

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
January 19, 2021 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 - December 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	Disorderly Conduct	Stolen Bike	Miscellaneous	Elevator Entrapment with Injury	Total
January	1	0	3	1	1	3	8	0	1	1	0	19
February	0	0	3	4	2	8	13	0	0	1	0	31
March	0	0	0	2	0	0	4	0	0	2	0	8
April				March stats not available								0
May	3	0	0	0	1	0	2	0	0	1	0	7
June	8	0	1	0	0	0	5	0	0	6	0	20
July	6	0	2	2	1	1	3	0	0	3	0	18
August	3	0	1	0	0	4	8	0	0	5	0	21
September	3	0	3	0	2	1	11	0	0	3	0	23
October	2	0	1	0	3	0	3	0	0	2	0	11
November	1	0	2	2	0	2	2	0	0	1	0	10
December	0	0	3	2	0	1	2	5	0	1	0	14
TOTAL	27	0	19	13	10	20	61	5	1	26	0	182

*1 assault on Maintenance

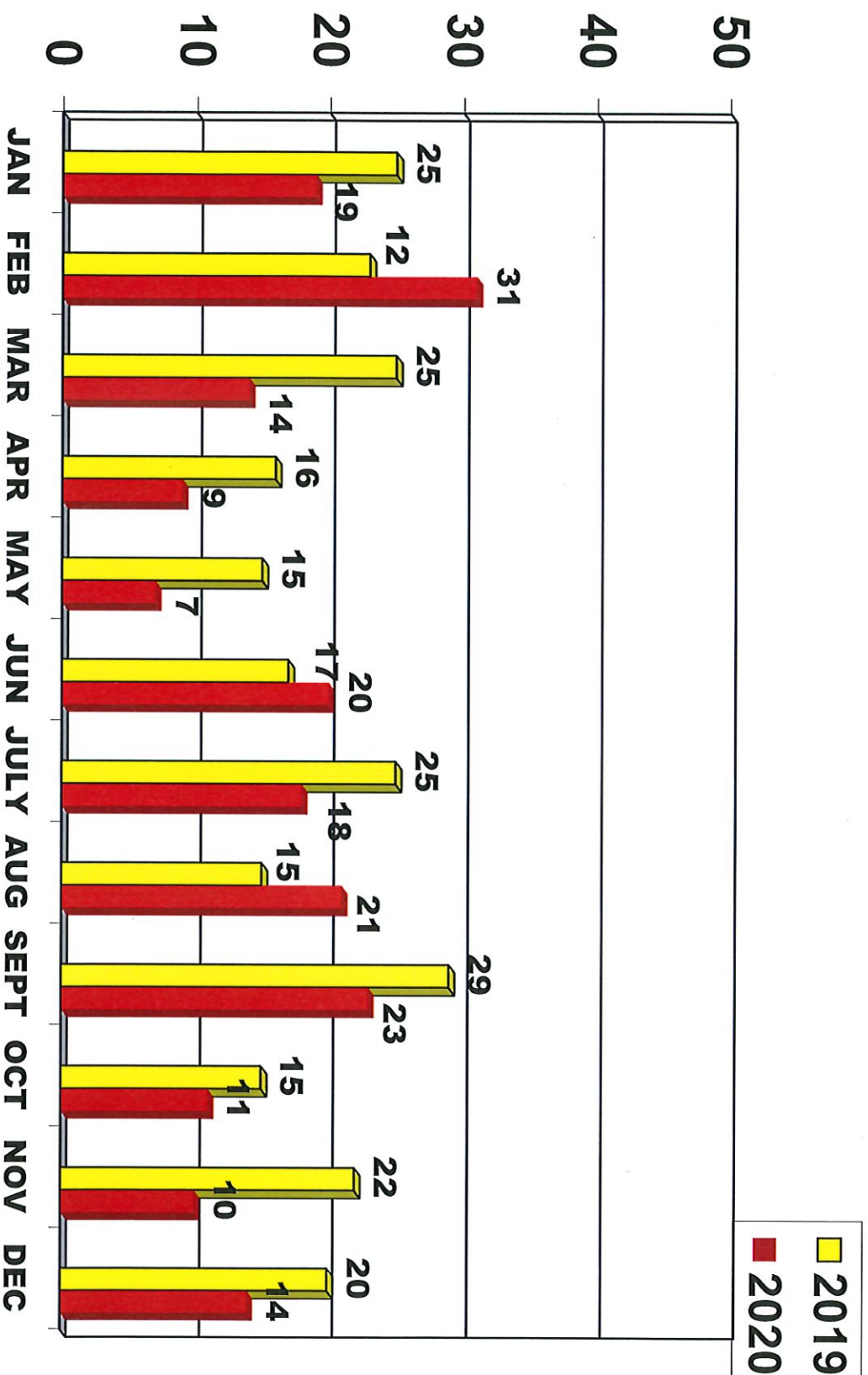
NHPA Incident Statistics by Location - December 2020



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	Disorderly Conduct	Stolen Bike	Miscellaneous	Elevator Entrapment with Injury	Total
Air Rights Garage			1			1	1					3
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/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/Mall												0
423 State Street												0
270 State St. Garage												0
Temple St. Garage												0
Temple MedicalGarage			1									1
Union Station Building				2			1	5		1*		9
Union Station Garage			1									1
Whalley Blake												0
Total	0	0	3	2	0	1	2	5	0	1	0	14

*1 assault on maintenance

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



INCIDENTS – DECEMBER – **Air Rights Garage**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
12/1 7:35 AM	Medical Assistance Required	Location: Skywalk While Security was on tour he noticed a man walking through the skywalk and then sat down on the ledge. He told Security he didn't feel well and couldn't walk. Security contacted dispatch who called 911. NHFD responded with ambulance. He was transported to ER via stretcher.	No	Yes
12/9 10:45 AM	Personal Property Damage/Vandalism	Location: Level 3 Security was approached by a doctor who said while parked on third level between the hours of 8:00 AM and 8:00 PM her rear registration/license plate was stolen. When reported to NHPD they told her to report it to Madison PD where she lived, which she did. Surveillance footage will be reviewed to determine if perpetrator can be identified.	Yes	No
12/11 5:15 PM	Motor Vehicle Accident – Broken Gate Arm	Location: Level 2 Exit Patron in truck stated he approached the exit gate, it raised and he began to leave. He stopped his vehicle for a moment when another vehicle passed on the entrance side. Gate arm came down, struck the hood of his truck and came off its mount. Gate arm was placed in safe area and Manager was notified.	No	No

INCIDENTS – DECEMBER – **Temple Medical Garage**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
12/3	Motor Vehicle Accident/ hit & run	LOCATION: Level 1 A Patron parked her car at 6:45 AM and when she returned at 8:15 PM she noticed a mark on her rear car door. She believed she was hit by another car while parked in the garage.	No	No

INCIDENTS – DECEMBER 2020 – **Union Station Building**

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
12/1 12:25 PM	Trip and Fall	LOCATION: Amtrak Information Office Male patron slipped and fell on the ground in front of the escalators in the lobby. Patron said he was not hurt.	No	No
12/3 10:30 AM	Trip and Fall	LOCATION: Up Escalator Male patron fell on the up escalator. He injured his right leg. NHFD was dispatched and medical assistance was provided. He did not want to go to the Hospital and said he was okay.	No	Yes
12/22 7:30 AM	Disorderly Conduct	LOCATION: - Lobby Dunkin Donuts Security responded to Dunkin Donuts after a disturbance was reported. Male was sitting on a bench across from the store who previously took money from the tip jar and harassed them. Security positioned himself inside the store until male left. After Security's tour he saw his supervisor directing someone out of Dunkin Donuts who Security recognized as the man who pepper sprayed him a month ago. Supervisor called MTAPD who sent two officers who questioned and detained the male. NHPD was called who advised security to stay away from him until they were able to obtain an arrest warrant.	Yes	No
12/22 2:00 AM	Disorderly Conduct	LOCATION: Lobby After Security locked doors and came back from tours, he saw a male with a ski mask on sitting on the bench. Security informed him the Station was closed and he should exit the building. He took his ski mask off and just stared back with no response. Security called Supervisor who tried to make contact with male and then called MTA PD. Male got up but made no effort to leave until MTA PD told him to leave or he would be arrested.	No	No
12/26 12:15 PM	Disorderly Conduct	LOCATION: Lobby Dunkin Donuts Security was asked by Dunkin Donuts to help with male who would not wear a mask when entering. When Security asked him to wear a mask male said he had trouble breathing (broken nose). He was advised to use on-line ordering and Security would go inside to pick up his order. Male proceeded to order on his phone and recorded the Dunkin Donuts worker who chased after him for the recording. Manager notified Amtrak MTA PD. Both were spoken to by Amtrak PD.	No	Yes
12/29 9:20 AM	Assault on NHPA Maintenance Worker	LOCATION: - LOBBY Men's Room Maintenance worker was cleaning the men's room when male patron spit and threw a sign at Maintenance worker. Patron was arrested by Amtrak PD for assault.	Yes	No
12/30 4:00 AM	Medical Assistance Required	LOCATION: Lobby – Bench West End Security noticed patron on bench had no shoes on and was directed to the Police Station to seek help. He returned and was laying on the bench. Security asked him where he was going and he said Meriden. Shortly thereafter male approached Security to ask about the young man's well being and said he was his father. His father said he called 911 and when they arrived he was persuaded to go to YNH. H.	Yes	No
12/30 2:30 AM	Disorderly Conduct	Location: Lobby Patron was in the Station at 1:30 AM on bench. Security notified Supervisor. When Supervisor approached patron he said to leave him alone. Supervisor called MTA PD to assist. When they arrived he left.	Yes	No

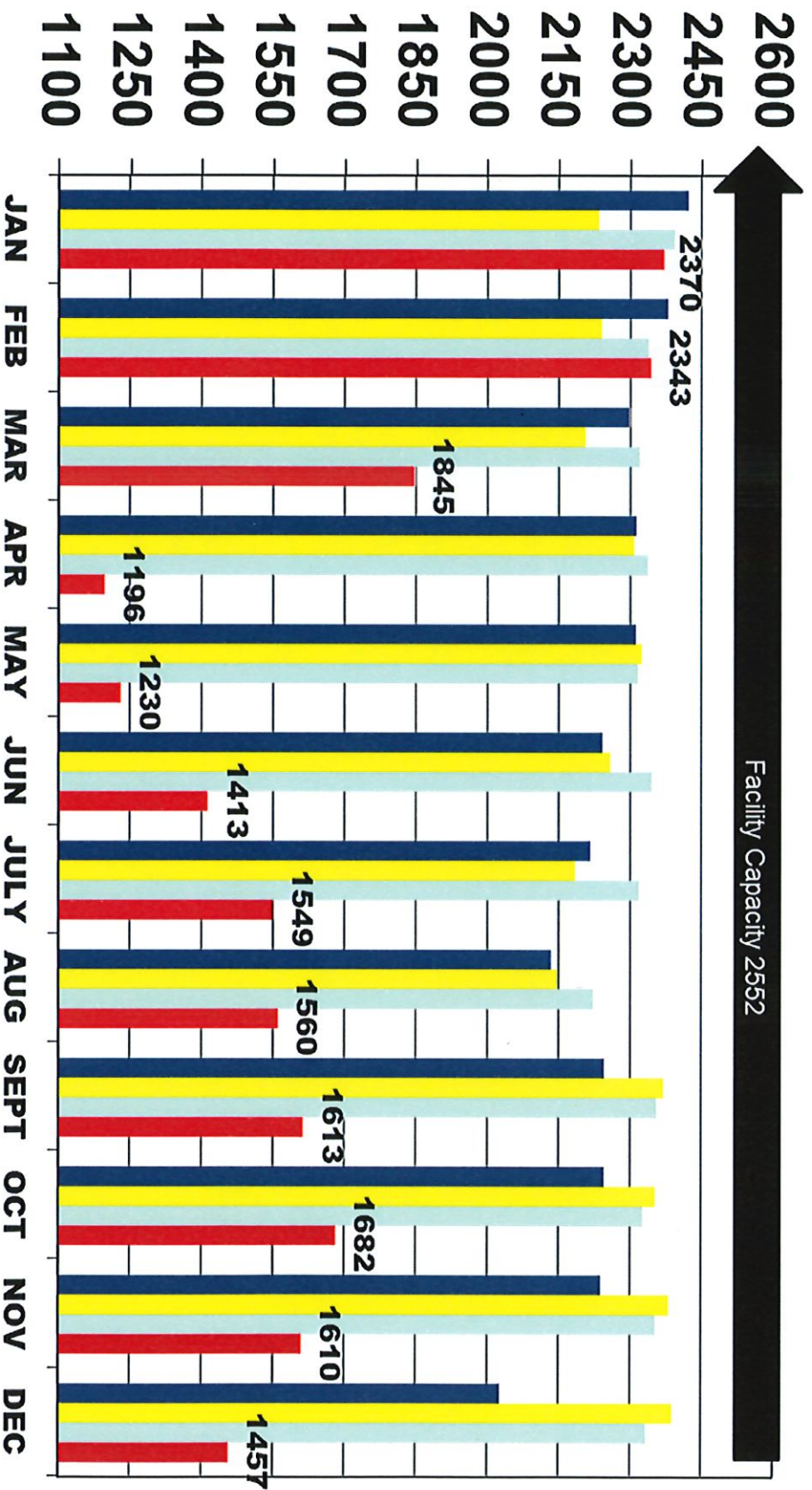
DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
12-31 2:00 AM	Disorderly Conduct/ Threatening	<p>LOCATION: Lobby - Front Entrance East End Under Big Board</p> <p>Male patron took seat in the lobby. Security informed him the Station was closed and he had to leave. Patron started protesting and Supervisor was called and explained to him why he had to leave. He protested and after a while was informed Police would have to be called and he started to walk out. Shouted at supervisor that he would run over and beat her down. He promised to wait and follow her home and get his gun and shoot. Supervisor and Security stayed a distance from him as he walked out the door continuing to threaten them. Supervisor called NHPD who sent two officers who were joined by MTA PD. By this time male patron walked away and was out of sight.</p>	Yes	No

INCIDENTS - DECEMBER - Union Station Garage

DATE & TIME	TYPE	DESCRIPTION	NHPD NOTIFIED	MEDICAL ASSISTANCE
12/24 1:40 PM	Motor Vehicle Accident (minor no damage to either vehicle)	<u>LOCATION: Ramp Level 1</u> Patron was backing out of space when she hit vehicle on other side of ramp. Neither vehicle had any damage.	No	No

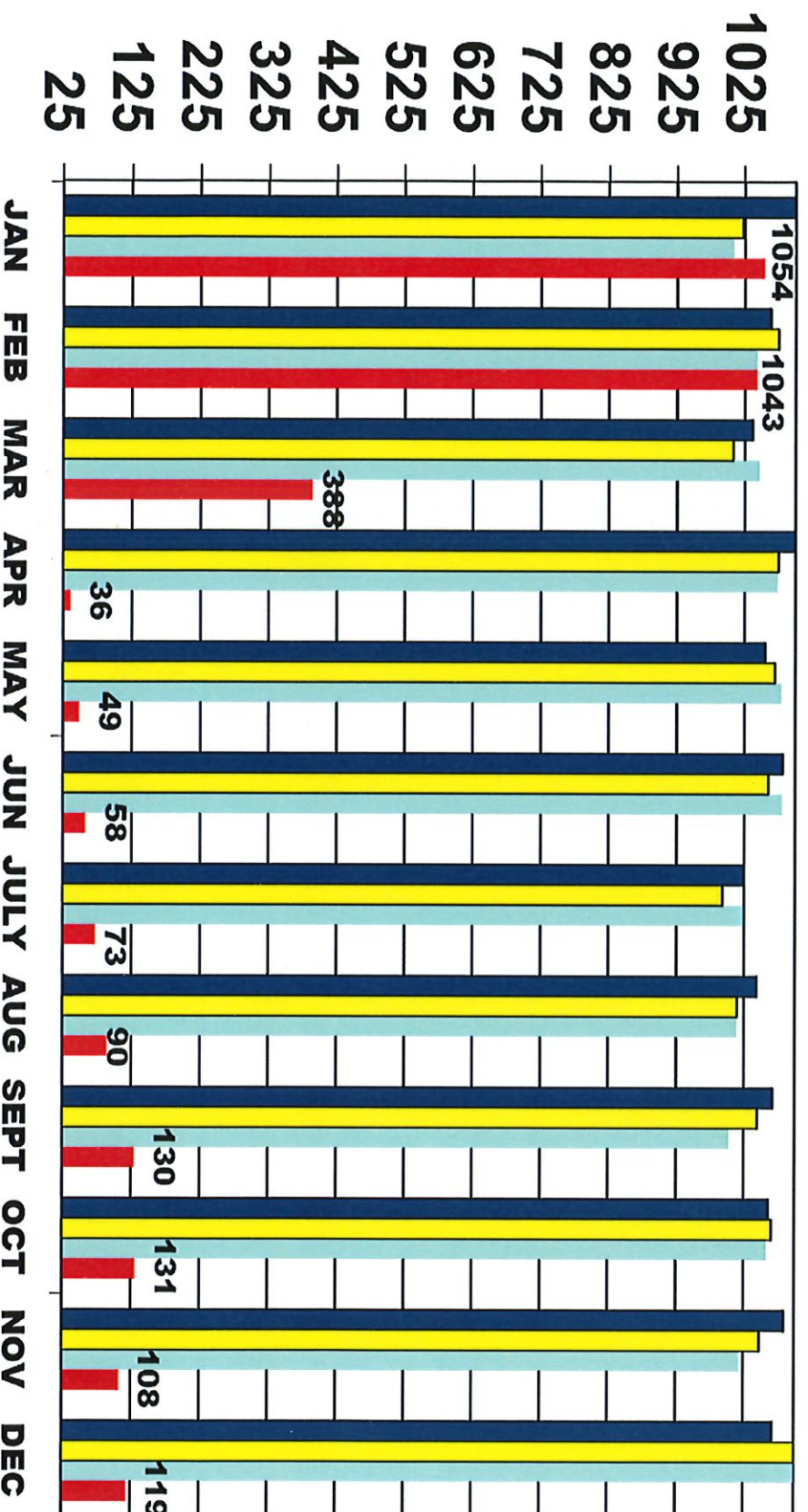
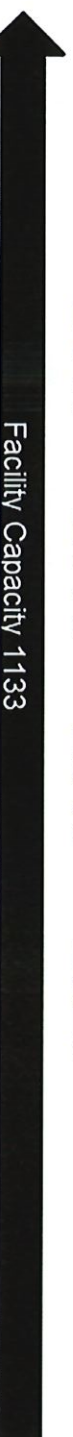
Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2017 through 2020

■ 2017 ■ 2018 ■ 2019 ■ 2020

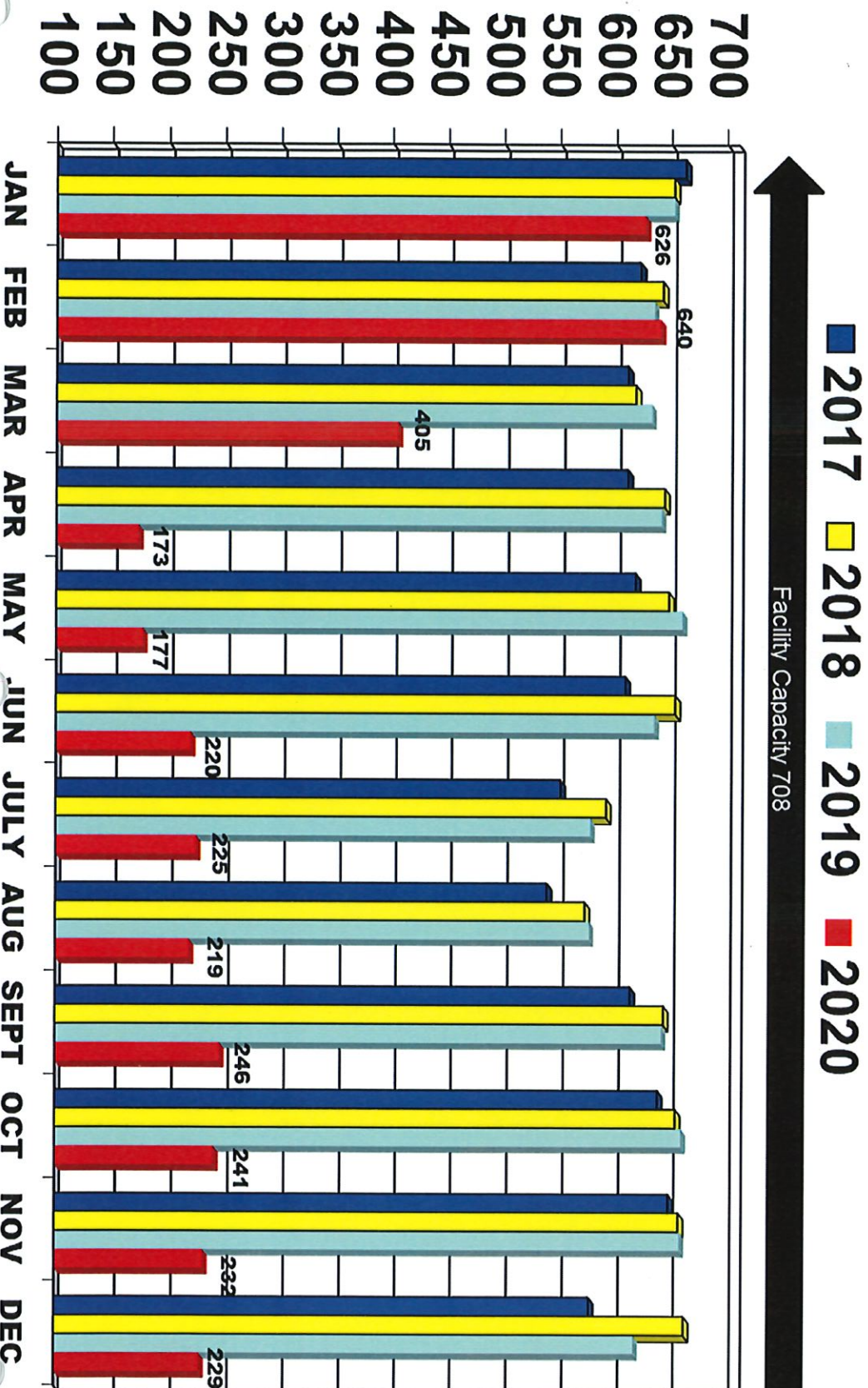


Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2017 through 2020**

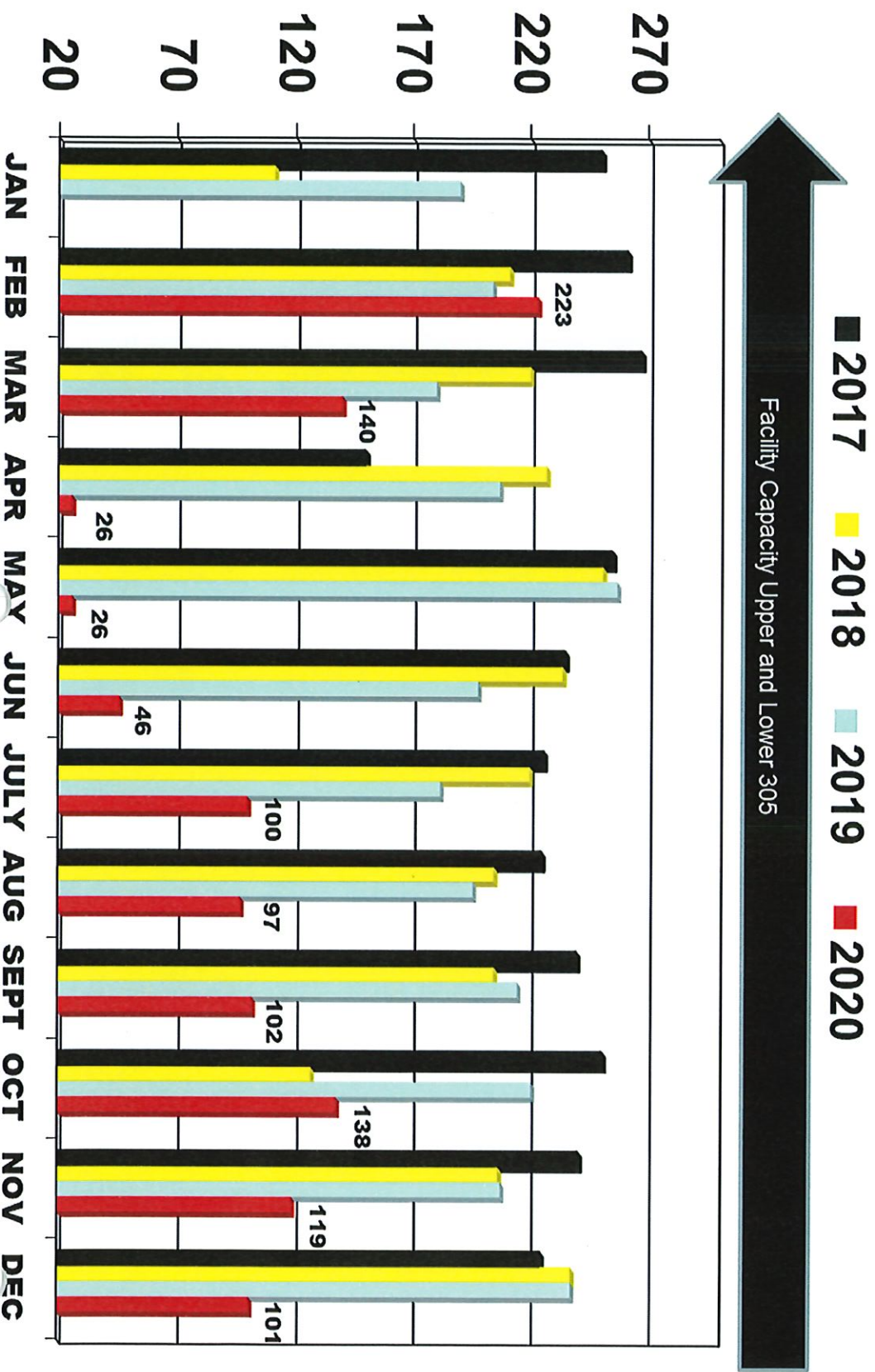
■ 2017 ■ 2018 ■ 2019 ■ 2020



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

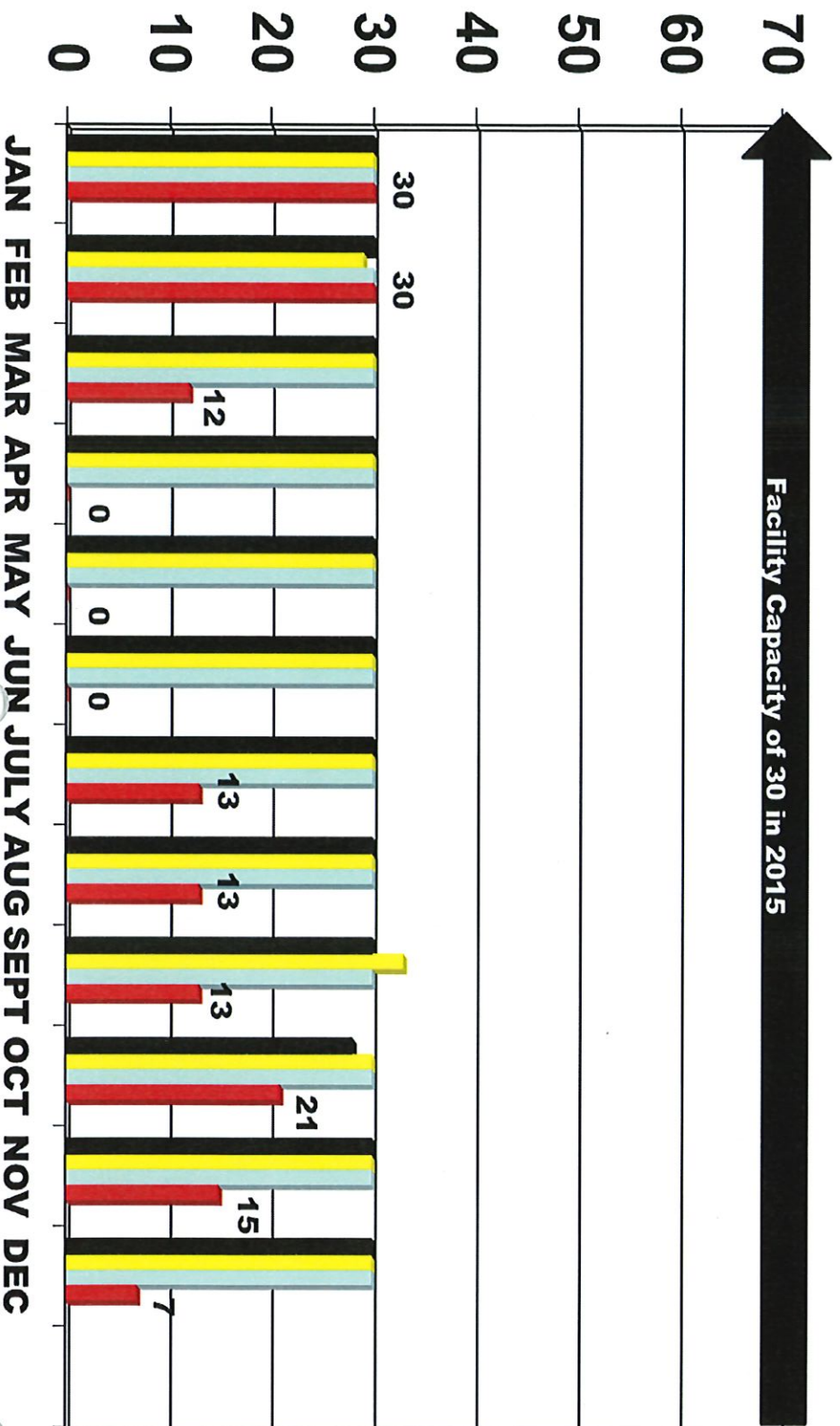


Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2017 through 2020

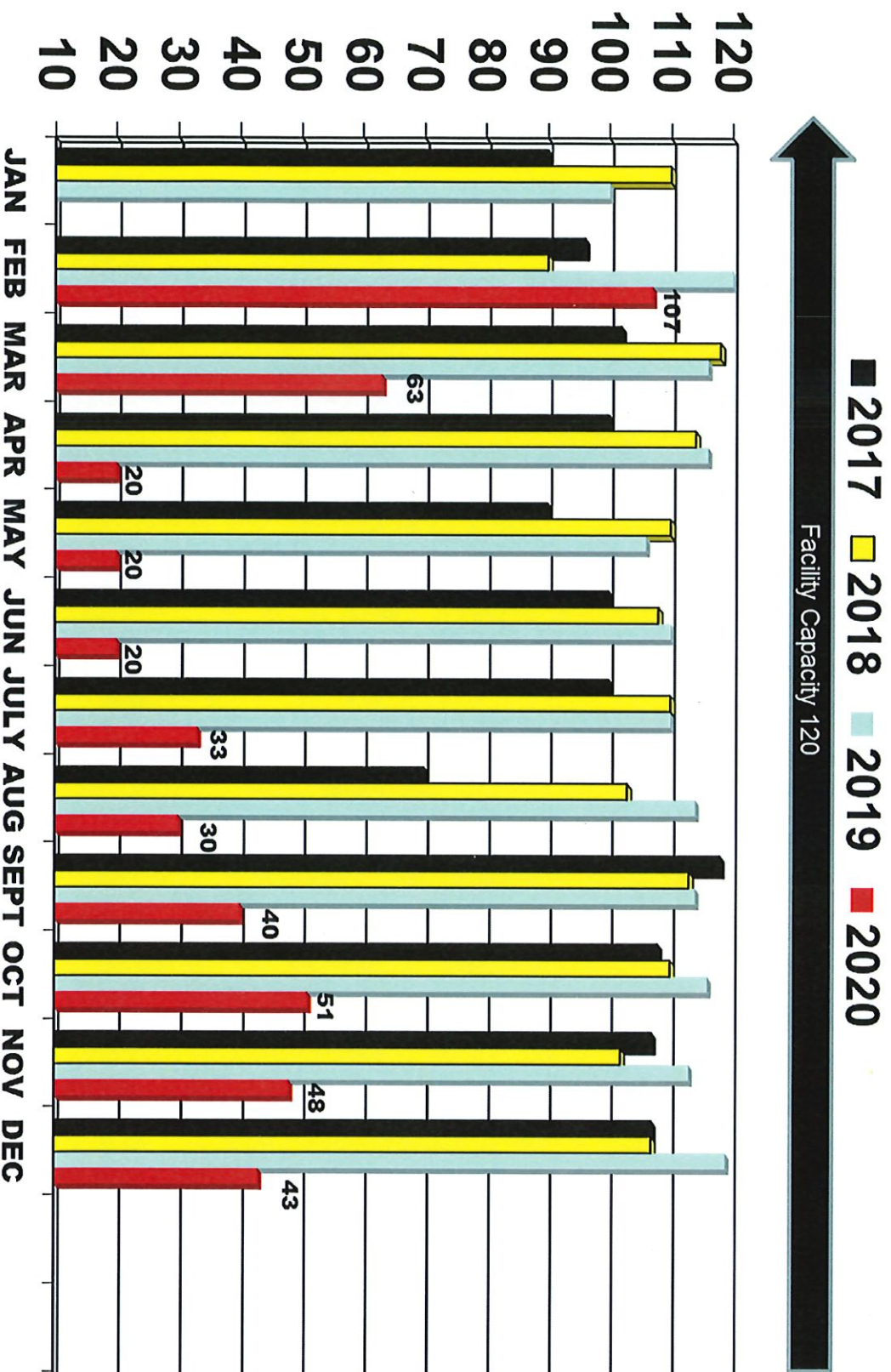


Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2017 through 2020

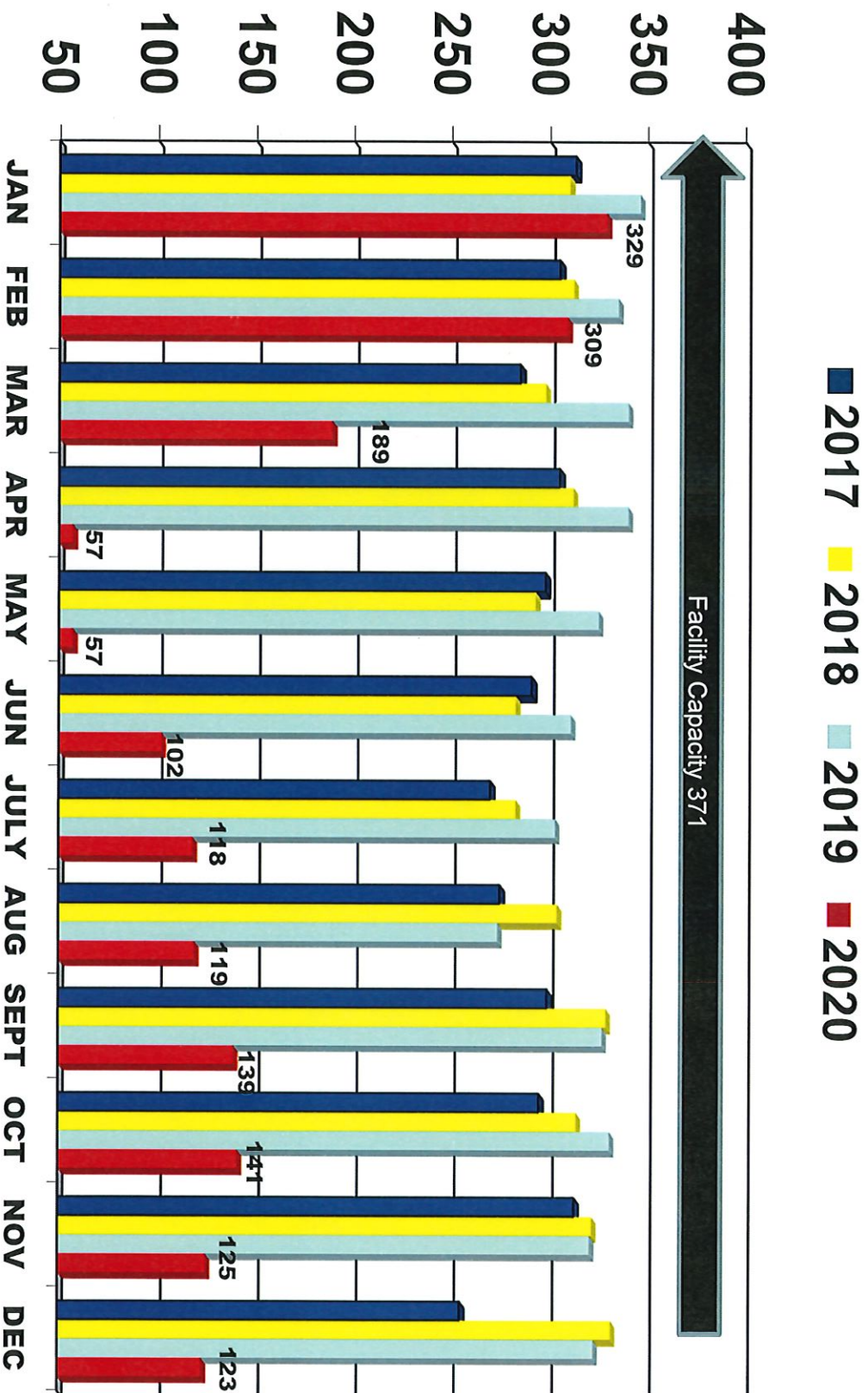
■ 2017 ■ 2018 ■ 2019 ■ 2020



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



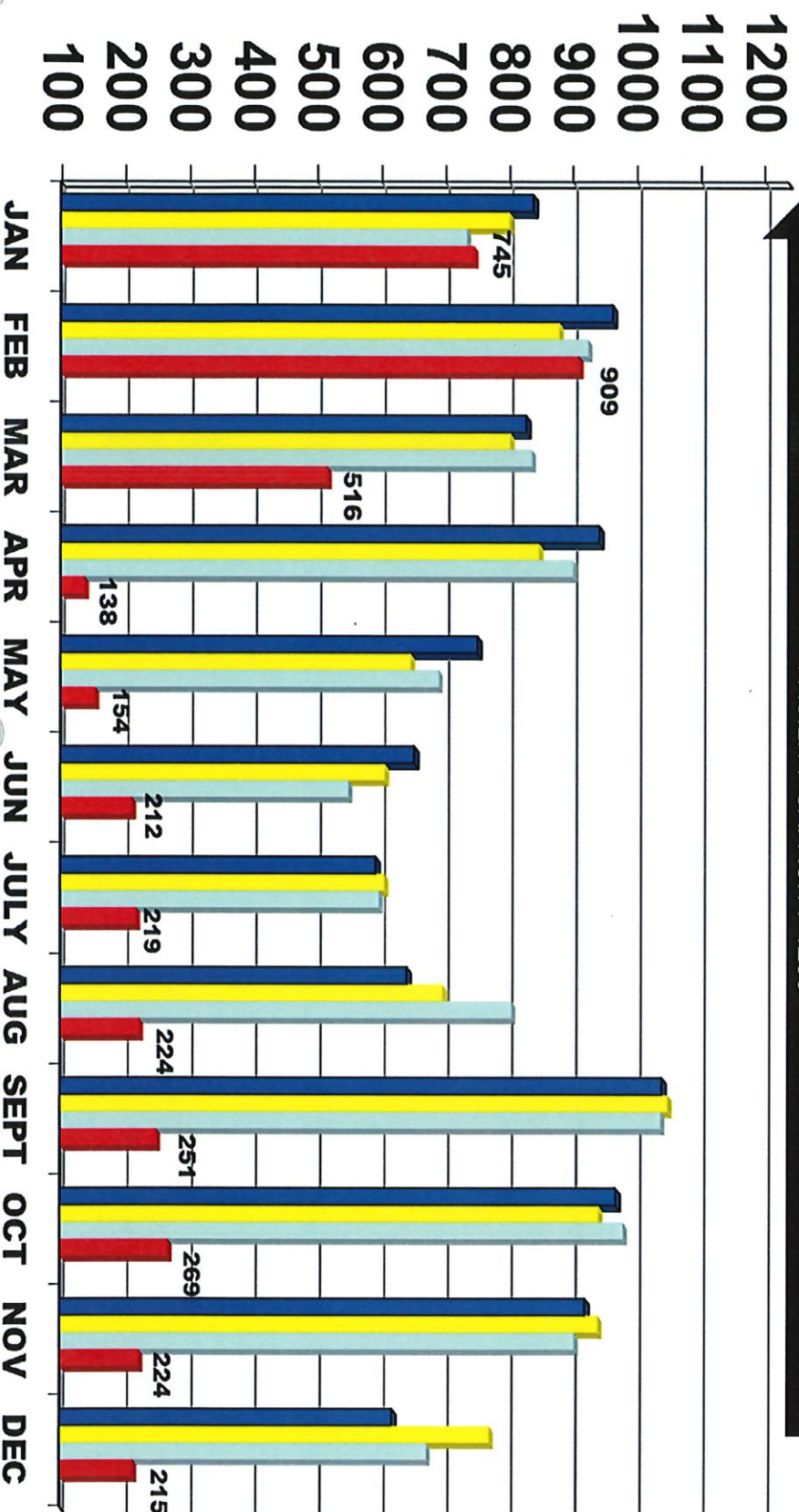
Average Occupancy Statistics Temple Medical **Facility Capacity 371** **Comparison of 2017 through 2020**



Average Occupancy Statistics Temple Street Facility Capacity 1235 Comparison of 2017 through 2020

■ 2017
 ■ 2018
 ■ 2019
 ■ 2020

FACILITY CAPACITY 1235



VALET HAS CEASED OPERATIONS DUE TO COVID 19

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

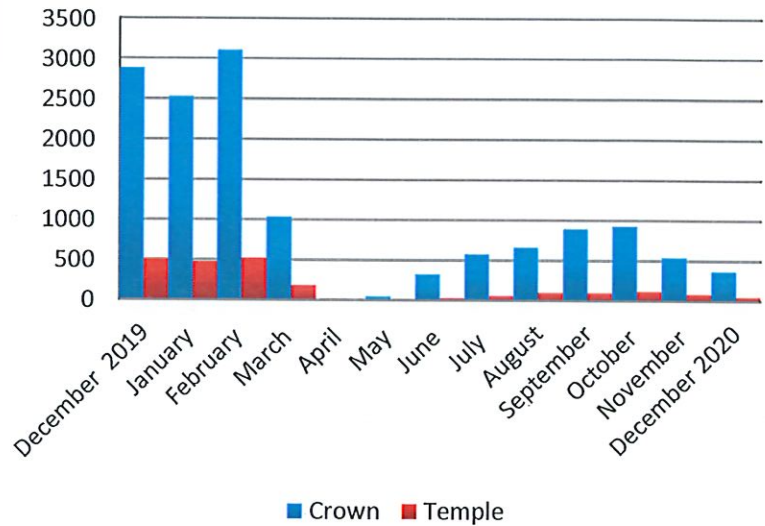
TOTAL CARS PARKED 2019, 2020 YTD: 8,078

[illegible]

2019 / 2020	Crown	Temple	Total
December 2019	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	538	84	622
December 2020	369	50	419
Total	13887	2240	16127

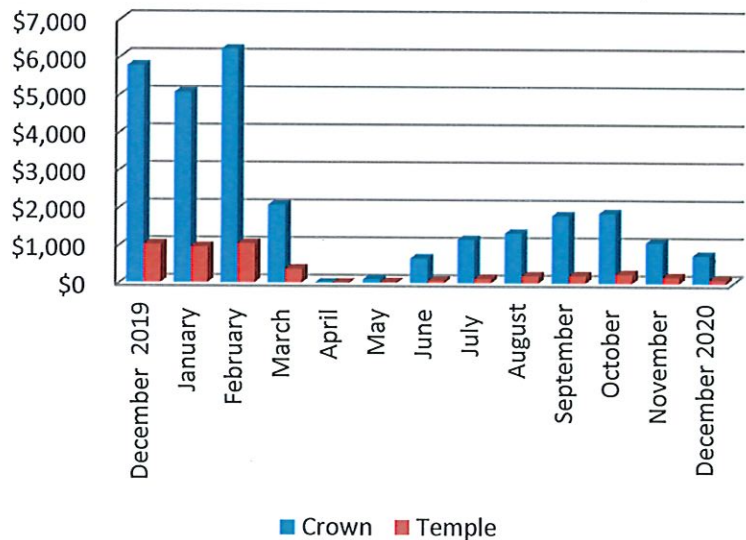
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2019 / 2020	Crown	Temple	Total
December 2019	\$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	\$1,076	\$168	\$1,244
December 2020	\$738	\$100	\$838
Total	\$27,774	\$4,480	\$32,254

Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Monday, January 11, 2021 12:27 PM
To: Fortunata Houde
Subject: Weekly report, New Haven Parking Authority, 1/4/21 – 1/10/21: Please rate our service today
Attachments: NewHavenParkingAuthority_20210110_Week_Open_feedback.pdf;
NewHavenParkingAuthority_20210110_Week.pdf

Weekly report
1/4/21 – 1/10/21

Management report
New Haven Parking Authority (6 units)

Please rate our service today



60%
157 resp.



10%
26 resp.



6%
15 resp.

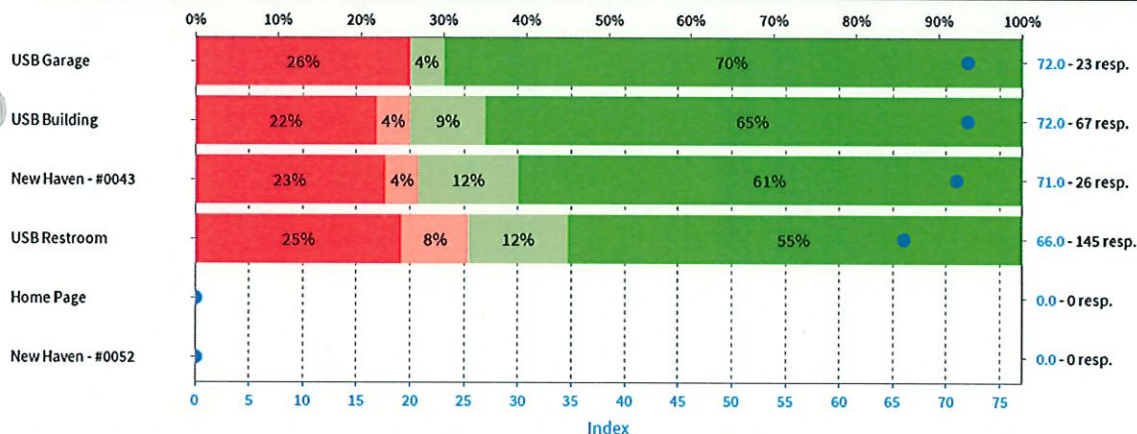


24%
63 resp.

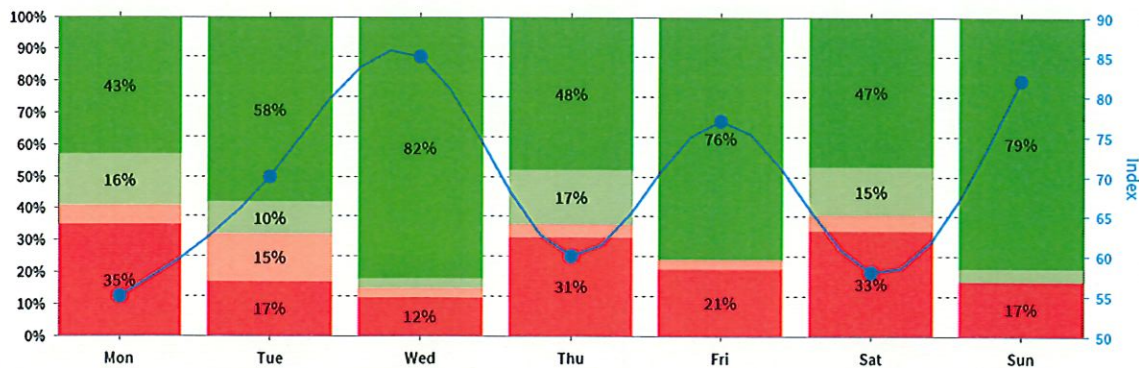
Index: 69/100
Responses: 261

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

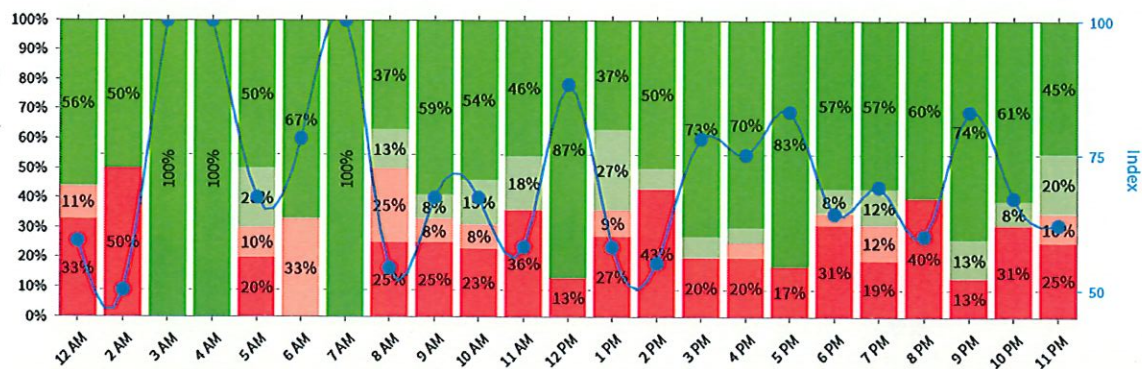
Comparison



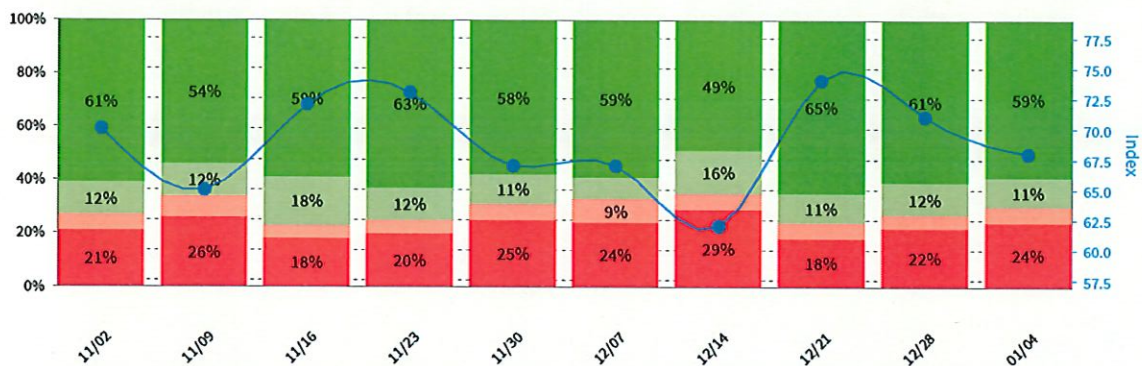
All units combined - weekday distribution



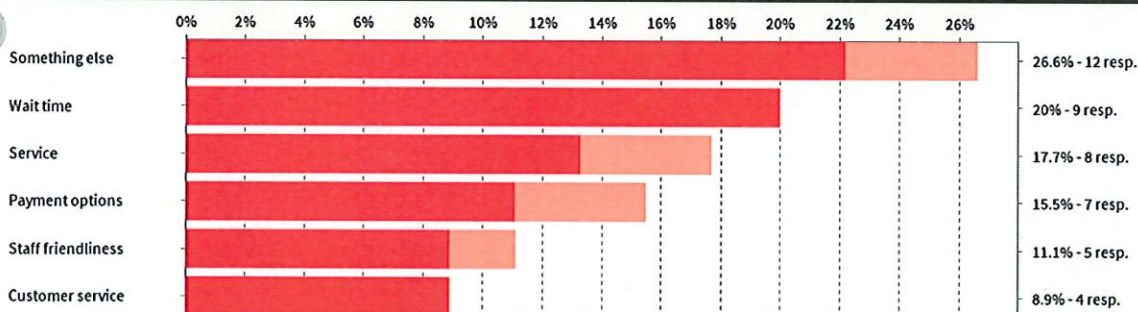
All units combined - hourly distribution



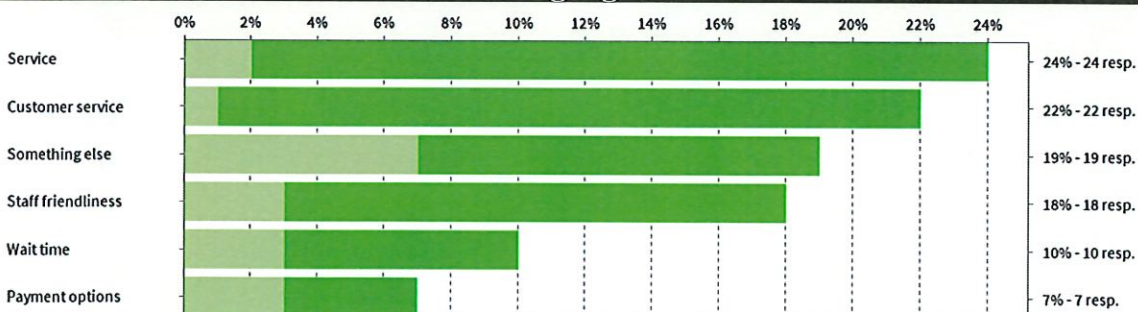
Same question, comparison with previous weeks



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



1/4/21 - 1/11/21

Positive feedback

70%

as given by 261 customers

HappyOrNot

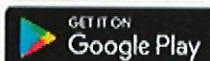
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the
results:



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