

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
August 24, 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

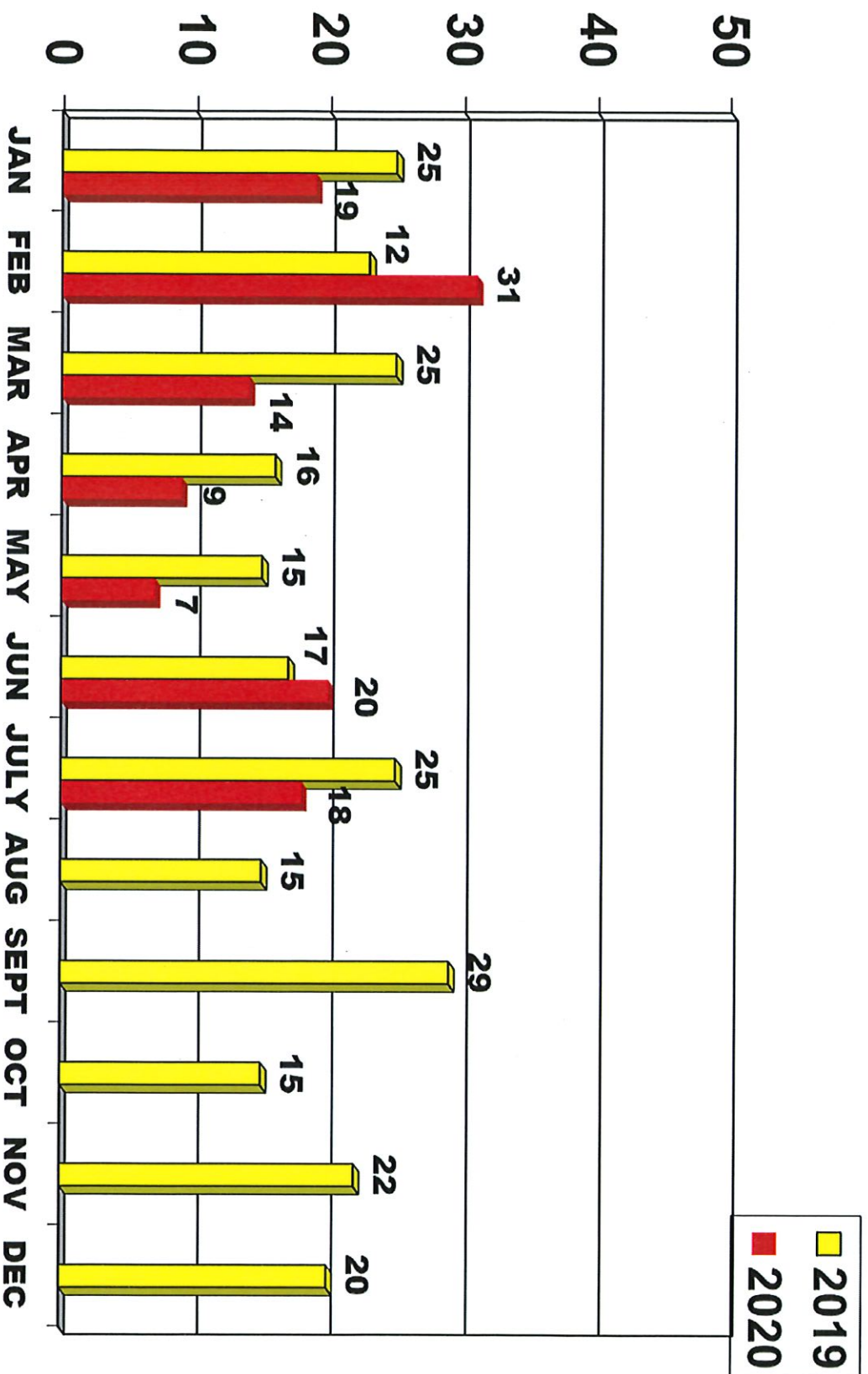
- Crown Street Garage**
- Granite Square**
- Orange & Elm Lot**
- State/Wall Lot**
- Temple Medical Garage**
- Temple Street Garage**

●VALET OPERATION

●RESTAURANT PROGRAM

●HAPPY OR NOT MANAGEMENT REPORT

Park New Haven Incident Statistics Comparison of 2019 through 2020



PNH
INCIDENT STATISTICS
BY CATEGORY
JULY 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	6	0	2	2	1	1	3	0	3	0	18
August											
September											
October											
November											
December											
TOTAL	18	0	9	9	5	12	35	1	14	0	103

NHPA INCIDENT SUMMARY REPORT

BY LOCATION

JULY 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
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AIR RIGHTS	2		1 Hit & Run								3
CHAPEL/FRANKLIN											0
COURT/OLIVE											0
CROWN STREET			1 Hit & Run						1 (major disturbance)		2
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											0
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											0
TEMPLE MEDICAL											0
UNION STATION BUILDING				2		1	3		1 (major disturbance)		7
UNION STATION GARAGE					1				1 (Power Outage)		2
WHALLEY/BLAKE											0
TOTAL	6	0	2	2	1	1	3	0	3	0	18

AIR RIGHTS GARAGE INCIDENTS - JULY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/ NHFD NOTIFIED	EMS NOTIFIED
7-13	8:40 AM	MOTOR VEHICLE ACCIDENT - MINOR - HIT AND RUN	LOCATION: LEVEL 3 HOSPITAL EMPLOYEE WENT TO SECURITY OFFICE TO REPORT HE JUST SAW A HIT AND RUN. A PARKED VEHICLE ON LEVEL 3 WAS HIT BY A PATRON TRYING TO PARK AND THEN LEFT THE SCENE, AND THEN WENT TO LEVEL 5 WHERE THEY THEN PARKED. EMPLOYEE TOOK PICTURES OF DAMAGE TO BOTH VEHICLES, AND TOOK PLATE NUMBERS. VEHICLES WERE OUT OF CAMERA VIEW. NOTE WAS LEFT ON PARKED VEHICLE. PARKING OFFICE WAS CONTACTED AND BOTH VEHICLES WERE NOT IN THE SYSTEM. ANY FURTHER INVESTIGATION WILL BE HANDLED BY NHPD.	YES	NO
7-19	7:00 PM	MOTOR VEHICLE BREAK-IN	LOCATION: LEVEL 3 HOSPITAL EMPLOYEE NOTIFIED SECURITY THAT HE PARKED HIS CAR ON LEVEL 3 AT APPROXIMATELY 7:00 PM. WHEN HE CAME BACK TO HIS VEHICLE AT 1:00 AM HE NOTICED SOMEONE WENT INTO HIS VEHICLE THAT WAS LEFT OPEN. SOME MEDICATION WAS TAKEN AND PAPERS FROM THE GLOVE COMPARTMENT WERE SCATTERED THROUGHOUT THE CAR. HE DID NOT WANT TO CONTACT NHPD, AND INCIDENT WAS NOT ABLE TO BE FOUND ON CAMERA FOOTAGE.	NO	NO
7-20	8:00 AM	MOTOR VEHICLE BREAK-IN	LOCATION: LEVEL 6 SECURITY WAS NOTIFIED BY HOSPITAL EMPLOYEE THAT WHEN COMING BACK TO HER VEHICLE AT 8:00 AM ON 7-20 SHE NOTICED SOMEONE HAD GONE THROUGH THE BELONGINGS IN HER VEHICLE. THERE ARE SECURITY CAMERAS ON THE LEVEL, BUT NONE POINTED AT THE AREA WHERE HER VEHICLE WAS PARKED. NO SIGNS OF FORCED ENTRY WERE FOUND. SECURITY ASKED THAT SHE TAKE INVENTORY AND LET THEM KNOW IF ANYTHING OF VALUE IS FOUND MISSING.	NO	NO
			ASSISTANCE PROVIDED BY ARG PROTECTIVE SERVICES.		
			-2 SITUATIONS WHERE ASSISTANCE WAS PROVIDED TO LOCATE VEHICLES -4 SITUATIONS WHERE JUMP STARTS WERE PROVIDED		

CROWN ST. INCIDENTS - JULY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
7-26	7:40 PM	MISCELLANEOUS DISTURBING THE PEACE AND TRESPASSING	LOCATION: LEVEL 3 APPROXIMATELY 50 YOUNG ADULTS ON MOTOR CYCLES DROVE INTO COLLEGE AND CROWN ST ENTRANCE CAUSING A MAJOR DISTURBANCE DRIVING AROUND IN CIRCLES. SOME DROVE UP TO THE ROOF. THERE WAS A RACE CAR ON THE ROOF ALONG WITH ANOTHER CAR THAT WAS FILMING USING A DRONE. POLICE WERE CALLED.	YES	NO
7-28	10:20 AM	MOTOR VEHICLE ACCIDENT MINOR/HIT AND RUN	LOCATION: LEVEL 2 WHEN PATRON ARRIVED BACK TO HER VEHICLE, SHE DISCOVERED HER VEHICLE HAD BEEN HIT. THE RIGHT REAR BUMPER WAS SCRAPPED AND DENTED.	YES	NO

INCIDENTS REPORTED AT NHPA LOTS - JULY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
7-4	6:45 AM	MOTOR VEHICLE BREAK-INS (4)	STATE & WALL LOT WHEN SECURITY ARRIVED AT LOT FOUND FOUR CARS DAMAGED. VOLVO, NISSAN, VOLKSWAGEN AND TOYOTA. RADIOED SUPERVISOR. VARIOUS WINDOWS WERE SMASHED ON ALL VEHICLES. FOUND BLOOD ON SEAT, AND CUTS ON INSIDE DOOR FOR THE VOLVO. SECOND BREAK-IN FOR THE NISSAN.	NO	NO

UNION STATION BUILDING INCIDENTS - JULY 2020

PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
7-1	10:30 AM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB LOBBY WHILE TRYING TO PURCHASE A TICKET, PATRON WITH HEARING IMPAIRMENT STARTED TO FEEL ILL AFTER NOT BEING ABLE TO PURCHASE A TICKET WITH CASH AND WANTED TO GO TO THE HOSPITAL. AMTRAK EMPLOYEE CALLED THE NHFD AND THEY ARRIVED ON SITE, PROVIDED MEDICAL ASSISTANCE AND TRANSPORTED PATRON TO HOSPITAL.	NHFD	Yes
7-1	2:00 AM	MEDICAL ASSISTANCE REQUIRED/TRIP AND FALL	LOCATION: TRACK 12/14 RIGHT SIDE - SECOND LANDING SECURITY SAW PATRON ON THE FLOOR AND CALLED OUT TO HIM. HE RESPONDED THAT HE COULD NOT MOVE, FELL DOWN A FLIGHT OF STAIRS AND WAS DRINKING TOO MUCH. SECURITY WAS UNABLE TO GET PATRON TO HIS FEET AND PATRON REQUESTED MEDICAL ASSISTANCE. SECURITY RADIOED SUPERVISOR, EMS WAS CALLED AND HE WAS TRANSPORTED TO YNMH.	NO	YES
7-6	5:00 AM	MISCELLANEOUS/ PATRON WITH RECKLESS BEHAVIOR	LOCATION: USB LOBBY PATRON WAS FOUND LOITERING IN TUNNEL AFTER COMING OFF MTA TRAIN. HE CLAIMED HE MISSED HIS STOP IN BRIDGEPORT FOR CONNECTION TO WATERBURY. HE LEFT THE STATION AND RETURNED AT 4:00 AM AND WENT BACK TO THE TUNNEL TO GET TRAIN AND LATER WAS FOUND SLEEPING ON A BENCH IN THE LOBBY. APD OFFICER ASKED THAT HE LEAVE OR BE ARRESTED. HE DID AND WENT ON UNION STATION SHUTTLE THEN GOT OFF AND SAT ON BUMPER OF YALE SHUTTLE. SECURITY ASKED HIM NOT TO SIT THERE AND PATRON CURSED AND WAS SPITTING AT HIM. WHILE SECURITY WENT INSIDE TO ANSWER A CALL PATRON STARTED TURNING OVER THE CIGARETTE RECEPTACLES. SECURITY TOOK PHOTOS AND CALLED APD. THEY SAW MAN WALK UP THE HILL ON OPPOSITE SIDE OF STREET.	YES	NO
7-10	1:30 AM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB LOBBY PATRON CAME INTO STATION AFTER DEBOARDING FROM AN MTA TRAIN. HE WAS MET IN THE TUNNEL AND ESCORTED TO LOBBY BY NHPA SUPERVISOR. PATRON COMPLAINED OF CHEST PAIN AND WEAK KNEES. SUPERVISOR CALLED FOR EMS AND PATRON WAS TRANSPORTED TO HOSPITAL - POSSIBLE CARDIAC EPISODE.	NO	YES

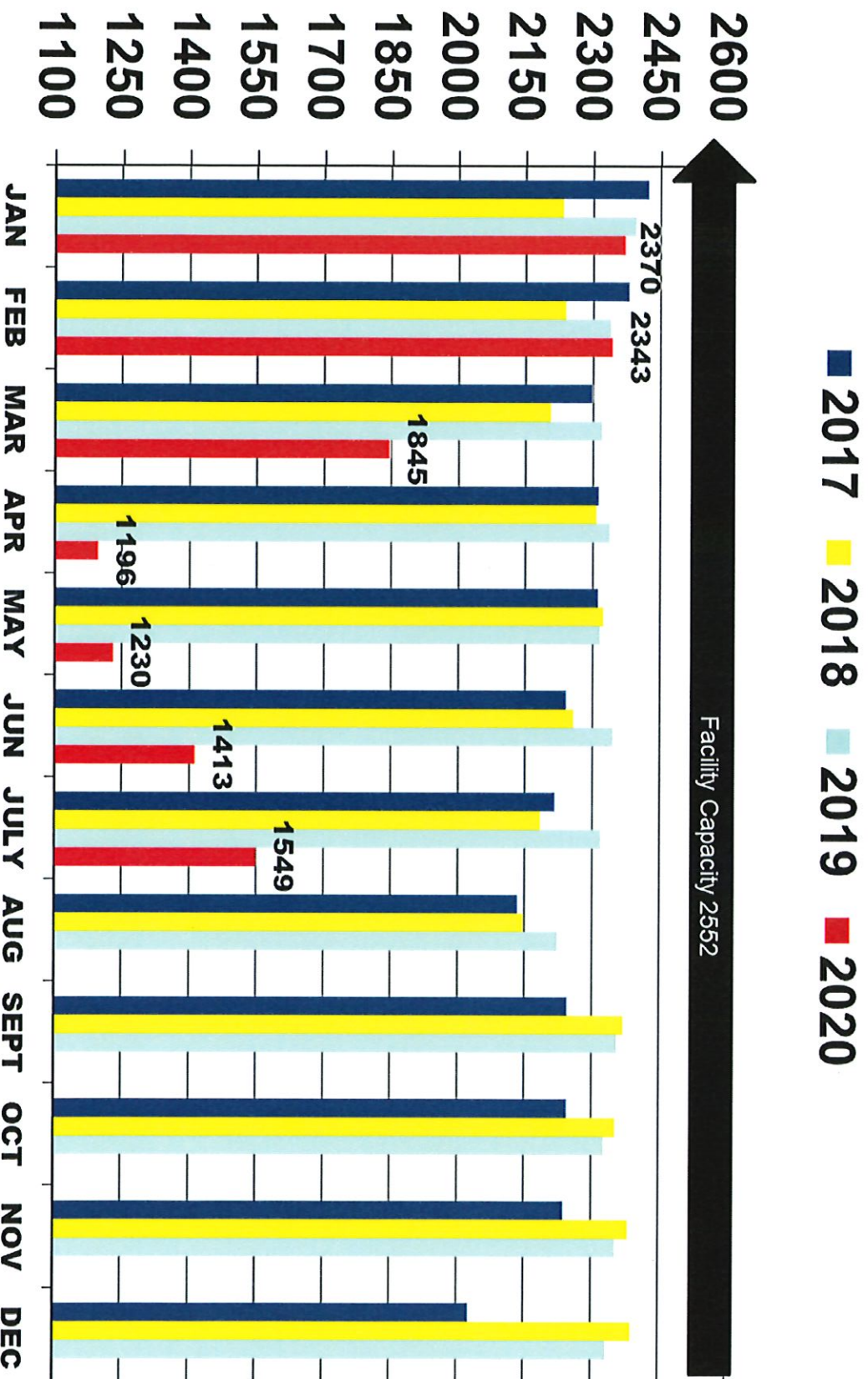
DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
7-14	11:15 AM	PERSONAL INJURY PATRON HIT BY DOOR	LOCATION: DOORS BETWEEN TUNNEL END AND STATION PATRON WAS COMING FROM THE TUNNEL TO ENTER THE STATION. AS THEY APPROACHED THE DOORS WERE ALREADY OPENED. WHEN SHE STEPPED ONTO THE MAT TO GO THROUGH THE DOORS, THEY CLOSED ON HER ELBOW - MINOR INJURY.	NO	NO
7-19	3:15 PM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB LOBBY PATRON WAS LYING DOWN ON BENCH AND SECURITY COULD NOT WAKE HIM. EMS RESPONDED AND TOOK HIM TO YNHH.	AMTRAK PD	YES
7-30	10:50 AM	PERSONAL PROPERTY DAMAGE/ VEHICLE WINDOW WAS ACCIDENTALLY BROKEN BY NHPA MAINTENANCE EMPLOYEE WHILE LANDSCAPING	LOCATION: WEST LOT MAINTENANCE EMPLOYEE WAS USING THE WEED WHACKER OUTSIDE THE WEST LOT AND ACCIDENTALLY BROKE REAR LEFT WINDOW OF SUV. NO ONE WAS IN THE VEHICLE.	NO	NO

UNION STATION GARAGE INCIDENTS - JULY 2020

PAGE 1

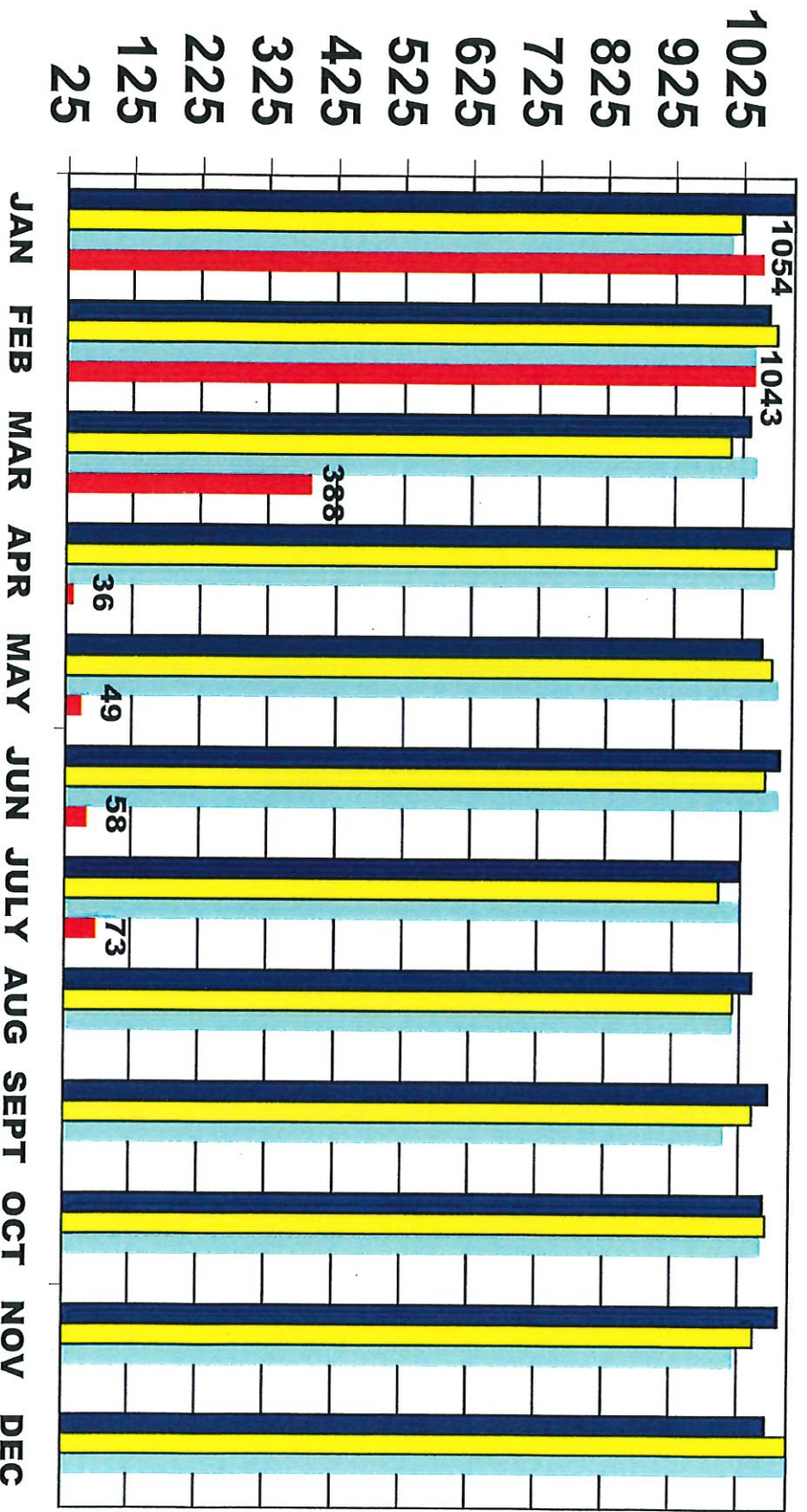
DATE	TIME	TYPE	DESCRIPTION	NHPD/NHFD NOTIFIED	EMS NOTIFIED
7-1	6:45 AM	PNH PROPERTY DAMAGE	LOCATION: LEVEL 2 STAIRWELL EAST SIDE WHILE SECURITY ON PATROL NOTICED WINDOW GLASS ON THE SECOND LEVEL STAIRWELL EAST WAS CRACKED. NO ONE WAS SEEN IN THE AREA. TOOK PHOTO OF BROKEN GLASS AND INFORMED MOD.	NO	NO
7-17	2:40 AM	MISCELLANEOUS POWER OUTAGE	<u>USG</u> AT 2:40 AM SECURITY HEARD LOUD SOUND LIKE SOMETHING EXPLODED. IMMEDIATELY ALL FIRE ALARMS IN USG WERE ACTIVATED AND LIGHT WAS PARTIALLY CUT OFF. MOD CALLED 911 AND NHFD RESPONDED. THEY INSPECTED THE FACILITY AND NOTHING WAS FOUND. AS RESULT OF ABOVE NO POWER WAS IN THE MANAGER'S OFFICE, GLOBE LIGHTS ON STREET, BIKE SHELTERS, USG LEVEL 4, BOTH ELEVATORS A AND B WERE OUT OF SERVICE. THERE WAS NO DAMAGE TO PROPERTY OR PERSONS.	NHFD	NO

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

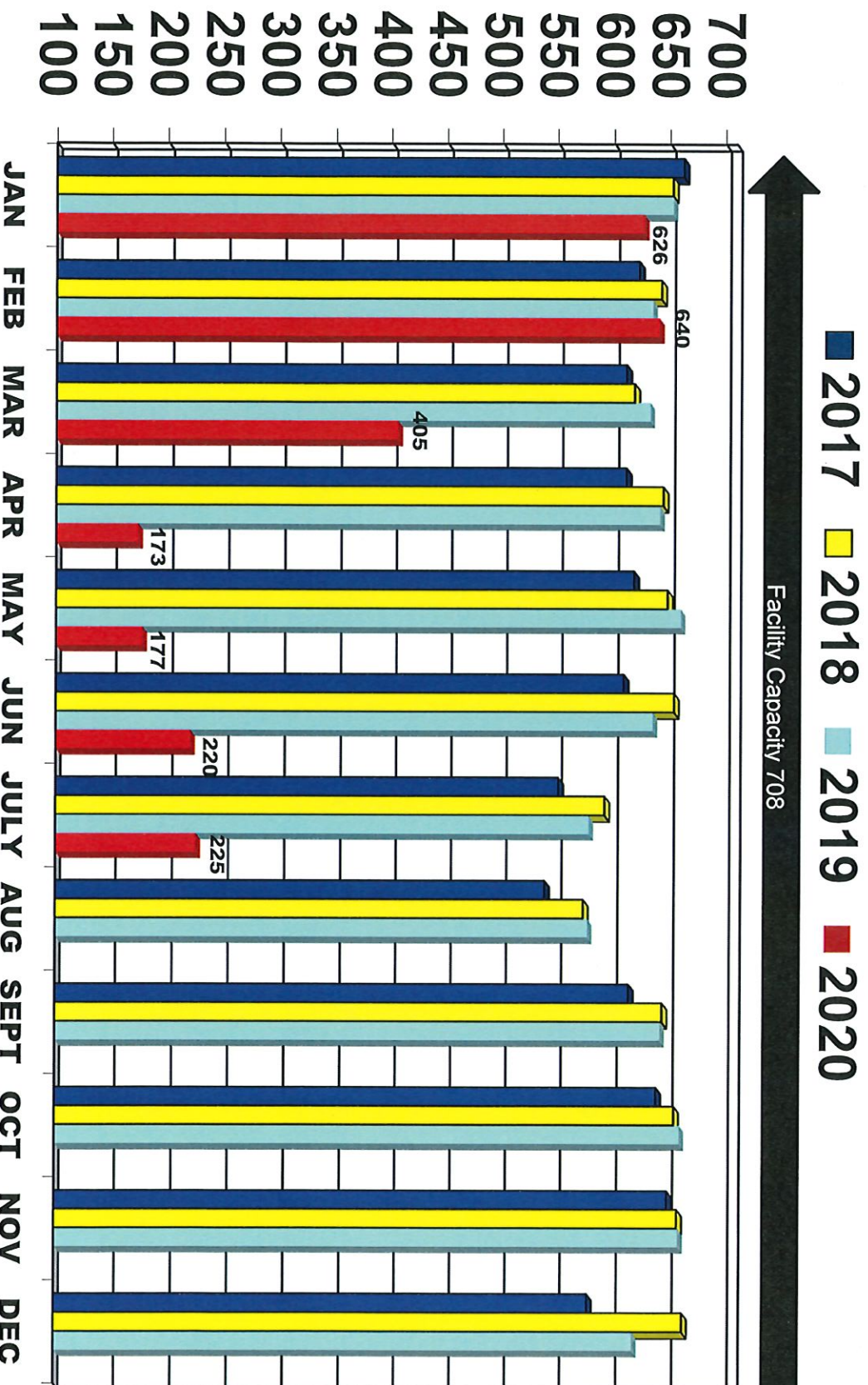


Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**

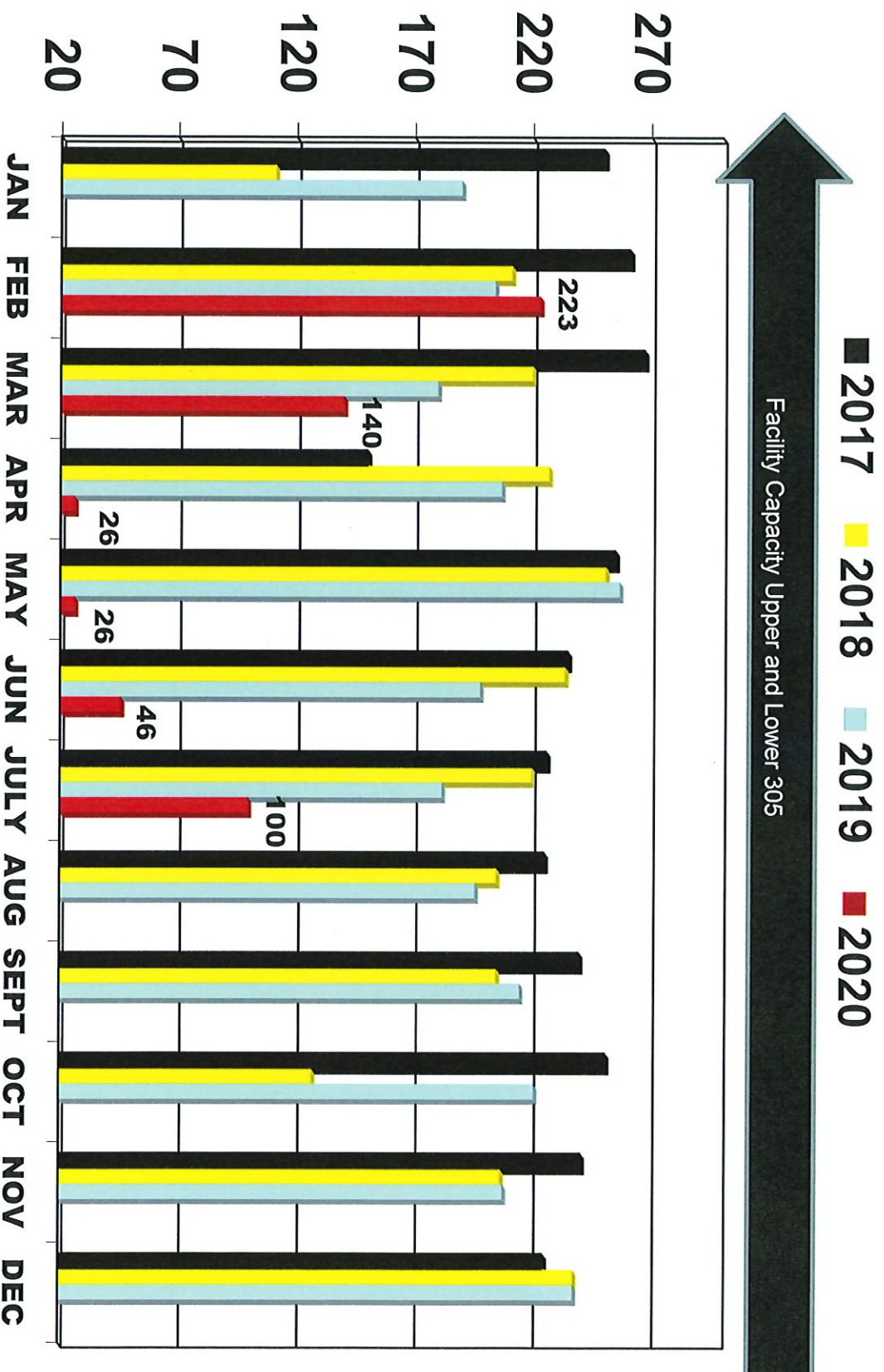
■ 2017 ■ 2018 ■ 2019 ■ 2020



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

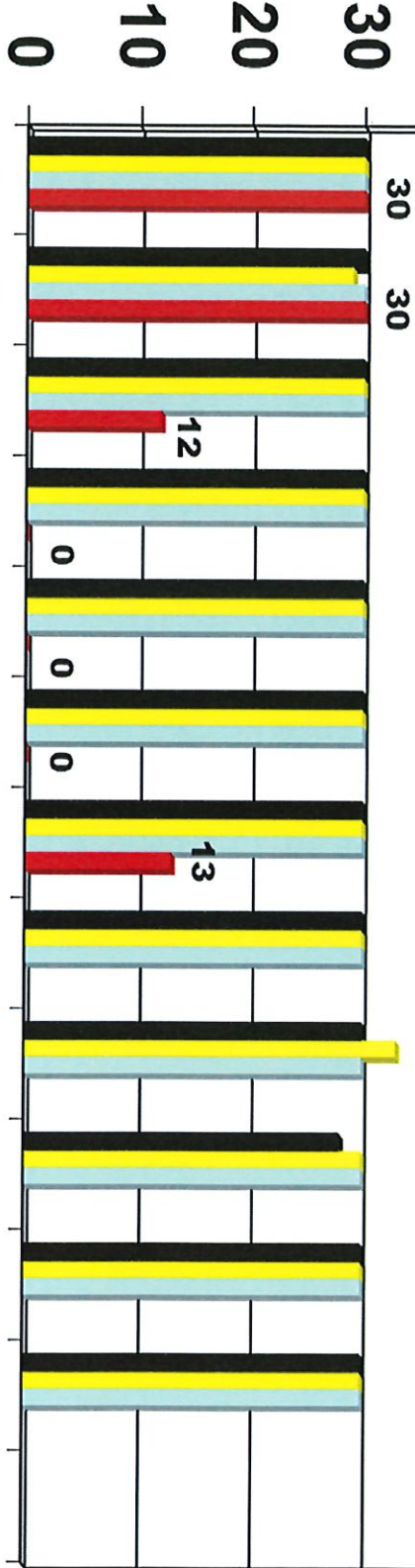
Facility Capacity 30 Comparison of 2017 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

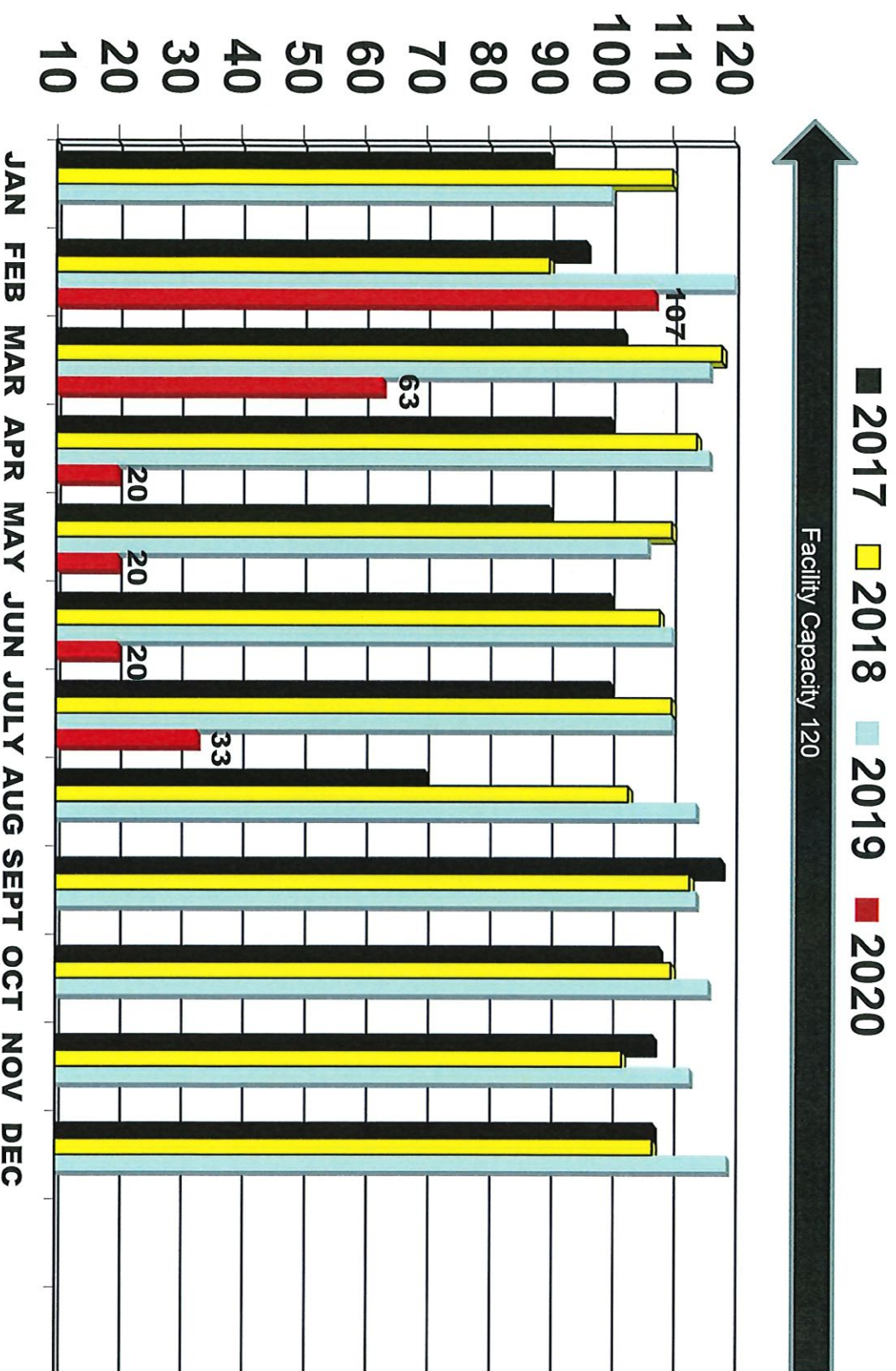
70
60
50
40
30
20
10
0

Facility Capacity of 30 in 2015

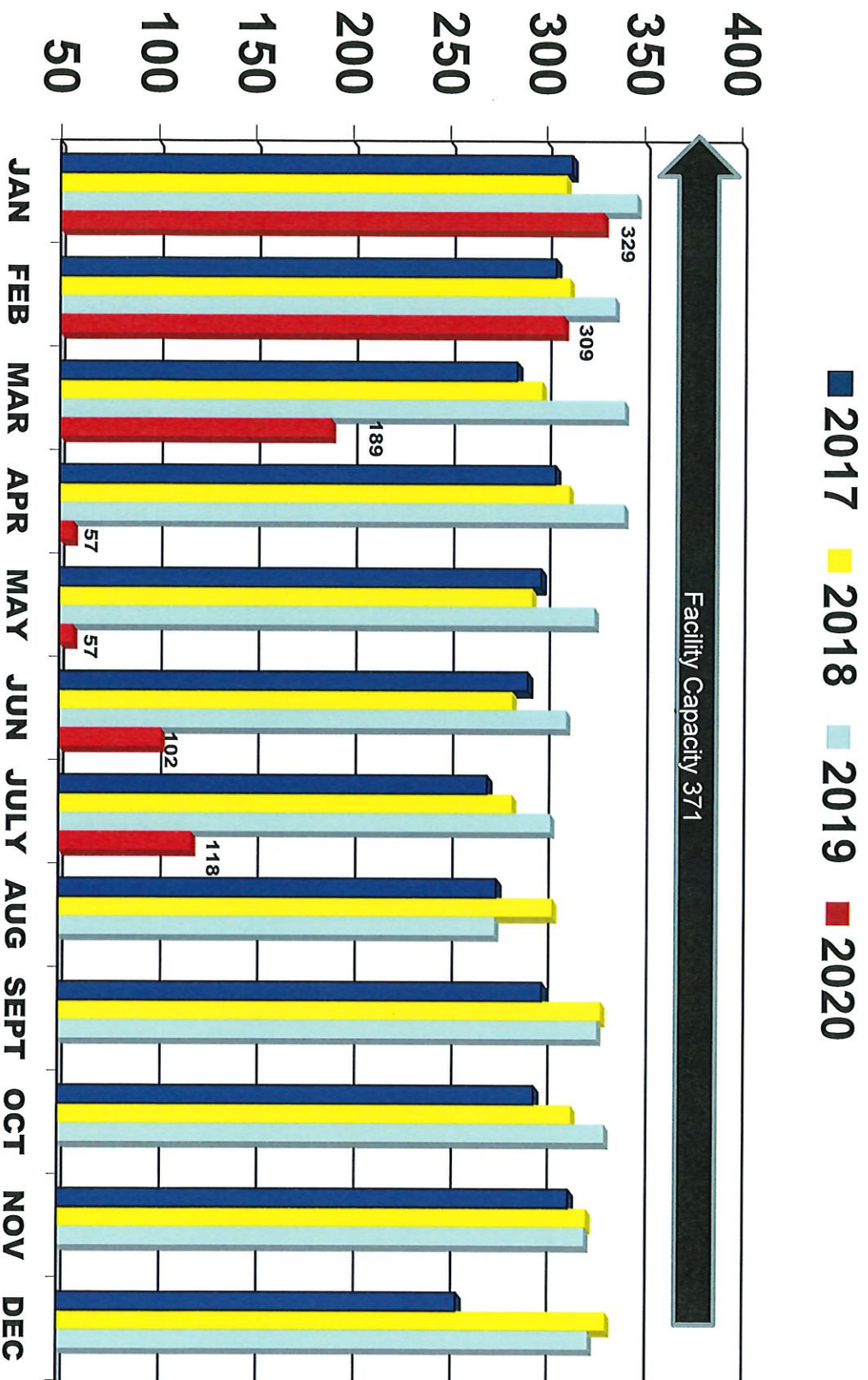
JAN FEB MAR APR MAY JUN JULY AUG SEPT OCT NOV DEC



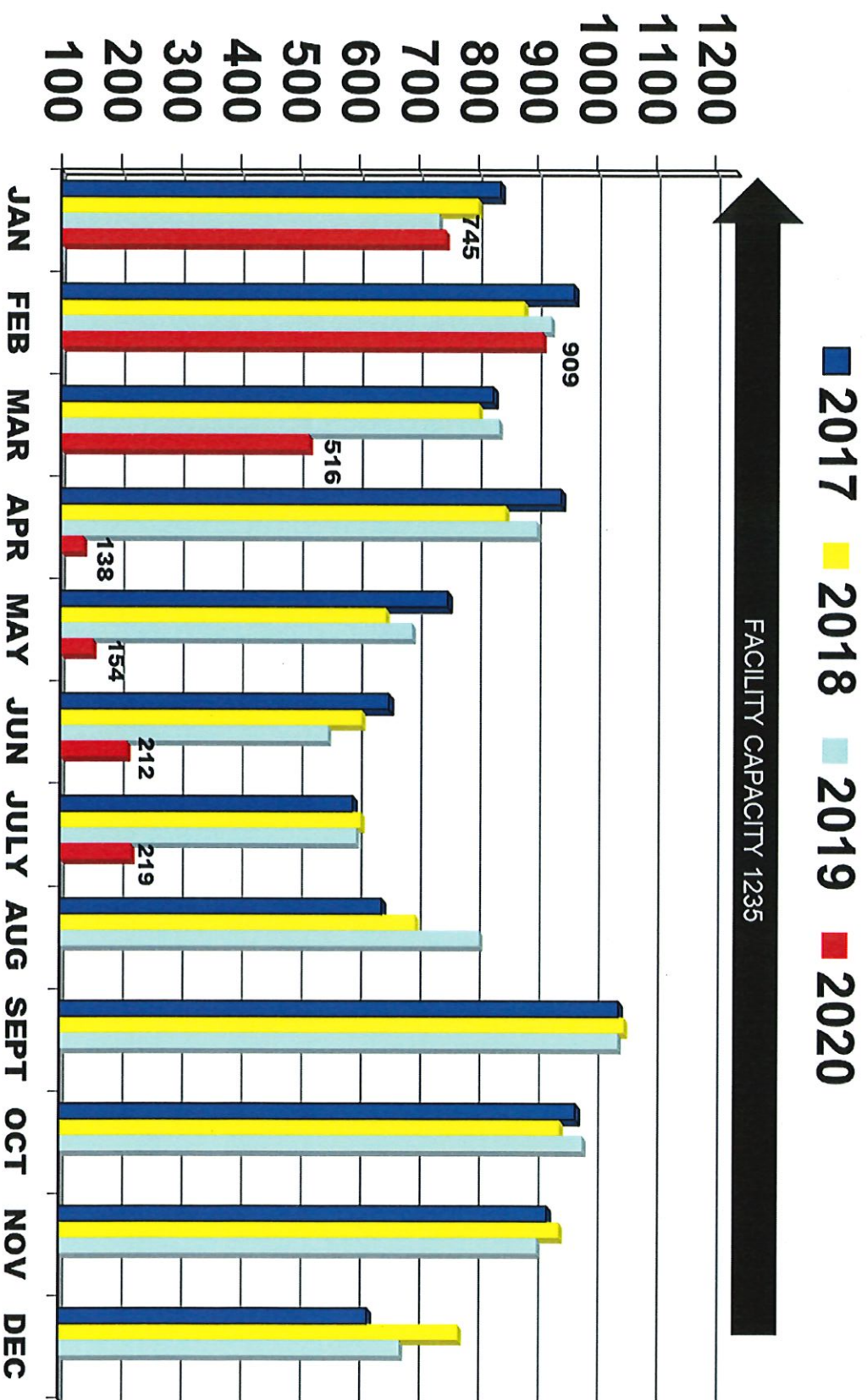
Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2017 through 2020



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

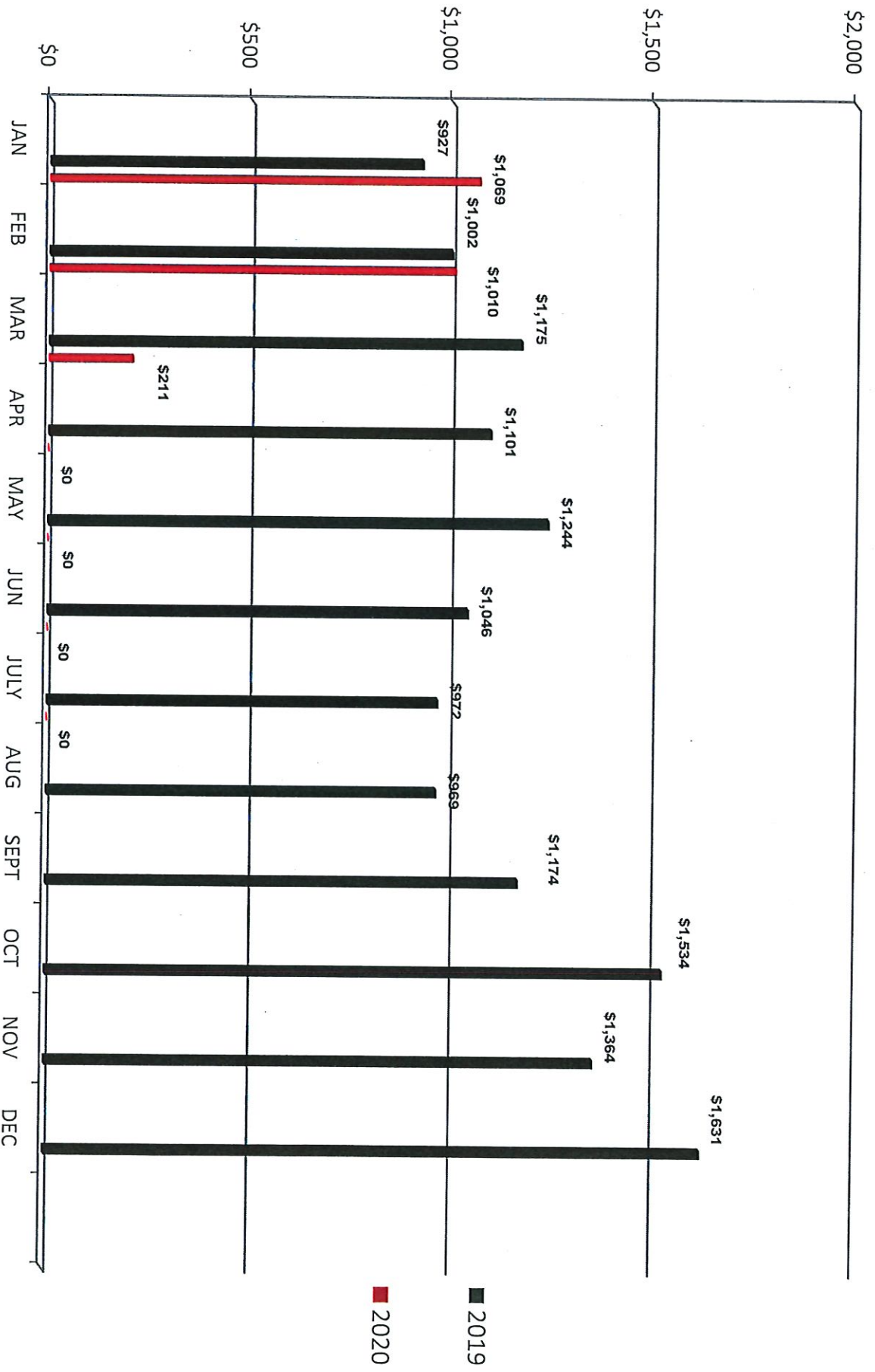
TOTAL REVENUE 2019, 2020 YTD: \$16,429

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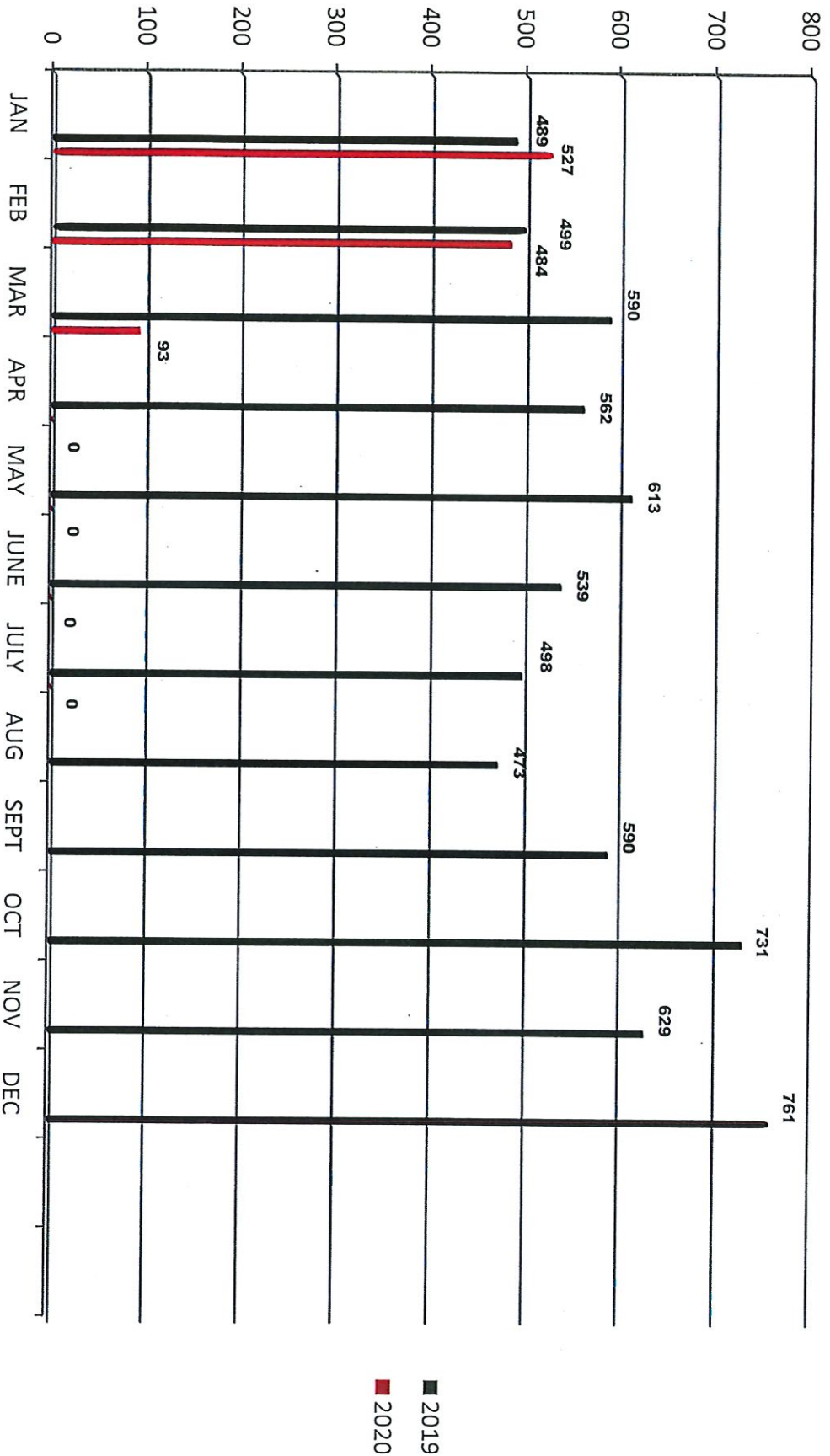
TOTAL CARS PARKED 2019, 2020 YTD: 8,078

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VALET TOTAL REVENUE 2019 through 2020



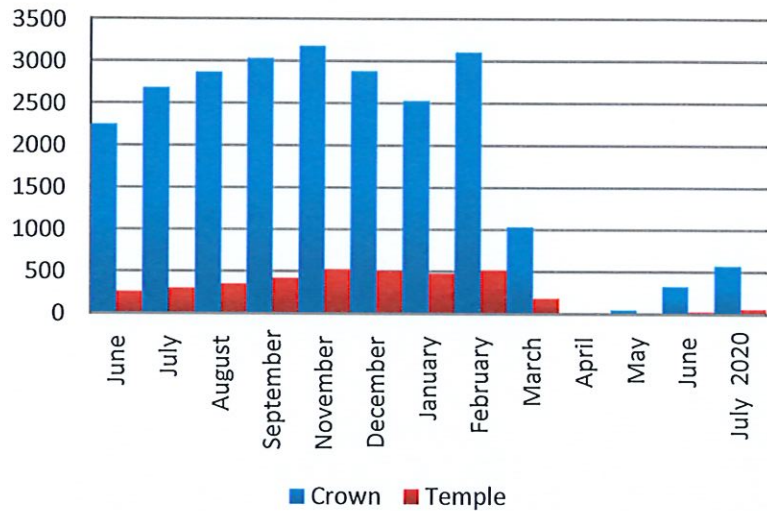
VALET TOTAL CARS PARKED 2019 through 2020



2019 / 2020	Crown	Temple	Total
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	326	28	354
July 2020	575	59	634
Total	24495	3648	28143

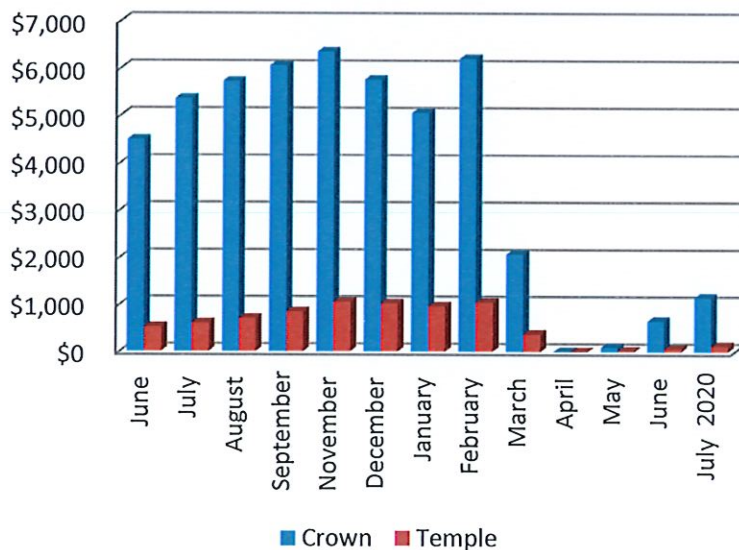
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2019 / 2020	Crown	Temple	Total
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	\$652	\$56	\$708
July 2020	\$1,150	\$118	\$1,268
Total	\$48,990	\$7,296	\$56,286

Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Saturday, August 1, 2020 12:33 PM
To: Fortunata Houde
Subject: Monthly report, New Haven Parking Authority, July 2020: Please rate our service today
Attachments: NewHavenParkingAuthority_20200731_Month_Open_feedback.pdf;
 NewHavenParkingAuthority_20200731_Month.pdf

Monthly report
July 2020

Management report
New Haven Parking Authority (6 units)

Please rate our service today



58%
596 resp.



13%
139 resp.



6%
61 resp.

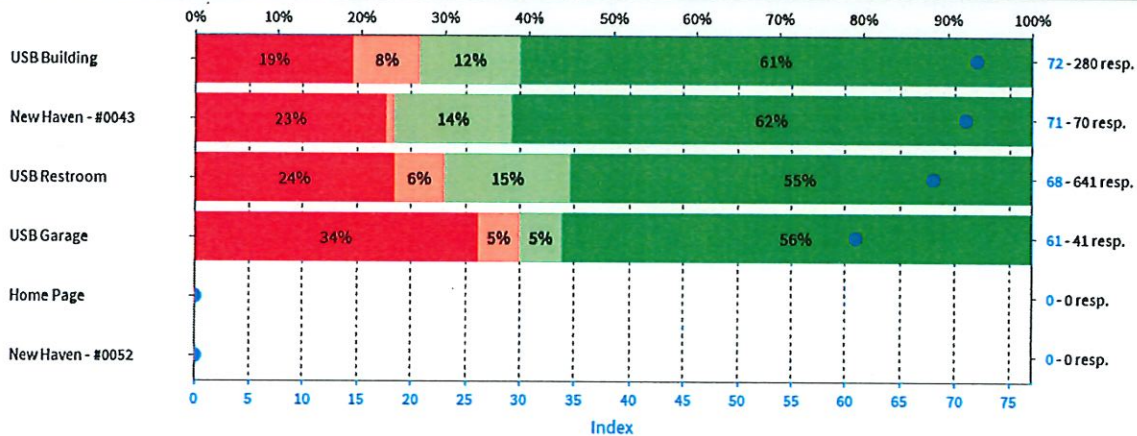


23%
236 resp.

Index: 69/100
Responses: 1,032

The open feedback responses are included as a separately attached PDF to this email.

Comparison

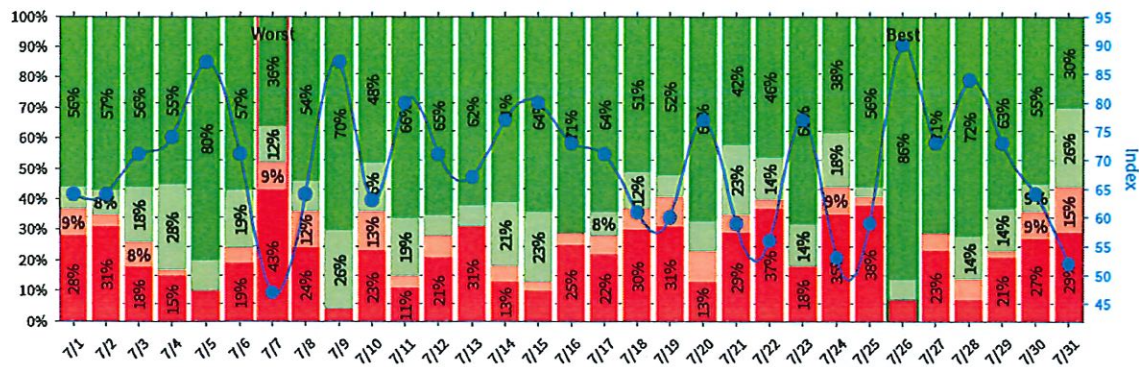


Risers

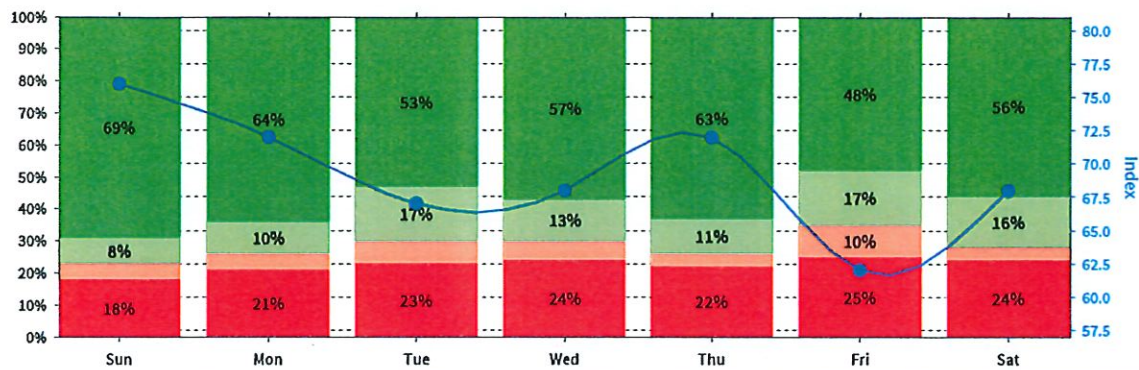
Fallers

Survey	Index	Change	Survey	Index	Change
USB Building	72	1% ↑	New Haven - #0043	71	-1% ↓
			USB Garage	61	-10% ↓

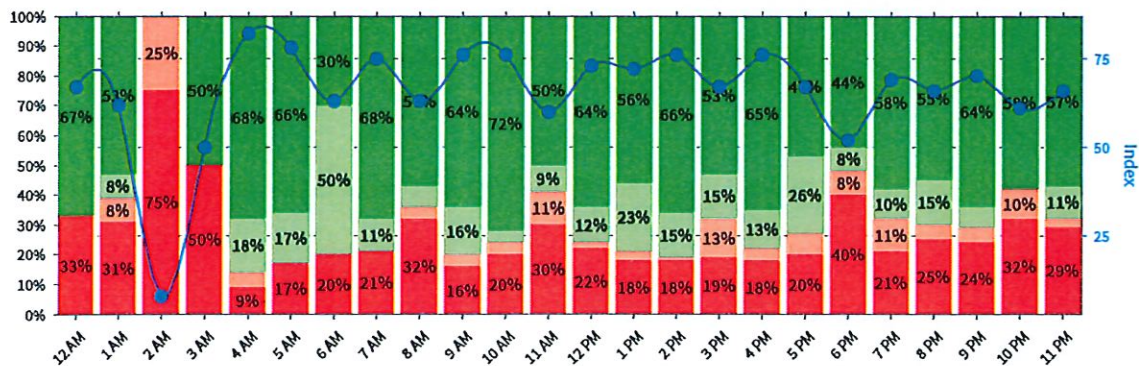
All units combined - daily distribution



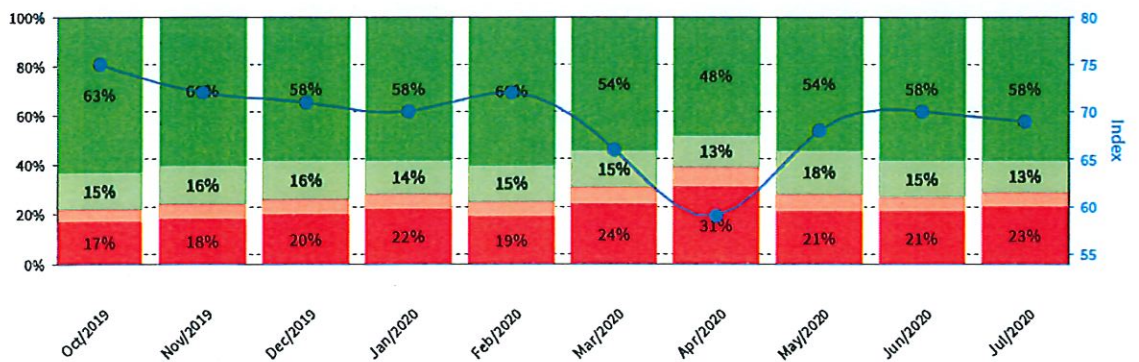
All units combined - weekday distribution



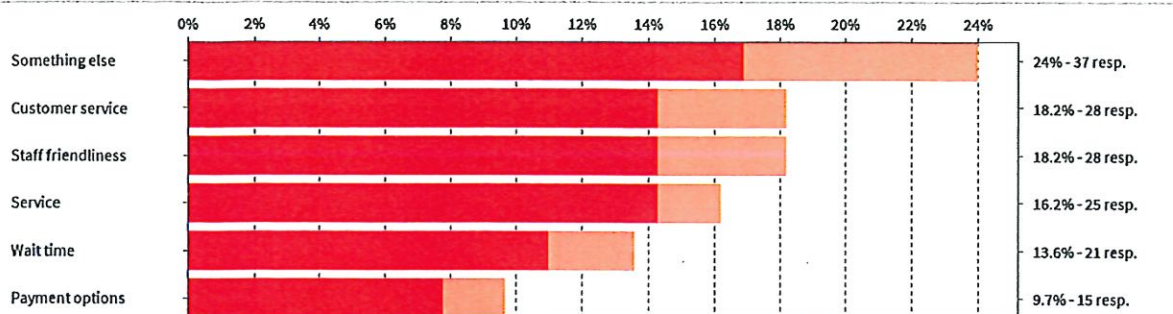
All units combined - hourly distribution



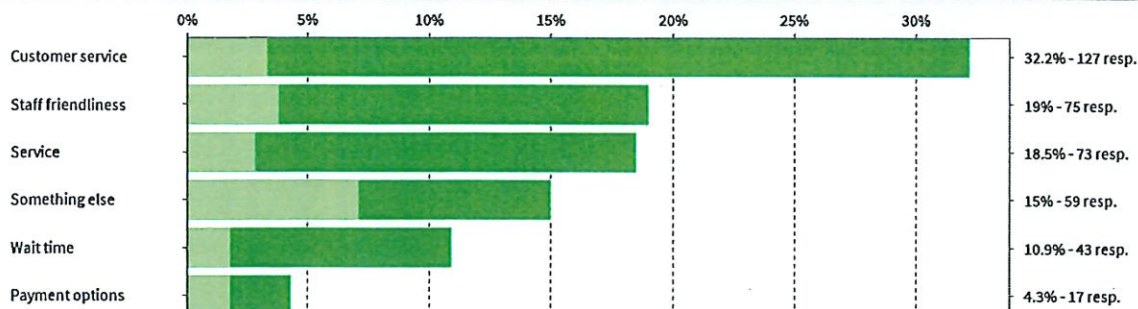
Same question, comparison with previous months



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



July 2020

Positive feedback

71%

as given by 1,032 customers

HappyOrNot

Share
the
results:



[HappyOrNot - Reporting service website](#)



**HappyOrNot
Reporting App**



support@happy-or-not.com

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