

**OPERATIONS REPORT**  
**Sammy B. Parry, Chief Operating Officer**  
**May 17, 2021 Board Meeting**

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**•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**

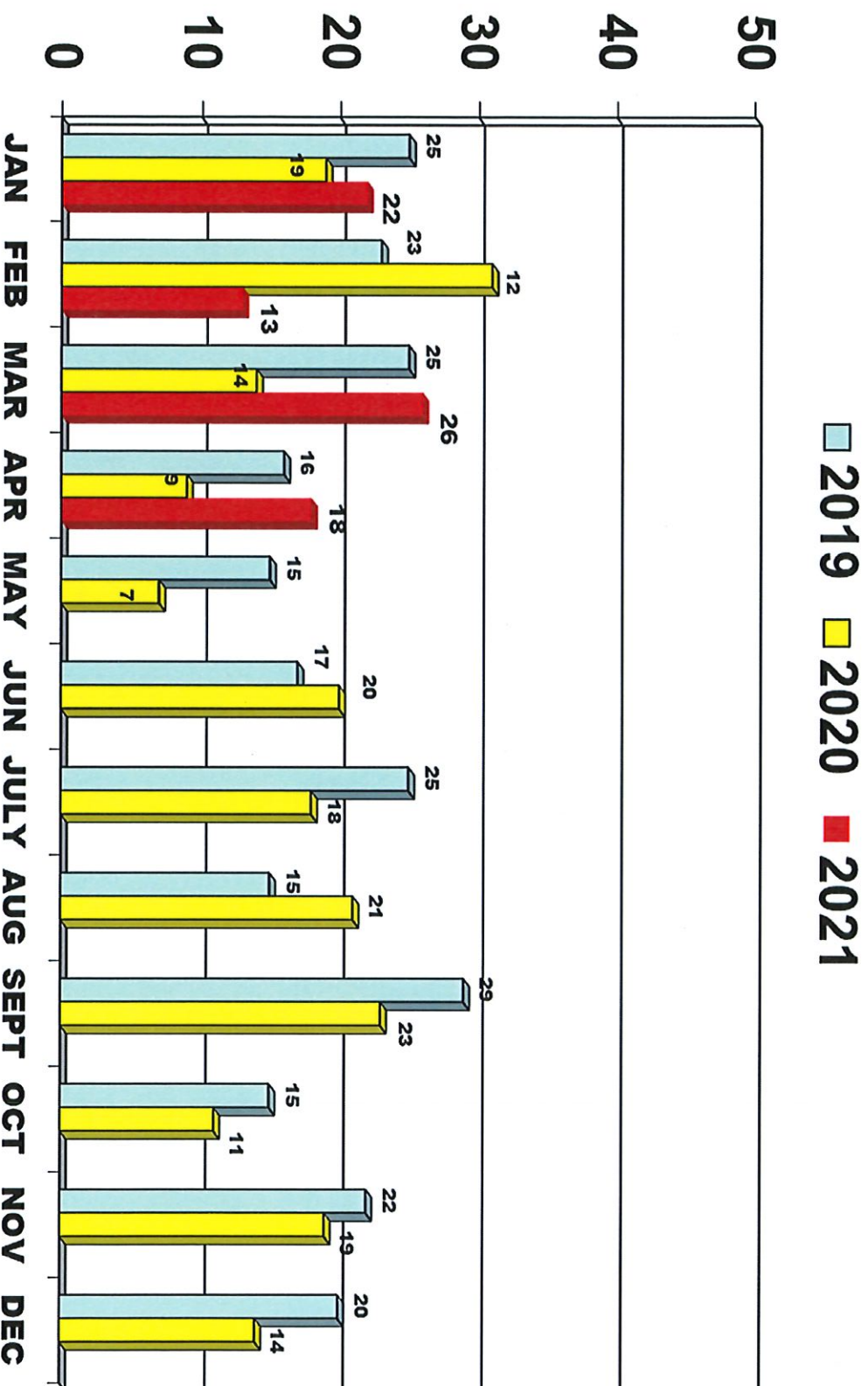
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

**•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 - April 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 (1 trespass 1 power outage)	0	26
APR	1	0	4	0	2	0	8	1	0	2 (1 abandoned car 1 fire alarm issue)	0	18
MAY												
JUN												
JULY												
AUG												
SEPT												
OCT												
NOV												
DEC												
<b>TOTAL</b>	<b>5</b>	<b>1</b>	<b>14</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>25</b>	<b>11</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>79</b>

# NHPA Incident Statistics by Location - April 2021



Facility	Motor Vehicle Break-In	Missing Vehicle	Motor Vehicle Accident Hit & Run	Trip & Fall/Personal Injury	NHPA Property Damage Vandalism	Private Property Damage Vandalism	Medical Assist Required	Disorderly Conduct	Stolen Bike	Misc.	Elevator Entrapment with Injury	Total
Air Rights Garage	1		3									4
Chapel/Franklin												0
Court/Olive												0
Crown St. Garage												0
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										1		1
State/Grand/Olive												0
State/Mechanic												0
State/Pulaski					1							1
State/Wall												0
423 State Street												0
270 State St. Garage					1							1
Temple St. Garage												0
Temple Med. Garage										1		1
Union Station Bldg.							8					8
Union Station Garage			1							1		2
Whalley Blake												0
Total	1	0	4	0	2	0	8	1	0	2	0	18

## INCIDENTS – APRIL 2021

### AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
4/6 2:00 PM	Motor Vehicle Accident Hit & Run Minor	<b>LOCATION: SMILOW 4<sup>TH</sup> FLOOR</b> Security was dispatched to office to speak to a patron regarding a motor vehicle accident. Patron stated she parked on Level 4 Smilow around 8:45 AM. Upon returning at 1:30 PM she noticed some scratches on the driver's side door of her vehicle. Damage was extremely minor and patron was told to contact NHPD if she wished to make a claim with her insurance. No further action was taken.	No	No
4-21 8:30 AM	Motor vehicle Accident Minor	<b>LOCATION: LEVEL 3</b> Security was directed to the garage in regard to a motor vehicle accident. Patron said she hit a vehicle on Level 3 while pulling out of parking space. She left her information on the car and called Security. Security called the owner and she came to the garage. NHPD was called and arrived on scene. No report was done by NHPD.	Yes	No
4-26 9:00 AM	Motor Vehicle Accident Minor	<b>LOCATION: LEVEL 3</b> CCO dispatcher contacted Security and directed him to third level. A few minutes prior a female reported to control center of a possible accident with a parked vehicle and moving truck where truck was believed to have struck the car. The CCO did not get name or phone of witness to accident. Subsequently Security located car and could not determine if vehicle sustained any type of damage, but could not locate truck. Further investigation will take place.	No	No
4-28 Sometime between 7:00 PM and 7AM	Motor Vehicle Break-In	<b>LOCATION: LEVEL 5</b> Hospital employee came to office to complain that her vehicle was gone through on the 5 <sup>th</sup> floor while she was working that night. When she arrived home she realized there were papers and items from her glove box all over the passenger seat and floor and realized someone had gone through her car that was unlocked. She stated nothing was taken or damaged but she did find a cell phone in the car that appears the individual left behind. Security had dispatcher check cameras for that time frame but nothing was found. Security then charged the phone but could not get in without password and turned it in to headquarters.	No	No

## INCIDENTS – APRIL 2021

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### ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
3-21 STATE FAIR LOT	Miscellaneous	<u>LOCATION: CORNER OF LOT CLOSE TO HERTZ BUILDING AND GEORGE STREET</u> Vehicle with smashed front end found abandoned in lot. Photos taken.	NO	NO
4-20 STATE PULASKI LOT	NHPA Property Damage/Vandalism	<u>LOCATION: FENCE</u> Graffiti found on the fence. Photos taken.	No	No

INCIDENTS – APRIL 2021

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270 STATE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
3-18 9:18 AM	NHPA PROPERTY DAMAGE	<u>LOCATION: ENTRANCE DOORS AND SIGN IN HALLWAY</u> Graffiti was found on the entrance doors and the sign in the hallway by the stairs.	No	No

## INCIDENTS – APRIL 2021

### UNION STATION BUILDING

Date & Time	Type	Description	NHPD/ Notified	Medical Assistance Required
4/1 2:30 AM	Medical Assistance Required	<b><u>LOCATION: USB FIRST BENCH</u></b> As Security entered the lobby he noticed woman who appeared to need assistance and inquired to see if she was okay. She said no and asked if an ambulance could be called for her. Supervisor was notified, medical assistance arrived and transported her to YNHH.	NHFD	Yes
4/1 12:30 AM	Medical Assistance Required	<b><u>LOCATION: UNION STATION LOBBY</u></b> Woman got off elevator pushing her wheelchair and took seat on front bench. Security asked if she was waiting for a ride. She replied she is calling for an ambulance. Supervisor was notified, medical assistance arrived and she was transported to YNHH.	NHFD	Yes
4/5 2:30 AM	Medical Assistance Required	<b><u>LOCATION: UNION STATION FRONT ENTRANCE</u></b> Security noticed a man going from taxi to taxi. The man inquired if the Station was closed and said he just got off the train and wanted to go to the hospital to get a psych evaluation so he could live with his aunt and pleaded for assistance. MOD spoke to him and subsequently medical assistance was called, arrived to scene and transported him to YNHH.	NHPD	Yes
4/14 2:30 AM	Medical Assistance Required Disorderly Conduct	<b><u>LOCATION: MAIN LOBBY AND FRONT ENTRANCE</u></b> Male patron came in on MTA train and was found sleeping on the landing of Tracks 8 & 10. After Security woke him up, he went to the restroom and hid in the hallway. When asked to leave he protested, said he needed an ambulance, went over to the pay phone and called 911. Supervisor was notified. Man then dragged himself across the floor to the exit, walked out the door to wait for medical assistance, and refused it when they arrived.	NHFD	Yes
4/15 6:30 AM	Medical Assistance Required	<b><u>LOCATION: - LADIES' RESTROOM AND FRONT OF STATION</u></b> Supervisor found woman on the floor in the ladies restroom, she was offered medical assistance and she accepted. Medical assistance arrived and transported her to YNHH.	NHFD	Yes
4/18 6:45 PM	Medical Assistance Required	<b><u>LOCATION: UNION STATION BUILDING LOBBY</u></b> NHPA Custodian called Security to let them know a patron needed an ambulance. Security called MOD who called an ambulance that arrived on scene.	No	Yes
4/21 5:00 AM	Medical Assistance Required	<b><u>LOCATION: FRONT OF STATION AND MEN'S RESTROOM</u></b> Male was outside Station with sign reading "Boston Cambridge." At one point he was laying on pavement and Security asked him to stand up and he complied. He asked if the Station was opened and came in to use the restroom. After he was not seen for a while Security checked and found him passed out and unresponsive in restroom stall. After attempts to wake him did not work 911 was called. EMS arrived on site and transported him to YNHH.	NHFD	Yes

**USB PAGE 2**

<b>4/25 7:30 AM</b>	<b>Medical Assistance Required</b>	<b>LOCATION: FRONT OF STATION</b> <b>Complainant was involved in a car accident at another location and came to Union Station. EMS was called and transported patron to Hospital.</b>	<b>NHPD NHFD Amtrak PD</b>	<b>Yes</b>

## INCIDENTS – APRIL 2021

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### UNION STATION GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Talked to the Required
4-22 12:10 AM	Disorderly Conduct Attack on NHPA Security	<b>LOCATION: LEVEL 1</b> Security noticed suspicious man walking the garage and asked him to leave and tried to escort him to east gate. (This same person was noticed the hour previously). Man tried to attack Security when Security noticed he had blood on his fingers. Security called MOD who arrived to scene with NHPD. NHPD handcuffed him. NHPD took NHPA Security's name and info and said they would handle this.	NHPD	No
4-26 11:35 PM	Motor Vehicle Accident Minor Hit and Run	<b>LOCATION: LEVEL 3</b> Patron approached Security while on tour and said her car was hit (bumper) while parked in the garage.	No	No

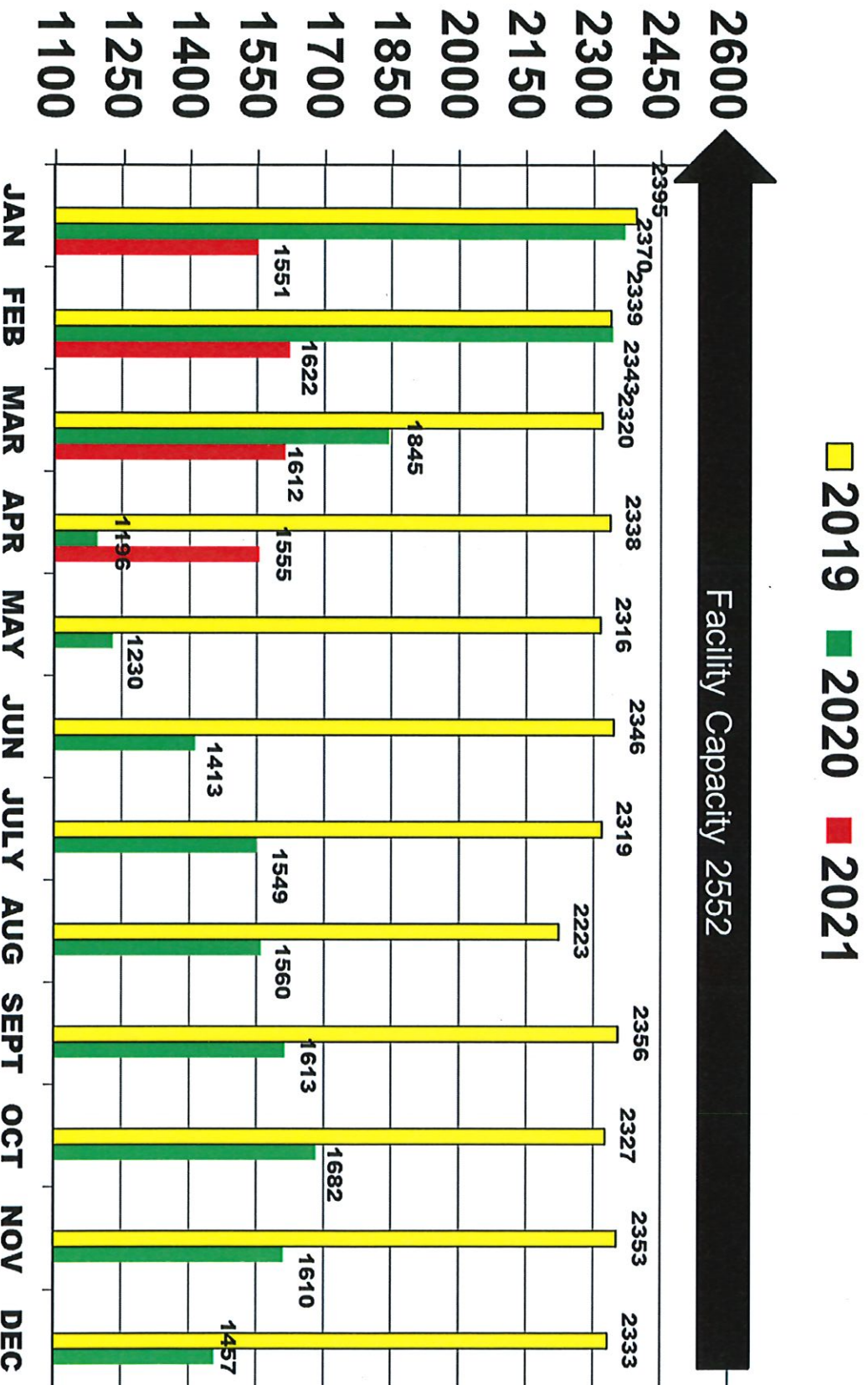
## INCIDENTS - APRIL 2021

### TEMPLE MEDICAL GARAGE

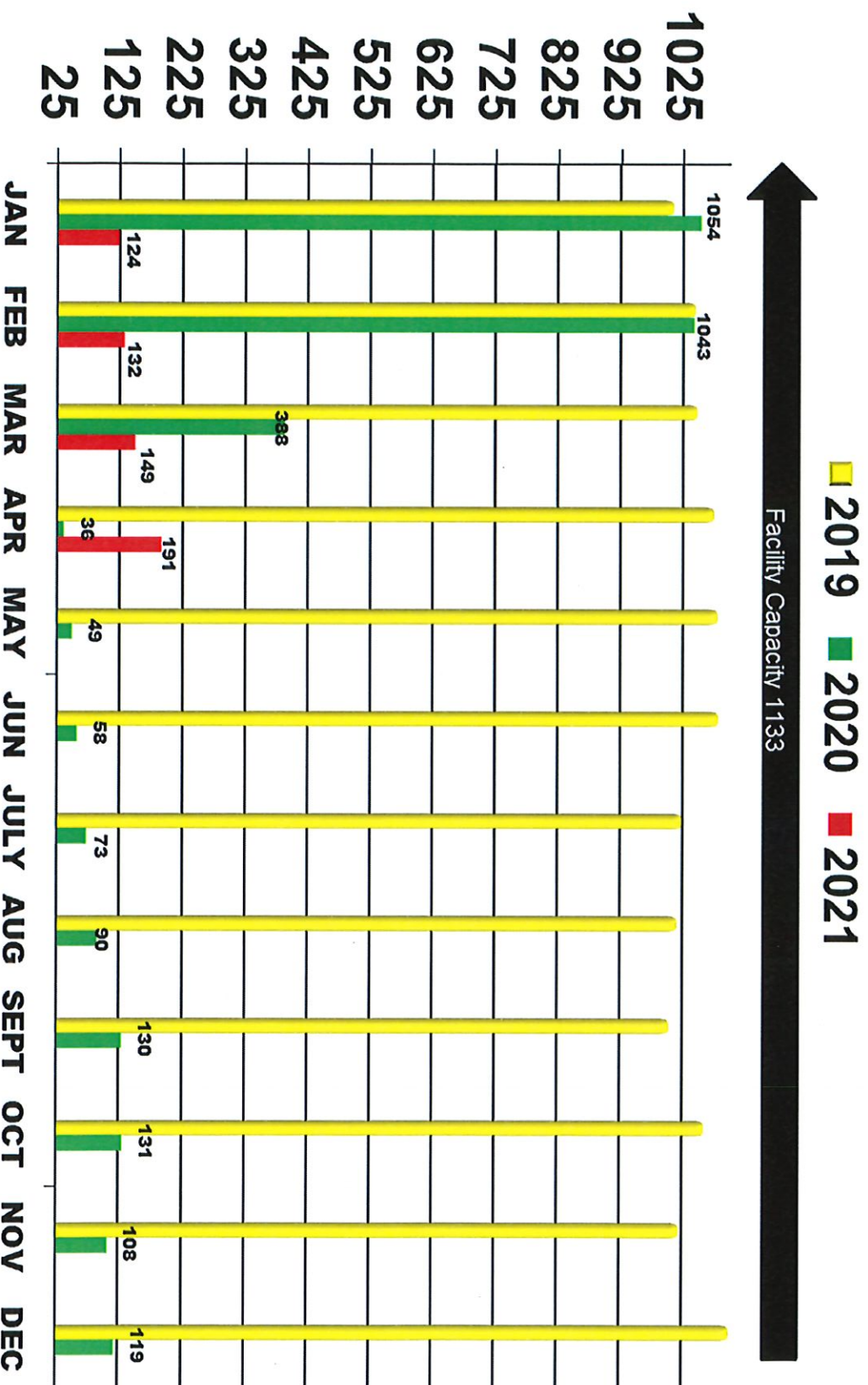
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Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
4-5 3:00 PM	Miscellaneous Fire Alarm	<b><u>LOCATION: Level 5 Temple Medical</u></b> TMG Fire alarm panel in breakroom Manager evacuated PNH administrative office and NHFD arrived on scene to inspect main fire panel located on fifth level and panel in breakroom and reset.	Yes	No

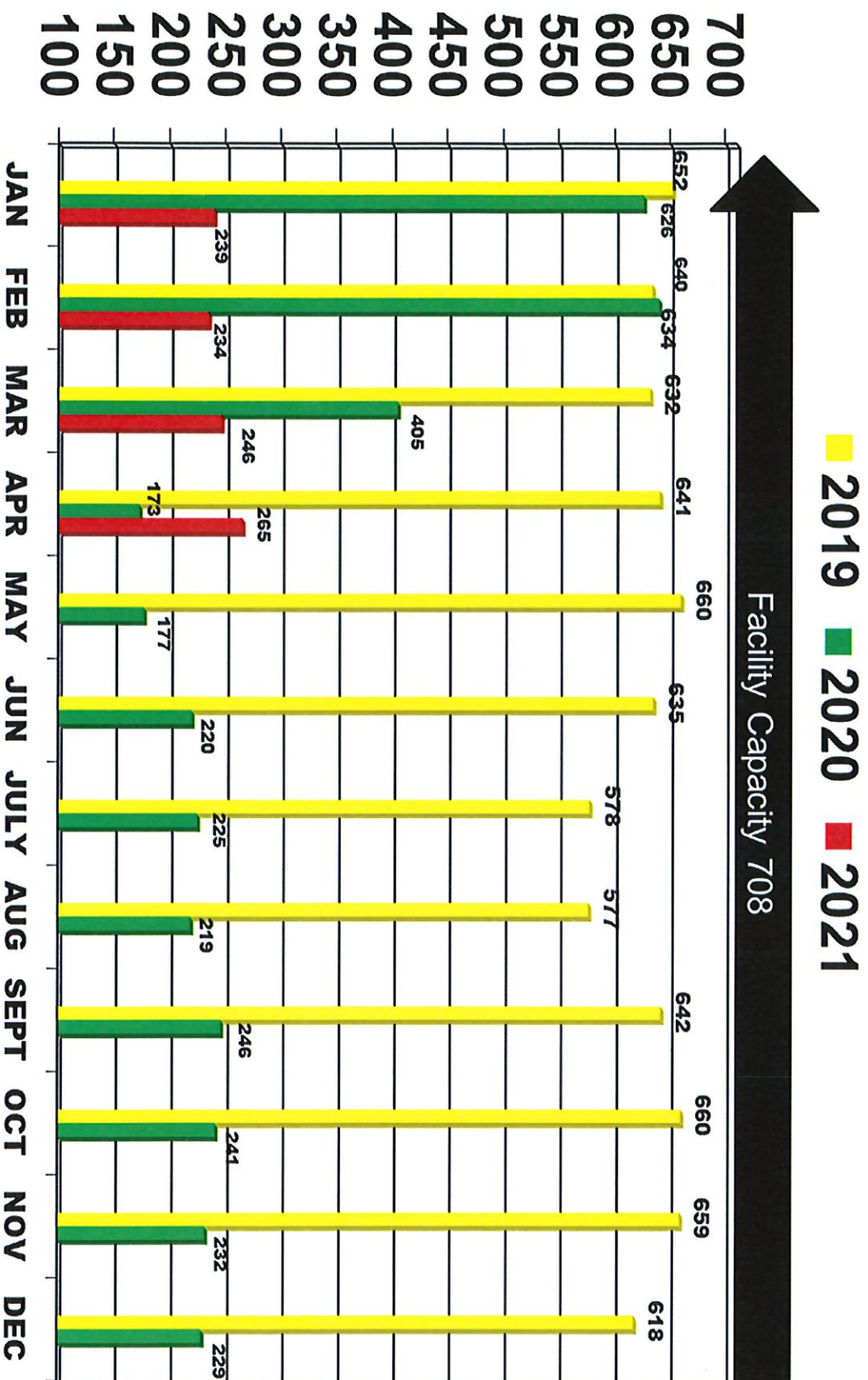
# **Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2019 through 2021**



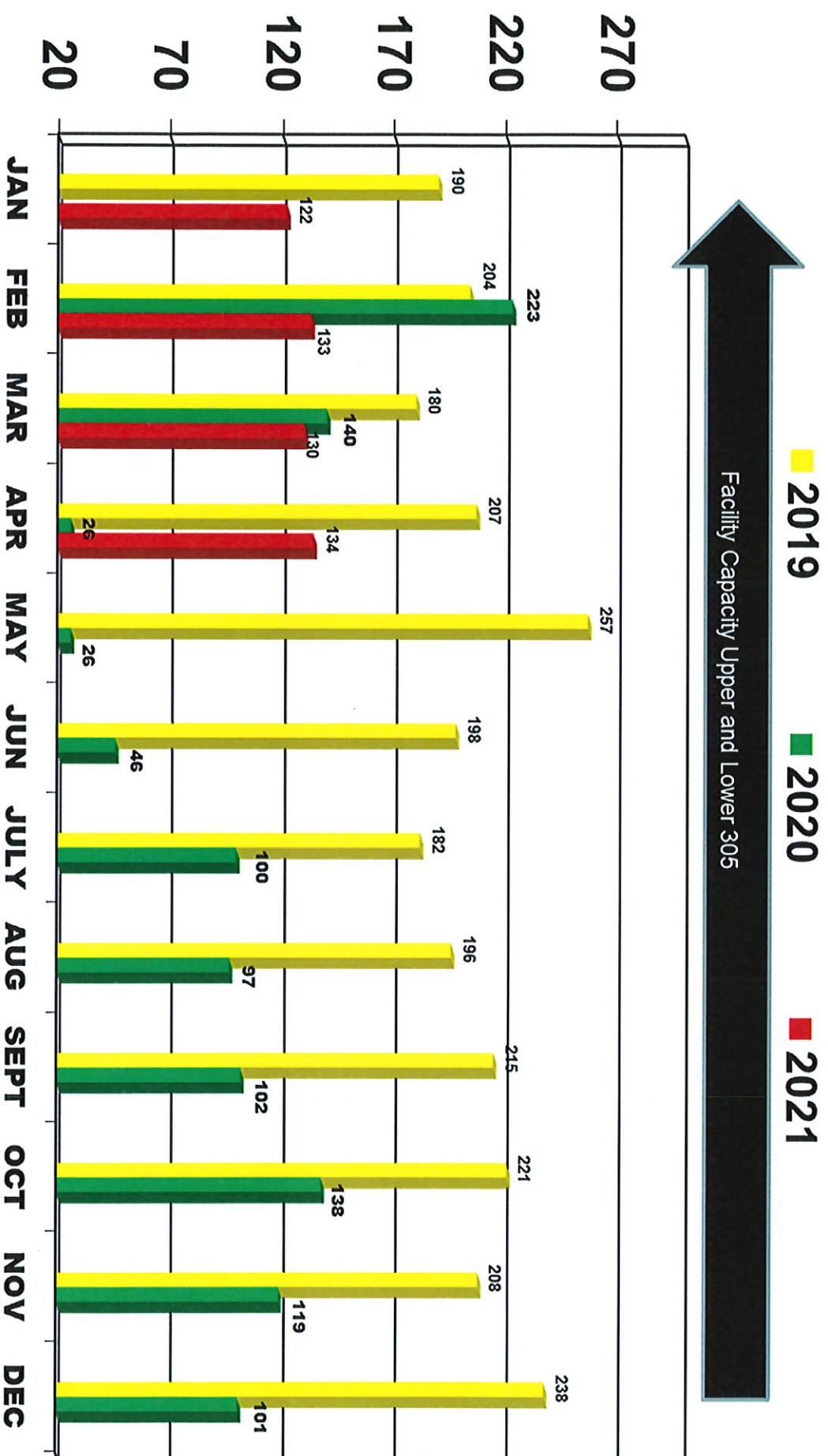
# **Average Occupancy Statistics Union Station** **Facility Capacity 1133** **Comparison of 2019 through 2021**



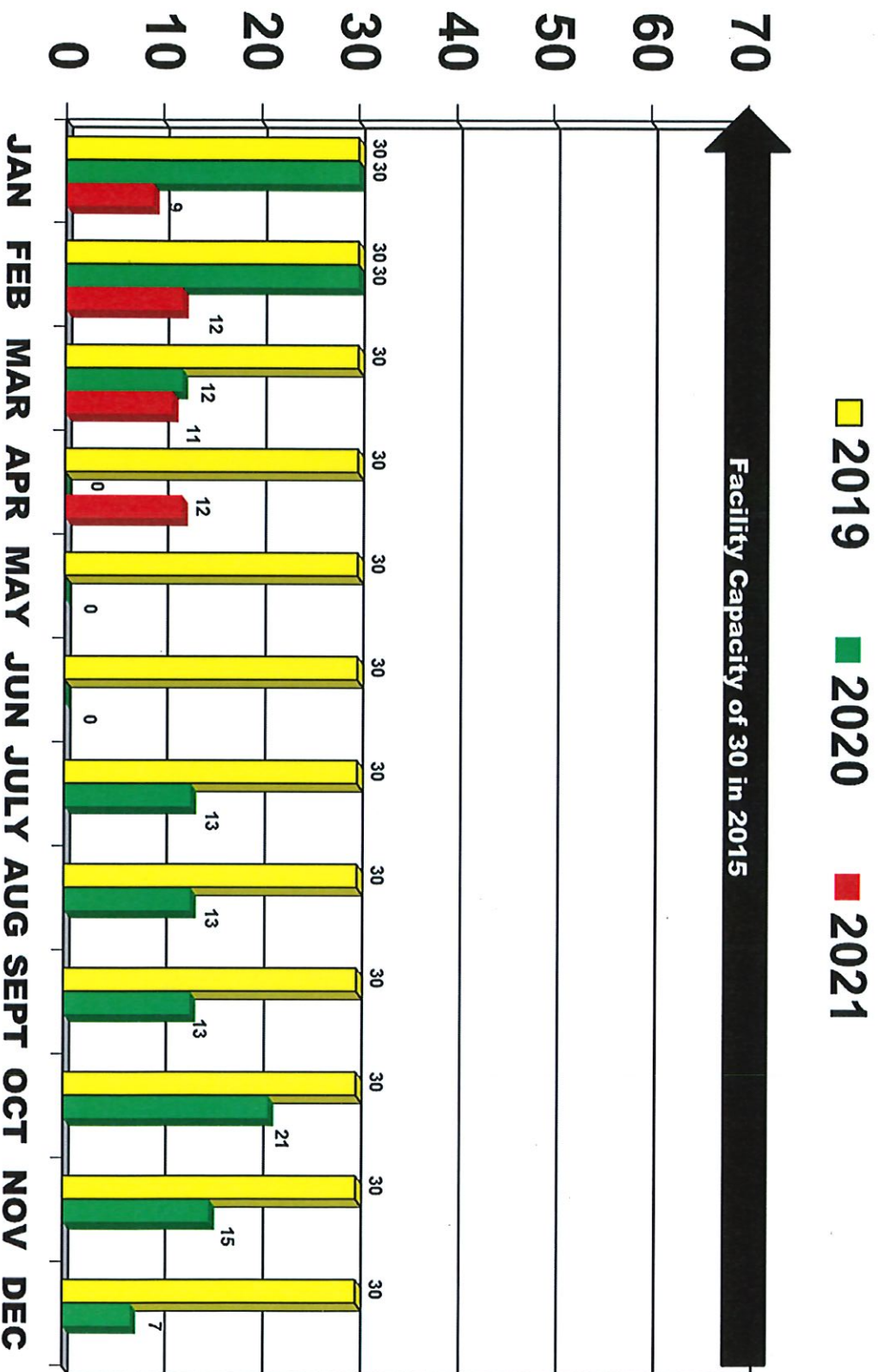
# **Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021**



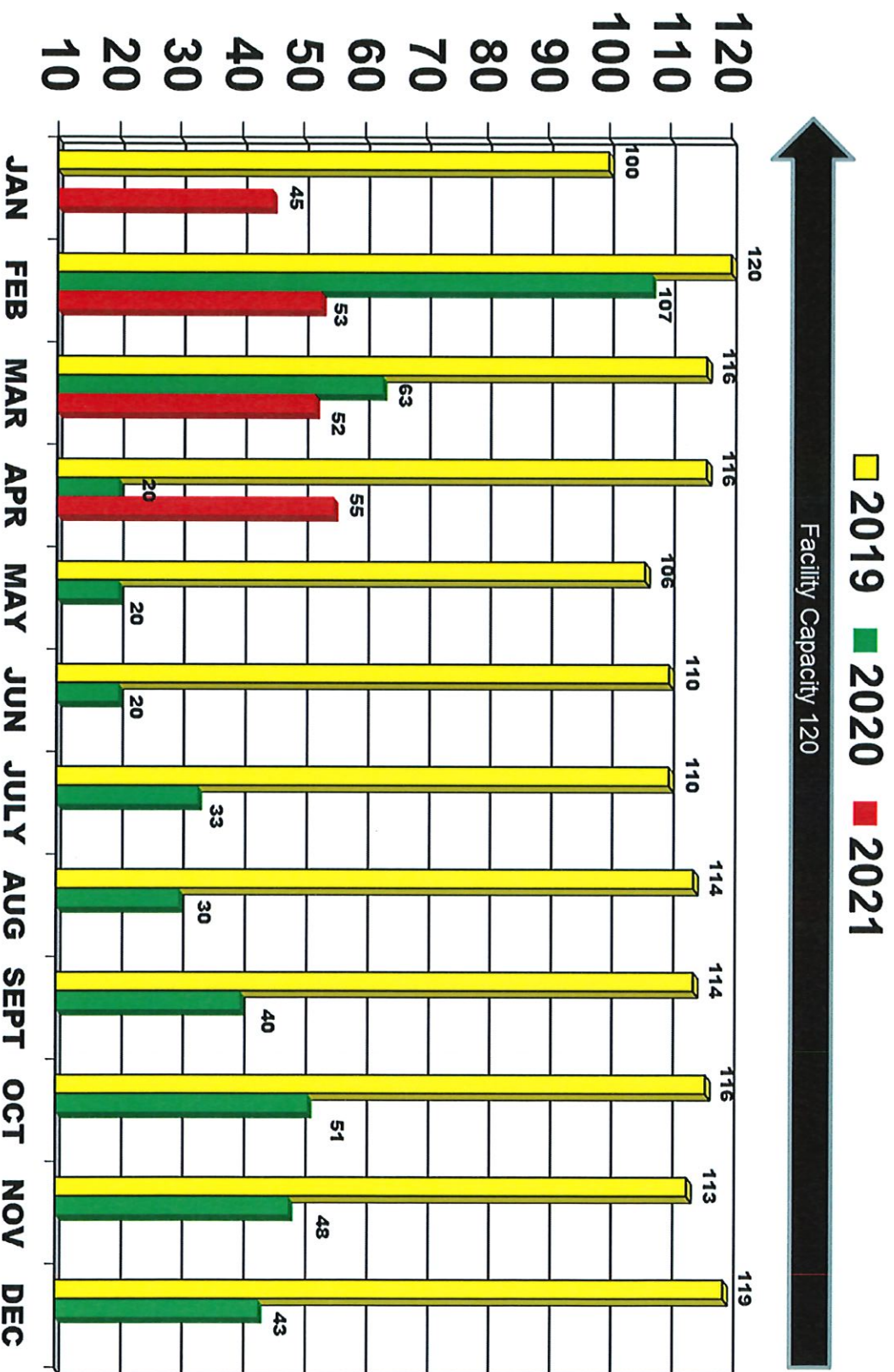
# **Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021**



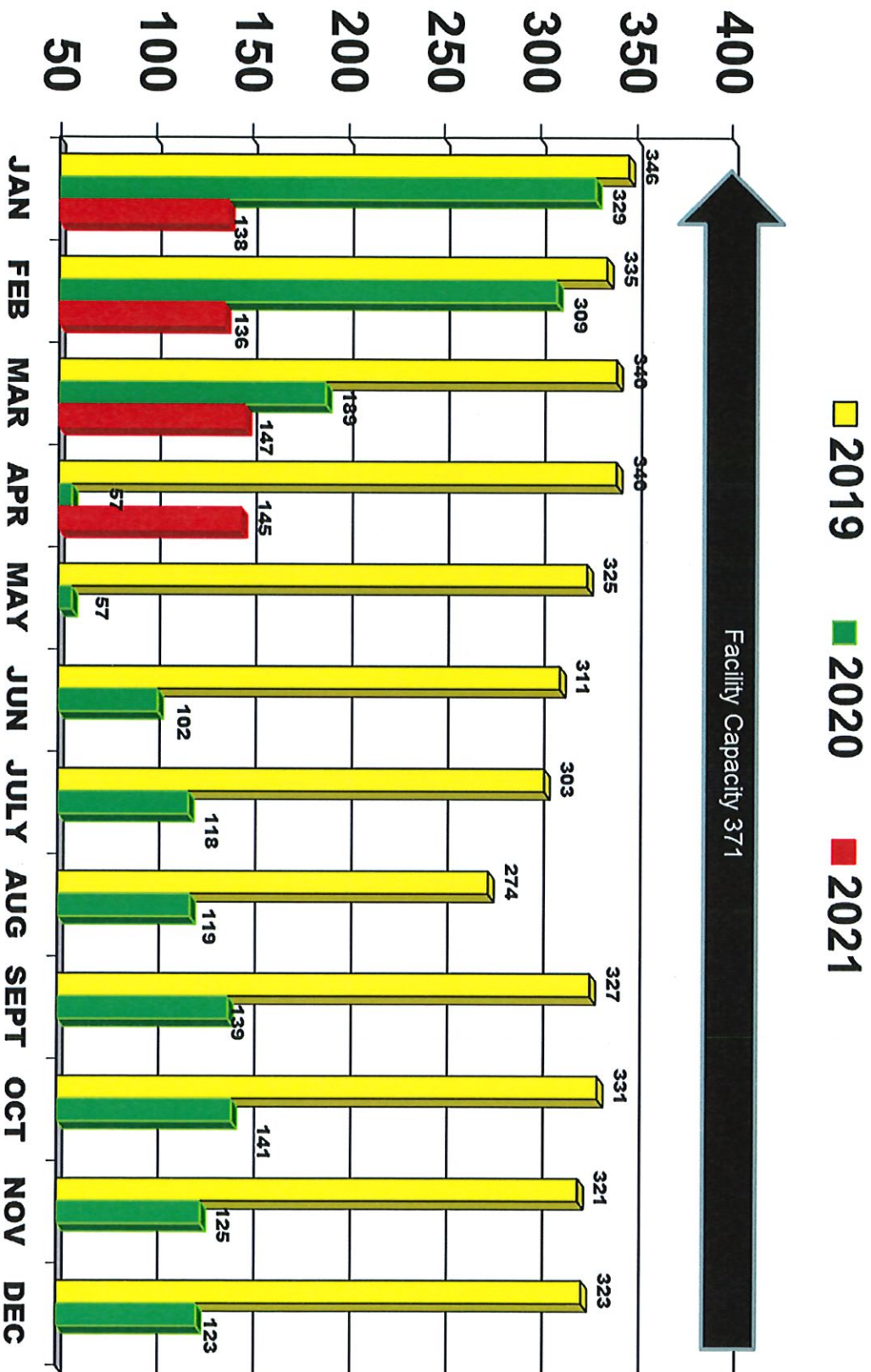
# **Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021**



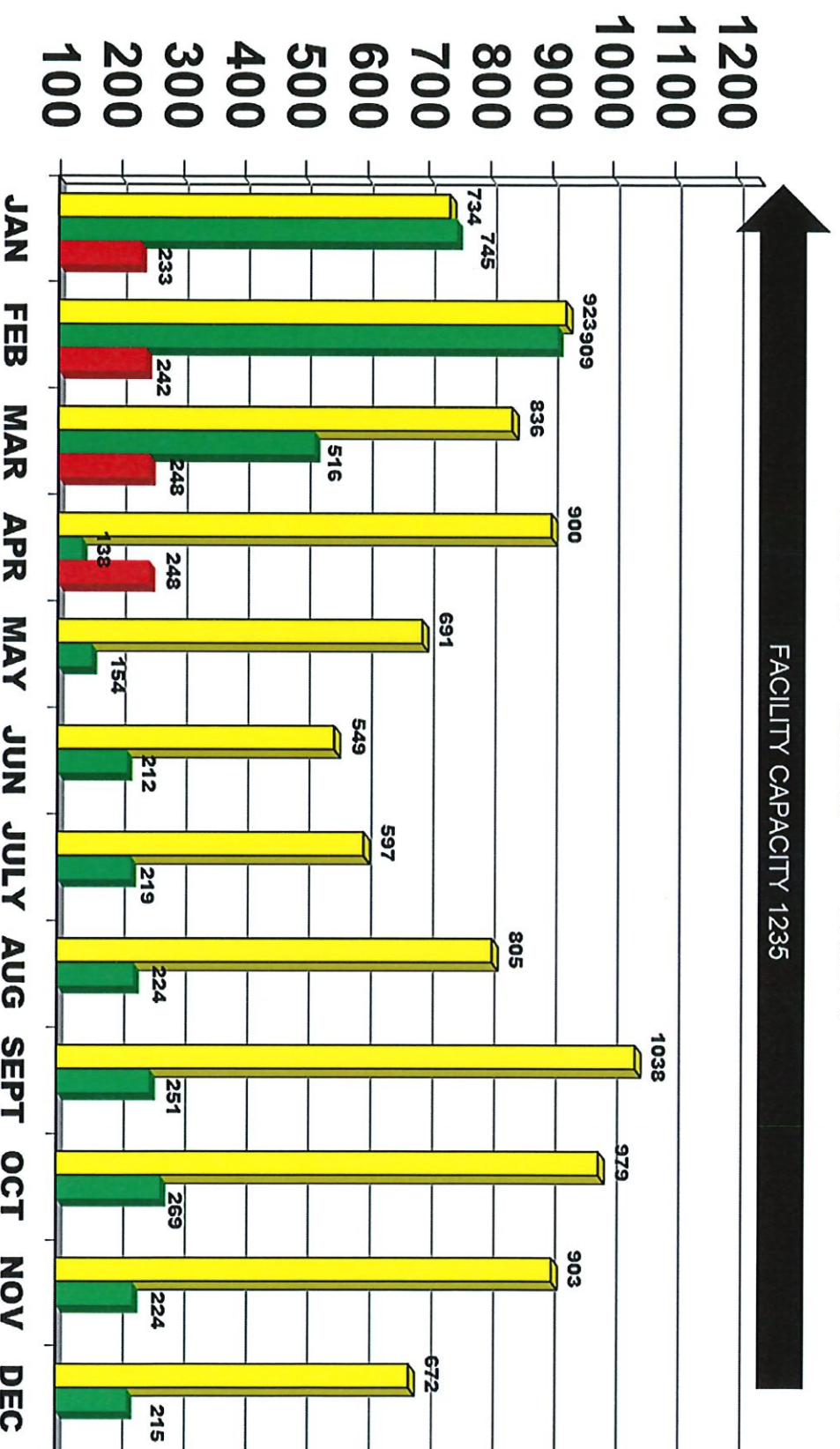
# **Average Occupancy Statistics State/Wall** **Facility Capacity 120** **Comparison of 2019 through 2021**



# **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**

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

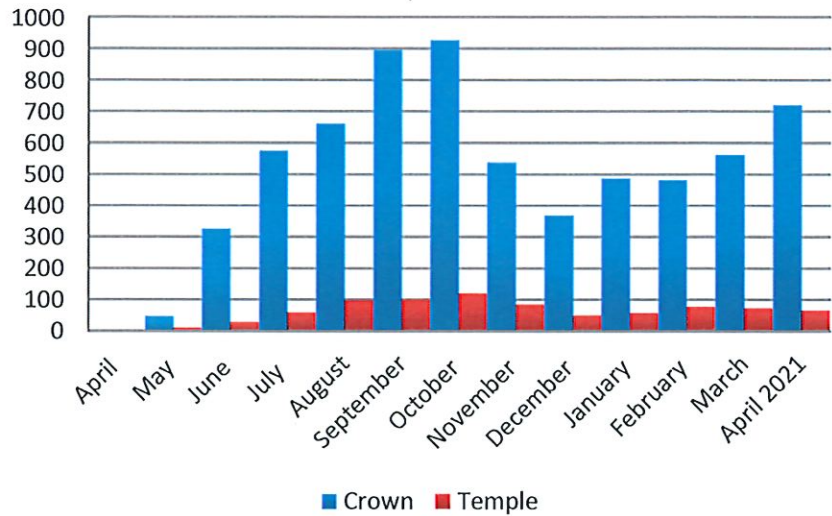
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**THREE YEAR TOTAL: 8,078**

2020 / 2021	Crown	Temple	Total
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	562	73	635
April 2021	721	65	786
Total	6591	820	7411

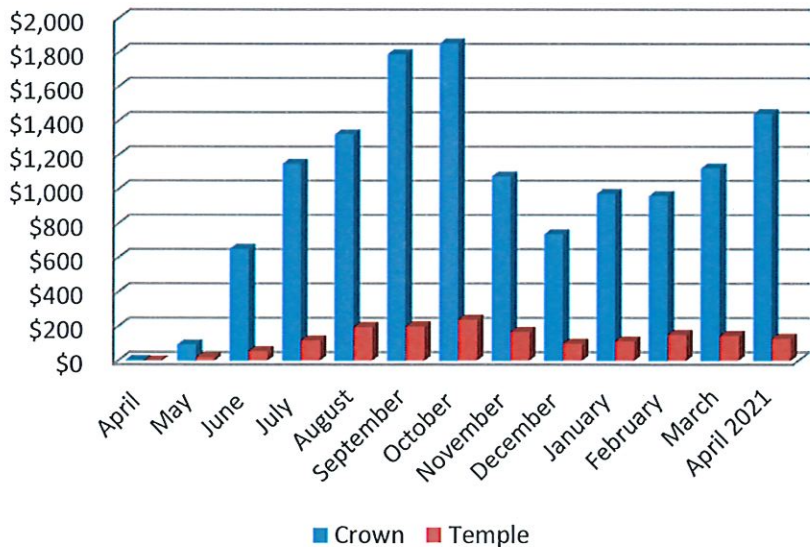
Past 13 Months Activity

## Restaurant Program Validations Summary Crown and Temple Garages



2020 / 2021	Crown	Temple	Total
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	\$1,124	\$146	\$1,270
April 2021	\$1,442	\$130	\$1,572
Total	\$13,182	\$1,640	\$14,822

## Restaurant Program Dollars



## Fortunata Houde

**From:** HappyOrNot <support@happy-or-not.com>  
**Sent:** Monday, May 3, 2021 12:27 PM  
**To:** Fortunata Houde  
**Subject:** Weekly report, New Haven Parking Authority, 4/26/21 – 5/2/21: Please rate our service today  
**Attachments:** NewHavenParkingAuthority\_20210502\_Week\_Open\_feedback.pdf;  
NewHavenParkingAuthority\_20210502\_Week.pdf

**Weekly report**  
4/26/21 – 5/2/21

**Management report**  
New Haven Parking Authority (6 units)

**Please rate our service today**



70%  
168 resp.



13%  
32 resp.



5%  
12 resp.

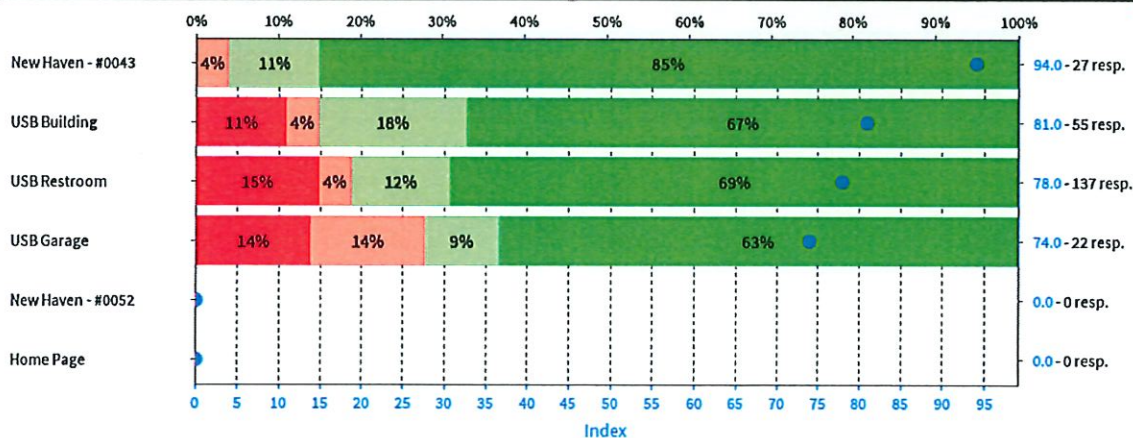


12%  
29 resp.

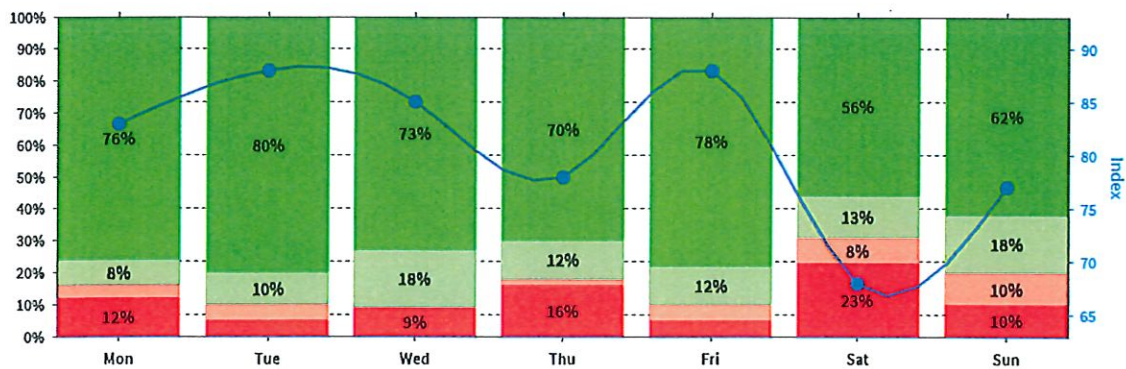
Index: 80/100  
Responses: 241

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

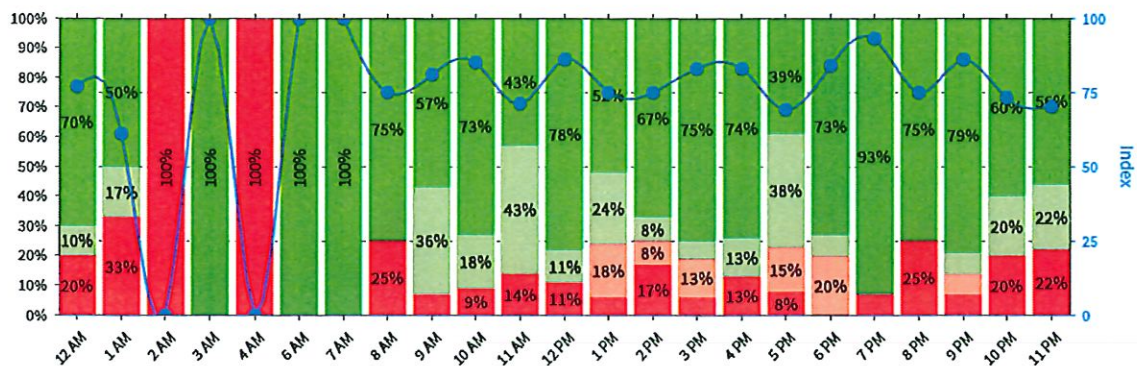
### Comparison



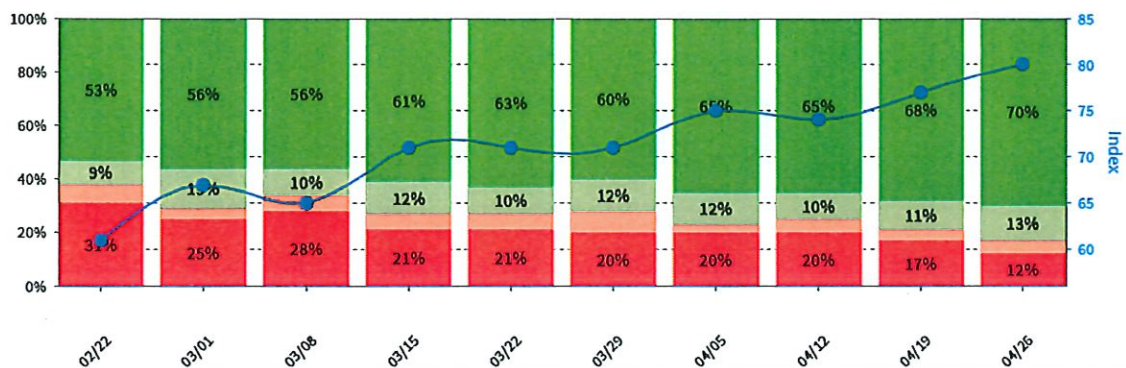
### All units combined - weekday distribution



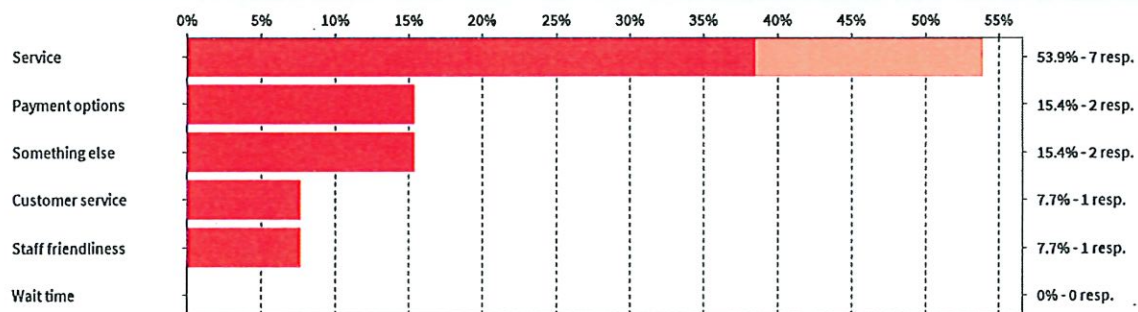
### All units combined - hourly distribution



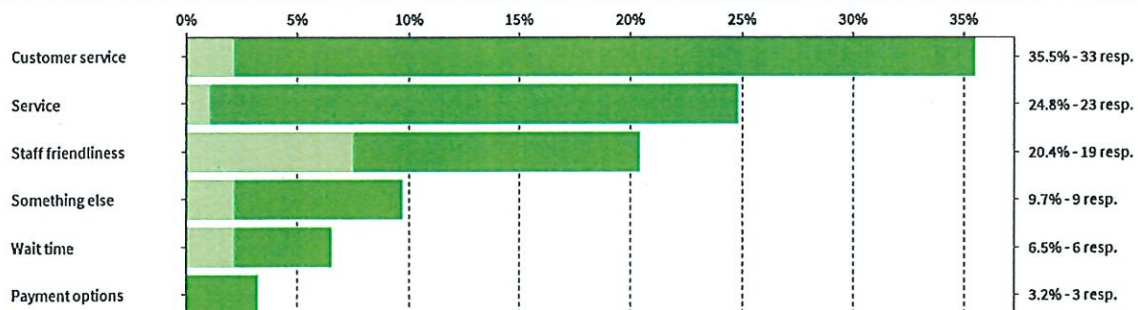
### Same question, comparison with previous weeks



### Pain Points



### Highlights



### Why not share your Success?!

Share your results and show your customers their feedback matters!

# New Haven Parking Authority



4/26/21 - 5/3/21

Positive feedback

# 83%

as given by 241 customers

HappyOrNot

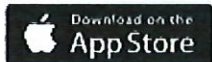
Share  
the  
results:



[HappyOrNot - Reporting service website](#)



## HappyOrNot Reporting App



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