

# **OPERATIONS REPORT**

**Sammy B. Parry, Chief Operating Officer**  
**November 16, 2020 Board Meeting**

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## **•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 - October 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              | 3  | 0                           | 2                         | 1                       | 11                  | 0           | 3             | 0                               | 23         |
| October      | 2                      | 0              | 1  | 0                           | 3                         | 0                       | 3                   | 0           | 2             | 0                               | 11         |
| November     |                        |                |  |                             |                           |                         |                     |             |               |                                 |            |
| December     |                        |                |  |                             |                           |                         |                     |             |               |                                 |            |
| <b>TOTAL</b> | <b>26</b>              | <b>0</b>       | <b>14</b>                                  | <b>9</b>                    | <b>10</b>                 | <b>17</b>               | <b>57</b>           | <b>1</b>    | <b>24</b>     | <b>0</b>                        | <b>158</b> |

# NHPA Incident Statistics by Location - October 2020



| Facility               | Motor Vehicle Break-In | Stolen Vehicle | Motor Vehicle Accident Hit & Run | 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         |
| Chapel/Franklin        |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| Court/Olive            |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| Crown St. Garage       |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| Elm/Orange             |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| Gateway Garage         |                        |                |                                  |                             | 1                    |                         |                         |             |                      |                                 | 1         |
| 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           |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| State/Fair             |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| State/Grand/Olive      |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| State/Mechanic         |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| State/Pulaski          |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| State/Wall             |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| 423 State Street       |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| 270 State St. Garage   | 1                      |                |                                  |                             |                      |                         |                         |             |                      |                                 | 1         |
| Temple St. Garage      |                        |                |                                  |                             | 2                    |                         |                         |             |                      |                                 | 2         |
| Temple                 |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| MedicalGarage          |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| Union Station Building |                        |                |                                  |                             |                      |                         | 3                       |             | 2 disorderly conduct |                                 | 5         |
| Union Station Garage   | 1                      |                |                                  |                             |                      |                         |                         |             |                      |                                 | 1         |
| Whalley Blake          |                        |                |                                  |                             |                      |                         |                         |             |                      |                                 | 0         |
| <b>Total</b>           | <b>2</b>               | <b>0</b>       | <b>1</b>                         | <b>0</b>                    | <b>3</b>             | <b>0</b>                | <b>3</b>                | <b>0</b>    | <b>2</b>             | <b>0</b>                        | <b>11</b> |

INCIDENTS – OCTOBER – 270 State Street Garage

| DATE & TIME       | TYPE                   | DESCRIPTION  | NHPD NOTIFIED | MEDICAL ASSISTANCE |
|-------------------|------------------------|--|---------------|--------------------|
| 10/21<br>10:15 AM | Motor Vehicle Break-in | <u>LOCATION: LEVEL 3</u><br>Patron came out around 7:30 AM and noticed his car was broken into. \$100 sunglasses and all items in glove box were gone. Minor damage. | No            | No                 |



INCIDENTS – OCTOBER – **Air Rights Garage**

| DATE & TIME      | TYPE                   | DESCRIPTION  | NHPD NOTIFIED | MEDICAL ASSISTANCE |
|------------------|------------------------|--|---------------|--------------------|
| 10/28<br>8:30 AM | Motor Vehicle Accident | <b>LOCATION: LEVEL 3</b><br>Security was dispatched to meet with doctor who was reporting an accident she had while backing out this morning and hit the vehicle next to her. She left a note on the car windshield she hit with her contact information. Camera footage of the incident was found. Vehicle she hit was parked slightly over the designated parking space lines. | No            | No                 |

## INCIDENTS – OCTOBER – Gateway Garage

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| DATE & TIME     | TYPE                    | DESCRIPTION   | NHPD NOTIFIED | MEDICAL ASSISTANCE |
|-----------------|-------------------------|---|---------------|--------------------|
| 10/1<br>2:30 AM | Vandalism<br>At Gateway | <b>LOCATION: Prepay Booth at Gateway</b><br>When Security approached the prepay booths at Gateway he noticed the doors were open. Upon investigating he found both door locks were broken. A customer stated he saw two young males running from the area a few minutes earlier. Security reported the incident to the MOD. | No            | No                 |

INCIDENTS – OCTOBER – **Temple Street Garage**

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| DATE & TIME      | TYPE                       | DESCRIPTION  | NHPD NOTIFIED | MEDICAL ASSISTANCE |
|------------------|----------------------------|--|---------------|--------------------|
| 10/24<br>2:00 PM | NHPA<br>PROPERTY<br>DAMAGE | <b>LOCATION: North Frontage Rd. Exit Lane 2</b><br>Security was called by Supervisor who alerted him that someone had drove through the exit gate on North Frontage Road. Security finished tour, blocked off the lane and took photos of the broken gate. | No            | No                 |
| 10/30<br>5:50 AM | NHPA<br>PROPERTY<br>DAMAGE | <b>LOCATION: North Frontage Rd</b><br>While Security on tour, noticed gate arm was bent and cracked.   | No            | No                 |

## INCIDENTS – OCTOBER – **Union Station Building**

| DATE & TIME       | TYPE                           | DESCRIPTION   | NHPD NOTIFIED | MEDICAL ASSISTANCE |
|-------------------|--------------------------------|---|---------------|--------------------|
| 10/2<br>7:00 PM   | Disturbance                    | <b>LOCATION: LOBBY</b><br>Security asked man in lobby to leave. Man replied with derogatory comments and then called MTAPD. Once they arrived he asked to go to the hospital. When EMTs arrived he refused to go and went to sit at the bus stop.   | MTAPD         | Yes                |
| 10/10<br>4:30 PM  | Disturbance                    | <b>LOCATION: - FRONT OF BUILDING – TAXI LINE</b><br>Two taxi drivers were arguing over one being illegal. NHPD was called and requested one of the drivers to leave the line.   | Yes           | No                 |
| 10/11<br>Midnight | Request for Medical Assistance | <b>LOCATION: FRONT OF BUILDING *</b><br>Security called Facility Manager and said man needed 911 assistance. When Facility Manager arrived, man told him he was an alcoholic and asked to go to the hospital. Facility Manager called 911, and he was transported to the hospital.  | No            | Yes                |
| 10/20<br>6:00 AM  | Request for Medical Assistance | <b>LOCATION: LOBBY WEST END *</b><br>Man entered the Station about 5:30 AM and went to the rest room. When leaving rest room he went to ticket machine and did not move. This made patrons near him uneasy. Security went over to him and asked if he was okay. He said he was an alcoholic and was having difficulty breathing. Security radioed Supervisor who spoke with him and called 911. | No            | Yes                |
| 10/21<br>5:00 AM  | Request for Medical Assistance | <b>LOCATION: - FRONT BENCH IN LOBBY *</b><br>Man took seat in lobby. He was barefoot and Security asked him to leave as he was not wearing a mask. He refused, said he fell and hit his head and demanded to go to the hospital. Security called Supervisor who called 911. EMS arrived and transported him to hospital.  | No            | Yes                |

**\*all three incidents were for the same man**

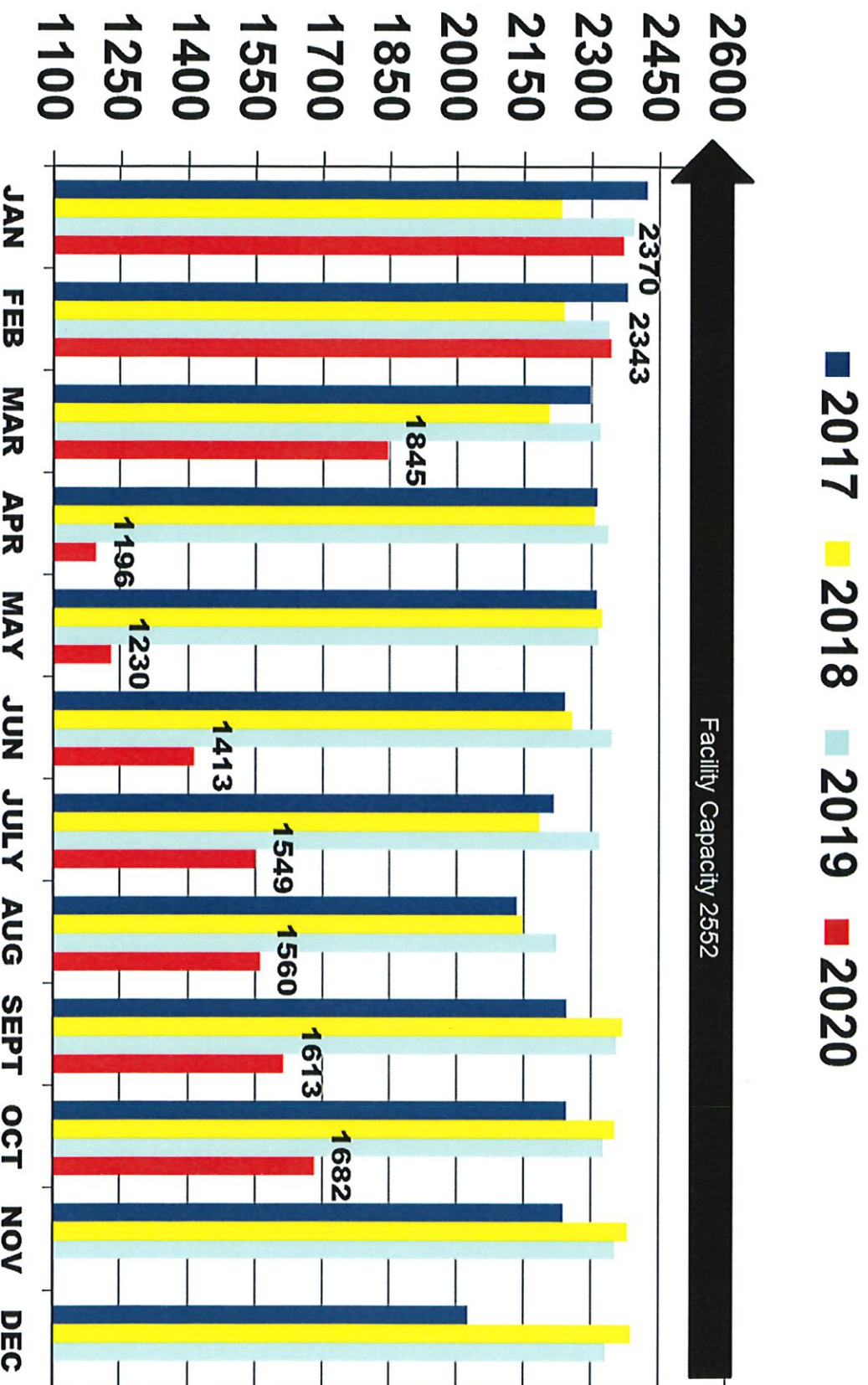


INCIDENTS – OCTOBER – **Union Station Garage**

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| DATE & TIME     | TYPE                          | DESCRIPTION  | NHPD NOTIFIED | MEDICAL ASSISTANCE |
|-----------------|-------------------------------|--|---------------|--------------------|
| 10/7<br>9:00 AM | Motor<br>Vehicle<br>Break-in? | <b>LOCATION: LEVEL 2 SOUTH</b><br>Possible catalytic converter was stolen - damage to under carriage.<br>Owner of vehicle unknown. | No            | No                 |

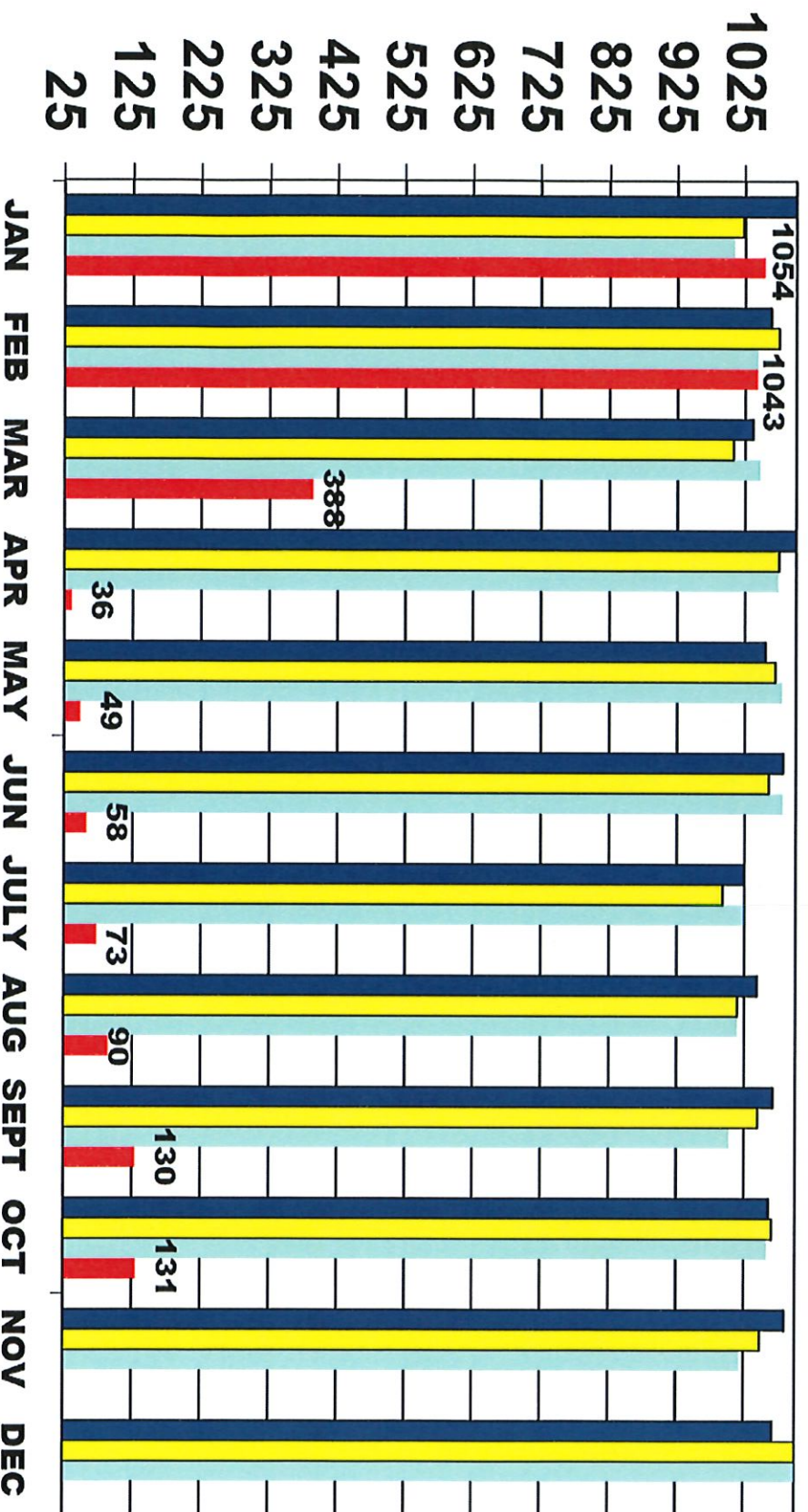
# **Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2017 through 2020**



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

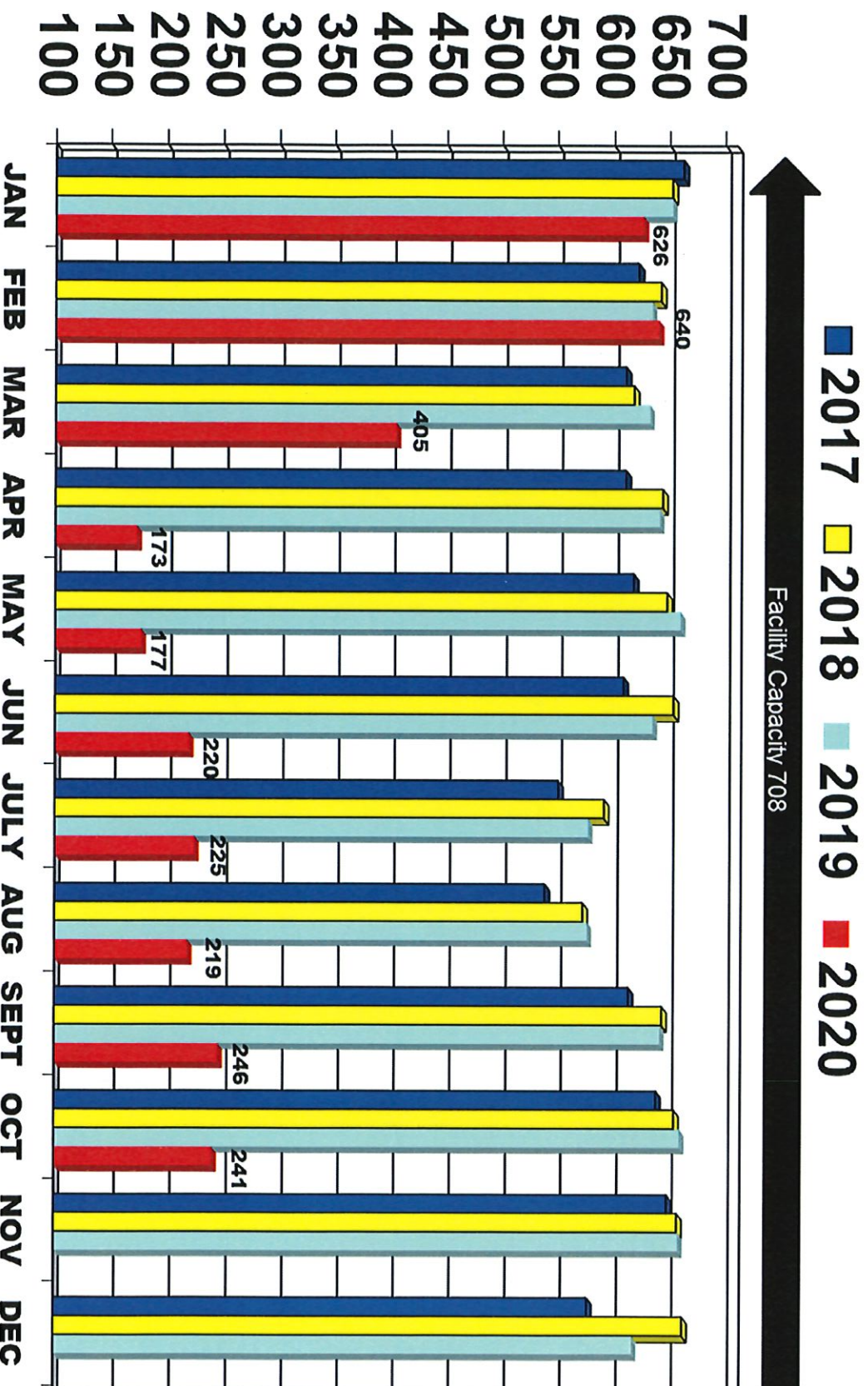
■ 2017   ■ 2018   ■ 2019   ■ 2020

Facility Capacity 1133



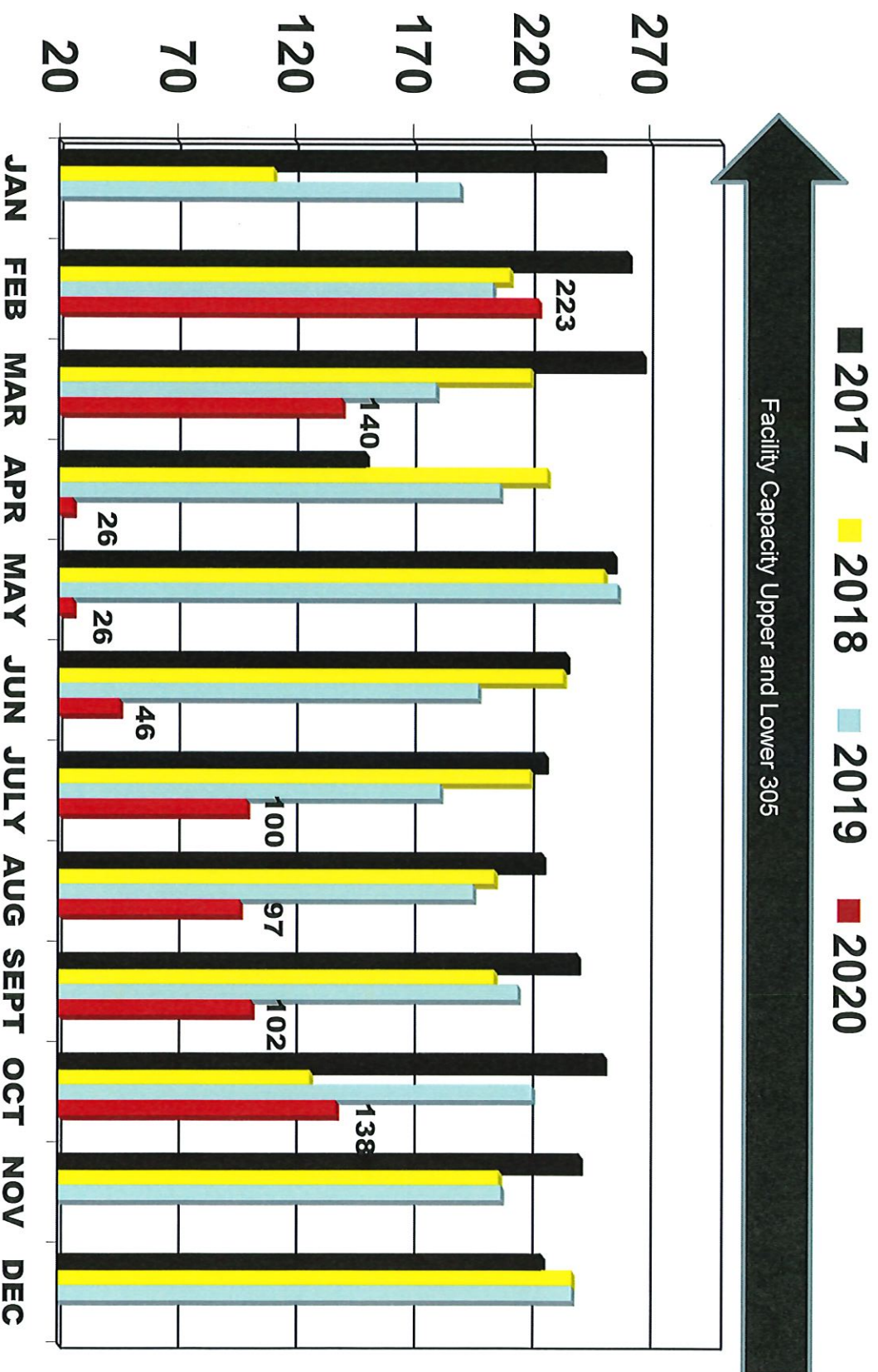


# **Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2020**





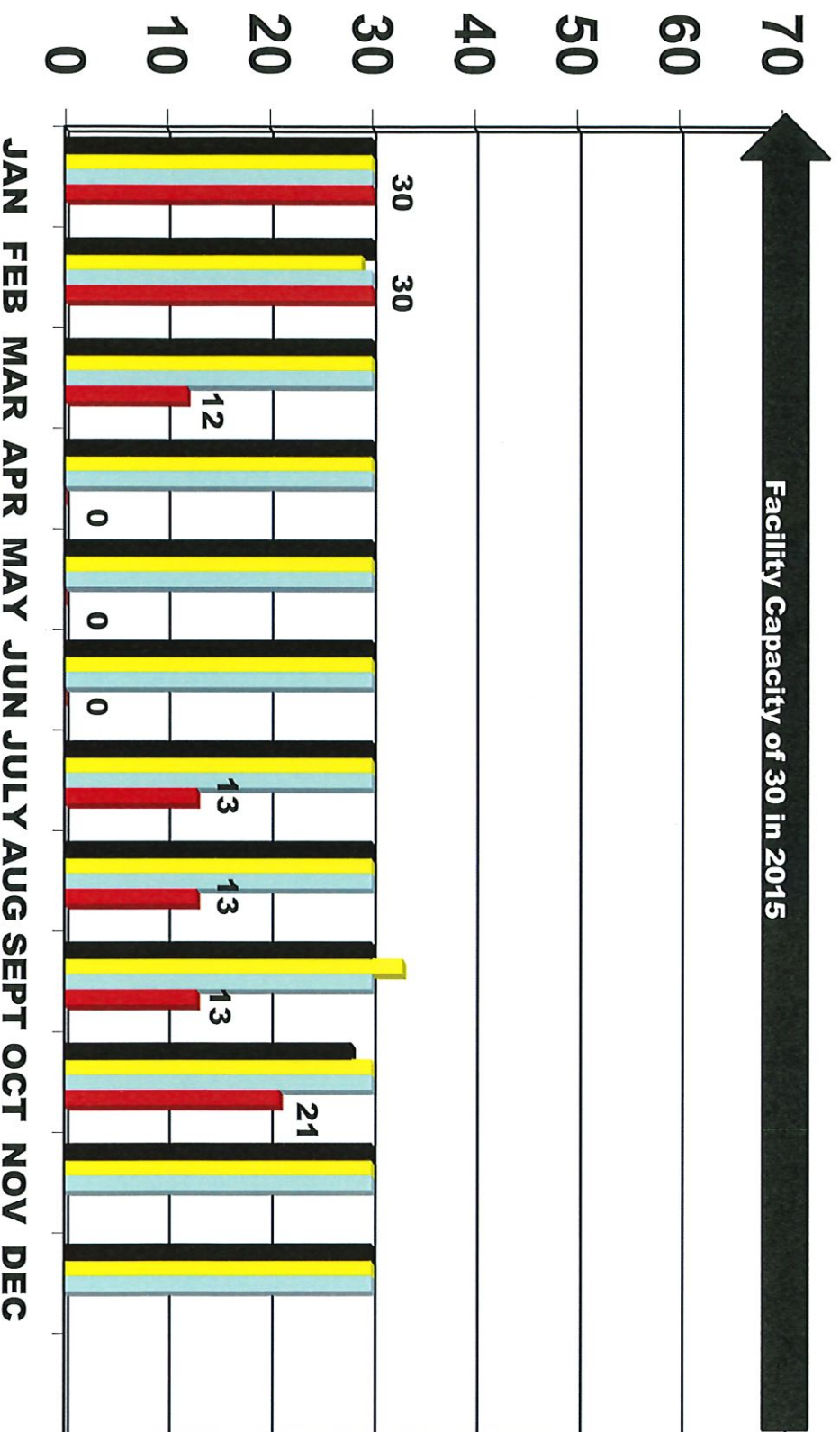
# **Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020**



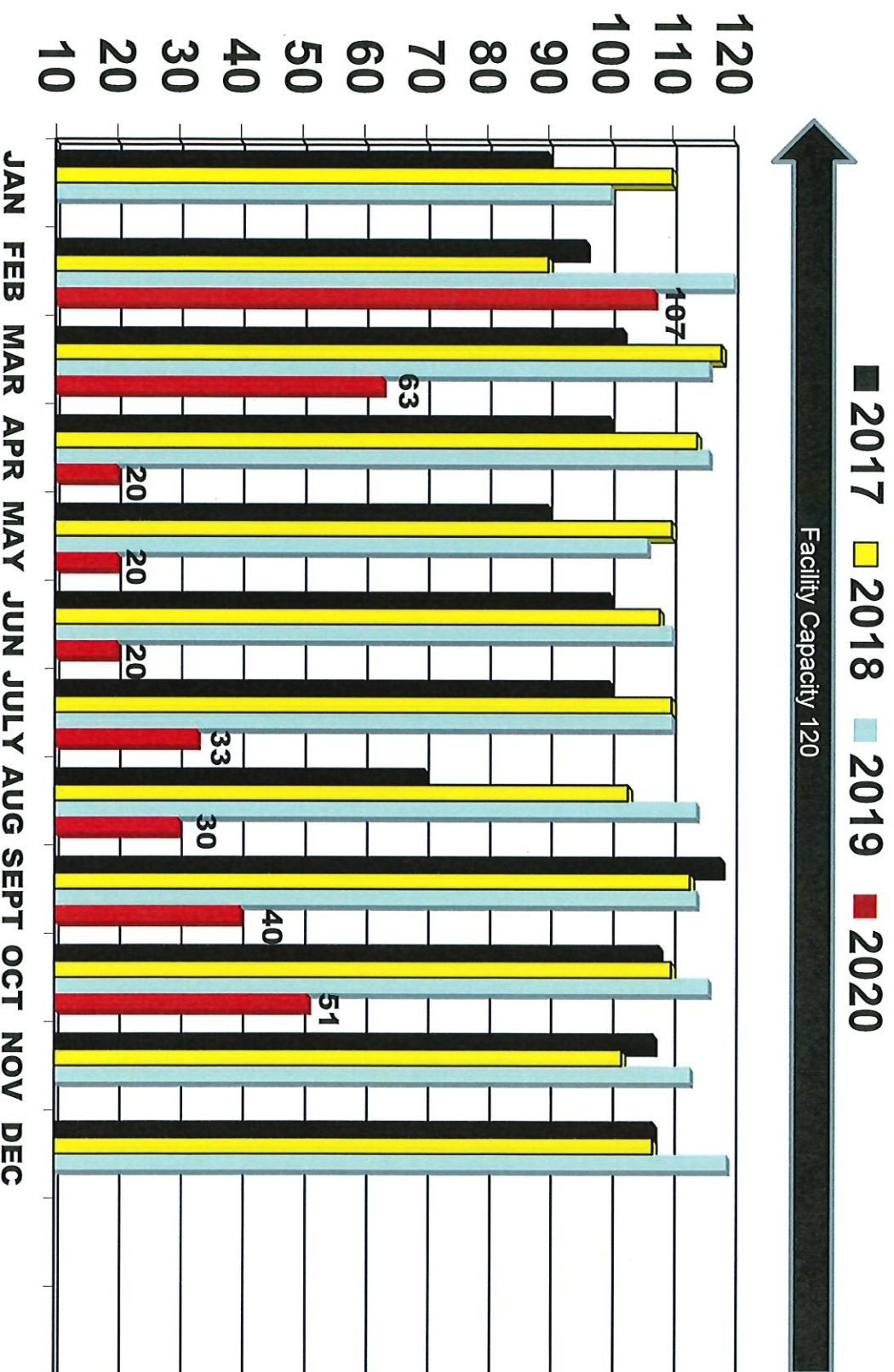
# Average Occupancy Statistics Orange & Elm

## Facility Capacity 30 Comparison of 2017 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

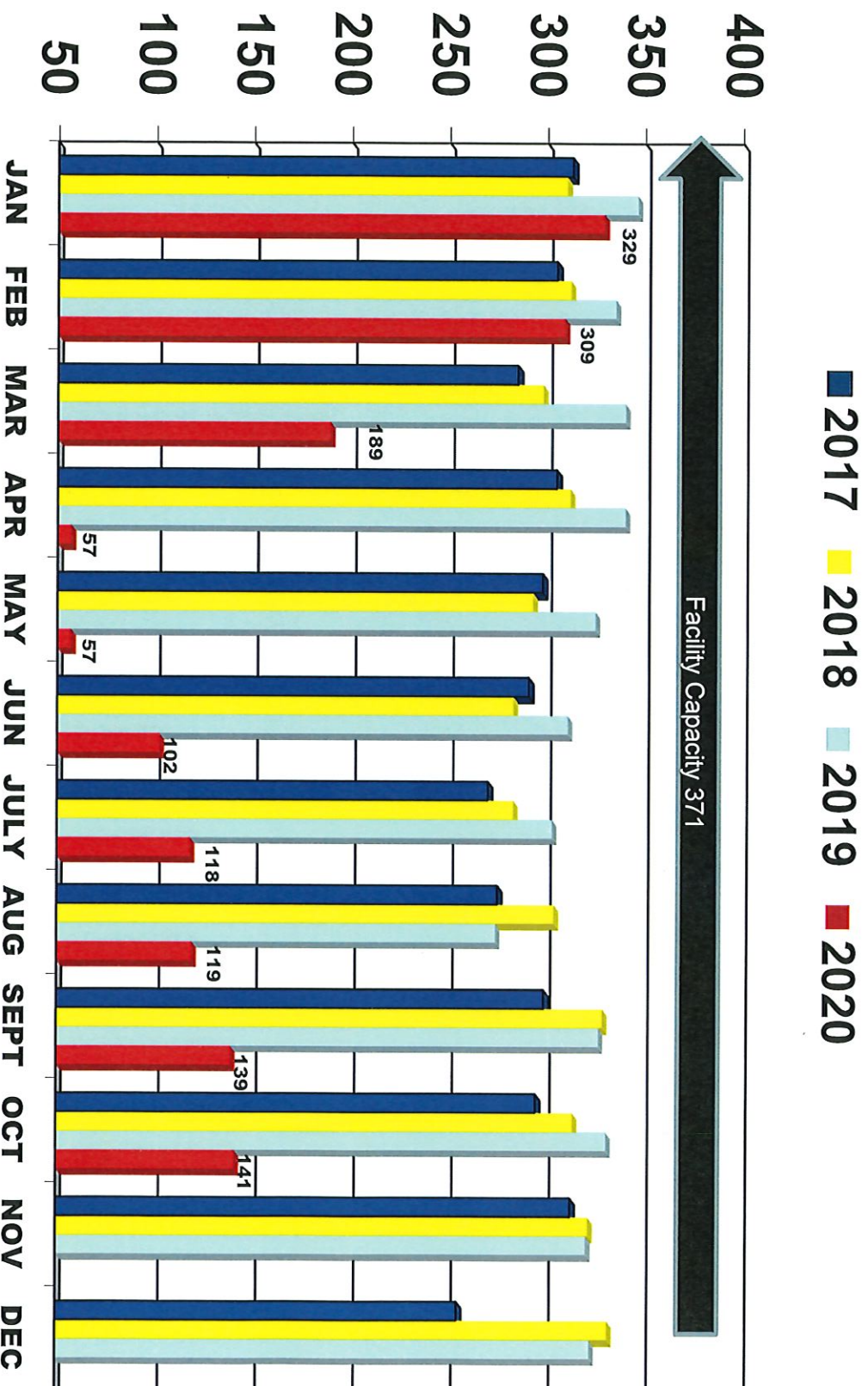


# **Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2017 through 2020**



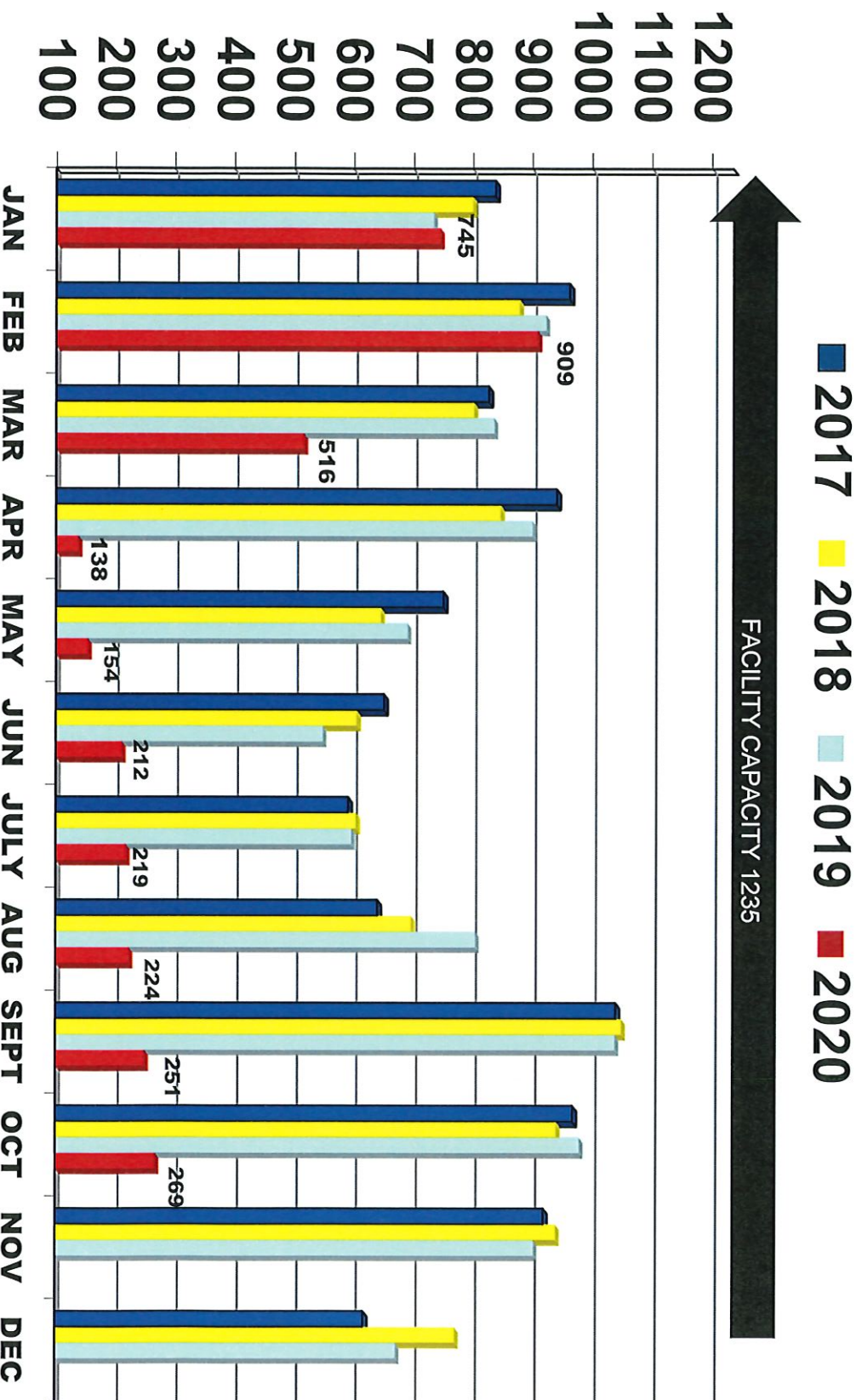


# **Average Occupancy Statistics Temple Medical** **Facility Capacity 371** **Comparison of 2017 through 2020**





# **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**

[illegible]

**TOTAL CARS PARKED 2019, 2020 YTD: 8,078**

[illegible]

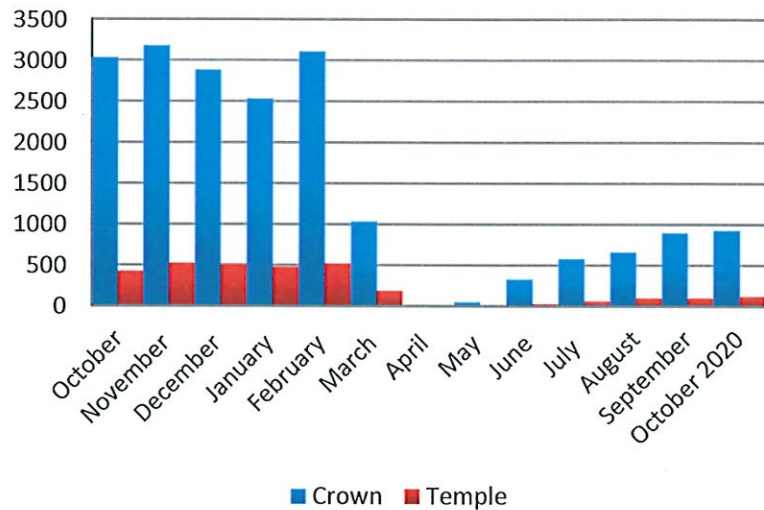


| 2019 / 2020  | Crown        | Temple      | Total        |
|--------------|--------------|-------------|--------------|
| October      | 3031         | 423         | 3454         |
| November     | 3176         | 526         | 3702         |
| December     | 2881         | 509         | 3390         |
| 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       | 661          | 98          | 759          |
| September    | 895          | 100         | 995          |
| October 2020 | 927          | 120         | 1047         |
| <b>Total</b> | <b>19187</b> | <b>3055</b> | <b>22242</b> |

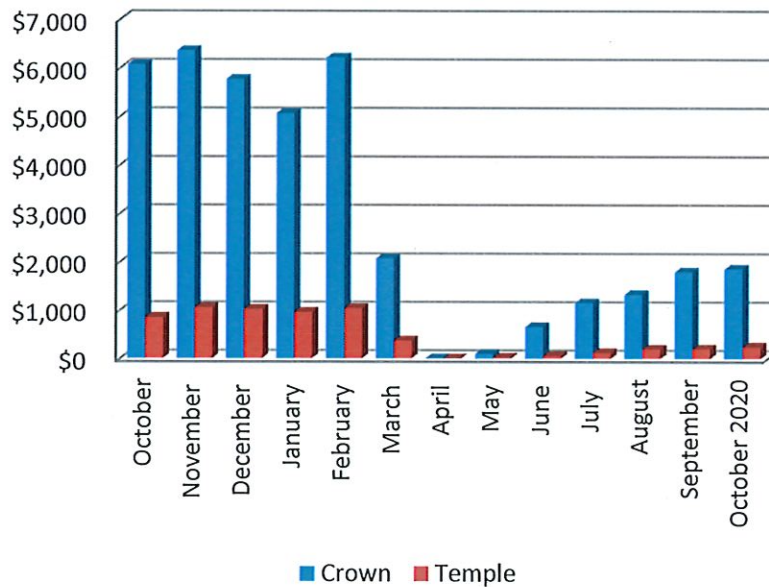
#### Past 13 Months Activity

| 2019 / 2020  | Crown           | Temple         | Total           |
|--------------|-----------------|----------------|-----------------|
| October      | \$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       | \$1,322         | \$196          | \$1,518         |
| September    | \$1,790         | \$200          | \$1,990         |
| October 2020 | \$1,854         | \$240          | \$2,094         |
| <b>Total</b> | <b>\$38,374</b> | <b>\$6,110</b> | <b>\$44,484</b> |

### Restaurant Program Validations Summary Crown and Temple Garages



### Restaurant Program Dollars



## Fortunata Houde

**From:** HappyOrNot <support@happy-or-not.com>  
**Sent:** Monday, November 2, 2020 12:27 PM  
**To:** Fortunata Houde  
**Subject:** Weekly report, New Haven Parking Authority, 10/26/20 – 11/1/20: Please rate our service today  
**Attachments:** NewHavenParkingAuthority\_20201101\_Week\_Open\_feedback.pdf;  
NewHavenParkingAuthority\_20201101\_Week.pdf

**Weekly report**  
10/26/20 – 11/1/20

**Management report**  
New Haven Parking Authority (6 units)

### Please rate our service today



59%  
149 resp.



18%  
47 resp.



5%  
14 resp.

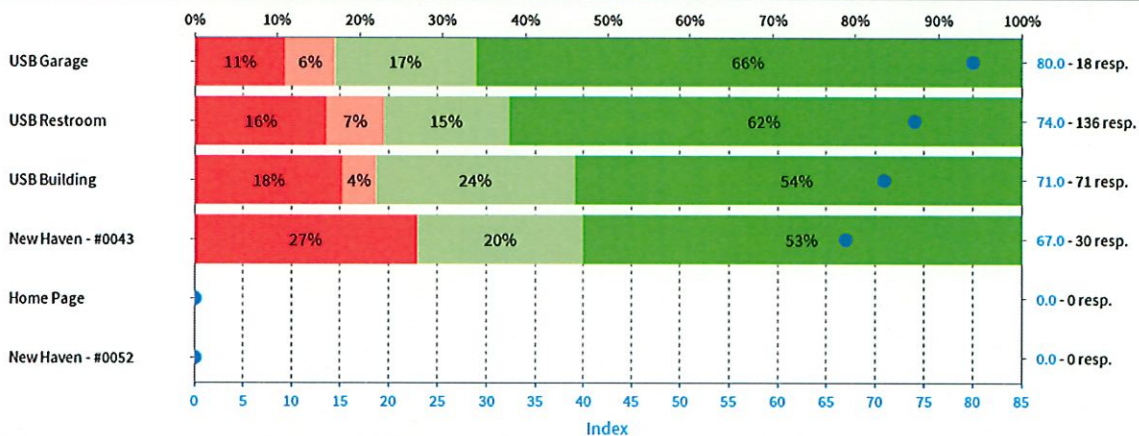


18%  
45 resp.

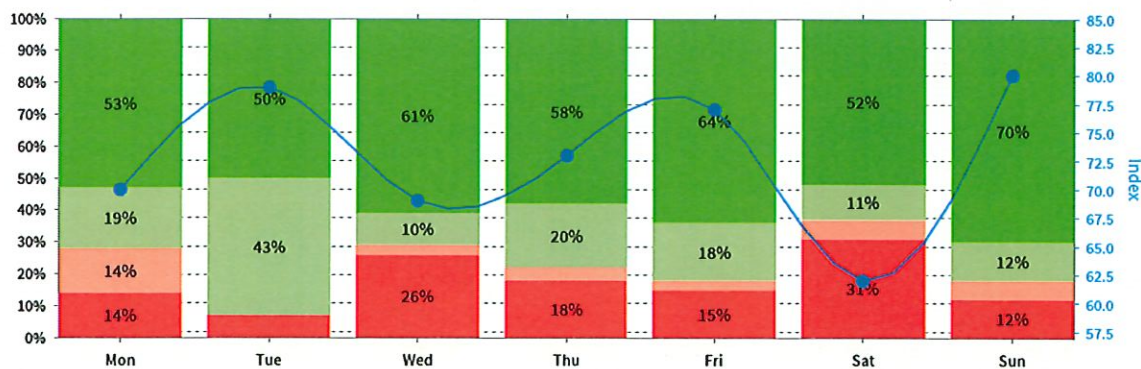
Index: 73/100  
Responses: 255

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

### Comparison

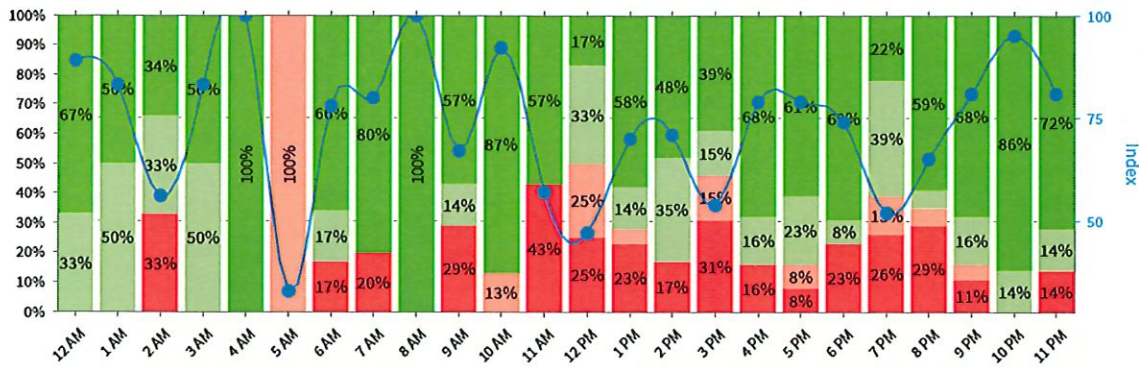


### All units combined - weekday distribution

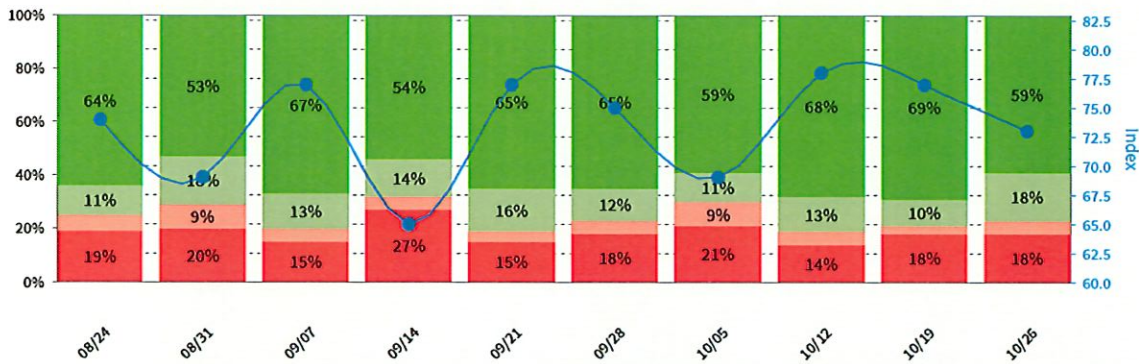


### All units combined - hourly distribution

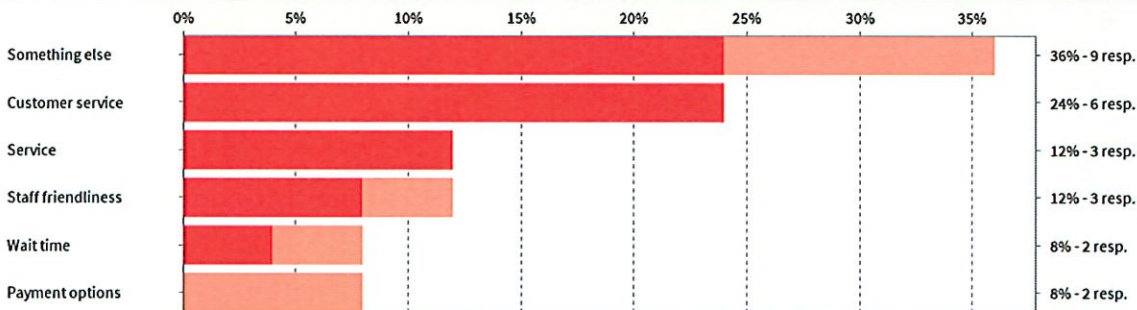




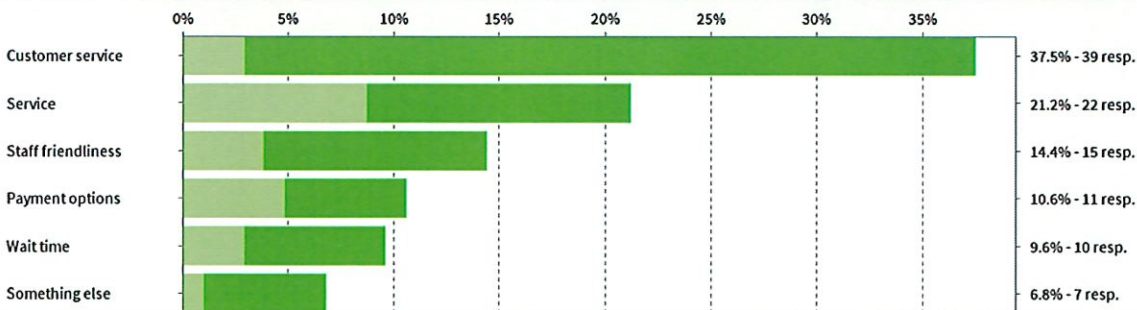
### Same question, comparison with previous weeks



### Pain Points



### Highlights



### Why not share your Success?!

Share your results and show your customers their feedback matters!

# New Haven Parking Authority



10/26/20 - 11/2/20

Positive feedback

# 77%

as given by 255 customers

HappyOrNot

Share  
the  
results:



[HappyOrNot - Reporting service website](#)



## HappyOrNot Reporting App



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