

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
December 21, 2020 Board Meeting

•SECURITY:

- Incident Statistics by Category
- Incident Summary by Location
- Incident Details for all Facilities

•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 - November 2020



Month	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident including hit & run	Trip & Fall Personal injury	NHPA Property Damage	Private Property Damage/ Vandalism	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	1	0	2	2	0	2	2	0	10*	0	19
December											
TOTAL	27	0	16	11	10	19	59	1	34	0	177

*1 armed robbery and 2 assaults on Security

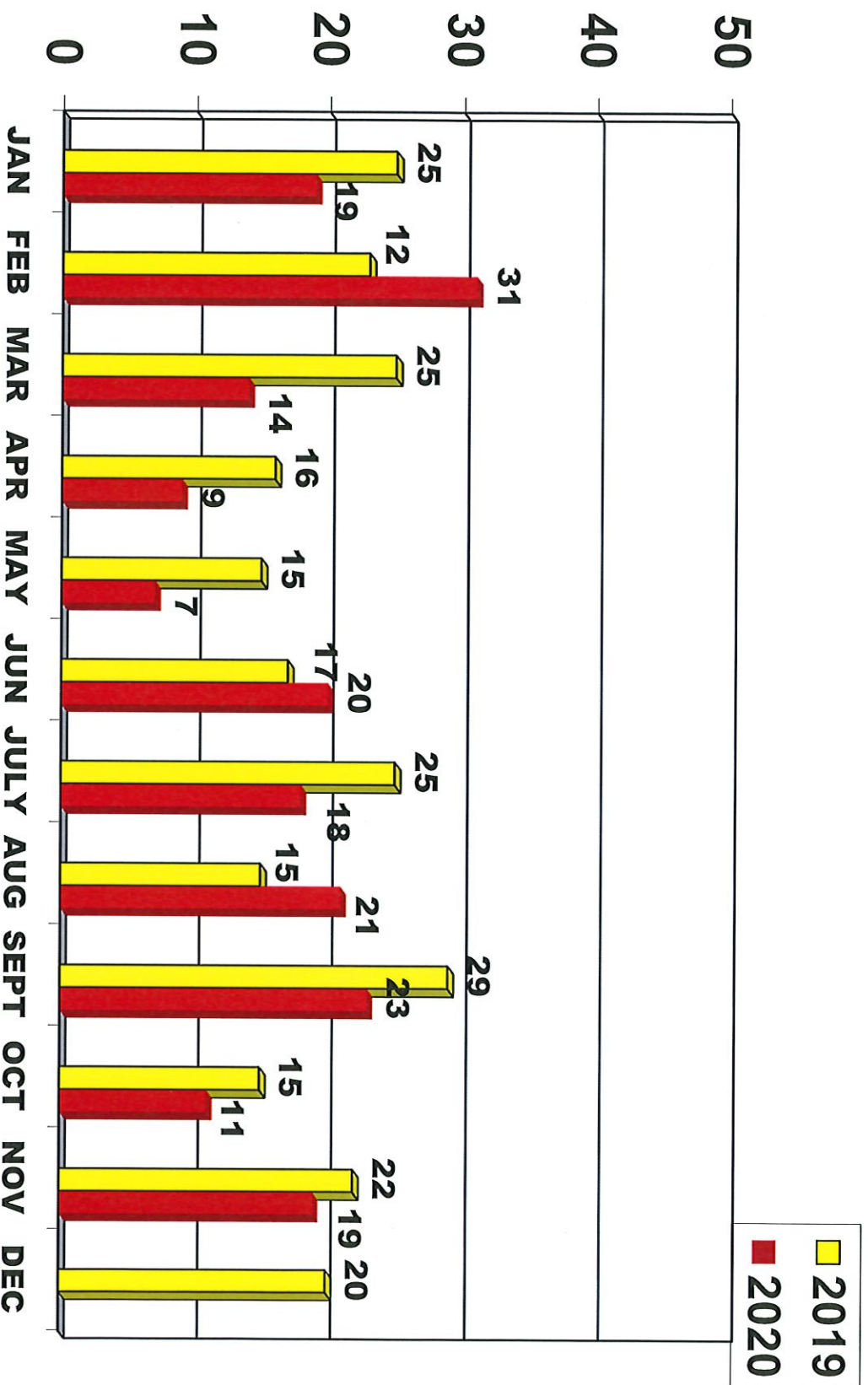
NHPA Incident Statistics by Location - November 2020



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			2						3		5
Chapel/Franklin											0
Court/Olive											0
Crown St. Garage											0
Elm/Orange											0
George Street											0
Granite Square Garage											0
Olive/Chapel											0
Orange/George											0
Orange/T runbull						2					2
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		2*		3
Temple											0
Medical/Garage											0
Union Station Building				2			1		5**		8
Union Station Garage											0
Whalley Blake											0
Total	1	0	2	2	0	2	2	0	10	0	19

*1 armed robbery, **2 assaults on security

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



INCIDENTS – NOVEMBER – **Air Rights Garage**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
11/1 8:58AM	Motor Vehicle Hit and Run	Location: Level 3 Security was dispatched to meet employee who parked at 6:30 AM and when she returned found damage to the driver side rear bumper of her vehicle. Security checked camera in area where she parked and were unable to find the incident. Employee did not want to talk to NHPD at this time.	No	No
11/19 11:28 AM	Tailgating and Exiting Without Paying	Location: Level 1 Security was informed by dispatcher that manager of garage informed him that someone did not pay and drove out behind person in front of them. Video was reviewed and showed the incident. The Yale parking office was contacted and plate number indicated that it was a hospital employee and is being investigated.	No	No
11/24 10:40 AM	Tailgating And Exiting Without Paying	Location: Level 1 One vehicle exited and the second was close behind and exited without paying. Upon further investigation it was determined the first vehicle was a hospital employee. Incident will be further investigated.	No	No
11/26 12:52 PM	Tailgating and Exiting Without Paying	Location: Level 1 Security was notified by manager who received an alert on his cell phone noting a vehicle got through Level 1 left exit gate without paying. Video was reviewed and although difficult, it was determined that this vehicle committed the same offense earlier in the week. No further action taken at this time.	No	No
11/29 8:16 AM	Motor Vehicle Hit and Run	Location: Level 7 Complainant reported vehicle sustained damage to driver side rear bumper while parked in the garage. Requested camera video to be viewed. Owner was advised to report incident to NHPD.	No	No

INCIDENTS – November – **Rover's Report on Lots**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
11/11 8:40 AM	Motor Vehicle Break-in	LOCATION: State & Fair Lot Security was patrolling the lot and noticed a white Jeep with a window smashed. A brick was left on the passenger seat.	No	No
11/16 9:20 AM	Personal Property Damage from trees falling	LOCATION: Orange & Trumbull Lot Security was called to the lot in regard to an incident with a gray BMW parked in the lot with damage from a tree that fell on it.	No	No
11/16 5:00 AM	Personal Property Damage from trees falling	LOCATION: Orange & Trumbull Lot Security was called to the lot in regard to an incident with an Audi that had slight damage caused by a tree branch that fell on it.	No	No

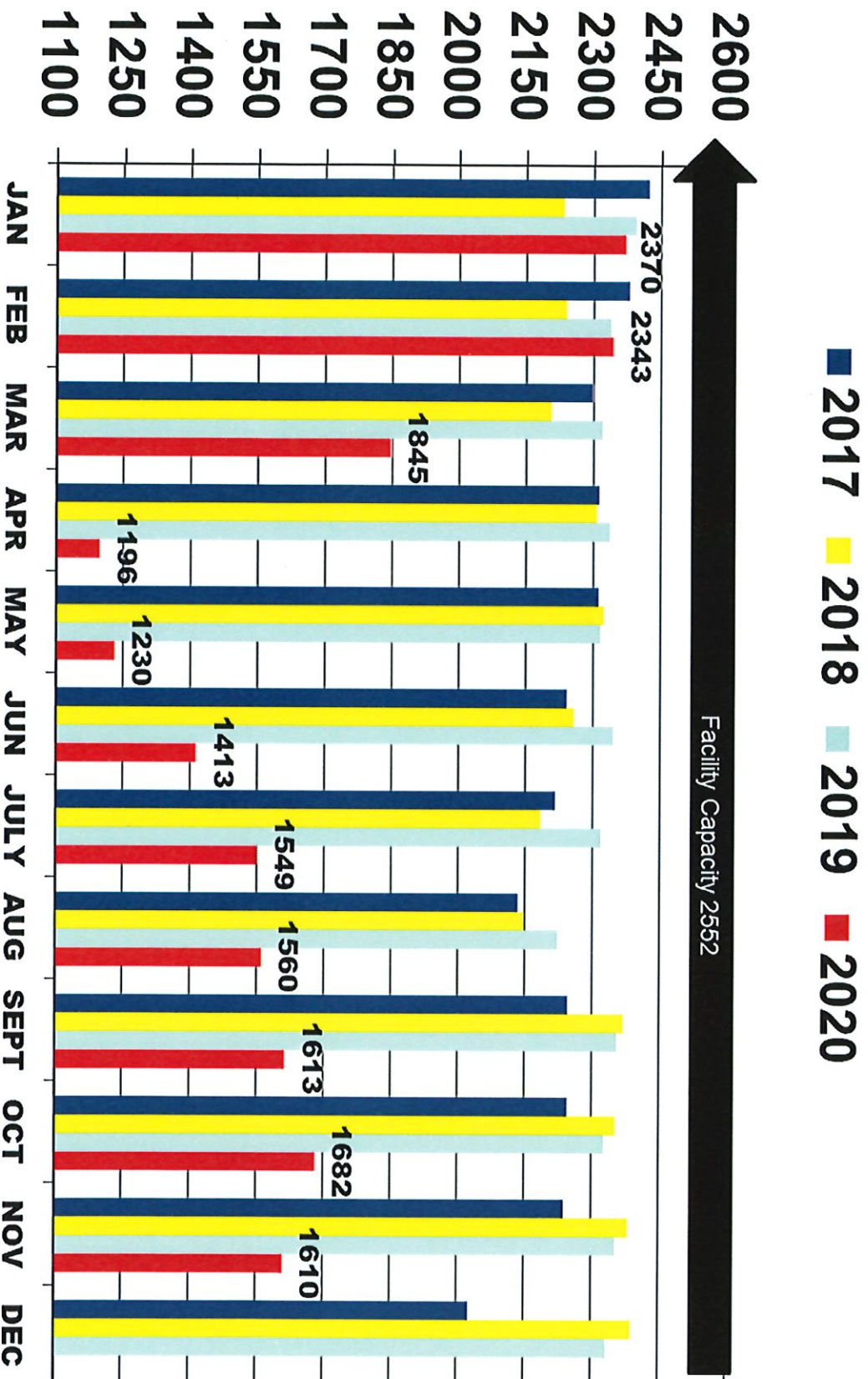
INCIDENTS – NOVEMBER – **Temple Street Garage**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
11/5 7:00AM	MEDICAL ASSISTANCE REQUIRED	LOCATION: Level 9 At approximately 7:00 PM, EMTs were on site to assist a young female of thirty-one years old who was crying uncontrollably and said she has been homeless for 17 years and she wanted to end her life. She was transported to the Hospital.	Yes	Yes
11/24 9:30 AM	SMOKE IN TENANT SPACE	LOCATION: Heavenly Treats – 25 Temple Street Roving Manager noticed NHFD at Heavenly Treats and sent Security Officer to check what was happening. Security was not able to get much information and Roving Manager went to check. He was informed the grease trapper burned out and caused smoke in the restaurant. There was no actual fire and all were safe.	No	No
12/7 7:50 AM	ARMED ROBBERY	LOCATION: Level 3 Patron had an appointment at the Eye Center at Temple Medical. Two males about 16 years old approached her car before she got out and demanded money. One male stood by her window with a hand gun and the other stood near the driver's side rear of the car. She handed over about \$50 - \$60 and they ran on foot towards Crown Street Exit. NHPD responded and she called 911. Director of Maintenance reviewed the camera footage in the George North lobby near the B elevators between the hours of 4:00 a.m. and 8:00 a.m. and found nothing. He contacted NHPD to report his findings.	Yes	Yes

INCIDENTS – NOVEMBER – **Union Station Building**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
10/23	Assault on NHPA Security Officer	LOCATION: LOBBY Male asked Security to call 911 and Security told him to contact Amtrak or Metro PD or use free pay phone. Male got angry and began threatening Security and walked into the building. Security called MOD and asked them to call 911. At that point man is on the phone with 911 still threatening Security and started charging at Security. Man picked up hand sanitizer and threw it at Security. MOD and NHPD were now on site.	Yes	Yes
11/1	Disorderly Conduct	LOCATION: LOBBY/WOMEN'S BATHROOM Woman was caught smoking in restroom, was asked to leave, Amtrak Police were notified, and she was walked to the platform to wait for her train. Ten minutes later she was back in the building, refused to leave and pushed the ash tray over. NHPD and EMS were contacted and when they arrived she became increasingly upset and was taken to jail for trespassing.	Yes	Yes
11/4 1:00 AM	Medical Assistance Required	LOCATION: - TUNNEL FLOOR Security was notified by Maintenance that a male was asleep on the floor in the tunnel. When Security tried to awaken him he saw blood on his face and offered to have him taken to the hospital. He refused and walked up the stairs to the lobby to sit on the bench. Security called supervisor who contacted Amtrak PD that were on site. The Officers also offered Medical Attention and he refused and said he was beaten up earlier in the Station and sought refuge in tunnel. EMS arrived and encouraged him to let them take him to the Hospital and he was transported to YNHH.	Yes	Yes
11/4	Trip and Fall	LOCATION: LOBBY NEAR CHARGING STATION Security was informed of a male that fell and was on the floor in the lobby. He was offered medical assistance three times and refused. He eventually left the premises and no injuries were reported.	No	No
11/8 11:55 AM	Trip and Fall	LOCATION: UP ESCALATOR Female patron lost her footing and fell backwards when she was halfway up. She was carrying suitcase and bags. She had heavy bleeding from her leg. Employee of Sbarro provided chair and Security called 911 and she was transported to Hospital.	No	Yes
11/13 4:35 AM	Assault on NHPA Security Officer	LOCATION: - LOBBY Security heard another NHPA Security officer on radio calling MOD for help. When he got to him he had burns on nose and face and asked what happened. Security officer said male sprayed him with pepper spray in his face and disappeared. 911 was called by MOD and EMS responded and told Security Officer to go home and gave him medical advice on how to address the burns. Reports were made by NHPA, Metro PD and Amtrak PD.	Yes	Yes
11/14 11:20 PM	Attempted Assault between 2 Males	LOCATION: LOBBY One male said he would hit another male if he came back into the Station and pulled a metal object from his backpack. The other male left. The first male was on his bike waiting for the last train and Security called 911 and NHPD arrived and located him on the train.	Yes	No
11/30 10:30 AM	Disorderly Conduct	LOCATION: LOBBY Male came to train station from the Hospital and wanted to purchase a train ticket but had no money. He was told he had to pay for a ticket and he said he would not take no for an answer and demanded the ticket. NHPD arrested him for breach of peace.	Yes	Yes

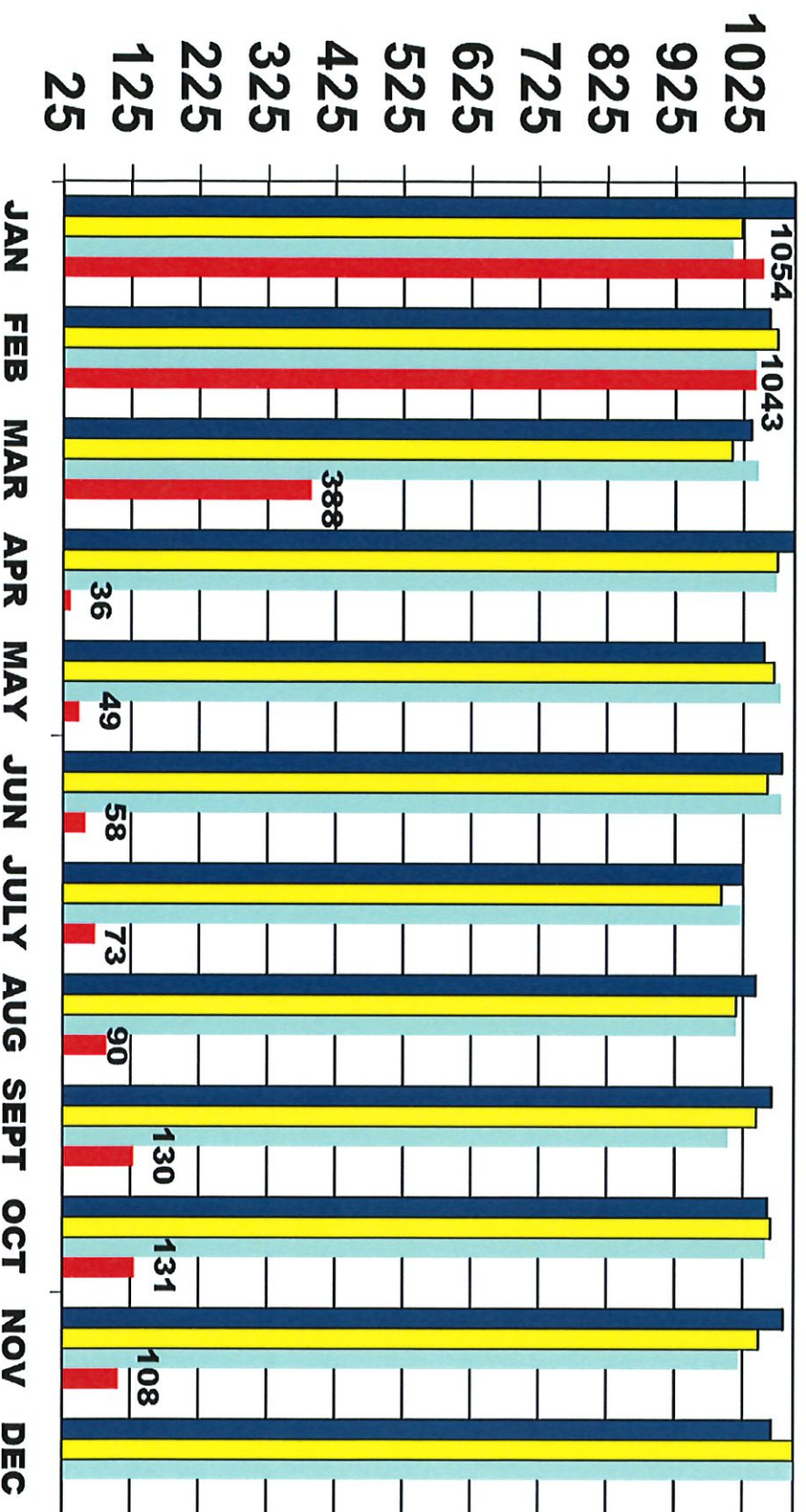
Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2017 through 2020



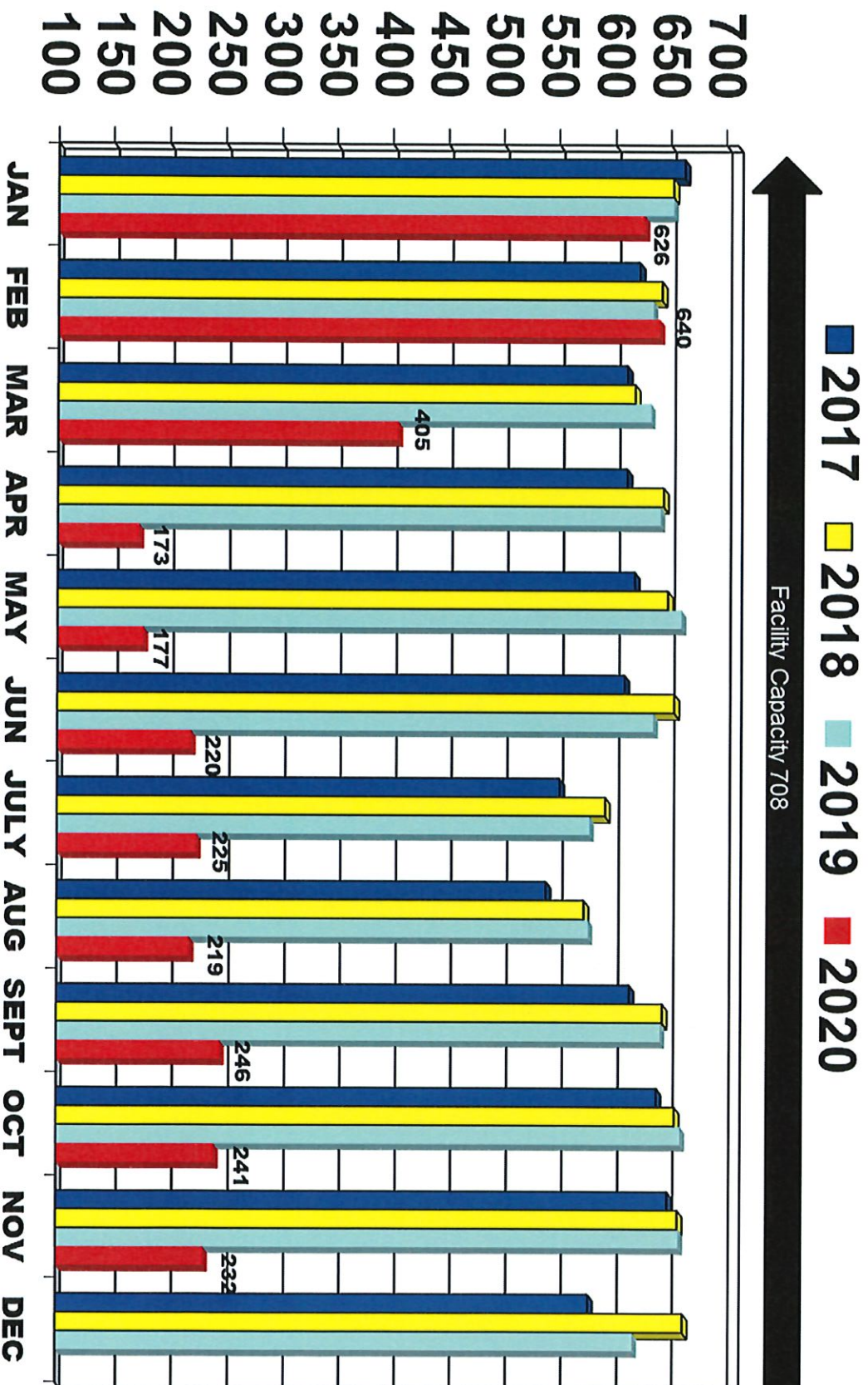
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**

■ 2017 ■ 2018 ■ 2019 ■ 2020

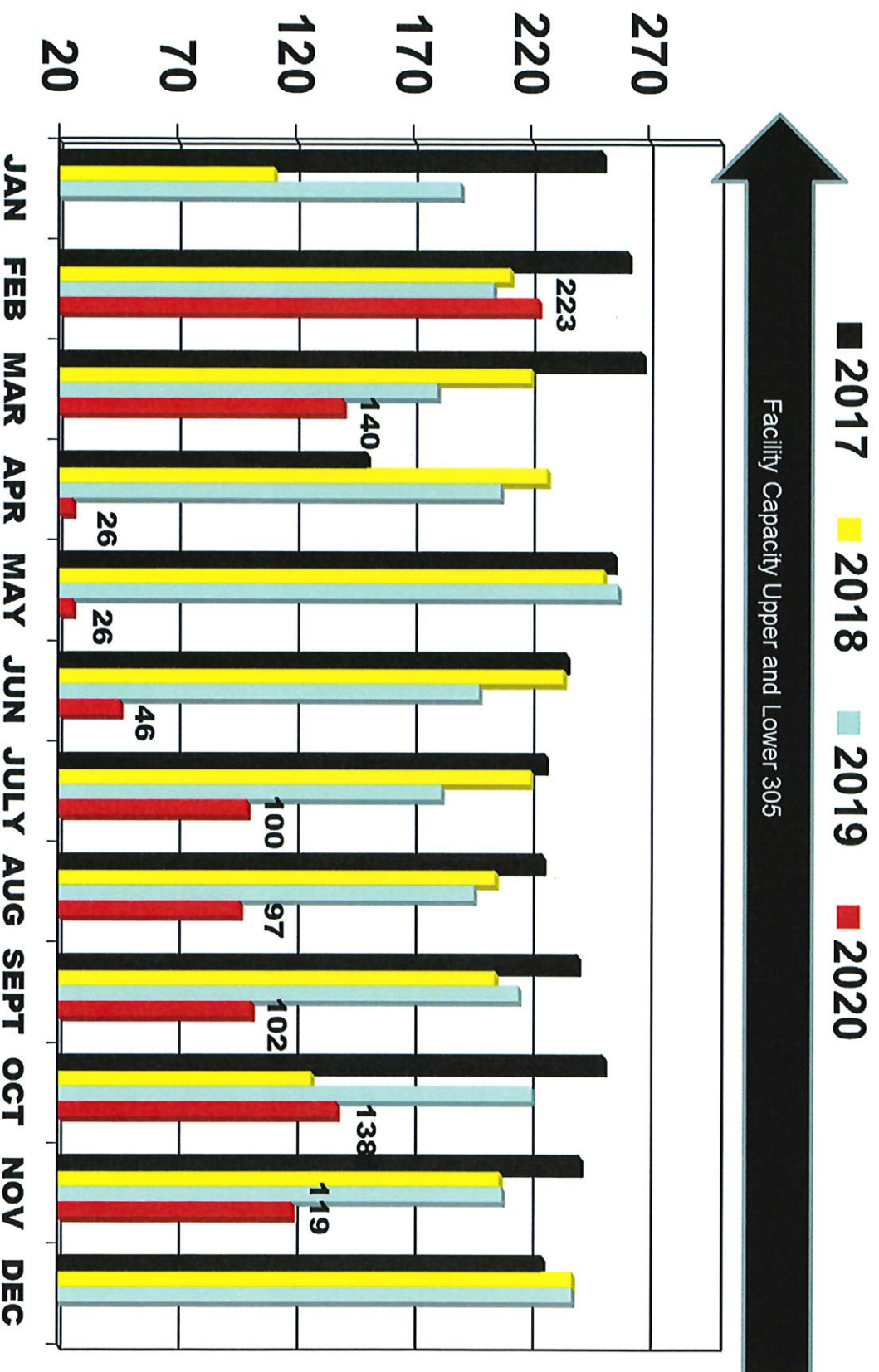
Facility Capacity 1133



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



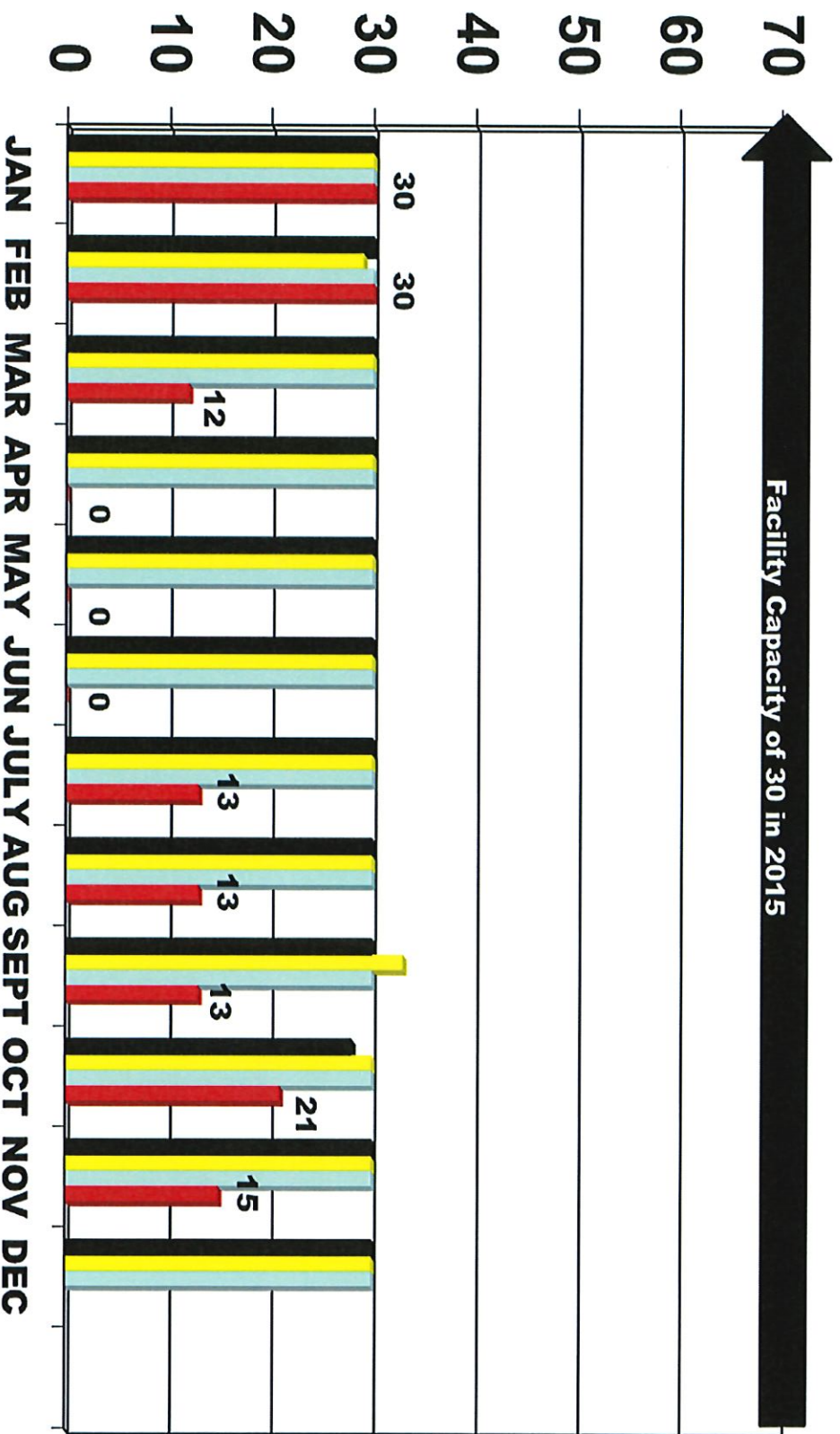
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020



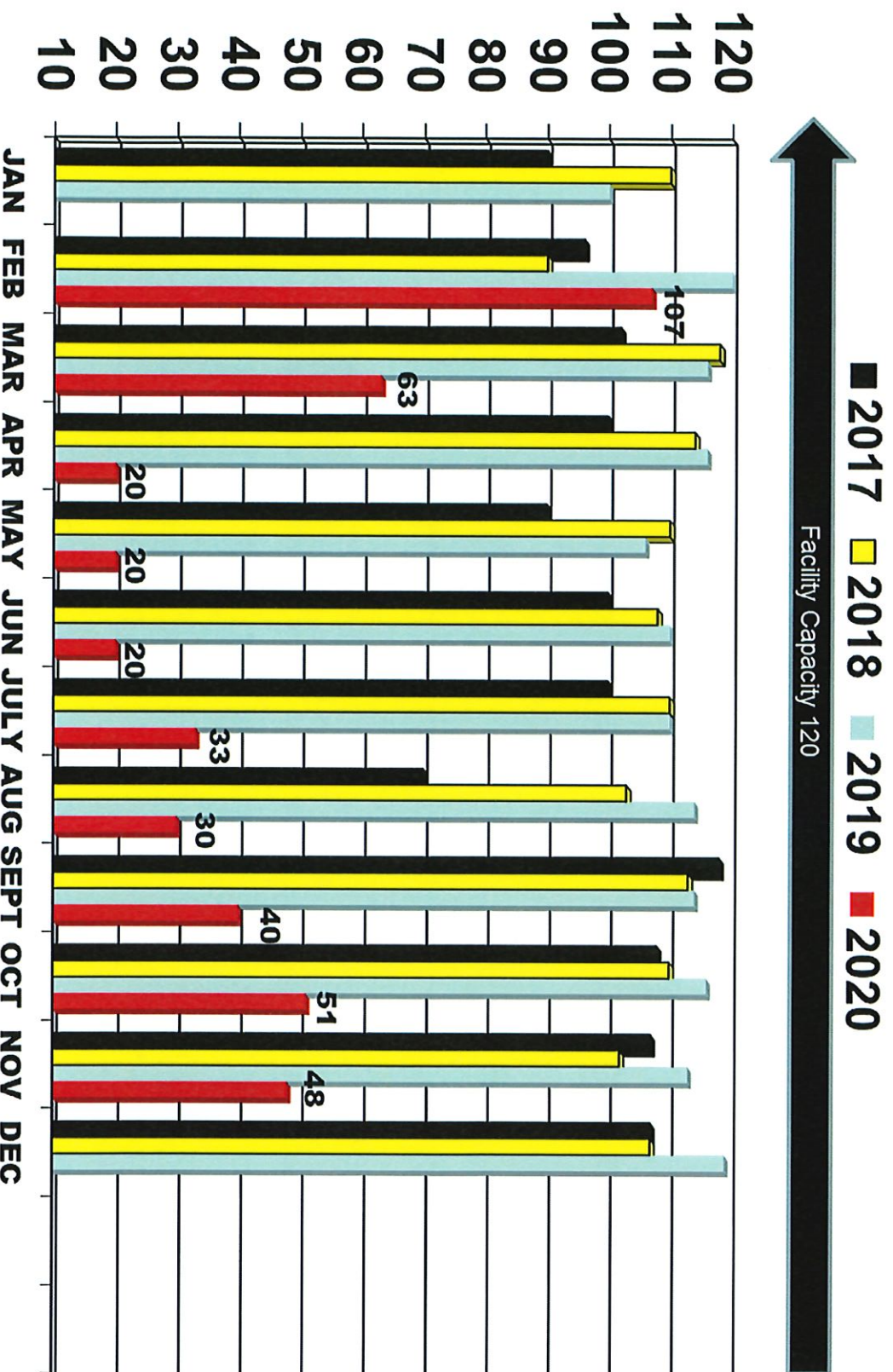
Average Occupancy Statistics Orange & Elm

Facility Capacity 30 Comparison of 2017 through 2020

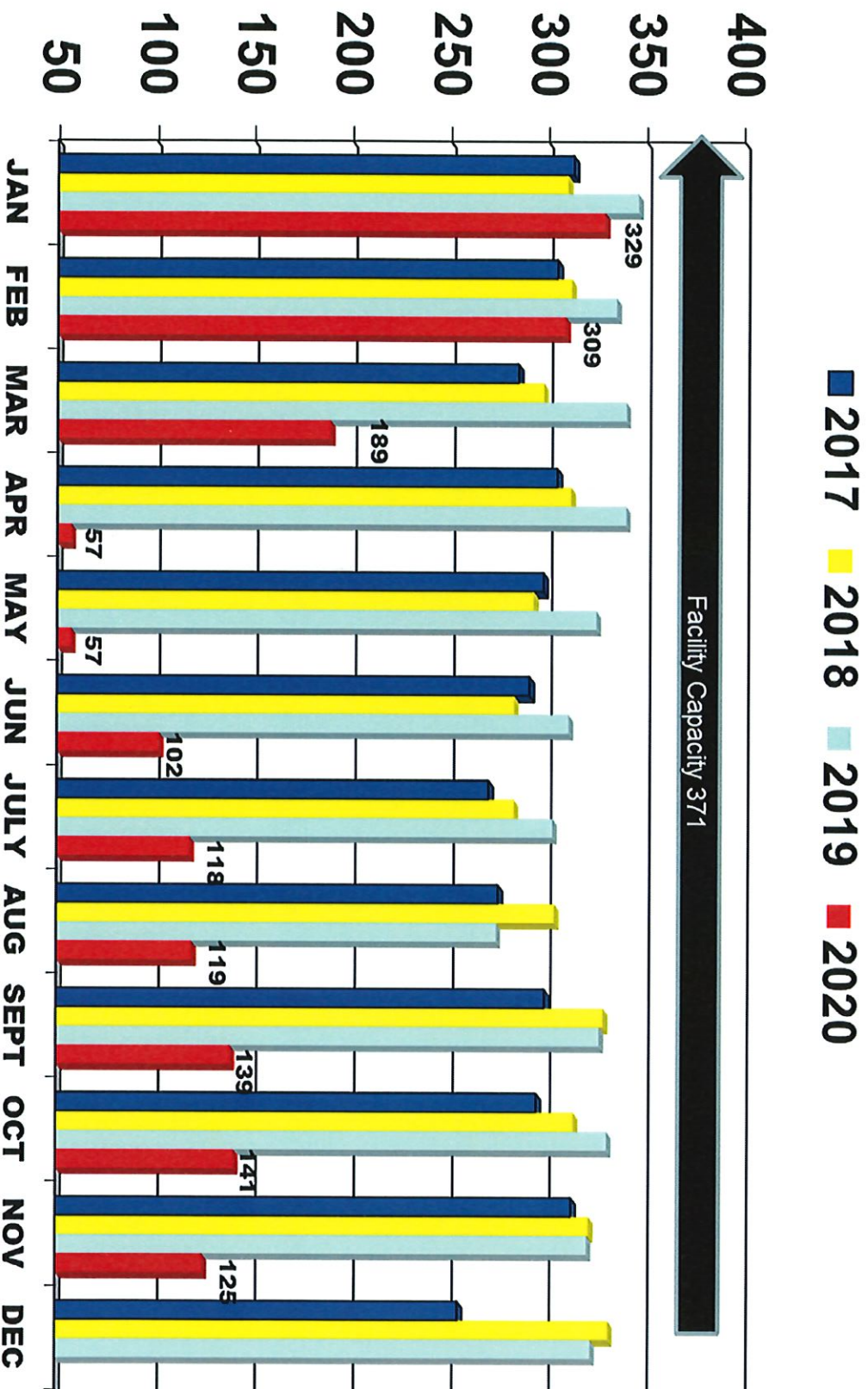
■ 2017 ■ 2018 ■ 2019 ■ 2020



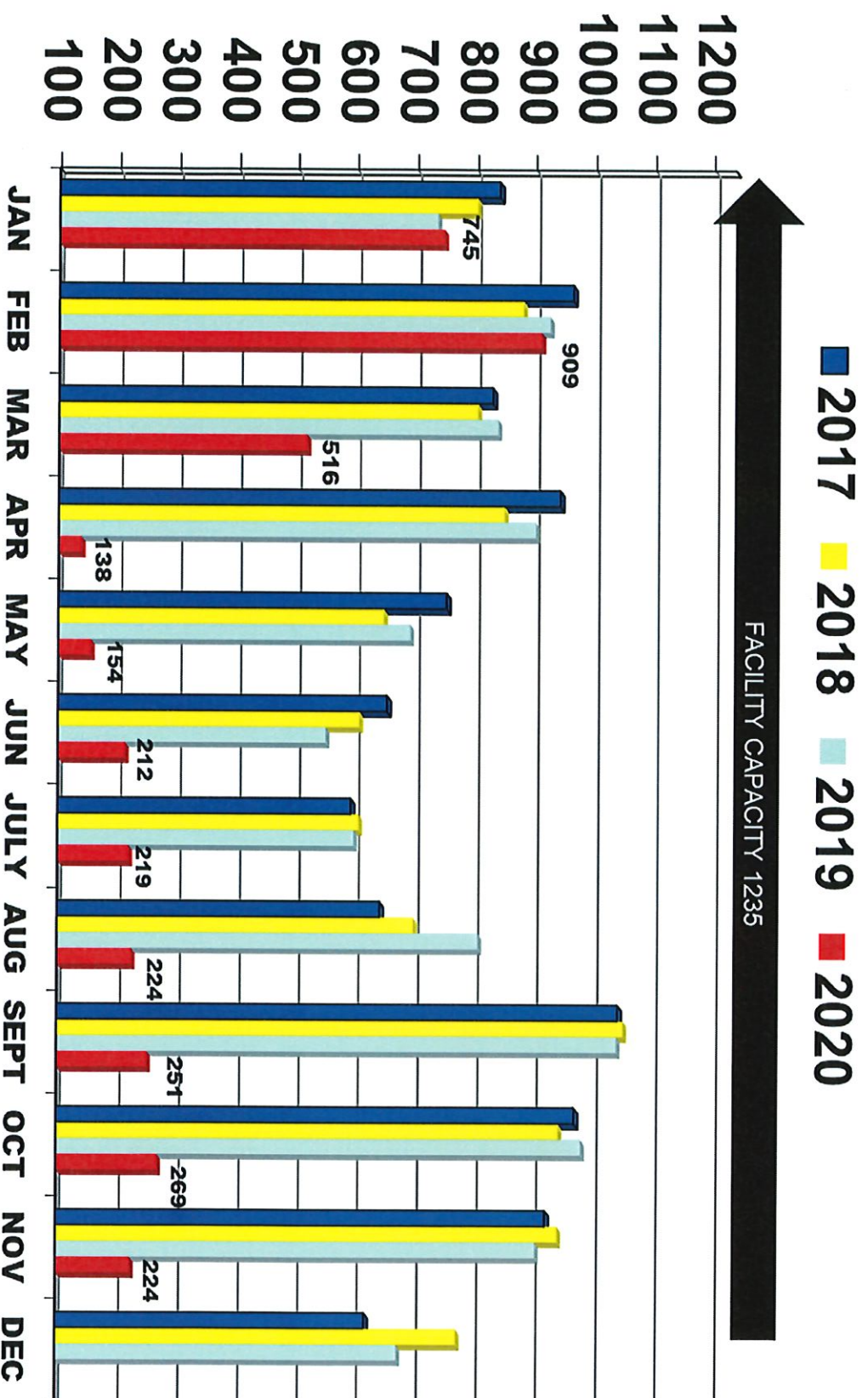
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2017 through 2020**



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**



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

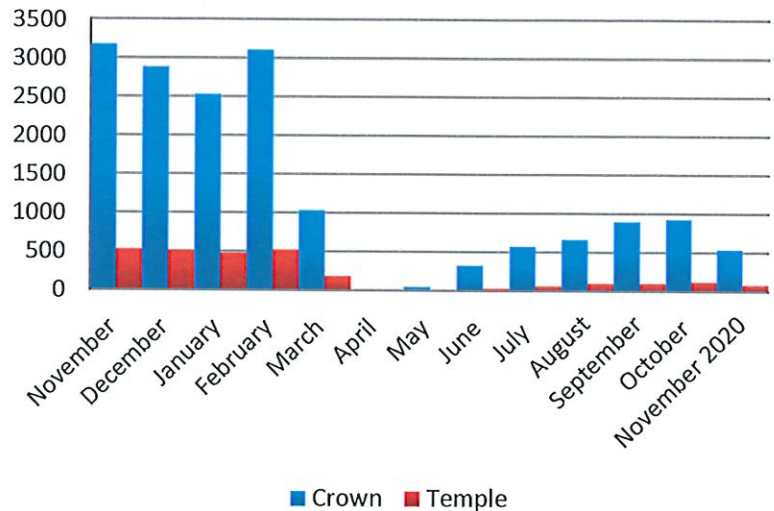
[illegible]

2019 / 2020	Crown	Temple	Total
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	927	120	1047
November 2020	538	84	622
Total	16694	2716	19410

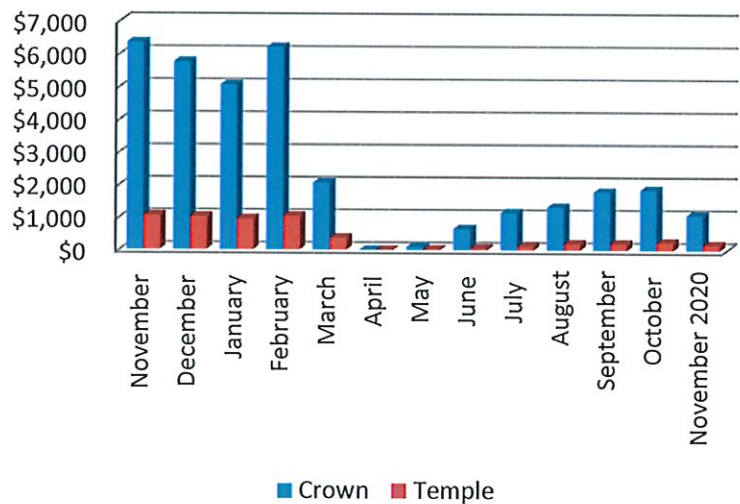
Past 13 Months Activity

2019 / 2020	Crown	Temple	Total
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	\$1,854	\$240	\$2,094
November 2020	\$1,076	\$168	\$1,244
Total	\$33,388	\$5,432	\$38,820

Restaurant Program Validations Summary Crown and Temple Garages



Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Monday, December 14, 2020 12:27 PM
To: Fortunata Houde
Subject: Weekly report, New Haven Parking Authority, 12/7/20 – 12/13/20: Please rate our service today
Attachments: NewHavenParkingAuthority_20201213_Week_Open_feedback.pdf;
NewHavenParkingAuthority_20201213_Week.pdf

Weekly report
12/7/20 – 12/13/20

Management report
New Haven Parking Authority (6 units)

Please rate our service today



59%
109 resp.



8%
14 resp.



9%
17 resp.

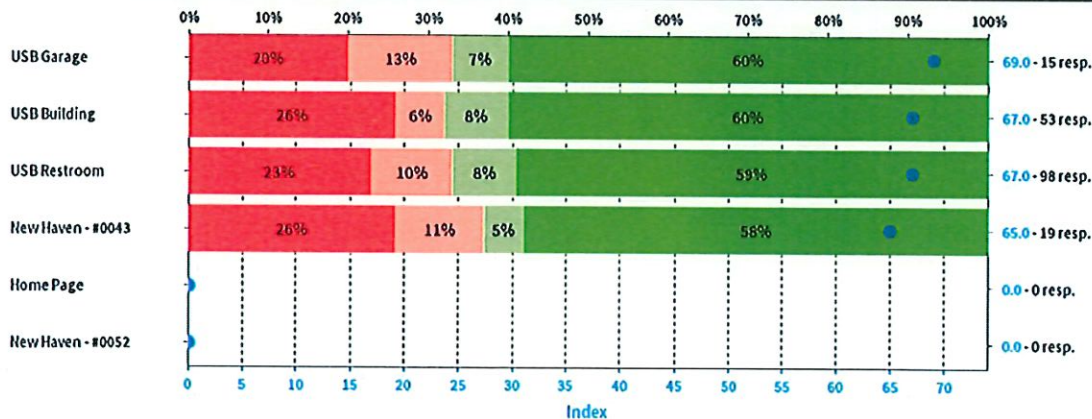


24%
45 resp.

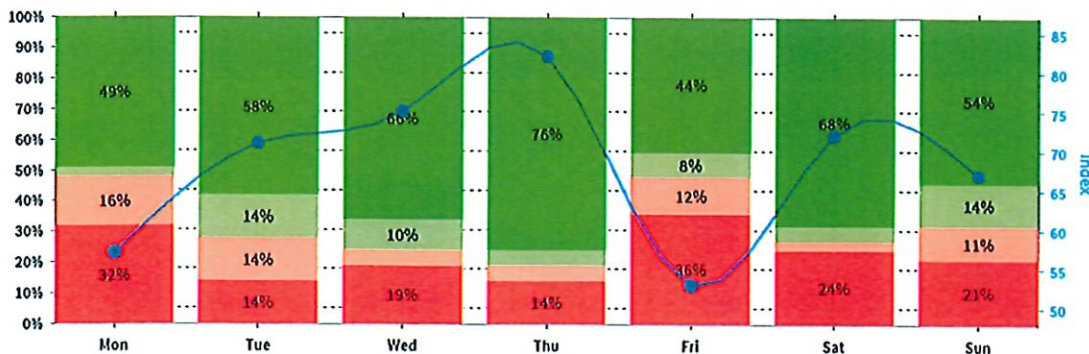
Index: 67/100
Responses: 185

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

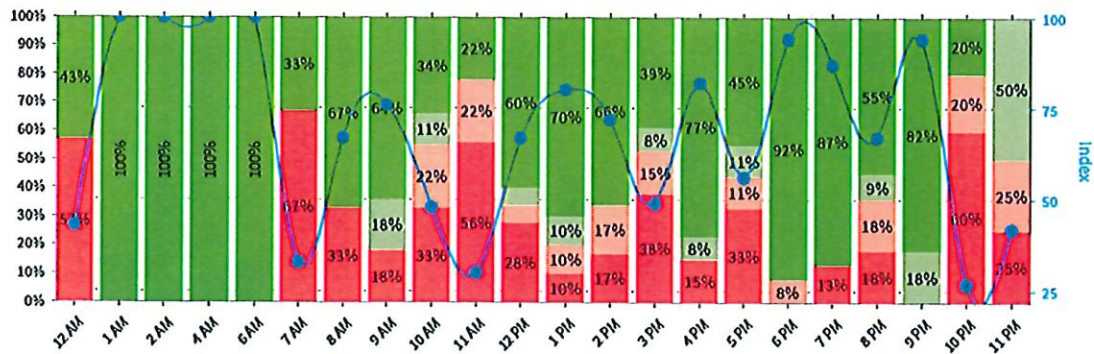
Comparison



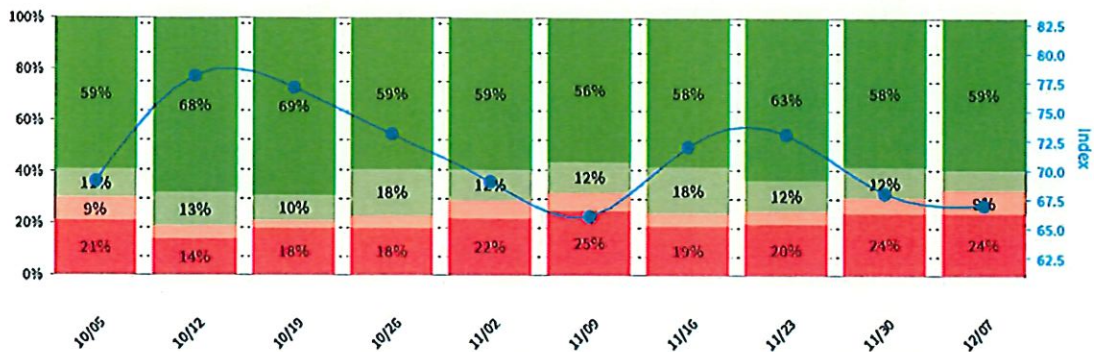
All units combined - weekday distribution



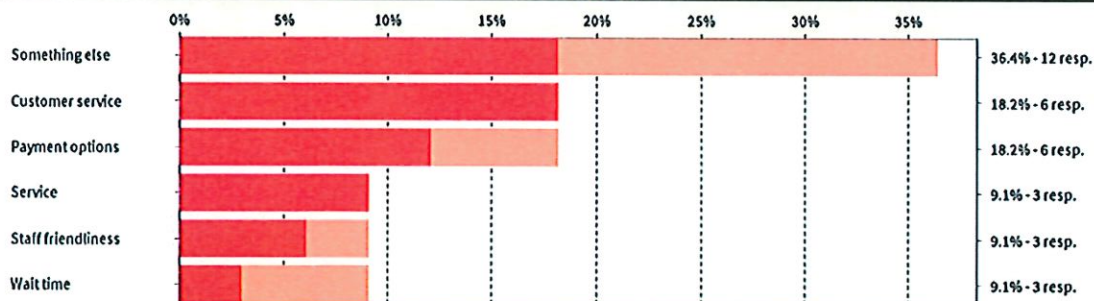
All units combined - hourly distribution



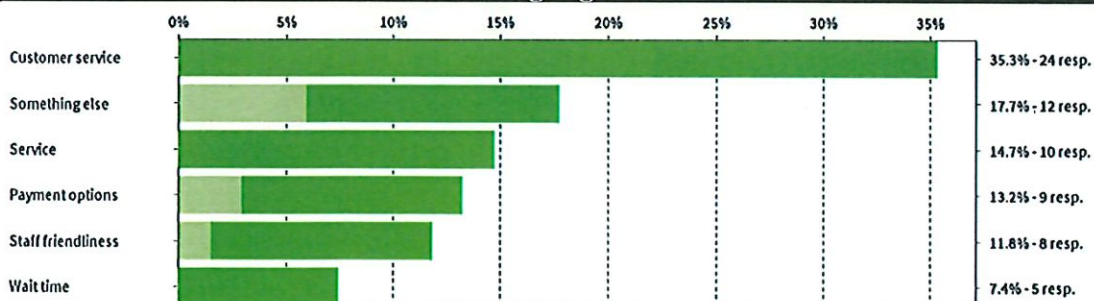
Same question, comparison with previous weeks



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



12/7/20 - 12/14/20

Positive feedback

67%

as given by 185 customers

HappyOrNot

Share
the
results:



[HappyOrNot - Reporting service website](#)



**HappyOrNot
Reporting App**



Download on the
App Store



GET IT ON
Google Play



support@happy-or-not.com

[Unsubscribe from this email report](#)

HappyOrNot Ltd, Vuolteenkatu 20, FI-33100 Tampere, Finland