

OPERATIONS MAJOR ACTIVITY REPORT

Sammy B. Parry, Chief Operating Officer

October 19, 2020 Board Meeting

•SECURITY:

- Incident Statistics by Category
- Incident Statistics by Location
- Incident Details for all Locations

•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 - September 2020



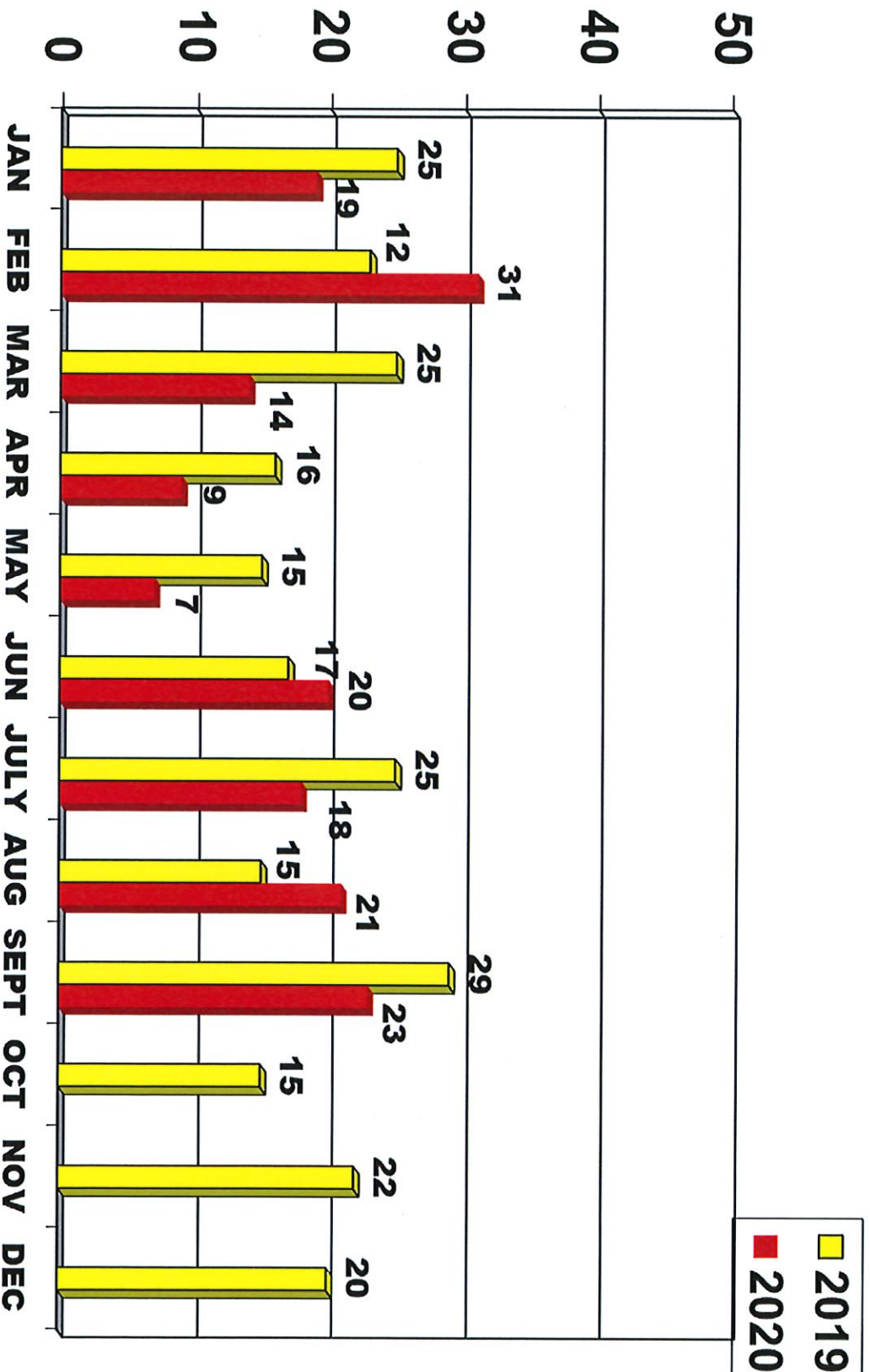
Month	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident including hit & run	Trip & Fall Personal injury	NHPA Property Damage	Private Property Damage	Request for Medical	Stolen Bike	Miscellaneous	Elevator Entrapment with injury	Total
January	1	0	3	1	1	3	8	1	1	0	19
February	0	0	3	4	2	8	13	0	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	3	0	4	0	2	1	9	0	4	0	23
October											
November											
December											
TOTAL	24	0	14	9	7	17	52	1	23	0	147

NHPA Incident Statistics by Location - September 2020



Facility	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident Hit & Run 2 hit & run +1 Employee hit by car	Trip & Fall/Personal injury	NHPA Property Damage	Private Property Damage	Medical Assist Required	Stolen Bike	Miscellaneous	Elevator Entrapment with Injury	Total
Air Rights Garage							1		1 assault w/ car		5
Chapel/Franklin											0
Court/Olive											0
Crown St. Garage						1					1
Elm/Orange											0
George Street											0
Granite Square Garage											0
Olive/Chapel											0
Orange/George											0
Orange/Turnbull											0
Orchard Sherman											0
Sherman/Tyler											0
State/Court											0
State/Chapel											0
State/Fair	1										1
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	1		1		2						4
Temple MedicalGarage	1								1 Overhead door issue		2
Union Station Building							8		2 disorderly conduct		10
Union Station Garage											0
Whalley Blake											0
Total	3	0	4	0	2	1	9	0	4	0	23

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



AIR RIGHTS GARAGE - SEPTEMBER 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
5-Sep	7:00 PM	MECICAL ASSISTANCE REQUIRED	LOCATION: YORK STREET ENTRANCE SECURITY RECEIVED CALL FROM HOSPITAL EMPLOYEE STATING THERE WAS A MALE AT THE YORK STREET ENTRANCE THAT WAS YELLING AT PEOPLE AS THEY CAME INTO THE GARAGE ON THE GROUND LEVEL. OFFICER APPROACHED UNKNOWN HOMELESS MALE THAT APPEARED TO BE INTOXICATED AND ASKED HIM TO MOVE TO ANOTHER LOCATION. OFFICER CALLED HEADQUARTERS TO HAVE HIM TRANSPORTED TO HOSPITAL. AMR ARRIVED AND PROVIDED TRANSPORT.	NO	YES
29-Sep	12:30 PM	MISC. ASSAULT WITH MOTOR VEHICLE	LOCATION: LEVEL ONE SECURITY HEARD LOUD YELLING ON LEVEL ONE. DR. STATED THAT WHEN DRIVING TO WORK ON I-95 A MERCEDES SUV FOLLOWED HIM INTO THE GARAGE. WHEN PULLING INTO THE GARAGE THE UNKNOWN DRIVER BLOCKED HIS VEHICLE GOT OUT AND STARTED HITTING THE DR. IN THE FACE. AT THAT TIME ANOTHER DR. TRIED TO STOP HIM AND THE SUSPECT STARTED TO ASSAULT HIM.	YES	NO

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
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WHEN INTERVIEWED DR. #1 SAID THE BLACK SUV CAME AROUND FROM THE REAR OF LEVEL ONE TO EXIT LEVEL. DOCTOR #1 GOT IN FRONT OF IT AND GOT HIT. HE LANDED ON TOP OF THE HOOD OF THE VEHICLE AND FELL ABOUT 5 FT. IN FRONT OF VEHICLE ON THE GROUND. DRIVER THEN DROVE THROUGH THE GATE CAUSING IT TO BREAK OFF. NHPD WAS CALLED AND THE DOCTOR REFUSED MEDICAL ATTENTION. NHPD ASSIGNED CASE NO.

6-Sep

BETWEEN
6:20 AM
8:00 PM

**MOTOR
VEHICLE
ACCIDENT
HIT & RUN**

LOCATION: LEVEL 3

NO

NO

PATRON CLAIMS HE PARKED AT 6:20 AM AND RETURNED AT 8:00 PM THE SAME DAY. UPON HIS RETURN HE FOUND DAMAGE TO PASSENGER SIDE REAR BUMPER. HE STATED PERSON RESPONSIBLE LEFT PHONE NUMBER ON WINDSHIELD BUT IT WAS NOT IN SERVICE. PATRON WAS ADVISED TO CALL NHPD.

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
		MOTOR	AREA: LOADING DOCK	YES	YES
		VEHICLE	SECURITY WAS DISPATCHED TO LOWER		
		ACCIDENT	LOADING DOCK AREA IN REGARD TO PEDESTRIAN		
		HIT	WHO WAS HIT BY MOTOR		
		EMPLOYEE	VEHICLE. UPON ARRIVAL SECURITY MET HOSPITAL		
			EMPLOYEE WHO WAS ON THE		
			GROUND BEING ATTENDED TO BY HOSPITAL		
			EMPLOYEES. SHE SAID SHE WAS RETURNING FROM		
			HER BREAK WHEN VEHICLE SUDDENLY		
			REVERSED BACKWARDS AND KNOCKED HER TO THE		
			GROUND. SHE SUSTAINED INJURIES.		
			DRIVER OF VEHICLE THAT HIT HER SAID HE DID		
			NOT SEE HER AND STOPPED AS SOON AS HE FELT A		
			BUMP. VICTIM SAID SHE DID NOT		
			LOSE CONSCIOUSNESS BUT WAS EXPERIENCING		
			A LOT OF PAIN. SHE WAS TRANSPORTED TO THE		
			HOSPITAL FOR TREATMENT. INVESTIGATION		
			WAS HANDLED BY NHPD AND ASSIGNED A CASE		
			NUMBER. VIDEO WAS RETAINED FOR FUTURE		
			REFERENCE.		

DATE

TIME

TYPE

DESCRIPTION

NHPD
CONTACTED

EMS
CONTACTED

MOTOR

VEHICLE

ACCIDENT

HIT & RUN

SECURITY DISPATCHED TO LEVEL 4 TO
INVESTIGATE MV ACCIDENT AND CALL NHPD.
SECURITY SPOKE WITH WITNESS WHO SAW
PATRON ATTEMPT TO PARK AND HIT UNOCCUPIED
VEHICLE AND MOVE TO ANOTHER PARKING
SPACE OVERLOOKING SOUTH FRONTAGE RD.
SECURITY NOTICED DAMAGE TO BOTH VEHICLES.
WHILE ON SCENE THEY WERE ABLE TO CONTACT
PATRON WHO HIT THE VEHICLE AND DENIED
HE DID BUT SHARED VEHICLE AND LICENSE INFO.
NO INJURIES WERE REPORTED AND VIDEO
CLEARLY SHOWED THE ACCIDENT. PERSON
WHO OWNED VEHICLE THAT WAS HIT WAS NOTIFIED
AND ADVISED TO CONTACT NHPD.

CROWN STREET GARAGE - SEPTEMBER 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD		EMS	
				CONTACTED		CONTACTED	
28-Sep	10:45 AM	PERSONAL PROPERTY DAMAGE	LOCATION: LEVEL 3A CRUMBLING CONCRETE HIT CAR. PATRON CAME BACK TO CAR AND FOUND SMALL PIECES OF CONCRETE ON HIS CAR. HE TOOK VIDEO AND PICTURES OF SMALL DENTS AND SCRATCHES.	NO		NO	

SURFACE LOTS - SEPTEMBER 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
31-Aug	9:45 AM	MOTOR VEHICLE BREAK IN	<u>LOCATION: STATE & FAIR LOT</u> SECURITY FOUND CAR THAT WAS PARKED IN THE LOT FOR A LONG PERIOD OF TIME WITHOUT A HANG TAG THAT HAD A BROKEN WINDOW ON THE REAR PASSENGER SIDE. FACILITY MANAGER CALLED AND PHOTOS TAKEN. THIS VEHICLE WAS ABANDONED AND WAS ISSUED SEVERAL TICKETS - VEHICLE WAS TOWED.	NO	NO

TEMPLE MEDICAL GARAGE - SEPTEMBER 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD		EMS	
				CONTACTED		CONTACTED	
15-Sep	2:00 AM	MISC.	LOCATION: GEORGE ST. ENTRANCE	NO		NO	
		OVERHEAD	SECURITY NOTICED THE OVERHEAD				
		DOOR	DOOR WAS GOING UP AND DOWN				
		NOT	BY ITSELF. NOTIFIED SUPERVISOR.				
		OPERATING					
		PROPERLY					
NOT KNOWN							
		MOTOR	LOCATION: LEVEL 2 NEAR GEORGE ST	YES		NO	
		VEHICLE	STAIRWELL				
		BREAK-IN	CUSTOMER TOLD SECURITY HIS				
			VEHICLE WAS BROKEN INTO ON				
			LEVEL 2 . DAMAGE WAS FOUND ON THE				
			DRIVER'S SIDE AND TWO CROW BARS WERE				
			FOUND ON THE GROUND NEXT TO THE CAR.				
			VEHICLE WAS PARKED IN THE GARAGE				
			FOR SEVERAL DAYS. SEVERAL VALUABLE				
			ITEMS TAKEN, LAP TOP, PLAY STATION, ETC.				

TEMPLE STREET GARAGE - SEPTEMBER 2020 INCIDENTS REPORTED

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
7-Sep	1:10 AM	NHPA PROPERTY DAMAGE	<u>LOCATION: GATE ARM CROWN ST. ENTRANCE</u> SECURITY WAS ASKED BY SUPERVISOR TO REPORT TO THE CROWN STREET ENTRANCE TO SECURE THE ENTRANCE AS GATE ARM WAS DAMAGED. NO VEHICLE WAS THERE WHEN SECURITY ARRIVED. NO INJURIES NOTED.	NO	NO
9-Sep	6:29 PM	MOTOR VEHICLE ACCIDENT HIT & RUN	<u>LOCATION: VALET PARKING</u> CASHIER WAS WALKING TO HIS CAR AND FOUND CAR DOOR, DRIVER'S SIDE WAS HIT. HE NOTIFIED SECURITY ON DUTY AND CALLED NHPD.	YES	NO
25-Sep	DISCOVERED AT 6:00 AM	MOTOR VEHICLE BREAK-IN	<u>LOCATION: LEVEL 5</u> PATRON STATED HE FOUND DAMAGE WHEN HE RETURNED TO CAR BUT DID NOT HAVE TIME TO REPORT IT - HAD TO LEAVE FOR WORK. FOUND SUNROOF ON THE GROUND. WHEN HE RETURNED THE NEXT DAY HE SAW SECURITY AND REPORTED THE BREAK-IN FROM THE PREVIOUS DAY. HE REPORTED IT TO HIS INSURANCE COMPANY AND WAS GIVEN MANAGER'S NUMBER TO GET COPY OF REPORT. THERE WAS MAJOR DAMAGE TO THE CAR AND A NUMBER OF ITEMS WERE TAKEN.	NO	NO

DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
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27-Sep	1:00 AM	NHPA PROPERTY DAMAGE	<u>LOCATION: NORTH FRONTAGE EXIT CASHIER LANE #2</u> SECURITY FOUND THAT CUSTOMER DROVE THROUGH EXIT GATE WITH GATE ARM IN DOWN POSITION. SUPERVISOR WAS NOTIFIED AND CAME TO LOCATION TO TAKE PICTURES. LANE WAS CLOSED.	NO	NO
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UNION STATION BUILDING - SEPTEMBER 2020 INCIDENTS REPORTED

PAGE 1

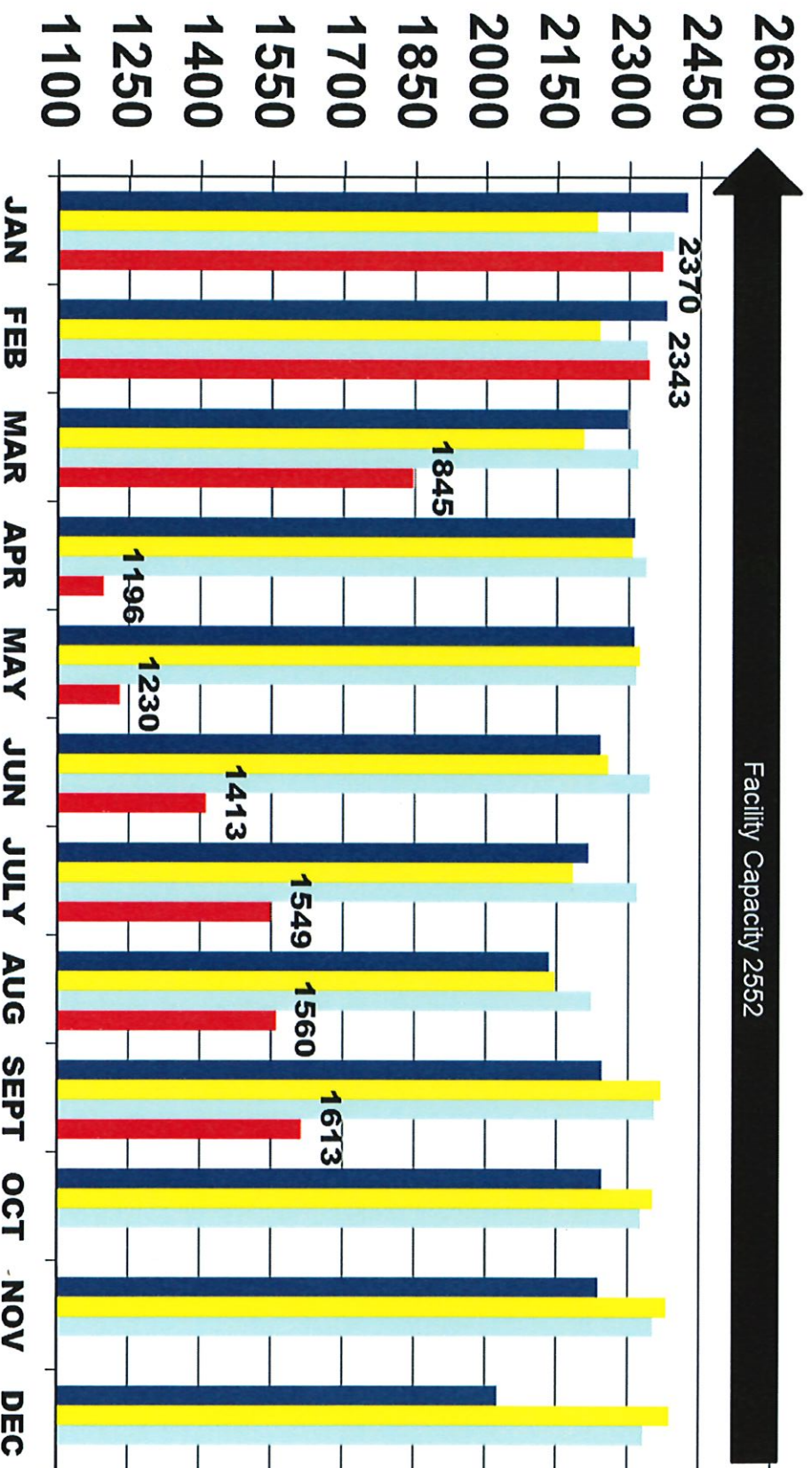
DATE	TIME	TYPE	DESCRIPTION	NHPD CONTACTED	EMS CONTACTED
12-Sep	8:20 PM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: LOBBY NEAR FRONT ENTRANCE</u> MAN WAS FOUND ON THE FLOOR AND COULD NOT STAND. APPEARED TO BE INTOXICATED.	NHFD	YES
13-Sep	12:00 PM	MEDICAL ASSISTANCE REQUIRED	<u>LOCATION: USB LOBBY</u> PATRON REQUESTED AN AMBULANCE BECAUSE HE WAS HAVING TROUBLE WALKING. CALL WAS MADE AND EMTS ASSISTED HIM.	NO	YES
29-Sep	1:30 AM	DISORDERLY CONDUCT	<u>LOCATION: FRONT BENCH USB</u> PATRON GOT OFF ELEVATOR INTO LOBBY WITH MUSIC BLASTING AND PROCEEDED TO EXIT. ONCE OUTSIDE HE TURNED MUSIC OFF AND SPOKE TO TAXI DRIVER WHO WAS WAITING. SECURITY WAS CALLED TO FRONT OF BUILDING WHERE PATRON HAD TURNED ON HIS MUSIC AGAIN. SECURITY FOUND APD AND ASKED FOR ASSISTANCE. THEY WERE ON THE WAY TO A CALL BUT SAID THEY WOULD GO BY THE FRONT. SECURITY APPROACHED THE PATRON AGAIN AND ASKED HIM TO TURN DOWN MUSIC. SUPERVISOR ADVISED TO CALL NHPD. WHEN THEY ARRIVED THE PATRON TURNED THE MUSIC DOWN AND WALKED AWAY.	YES	NO

USB PAGE 2				NHPD	EMS NOTIFIED
	TIME	TYPE	DESCRIPTION	NOTIFIED	
2-Sep	3:40 PM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB LOBBY PATRON CALLED 911 FOR HERSELF AS SHE WAS NOT FEELING WELL AND WAS HAVING TROUBLE BREATHING. SHE WAS TAKEN TO YNHH. SHE HAD NO ID AND COULD NOT SPEAK ENGLISH.	NO	YES
9-Sep	4:45 AM	MEDICAL ASSISTANCE REQUIRED	LOCATION: PLATFORM/TRACK 8 SECURITY NOTICED NHPD ENTERING THE BUILDING AND WAS TOLD THEY WERE RESPONDING TO A CALL WHERE A MAN FELL FROM THE PLATFORM ONTO THE TRACKS. IT WAS DETERMINED HE HAD A SEIZURE AND WAS TRANSPORTED TO THE HOSPITAL.	NO	YES
4-Sep	1:10 PM	MEDICAL ASSISTANCE REQUIRED	LOCATION: USB LOBBY PATRON WAS BREATHING HEAVILY. 911 WAS CALLED AND WAS TOLD BY MOM SHE SUFFERS FROM ANXIETY PATRON WAS TRANSPORTED TO HOSPITAL.	NO	YES
23-Sep	1:30 AM	DISORDERLY CONDUCT/ MEDICAL ASSISTANCE	LOCATION: USB LOBBY FIRST BENCH PATRON STATED THAT HE INTENDED TO STAY IN THE LOBBY UNTIL HIS TRAIN CAME IN THE MORNING. HE WAS TOLD THE STATION CLOSES AND HE BECAME HOSTILE AND SAID ONLY POLICE CAN MAKE HIM LEAVE. MTA PD WAS CALLED AND HE SAID HE COULD NOT LEAVE DUE TO HIS MEDICAL HISTORY. HE WAS CONVINCED TO GO TO HOSPITAL FOR TREATMENT AND HE WAS TRANSPORTED TO HOSPITAL.	MTA PD	YES

USB PAGE 3				NHPD NOTIFIED	EMS NOTIFIED
TIME	TYPE	DESCRIPTION			
19-Sep	8:00 PM	MEDICAL ASSISTANCE REQUIRED <u>LOCATION: FRONT OF USB</u> PATRON WAS OUTSIDE BUILDING INTOXICATED NHFD WAS CALLED AND HE WAS TAKEN TO THE HOSPITAL.	NHFD	YES	
19-Sep	10:00 PM	MEDICAL ASSISTANCE REQUIRED <u>LOCATION: USB LOBBY</u> PATRON WAS HAVING CHEST PAINS AND ASKED SECURITY TO CALL 911. THEY WERE CALLED AND TOOK HIM TO HOSPITAL.	NHFD	YES	
4-Sep	12:00 PM	MEDICAL ASSISTANCE REQUIRED <u>LOCATION: USB LOBBY</u> PATRON COMPLAINED OF BREATHING PROBLEMS AND WEAK LEGS. EMS CALLED AND HE WAS TAKEN TO THE HOSPITAL.	NO	YES	

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

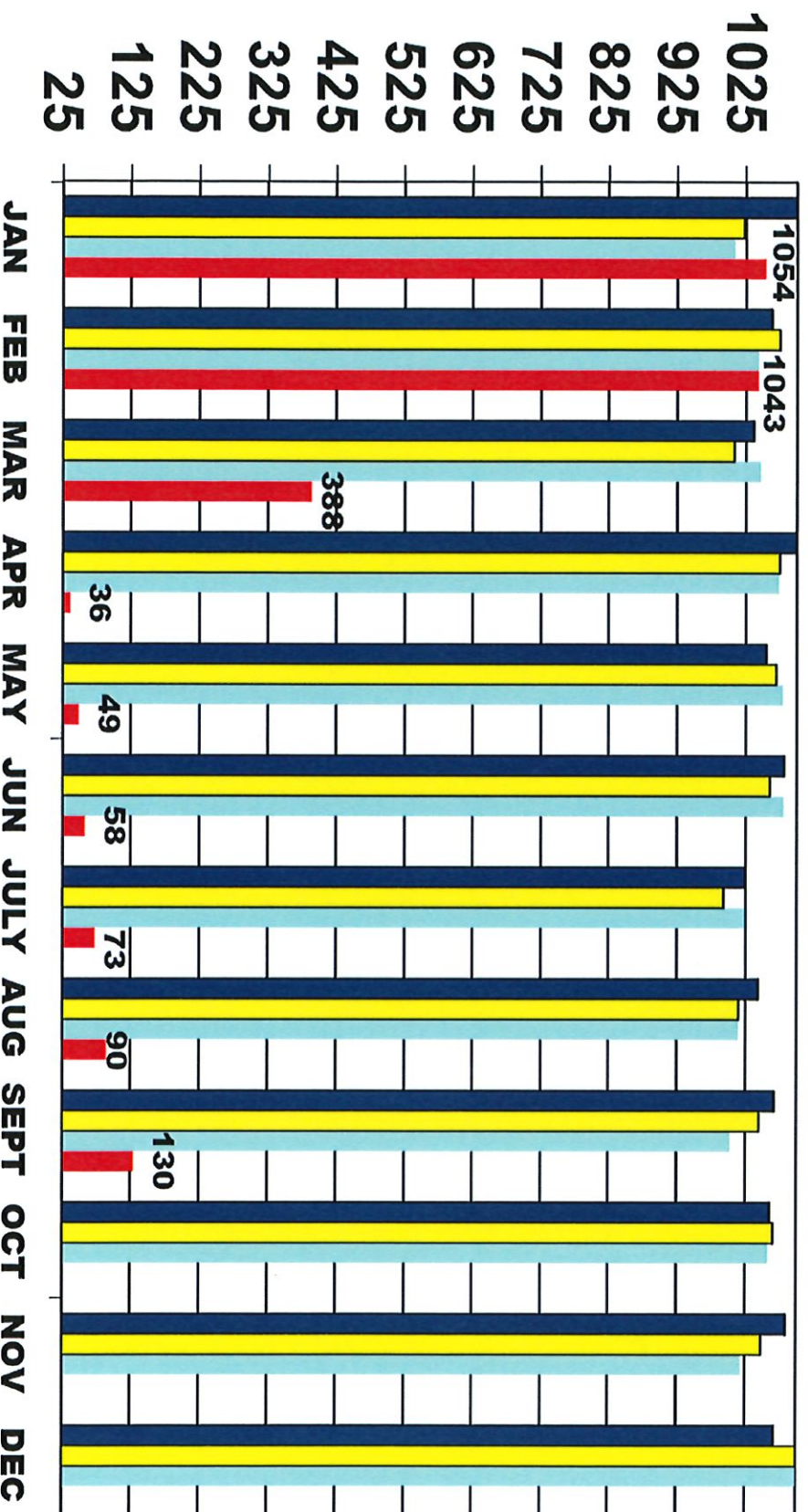
■ 2017 ■ 2018 ■ 2019 ■ 2020



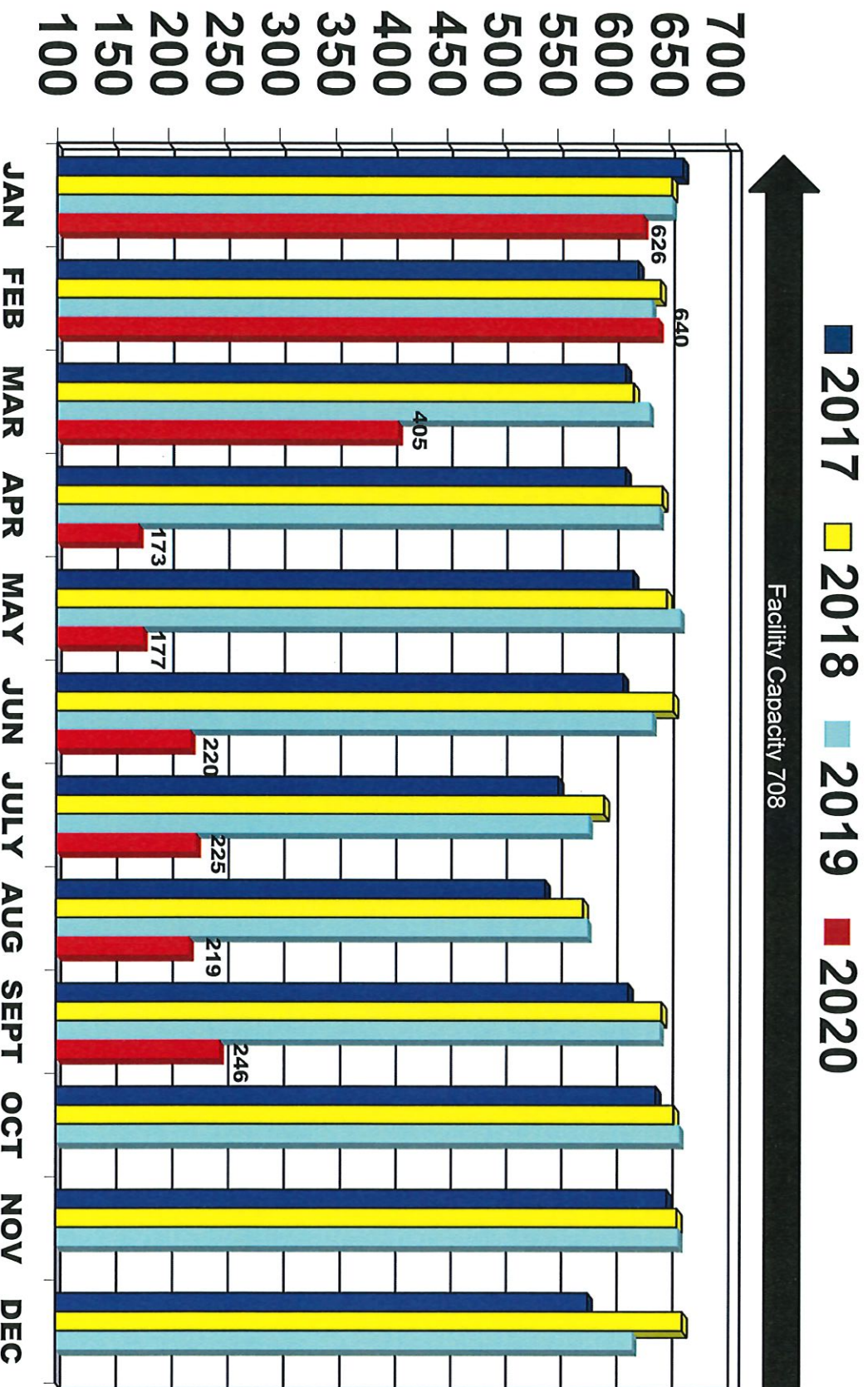
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**



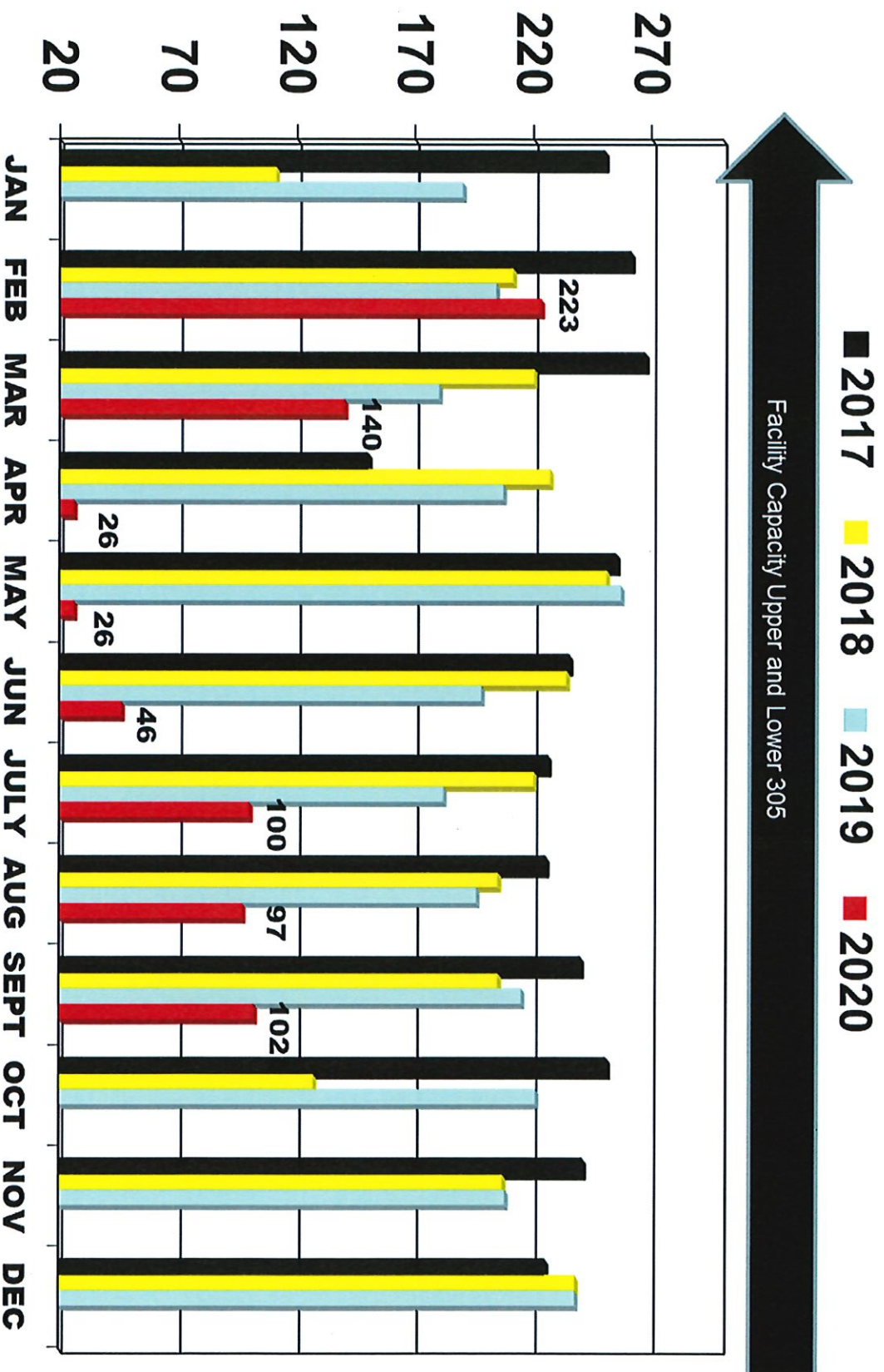
■ 2017 ■ 2018 ■ 2019 ■ 2020



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



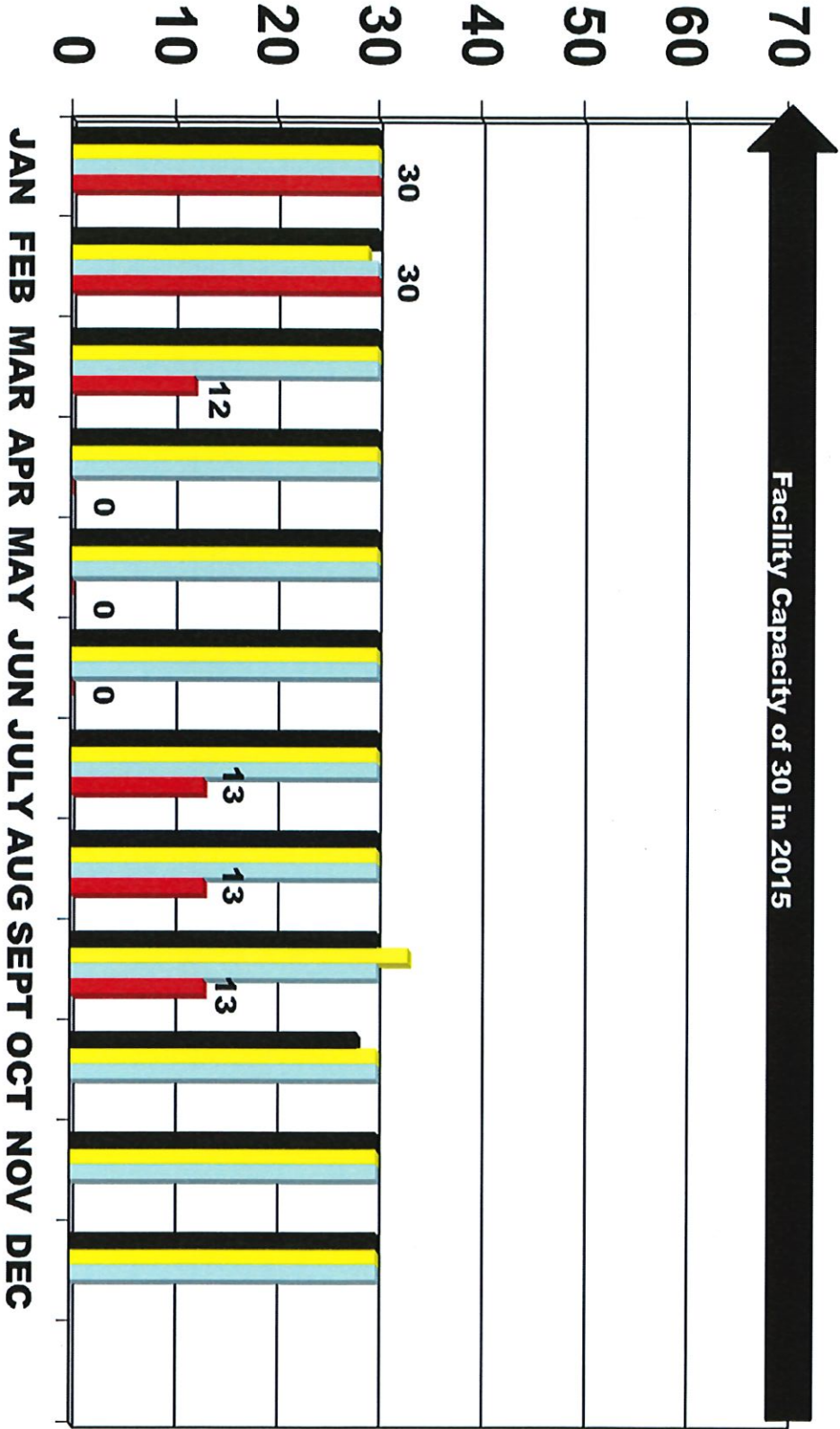
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020



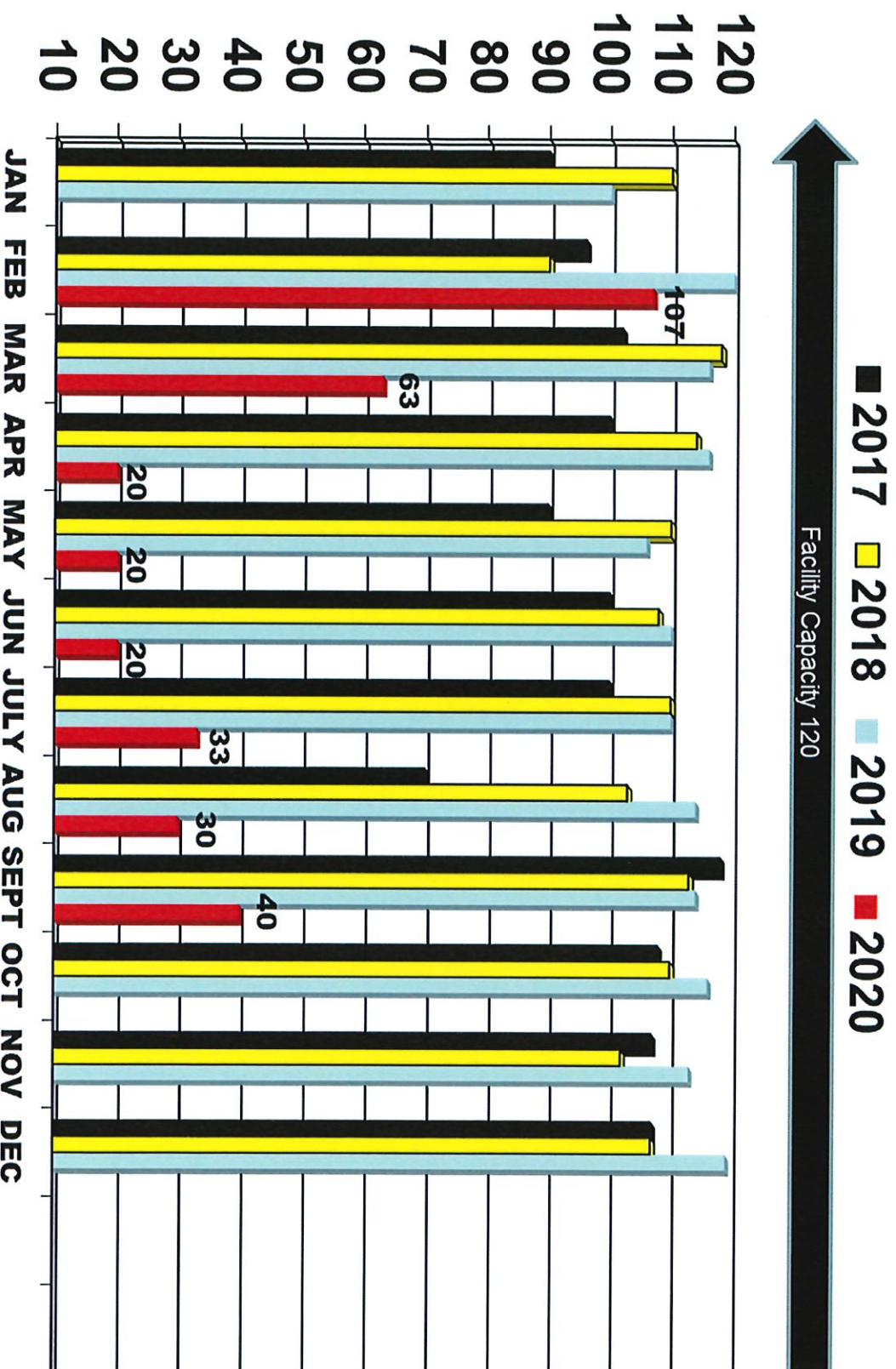
Average Occupancy Statistics Orange & Elm

Facility Capacity 30 Comparison of 2017 through 2020

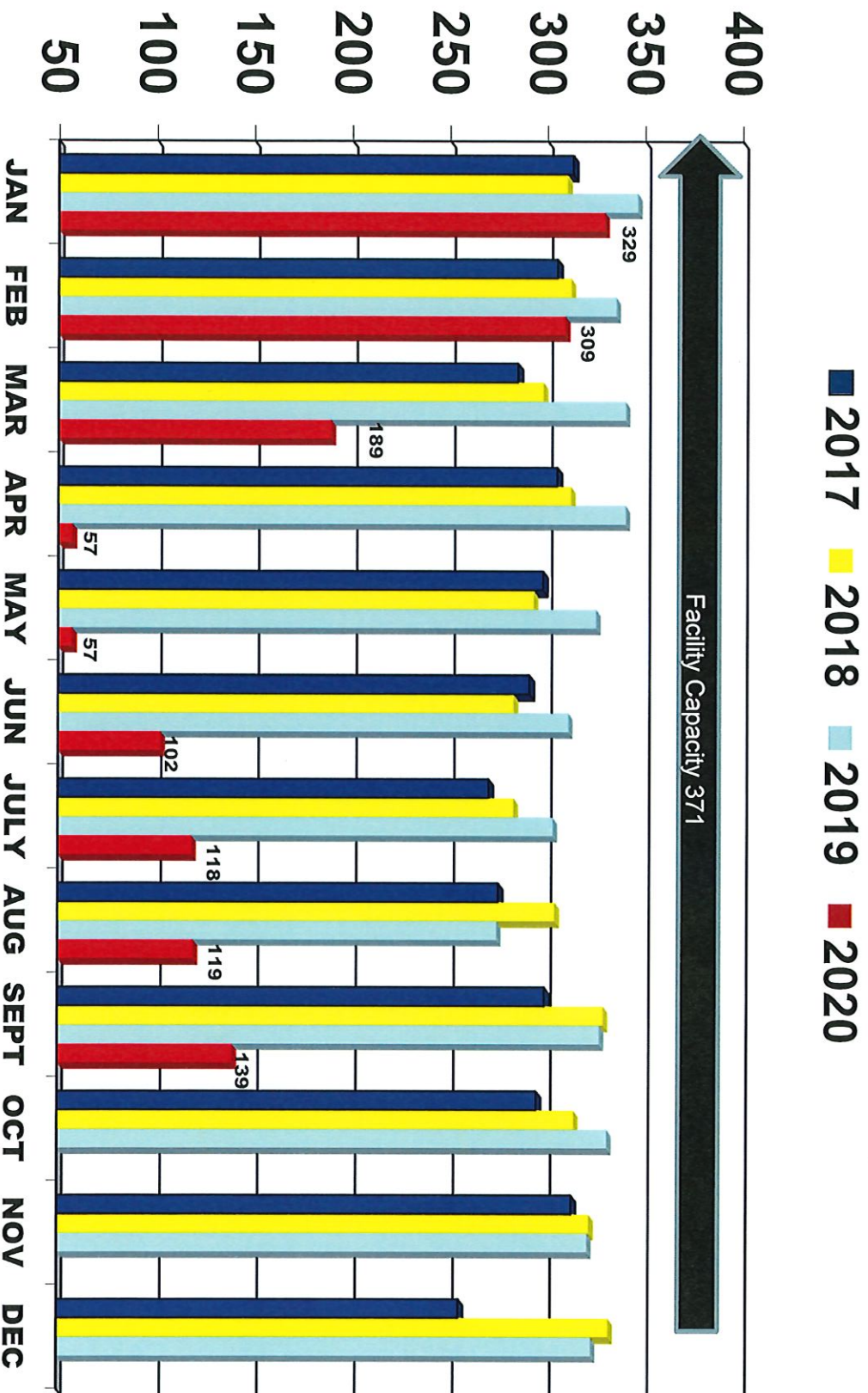
■ 2017 ■ 2018 ■ 2019 ■ 2020



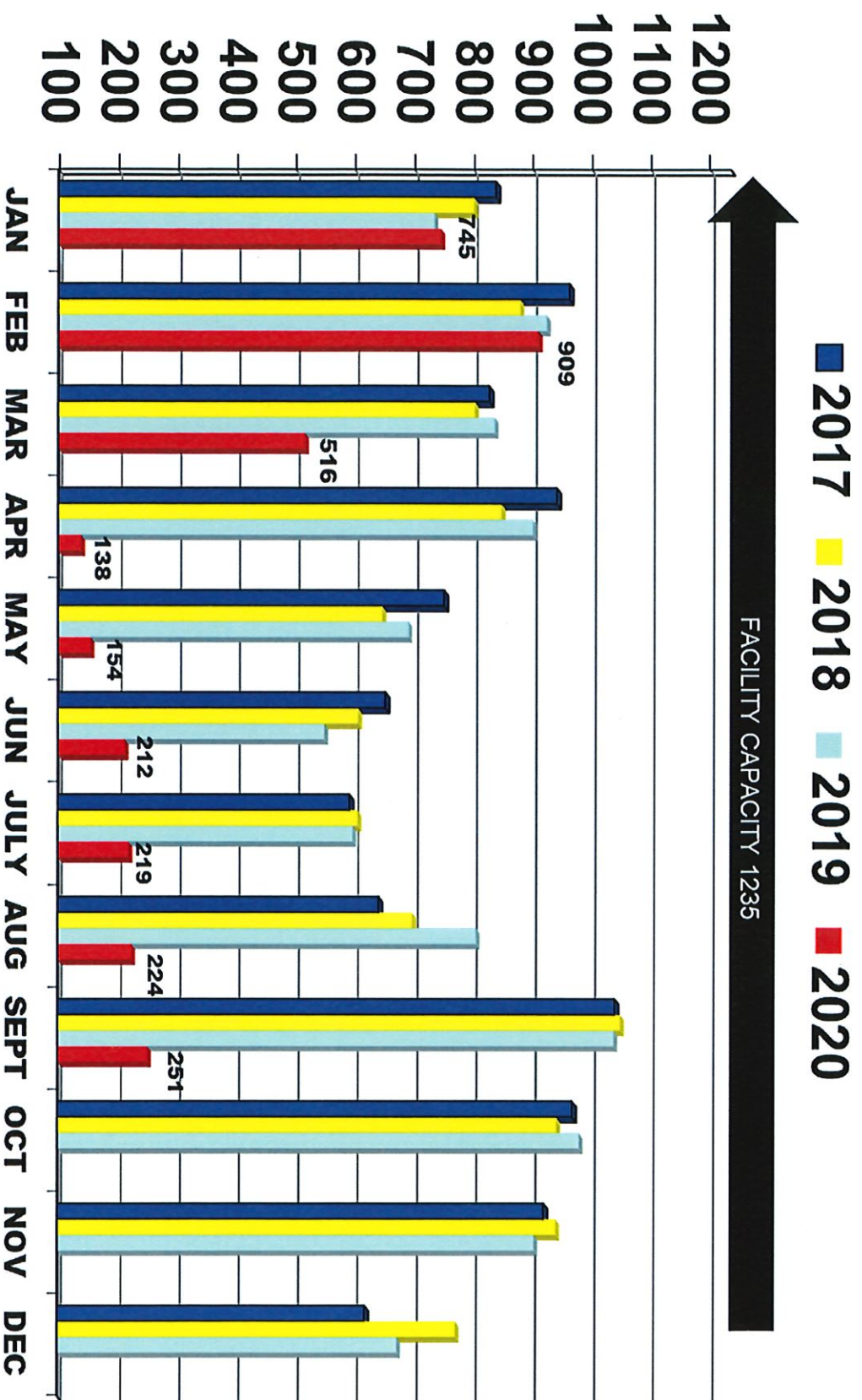
Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2017 through 2020



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]

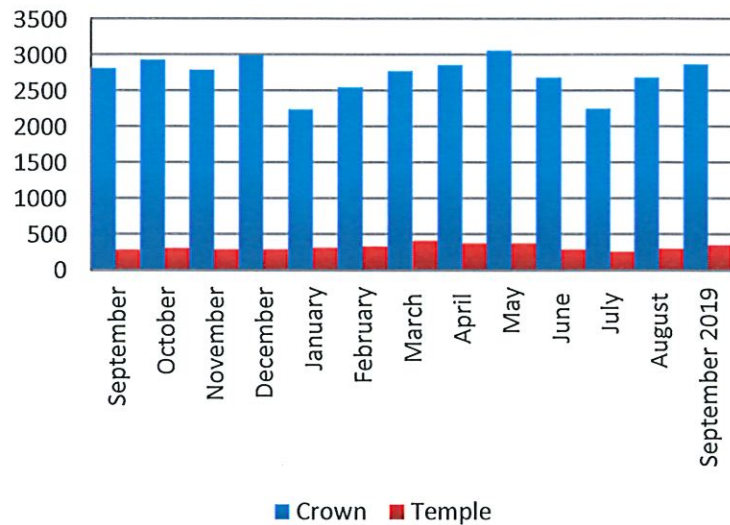
TOTAL CARS PARKED 2019, 2020 YTD: 8,078

[illegible]

2018 / 2019	Crown	Temple	Total
September	2808	284	3092
October	2924	308	3232
November	2788	288	3076
December	2992	289	3281
January	2235	312	2547
February	2543	331	2874
March	2771	410	3181
April	2854	373	3227
May	3055	375	3430
June	2680	289	2969
July	2246	259	2505
August	2682	301	2983
September 2019	2863	351	3214
Total	35441	4170	39611

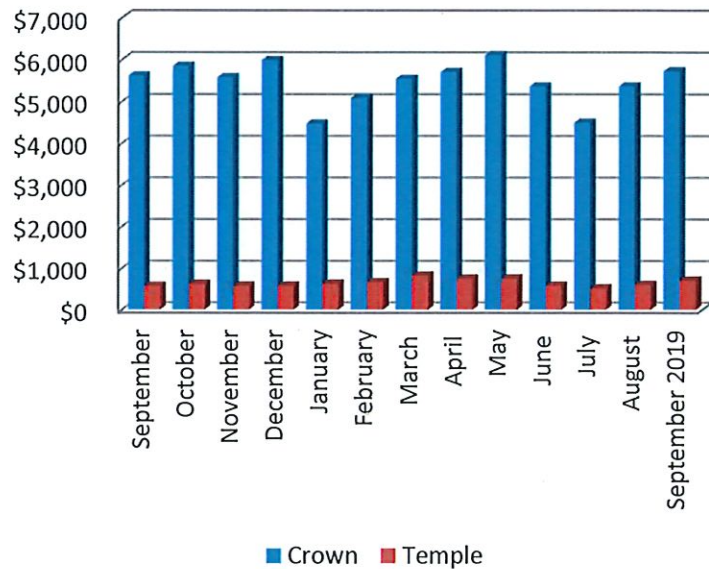
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2018 / 2019	Crown	Temple	Total
September	\$5,616	\$568	\$6,184
October	\$5,848	\$616	\$6,464
November	\$5,576	\$576	\$6,152
December	\$5,984	\$578	\$6,562
January	\$4,470	\$624	\$5,094
February	\$5,086	\$662	\$5,748
March	\$5,542	\$820	\$6,362
April	\$5,708	\$746	\$6,454
May	\$6,110	\$750	\$6,860
June	\$5,360	\$578	\$5,938
July	\$4,492	\$518	\$5,010
August	\$5,364	\$602	\$5,966
September 2019	\$5,726	\$702	\$6,428
Total	\$70,882	\$8,340	\$79,222

Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Monday, October 12, 2020 12:27 PM
To: Fortunata Houde
Subject: Weekly report, New Haven Parking Authority, 10/5/20 – 10/11/20: Please rate our service today
Attachments: NewHavenParkingAuthority_20201011_Week_Open_feedback.pdf;
 NewHavenParkingAuthority_20201011_Week.pdf
Follow Up Flag: Follow up
Flag Status: Flagged

Weekly report
 10/5/20 – 10/11/20

Management report
 New Haven Parking Authority (6 units)

Please rate our service today



59%
174 resp.



11%
34 resp.



9%
26 resp.

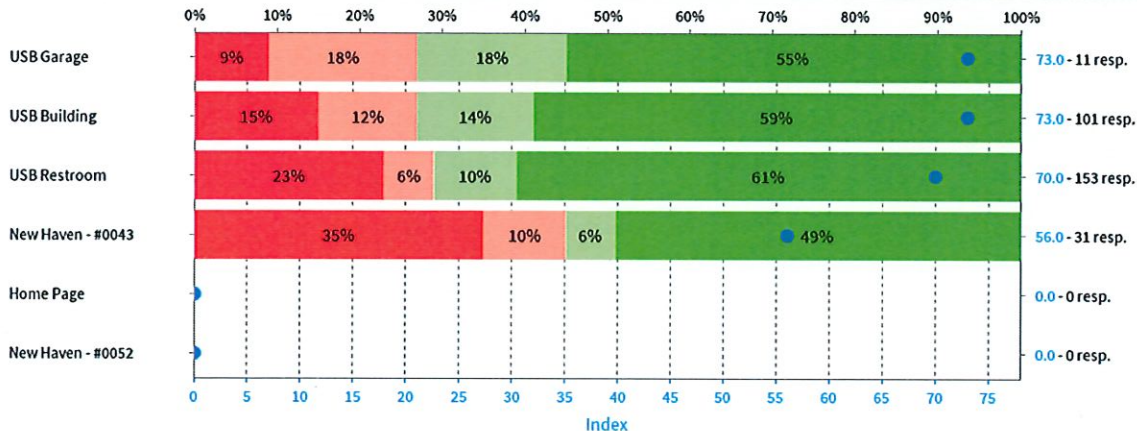


21%
62 resp.

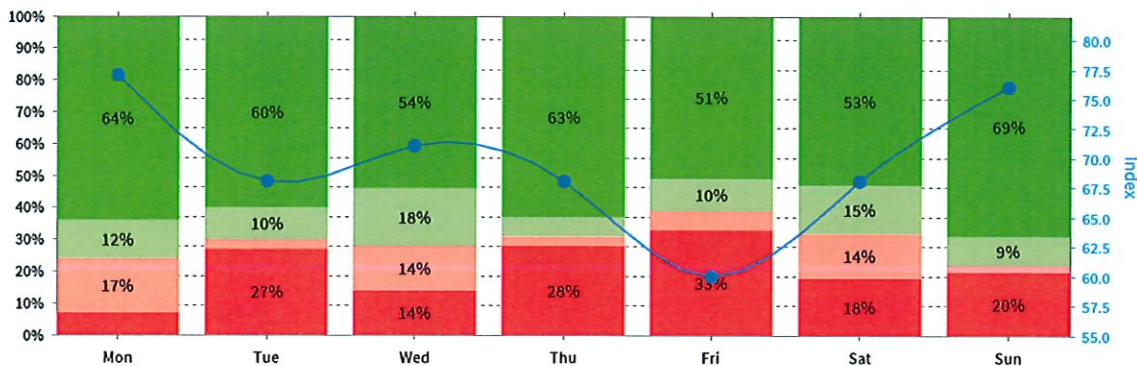
Index: 69/100
 Responses: 296

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

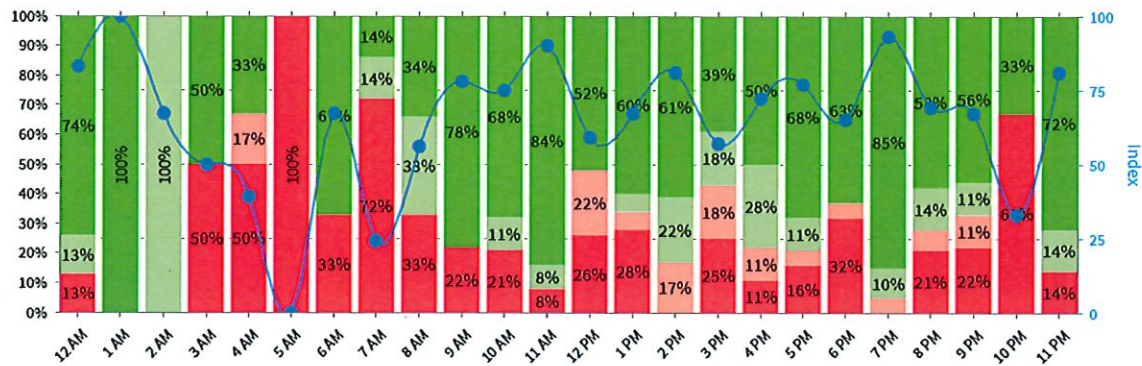
Comparison



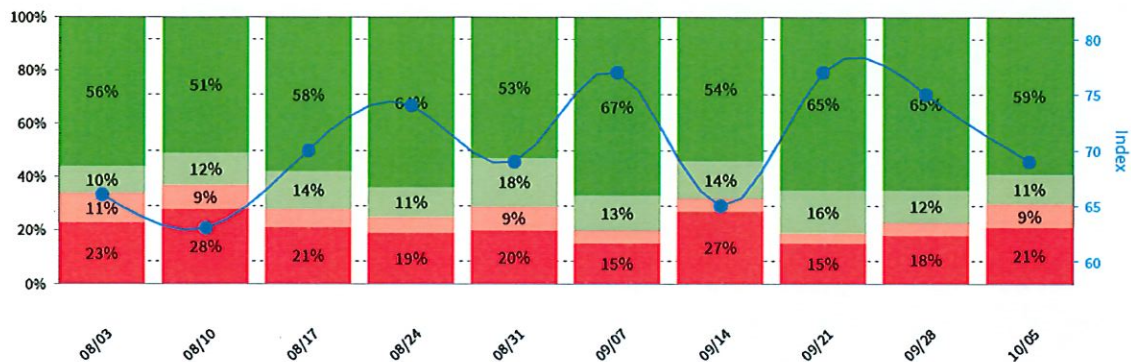
All units combined - weekday distribution



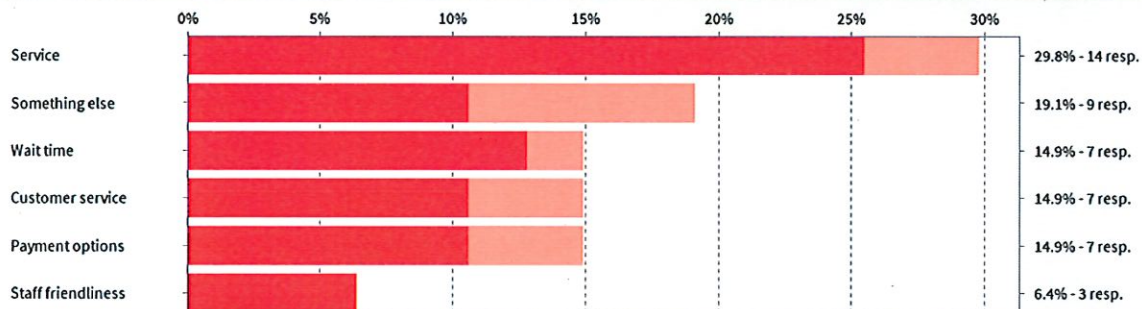
All units combined - hourly distribution



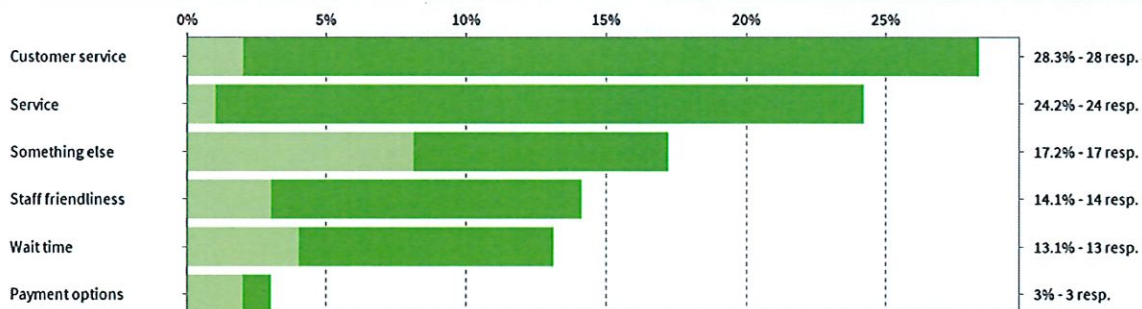
Same question, comparison with previous weeks



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



10/5/20 - 10/12/20

Positive feedback

70%

as given by 296 customers

HappyOrNot

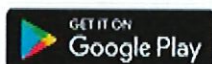
Share
the
results:



[HappyOrNot - Reporting service website](#)



HappyOrNot Reporting App



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