6	0	20
July											
August											
September											
October											
November											
December											
TOTAL	12	0	7	7	4	11	32	1	11	0	85

NHPA INCIDENT SUMMARY REPORT

BY LOCATION

JUNE 2020



FACILITY	Motor Vehicle Break-ins	Motor Vehicle Stolen	Motor Vehicle Accident Minor	Trip & Fall/Pers. Injury	PNH Property Damage	Private Property Damage	Request for Medical	Stolen Bike	Miscellaneous	Elevator/ESC Entrapments that involve injuries	TOTAL
AIR RIGHTS	2		1						1 attempted suicide		4
CHAPEL/FRANKLIN											0
COURT/OLIVE											0
CROWN STREET											0
ELM/ORANGE											0
GEORGE STREET											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	4										4
423 STATE STREET											0
270 STATE STREET											0
TEMPLE GARAGE	1								1 assault robbery		2
TEMPLE MEDICAL											0
UNION STATION BUILDING							5		3 2 altercations 1 abandoned vehicle		8
UNION STATION GARAGE									1 abandoned vehicle		1
WHALLEY/BLAKE											0
TOTAL	8	0	1	0	0	0	5	0	6	0	20

AIR RIGHTS GARAGE INCIDENTS - JUNE 2020

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DATE	TIME	TYPE	DESCRIPTION	NHPD/ NHFD NOTIFIED	EMS NOTIFIED
6-22	8:30 PM	MEDICAL EMERGENCY - ATTEMPTED SUICIDE	<u>LOCATION: LEVEL 10</u> SECURITY WAS DISPATCHED TO LEVEL 10 WITH CALL FROM EMPLOYEE AT 55 PARK ST LAB OF A MAN ATTEMPTING TO JUMP. THREE YNHH PROTECTIVE SERVICES OFFICERS ARRIVED TO THE SCENE AND SAW MALE STRADDLED OVER THE WALL ON THE SOUTH FRONTAGE SIDE. TWO OF THE OFFICERS APPROACHED TO TRY TO DISTRACT MALE AND THIRD OFFICER APPROACHED FROM REAR. THE TWO OFFICERS SPOKE WITH HIM FOR OVER 15 MINUTES AND OFFICER IN THE REAR WAS ABLE TO GET HIM FROM BEHIND AND TAKE HIM OFF THE WALL. HE WAS TAKEN TO ER AT YNHH.	YES	YES
6-2	1:00 AM	(2) MOTOR VEHICLE BREAK INS	<u>LOCATION: LEVEL 3</u> HOSPITAL EMPLOYEE NOTIFIED SECURITY THAT HE PARKED HIS CAR ON LEVEL 3 AT APPROXIMATELY 3:00 PM. WHEN HE RETURNED AROUND 1:00 AM HE NOTICED THAT HIS CENTER CONSOLE LID WAS IN THE UPRIGHT POSITION. HE THEN NOTICED THAT HIS GLOVE BOX WAS SEARCHED THROUGH AND ITEMS WERE STREWN ON FRONT SEAT. HIS EZ PASS MODULE AND CELL PHONE CHARGER WERE ONLY ITEMS TAKEN. SECURITY THEN CANVASSED THE AREA OF VEHICLES NEAR THE ONE IN QUESTION AND FOUND ANOTHER VEHICLE THAT WAS TAMPERED WITH AND AGAIN WAS UNLOCKED AND EMPLOYEE WAS CONTACTED. VIDEO SEARCH DID NOT PROVIDE ANY IMAGES OF POTENTIAL SUSPECT.	NO	NO
6-22		MOTOR VEHICLE ACCIDENT MINOR	<u>LOCATION: LEVEL 6</u> SECURITY WAS NOTIFIED BY HOSPITAL EMPLOYEE THAT WHEN COMING BACK TO HER CAR AT 1:45 PM SHE NOTICED THE REAR DRIVERS SIDE OF HER VEHICLE HAD SIGNIFICANT DAMAGE. SHE WAS ADVISED TO NOTIFY NHPD TO MAKE A REPORT AND SECURITY WOULD REVIEW CAMERAS TO ATTEMPT TO LOCATE WHO HIT HER. EVIDENCE WAS FOUND OF THE CAR THAT HIT HER AND THEN MOVED TO ANOTHER SPOT. VEHICLE THAT HIT HER WAS LOCATED AND HAD CORRESPONDING DAMAGE. PLATE NUMBER WAS OBTAINED AND SECURITY CONTACTED PARKING DEPARTMENT TO SEE IF IT BELONGED TO ANOTHER EMPLOYEE AND IT DID. SECURITY ADVISED EMPLOYEE WHOSE CAR WAS HIT AND SAID TO LET NHPD KNOW ACCIDENT WAS ON VIDEO AND PERSON THAT DID THE DAMAGE WAS LOCATED. EMPLOYEE WHO HIT THE VEHICLE REFUSED TO SPEAK TO NHPD AND SAID THEY DID NOT HIT ANY CAR. NHPD NEVER WENT TO REVIEW CAMERA FOOTAGE.	YES	NO

TEMPLE STREET INCIDENTS - JUNE 2020

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DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
6/19	4:30 PM	MOTOR VEHICLE BREAK IN	LOCATION: LEVEL 4 NORTH FRONTAGE ROAD PATRON APPROACHED SECURITY TO REPORT HER VEHICLE WAS BROKEN INTO; HOWEVER, THERE WERE NO SIGNS OF FORCED ENTRY. PATRON SAID SOMETIMES DRIVER'S SIDE DOOR CAN BE PULLED OPEN EVEN WHEN LOCKED. PATRON WAS UNCERTAIN IF COINS OR CHECKBOOK WERE IN THE CAR.	NO	NO
6/26	4:15 PM	PERSONAL ASSAULT/ ROBBERY	LOCATION: LEVEL 4 PATRON WAS WALKING TO HER VEHICLE WHEN SHE WAS APPROACHED BY 8 TEENS WHO DEMANDED HER BELONGINGS. THEY KNOCKED HER TO THE GROUND AND RAN OFF WITH HER PURSE CONTAINING MONEY AND CAR KEYS. SHE SUSTAINED HEAD AND NOSE INJURIES.	YES	YES

UNION STATION BUILDING INCIDENTS - JUNE 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
6-4	2:00 PM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: USB LOBBY</u> WHILE SECURITY ON PATROL SAW WOMAN LYING ON THE BENCH AND REQUESTED SHE SIT UP. SHE SAID SHE HAD MEDICAL ISSUES. 911 WAS CALLED AND SHE WAS TAKEN TO YNHH.	AMTRAK PD	Yes
6-6	3:45 AM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: USB LOBBY</u> MALE WAS SITTING ON BENCH AND REQUESTED AN AMBULANCE DUE TO SHORTNESS OF BREATH AND WAS TAKEN TO YNHH.	NO	YES
6-6	5:00 AM	MISCELLANEOUS ALTERCATION	<u>LOCATION: USB LOBBY</u> SECURITY WAS NOTIFIED BY FEMALE IN LOBBY THAT MALE FRIEND SPIT ON HER AFTER HE TOLD HER HE DID NOT HAVE ANY CIGARETTES AND HE CALLED NHPD.	YES	NO
6-11	1:30 AM	MISCELLANEOUS ALTERCATION	<u>LOCATION: USB LOBBY</u> MALE AND FEMALE WERE COMING UP THE STAIRS TO STATION AND MALE ASKED FOR A POLICE OFFICER. SECURITY NOTIFIED HIM THAT NONE WERE CURRENTLY ON SITE. FOLLOWING THAT THERE WAS A HEATED EXCHANGE BETWEEN THE TWO AND NHPA SUPERVISOR ON SITE SEPARATED THEM. MTA PD INTERVIEWED THEM SEPARATELY AND NHPD WAS CALLED IN. APPARENTLY THE TWO GOT INTO A PHYSICAL ALTERCATION ON THE TRAIN (FEMALE HAD BUMP ON FOREHEAD AND MALE HAD SCRATCHES ON NECK) AND REQUIRED PROFESSIONAL HELP. BOTH OF THEM WERE DETAINED AND TAKEN AWAY BY MTA PD.	YES	NO
6-12	2:15 AM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: TUNNEL</u> SECURITY WAS ALERTED THAT A MALE REQUESTED MEDICAL ASSISTANCE AND EMS PERSONNEL TOOK HIM TO ER. NO FURTHER INFO WAS GIVEN TO SECURITY.	NHFD	YES

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
6-15	3:00 PM	MEDICAL ASSISTANCE REQUIRED	LOCATION: ENTRANCE TO USB FEMALE CLAIMED SHE WAS ATTACKED BY 8 PEOPLE AND RAN INTO TRAIN STATION FOR HELP. SECURITY CALLED 911 AND NHFD AND EMS ARRIVED AND TOOK HER TO YNNH FOR MEDICAL ASSISTANCE. SHE CLAIMED SHE WAS NOT HURT AT THE TRAIN STATION AND INJURIES OCCURRED ELSEWHERE.	NHFD	YES
6-19	2:45 AM	MISCELLANEOUS UNATTENDED VEHICLE	LOCATION: WEST LOT AMTRAK TRAIN YARD SUPERVISOR RECEIVED A CALL FROM AMTRAK PD RE: SECURITY ISSUE IN WEST LOT. THERE WAS AN ISSUE WITH AN ABANDONED VEHICLE AT THE GATE TO TRAIN YARD. VEHICLE WAS SEARCHED BY AMTAK PD AND KEYS AND DOCUMENTS BELONGING TO AVIS/BUDGET WERE FOUND.	YES	NO
6-28	7:30 PM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB LOBBY MALE CAME INTO STATION CLAIMING TO HAVE CHEST PAINS. AMTRAK EMPLOYEE CALLED 911. MALE WAS TAKEN BY EMS TO YNNH.	NHFD	YES

UNION STATION GARAGE INCIDENTS - JUNE 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
6-24	?	MISCELLANEOUS	LOCATION: LEVEL 2 CAR REMOVED DUE TO LENGTH OF STAY	NO	NO

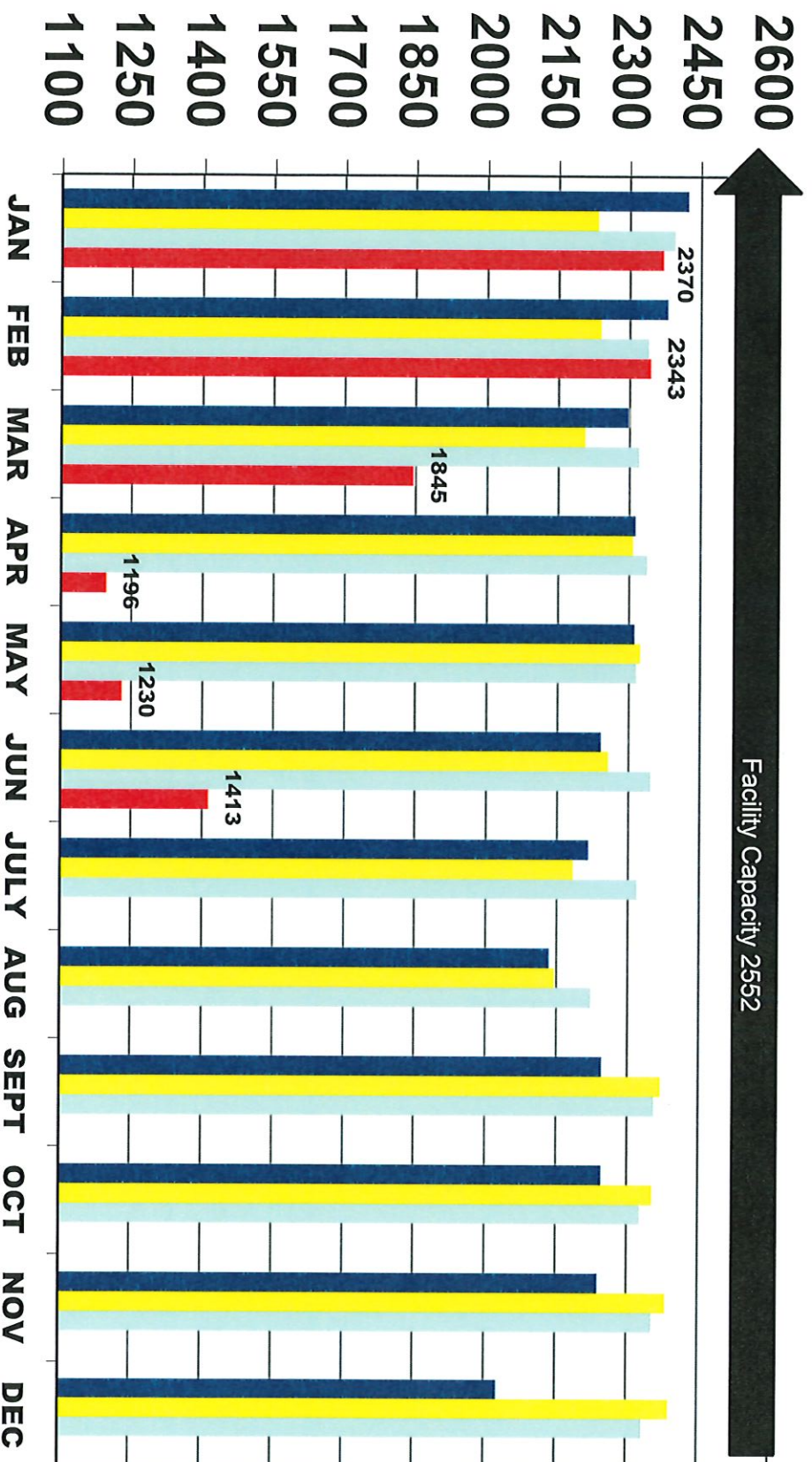
INCIDENTS REPORTED AT NHPA LOTS - JUNE 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
6-22	3:00 AM	MOTOR VEHICLE BREAK-IN	STATE & CHAPEL LOT SECURITY NOTICED VEHICLE (TOYOTA) HANG TAG 2034 WITH GLASS BROKEN ON DRIVER'S SIDE FRONT WINDOW. DEBRIS ON THE GROUND AND INSIDE THE CAR. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO
6-22	3:00 AM	MOTOR VEHICLE BREAK-IN	STATE & WALL LOT SECURITY NOTICED VEHICLE (TOYOTA) HANG TAG 2141 WITH GLASS BROKEN ON DRIVER'S SIDE FRONT WINDOW. DEBRIS ON THE GROUND AND INSIDE THE CAR. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO
6-22	3:00 AM	MOTOR VEHICLE BREAK-IN	STATE & WALL LOT SECURITY NOTICED A VEHICLE (NISSAN) HANG TAG 2001 WITH GLASS BROKEN ON DRIVER'S SIDE FRONT WINDOW. DEBRIS WAS ON THE GROUND AND IN THE CAR. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO
6-22	3:00 AM	MOTOR VEHICLE BREAK-IN	STATE & WALL LOT SECURITY NOTICED A VEHICLE (BMW) HANG TAG 2172 WITH GLASS BROKEN ON DRIVER'S SIDE FRONT WINDOW. DEBRIS WAS ON THE GROUND AND IN THE CAR. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO
6-22	3:00 AM	MOTOR VEHICLE BREAK-IN	STATE & WALL LOT SECURITY NOTICED A VEHICLE (LEXUS) HANG TAG 2092 WITH GLASS BROKEN ON DRIVER'S SIDE FRONT WINDOW. DEBRIS WAS ON THE GROUND AND IN THE CAR. MANAGER WAS NOTIFIED TO VIEW DAMAGE.	NO	NO

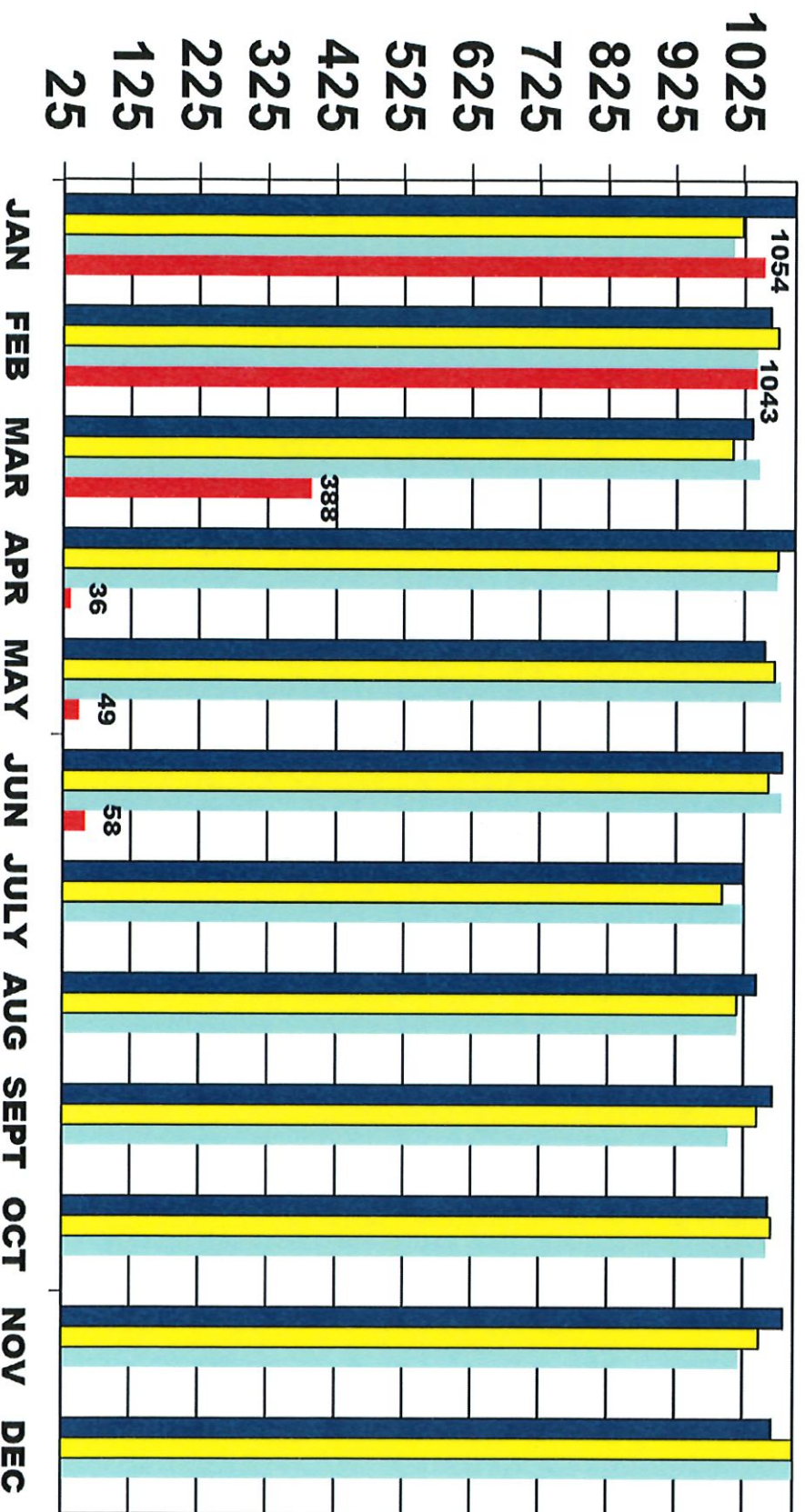
Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2018 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

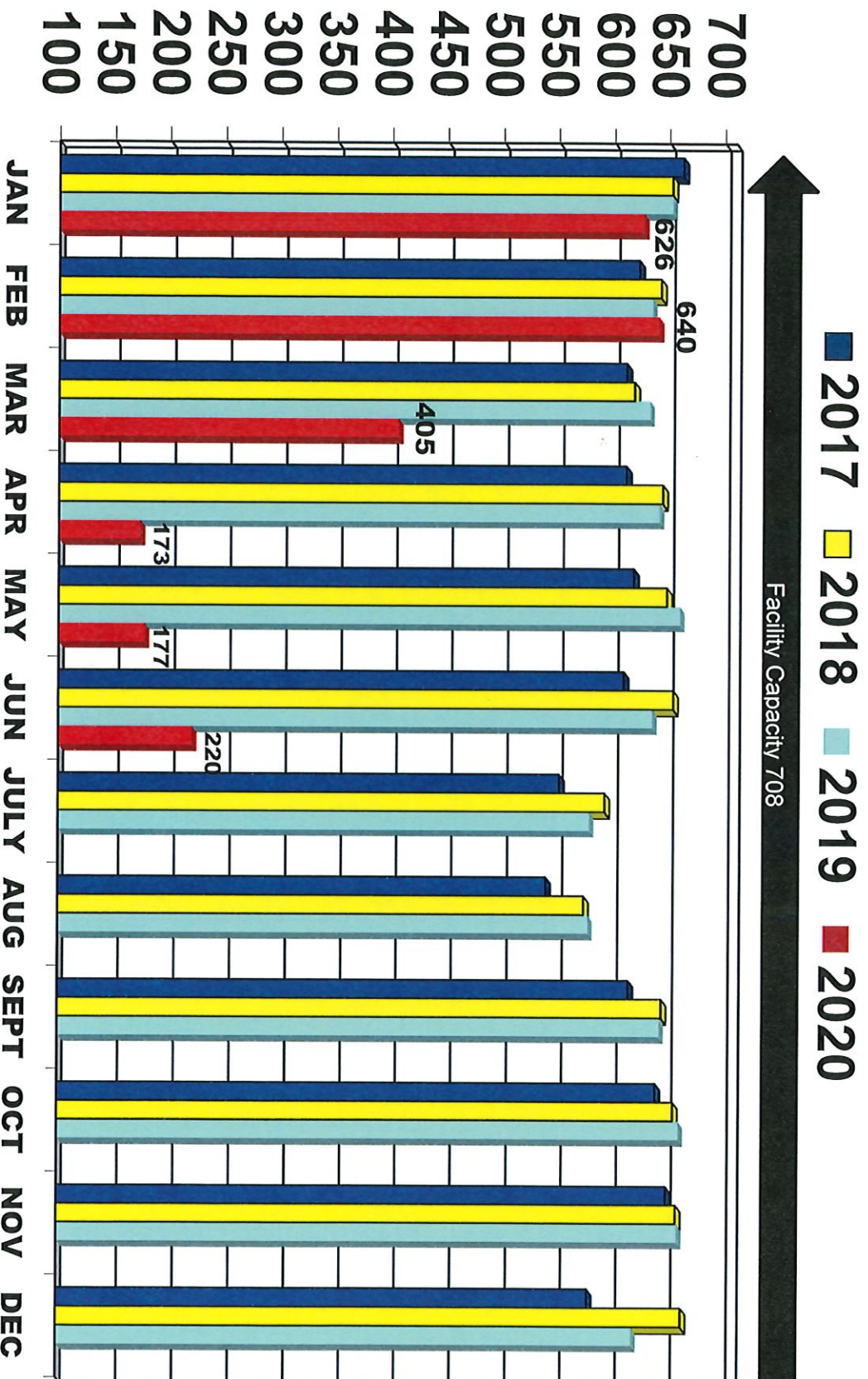


Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**

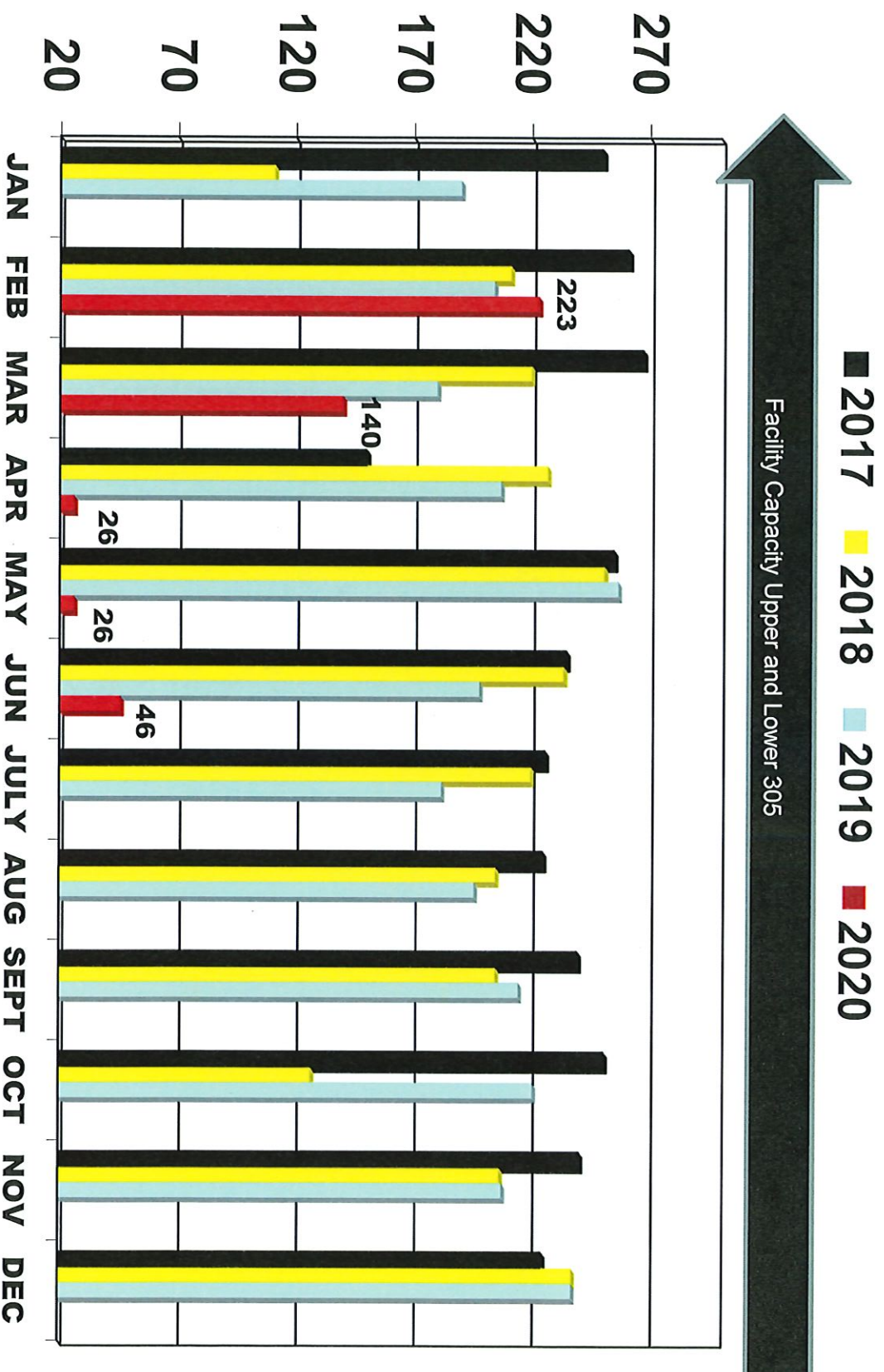
■ 2017 ■ 2018 ■ 2019 ■ 2020



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



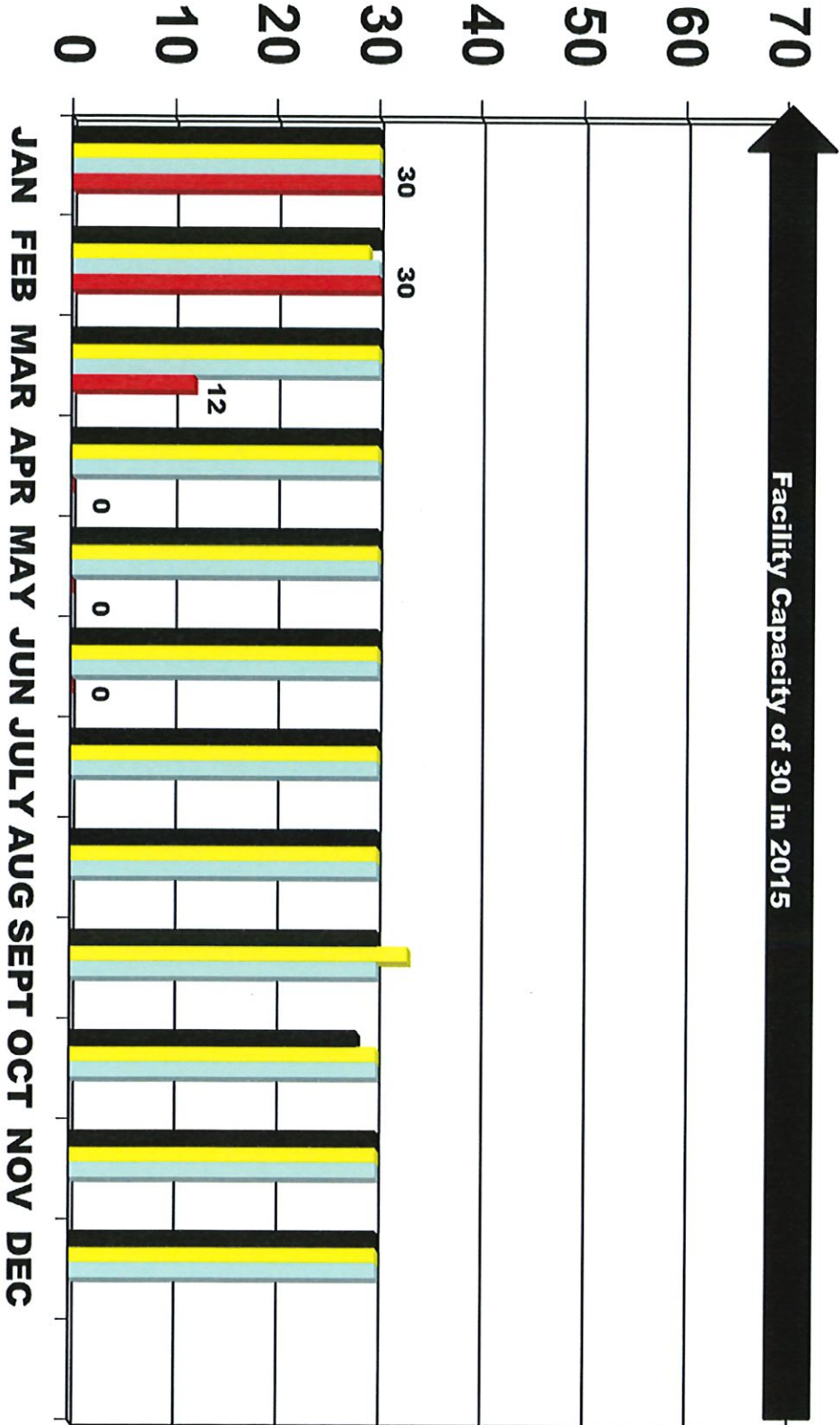
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020



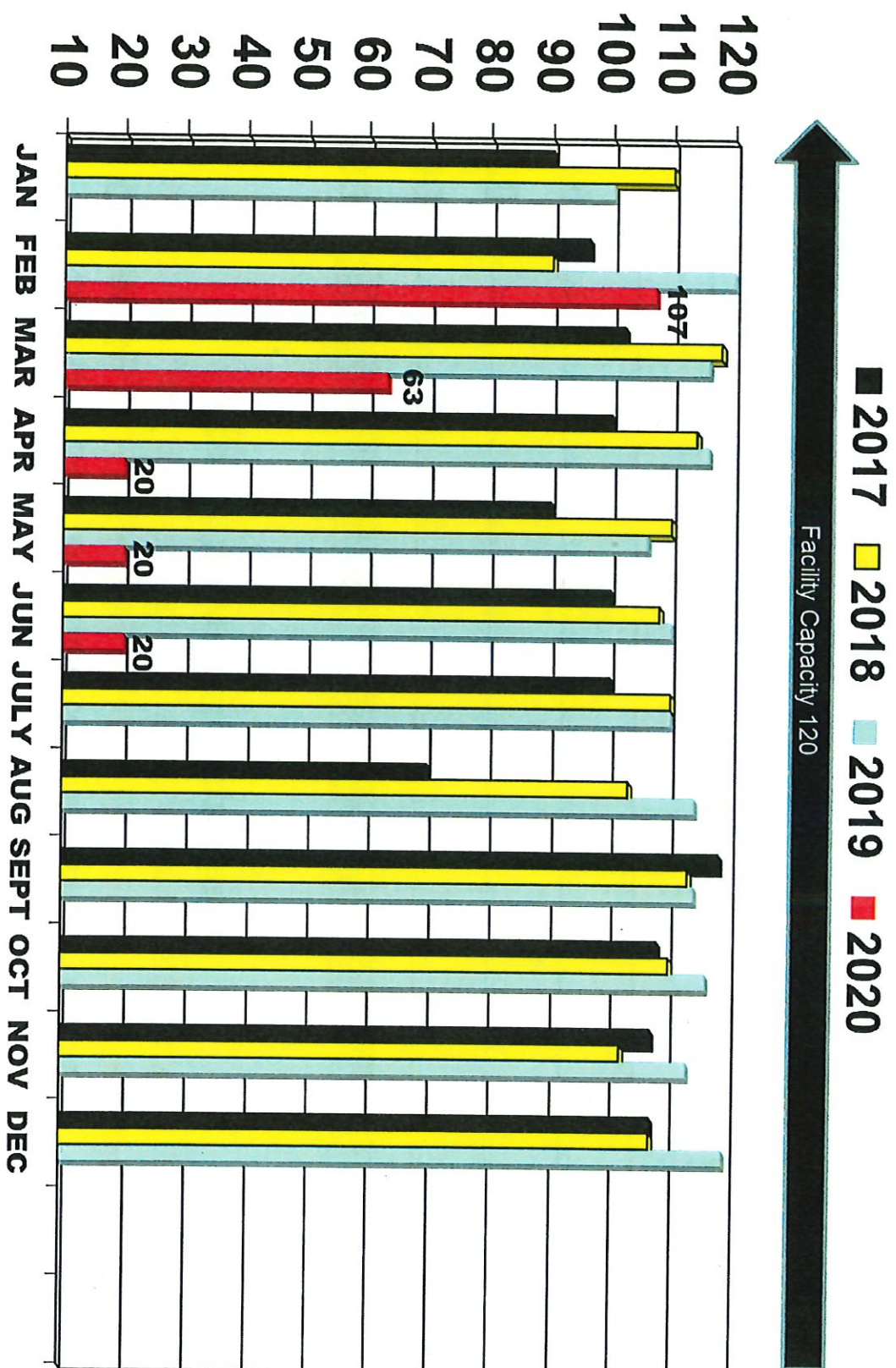
Average Occupancy Statistics Orange & Elm

Facility Capacity 30 Comparison of 2017 through 2020

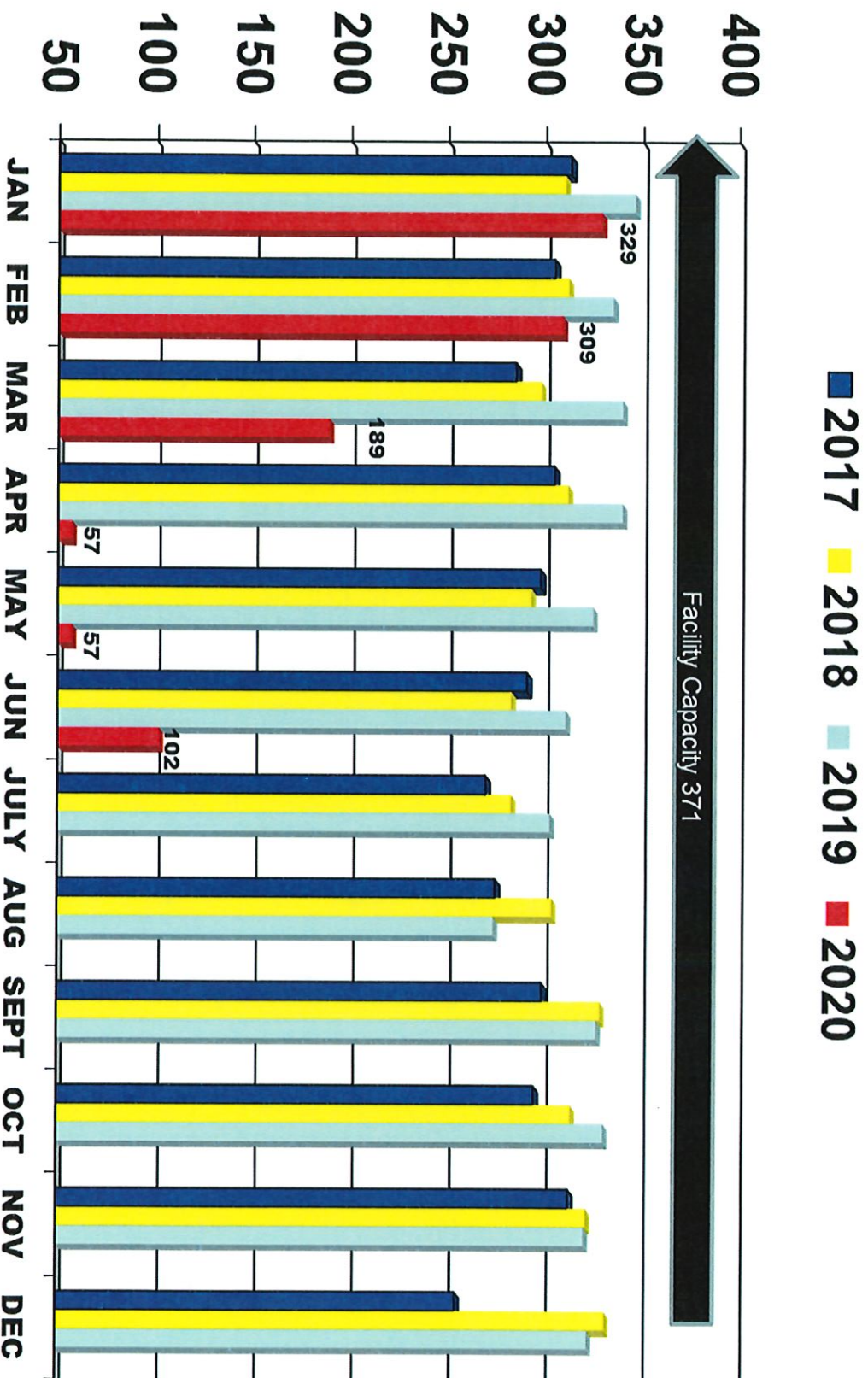
■ 2017 ■ 2018 ■ 2019 ■ 2020



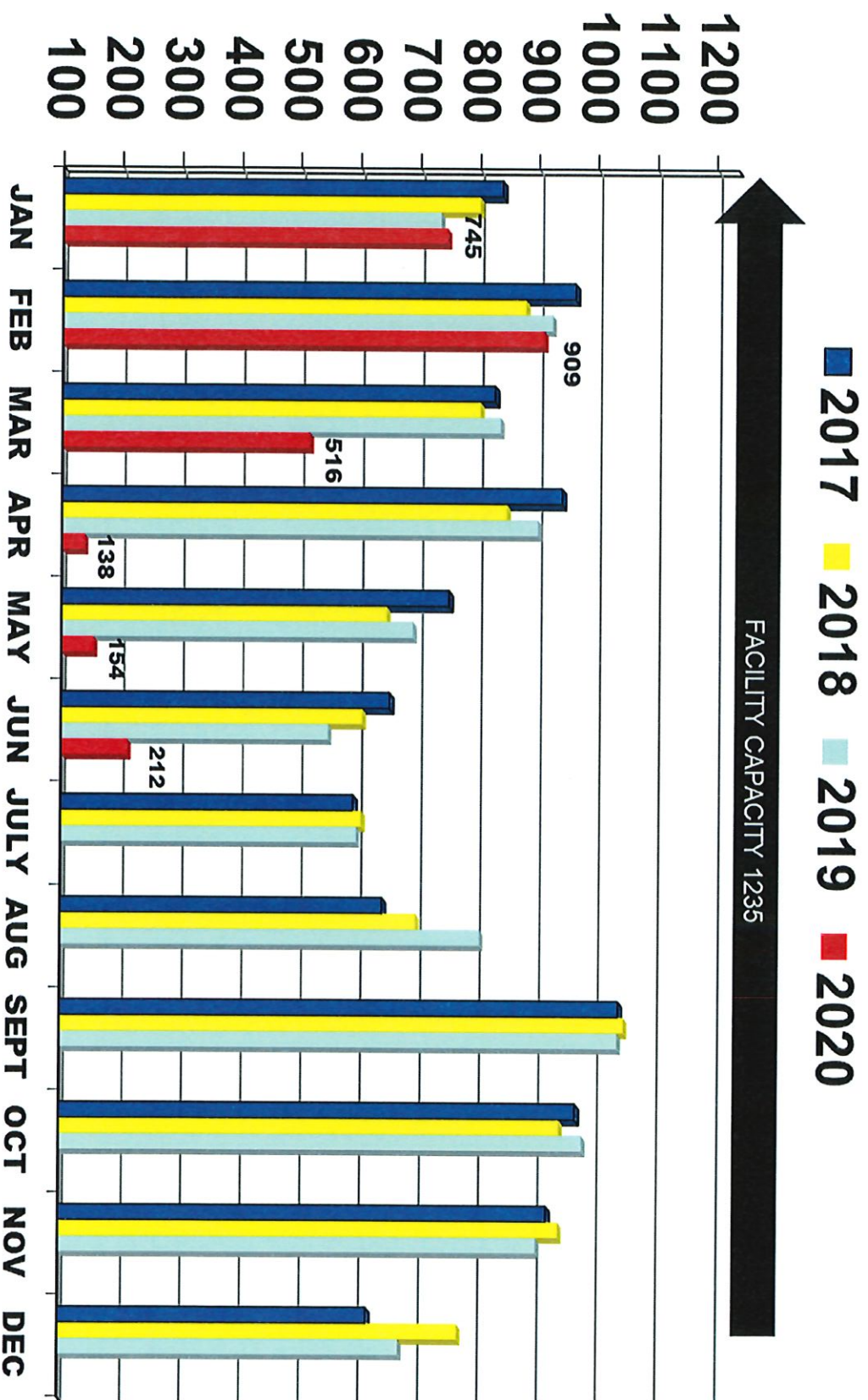
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2017 through 2020**



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**



Valet Park of America (VPA)

VALET HAS CEASED OPERATIONS DUE TO COVID 19

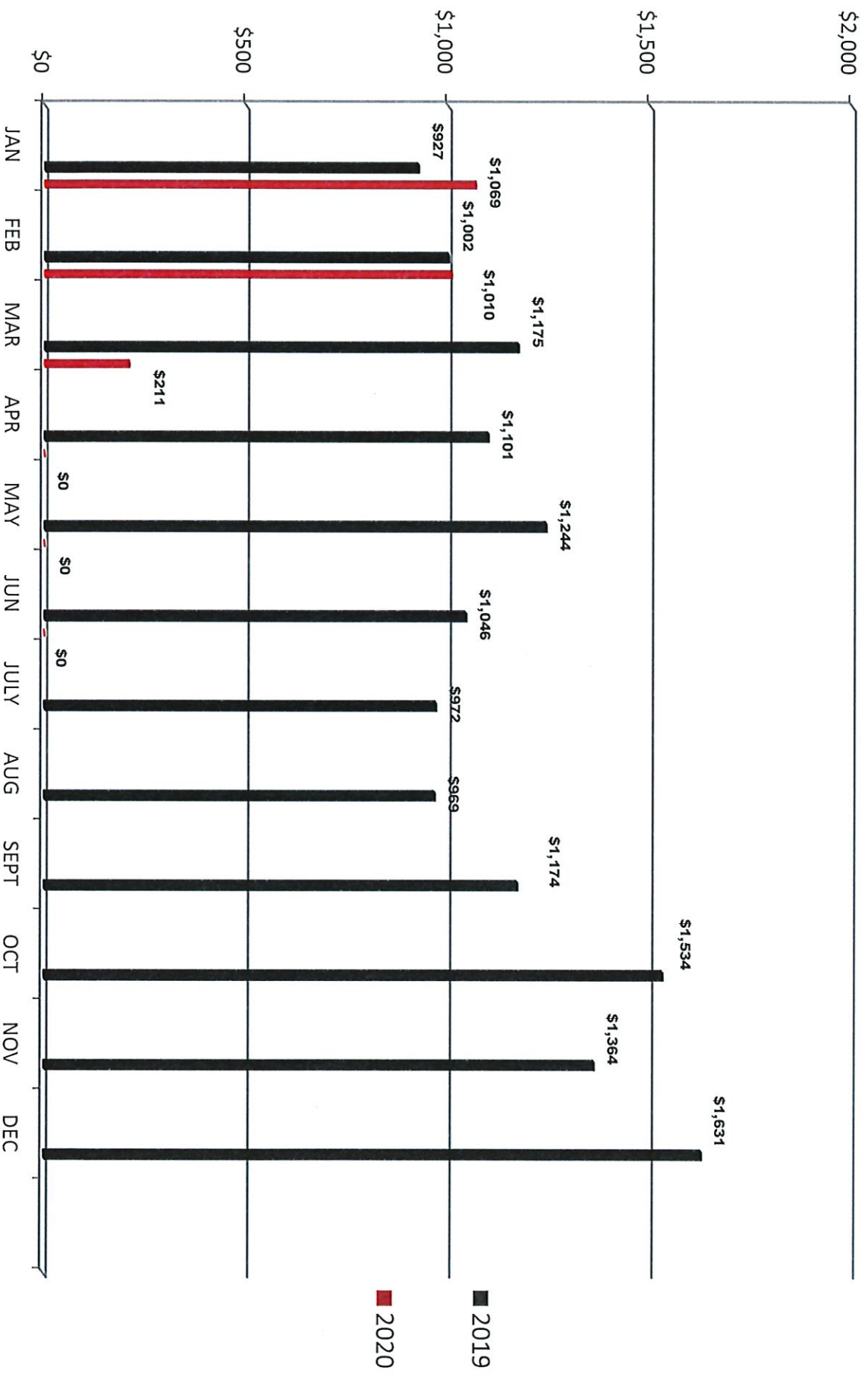
TOTAL REVENUE 2019, 2020 YTD: \$16,429

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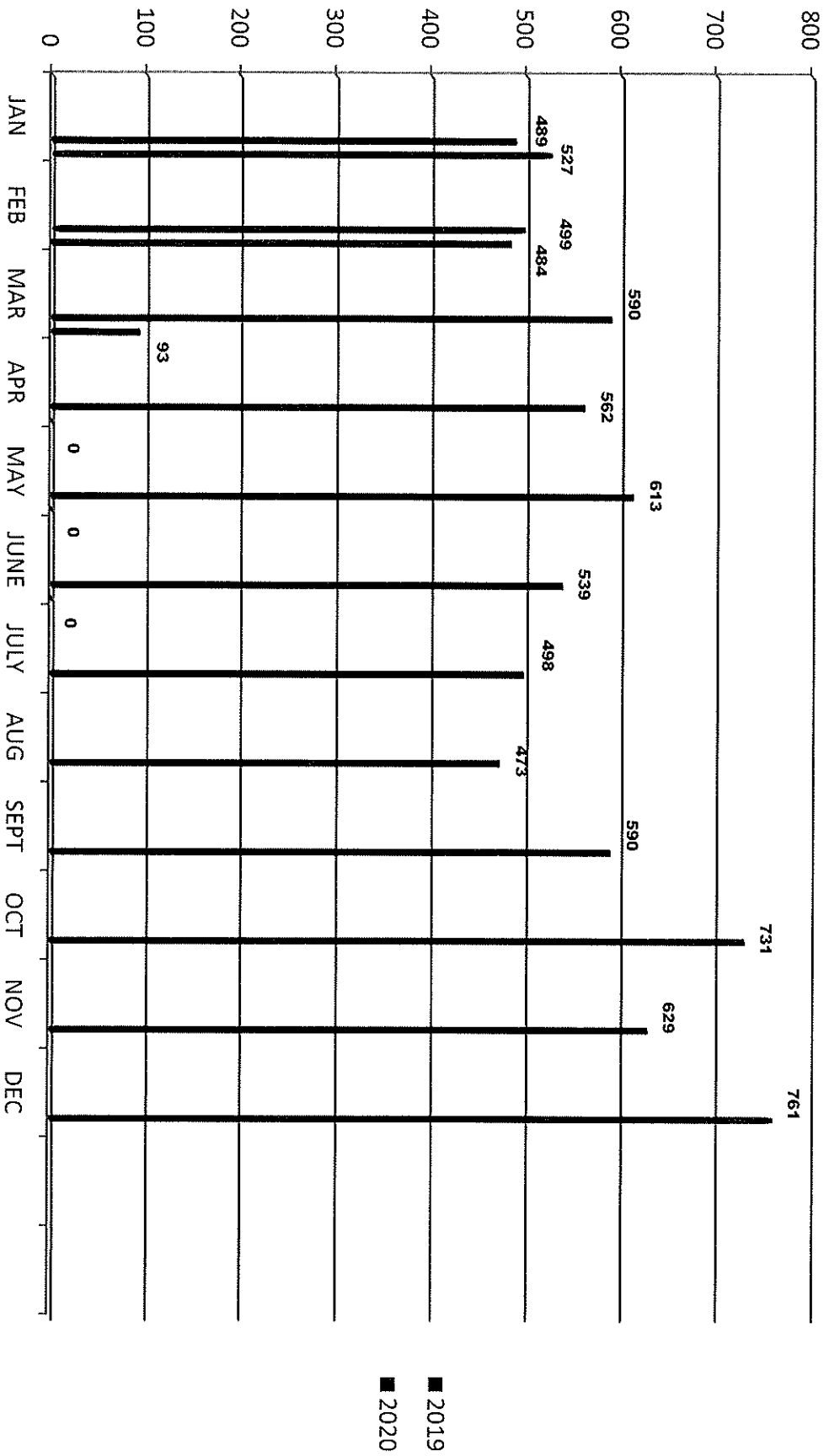
TOTAL CARS PARKED 2019, 2020 YTD: 8,078

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VALET TOTAL REVENUE 2019 through 2020



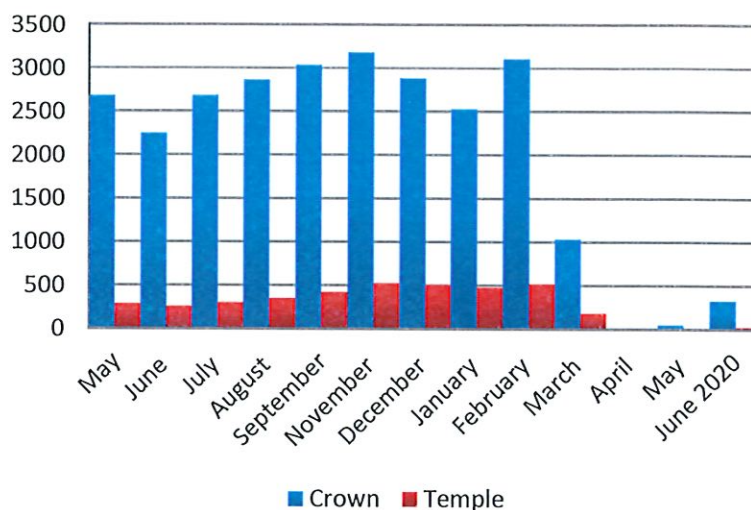
VALET TOTAL CARS PARKED 2019 through 2020



2019 / 2020	Crown	Temple	Total
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	47	10	57
June 2020	326	28	354
Total	26600	3878	30478

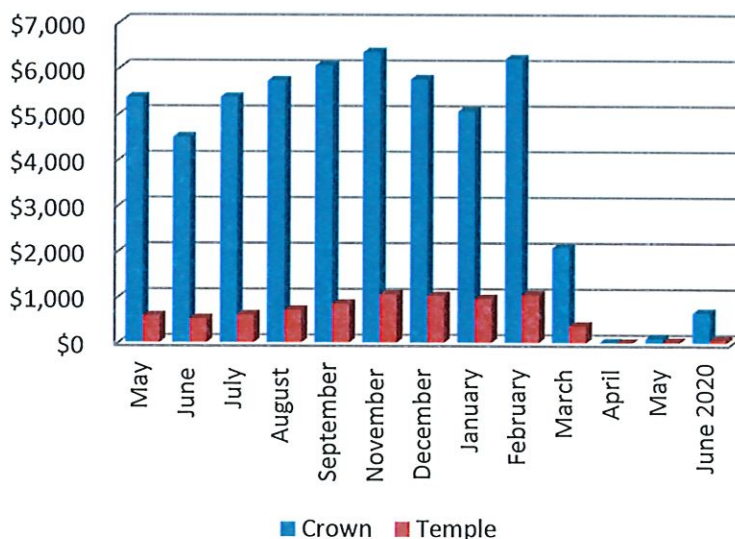
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2019 / 2020	Crown	Temple	Total
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	\$94	\$20	\$114
June 2020	\$652	\$56	\$708
Total	\$53,200	\$7,756	\$60,956

Restaurant Program Dollars



Please rate our service today



55%
125 resp.



15%
34 resp.



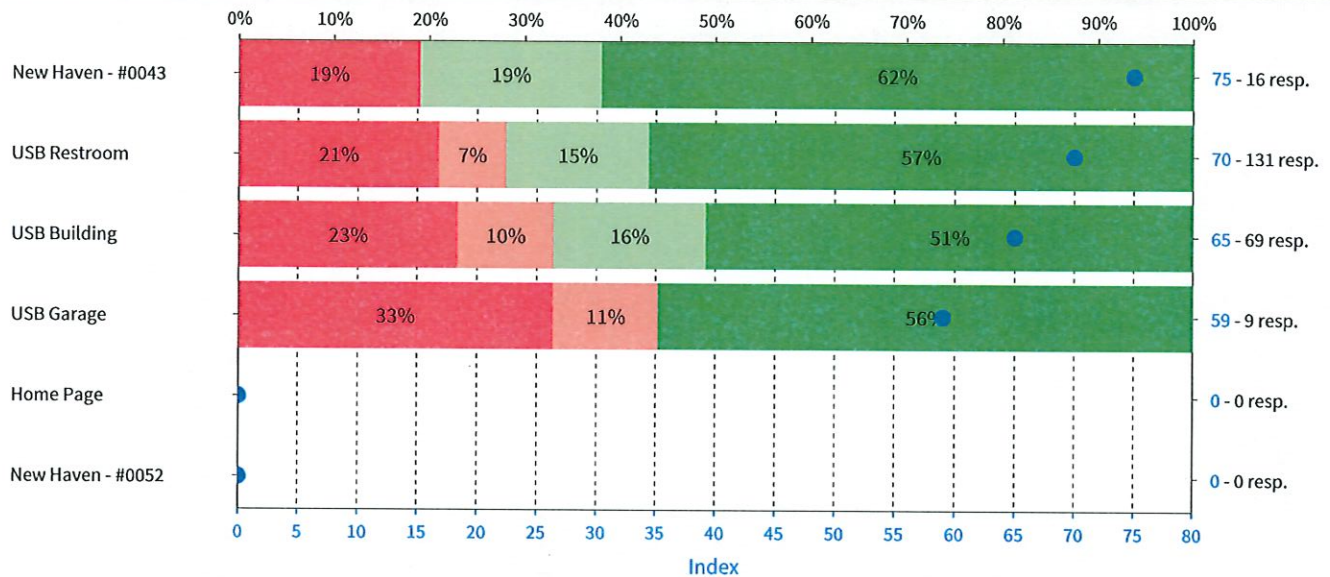
8%
17 resp.



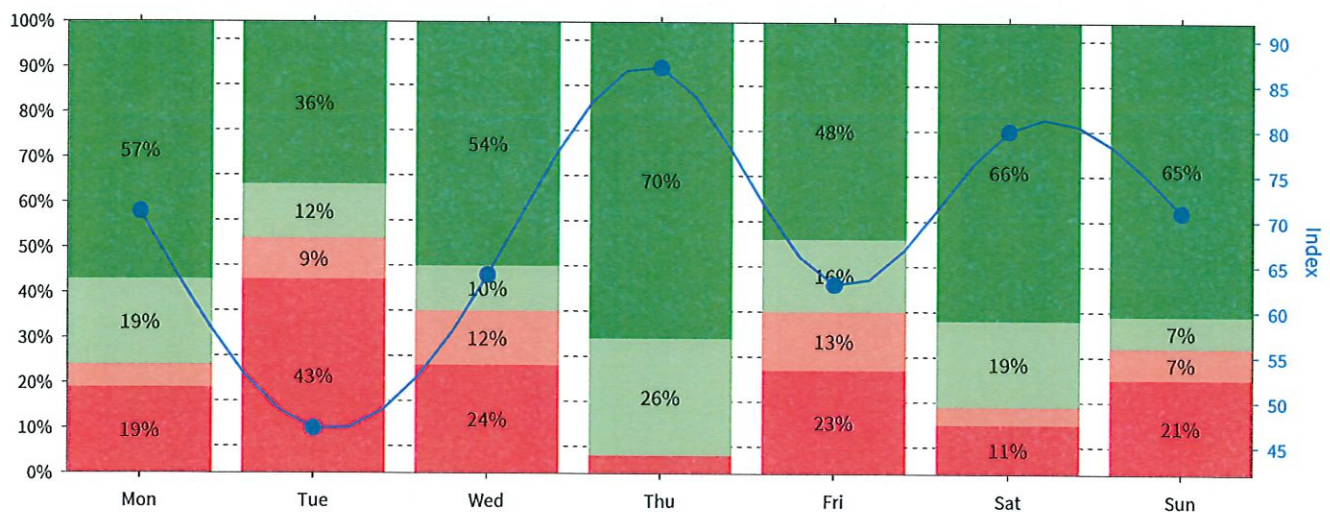
22%
49 resp.

Index: 68.0
Responses: 225

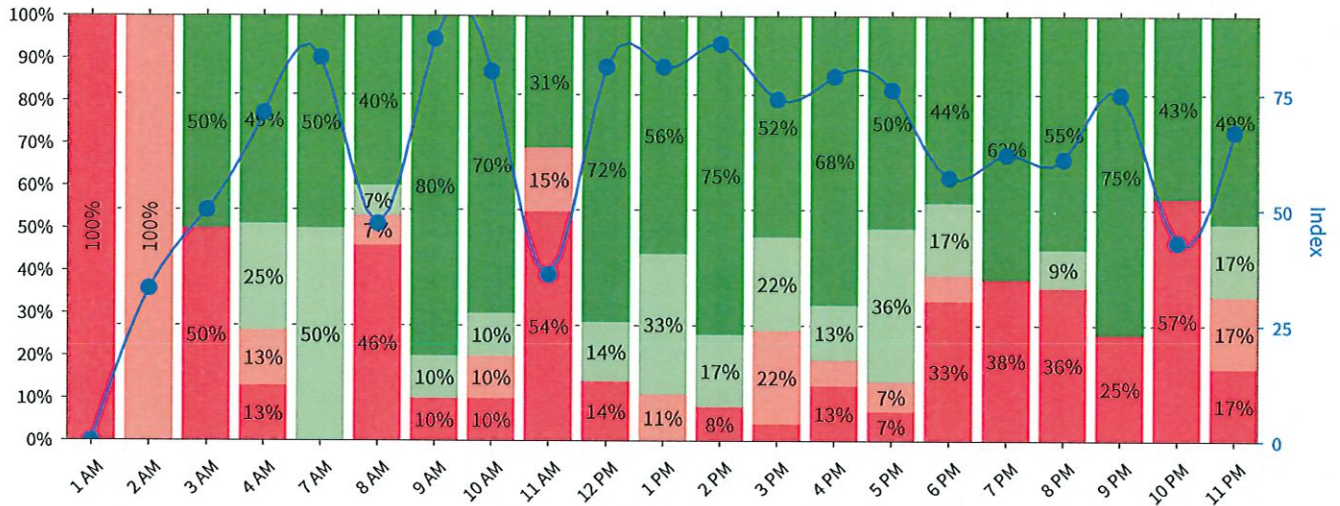
Comparison



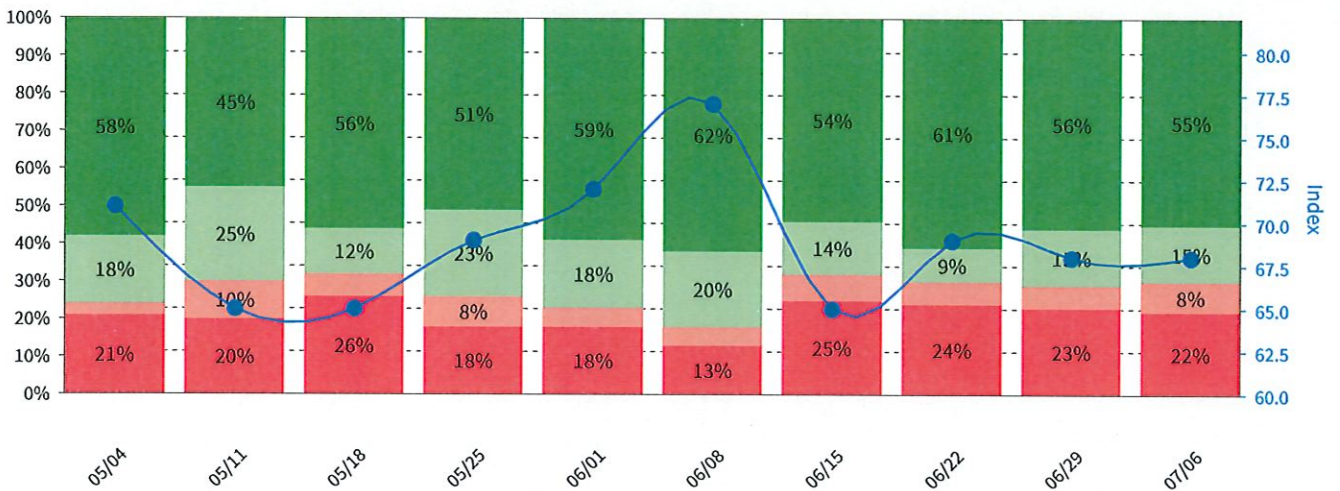
All units combined - weekday distribution



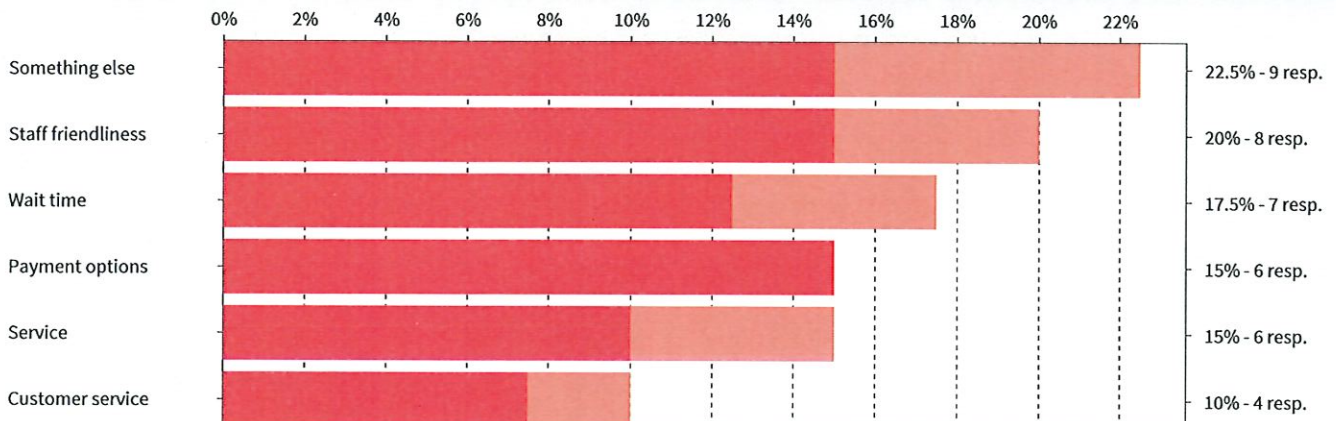
All units combined - hourly distribution



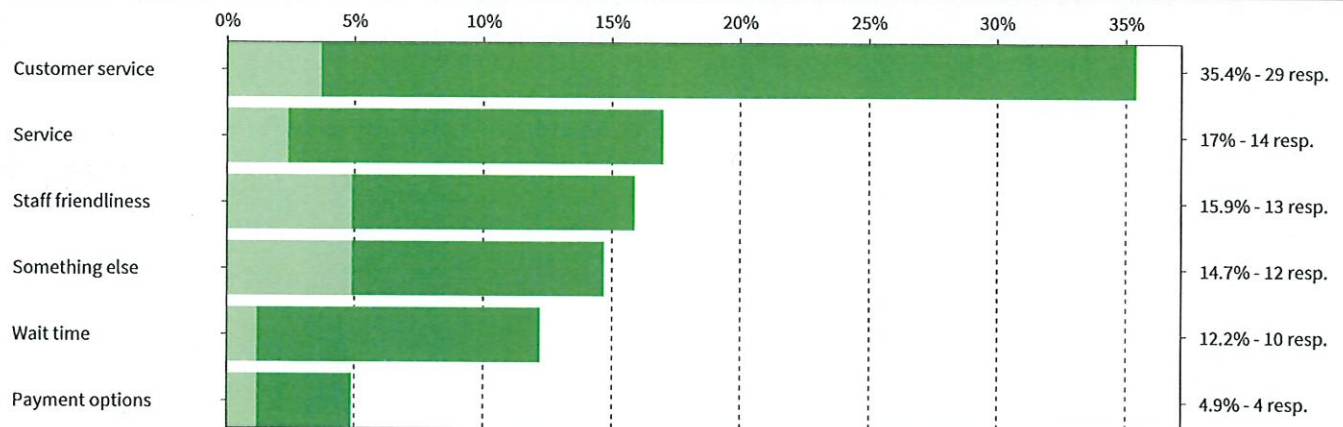
Same question, comparison with previous weeks



Pain Points



Highlights



New Haven Parking Authority



7/6/20 - 7/13/20

Positive feedback

70%

as given by 225 customers

HappyOrNot

Share
the
results:



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