

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer

June 21, 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

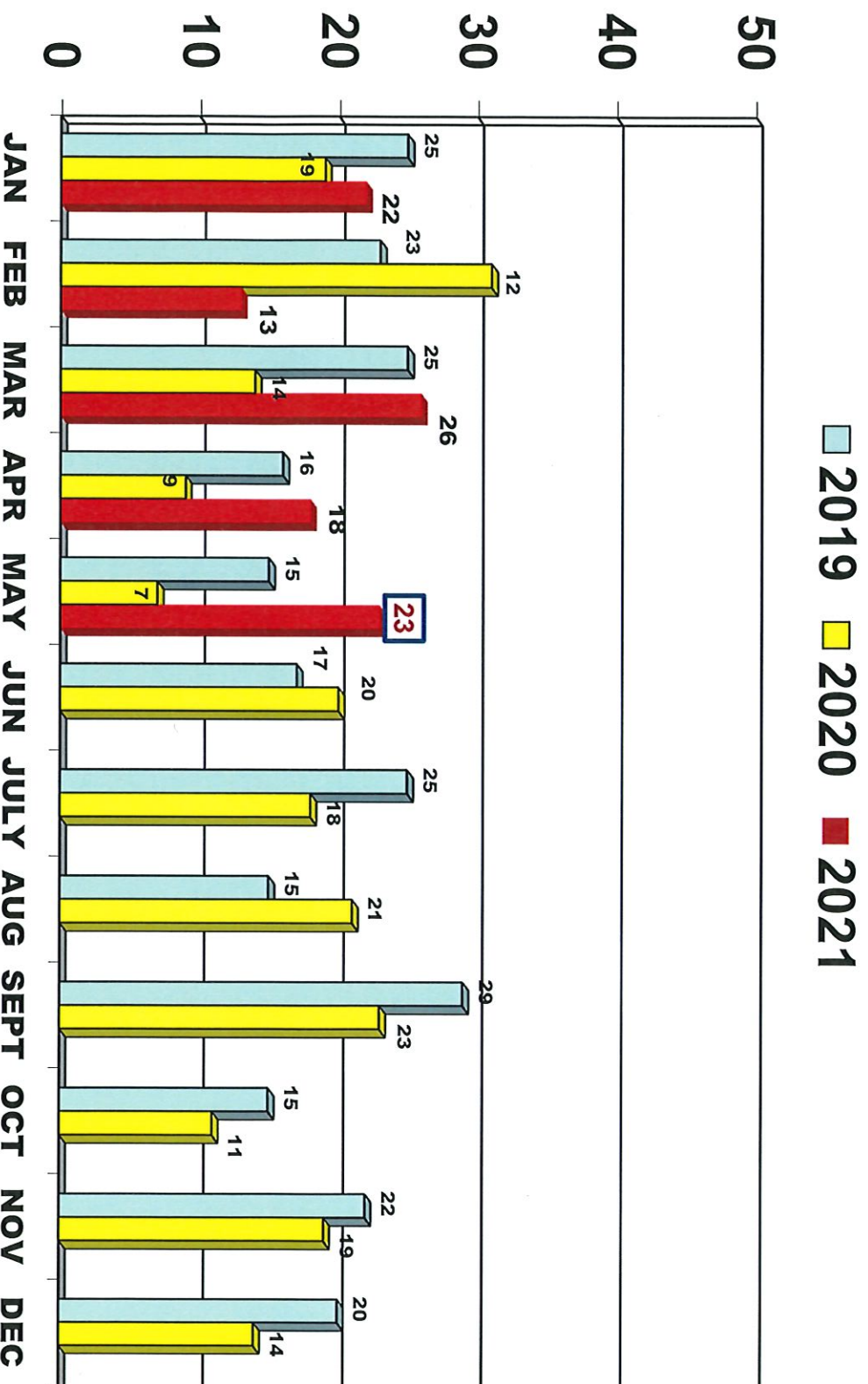
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

•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 - May 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	Damaged/Stolen Bike	Miscellaneous	Elevator Entrapment with Injury	Total
JAN	2	0	2	1	1	1	8	3	0	4 - 1 homeless issue 1 abandoned car 1 police chase 1 possible gas leak	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	6	0	2	1	1	0	7	1	2	3 - 1 assault on NHPA Security 2 suspicious people	0	23
JUN												
JULY												
AUG												
SEPT												
OCT												
NOV												
DEC												
TOTAL	11	1	16	5	8	4	32	12	2	11	0	102

NHPA Incident Statistics by Location - May 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/H omeless	Disorderly Conduct	Stolen Bike	Misc.	Elevator Entrapment with Injury	Total
Air Rights Garage	4				1					2 suspicious people		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	2											2
State/Grand/Olive												0
State/Mechanic												0
State/Pulaski												0
State/Wall												0
423 State Street												0
270 State St. Garage												0
Temple St. Garage												0
Temple Med. Garage												0
Union Station Bldg.				1			6	1		1 assault on NHPA Security officer		9
Union Station Garage			2						1 stolen bike 1 missing wheel			4
Whalley Blake												0
Total	6	0	2	1	1	0	7	1	2	3	0	23

INCIDENTS – MAY 2021

AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
5-13 5:30 PM	Suspicious Person	<u>LOCATION: LEVEL 2 BY SKYWALK</u> Female employee went to the Security Office to notify them that a male bothered her while she was in the elevator and followed her out. She had a male employee walk her to the Security station. Security Officer escorted her back to her car and notified headquarters. Security canvassed the area and while walking the levels he spotted the suspect near York Street Exit and notified NHPD. While Security was talking to the suspect the suspect leaned against the wall facing South Frontage, placed his hands on top of the wall and stated he was going to jump. Two Security Officers grabbed each arm and pulled him away from the wall and had him sit down. NHPD and NHFD arrived and he was transported to the Hospital. While Security was working in the ER he noticed the same suspect sleeping in a wheelchair. When nursing staff woke him to administer medical assistance, he became agitated and was escorted off the property. An hour later suspect returned to ER and was aggressive and belligerent to the medical staff. Suspect was escorted off the property and advised if he returned he would be charged with trespassing. Case classified as a medical and no report was filed.	Yes	Yes
5-16 3:00 PM	Suspicious Person	<u>LOCATION: LEVEL 10 STAIRWELL</u> Security saw subject, who he was familiar with, just sitting on the steps and escorted him off the property. Security notified him if he returned the NHPD would be notified. No further action was taken.	No	No
5-23 7:45 AM	Motor Vehicle Break-ins <u>3 cases were part of one report</u>	<u>LOCATION: 20 YORK STREET</u> 1) Security was approached by employee who stated she arrived to work at 6:40 PM and parked her car on the level against the wall. When she returned at 7:35 AM she found her car was broken into. The glove box was ruffled through but nothing was taken and there was no damage to her vehicle. 2) Shortly after Security was approached by another employee who came into work at 6:45 PM and parked her vehicle on Level 3. When she returned to her vehicle the next morning she found vehicle was rummaged through and glove box emptied onto passenger seat. A roll of coins was taken. 3) Security was approached by employee who came in at 6:45 PM parked on Level 3 center and when she returned to her car the next morning and found glove box was gone through but nothing was taken. All 3 employees were advised to contact NHPD if they felt the need. Security cameras were checked and male was seen tampering with the vehicles. Person cannot be identified at this time and no further action was taken at this time. All 3 vehicles were unlocked.	No	No
5-28 8:30 PM	ARG Property Damage	<u>LOCATION: LEVEL 9 ELEVATOR LOBBY</u> Contractor reported to the Security Office and stated that he accidentally broke a glass door in the Level 9 elevator lobby. Security went with him to the site. He explained he had just completed some electrical work and was using a cart to transport multiple tool cases. When he exited the elevator one of the cases fell off the top of the cart striking the glass and it shattered. He provided his contact information.	No	No
5-31 1:45 PM	Motor Vehicle Break in	<u>LOCATION: LEVEL 5</u> A Hospital employee went to Security Office to report they parked on Level 5 at 7:18 AM and came out at 4:00 PM. Employee found contents of glove box and car thrown over the front seat. Nothing was taken or damaged.	No	No

INCIDENTS – MAY 2021

CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
5-1 2:20 AM	Homeless situation	LOCATION: Level 6 Young adult was found to be sleeping and refused to get up, but was not belligerent. Manager called NHPD as she would not leave. Police officer convinced her to get up and leave.	No	No

INCIDENTS – MAY 2021

ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
5-6 STATE FAIR LOT	Motor Vehicle Break In	LOCATION: Patron reported that after returning to his van around 5:30 PM, he found the back window broken and a skill saw was taken.	No	No
5-13 STATE FAIR LOT	Motor Vehicle Break In	LOCATION: FENCE Patron reported that upon return to his van around 3:30 PM, he found a broken window and paint brushes were taken. He reported this on 5-17 to have an incident report done.	No	No

INCIDENTS – MAY 2021

UNION STATION BUILDING

Date & Time	Type	Description	NHPD/Notified	Medical Assistance Required
5-7 1:15 PM	Medical Assistance Required	LOCATION: EAST SIDE ELEVATORS IN THE BASEMENT Patron was going to get on a train to West Haven and fell by the east side elevators in the basement. He injured his head and back and requested medical assistance. He told Security he drank too much. NHFD and EMS arrived and transported him to YNHH.	NHFD	Yes
5-9 4:45 PM to 10:30 PM	Disorderly Conduct	LOCATION: UNION STATION LOBBY Security notified Manager of disturbance in the lobby. When Manager arrived he found a woman yelling uncontrollably and notified MTAPD. When all backed away so did the patron. Patron then returned later in the day. Since MTAPD was not on site, NHPD was notified and arrived. NHPD requested that the patron stop yelling and got patron to agree to leave when her phone was charged. At 10:30 PM patron started the disorderly behavior again and NHPD talked to patron and took her outside of USB.	NHPD	No
5-10 1:30 PM	Fall on Escalator	LOCATION: ESCALATOR Patron and child fell on their backs when on the up escalator. They were helped to the lobby. They were shaken but refused the medical assistance that was offered. They thanked us and left.	No	Yes
5-10 12:30 AM	Assault on NHPA Security Officer	LOCATION: MAIN LOBBY IN FRONT OF AUTOMATIC DOORS At 12:30 AM Security Officer radioed Manager to report he was shoved by a woman outside the station while he was closing a door after letting another patron in. Manager called 911 to report assault. NHPD arrived and took a verbal statement from Security on what took place. By that time the woman got on CT Transit bus. NHPD asked Security Officer if he needed medical assistance, and he replied no. NHPD informed Security that if woman returned to call them.	NHPD	No
5-12 2:00 AM	Medical Assistance Required	LOCATION: - MAIN LOBBY When a woman exited from the train she complained of chest pains. Supervisor called for medical assistance and woman was transported to the Hospital.	NHFD	Yes
5-12 3:00 AM	Medical Assistance Required	LOCATION: UNION STATION FRONT OF BUILDING Homeless man came to the front of the train station. He claimed he was assaulted and was bleeding. Another man was chasing him with a metal pole. Supervisor called NHPD. Both NHPD and NHFD arrived on scene and Supervisor provided details to police officers.	NHPD	Yes
5-21 10:30 PM	Medical Assistance Required	LOCATION: TUNNEL Male got off the train and walked up to Security in the tunnel. He asked Security to call an ambulance for him. Security asked what was wrong and male would not talk to him. 911 was called and transported him to the Hospital.	NHFD	Yes

		USB PAGE 2		
5-29 1:45 AM	Medical Assistance Required	LOCATION: USB LOBBY Patron came off elevator pushing wheel chair, sat on first bench and called 911. EMS and NHFD responded and transported her to Hospital.	NHFD	Yes
5-29 2:00 AM	Medical Assistance Required	LOCATION: TUNNEL LOBBY – SHOE SHINE STAND When patron got off the train he stopped in tunnel lobby and sat on the shoe shine chair. NHPA Custodian alerted Security of this. Security went down and spoke to patron who said he wasn't feeling well and would just sit there for a few minutes and leave. Security saw NHFD at door for another 911 call and asked if they would see this patron who was now on the elevator. NHFD examined him and transported him to the Hospital.	NHFD	Yes

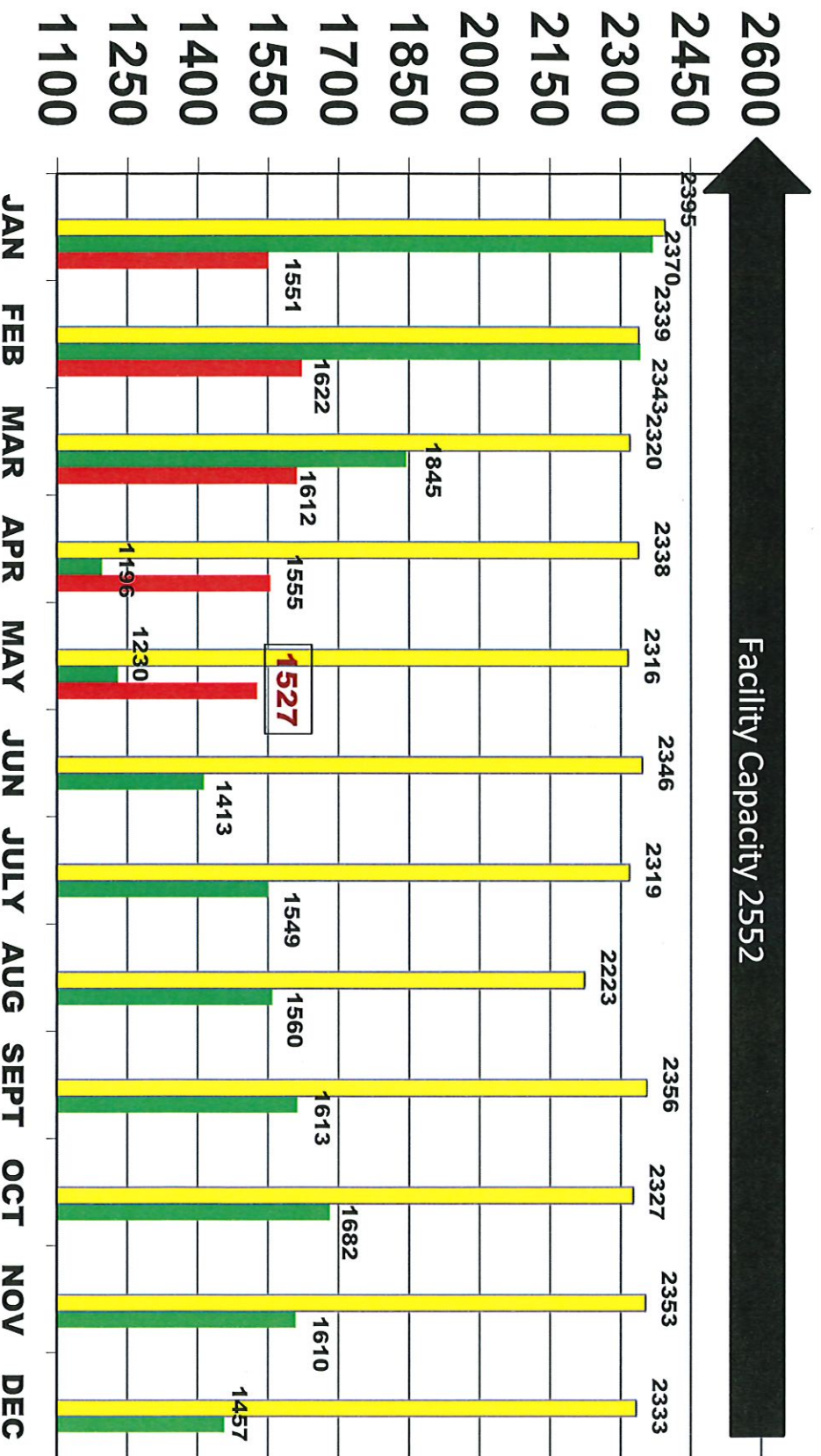
INCIDENTS – MAY 2021

UNION STATION GARAGE

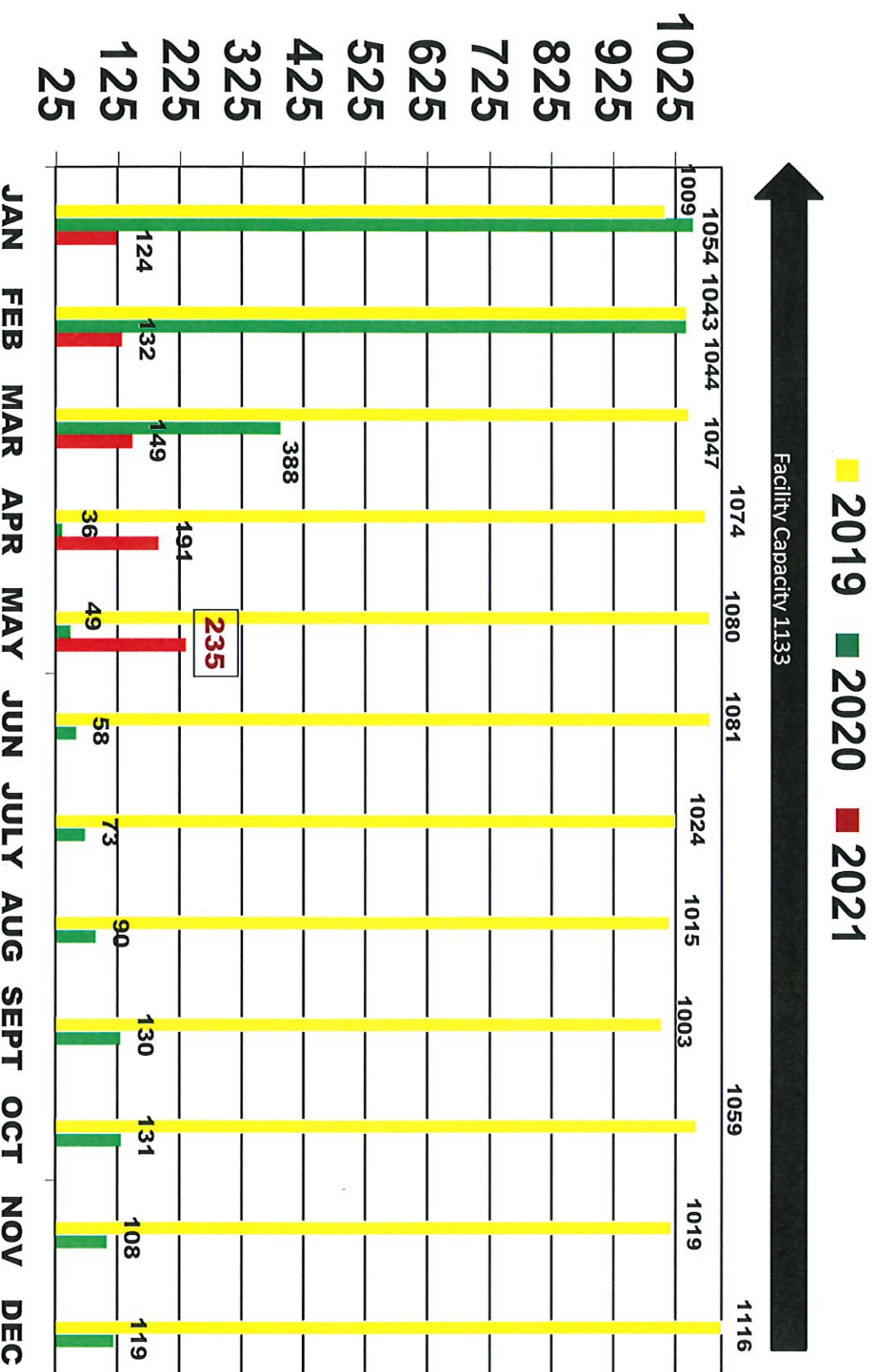
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Provided
5-1 7:00 AM	Stolen Bike	LOCATION: BIKE RACK NEAR MANAGER'S OFFICE Patron stated he left his bike overnight and it was stolen. He presented the cut lock to Security.	No	No
5-8 1:45 PM	Motor Vehicle Accident minor	LOCATION: USG EAST SURFACE LOT Patron reported that while pulling into a parking space she hit another vehicle and scratched the rear quarter panel. She left her information.	No	No
5-8 8:25 PM	Motor Vehicle Accident minor	LOCATION: LEVEL 2 TRACK SIDE Upon return to her vehicle patron claims she found scratches to passenger's side of her vehicle and dent on door.	No	No
5-25 8:30 AM	Stolen Bike	LOCATION: BIKE RACK NORTH Patron claims to have parked bike at 8:30 AM on 5-25 and when returned on 5-26 at 8:15 PM he found front wheel missing.	No	No

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

■ 2019
 ■ 2020
 ■ 2021



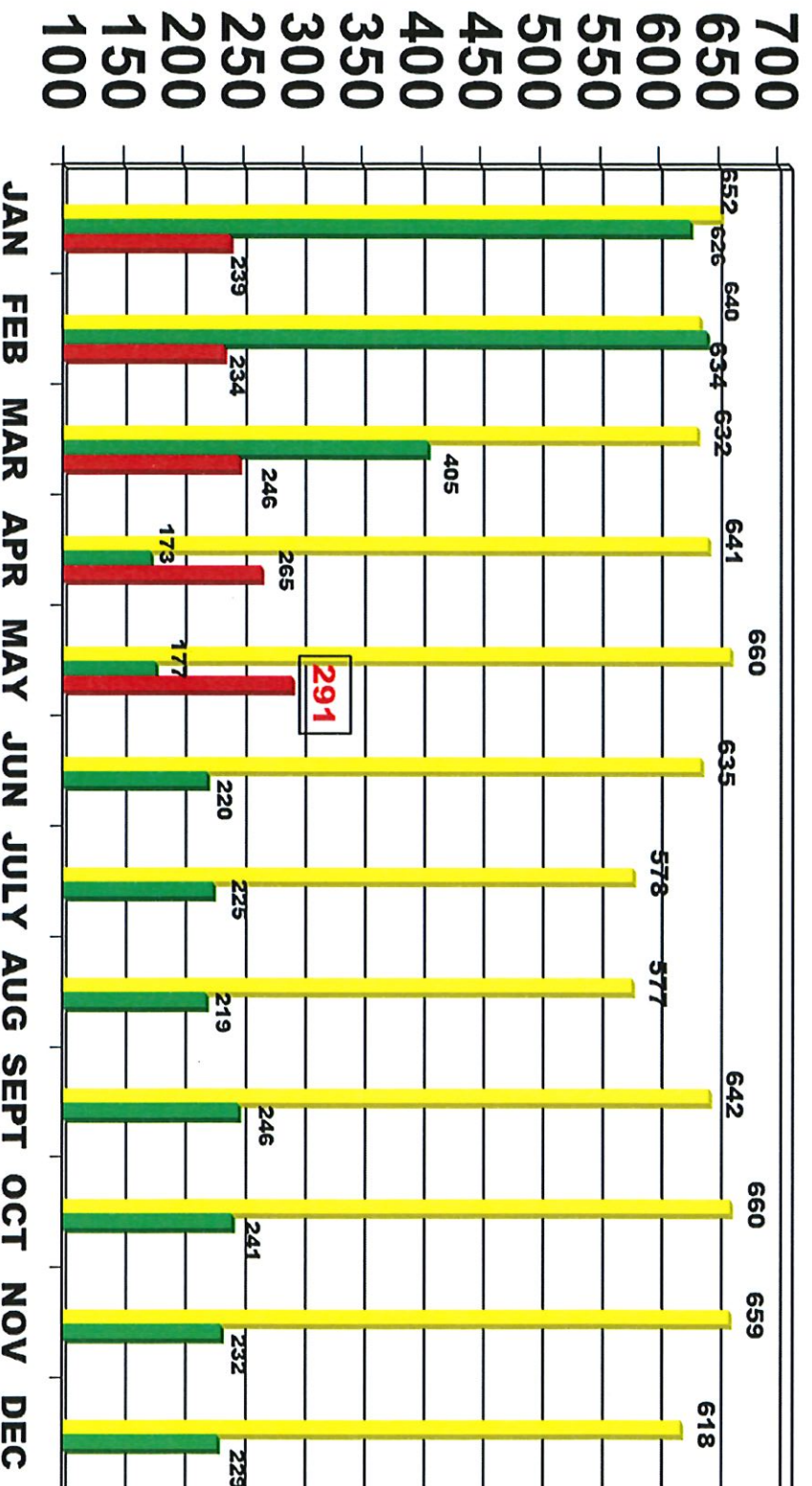
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2019 through 2021**



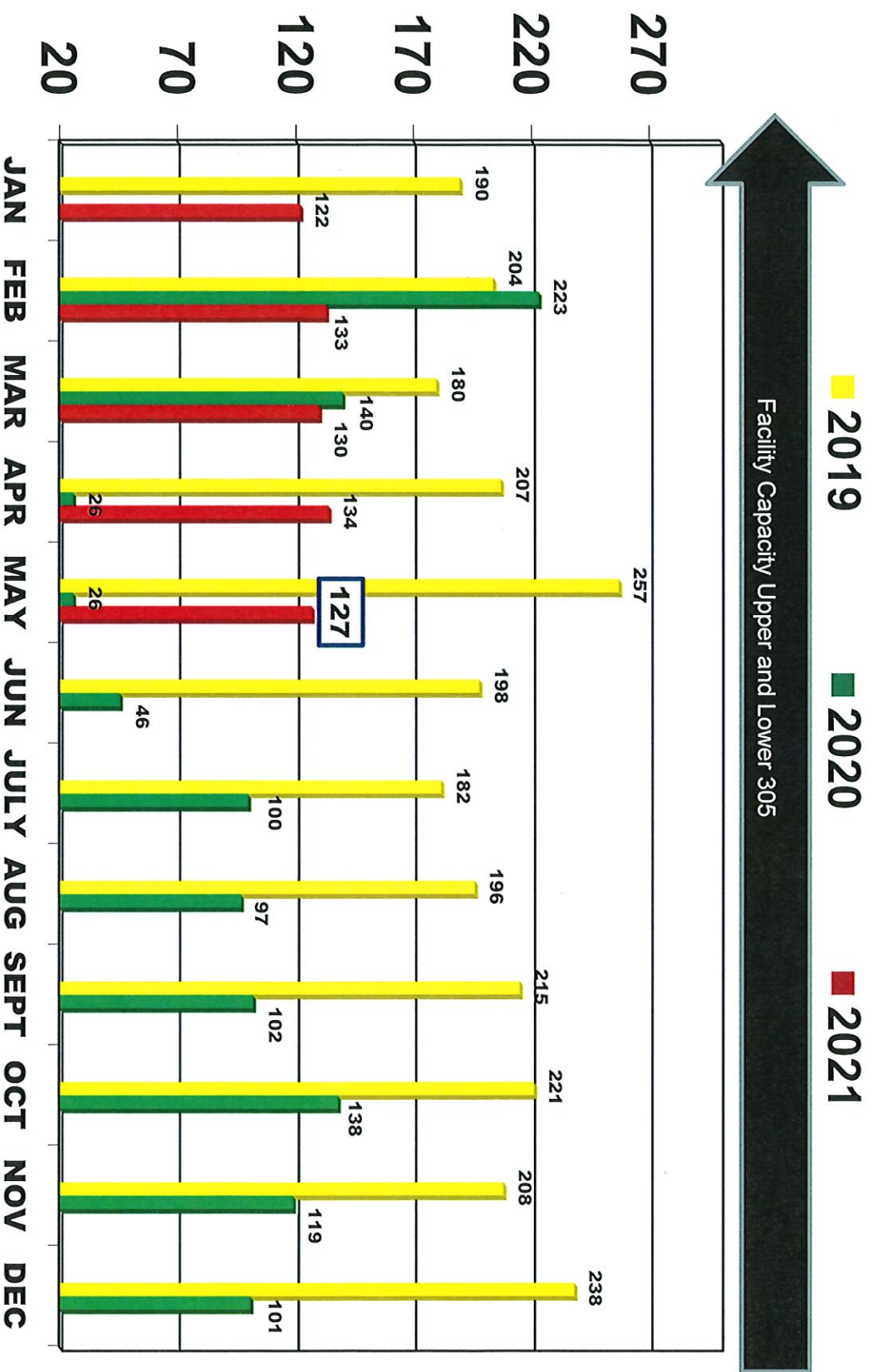
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021

■ 2019
 ■ 2020
 ■ 2021

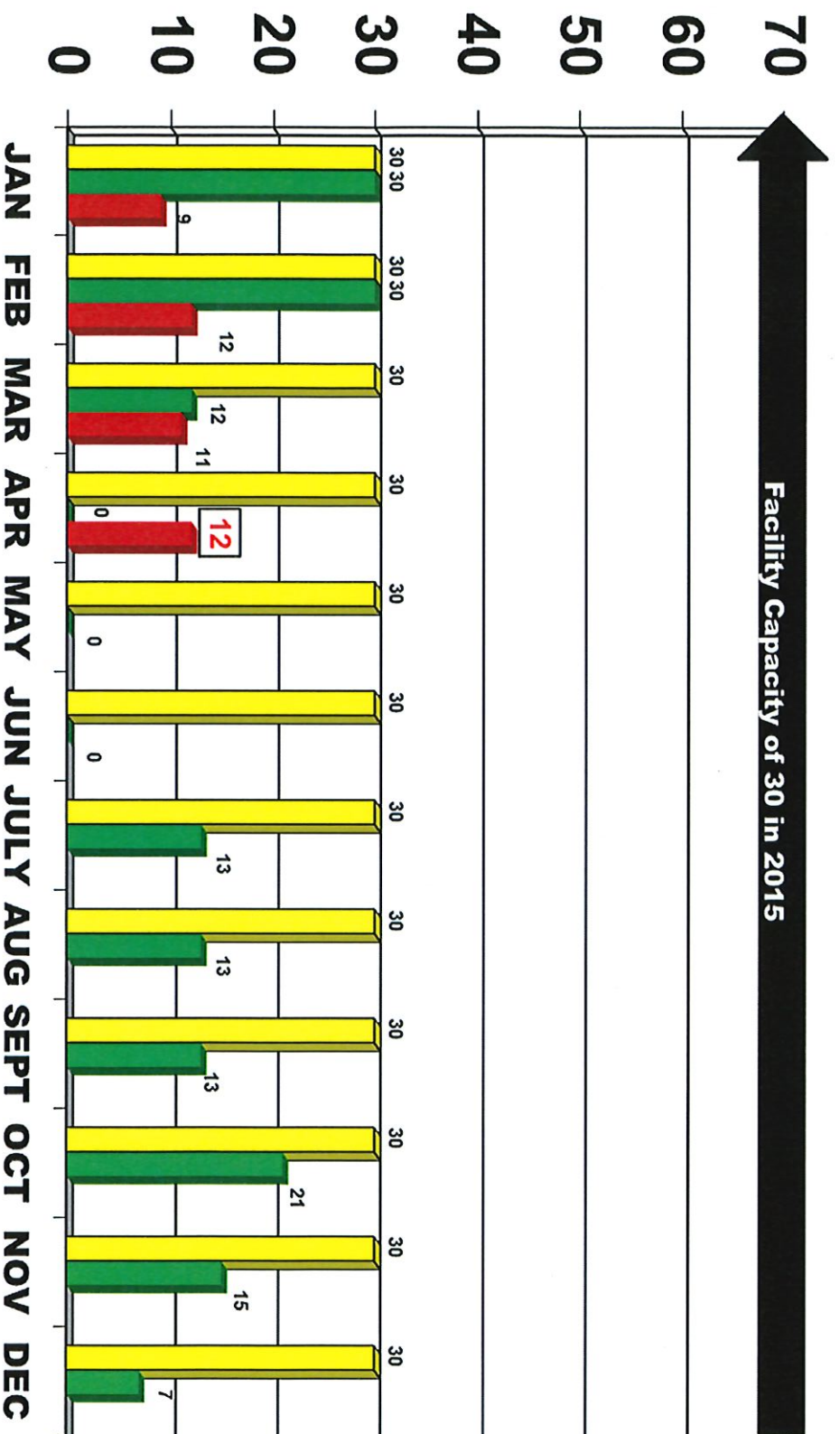
Facility Capacity 708



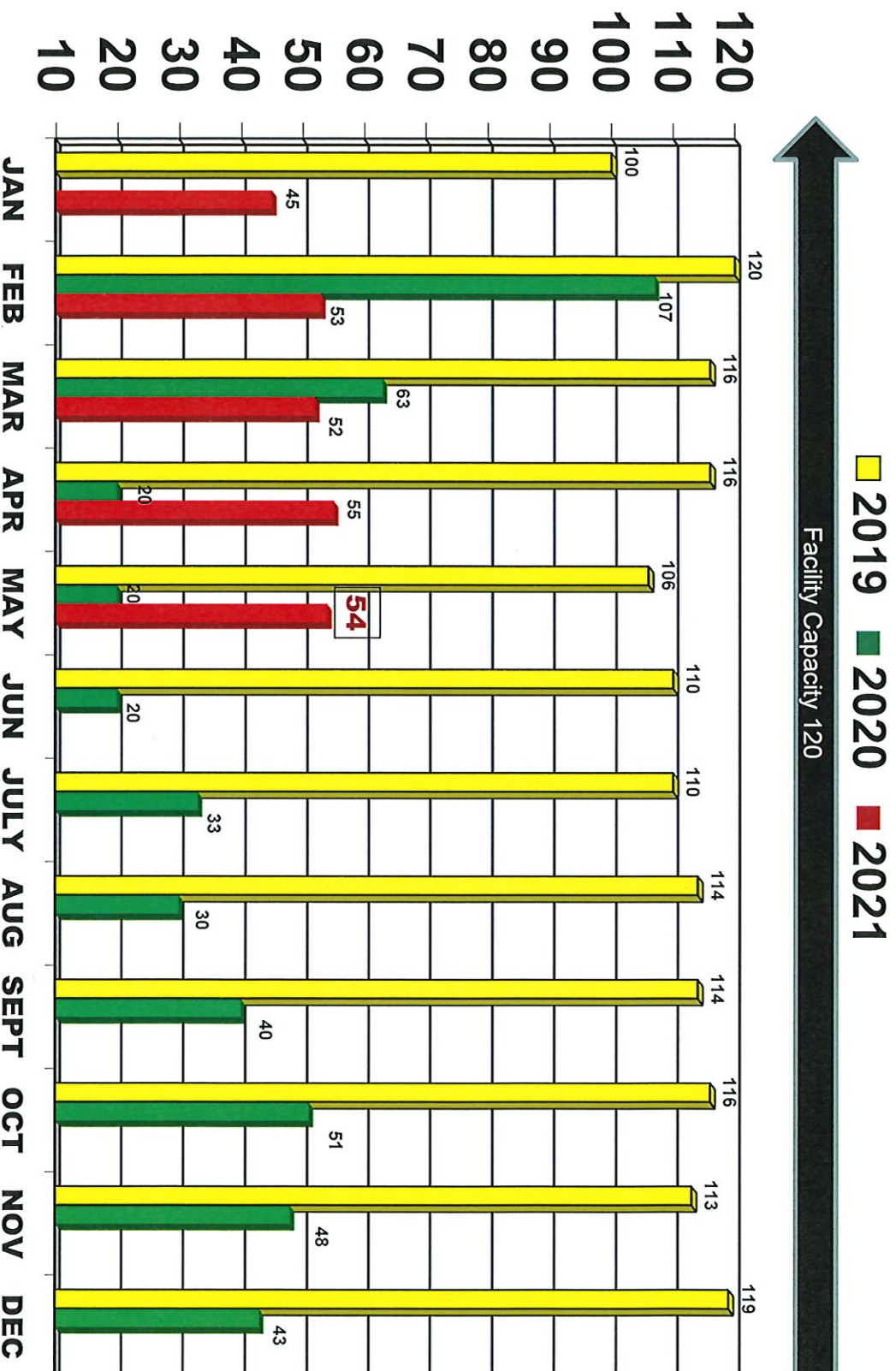
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021



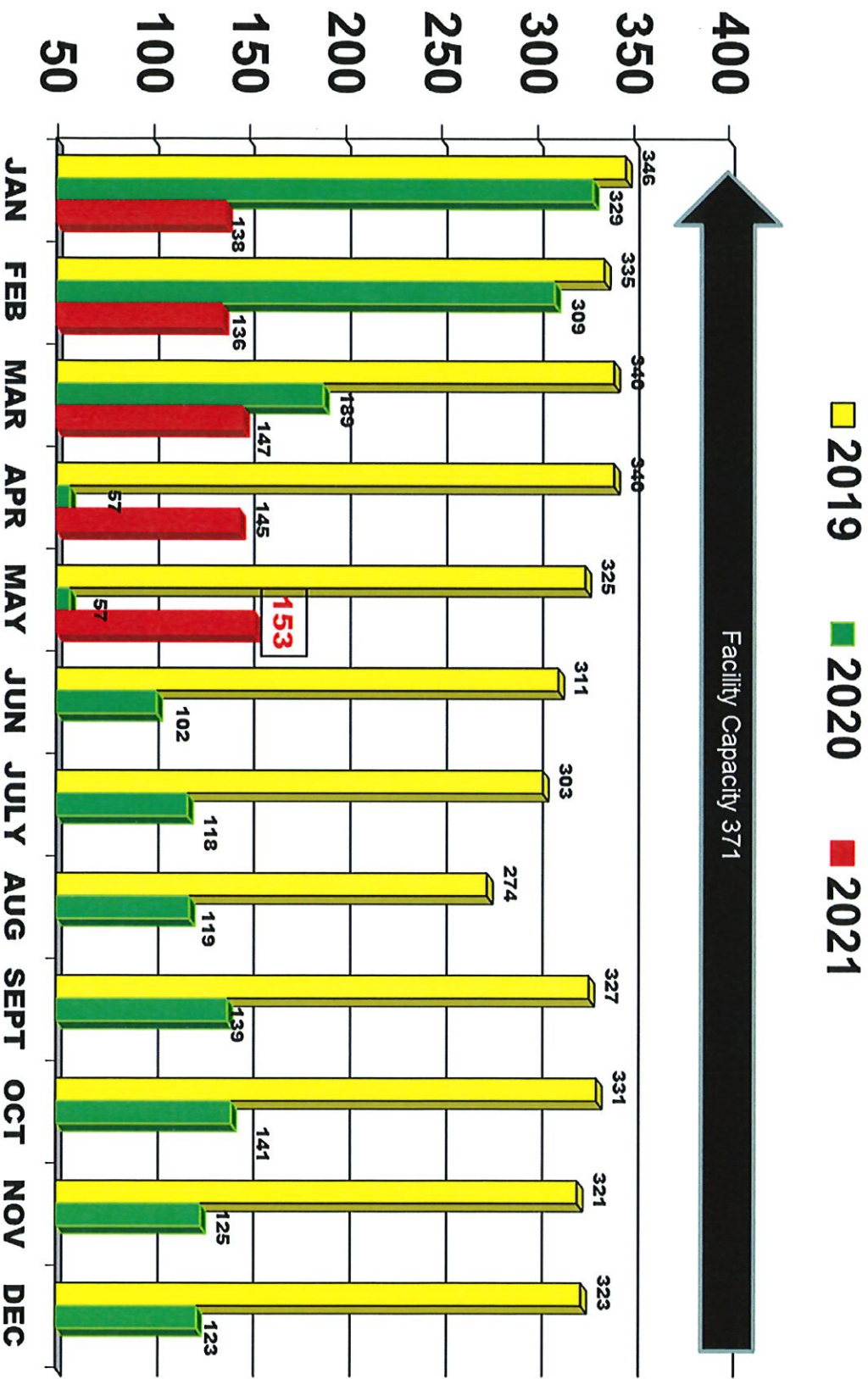
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



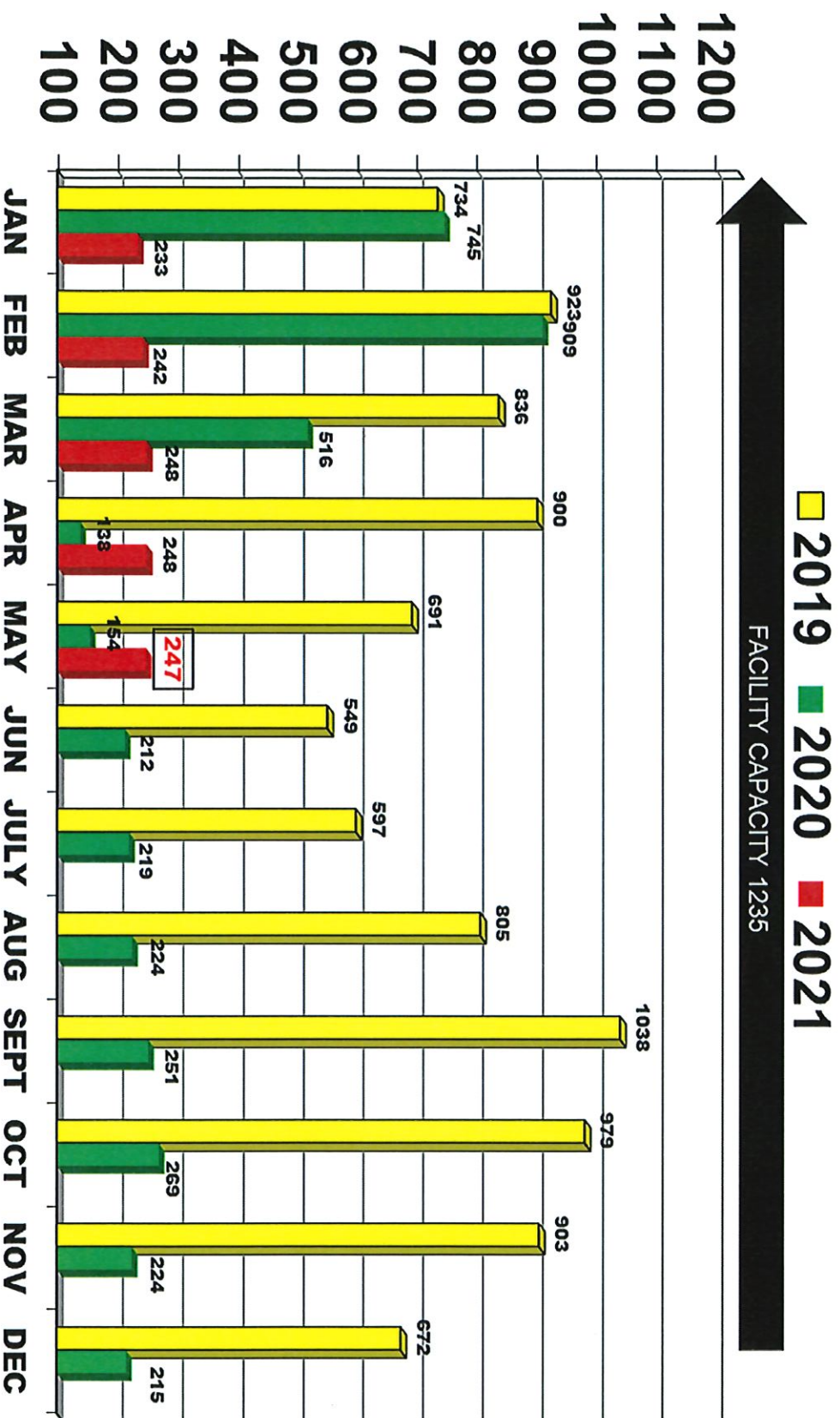
Average Occupancy Statistics State/Wall **Facility Capacity 120** **Comparison of 2019 through 2021**



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~~

	January	February	March	April	May	June	July	August	September	October	November	December	Total YTD
2019	\$927	\$1,002	\$1,175	\$1,101	\$1,244	\$1,046	\$972	\$969	\$1,174	\$1,534	\$1,364	\$1,631	\$14,139
2020	\$1,069	\$1,010	\$211	0	0	0	0	0	0	0	0	0	\$2,290
2021	0	0	0	0	0								0

THREE YEAR TOTAL: \$16,429

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

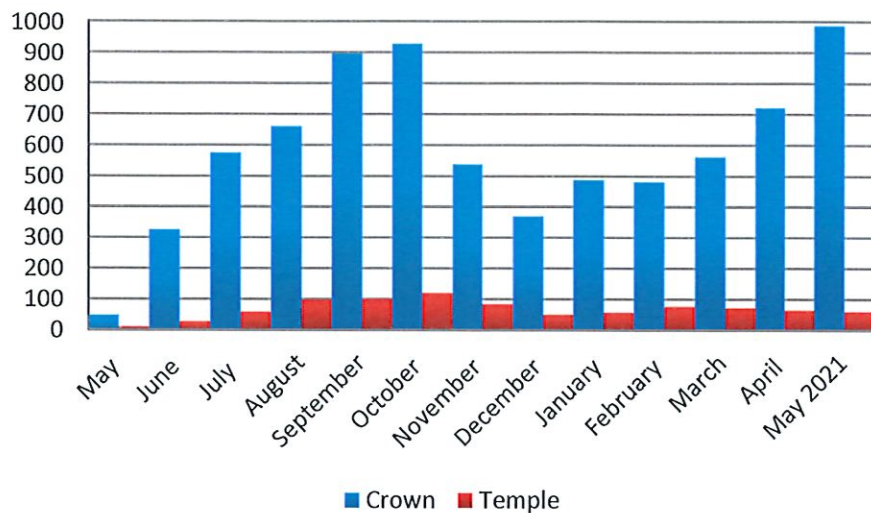
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THREE YEAR TOTAL: 8,078

2020 / 2021	Crown	Temple	Total
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	721	65	786
May 2021	987	61	1048
Total	7576	881	8457

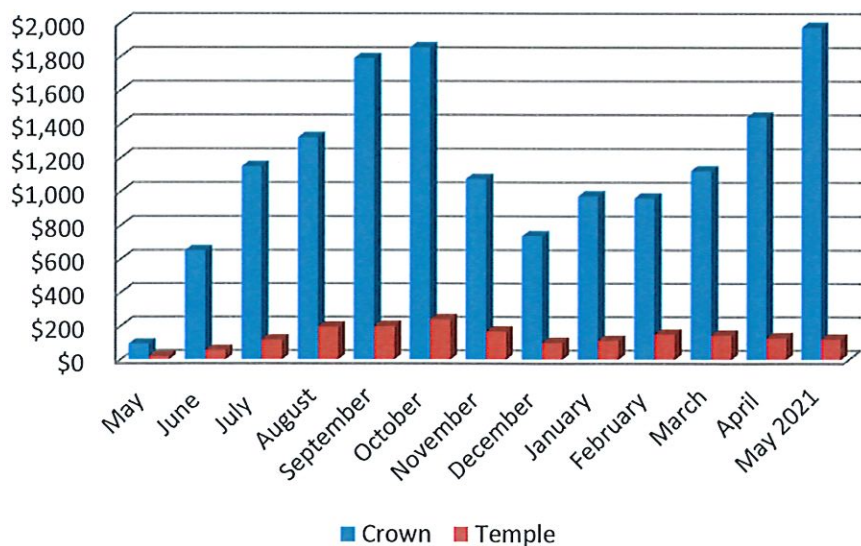
Past 13 Months Activity

Restaurant Program Validations Summary Crown and Temple Garages



2020 / 2021	Crown	Temple	Total
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	\$1,442	\$130	\$1,572
May 2021	\$1,974	\$122	\$2,096
Total	\$15,152	\$1,762	\$16,914

Restaurant Program Dollars



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Monday, June 14, 2021 12:27 PM
To: Fortunata Houde
Subject: Weekly report, New Haven Parking Authority, 6/7/21 – 6/13/21: Please rate our service today
Attachments: NewHavenParkingAuthority_20210613_Week_Open_feedback.pdf;
NewHavenParkingAuthority_20210613_Week.pdf

Weekly report
6/7/21 – 6/13/21

Management report
New Haven Parking Authority (6 units)

Please rate our service today



66%
257 resp.



11%
41 resp.



6%
23 resp.

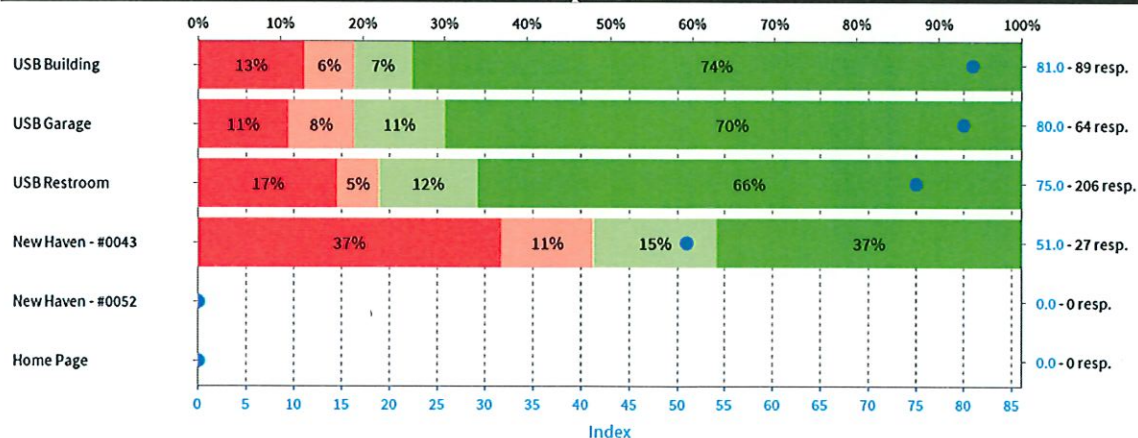


17%
65 resp.

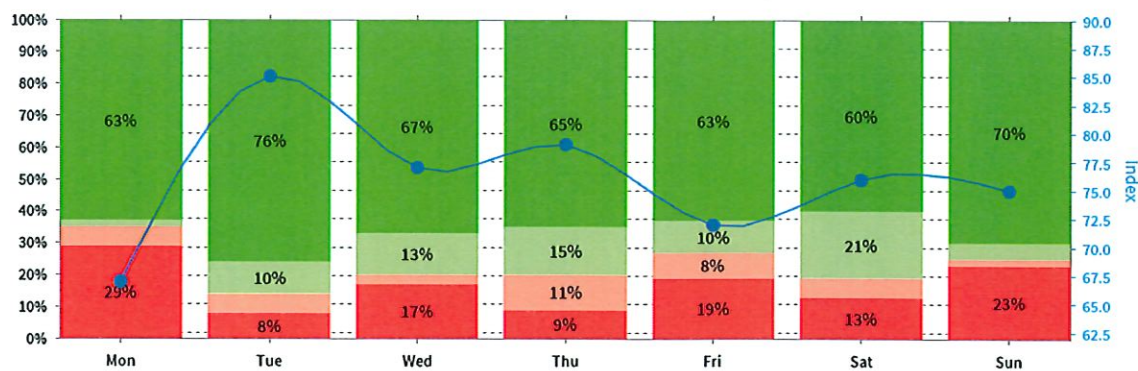
Index: 76/100
Responses: 386

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

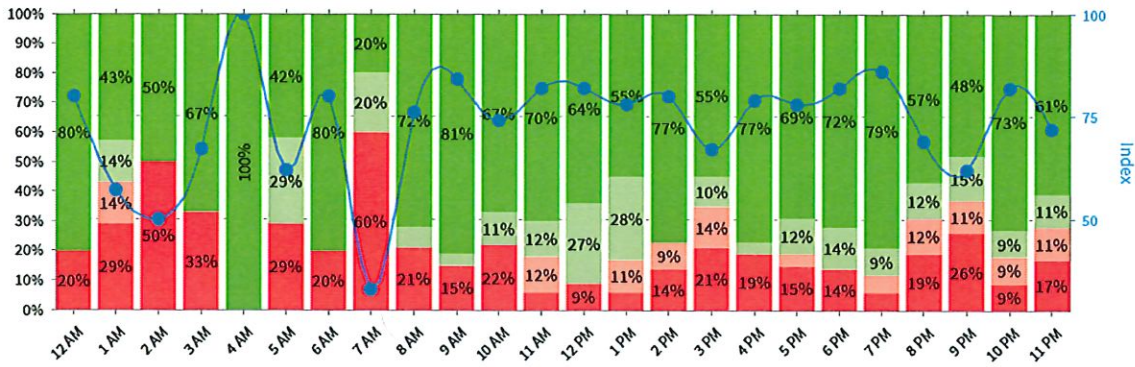
Comparison



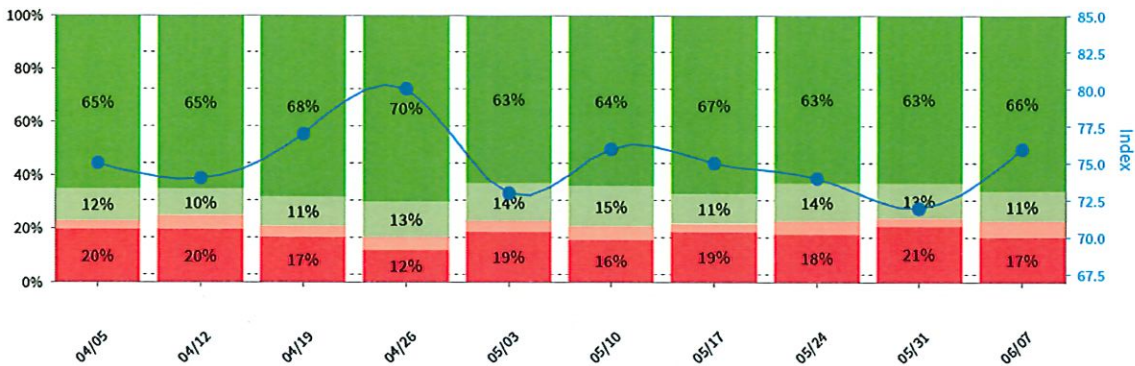
All units combined - weekday distribution



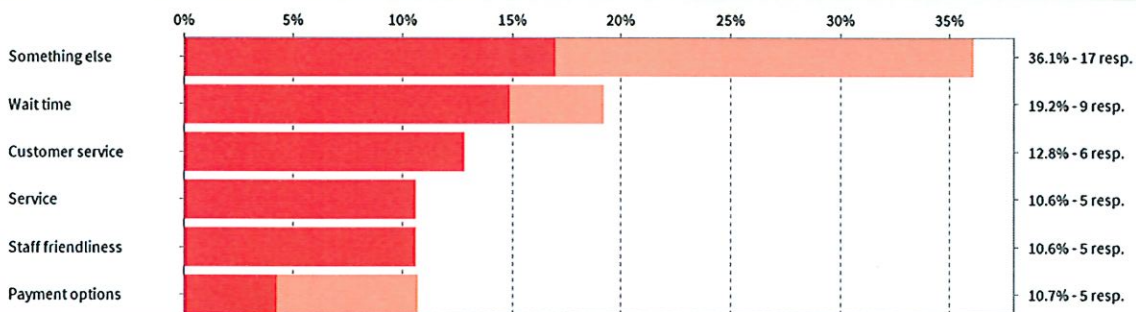
All units combined - hourly distribution



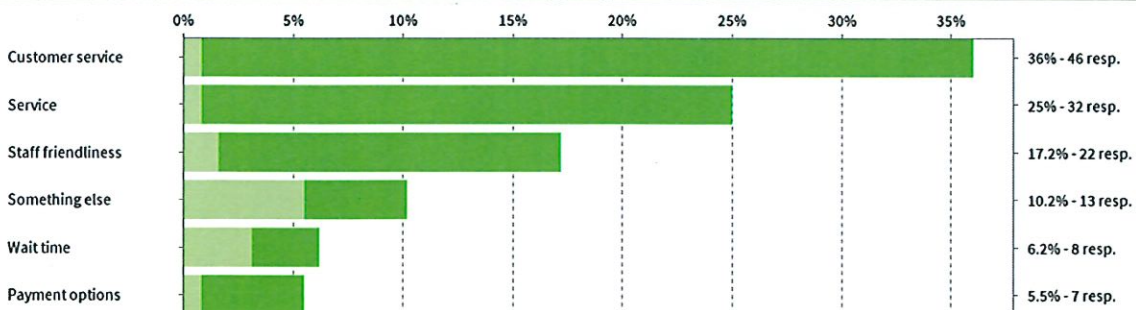
Same question, comparison with previous weeks



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



6/7/21 - 6/14/21

Positive feedback

77%

as given by 386 customers

HappyOrNot

Share
the
results:



[HappyOrNot - Reporting service website](#)



HappyOrNot Reporting App



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