

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
September 21, 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

NHPA Incident Statistics by Category - August 2020



Month	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident	Trip & Fall Personal Injury	PNH Property Damage	Private Property Damage	Request for Medical	Stolen Bike	Miscellaneous	Elevator Entrapment with Injury	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					March stats not available						0
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	3	0	1	0	0	4	8	0	5	0	21
September											
October											
November											
December											
TOTAL	21	0	10	9	5	16	43	1	19	0	124

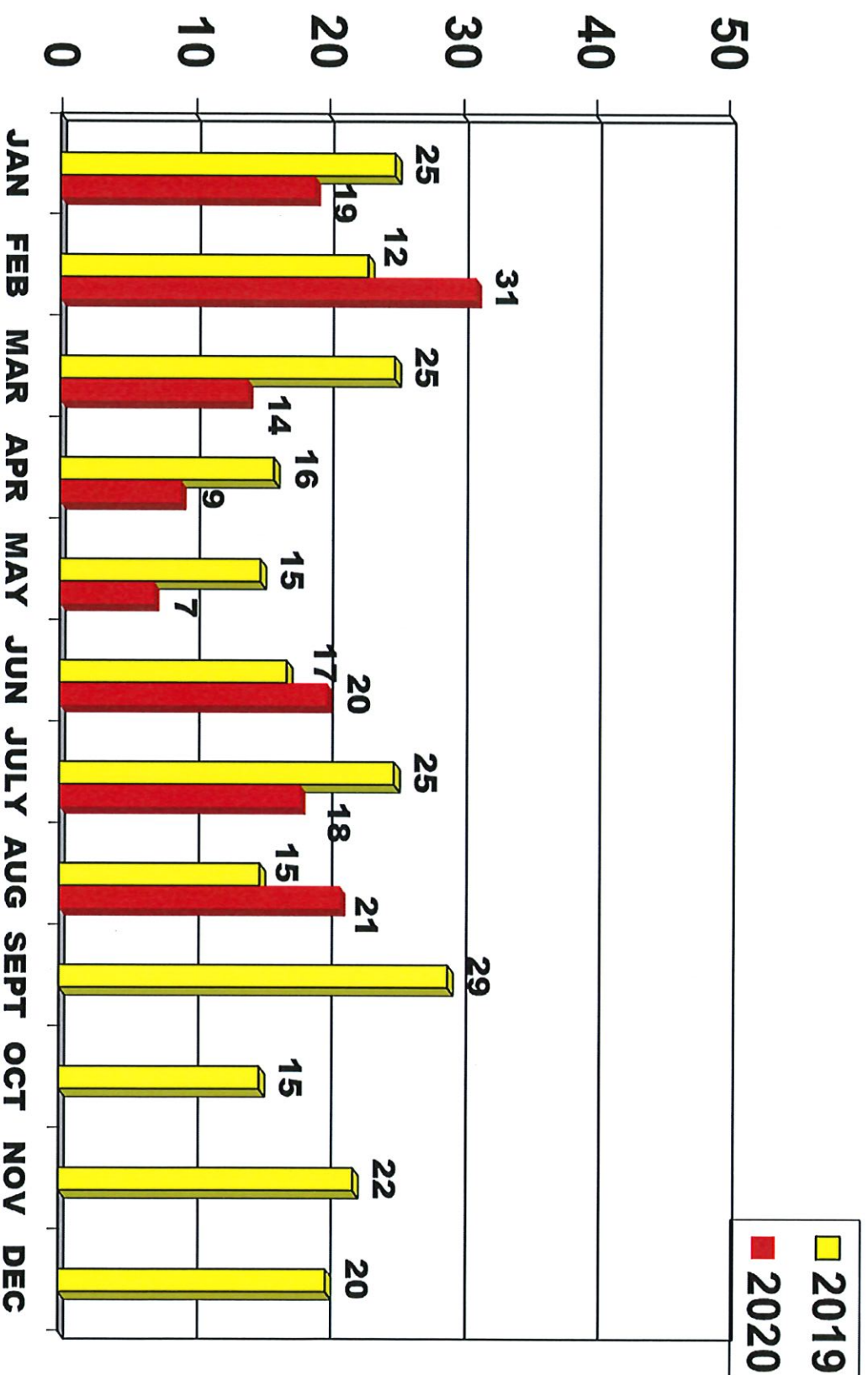
NHPA Incident Statistics by Location - August 2020



Facility	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident	Trip & Fall Personal Injury	PNH Property Damage	Private Property Damage	Medical Assist Required	Stolen Bike	Miscellaneous	Elevator Entrapment with Injury	Total
Air Rights Garage						3 hit & run					3
Chapel/Franklin											0
Court/Olive											0
Crown St. Garage	1					1					2
Elm/Orange											0
George Street											0
Granite Square Garage											0
Olive/Chapel											0
Orange/George											0
Orange/Trumbull											0
Orchard Sherman											0
Sherman/Tyler											0
State/Court											0
State/Chapel							1 unconscious Male				1
State/Fair											0
State/Grand/Olive											0
State/Mechanic											0
State/Pulaski											0
State/Wall											0
423 State Street											0
270 State St. Garage											0
Temple St. Garage	2						1		2*		5
Temple MedicalGarage			1								1
Union Station Building							6		3**		9
Union Station Garage											0
Whalley Blake											0
Total	3	0	1	0	0	4	8	0	5	0	21

*unattended backpack, and fire alarm pulled **Harassment, unattended suitcase, disorderly conduct

Park New Haven Incident Statistics Comparison of 2019 through 2020



AIR RIGHTS GARAGE - AUGUST 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
12-Aug	while parked for work day shift	PERSONAL PROPERTY DAMAGE HIT & RUN video Confirmed That it Happened In the garage	<u>LOCATION: LEVEL 5</u> HOSPITAL EMPLOYEE REPORTED THAT WHEN SHE RETURNED TO HER CAR AFTER WORK SHE FOUND DAMAGE TO HER FRONT SIDE BUMPER. AFTER VIEWING CAMERA FOOTAGE, A TRUCK WAS SEEN THAT SIDE SWIPED HER CAR WHEN PULLING OUT OF HIS PARKING SPACE. WE WERE ABLE TO GET PLATE # AND NHPD NOTIFIED.	YES	NO
24-Aug	while parked for work day shift	PERSONAL PROPERTY DAMAGE <u>POSSIBLE</u> <i>HIT & RUN</i> video could not confirm damage occurred in garage	<u>LOCATION: LEVEL 4 COLLEGE ST SIDE</u> HOSPITAL EMPLOYEE RETURNED TO HER VEHICLE AND LEFT GARAGE TO GO HOME. WHEN SHE ARRIVED HOME, SHE NOTICED DRIVER'S SIDE MIRROR WAS DAMAGED AND BELIEVED IT HAPPENED WHILE SHE WAS PARKED IN THE GARAGE. AFTER CHECKING VIDEO FOOTAGE IT WAS DETERMINED THAT THE CAMERA WAS NOT POINTED AT HER VEHICLE. SHE WAS GIVEN HOSPITAL REPORT NUMBER AND PHONE NUMBER TO NHPD IF SHE WANTED TO MAKE A COMPLAINT.	NO	NO

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
24-Aug	while parked for work night shift	PERSONAL PROPERTY DAMAGE <u>POSSIBLE</u> <i>HIT & RUN</i> could not confirm damage occurred in garage	<u>LOCATION: LEVEL 6</u> HOSPITAL EMPLOYEE CLAIMS THAT WHEN SHE RETURNED TO HER VEHICLE AFTER WORK, SHE FOUND BLACK MARK AND SCRATCH ON PASSENGER SIDE BUMPER. A REVIEW OF THE VIDEO COVERING THE AREA WHERE SHE WAS PARKED WAS REVIEWED. IT WAS FOUND THAT THE VEHICLE THAT WAS PARKED NEXT TO HER DID NOT APPEAR TO MAKE CONTACT WITH HER VEHICLE. IT WAS NOT CLEAR DAMAGE TOOK PLACE AT ARG.	NO	NO

CROWN STREET GARAGE - AUGUST 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD		EMS	
				CONTACTED		CONTACTED	
16-Aug	UNKNOWN	PERSONAL	LOCATION: LEVEL 4 COLLEGE ST SIDE	NO		NO	
		PROPERTY	CRUMBLING CONCRETE HIT CAR.				
		DAMAGE	PATRON CAME BACK TO CAR AND FOUND SMALL PIECES OF CONCRETE ON HIS CAR. HE TOOK VIDEO AND PICTURES OF SMALL DENTS AND SCRATCHES.				
19-Aug	8:30 PM	MOTOR	LOCATION: LEVEL 6A	YES		NO	
		VEHICLE	AT 8:30 PM NHPD RESPONDED TO CSG				
		BREAK-IN	WITH A REPORT OF A CAR ON THE ROOF BEING VANDALIZED. DRIVER SIDE WINDOW WAS BROKEN - NOTHING TAKEN.				

SURFACE LOTS - AUGUST 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
25-Aug	2:35 AM	MEDICAL ASSISTANCE REQUIRED	<p><u>LOCATION: STATE & CHAPEL LOT</u></p> <p>SECURITY WAS ON A TOUR OF THE LOT AND NOTICED A MALE ON THE GROUND. SECURITY APPROACHED HIM, AND HE WAS UNRESPONSIVE. SECURITY CONTACTED SUPERVISOR AND CALLED 911. NHPD AND AMR RESPONDED. UPON THEIR ARRIVAL HE BECAME RESPONSIVE AND TOLD THEM HE WAS HOMELESS AND WAS TAKEN TO THE HOSPITAL.</p>	YES	YES

TEMPLE MEDICAL GARAGE - AUGUST 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD		EMS	
				CONTACTED		CONTACTED	
18-Aug	9:40 AM	MOTOR	LOCATION: LEVEL 2 NORTH FRONTAGE PATRON STATED THAT WHEN BACKING OUT OF SPACE SHE BACKED INTO LOW RAILING WHICH WAS TAPED WITH CAUTION TAPE AND CRACKED HER REAR WINDOW. PATRON NOT INJURED.	NO		NO	
		VEHICLE					
		ACCIDENT					
		MINOR					

TEMPLE STREET GARAGE - AUGUST 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHFD		EMS	
				CONTACTED		CONTACTED	
11-Aug	2:30 AM	MISC.	LOCATION: LEVEL 3 NEXT TO ELEVATOR	NHFD	NO		
		UNATTENDED	SECURITY FOUND UNATTENDED				
		BACKPACK	BACKPACK NEAR ELEVATOR.				
			SUPERVISOR WAS NOTIFIED WHO CALLED				
			NHFD. POWDER SUBSTANCE WAS FOUND.				
			NHFD TOOK BACKPACK AND LEFT.				
26-Aug	UNKNOWN	MOTOR	LOCATION: LEVEL 5 ACROSS FROM ELEVATOR A	YES	NO		
		VEHICLE	WHEN PATRON RETURNED TO VEHICLE HE NOTICED				
		BREAK-IN	THAT HIS CAR DOOR WAS OPENED AND IT				
			APPEARED THAT SOMEONE HAD GONE THROUGH				
			GLOVE BOX. AT THAT TIME HE ONLY NOTICED THAT				
			HIS GLASSES WERE MISSING.				
27-Aug	9:20 AM	MEDICAL	LOCATION: UNDER OVERHANG B3 CROWN ST SIDE	NO	YES		
		ASSISTANCE	SECURITY FOUND UNRESPONSIVE MALE IN THE				
		REQUIRED	BASEMENT AND CALLED 911. NHFD AND AMR				
			ARRIVED AND TRANSPORTED HIM TO HOSPITAL.				
29-Aug	7:55 AM	MISC.	LOCATION: CROWN ST LOBBY	NHFD	NO		
		FIRE ALARM	SECURITY HEARD FIRE ALARM GOING OFF				
		PULLED	AND CONTACTED SUPERVISOR. FIRE PANEL				
			NOTED CAUSE OF THE ALARM WAS FOUND				
			TO BE THE PULL STATION IN THE CROWN				
			STREET LOBBY. SUPERVISOR CALLED NHFD TO				
			RESET THE ALARM.				

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
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TEMPLE STREET GARAGE PAGE 2

19-Jun 4:30 PM

**MOTOR
VEHICLE
BREAK-IN**

LOCATION: LEVEL 4 NORTH FRONTAGE ROAD
PATRON CAME TO SECURITY GUARD TO REPORT
HER CAR WAS BROKEN INTO. THERE WERE NO
SIGNS OF FORCED ENTRY. PATRON STATED THAT
SOMETIMES THE DRIVER'S DOOR CAN BE PULLED
OPEN WHEN LOCKED AND WAS NOT CERTAIN IF
ANYTHING WAS TAKEN.

NO

NO

UNION STATION BUILDING - AUGUST 2020 INCIDENTS REPORTED

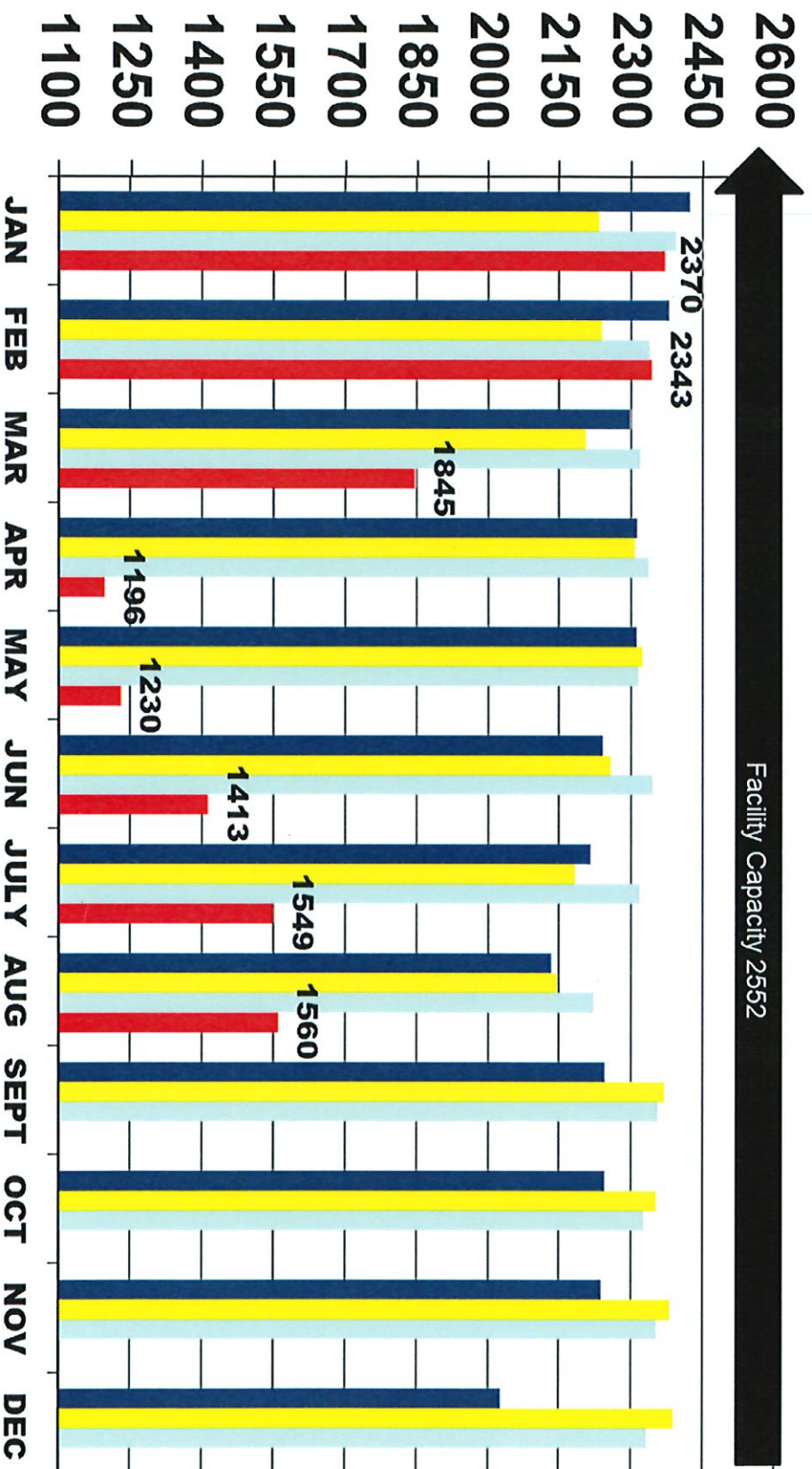
PAGE 1

DATE	TIME	TYPE	DESCRIPTION	NHFD	
				CONTACTED	EMS CONTACTED
15-Aug	2:30 PM	REQUEST FOR MEDICAL ASSISTANCE	LOCATION: USB NEAR SUBWAY PATRON APPROACHED SECURITY AND ASKED FOR HIM TO CALL 911 SAID HER HEAD HURT, SHE WAS DIZZY AND HAD STOMACH PAIN. NHFD ARRIVED TO SCENE,	NO	YES
17-Aug	1:45 AM	REQUEST FOR MEDICAL ASSISTANCE	LOCATION: FIRST ROW OF BENCHED NEAR SOLARI BOARD PATRON CAME OFF TRAIN AND SAT DOWN ON BENCH. HE WAS INTOXICATED AND ASKED SECURITY FOR EMS. EMS ARRIVED AND REMOVED HIM FROM BUILDING ON STRETCHER.	NO	YES
14-Aug	2:05 AM	REQUEST FOR MEDICAL ASSISTANCE	LOCATION: FRONT BENCH USB PATRON WALKED UP THE STAIRS SHAKING AND SAT ON BENCH. SECURITY APPROACHED HIM AND ASKED IF HE WAS ALRIGHT. PATRON SAID NO AND ASKED SECURITY TO CALL AMBULANCE. SECURITY ASKED WHAT WAS WRONG PATRON SAID HE WAS ON HEART MEDICATION AND WAS HAVING TROUBLE BREATHING. SECURITY CALLED SUPERVISOR WHO CALLED 911. NHFD ARRIVED AND TOOK HIS VITALS THEN TURNED HIM OVER TO EMS WHO TOOK HIM TO YNNH.	NO	YES
17-Aug	1:35 AM	REQUEST FOR MEDICAL ASSISTANCE	LOCATION: FRONT OF USB PATRON HAD SUICIDAL THOUGHTS AND ANOTHER PATRON CALLED EMS FOR HIM.	NO	YES

	TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	EMS NOTIFIED
19-Aug	6:30 AM	MISC HARRASSMENT THREAT	<u>LOCATION: LADIES ROOM</u> PATRON WAS AT SINK BRUSHING HER HAIR WHEN ANOTHER WOMAN CAME OUT OF BATHROOM STALL AND STARTED TO VERBALLY CONFRONT HER AND THREATENED TO PEPPER SPRAY HER. WHEN SHE REACHED IN HER BAG, PATRON AT SINK CALLED FOR SECURITY AND CUSTODIAN CAME IN TO ASSIST AND THE WOMAN WHO WAS THREATENING RAN DOWN THE STREET.	NO	NO
21-Aug	7:10 AM	MISCELLANEOUS SUITCASE LINING JAMMED ELEVATOR	<u>LOCATION: BOTTOM OF DOWN ESCALATOR</u> SECURITY HEARD LOUD NOISE IN VICINITY OF ESCALATOR. WHEN HE WENT TO INVESTIGATE HE SAW THE DOWN ESCALATOR WAS STOPPED AND AN ELDERLY GENTLEMAN WAS PICKING UP HIS SUITCASE.	NO	NO
27-Aug	11:00 AM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: FRONT OF USB</u> CT TRANSIT BUS DRIVER WAS AT THE TRAIN STATION AND NOT FEELING WELL WAS WEAK AND SWEATY. EMS WAS CALLED AND TOOK HER TO YNHH.	NO	YES
27-Aug	9:30AM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: USB</u> PATRON WAS TALKING TO METRO POLICE AND THEY CALLED EMS FOR HIM. HE WAS TAKEN TO YNHH.	MPD	YES
30-Aug	16:30	MISCELLANEOUS DISORDERLY CONDUCT	<u>LOCATION AT SUBWAY</u> THREE MEN WENT INTO SUBWAY AND A FIGHT ENSUED DUE TO ONE GETTING IN FRONT OF THE OTHERS IN LINE. NHPD WAS CALLED AND NO ONE WAS INJURED OR ARRESTED.	YES	NO

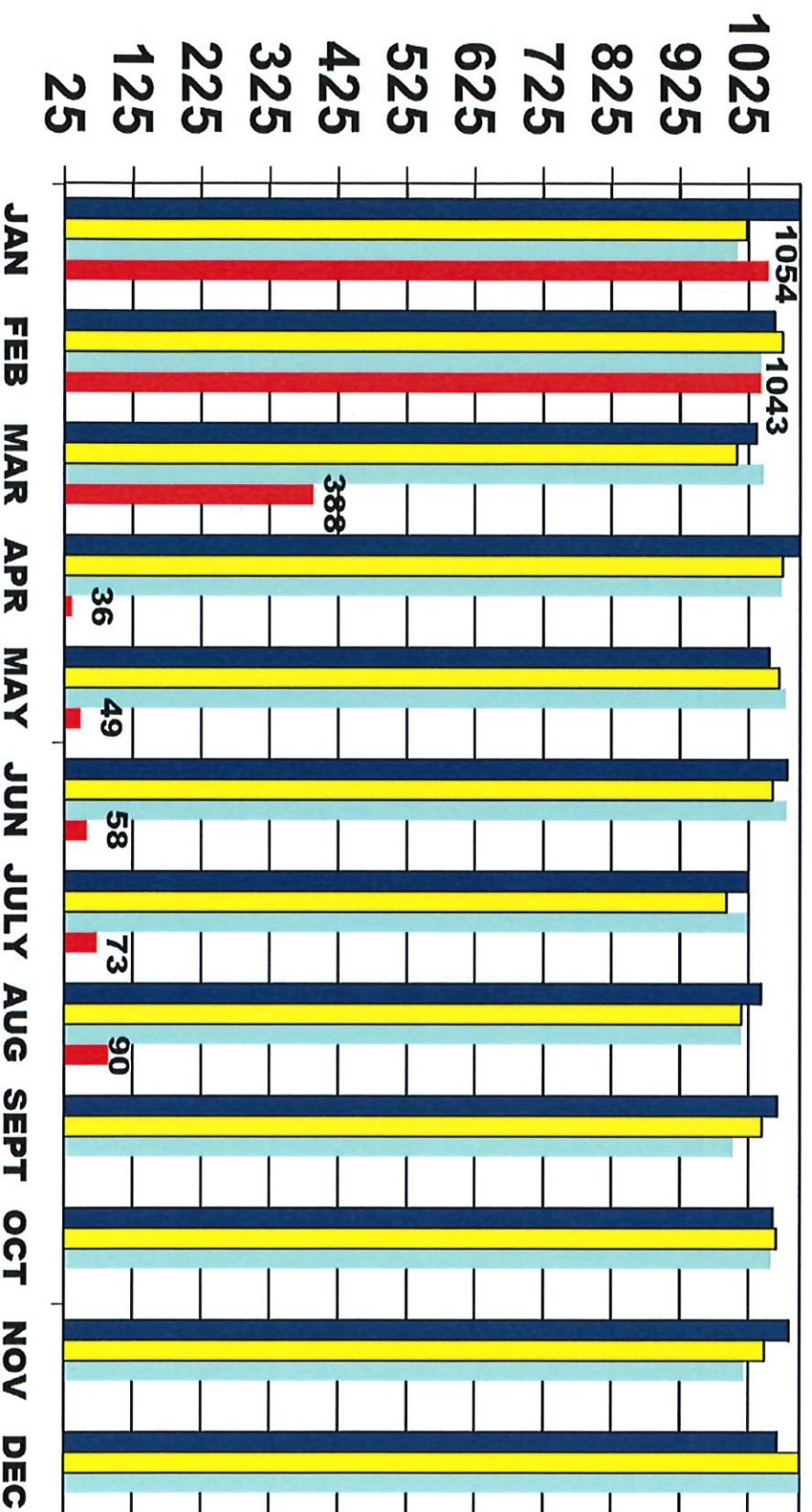
Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2017 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

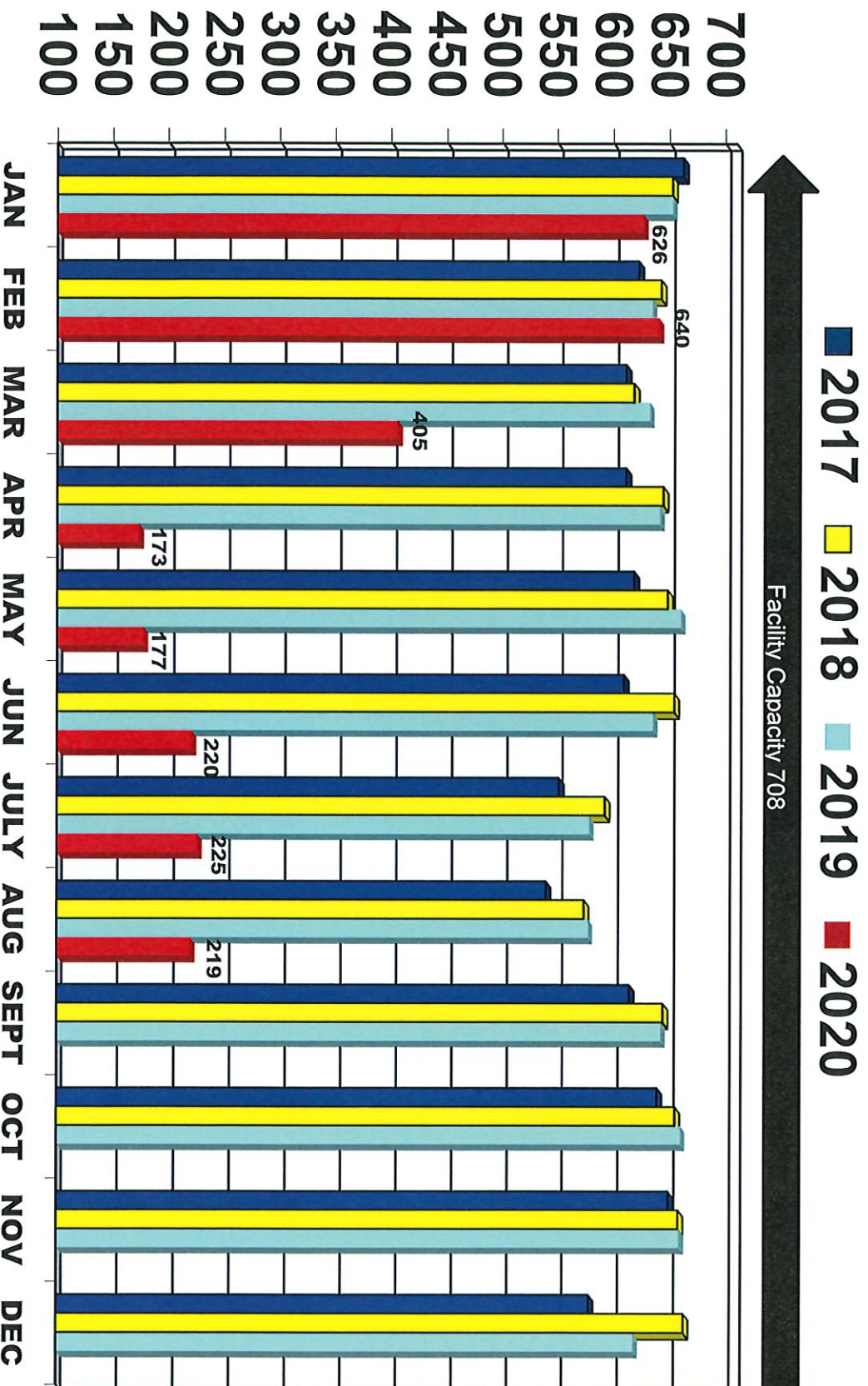


Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**

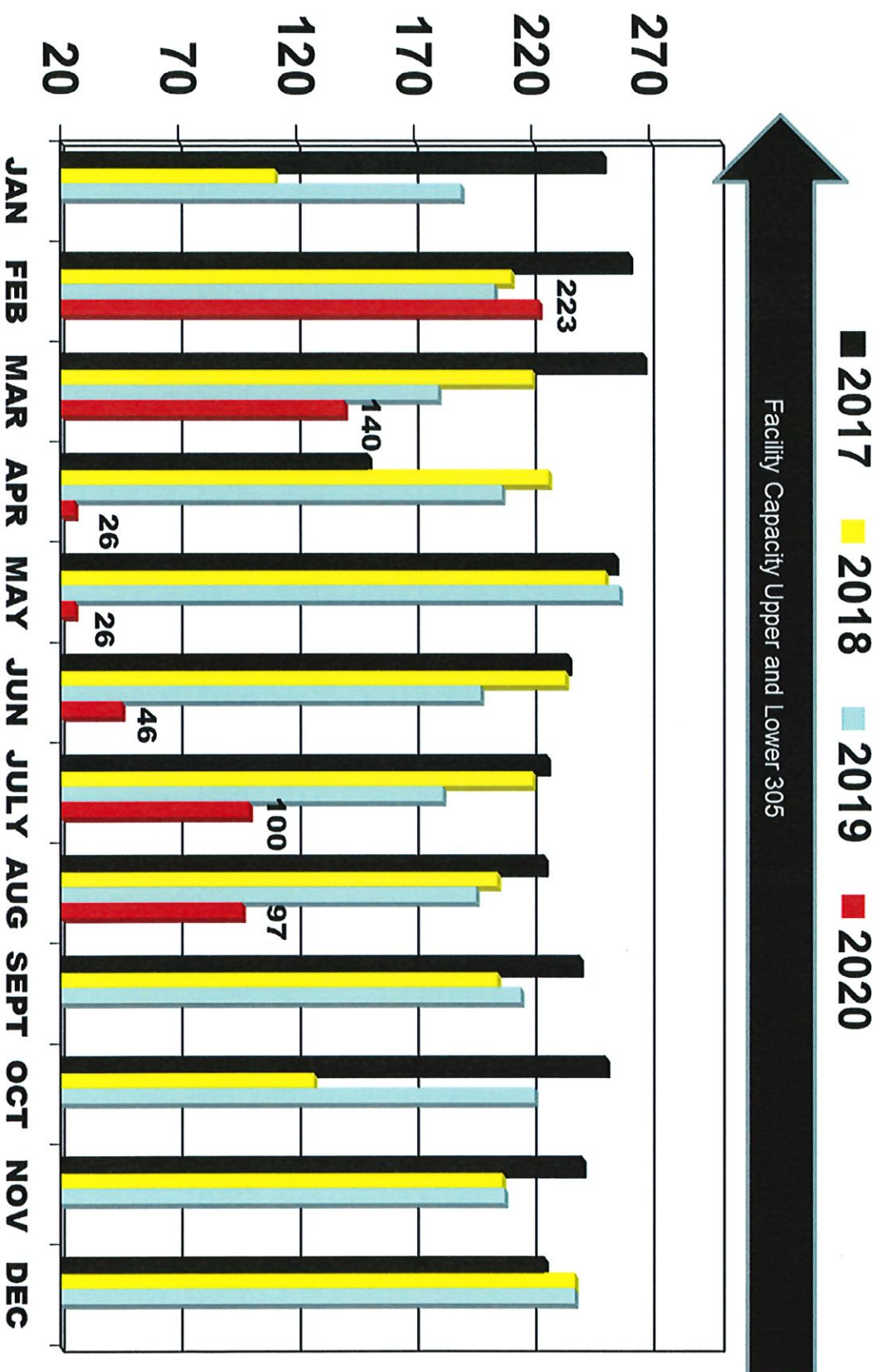
■ 2017 ■ 2018 ■ 2019 ■ 2020



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



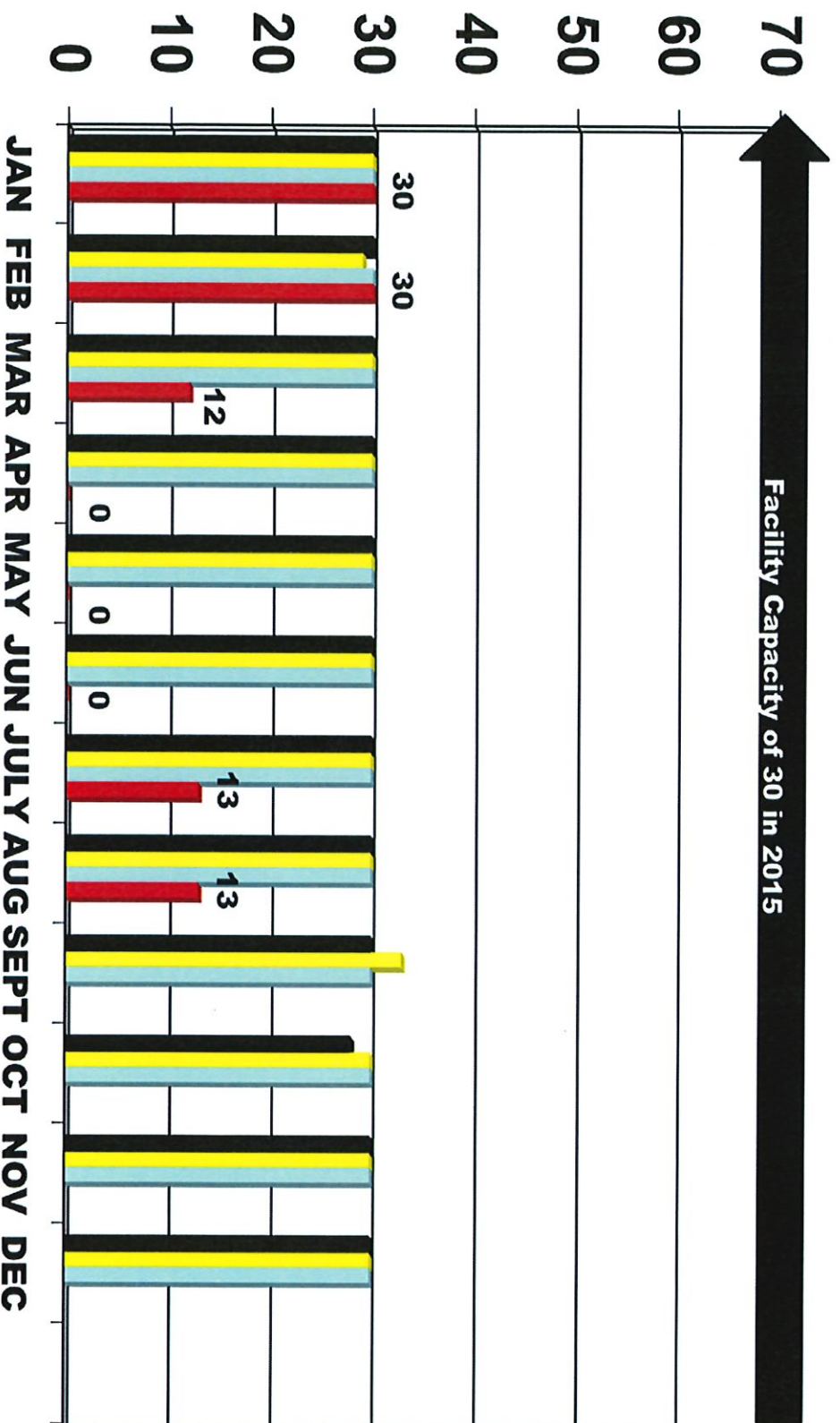
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020



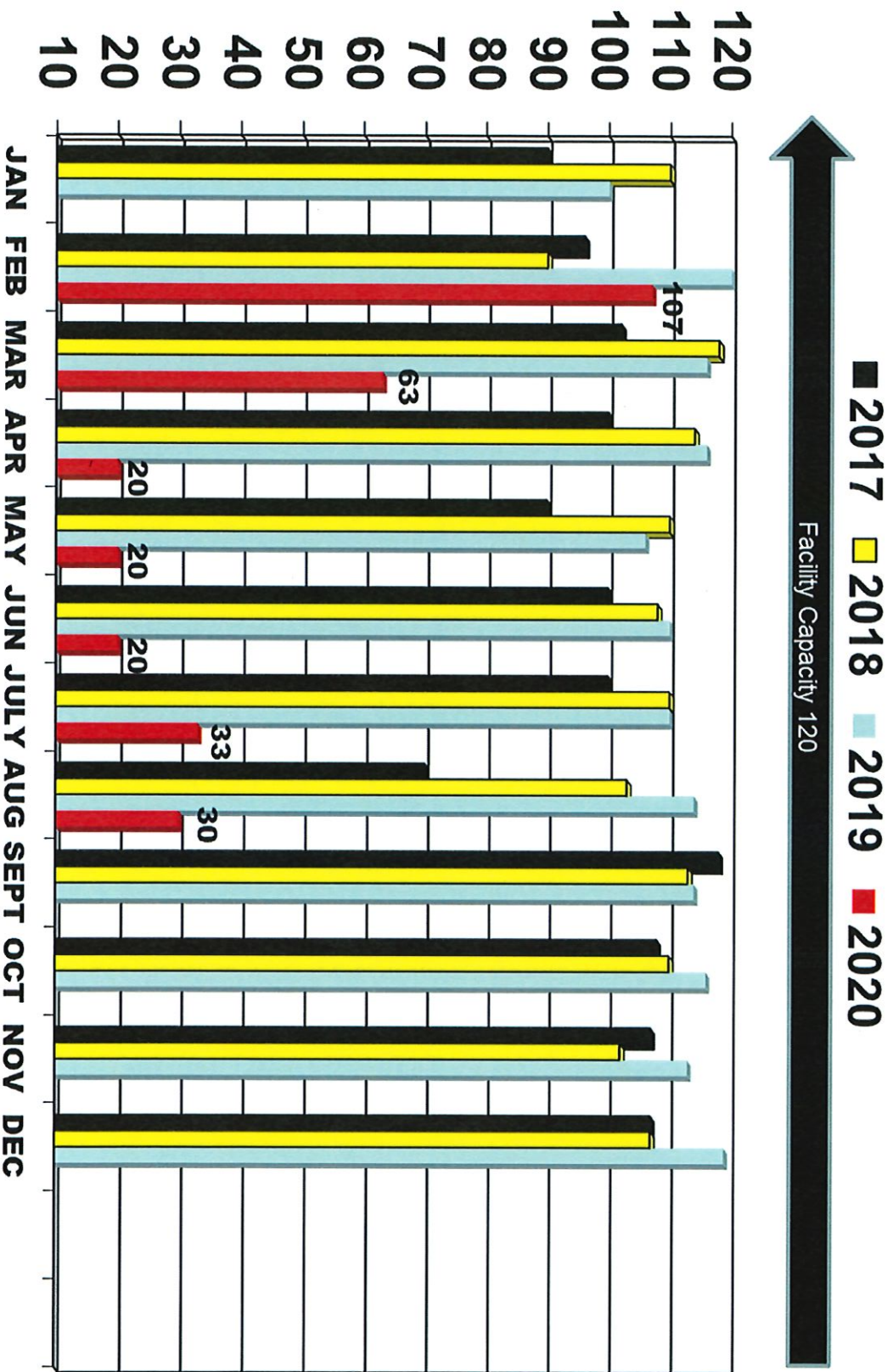
Average Occupancy Statistics Orange & Elm

Facility Capacity 30 Comparison of 2017 through 2020

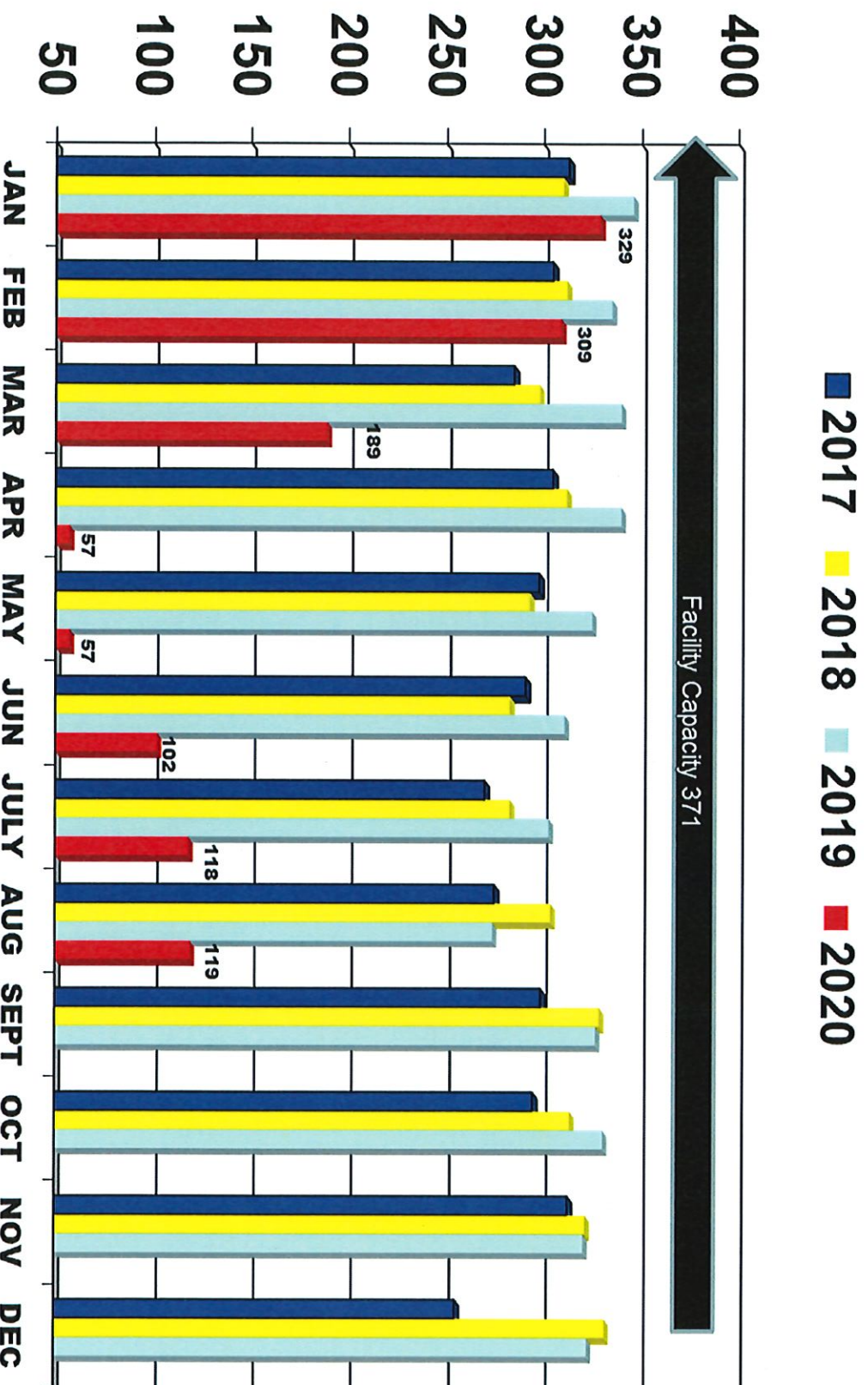
■ 2017 ■ 2018 ■ 2019 ■ 2020



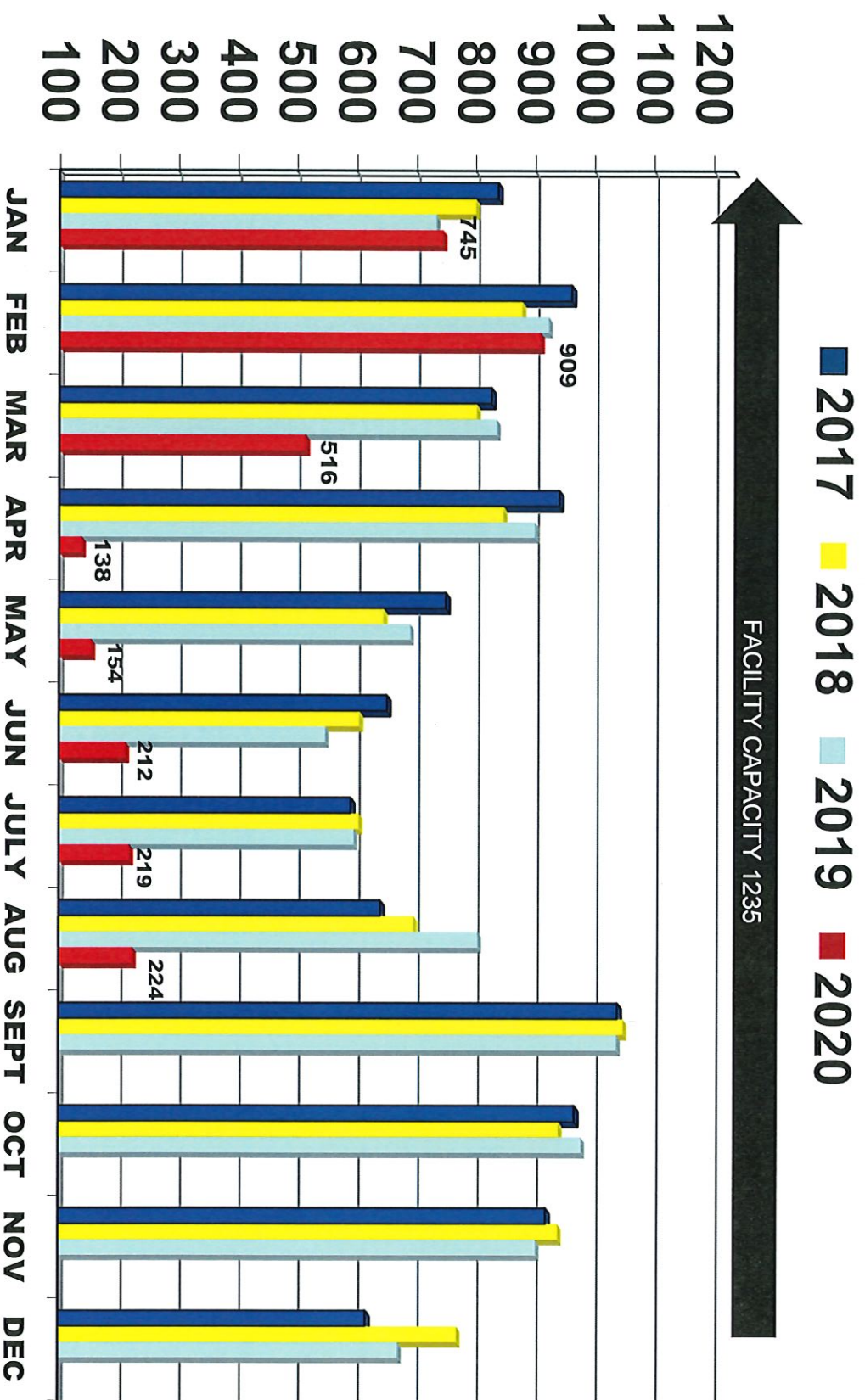
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2017 through 2020**



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**



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]

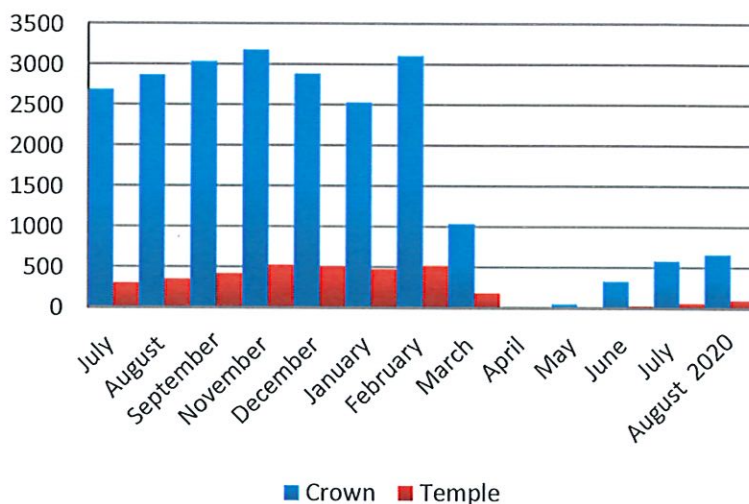
TOTAL CARS PARKED 2019, 2020 YTD: 8,078

[illegible]

2019 / 2020	Crown	Temple	Total
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	575	59	634
August 2020	661	98	759
Total	22910	3487	26397

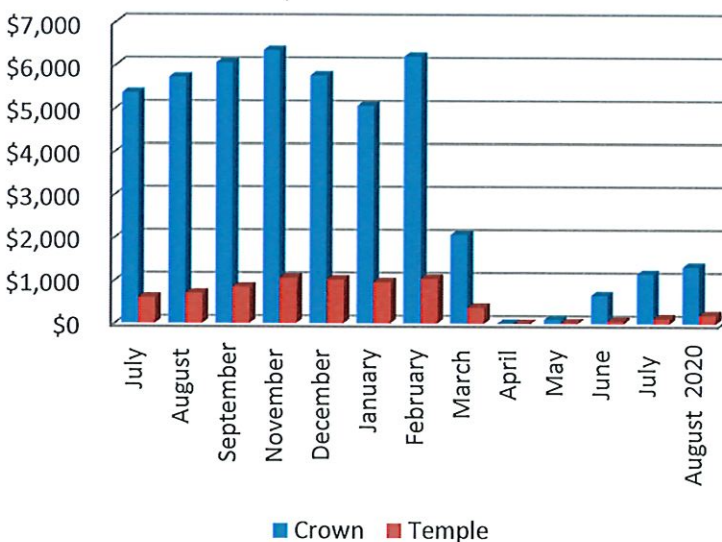
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2019 / 2020	Crown	Temple	Total
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	\$1,150	\$118	\$1,268
August 2020	\$1,322	\$196	\$1,518
Total	\$45,820	\$6,974	\$52,794

Restaurant Program Dollars



Please rate our service today



67%
182 resp.



13%
35 resp.

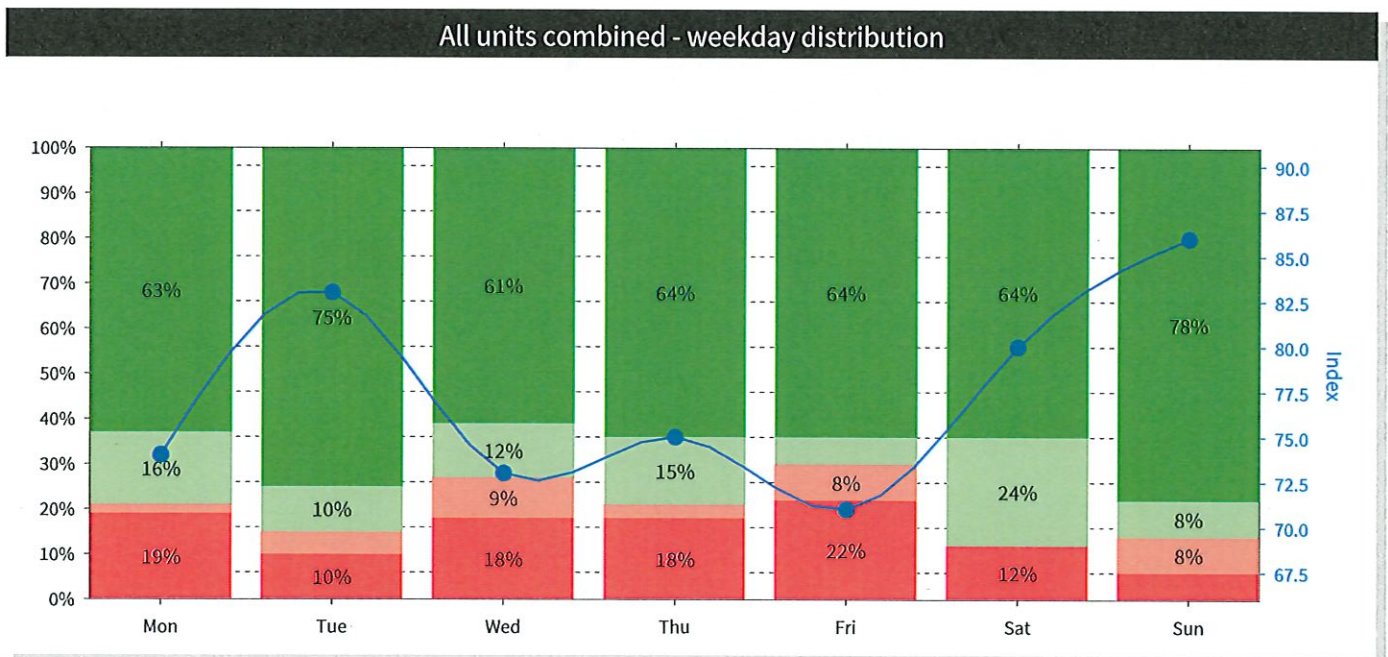
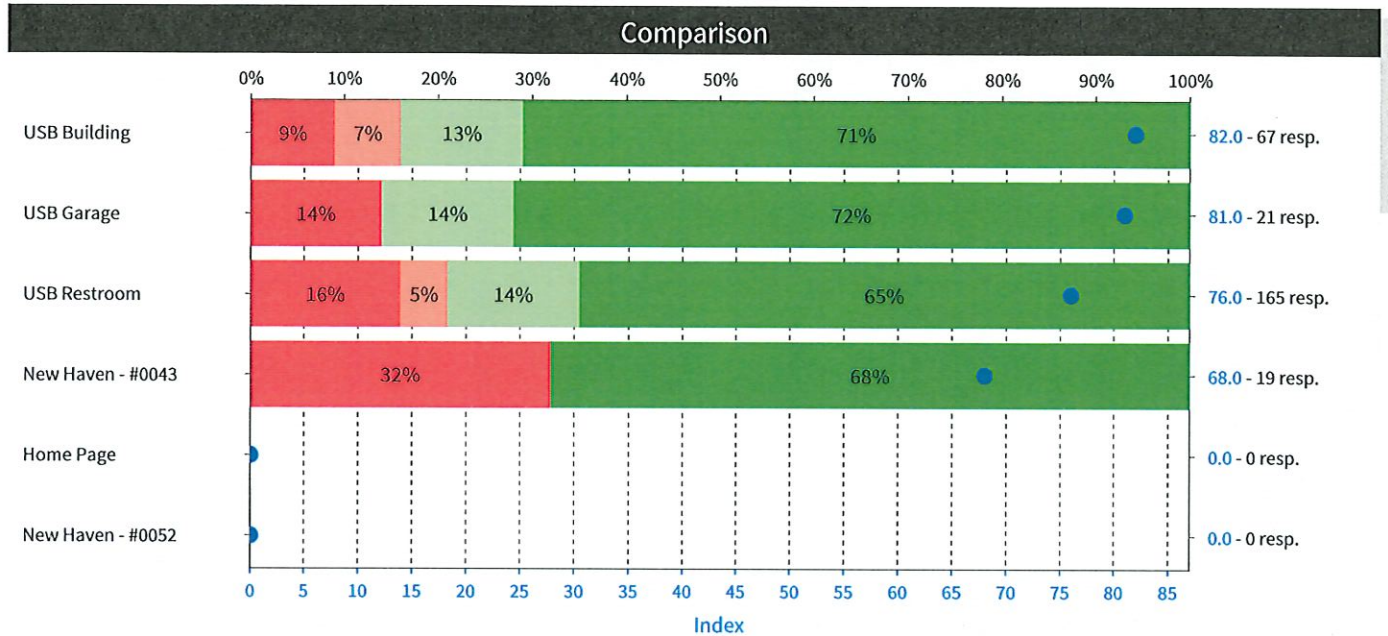


5%
14 resp.

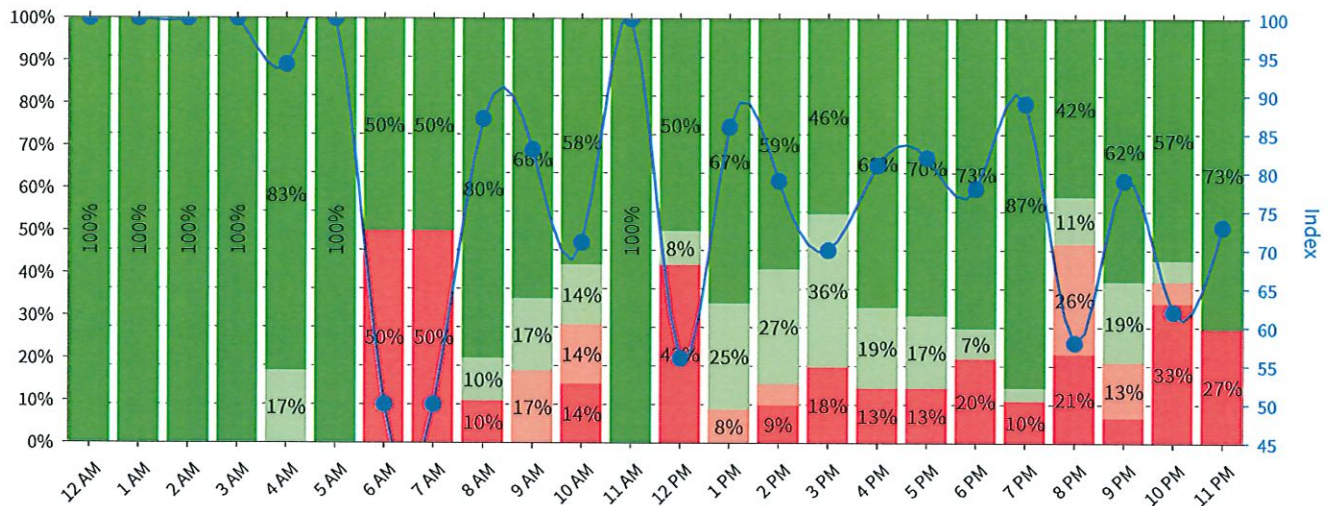


15%
41 resp.

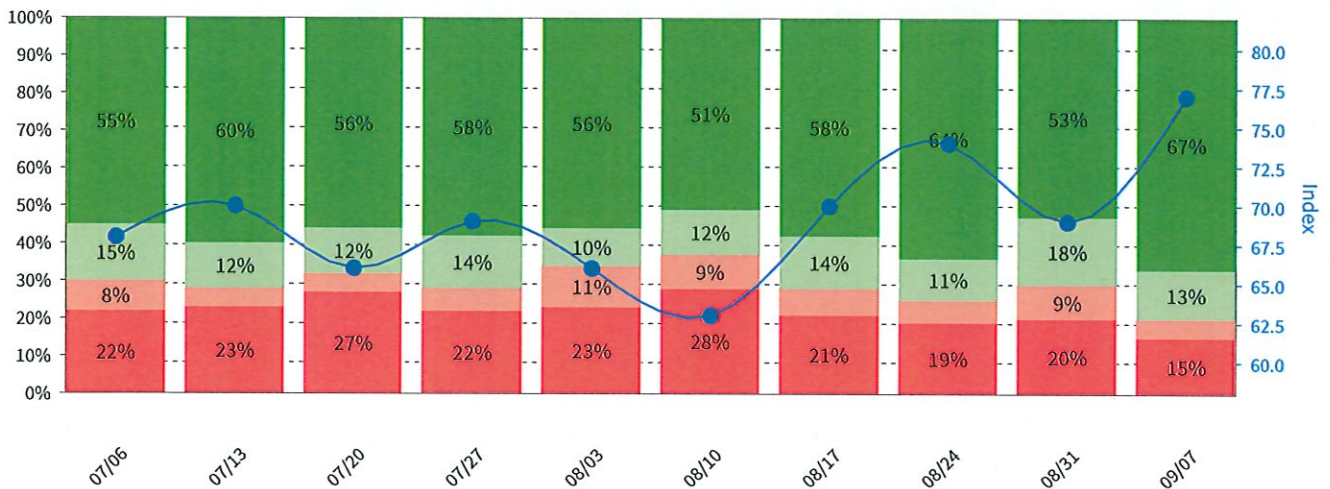
Index: 77.0
Responses: 272



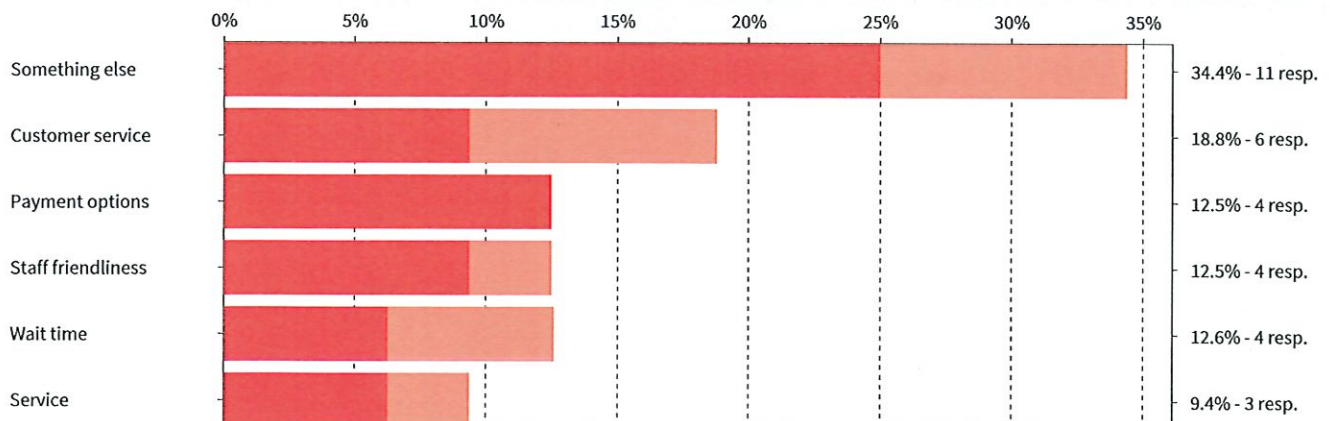
All units combined - hourly distribution



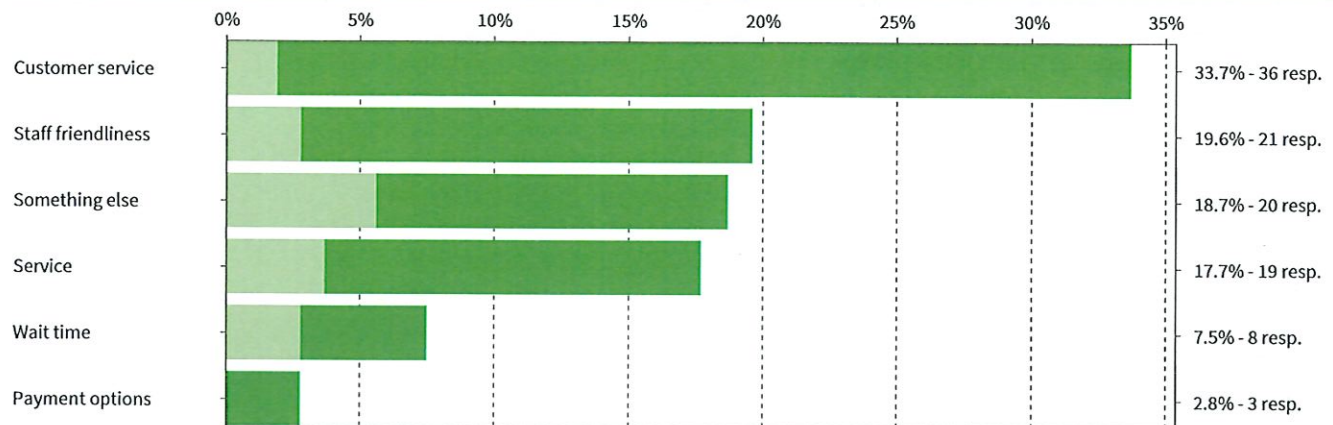
Same question, comparison with previous weeks



Pain Points



Highlights



New Haven Parking Authority



9/7/20 - 9/14/20

Positive feedback

80%

as given by 272 customers

HappyOrNot

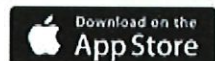
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