

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
April 19, 2021 Board Meeting

•SECURITY:

- Comparison of Number of Incidents 2019 - 2021
- Incident Statistics by Category
- Incident Statistics by Location
- Incident Details Reported by Facility

•OCCUPANCY STATISTICS FOR:

•RESTRICTED FACILITIES

- Air Rights Garage
- Union Station Garage

•UNRESTRICTED FACILITIES

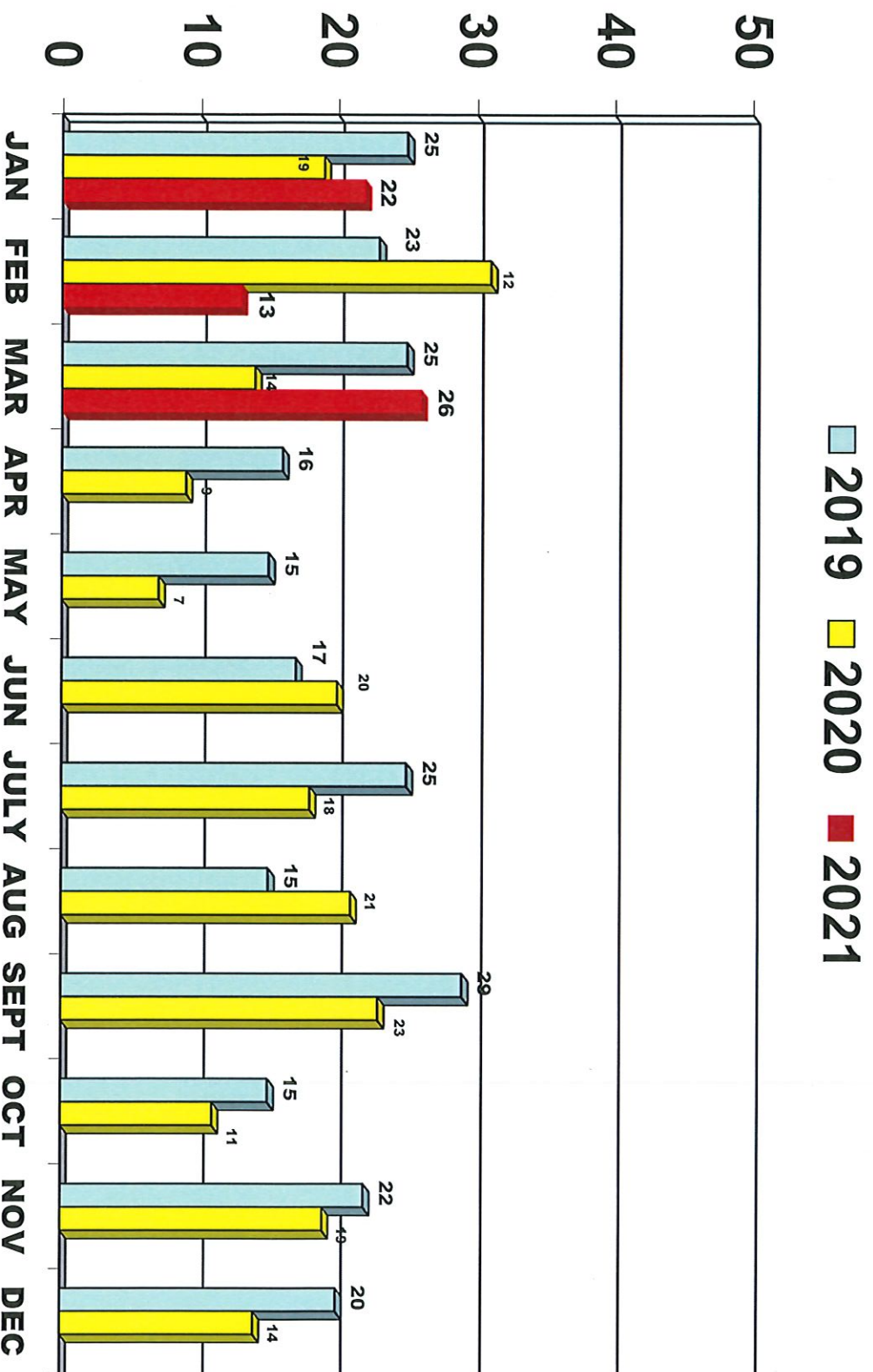
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

•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 - March 2021



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	1	0	7	1	4	0	6	5	0	2	0	26
APR												
MAY												
JUN												
JULY												
AUG												
SEPT												
OCT												
NOV												
DEC												
TOTAL	4	1	10	4	5	4	17	10	0	6	0	61

NHPA Incident Statistics by Location - March 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			6							1 trespass		7
Chapel/Franklin												0
Court/Olive												0
Crown St. Garage	1											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												0
State/Mall												0
423 State Street												0
270 State St. Garage												0
Temple St. Garage					3			1				4
Temple Med. Garage												0
Union Station Bldg.				1	1		6	3		1 power outage		12
Union Station Garage			1					1				2
Whalley Blake												0
Total	1	0	7	1	4	0	6	5	0	2	0	26

INCIDENTS – MARCH 2021

AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
3-4 10:35 AM	Motor Vehicle Accident Hit & Run	LOCATION: SMILOW 4TH FLOOR Security was dispatched to 4 th floor - SMILOW to speak to a patient who was a witness to an accident. Patient said she saw driver pulling into a parking space and hit driver's side door of vehicle that was already parked. Security found damaged car but offending vehicle was not found. At this time pending contact from owner of vehicle that was hit nothing else can be done. No injuries were sustained.	No	No
3-24 5:10 PM	Motor vehicle Accident/ Hit & Run	LOCATION: LEVEL 9 Security was approached by Yale University employee who claims she parked her car at 9:30 AM and when she returned at 3:30 PM she found damage on the driver side lower portion of back door. After further investigation video was viewed and white SUV was seen hitting her vehicle but unable to read plate due to location at first but then found a view of it and sent it to NHPD.	Yes	No
3-25 2:45 PM	Motor Vehicle Accident	LOCATION: LEVEL 1 RIGHT EXIT GATE Security was directed to Level 1 right cashier booth where he spoke with NHPA Cashier who stated vehicle rolled forward and struck gate while attempting to pay. Security spoke to operator of vehicle who admitted he was nervous and released the brake pedal and struck the gate. ARG Manager was able to repair gate. Vehicle that hit it was not damaged. Video footage captured the incident.	No	No
3-26 6:15 AM	Motor Vehicle Accident/ Hit & Run	LOCATION: LEVEL 1 SOUTH FRONTAGE Security was called via phone by witness who claimed she saw a hit and run. Witness was parked on level 1 South Frontage Road side, south east end and saw car pull in to park and hit car parked next to it. Witness said she spoke to driver that hit the car and was told damage minor and they left without reporting it. Witness took photos and called Security. Security located both vehicles involved. Patron with car that was hit was given offending patron's information. Accident was partially captured on camera. Note was put on offending vehicle to come to Security and file a report as there was a witness and police will be called at some point.	No	No
3-26 3:15 PM	Motor Vehicle Accident/ Hit & Run	LOCATION: LEVEL 4 Security was dispatched to Level 4 and spoke to visitor who claims he parked in the garage at 2:30 PM and when he arrived back to his car to leave he found damage to rear quarter panel and rear single light lens. When he went to the office to report the damage, the person who hit his vehicle was there reporting she hit a vehicle while attempting to park. NHPD was called.	Yes	Yes
3-28 6:19 PM	Miscellaneous Trespassing	LOCATION: STAIRWELL E Security was dispatched to stairwell E where male was seen cutting a box up to set up camp. Security went to site and notified him he was trespassing, and if he came to the area again he would be arrested. He left without incident.	No	No
3-31 10:19 AM	Motor Vehicle Accident/ Hit & Run	LOCATION: LEVEL 4 OUTSIDE LANE NEAR PARK ST ENTRANCE Patron told Security he parked in the garage on 3-29 and when he arrived home he found paint transferred on the lower left quarter panel of his vehicle. Camera footage was checked but not able to locate it.	No	No

INCIDENTS – MARCH 2021

CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
3-4 6:45 PM	Motor Vehicle Break-In	<u>LOCATION: Level 3</u> Manager called Security to the office to take an incident report for a patron that claimed someone tried to break into her vehicle. Driver's side back window was broken and had cracked glass.	No	No

INCIDENTS – MARCH 2021

TEMPLE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
2/21 4:30 PM	Disorderly Conduct	LOCATION: CROWN STREET SIDE, BASEMENT LEVEL 2 AND ENTRANCE While Security was on Level 9, he responded to a blue light call but no one answered. He proceeded to location and saw some juveniles riding bikes coming up from the basement. Security directed them out of the garage and upon investigation in the basement saw that the fire pull station had been disturbed. Security radioed it in and NHFD responded to reset the unit and blue light and the control center.	NHFD	No
3/3 9:30 AM	PNH Property Damage	LOCATION: -TOP OF STAIRS TO LOBBY ON RIGHT Security discovered that the copper pipe for the wash-down system outside the office was missing and looked like it was cut off.	No	No
3/14 8:30 AM	PNH Property Damage	LOCATION: LEVEL 9 ELEVATOR A While touring the facility Security noticed the glass door Level 9 elevator was shattered and notified Manager.	No	No
3/14 9:30 AM	PNH Property Damage	LOCATION: - LEVEL B2 CROWN STREET SIDE While finishing tour at Temple Street Garage Security saw a lot of graffiti covering the walls and ground level B2 Crown Street side. Manager was notified.	No	No

INCIDENTS - MARCH 2021

UNION STATION BUILDING

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
3/1	PNH Property Damage	LOCATION: TRACK #8 Security discovered glass in the door to Track 8 was cracked from the bottom to the top. Caution tape was placed over the surface of the glass.	No	No
3/3 12:45 PM	Medical Assistance Required	LOCATION: UNION STATION LOBBY Security found man on floor passed out with drug paraphernalia. Amtrak PD woke him up and NHFD was called. He was transported by ambulance to Hospital	Yes	Yes
3/4 7:20 AM	Medical Assistance Required	LOCATION: - UNION STATION LOBBY Male customer approached Security and asked for medical assistance. Security took him to open seat and notified Supervisor in the absence of MTA or Amtrak PD. 911 was called and they transported him to YNHH.	NHFD	Yes
3/9 2:30 AM	Disorderly Conduct	LOCATION: LOBBY DUNKIN DONUTS Woman entered Station from MTA train at 2:00 AM. Security asked if she was getting picked up, as Custodian needed to continue cleaning. She then reacted very angrily. Security contacted Supervisor. After a considerable length of time MTAPD was called and arrived to speak to her, she left and promised to be on the 4:30 AM train. Soon after MTAPD left she started behaving unstable again. A decision was made to give her space so she would leave on her own. She sat for a while, entered Dunkin Donuts and demanded service with no money. She then started to aggressively panhandle. Dunkin Donuts staff asked for assistance to remove her from the store. Security found APD officer to assist. As they approached her she screamed at them and ran out of the station. After a while when she calmed down they took her to the train.	MTA AND AMTRAK PD	No
3/10 3:30 AM	Miscellaneous Power outage	LOCATION: - USB - ENTIRE BUILDING At approximately 3:34 AM the building was in total darkness until generator turned on providing light in the lobby and tunnel. After checking elevators Security went outside to find that half the street from the Station going west was blacked out. The Garage and going east had light. Power was back on 4:30 AM on tracks 2 & 4 and 8 & 10.	No	No
3/16 9:30 AM	Medical Assistance Required	LOCATION: UNION STATION BUILDING LOBBY Patron was in the lobby and said he didn't feel well hurt his ankle and was diabetic and wanted medical assistance. Security called 911/NHFD and Amtrak PD. Patron was transported to YNHH.	Yes	Yes
3-17 4:30 AM	Medical Assistance Required	LOCATION: FRONT OF STATION As Security approached the building from break, he heard a call from Security Officer that was covering for him for assistance. As he came around the front he saw two NHPD officers and EMS crew talking with a man. After Officers spoke with him they turned him over to EMS who transported him to YNHH for further evaluation.	Yes	Yes

USB PAGE 2

3-17 4:00 AM	Medical Assistance Required	LOCATION: FRONT OF STATION Security noticed ambulance pulled up in front but EMS did not come to door. Upon further investigation, Security saw two NHPD Officers talking to a shirtless man who said he did not call for an ambulance. Upon talking with EMS crew, Security was told they received a call from train station from someone who was suicidal. Security told EMS no one was acting strangely. The man put shirt on and proceeded to catch the first Metro-North train.	Yes	Yes
3-19 1:40 PM	Trip And Fall	LOCATION: UP ESCALATOR Woman was on the up escalator and fell and hit her head. She was helped up and offered medical assistance, but she refused and said she was fine and not to worry. She walked out of the building on her own.	No	No
3-19 3:30 PM	Disorderly Conduct	LOCATION: LOBBY Group of about 10 – 16 juveniles ages 10 15 years old riding bikes in the lobby and scaring patrons. Security tried to get them to stop and they taunted him saying they could do whatever they wanted. As one exited the building he spit at one of the Maintenance staff. Security reported to Facility Manager and he called NHPD for assistance	No	No
3-26 12:26 PM	Medical Assistance Required	LOCATION: UNION STATION TUNNEL Woman got off elevator pushing a wheel chair then sat at the end of first bench. After a while Security asked if she had a ride and she responded she needed an ambulance and dialed 911. EMS crew arrived, checked her vitals and called for an ambulance. She was transported to YNHH.	No	Yes
3-30 2:00 AM	Disorderly Conduct	LOCATION: FRONT OF BUILDING Patron came into lobby from the tunnel talking loudly on his phone. He went outside and continued for over an hour occasionally banging on the main doors. Then settled outside the emergency exit at Stairwell 1. The Custodian went outside to clean and saw the mailbox knocked over with its concrete pedestal. Security summoned Supervisor who came over and took pictures. Mailbox was lifted back in place.	No	No

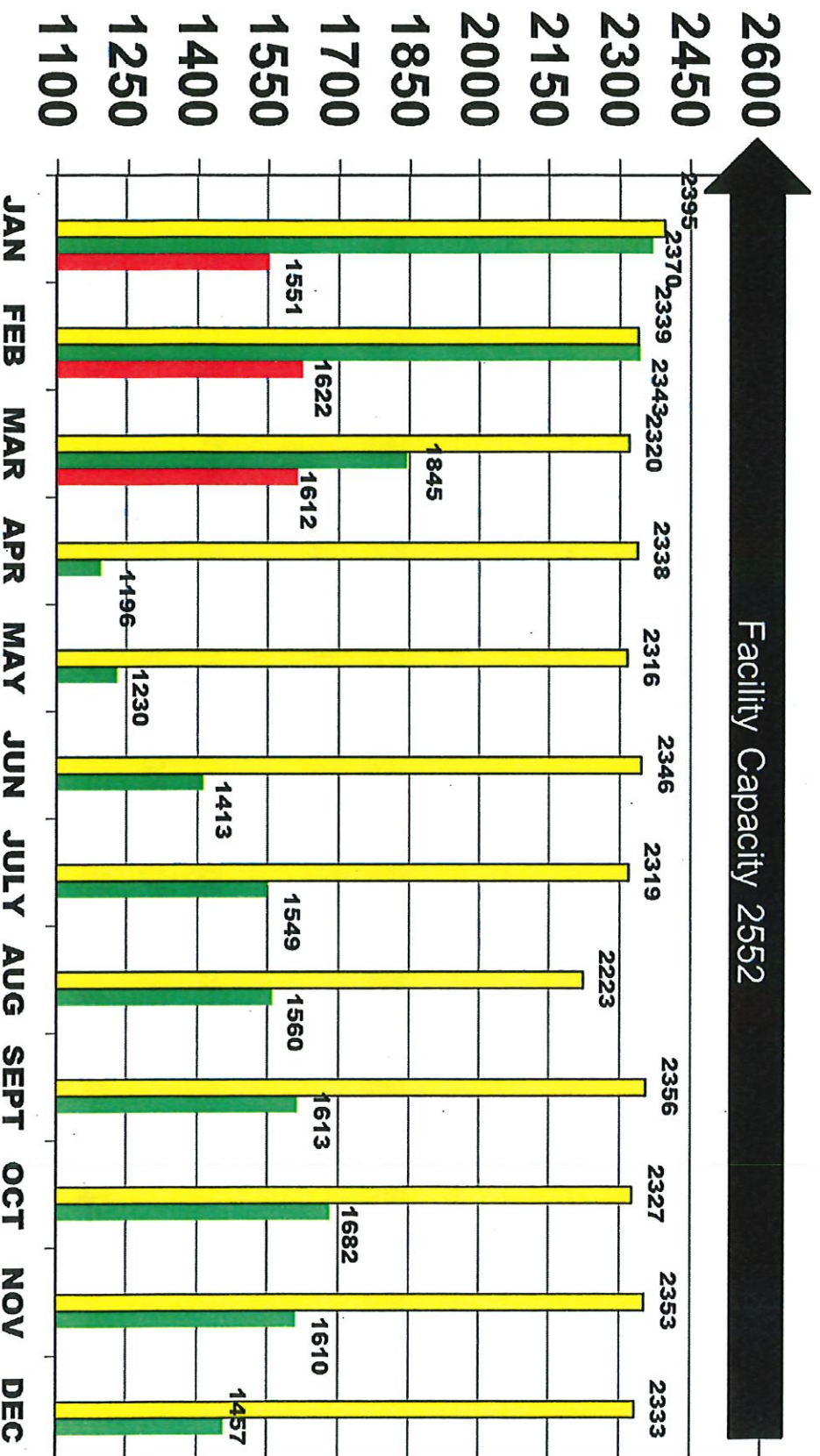
INCIDENTS – March 2021

UNION STATION GARAGE

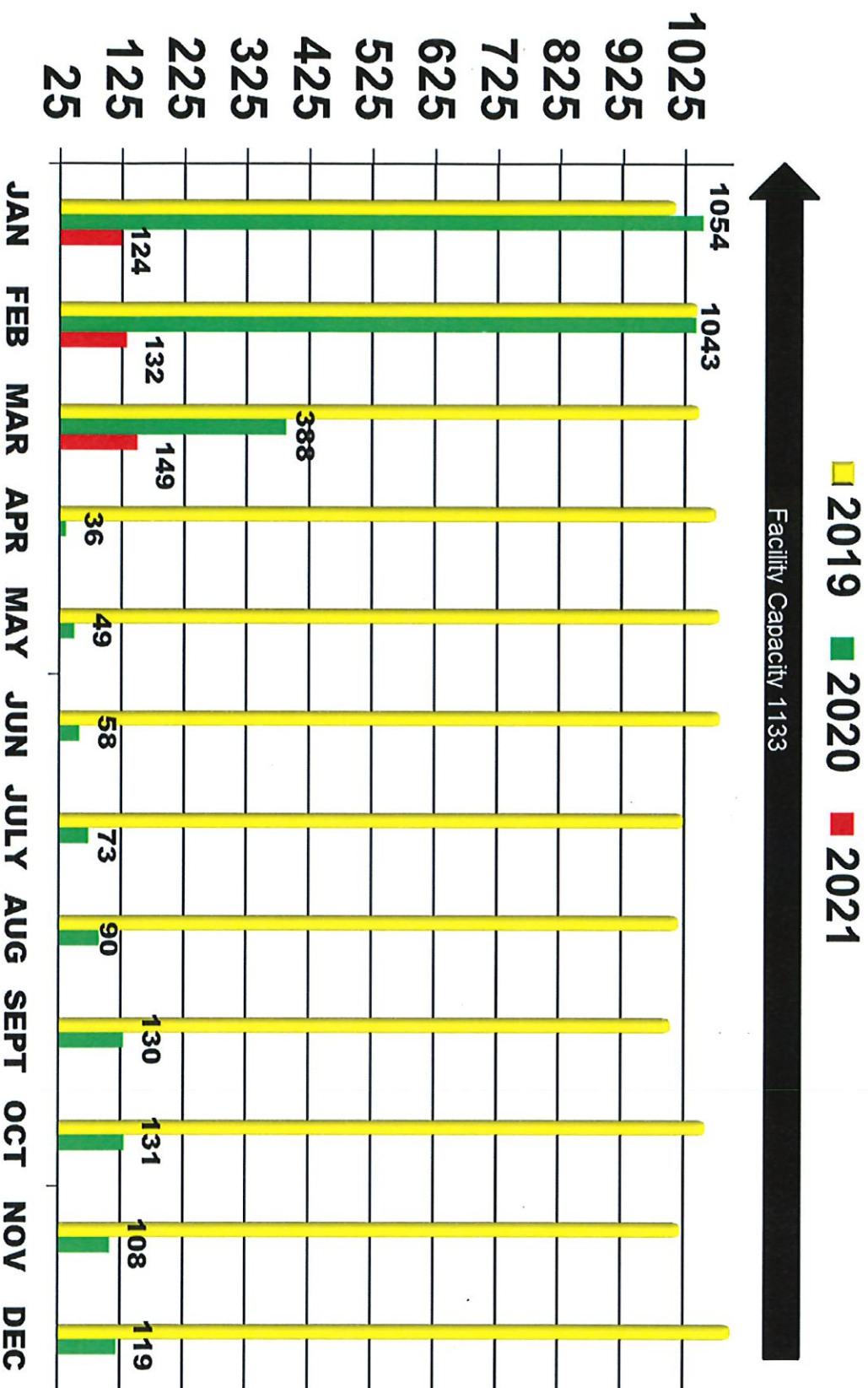
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Talked to the Required
3-17 6:10 AM	Motor Vehicle Accident Minor	LOCATION: LEVEL 1 RAMP Driver 1 trying to park, hit vehicle parked on Level 1 ramp on the driver's side left rear bumper. Minor scratch on left side rear bumper. Minor damage occurred.	NHPD	No
3-21 10:00 PM	Disorderly Conduct	LOCATION: FIRST AND SECOND LEVELS AND PRE-PAY BOOTH INSIDE AND ELEVATORS Youth on scooter went round Levels 1 & 2 yelling and singing in booth and elevators. Security called a Manager who came and witnessed the behavior and called NHPD who also witnessed the behavior and chased after the youth and apprehended him. Officers talked to the youth, cuffed him and took him away. No information on badge or case # was taken.	NHPD	no

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

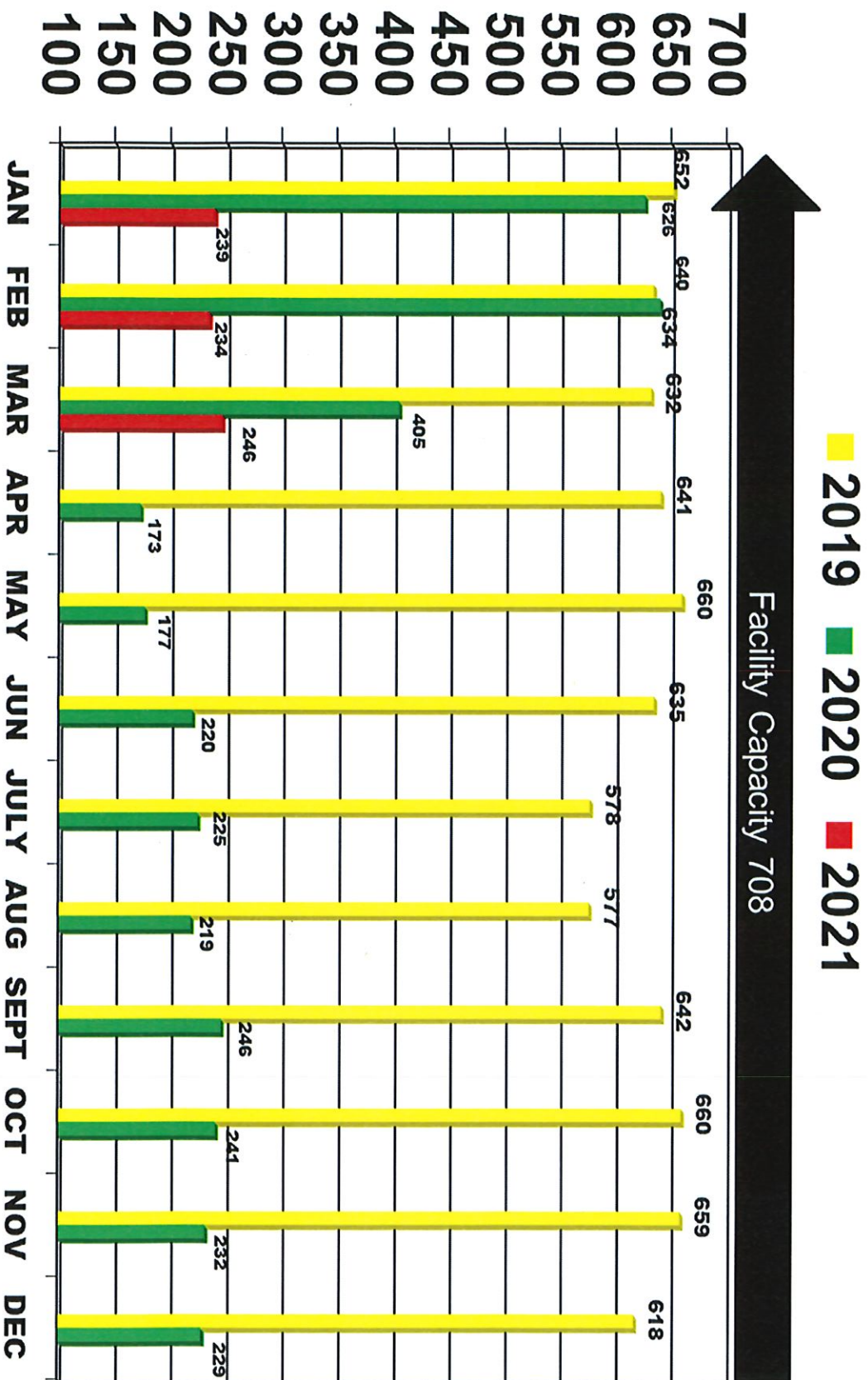
■ 2019
 ■ 2020
 ■ 2021



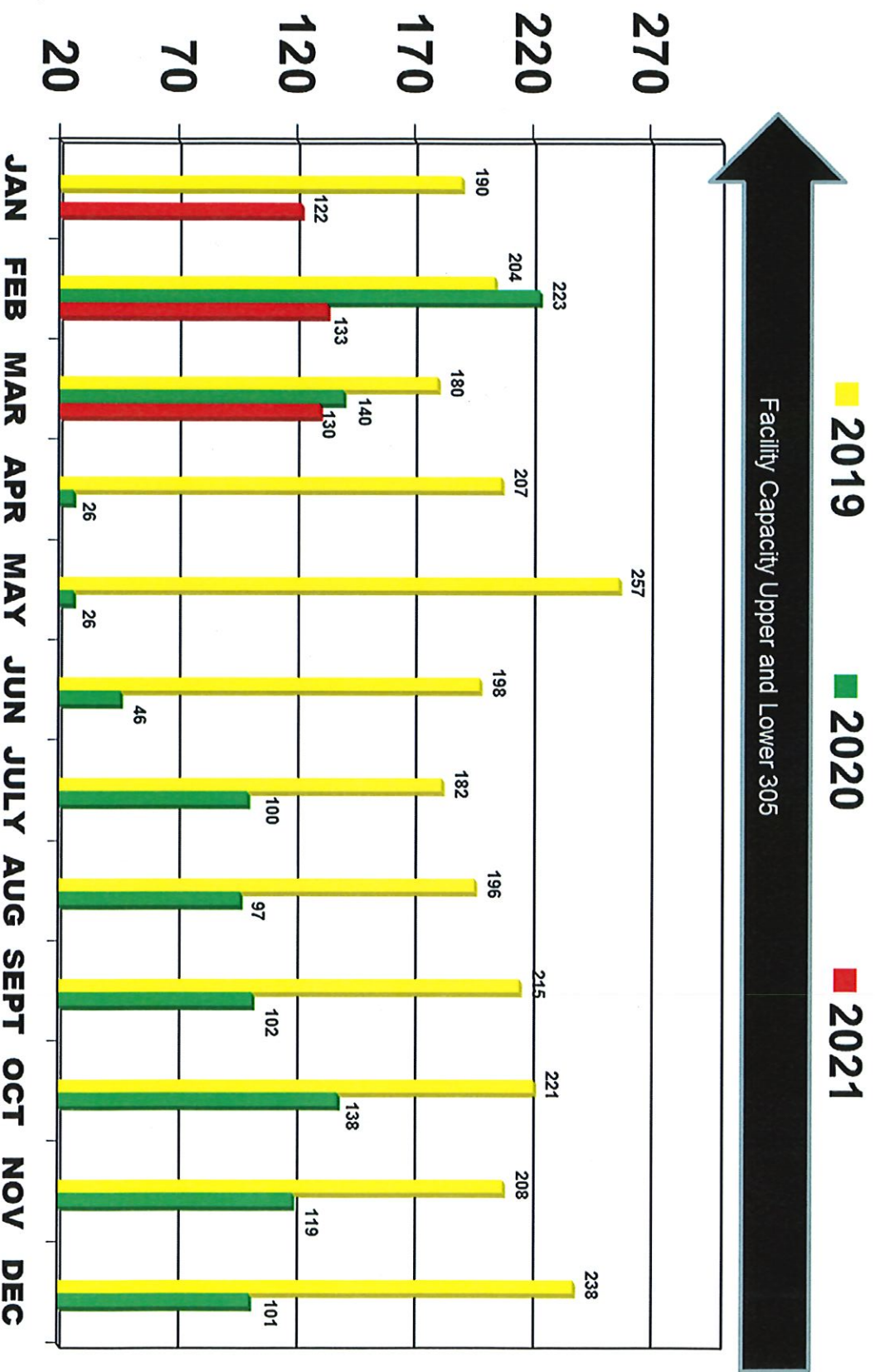
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2019 through 2021**



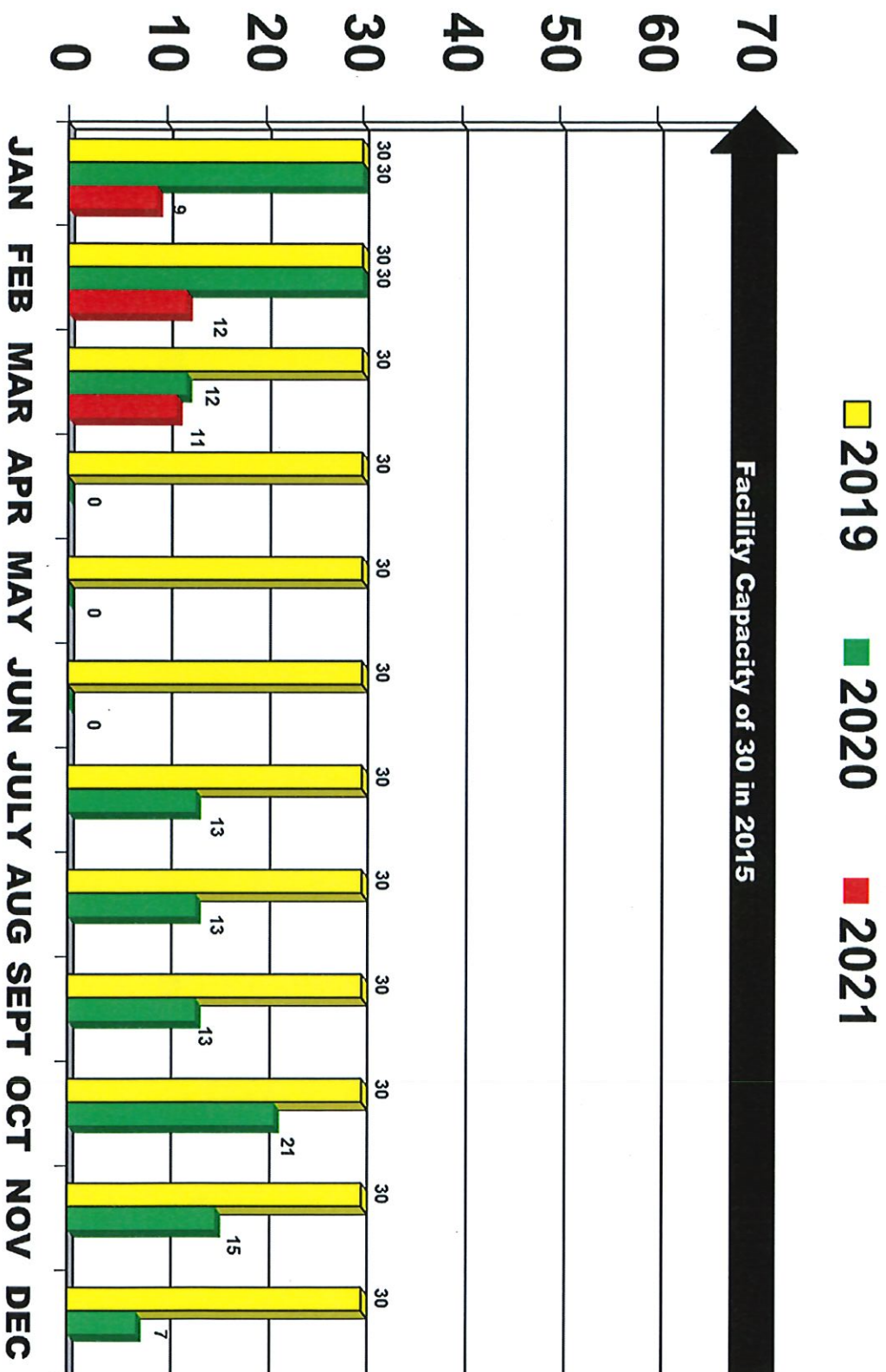
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021



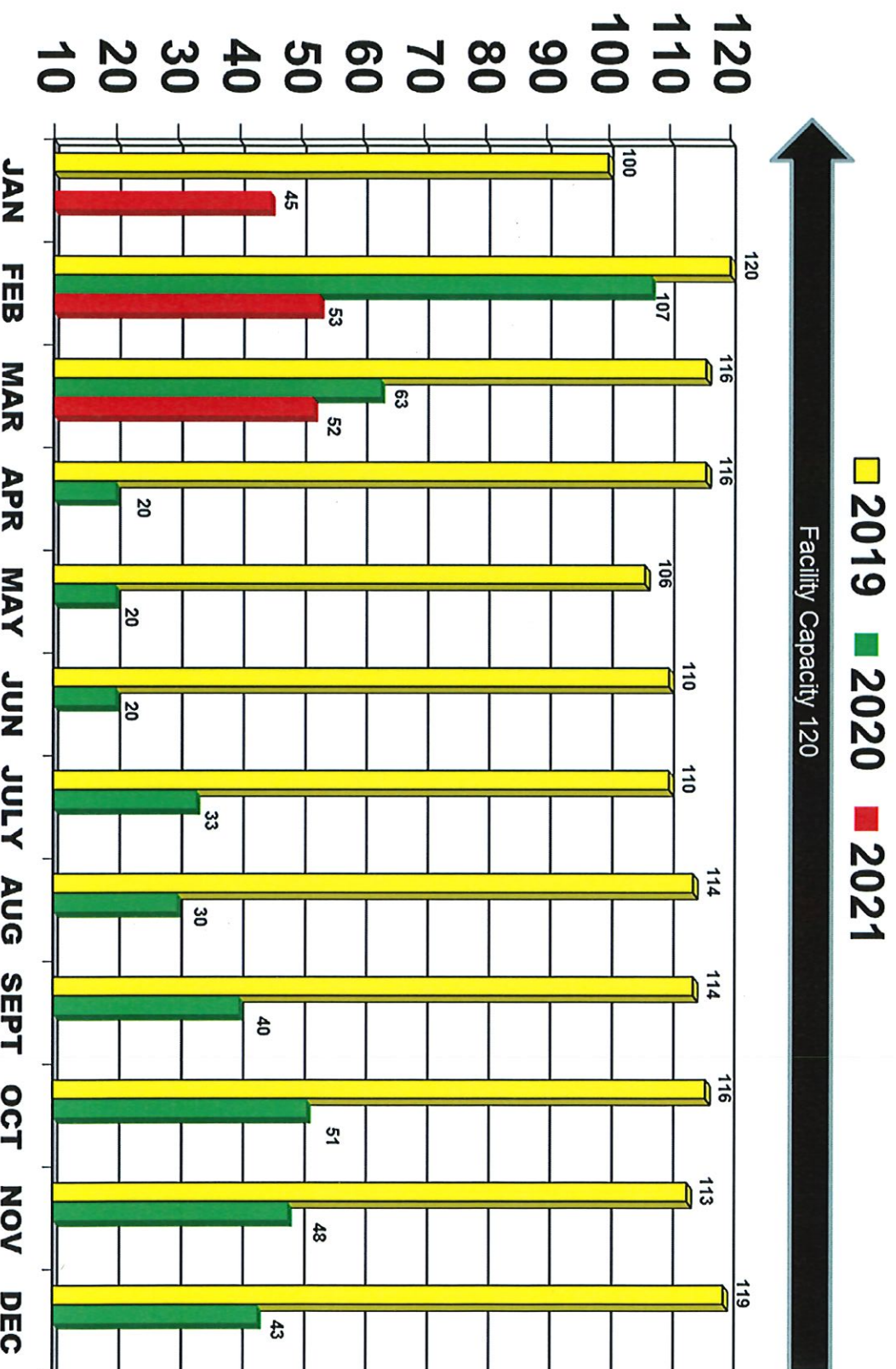
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021



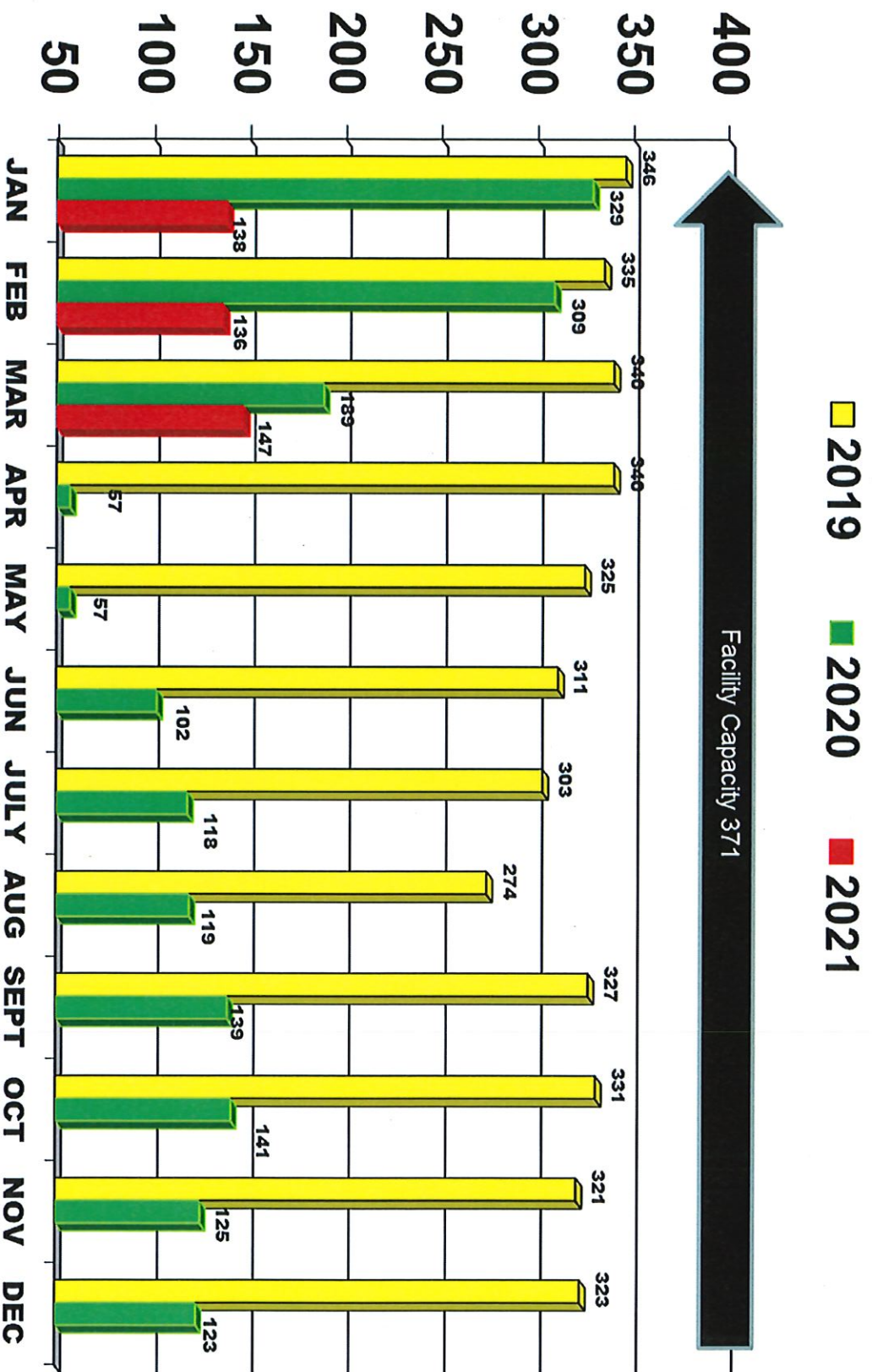
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



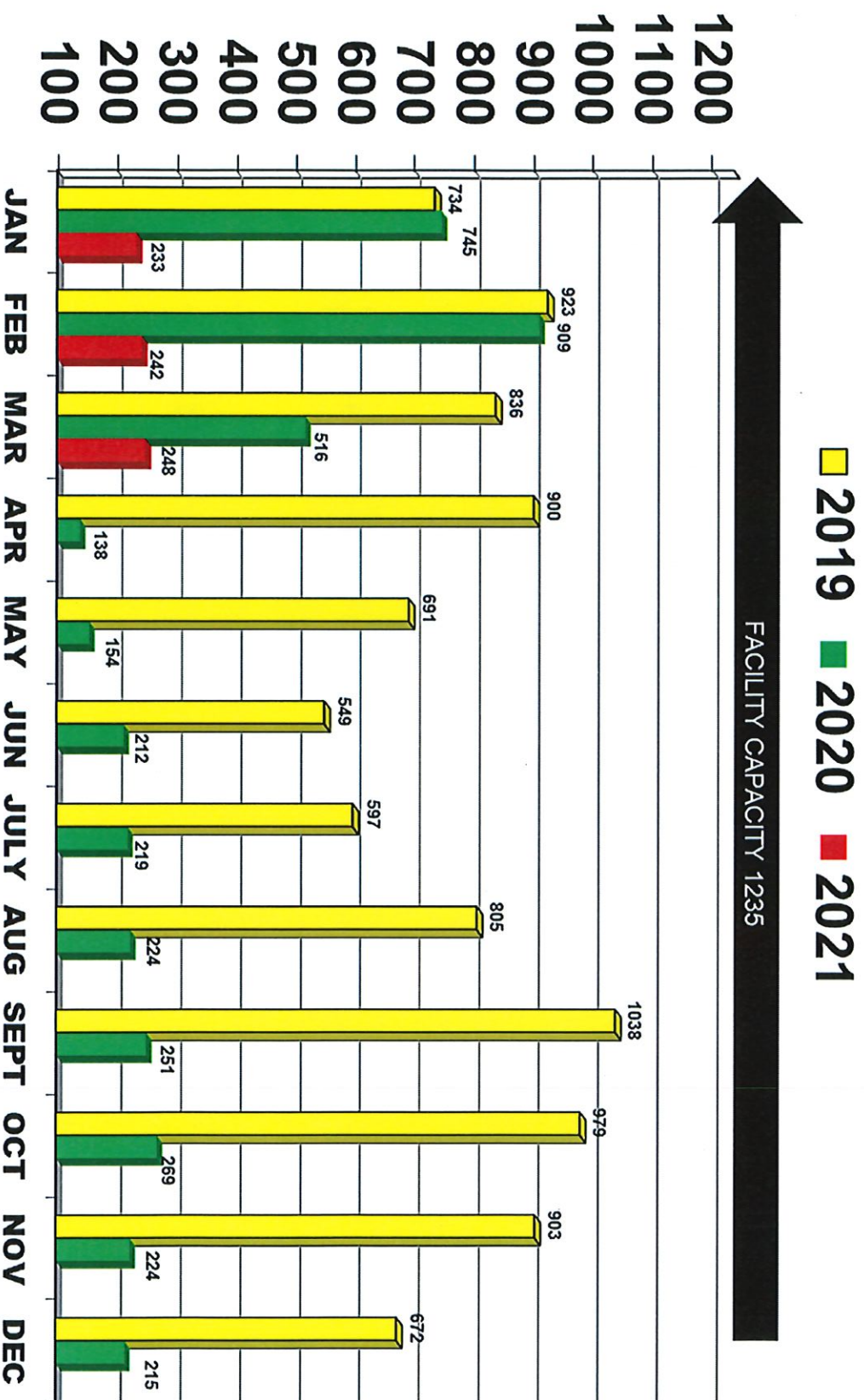
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2019 through 2021**



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

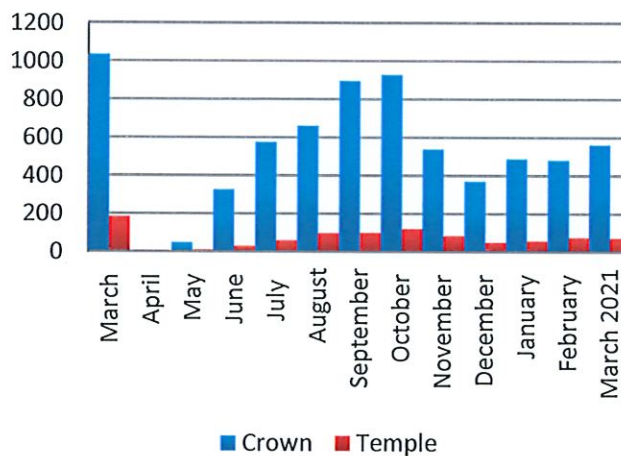
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THREE YEAR TOTAL: 8,078

2020 / 2021	Crown	Temple	Total
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	481	76	557
March 2021	562	73	635
Total	6903	939	7842

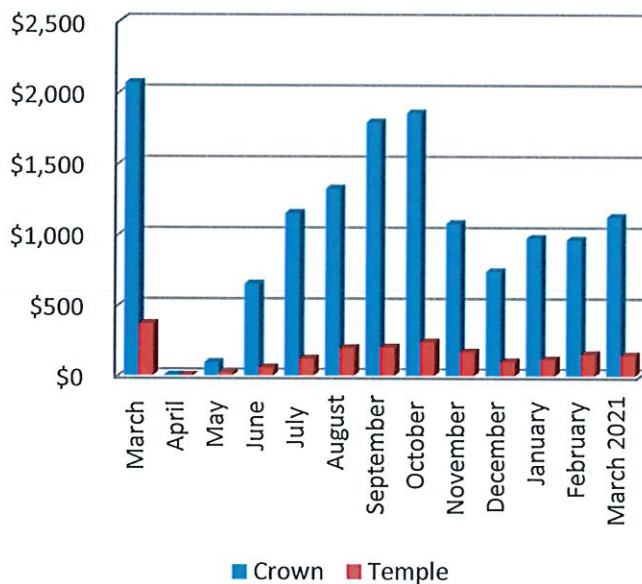
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2020 / 2021	Crown	Temple	Total
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	\$962	\$152	\$1,114
March 2021	\$1,124	\$146	\$1,270
Total	\$13,806	\$1,878	\$15,684

Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Monday, April 12, 2021 12:27 PM
To: Fortunata Houde
Subject: Weekly report, New Haven Parking Authority, 4/5/21 – 4/11/21: Please rate our service today
Attachments: NewHavenParkingAuthority_20210411_Week_Open_feedback.pdf;
NewHavenParkingAuthority_20210411_Week.pdf

Weekly report
4/5/21 – 4/11/21

Management report
New Haven Parking Authority (6 units)

Please rate our service today



65%
171 resp.



12%
31 resp.



3%
7 resp.

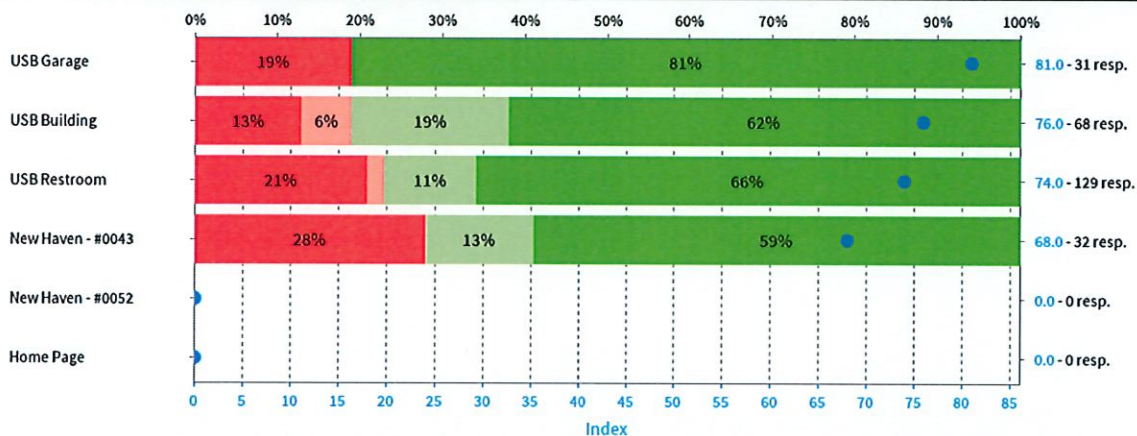


20%
51 resp.

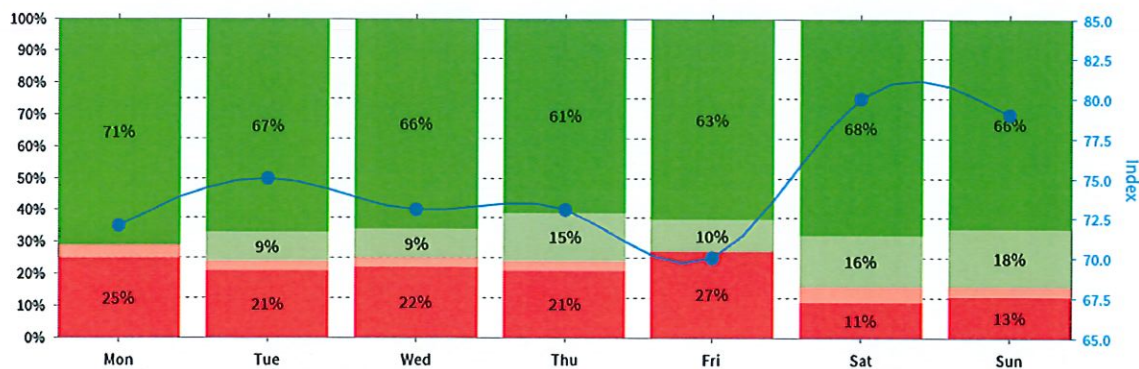
Index: 75/100
Responses: 260

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

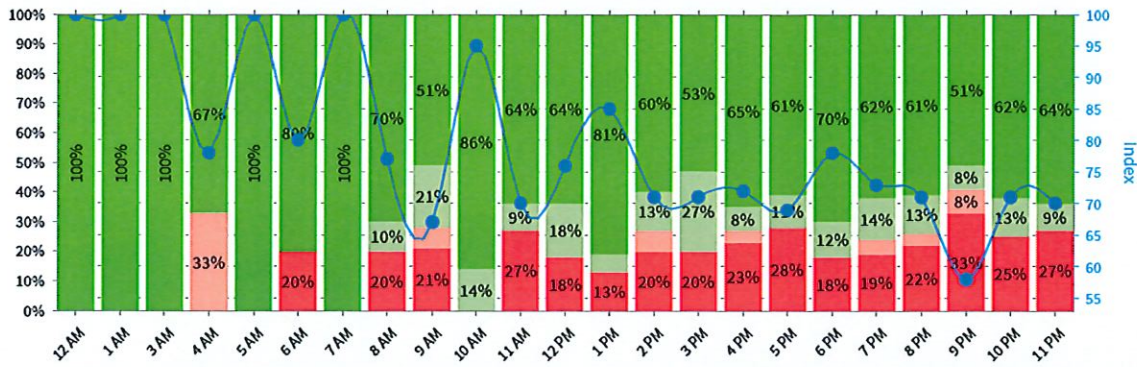
Comparison



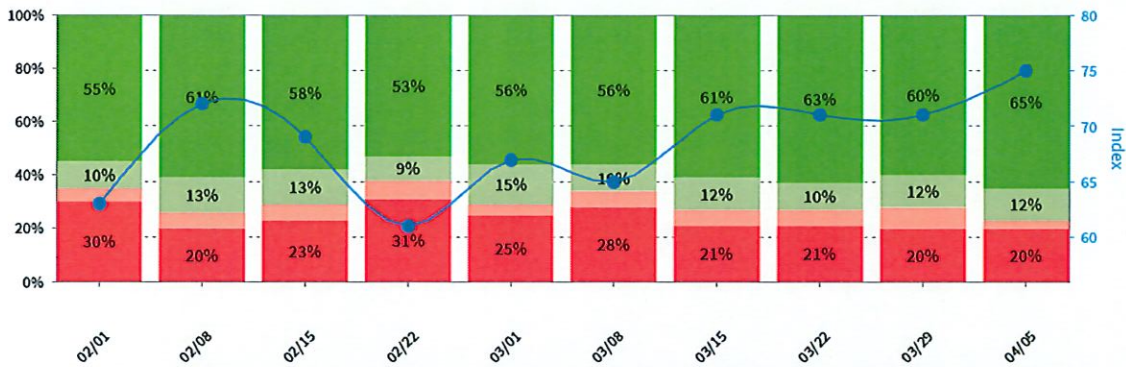
All units combined - weekday distribution



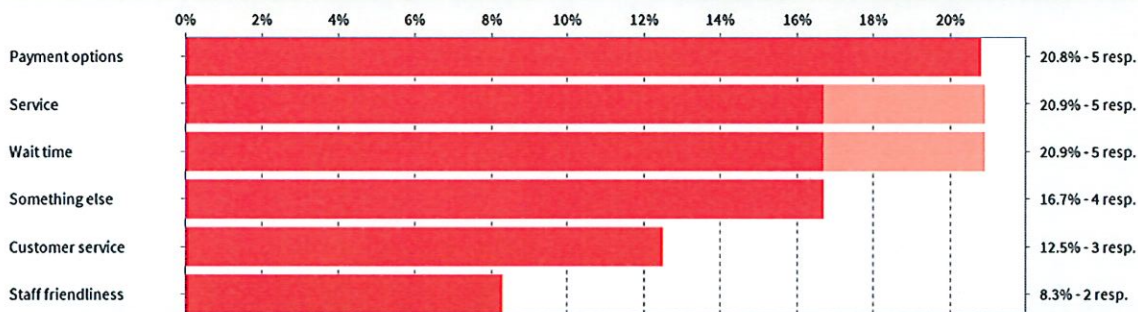
All units combined - hourly distribution



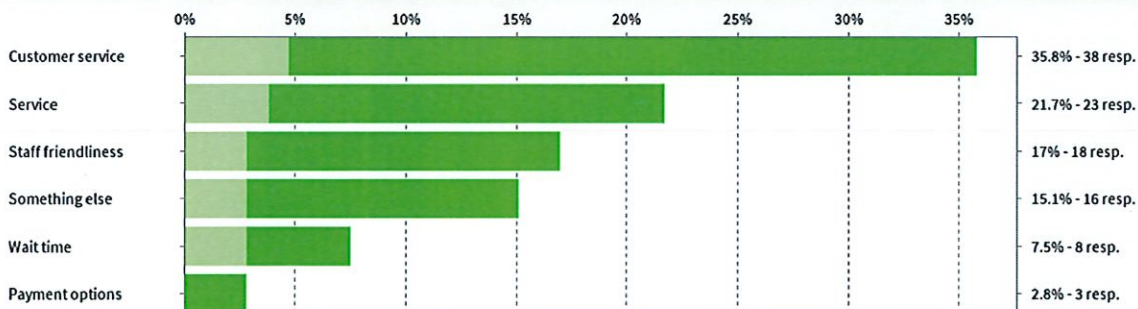
Same question, comparison with previous weeks



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



4/5/21 - 4/12/21

Positive feedback

77%

as given by 260 customers

HappyOrNot

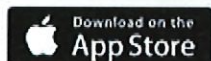
Share
the
results:



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