

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
February 16, 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 - January 2021



PARK
NEW HAVEN

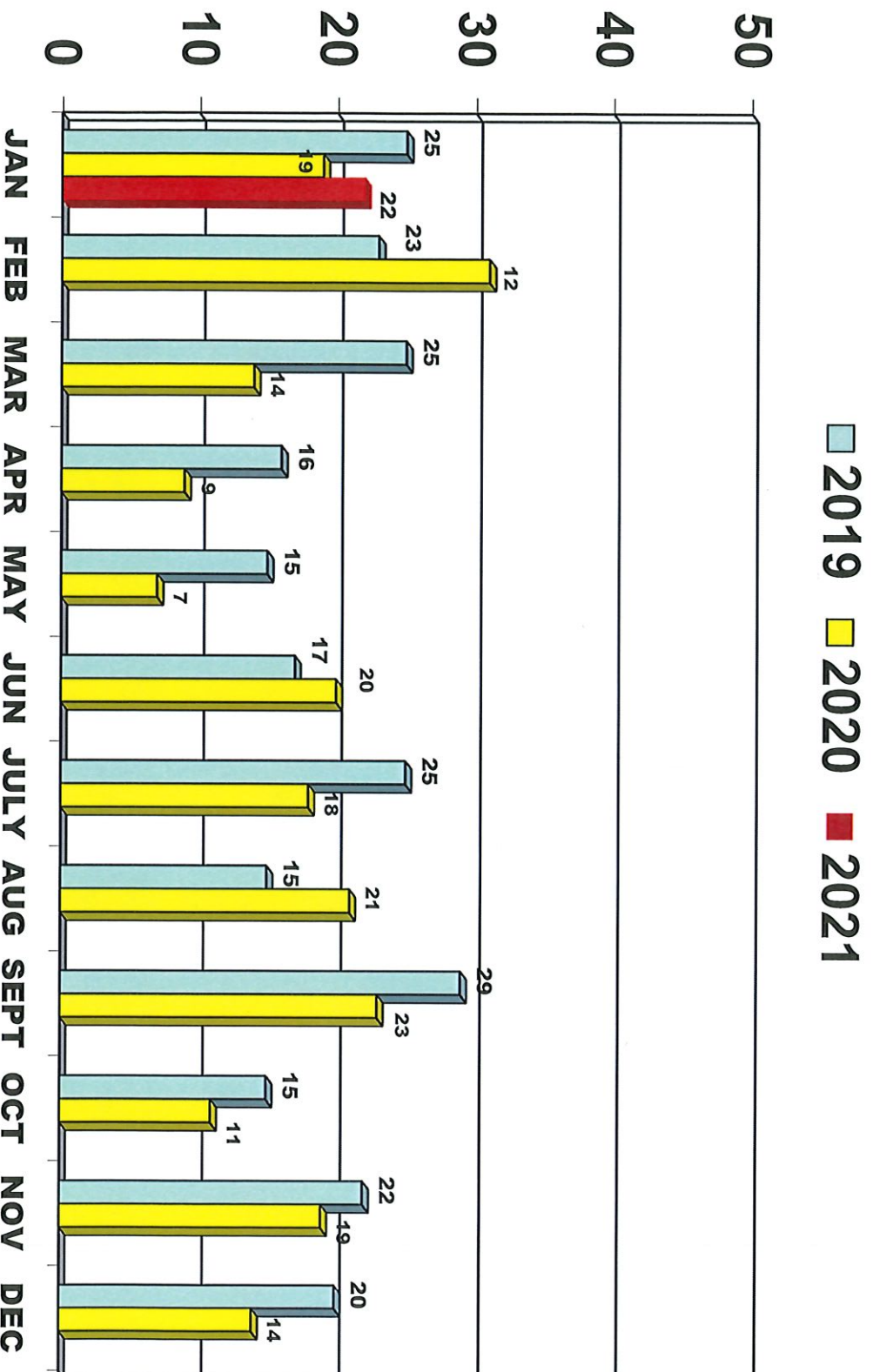
Month	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident Hit & Run	Trip & Fall/Personal injury	NHPA Property Damage	Private Property Damage Vandalism	Medical Assist Required	Disorderly Conduct	Stolen Bike	Misc.	Elevator Entrapment with Injury	Total
JAN	2	0	2	1	1	1	8	3	0	4 1 homeless issue 1 abandoned car 1 possible gas leak 1 police chase	0	22
FEB												
MAR												
APR												
MAY												
JUN												
JULY												
AUG												
SEPT												
OCT												
NOV												
DEC												
TOTAL	2	0	2	1	1	1	8	3	0	4	0	22

NHPA Incident Statistics by Location - January 2021



Facility	Motor Vehicle Break-In	Stolen Vehicle	Motor Vehicle Accident Hit & Run	Trip & Fall/Personal Injury	NHPA Property Damage	Private Property Damage Vandalism	Medical Assist Required	Disorderly Conduct	Stolen Bike	Misc.	Elevator Entrapment with Injury	Total
Air Rights Garage	2		1							1 homeless issue		4
Chapel/Franklin												0
Court/Olive												0
Crown St. Garage										1 abandoned car w/blood		1
Elm/Orange												0
George Street												0
Granite Sq. 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						1						1
State/Wall												0
423 State Street												0
270 State St. Garage												0
Temple St. Garage			1									1
Temple Med. Garage				1	1			1				3
Union Station Bldg.							7	2		1 possible gas leak		10
Union Station Garage							1			1 police chase		2
Whalley Blake												0
Total	2	0	2	1	1	1	8	3	0	4	0	22

Park New Haven **Number of Incidents for all Facilities** **Comparison - 2019 through 2021**



INCIDENTS - JANUARY 2021

AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/28 7:00 AM	Motor Vehicle Break In	<u>LOCATION: LEVEL 5</u> Patron approached Security and said when she returned to her vehicle she found glove box lock was broken and passenger side door does not lock. Camera video was viewed and male was seen going through the car with mask on. NHPD was notified.	YES	NO
1/4 8:00 AM	Motor Vehicle Accident/ Hit And Run	<u>LOCATION: LEVEL 3</u> Hospital employee witnessed a hit and run and reported the license plates of cars involved to Security. Parking Office received information, NHPD called and camera footage will be checked.	YES	NO
1/18 4:30 PM	Motor Vehicle Break-In	<u>LOCATION: LEVEL 5</u> Hospital employee approached Security and said her car was broken into and wallet taken from her purse. She received call from credit card company of charge that was not hers. Camera footage showed male going through and checking car doors. NHPD called and case under investigation.	YES	NO
1/4 10:00 AM	Miscellaneous Homeless Issue	<u>LOCATION: LOWER LEVEL ARG</u> Security was asked to standby while ARG Manager dismantled a homeless shelter that was constructed under Air Rights Garage. Man was previously told he could not be in the area. He could no longer be found in the area.	NO	NO

INCIDENTS - JANUARY 2021

CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/9 1:00 PM	Miscellaneous (Abandoned Car)	LOCATION: COLLEGE STREET SIDE 1A Patron reported an abandoned car. Security went to check and found there was blood on the outside of the car and inside on the floor. Car was there for 58 days.	NHPD	NO

INCIDENTS - JANUARY 2021

ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/17	VANDALISM/ PRIVATE PROPERTY DAMAGE	<u>LOCATION: STATE & PULASKI</u> Patron noticed catalytic converter stolen from her car. She reported incident to NHPD. She also noticed people going behind the fence in the back left corner of the lot.	NHPD	NO

INCIDENTS - JANUARY 2021

TEMPLE MEDICAL GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/8 6:30 PM	Disorderly conduct	LOCATION: LEVEL 4A Security found patron sleeping in car for second day and asked if he needed help. Patron jumped on Security and started cursing. Manager was called. Patron then ran to Hotel and came back naked and NHPD was called.	NHPD	YES
12/17 7:00 PM	Trip and Fall	LOCATION: LEVEL 2 Patron reported to front desk at Hotel that his wife fell in garage. Hotel left patron's contact info with NHPA Security. Security contacted patron and was told his wife fell while exiting their vehicle when stepping on ice and hurt her back and leg. Security did not know exact location of fall but patron promised to send photos he took.	NO	NO
1/22	PNH Property Damage	LOCATION: ENTRANCE GATE ON GEORGE ST SIDE While Security on tour noticed entrance gate was hit and bent.	NO	NO

INCIDENTS - JANUARY 2021

TEMPLE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/16 11:08 PM	Motor Vehicle Accident Major	<u>LOCATION: NORTH FRONTAGE ENTRANCE</u> Security heard loud screeching and crash. Found Black Honda wrapped around the wall at North Frontage entrance. Three males were in the car and the driver was unconscious and thrown to the back seat. Security was able to open front passenger door but back right door was jammed. Two passengers kicked window out and climbed out leaving driver in back seat. Another car pulled up and the two passengers got in and drove away. Security was able to get license plate number of other car, Security called 911 and the Manager on duty. Ambulance and NHFD arrived on scene and opened door and was able to take driver out and transport to YNHH. A weapon was found in the back seat. Tow truck driver was on scene and witnessed the accident. When security arrived on scene tow driver was at the light on Church and North Frontage.	NHPD	YES

INCIDENTS - JANUARY 2021

UNION STATION BUILDING

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/1 3:00 AM	Miscellaneous (alarm/ possible Gas leak)	LOCATION: TRACK 14/BASEMENT BOILER ROOM Utility monitor alarm was going off, Security checked tunnel found monitor on track #14 was out. Later Supervisor arrived and examined fault screen and saw note for gas detection which she investigated, and did smell a slight odor and called NHFD.	NHFD	NO
1/1 2:00 AM	Medical Assistance Required	LOCATION: - EAST ENTRANCE - FRONT BENCH Woman came off elevator in wheel chair and complained of chest pains and asked for assistance. She called 911 on her cell and Security called Supervisor. NHFD arrived and EMS transported to YNHH.	NHFD	YES
1/3 4:30 PM	Medical Assistance Required	LOCATION: FRONT OF BUILDING Security was notified of man passed out in front of Station. NHFD and EMS transported to YNHH.	NHFD	YES
1/3 5:00 PM	Medical Assistance Required	LOCATION: - FRONT OF BUILDING/BUS STOP Employee from Subway. approached Security and said he carried a man from the street onto the sidewalk to the bus stop in front of Union Station. APD, NHPD, NHFD and EMS were notified and were able to wake him up and transported to YNHH.	YES	Yes
1/3 2:30 PM	Medical Assistance Required	LOCATION: FRONT BENCH BUILDING Intoxicated male couldn't get up from bench. APD responded, called EMS and he was transported to YNHH.	YES	YES
1/3 AM	Harassment Disorderly Conduct	LOCATION: UNION STATION BUILDING LOBBY A confrontation between homeless man asking for money took place with both a custodian and employee from Dunkin Donuts. The homeless man then called profanities at the custodian. Later when he saw the custodian cleaning the windows on the back doors he spit on them.	YES	NO
1/5 2:00 AM	Disorderly Conduct/ Medical Assistance Required	LOCATION: UNION STATION TUNNEL Male patron was found in tunnel after departing from the 1:27 AM train. He said he slept through his stop, was diabetic and could he wait for the next train inside. He was instructed where to sit and wait but kept roaming and not following physical distance protocols. He was asked to leave and went outside and caused a disturbance at Greyhound. He then threatened staff and requested ambulance. 911, NHPD and NHFD and EMS responded. He was transported to YNHH in restraints.	YES	YES
1/6 1:45 AM	Medical Assistance Required	LOCATION: UNION STATION LOBBY Passenger came off MTA train into lobby pushing wheelchair with her bags in it. When security asked where she was going she said she was waiting for a ride. She kept coming in Station and Supervisor asked her to leave. She then said she was having chest pains and EMS was called and she was transported to YNHH.	NO	YES

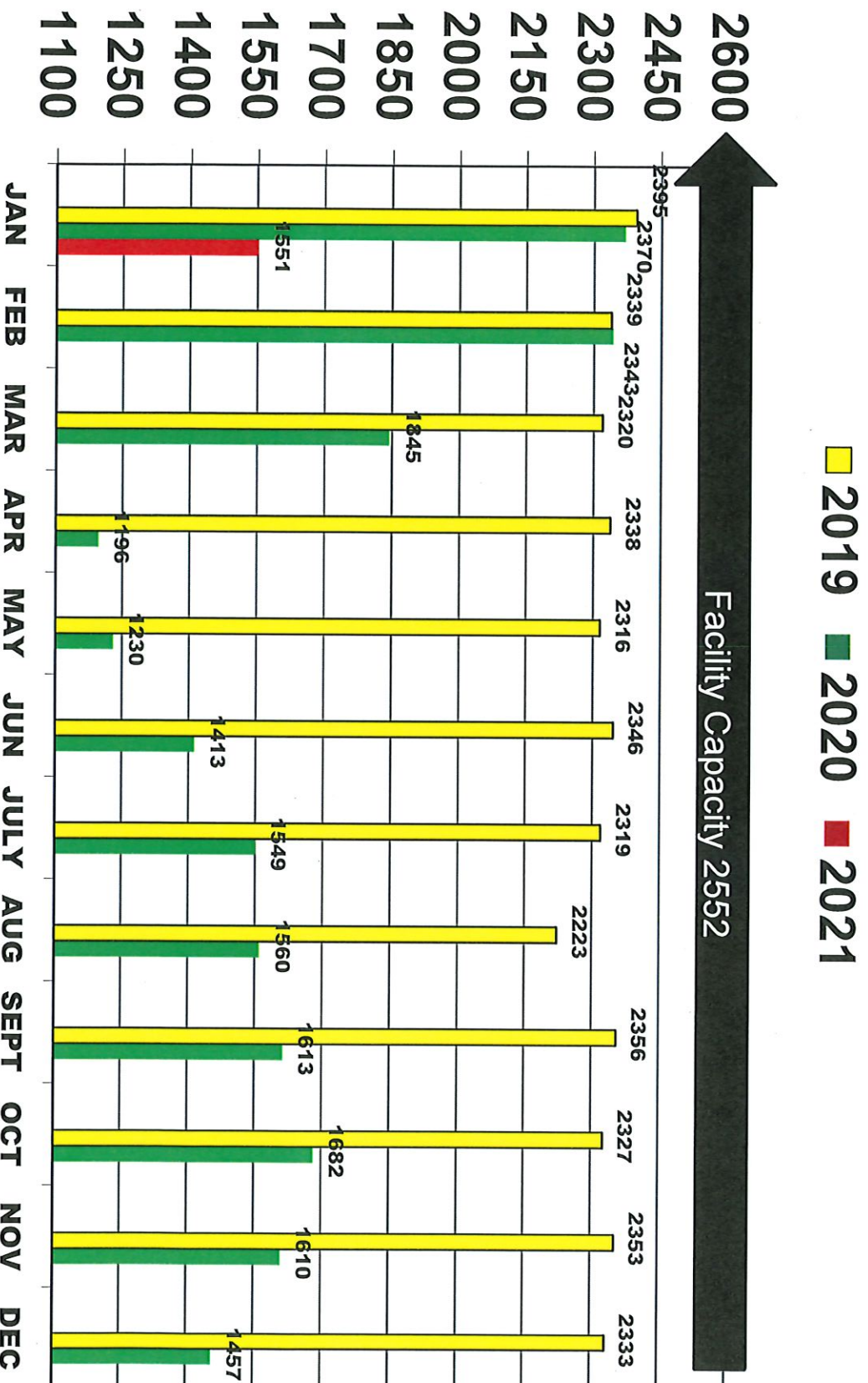
USB Incidents – Page 2				
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/8 6:00 AM	Medical Assistance Required	<u>LOCATION: UNION STATION LOBBY</u> Patron came in the station about 5:30 AM and attempted to catch the train but came back to the lobby and sat down. He found Security and asked for medical assistance as he felt a mild seizure coming on. Security radioed Supervisor and Supervisor called for an ambulance. EMS personnel transported him to YNHH.	NO	YES
1/12 midnight	Medical Assistance Required	<u>LOCATION: FRONT ENTRANCE/EXIT EAST END</u> Patron departed train around midnight and was told the Station is closed and she went to exit. Security saw EMS rendering her assistance and transported to YNHH. She was back outside at 3:30 AM and came inside when Station opened and had excuses as to why she could not take first train out.	NO	YES

INCIDENTS - JANUARY 2021

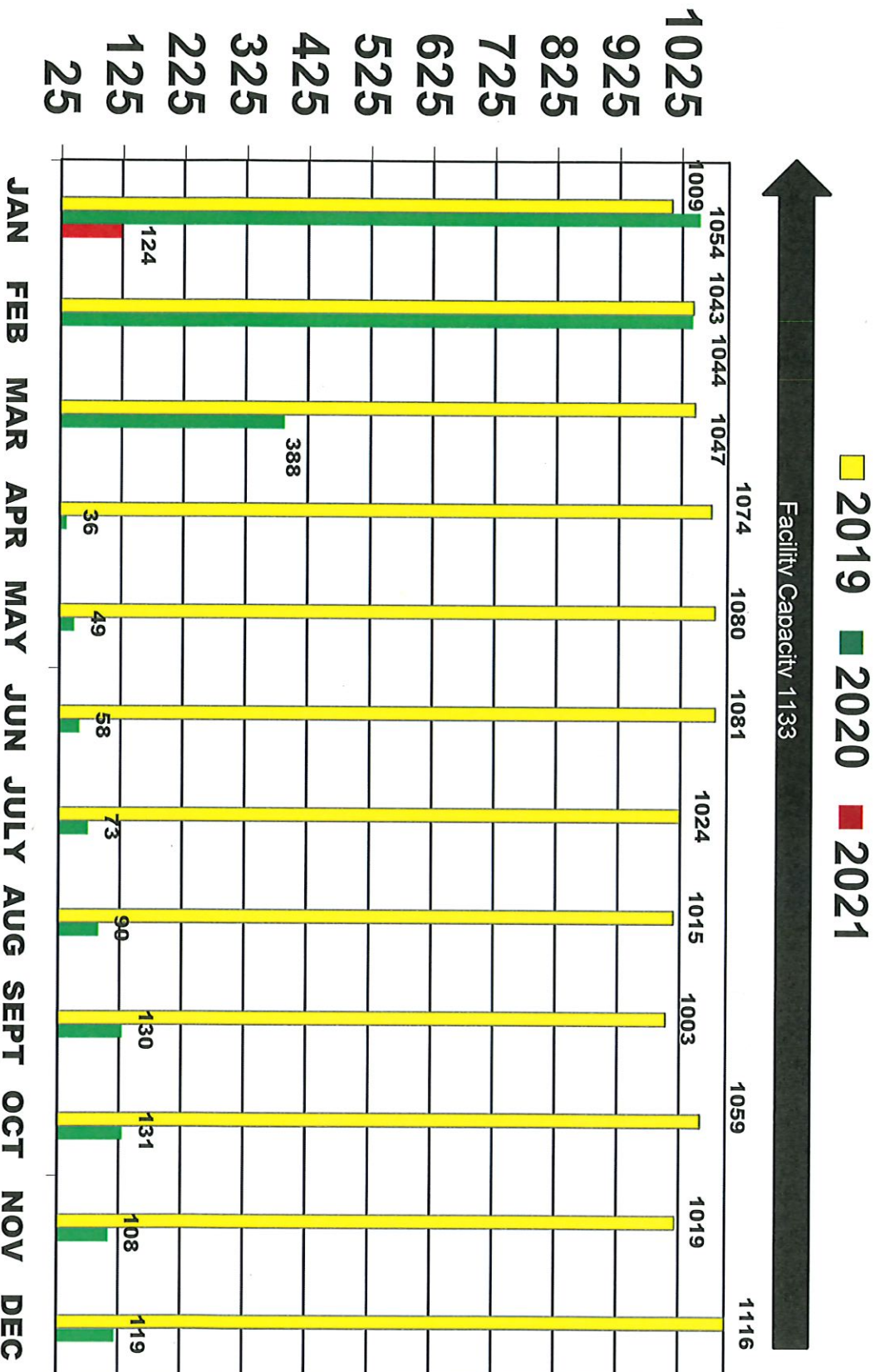
UNION STATION GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
1/4 11:00 AM	Miscellaneous Police presence associated with chase	LOCATION: LEVEL 1 Associated with incident that occurred at NHPD stolen property. Alleged suspect was caught by victims exiting building across from USG. Victims chased alleged suspect and assaulted him in middle of Union Avenue and chase continued through USG ending on Level 1 USG. Alleged suspect was taken by EMS to local hospital. No adverse impact to service or patrons at USTC.	NHPD	YES
1/25 4:20 AM	Medical Assistance Required	LOCATION: LEVEL 2 Supervisor was informed by patrons that there was an unstable person walking around the garage on level 2. Supervisor called 911 and NHFD, NHPD and AMR responded. At first he refused to go to the Hospital but then agreed, and he was transported to YNHH.	YES	YES

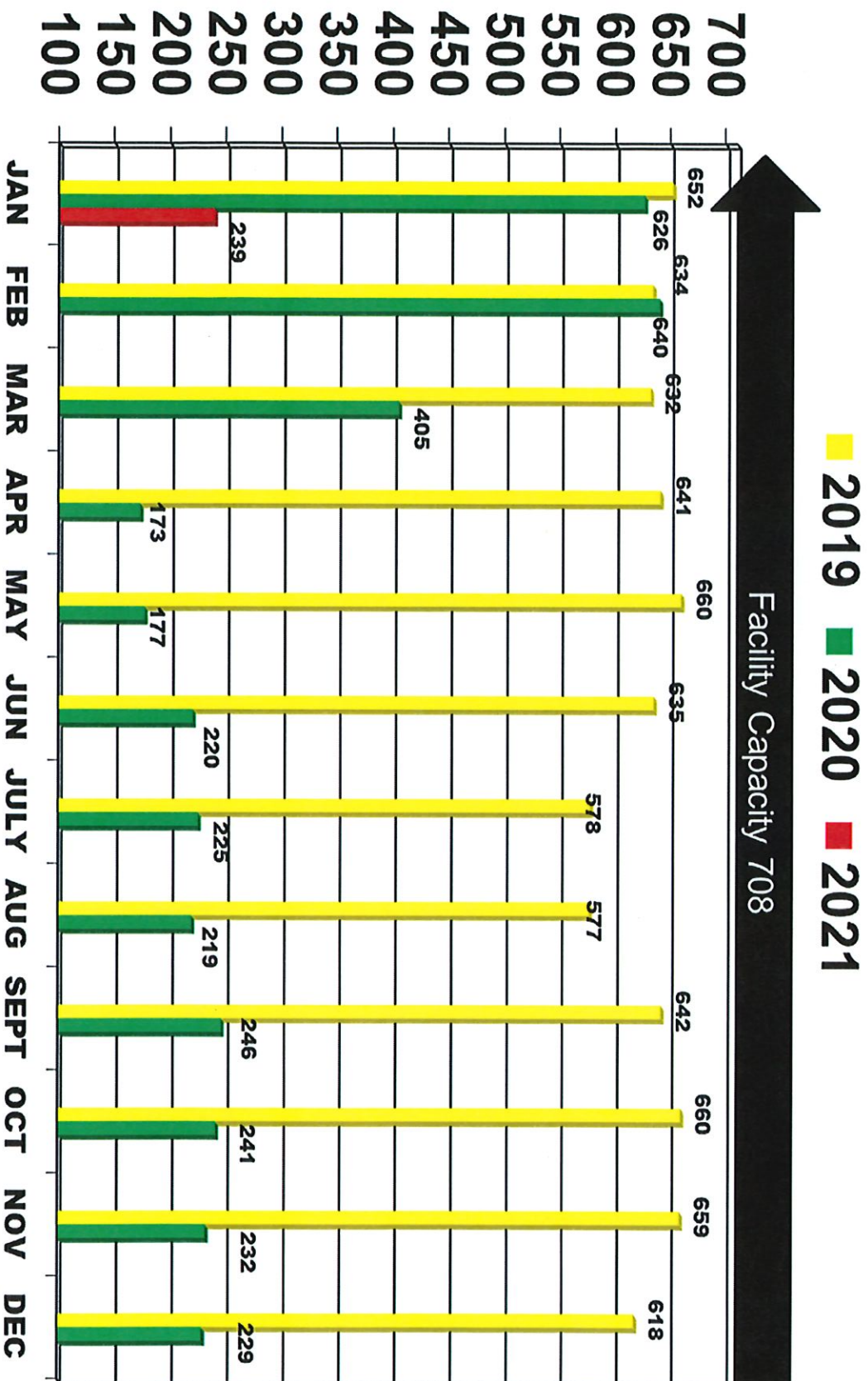
Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2019 through 2021



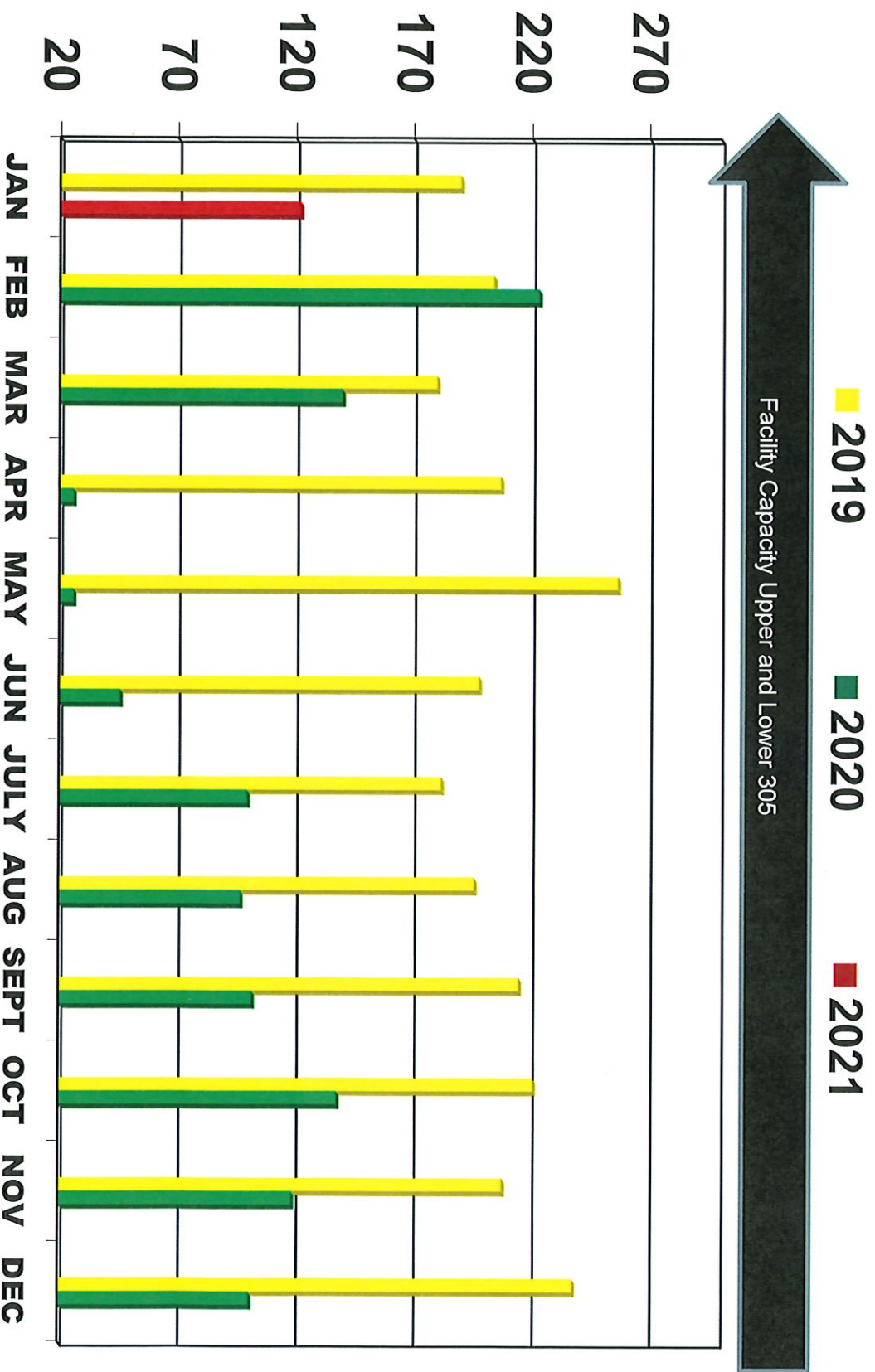
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2019 through 2021**



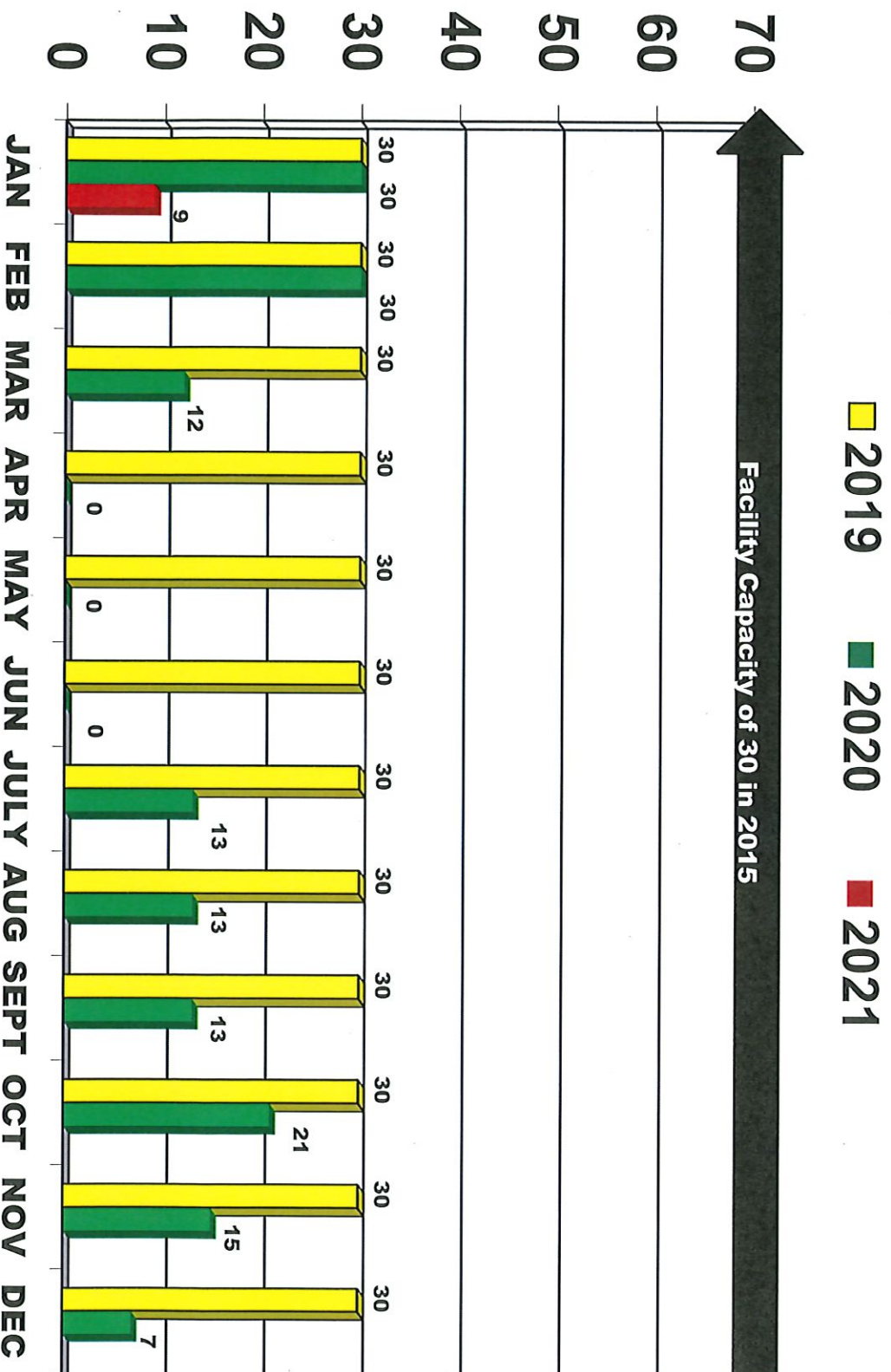
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2019 through 2021



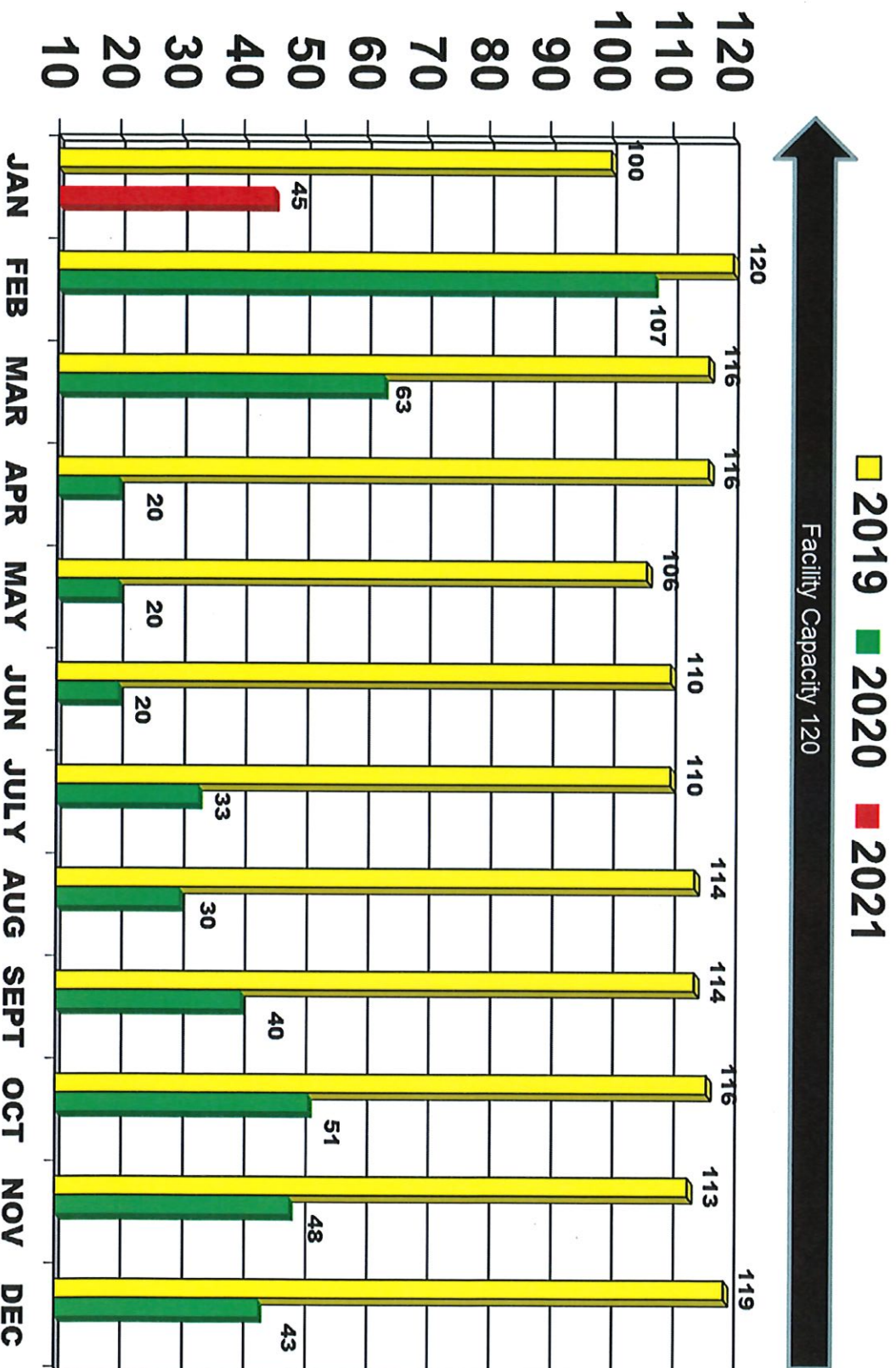
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021



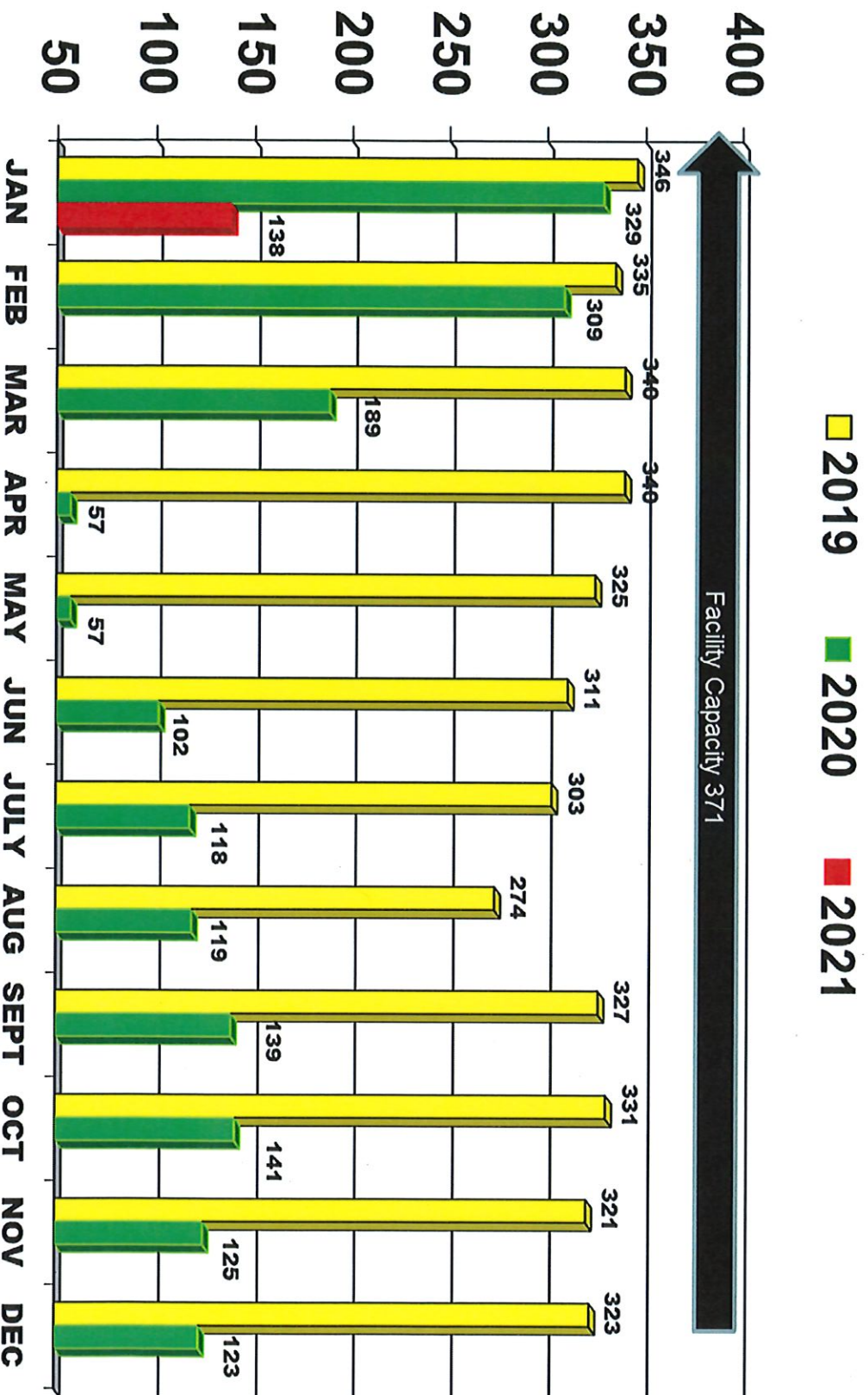
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



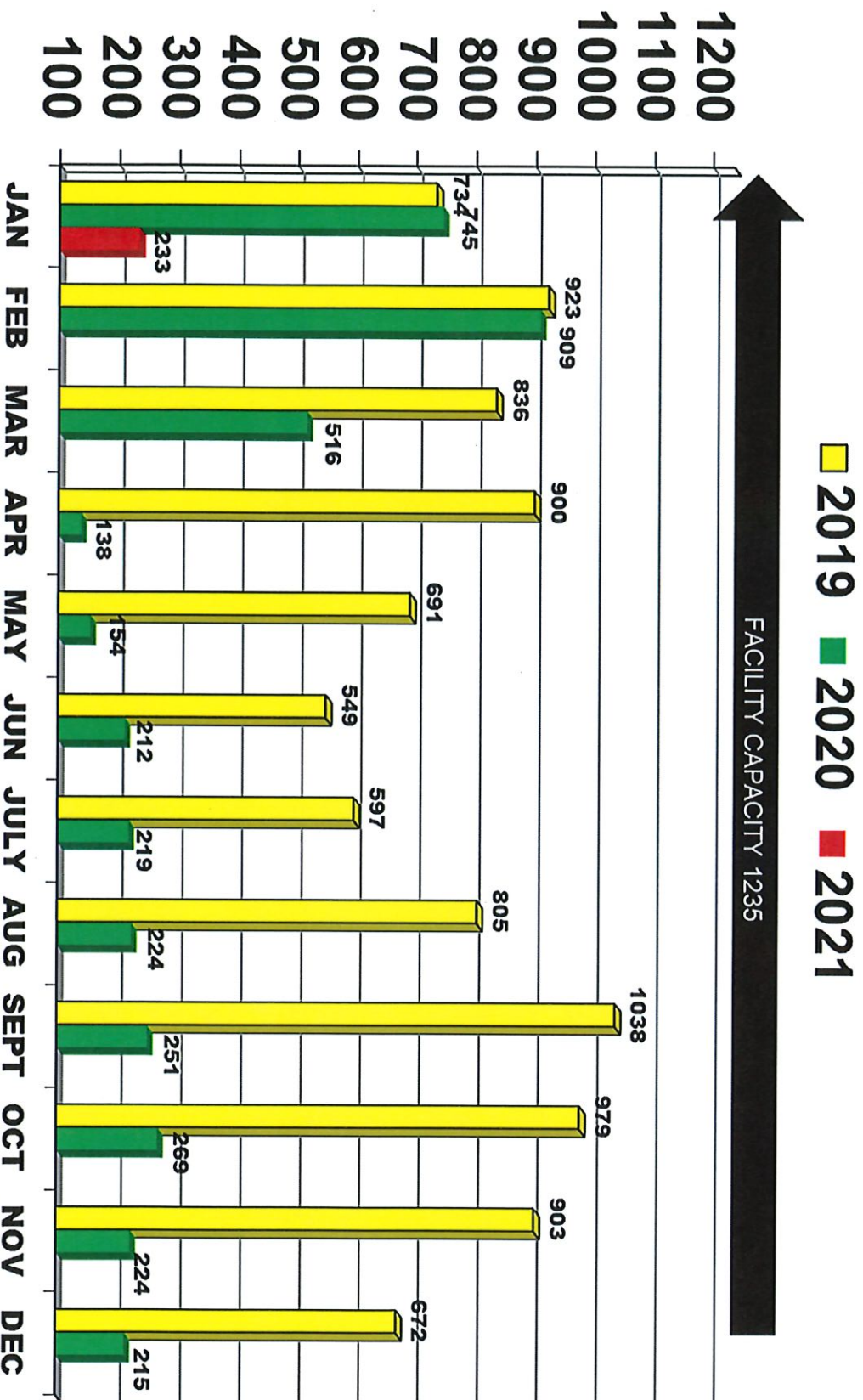
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2019 through 2021**



Average Occupancy Statistics Temple Medical **Facility Capacity 371** **Comparison of 2019 through 2021**



Average Occupancy Statistics Temple Street Facility Capacity 1235 Comparison of 2019 through 2021



Valet Park of America (VPA)

VALET HAS CEASED OPERATIONS DUE TO COVID 19

TOTAL REVENUE 2019, 2020, 2021 YTD: \$16,429

[illegible]

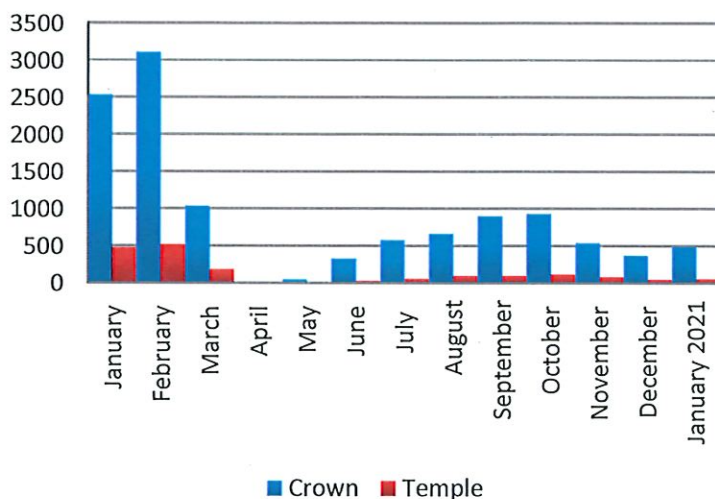
TOTAL CARS PARKED 2019, 2020, 2021 YTD: 8,078

[illegible]

2020 / 2021	Crown	Temple	Total
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	369	50	419
January 2021	487	57	544
Total	11493	1788	13281

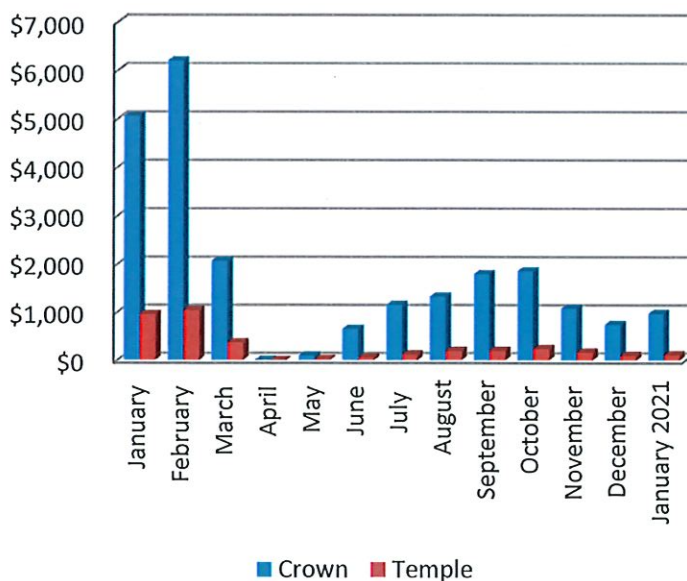
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2020 / 2021	Crown	Temple	Total
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	\$738	\$100	\$838
January 2021	\$974	\$114	\$1,088
Total	\$22,986	\$3,576	\$26,562

Restaurant Program Dollars



Please rate our service today



58%
567 resp.



12%
115 resp.

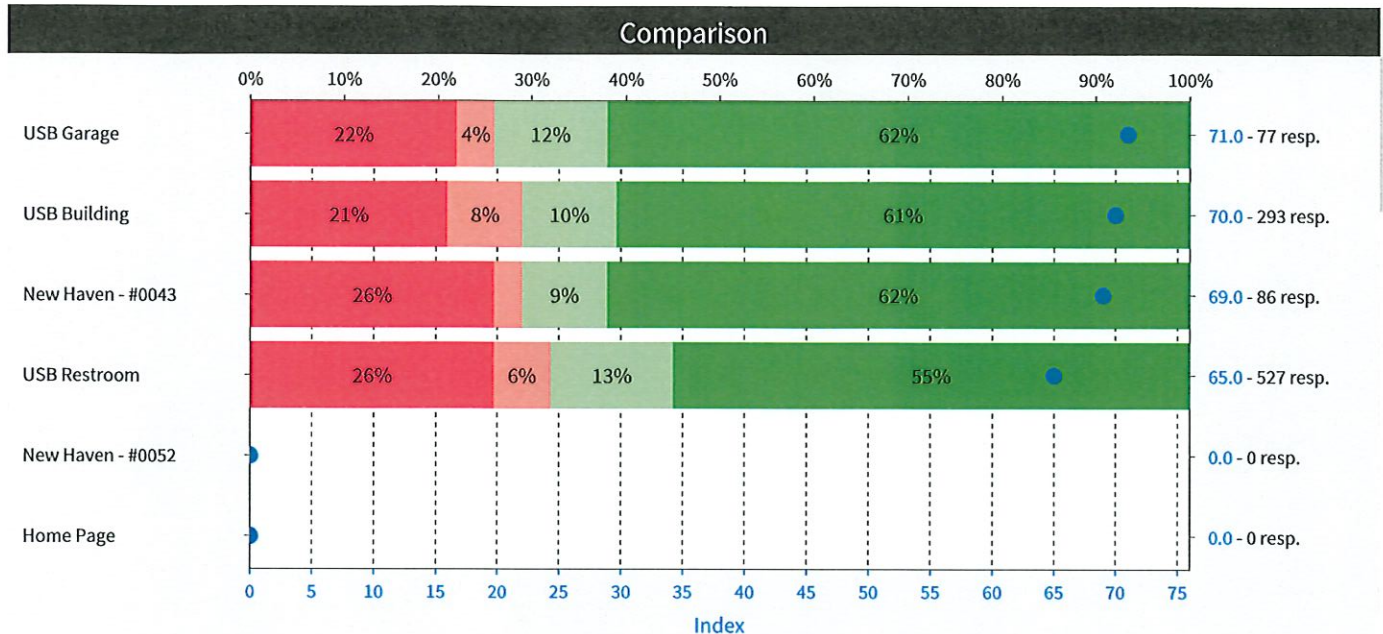


6%
61 resp.



24%
240 resp.

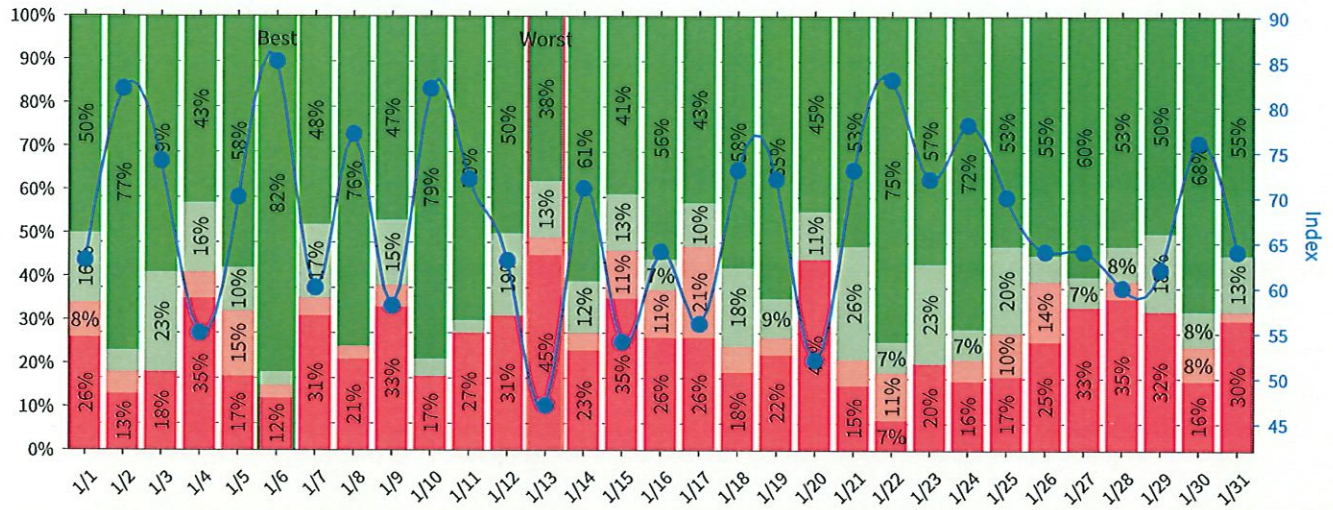
Index: 68.0
Responses: 983



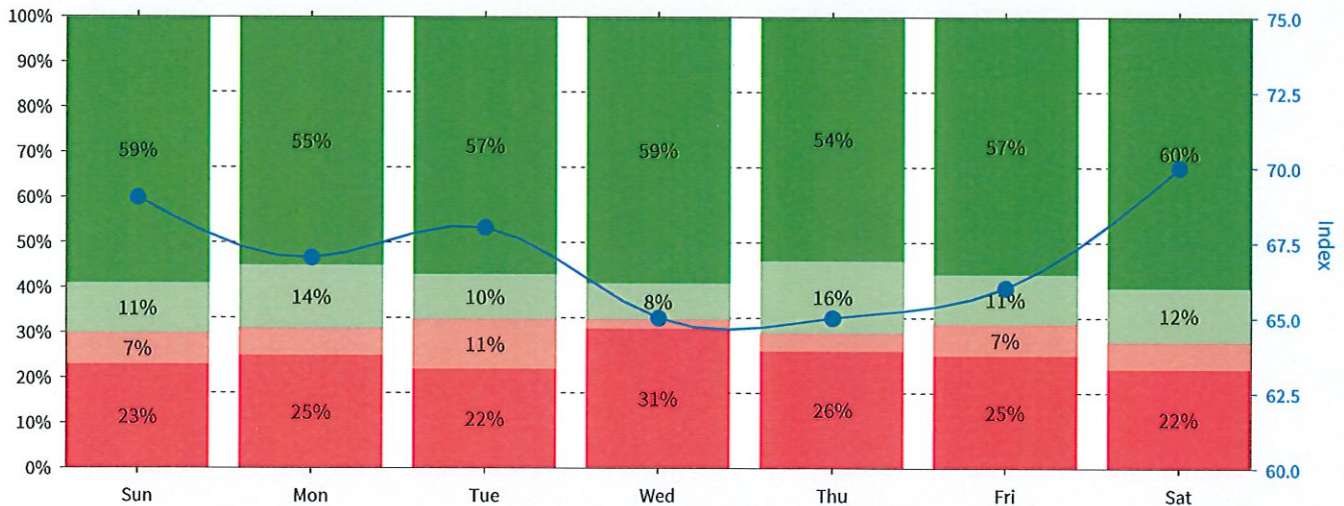
Risers		
Survey	Index	Change
New Haven - #0043	69	15% ↑

Fallers		
Survey	Index	Change
USB Restroom	65	-2% ↓
USB Garage	71	-3% ↓
USB Building	70	-3% ↓

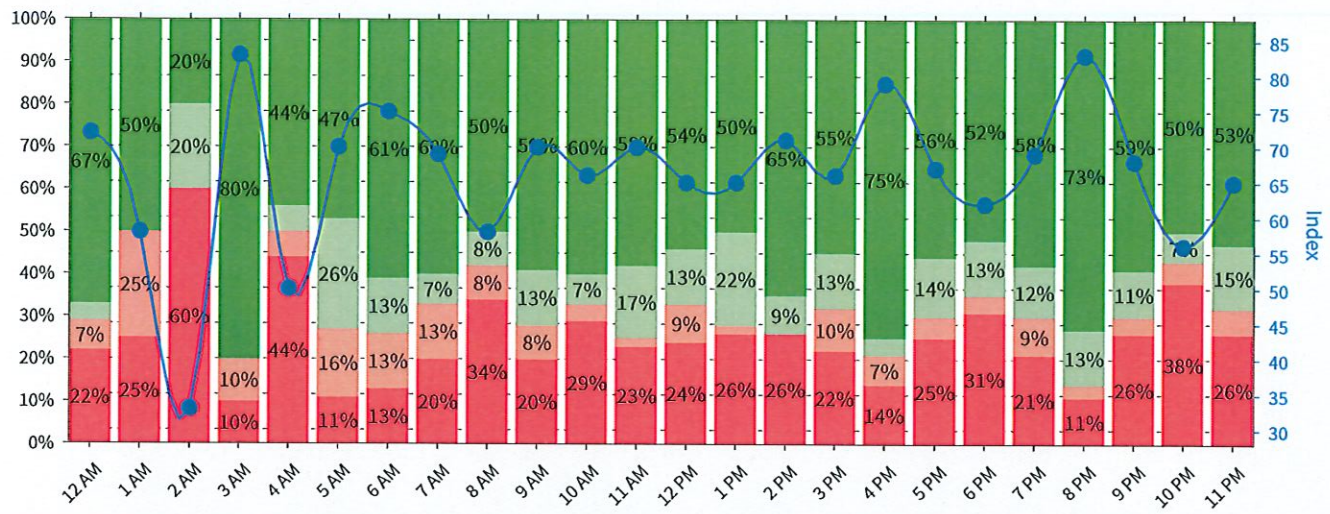
All units combined - daily distribution



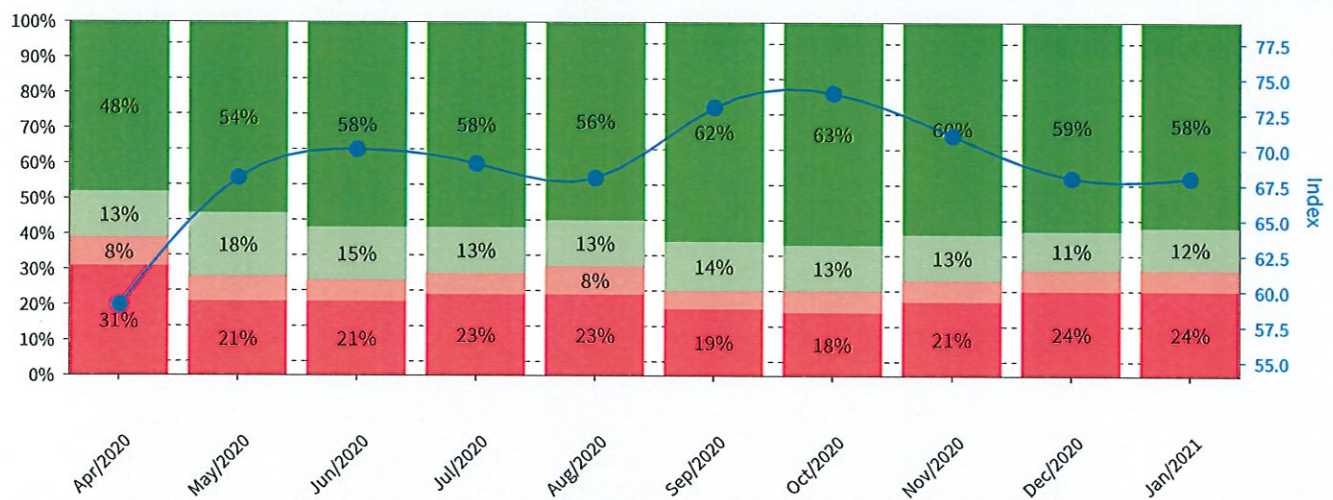
All units combined - weekday distribution



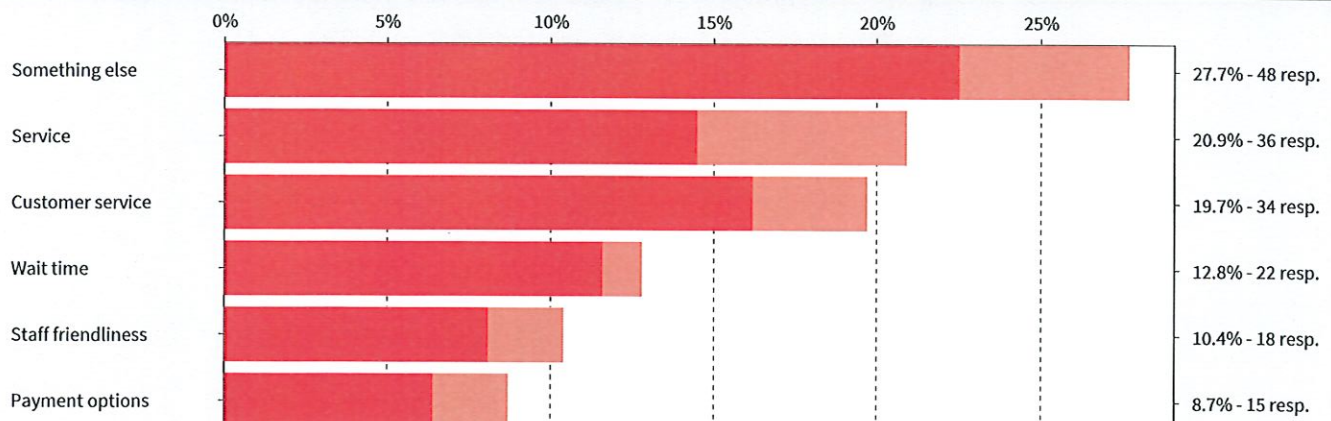
All units combined - hourly distribution

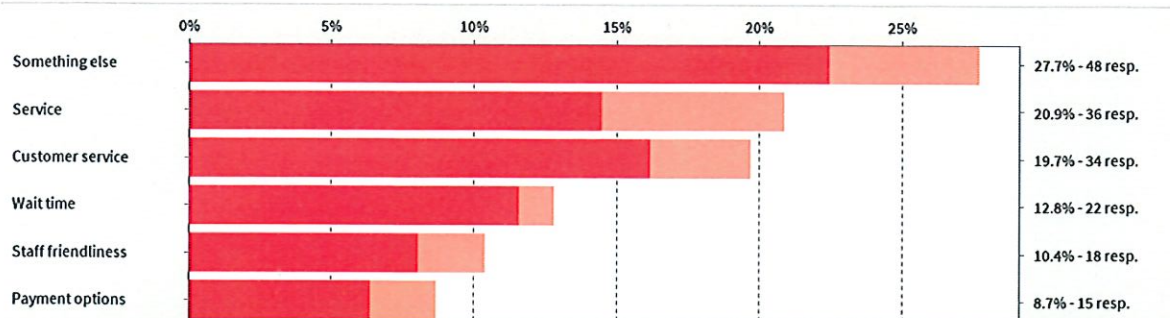


Same question, comparison with previous months

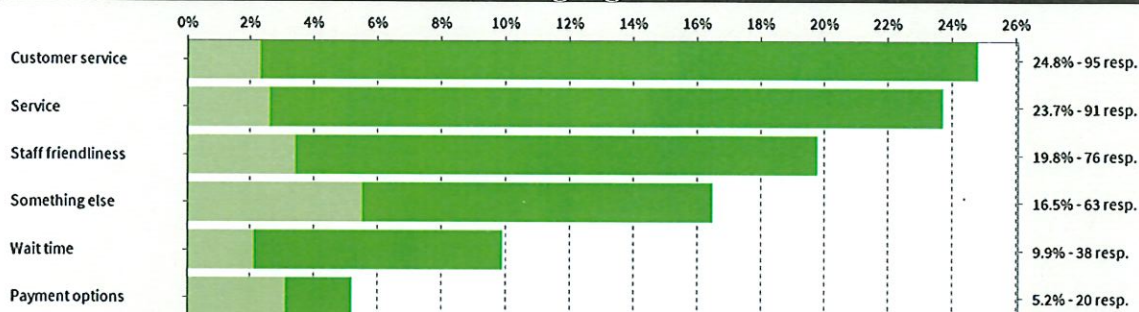


Pain Points





Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking
Authority



January 2021

Positive feedback

70%

as given by 983 customers

HappyOrNot

Share
the
results:



[HappyOrNot - Reporting service website](#)



HappyOrNot
Reporting App



support@happy-or-not.com

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