

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
March 15, 2021 Board Meeting

•SECURITY:

- Comparison of Number of Incidents 2019 - 2021
- Incident Statistics by Category
- Incident Summary by Location

•OCCUPANCY STATISTICS FOR:

•RESTRICTED FACILITIES

- Air Rights Garage
- Union Station Garage

•UNRESTRICTED FACILITIES

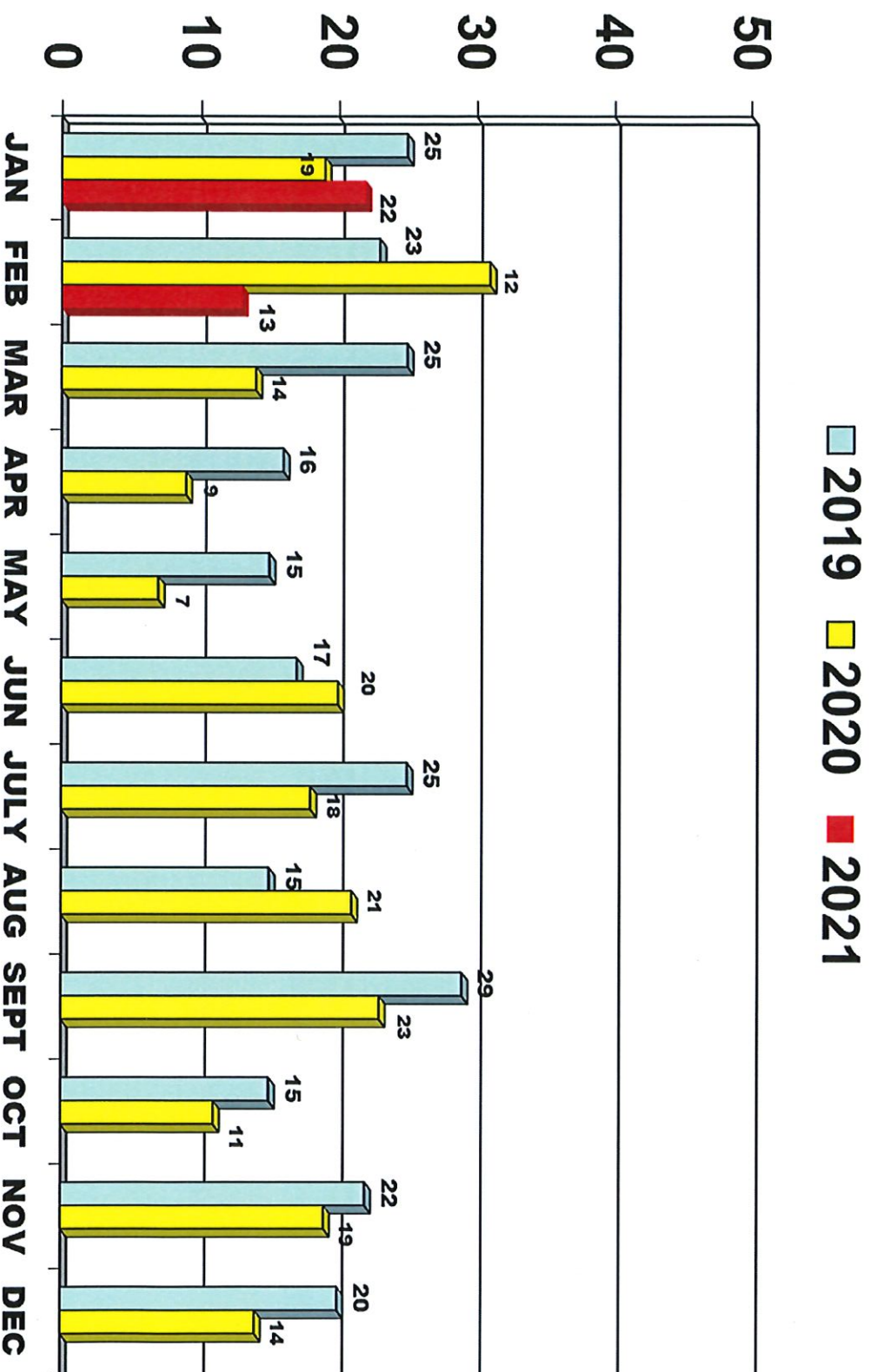
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

•VALET OPERATION

•RESTAURANT PROGRAM

•HAPPY OR NOT MANAGEMENT REPORT

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



NHPA Incident Statistics by Category - February 2021



PARK
NEW HAVEN

Month	Motor Vehicle Break-In	Missing 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	1	1	1	2	0	3	3	2	0	0	0	13
MAR												
APR												
MAY												
JUN												
JULY												
AUG												
SEPT												
OCT												
NOV												
DEC												
TOTAL	3	1	3	3	1	4	11	5	0	4	0	35

NHPA Incident Statistics by Location - February 2021



Facility	Motor Vehicle Break-In	Missing 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	1		1	2								4
Chapel/Franklin												0
Court/Olive						1						1
Crown St. Garage						1						1
Elm/Orange												0
George Street												0
Granite Sq. Garage												0
Olive/Chapel						1						1
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		1										1
Temple Med. Garage												0
Union Station Bldg.							3	2				5
Union Station Garage												0
Whalley Blake												0
Total	1	1	1	2	0	3	3	2	0	0	0	13

INCIDENTS – FEBRUARY 2021

AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
2-3 7:15 AM	Fall	<u>LOCATION: 3RD Floor 55 Park St. Entrance</u> Security responded to call on 3 rd floor and found YNHH employee who stated she just parked on 7 th floor and was walking down walkway to go to East Pavilion 2. While walking down walkway from 7 th floor to 6 th floor she fell due to snow and ice on entire walkway. Her left knee was bruised and cut and right side near hip was in pain. Security asked if she wanted to go to be checked at ER and she said no. Security asked her if she needed assistance to get to East Pavilion and she said no. Security notified NHPA Supervisor about the incident and made him aware the walkway needed to be salted. Shortly after Security met with NHPA Facility Manager who accompanied Security to the site, the Facility Manager took photos of walkway that was covered with snow and ice. Incident could not be seen on camera.	NO	NO
2-4 9:35 AM	Fall	<u>LOCATION: 4TH Floor Smilow</u> Patron said she parked her SUV just outside of entry to Smilow. When she got out of her vehicle she slipped on a small piece of ice near driver's side of her vehicle, and lost her balance falling on her right elbow. She refused medical attention. Management put down salt on the parking space.	NO	NO
2-4 4:30 PM	Personal Property Damage/ Hit & Run	<u>LOCATION: 4TH Floor</u> Security responded to a report of vehicle damage and spoke to the patron involved. Patron parked her car at 12 noon and returned at 4:30 PM to find her car was damaged on the rear driver's side. Security checked with dispatch to see if cameras caught the incident with negative results and no further action was taken.	NO	NO
2-2 Time unknown	Theft from Truck	<u>LOCATION: Lower Level Loading Dock</u> On 2-22 patron complained a bag of tools was taken from his truck on 2-6 between the hours of 8:00 AM and noon. Said he waited to report this because he was not going to report it; then his friend told him he had items taken too. Patron told Security where he was parked, and he was parked in an area that cameras do not pick up. Security advised patron if he needs report for insurance purposes, he would need to contact NHPD. If any new leads develop, this case will be taken to YNHH investigative unit officer.	NO	NO

INCIDENTS – FEBRUARY 2021

UNION STATION BUILDING

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
2-9 2:00 AM	PNH Property Damage Disorderly Conduct	LOCATION: Union Station Building Lobby Security saw three teenagers in the tunnel and asked them to leave as the Station was closed. When Security was checking the restroom he saw them again and asked them to leave. They refused and tried to attack Security who then called Supervisor to come to the Station. Teenagers then jumped over the benches and destroyed the social distancing signs on the benches and hand sanitizer station and threw trash all over building. Amtrak PD came to Station. Someone called 911 who saw what was happening. AMR responded and two of the teenagers came back to the Station and were put in an ambulance and transported to YNHH. The Station was cleaned. Third teenager was not located.	YES	NO
2-16 3:00 AM	Medical Assistance Required	LOCATION: Union Station Lobby Patron disembarked train and went to use restroom. When he came out he said he fell asleep and wanted to be in Norwalk. Security directed him to sit on center benches and when he came back man was laying down and asked him to sit up. After completing tour Security went back to lobby and saw him drinking a can of beer. After his next tour Security saw him outside west entrance and was alerted to emergency vehicles in front of station. Security investigated and found patron being taken in an ambulance to YNHH.	NHFD	YES
2-17 3:15 PM	Medical Assistance Required	LOCATION: Union Station Lobby Male was unresponsive sleeping on bench in lobby. Amtak PD was notified and male became disoriented when they tried to wake him. They called for EMS. Male fought with EMS personnel for 25 minutes and finally were able to transport him to YNHH.	YES	Yes
2-25 2:00 PM	Medical Assistance Required	LOCATION: Front of USB in Cab Patron took cab from in front of USB. Driver took patron to Orchard Place where she met up with male and on the way back to USB passed out in cab. Cab driver pulled in front of bus stop on street where EMS and NHFD arrived.	NHFD	YES
2-28 4:45 PM	Disorderly Conduct	LOCATION: Metro-North Teller Window Complainant was at Metro-North ticket window and was approached by customer wanting to buy a ticket. There was a miscommunication and customer started to yell out of control and use profanity. Metro PD were not available. Supervisor called Manager who called 911 and NHPD responded. No charges were made and customer was advised to wait quietly for his train.	YES	NO

INCIDENTS – February 2021

CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
2-16 1:35 PM	Personal Property Damage/Vandalism Major – White paint was dripped on car and side view mirrors were broken.	<u>LOCATION: LEVEL 1A</u> Custodian on site and a witness saw a male vandalizing a vehicle. The male ran out of garage and Facility Manager followed him and called 911. Suspect got away; however returned to CSG and Facility Manager followed him again and lost him. After about 30 minutes suspect returned while Facility Manager and Security Officer were talking with NHPD. NHPD stopped him and he was arrested. Facility Manager tried to reach patron whose car was vandalized to no avail.	NHPD	NO

INCIDENTS – FEBRUARY 2021

ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
2/16 Olive & Chapel	Personal Property Damage Attempted Vandalism	<u>LOCATION: OLIVE & CHAPEL</u> Security noticed silver tool underneath car and called Manager who called NHPD.	YES	NO
2/13 Court & Olive	Personal Property Damage Attempted Vandalism	<u>LOCATION: Court & Olive</u> While Security on tour of lot she was approached by patron who said someone was trying to steal her catalytic converter and left their jack. Security asked that she report this to NHPD as attempted vandalism and she did. Patron later told Security NHPD had 4 reports of break-ins in the Chapel and Water Street area.	YES	NO

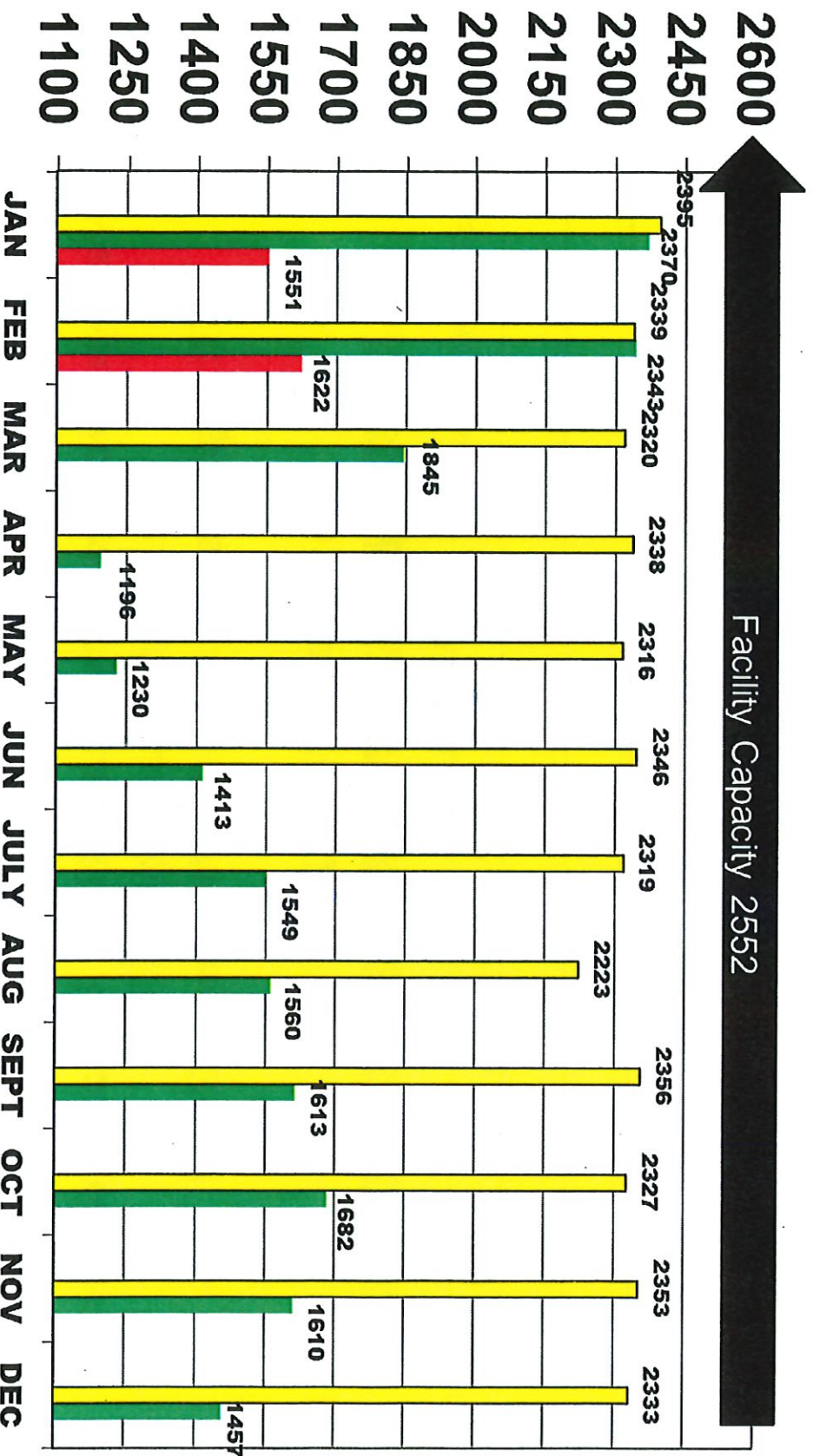
INCIDENTS - FEBRUARY 2021

TEMPLE STREET GARAGE

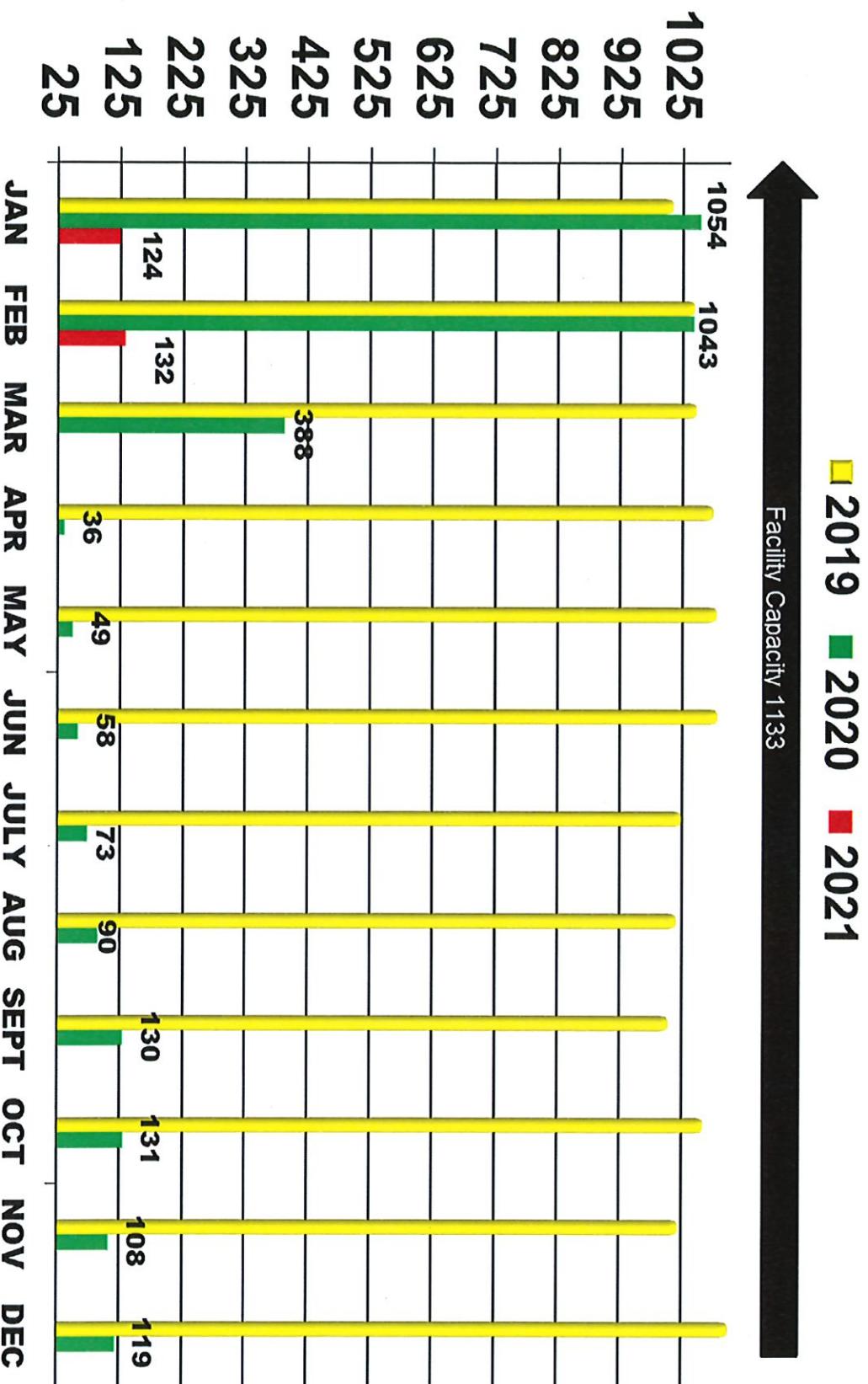
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
2/16 12:15 PM	Miscellaneous Missing Vehicle	<u>LOCATION: LEVEL 3</u> Patron was parked on Level 3 and pulled into garage with flat tire. Patron's husband came to change flat tire and car was not in the garage. Patron informed security she would be calling NHPD.	NHPD	NO

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

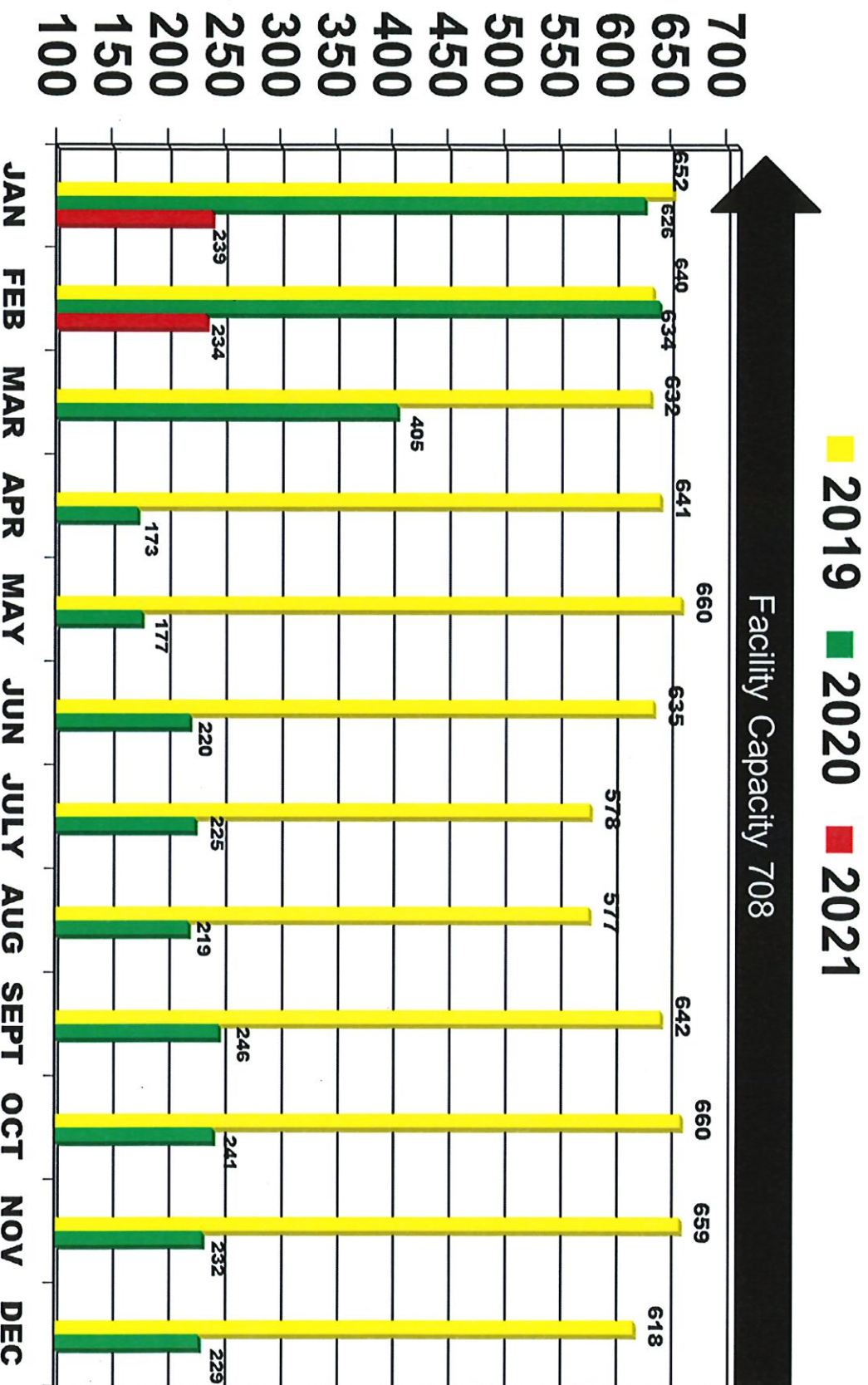
■ 2019
 ■ 2020
 ■ 2021



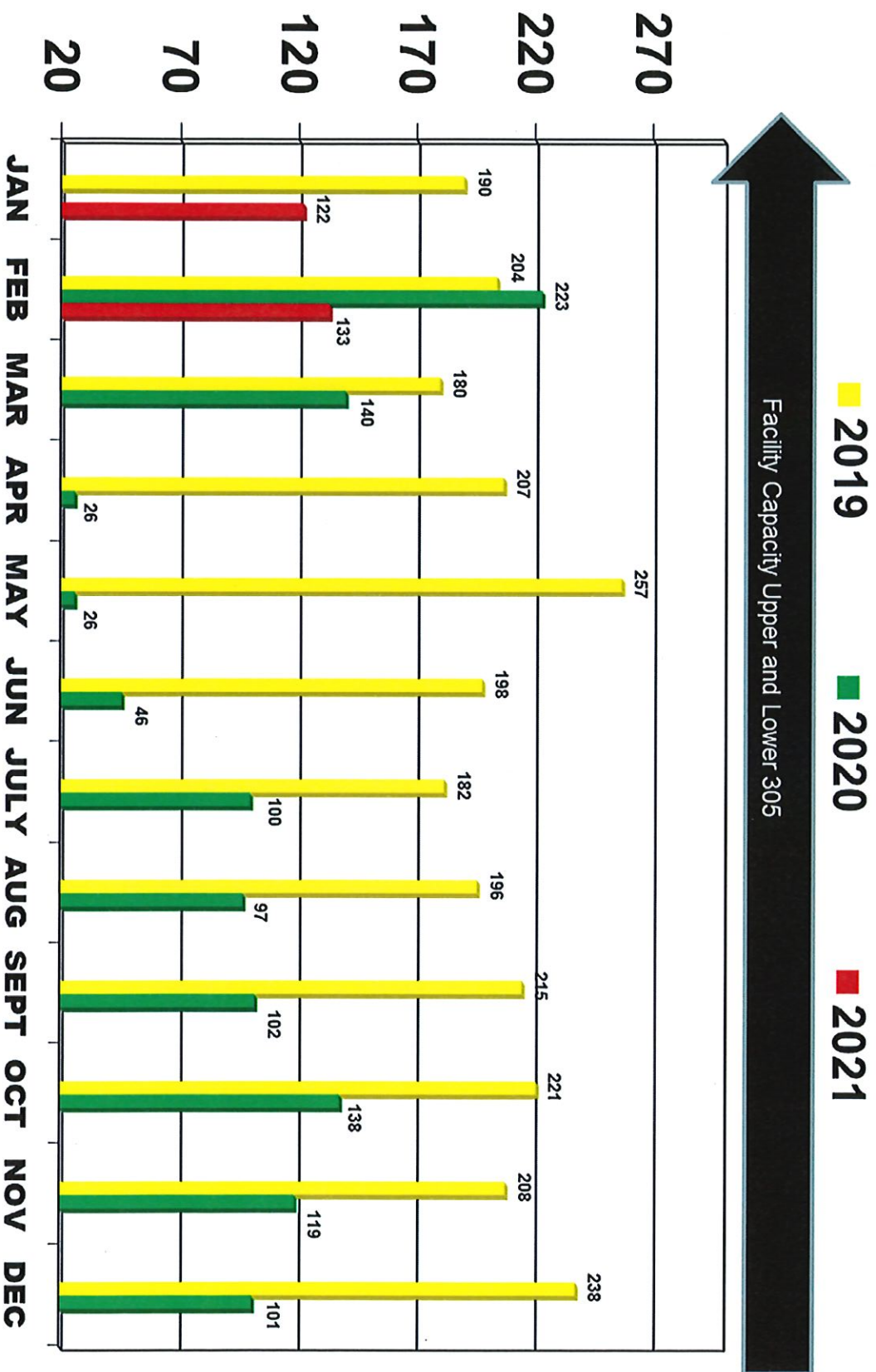
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2019 through 2021**



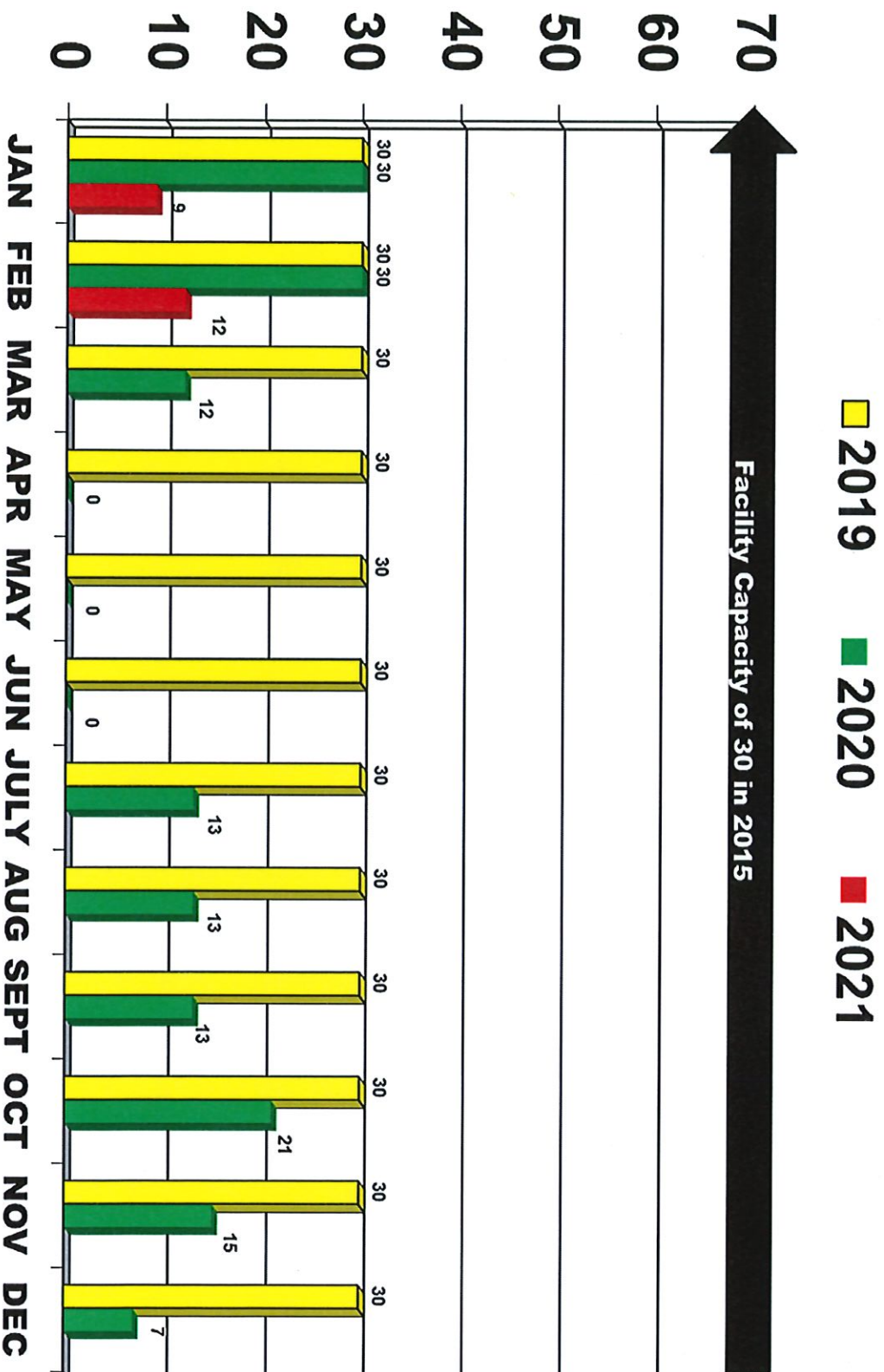
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021



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



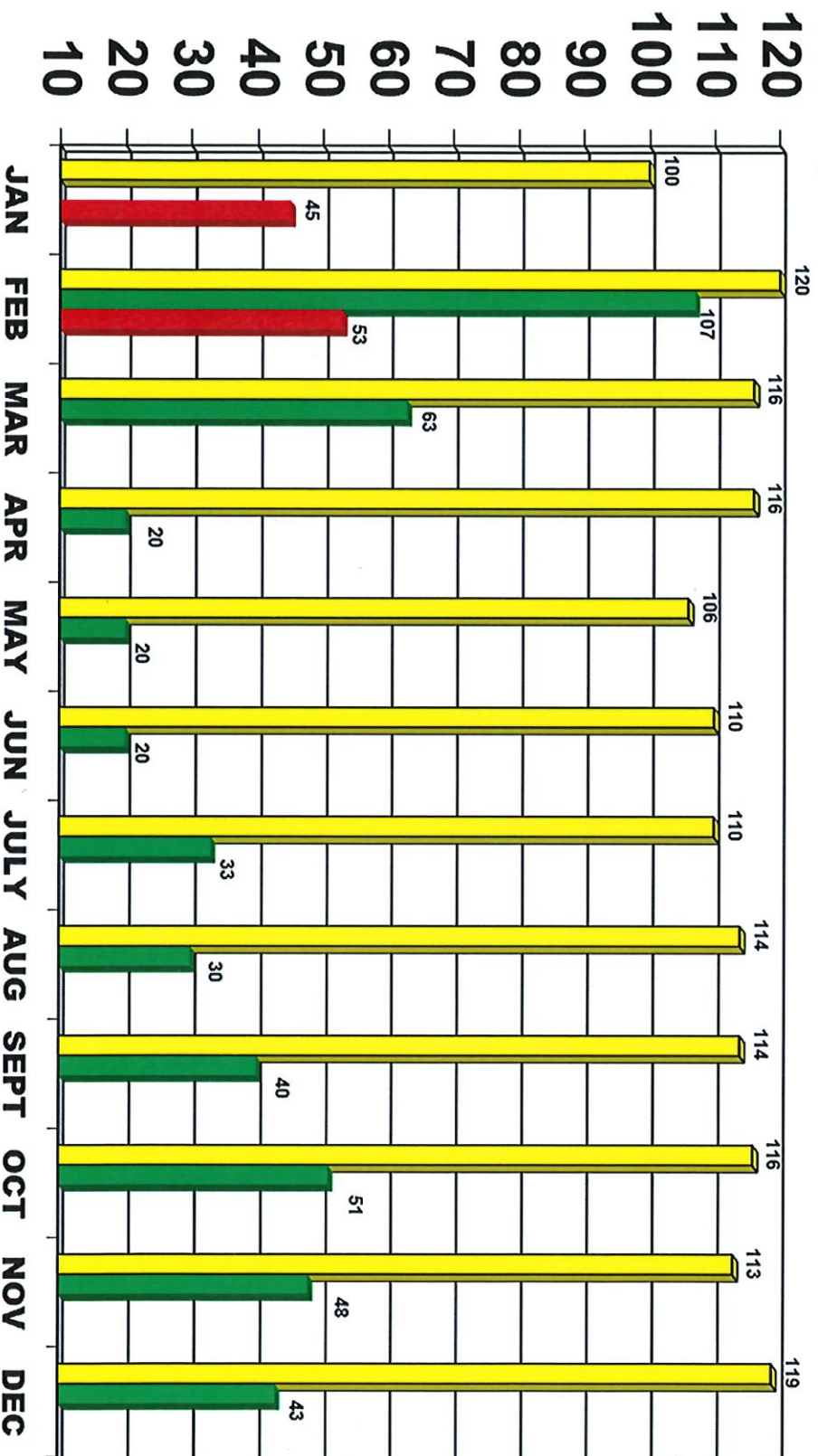
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



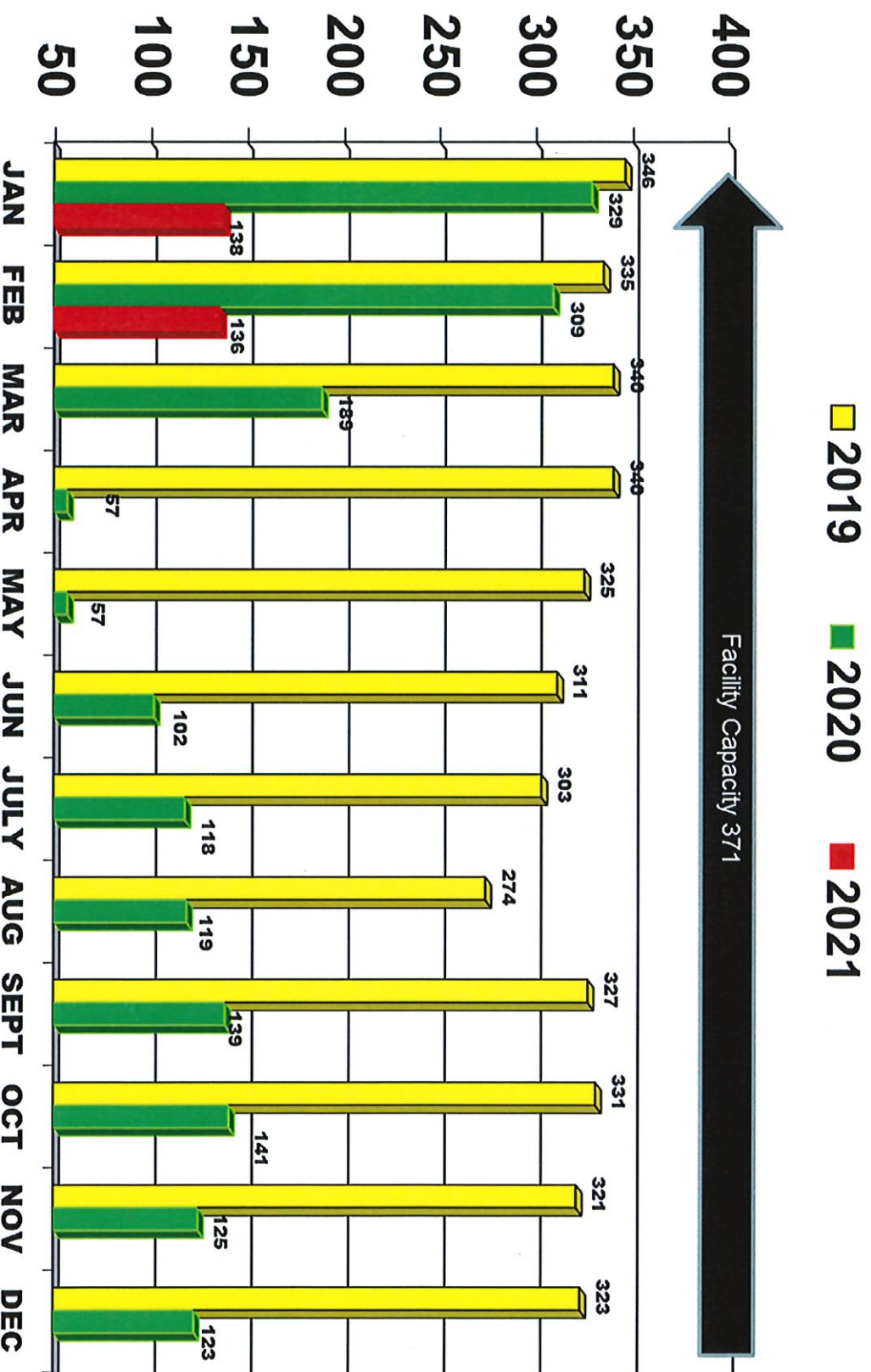
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2019 through 2021**

■ 2019
 ■ 2020
 ■ 2021

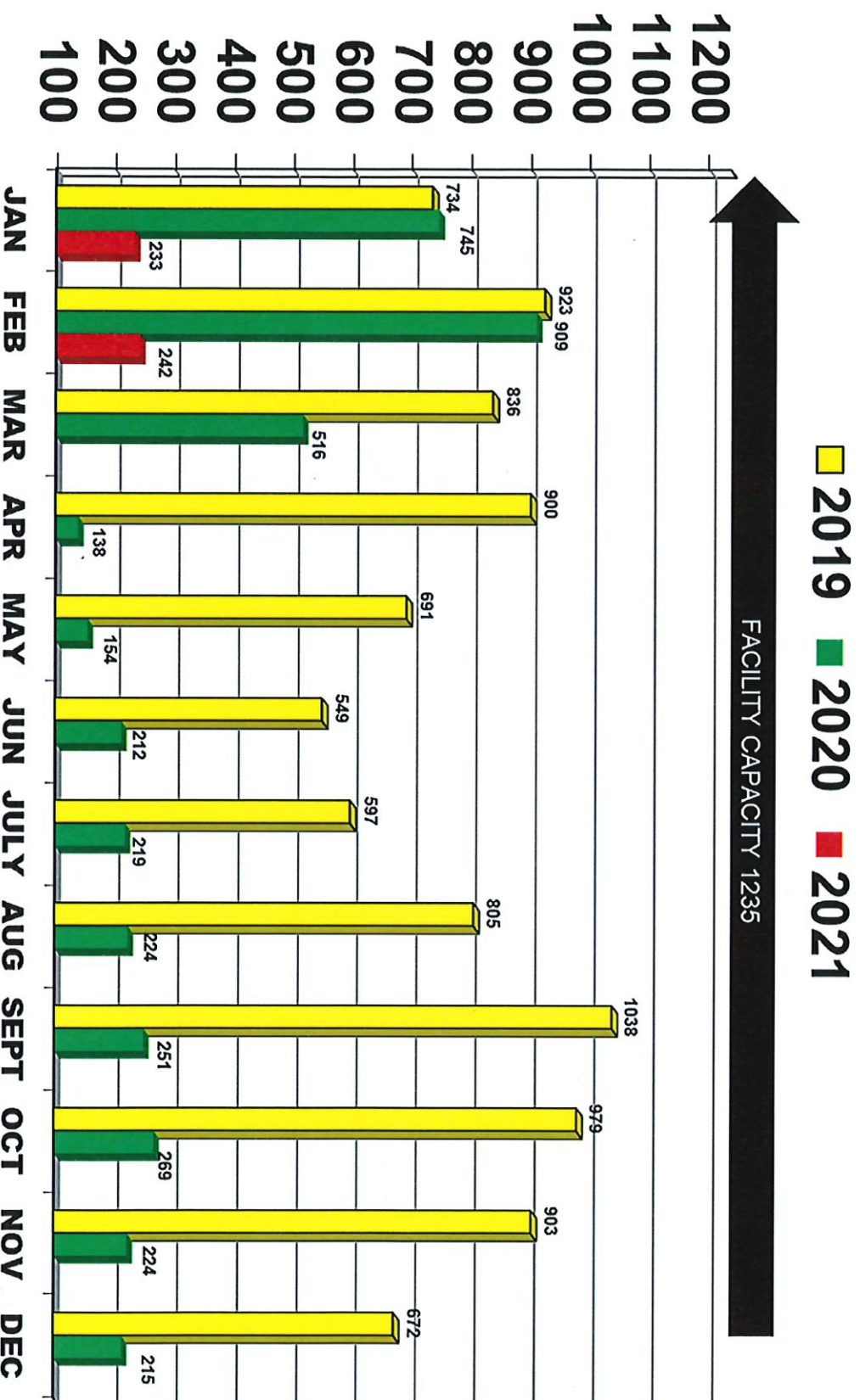
Facility Capacity 120



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



Union Station Valet Results 2019 thru 2021

Valet Park of America (VPA)

VALET HAS CEASED OPERATIONS DUE TO COVID 19

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

[illegible]

THREE YEAR TOTAL: \$16,429

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

[illegible]

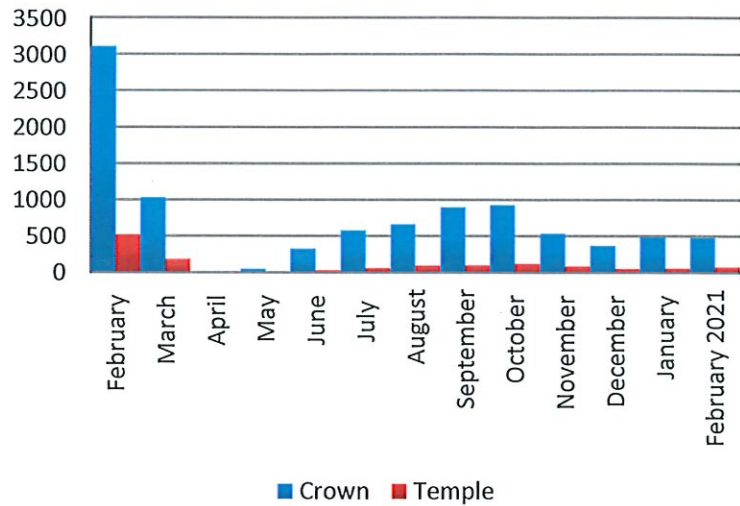
THREE YEAR TOTAL: 8,078

2020 / 2021	Crown	Temple	Total
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	487	57	544
February 2021	481	76	557
Total	9445	1386	10831

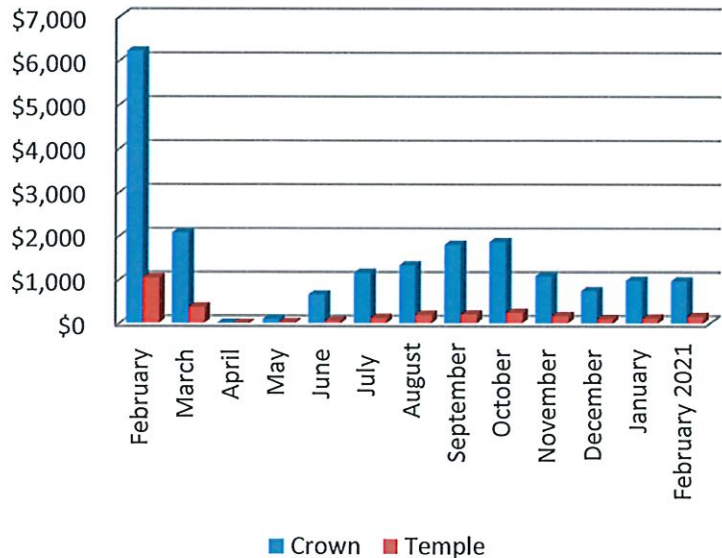
Past 13 Months Activity

2020 / 2021	Crown	Temple	Total
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	\$974	\$114	\$1,088
February 2021	\$962	\$152	\$1,114
Total	\$18,890	\$2,772	\$21,662

Restaurant Program Validations Summary Crown and Temple Garages



Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Monday, March 8, 2021 12:27 PM
To: Fortunata Houde
Subject: Weekly report, New Haven Parking Authority, 3/1/21 – 3/7/21: Please rate our service today
Attachments: NewHavenParkingAuthority_20210307_Week_Open_feedback.pdf;
NewHavenParkingAuthority_20210307_Week.pdf

Weekly report
3/1/21 – 3/7/21

Management report
New Haven Parking Authority (6 units)

Please rate our service today



56%
144 resp.



15%
40 resp.



4%
11 resp.

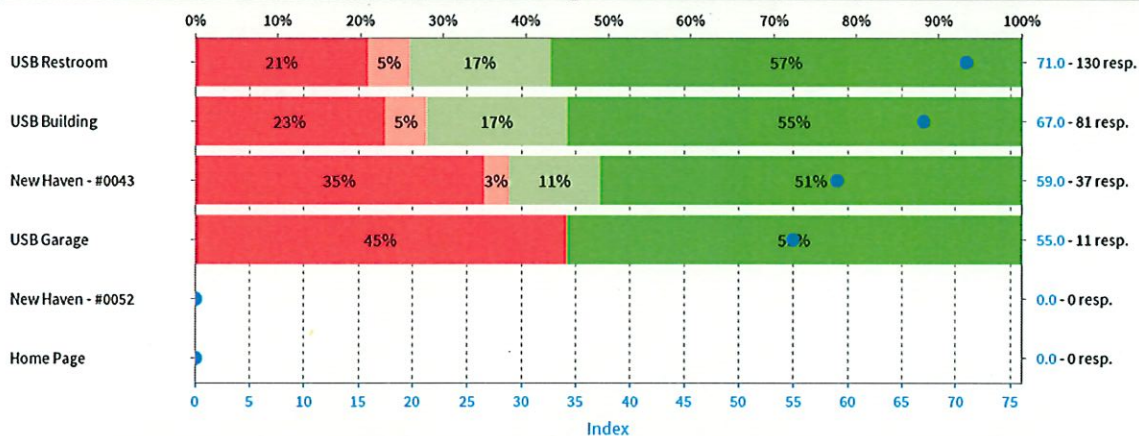


25%
64 resp.

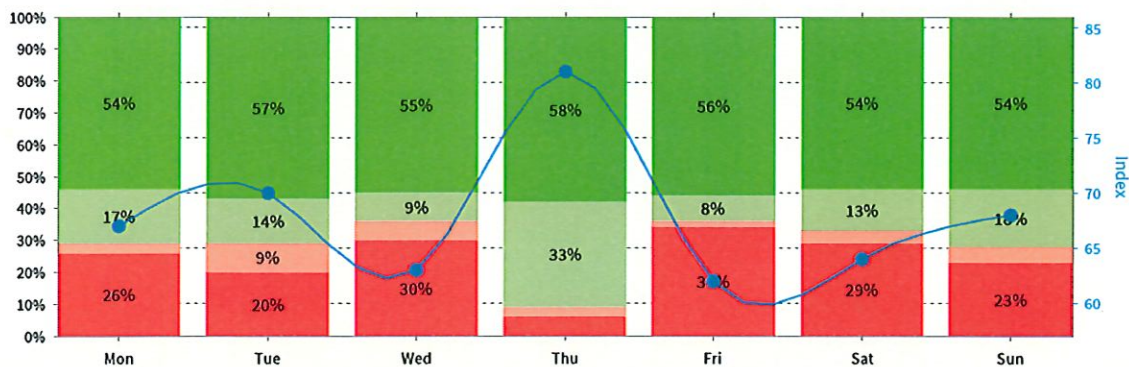
Index: 67/100
Responses: 259

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

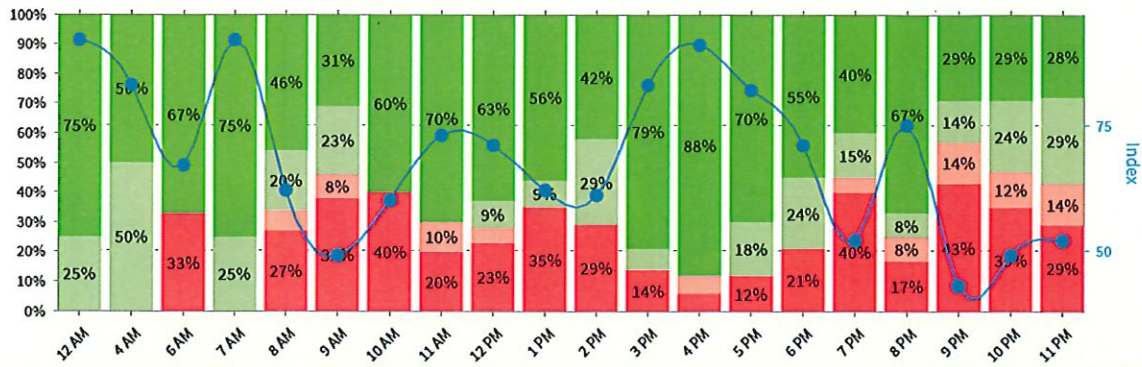
Comparison



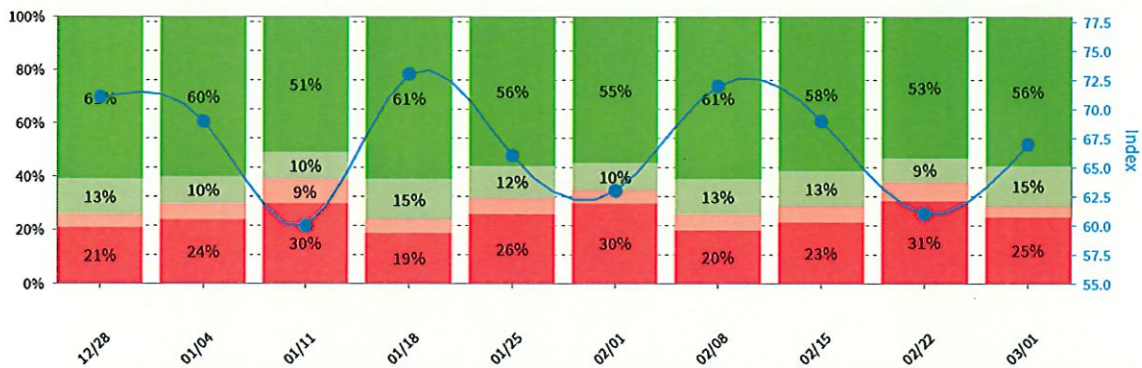
All units combined - weekday distribution



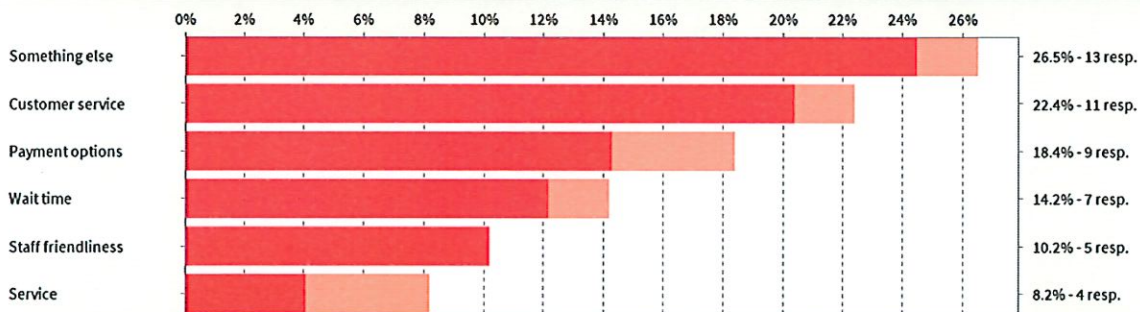
All units combined - hourly distribution



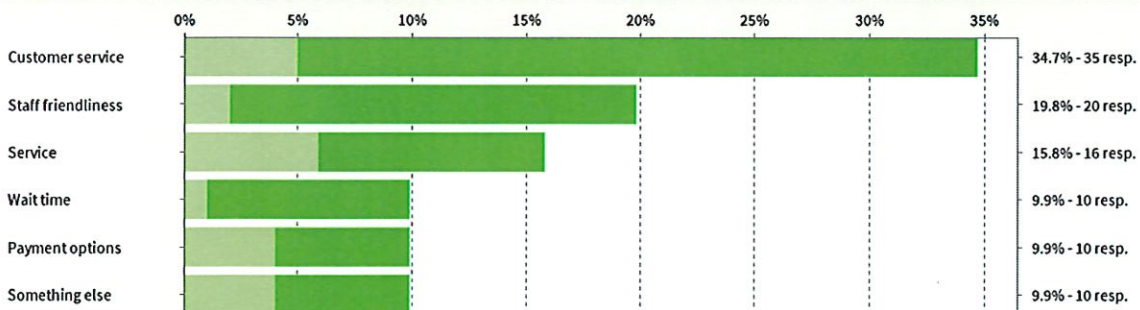
Same question, comparison with previous weeks



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



3/1/21 - 3/8/21

Positive feedback

71%

as given by 259 customers

HappyOrNot

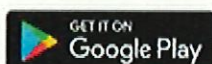
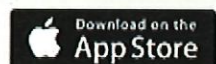
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results:



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