

# **OPERATIONS REPORT**

**Sammy B. Parry, Chief Operating Officer**  
**July 19, 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**

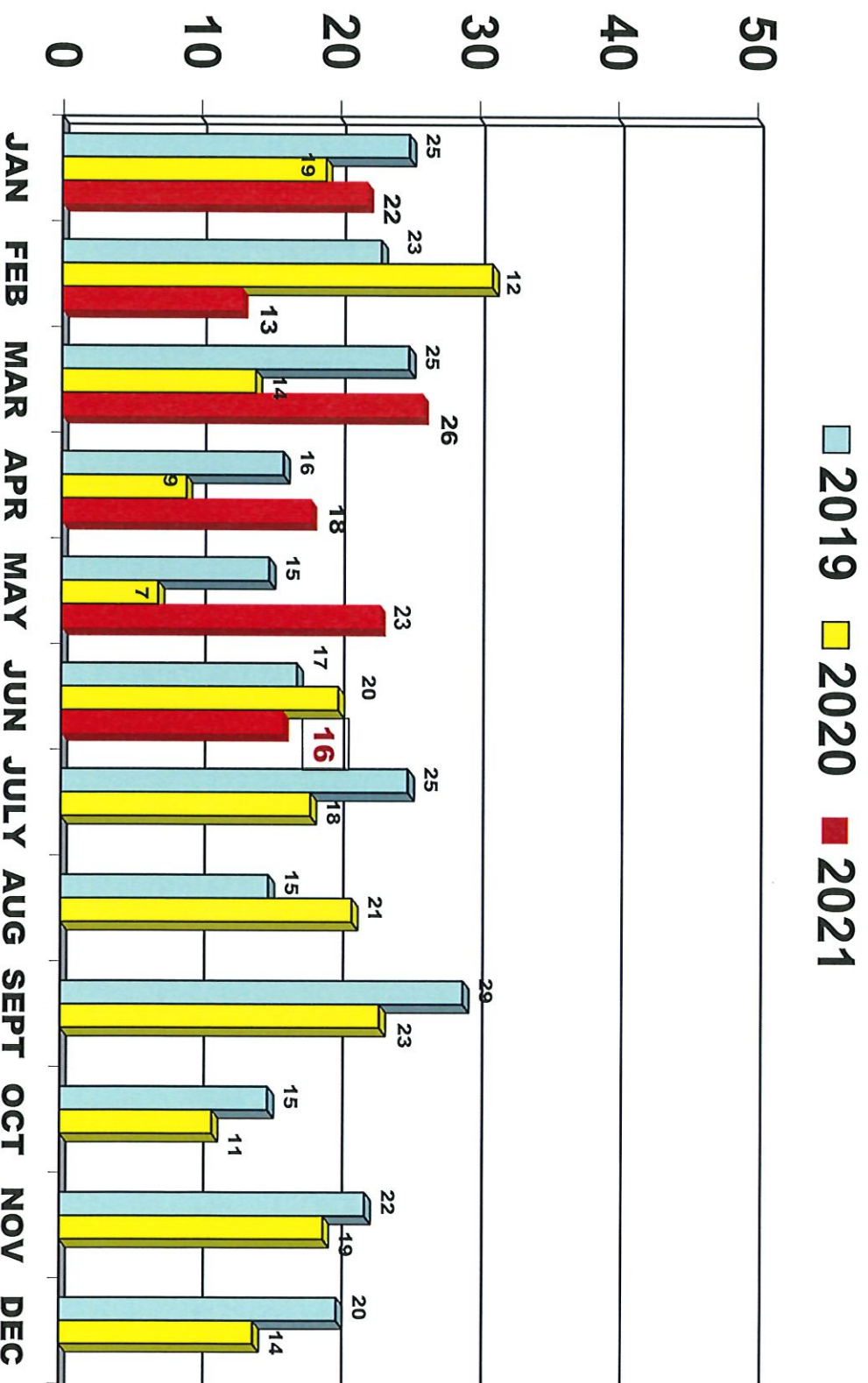
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

### **•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 - June 2021



Month	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 Homeless	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	1	0	4	1	0	0	5	4	0	1 fatality - jumper	0	16
JULY												
AUG												
SEPT												
OCT												
NOV												
DEC												
TOTAL	12	1	20	6	8	4	37	16	2	12	0	118



# NHPA Incident Statistics by Location - June 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/ Homeless	Disorderly Conduct	Stolen Bike	Misc.	Elevator Entrapment with Injury	Total
Air Rights Garage	1		3							1 fatality/jumper		5
Chapel/Franklin												
Court/Olive												
Crown St. Garage												
Elm/Orange												
George Street												
Granite Sq. Garage												
Olive/Chapel												
Orange/George												
Orange/Trumbull												
Orchard Sherman												
Sherman/Tyler												
State/Court												
State/Chapel												
State/Fair												
State/Grand/Olive												
State/Mechanic												
State/Pulaski												
State/Wall												
423 State Street												
270 State St. Garage												
Temple St. Garage			1									1
Temple Med. Garage												
Union Station Bldg.				1			5	3				9
Union Station Garage								1				1
Whalley Blake												
Total	1	0	4	1	0	0	5	4	0	1	0	16

# INCIDENTS – JUNE 2021

## AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
6-27-21 3:38 PM	Fatality/ Jumper	<p><b>LOCATION: Level 10</b></p> <p><b>NHPA Report:</b> Manager was notified by Cashier that traffic was backed up on exit ramp due to incident on North Frontage Road. Manager contacted ARG security office and was told someone jumped off 10<sup>th</sup> level. NHPD and EMS were on site when Manager arrived and the area was cordoned off. Cashier was moved to Level 1 and exiting traffic was directed through Level 1. ARG Security will have a full report.</p> <p><b>Protective Services Report.</b> Protective Services was notified by patron that there was a body lying in the middle of North Frontage Road. NHPD arrived and secured the area. Camera footage was checked and showed victim exiting the 10<sup>th</sup> floor elevator and walking on level 10 towards North Frontage side. Camera footage did not show victim jumping. Investigation continuing.</p>	Yes	Yes
6-4-21 1:45 PM	Motor vehicle accident - Hit and run	<p><b>LOCATION: Level 10</b></p> <p>Contractor from PPC Systems reported seeing an SUV pull into parking space and hit another vehicle. The SUV then backed out and drove away. Security footage was reviewed and SUV was parked on Level 7. Security located operator in her office at the Hospital. She provided her vehicle registration and insurance information for the report. A note was left on the vehicle she hit advising them to contact Protective Services regarding the incident. No one has come forward as of this time.</p>	No	No
6-11-21	Motor vehicle accident reported as hit and run	<p><b>LOCATION: Level 4</b></p> <p>Couple reported to Security their vehicle was hit while parked on Level 4. Security went with them to their vehicle and observed the damage. Security provided the couple with the contact information for the manager at ARG who informed them they would need to contact NHPD to file report. Security advised them camera footage would be reviewed in an attempt to provide evidence of the accident. Camera footage did not show any vehicle hitting their vehicle.</p>	No	No
6-18-21	Motor Vehicle accident hit & run	<p><b>LOCATION: Level 4</b></p> <p>Security was dispatched to Level 4 to investigate a hit and run. Patron saw vehicle and had info of vehicle that hit his. Security called NHPD and was told it would be a while before they arrived to the site. Patron was told to call NHPD and Security would do a report.</p>	Yes	No

Date & Time	Type	Description	NHPD NHFD Notified	Medical Assistance Required
6-23-21	Motor vehicle break-in	<p><b>LOCATION: Level 3</b></p> <p>Security met with patron on Level 3 regarding his vehicle being broken into. Patron went back to his vehicle after work around 11:30 PM and realized his vehicle was broken into. He noticed some items that were in his console that were strewn across his passenger seat. His gun was missing and did not notice that anything else was taken. NHPD was called and Security checked the vehicle for signs of forced entry with negative results. NHPD checked for finger prints. Security returned to office to review camera footage and found no cameras were directed at or near the vehicle in question. NHPD was informed of this.</p>	Yes	No



## INCIDENTS – JUNE 2021

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### TEMPLE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
6-26-21 8:00 PM	Motor vehicle accident – hit and run	<u>LOCATION: level 3</u> Patron returned to vehicle and found left rear tail light broken and there was broken glass on the ground near vehicle.	No	No

## INCIDENTS – JUNE 2021

### UNION STATION BUILDING

Date & Time	Type	Description	NHPD Notified	Medical Assistance Required
5-29-21 7:20 PM	Disorderly Conduct	<b>LOCATION: In Front of Building and at Taxi Stand</b> Male was yelling and throwing his personal items. NHPA Security called Amtrak PD who spoke with him to no avail. They called 911, AMR responded and transported him to YNHH.	Yes	Yes
6-9-21 3:40 PM	Medical Assistance Provided	<b>LOCATION: In Front of Building</b> Woman sat in wheelchair in front of building all night. She previously called for assistance but refused when NHFD and EMS responded. When they came again she was transported to YNHH.	No	Yes
6-9-21 1:40 AM	Medical Assistance Provided	<b>LOCATION: In Front of Building</b> Woman was pacing on the sidewalk and sitting on the curb. Security asked her to move against the wall and she said she was experiencing back pain and needed medical assistance. Security called Supervisor who called EMS. EMS responded and transported her to YNHH.	No	Yes
6-19-21 2:00 AM	Disorderly Conduct	<b>LOCATION: East Side Entrance to Union Station</b> Patron was coming off train and exiting the building when another male wanted to enter who said he had a ticket and sat on the bench. After 20 minutes he stared to remove his clothes, was making loud noises and drinking alcohol. Security asked him to leave. He got upset and went to restroom that was closed with no shoes on. Maintenance was cleaning when he entered.	Yes	No
6-19-21 7:50 PM	Disorderly Conduct	<b>LOCATION: Front of Union Station Building</b> At 7:29 PM seven teens were at the bike rack area at USG. Manager asked them to leave. When Manager was leaving he received a call that they were now in Union Station Building. Manager again told them to leave and they got disrespectful. MTAPD got them to leave. NHPD then arrived, Manager explained what took place. NHPD instructed him that if the teens returned to call them back.	Yes	No
6-21-21 3:50 AM	Medical Assistance	<b>LOCATION: Union Station Lobby</b> Woman came into the lobby from the tunnel around 3:30 AM and headed outside. When Security was opening the Station he saw flashing red lights and on investigating saw NHFD personnel attending to woman in wheelchair. EMS van arrived and she was placed on stretcher. NHFD captain questioned her about her symptoms and frequency of trips to the ER and requested a copy of her latest release documents. He warned her not to abuse 911 services and they took her to YNHH.	No	Yes



Date & Time	Type	<b>USB PAGE 2</b> <b>Description</b>	<b>NHPD Notified</b>	<b>Medical Assistance Required</b>
6-22-21 5:00 AM	Medical Assistance	<b>LOCATION: Tunnel Track #2</b> Woman was waiting for a wheel chair after getting off the train. Attempts to find a wheel chair were unsuccessful. Security waited with her and she started to feel faint. She checked her blood pressure that was elevated and she requested an ambulance. Supervisor called 911 who came and took her vitals, and she was transported to YNHH.	No	Yes
6-25-21 10:00 AM	Medical Assistance/ Theft	<b>LOCATION: USB Front Bench</b> Male told Security he was having chest pains and requested medical attention. Amtrak PD said just prior to this he took some items from Sbarro lower level but returned them. He was transported to YNHH for non-emergency treatment.	Yes	Yes
6-30-21 2:55 PM	Trip and Fall	<b>LOCATION: Near Metro Ticket Machines</b> Patron was running toward the ticket machine and fell. Security helped him to get up and asked him if he needed medical assistance. He refused and wanted to get to the train. After collecting his belongings off the floor he said his left knee and right toe was hurting a bit. He walked off to the train and was told an incident report would be made out.	No	No

INCIDENTS – JUNE 2021

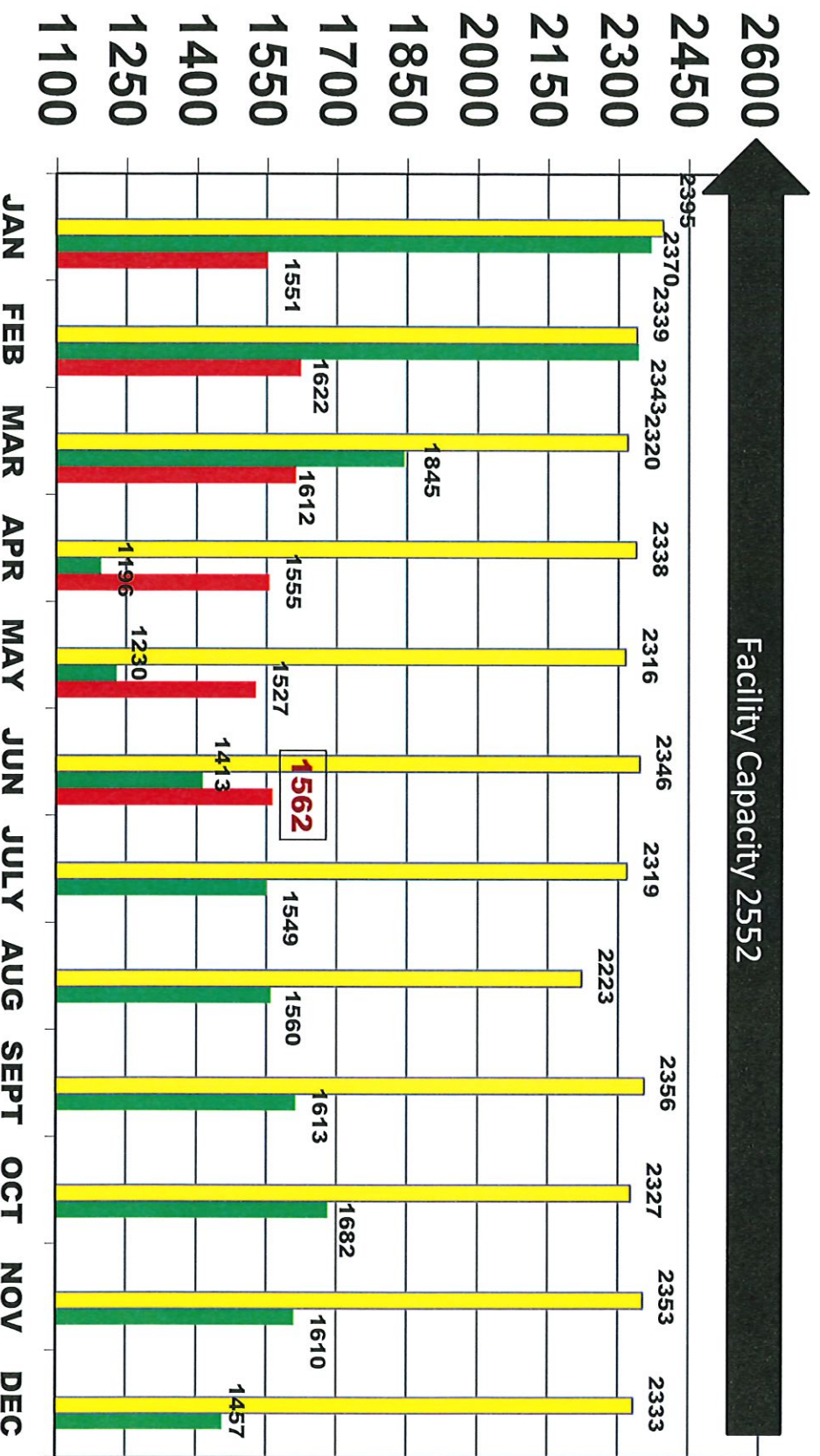
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UNION STATION GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Provided
6-1 5:30 PM	Disorderly Conduct	<u>LOCATION: Booth at USG</u> An intoxicated male was harassing Manager, Cashier and Security. Facility Manager called NHPD. Officer arrived on site and spoke to the individual and he left the Station.	Yes	No

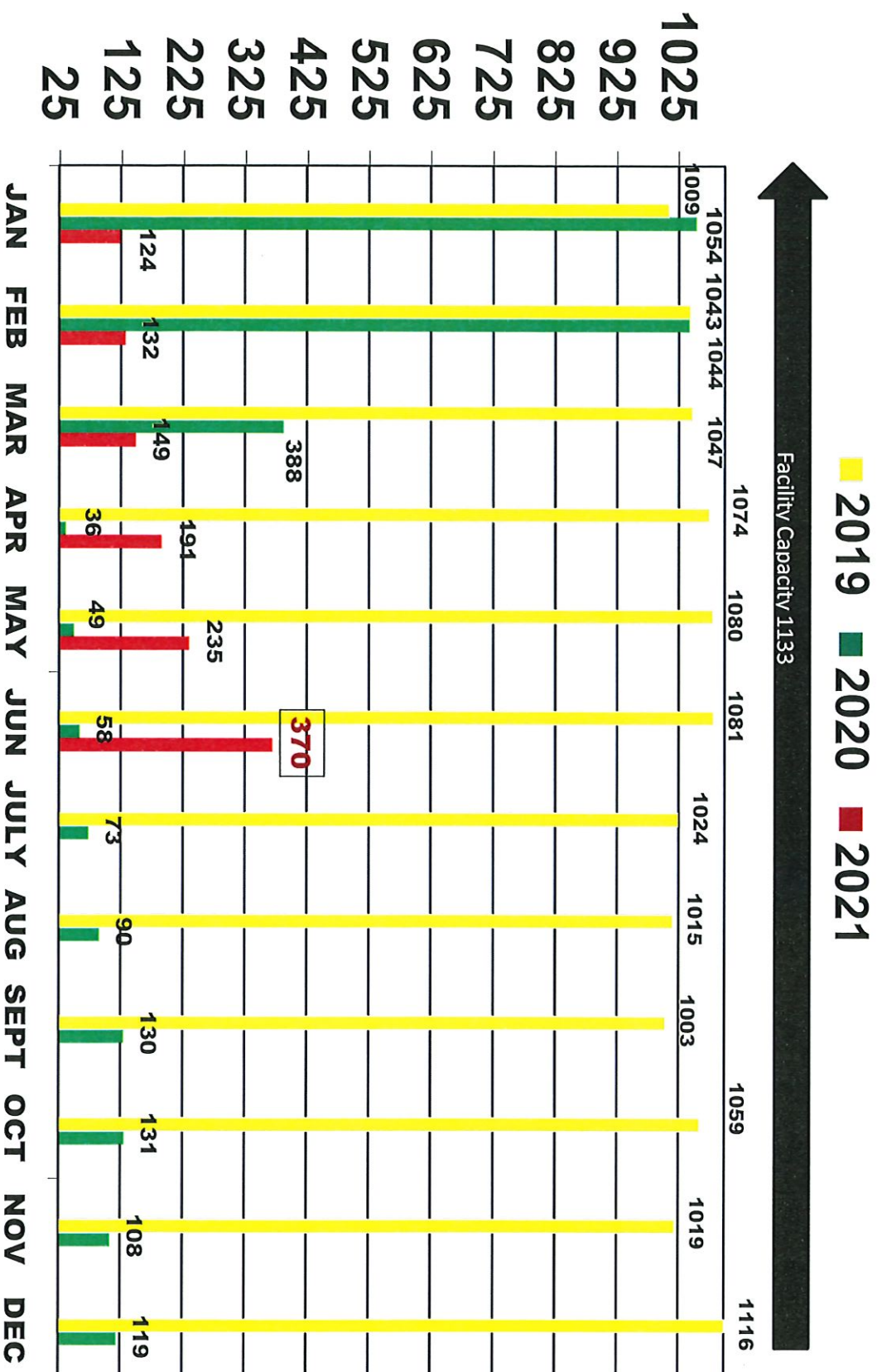
# **Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2019 through 2021**

■ 2019
 ■ 2020
 ■ 2021



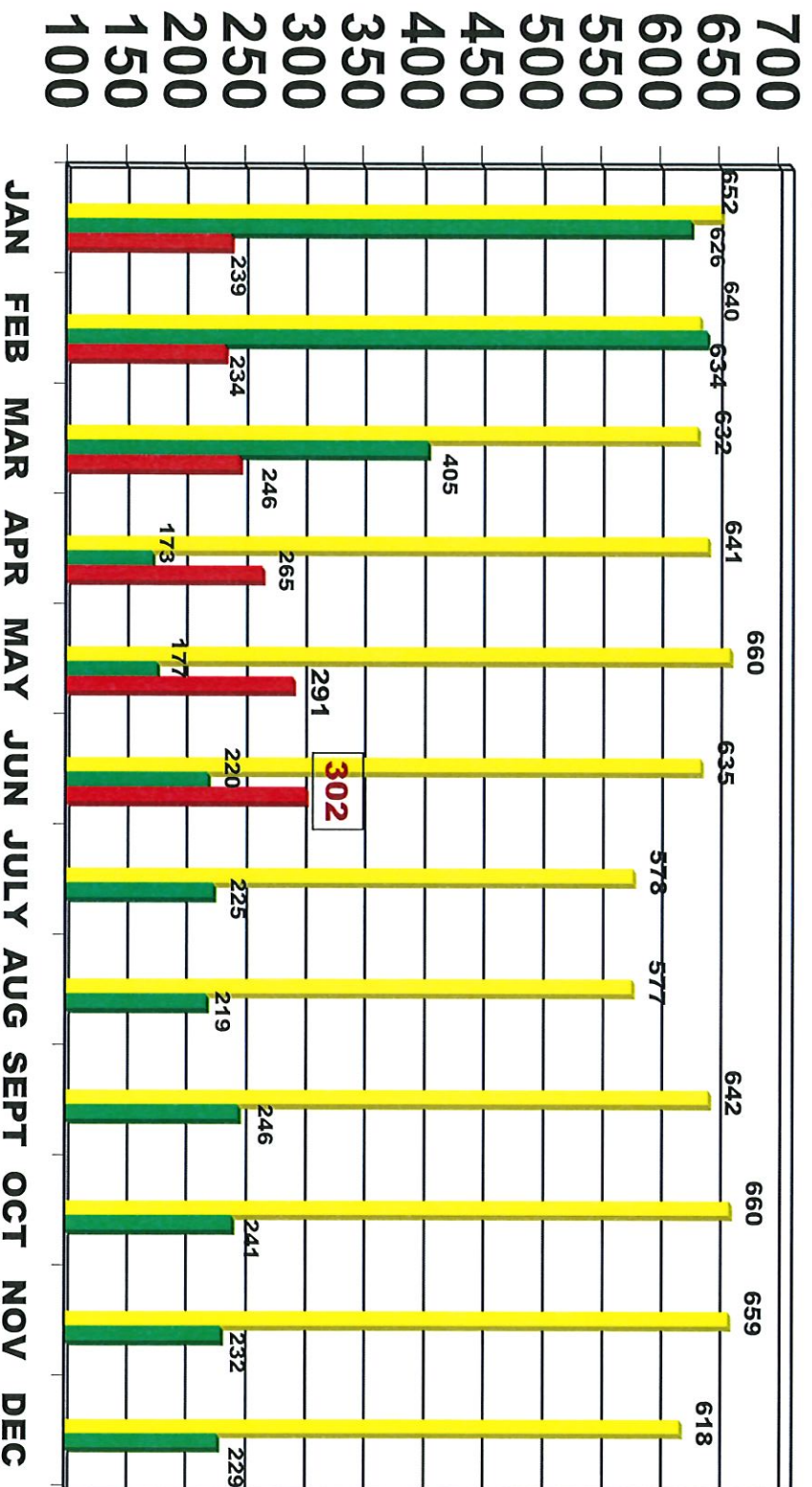


# **Average Occupancy Statistics Union Station** **Facility Capacity 1133** **Comparison of 2019 through 2021**

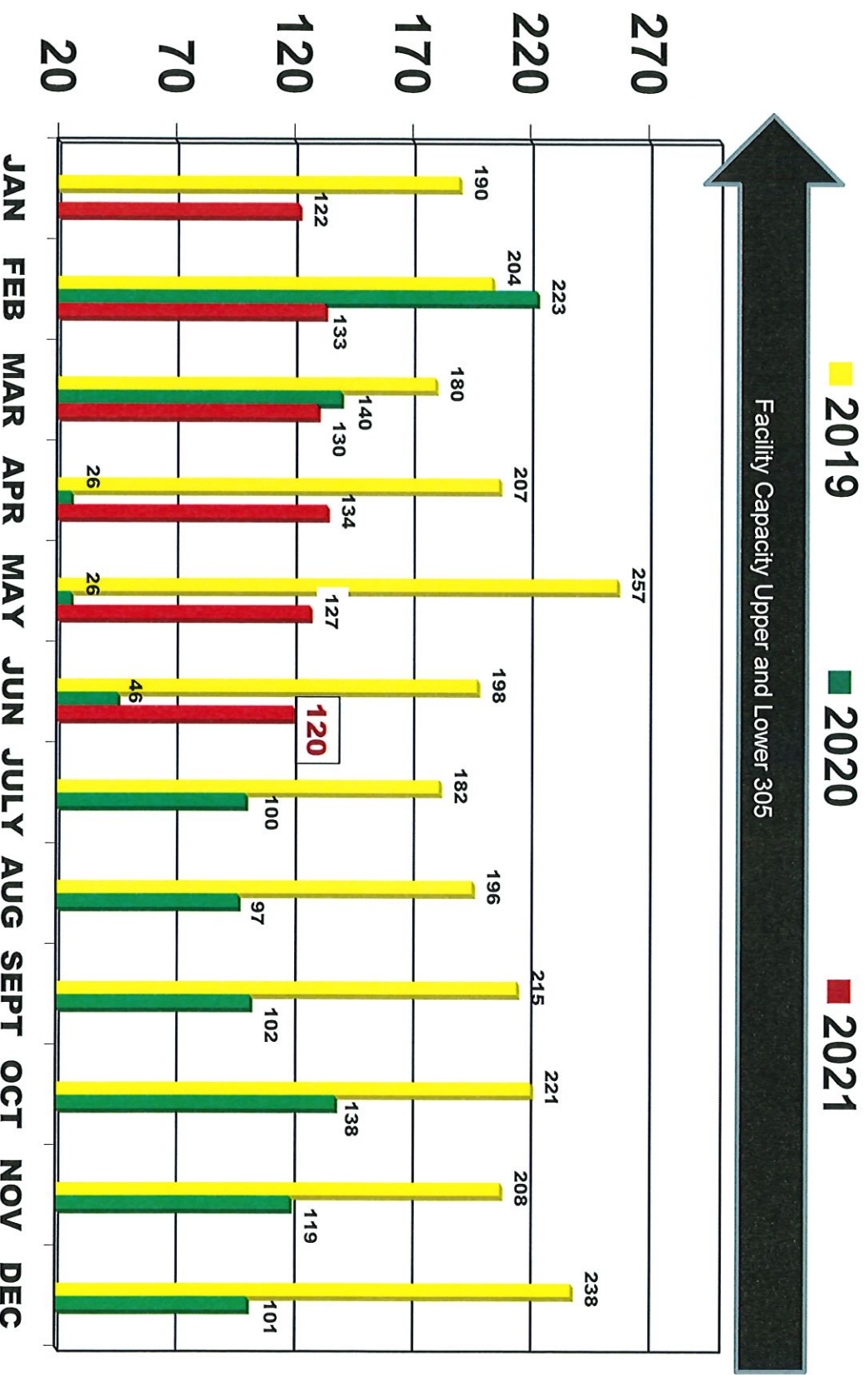


# **Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021**

■ 2019
 ■ 2020
 ■ 2021
 Facility Capacity 708



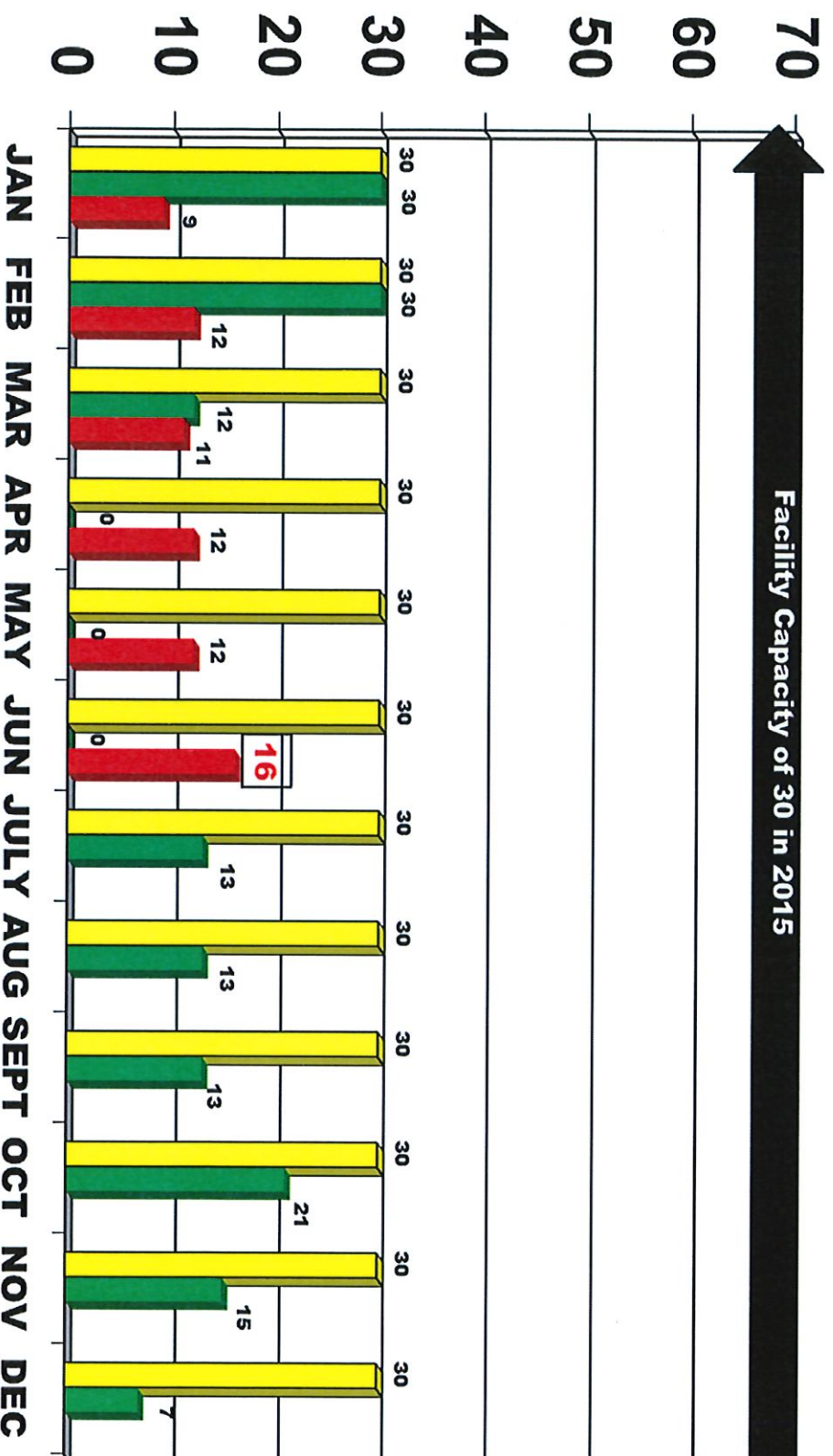
# **Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021**





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

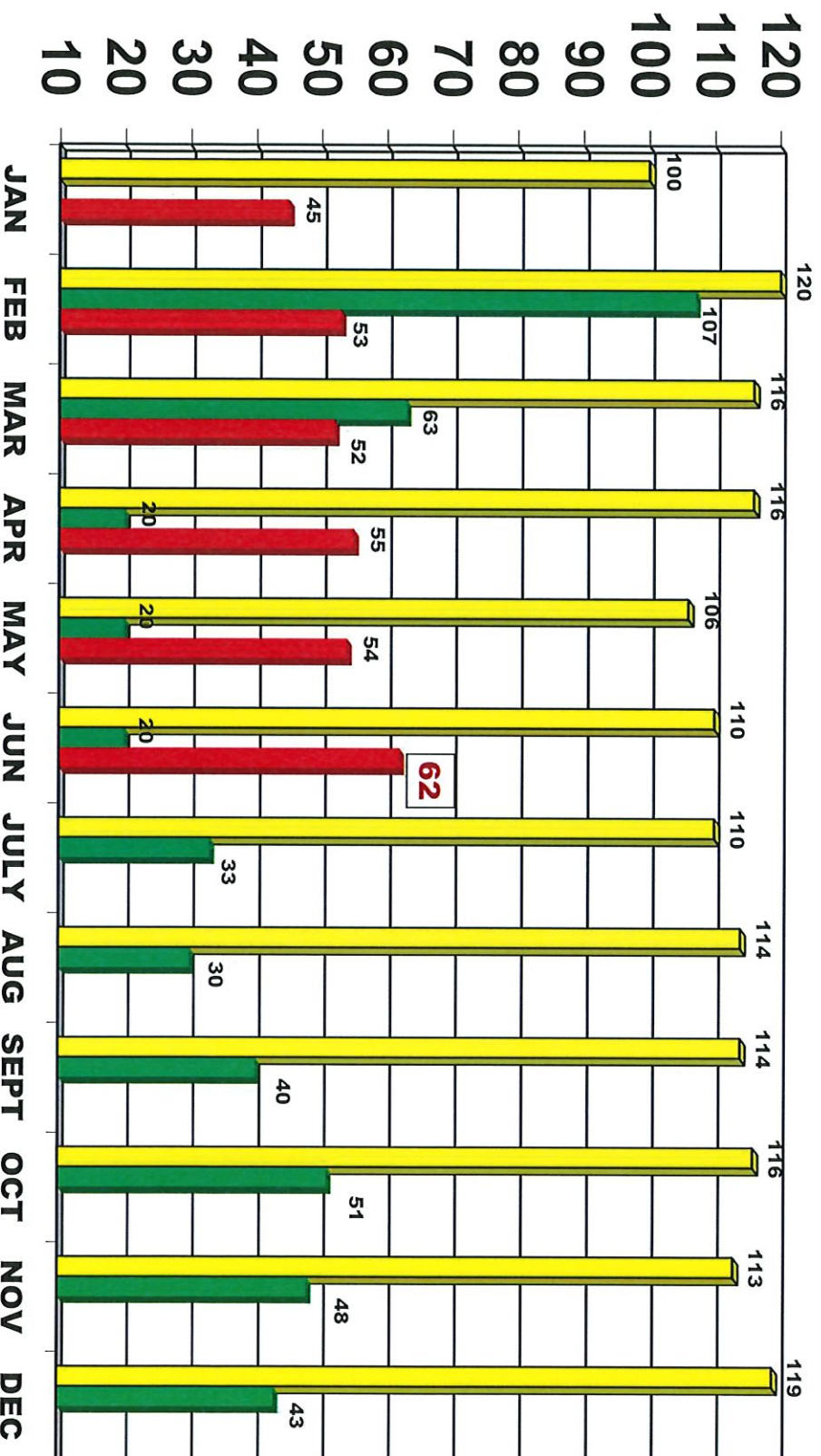
■ 2019
 ■ 2020
 ■ 2021



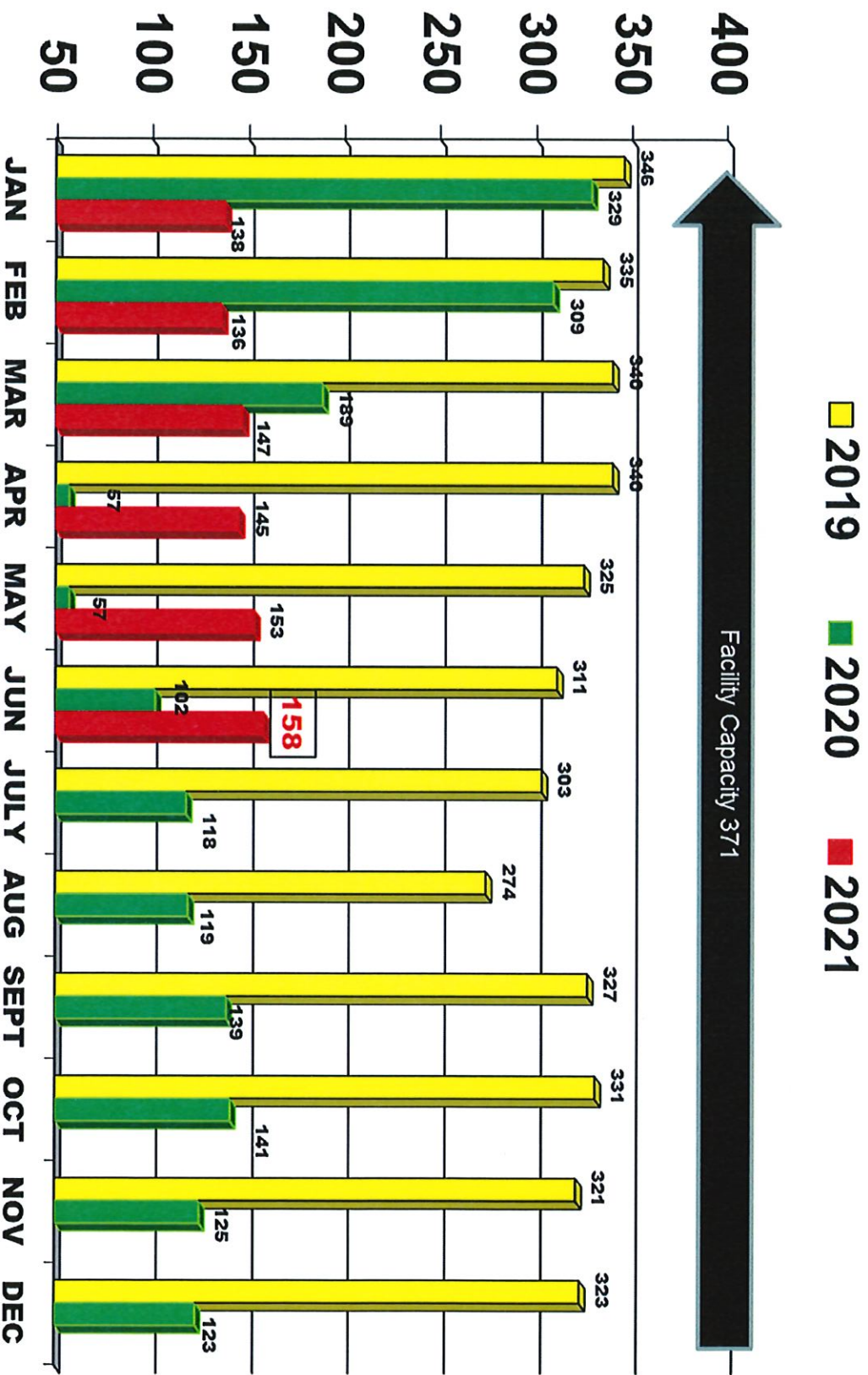
# **Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2019 through 2021**

■ 2019
 ■ 2020
 ■ 2021

Facility Capacity 120

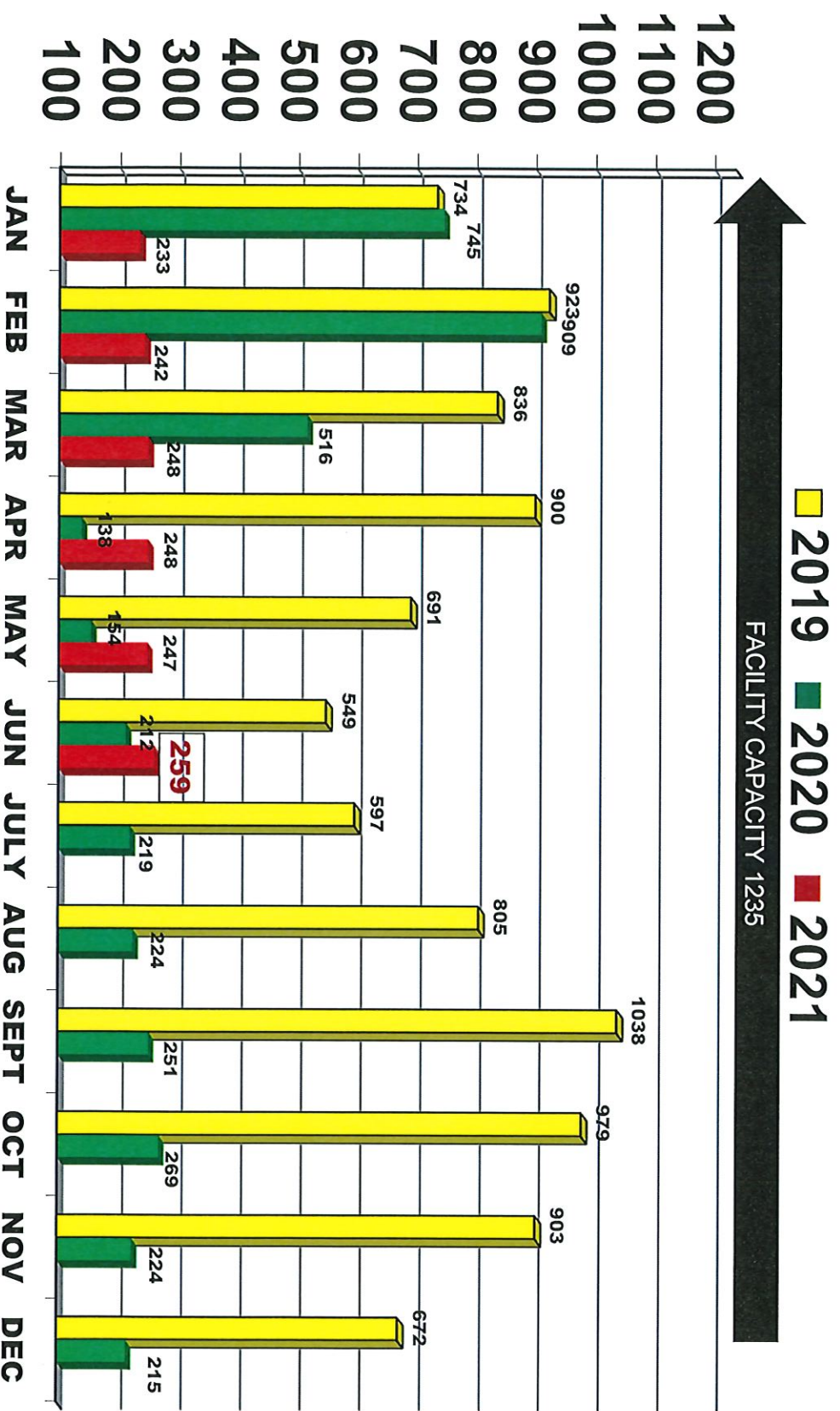


# **Average Occupancy Statistics Temple Medical** **Facility Capacity 371** **Comparison of 2019 through 2021**





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



## 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							0

**THREE YEAR TOTAL: \$16,429**

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

	January	February	March	April	May	June	July	August	September	October	November	December	Total YTD
2019	489	499	590	562	613	539	498	473	590	731	629	761	6,974
2020	527	484	93	0	0	0	0	0	0	0	0	0	1,104
2021	0	0	0	0	0	0	0						0

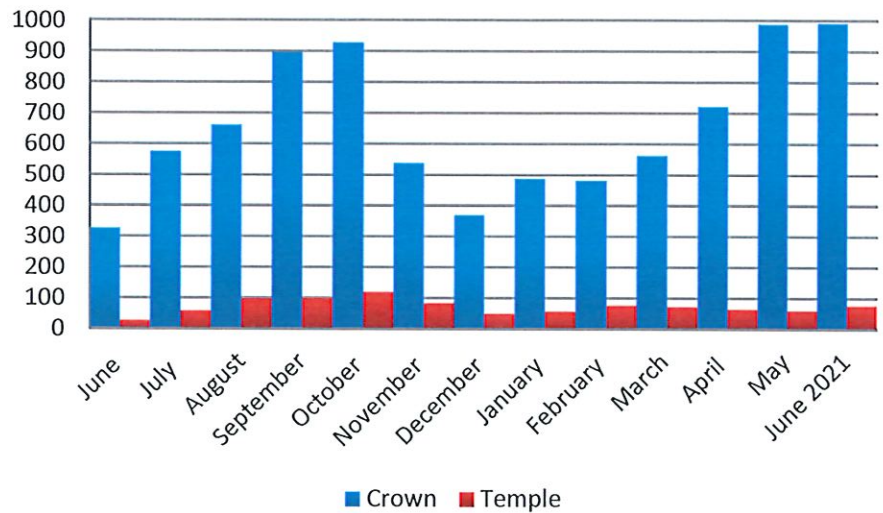
**THREE YEAR TOTAL: 8,078**



2020 / 2021	Crown	Temple	Total
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	987	61	1048
June 2021	991	76	1067
Total	8520	947	9467

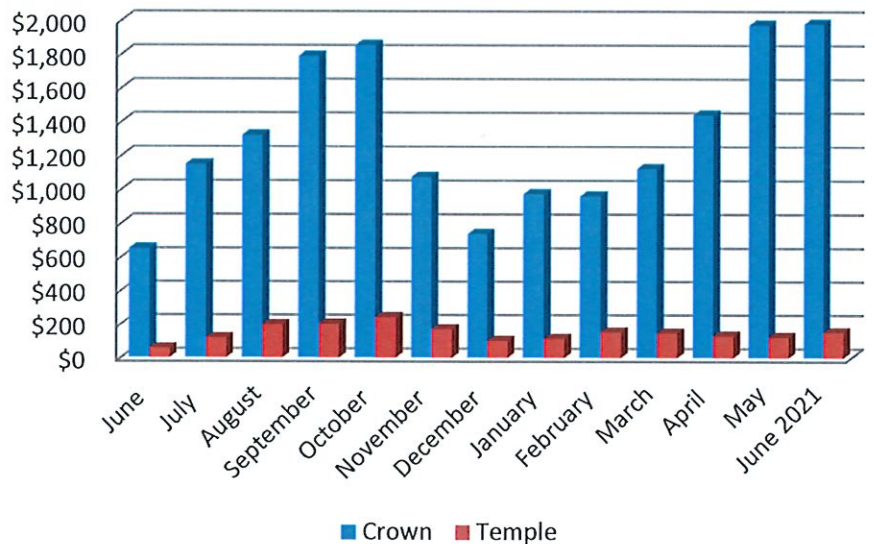
Past 13 Months Activity

## Restaurant Program Validations Summary Crown and Temple Garages



2020 / 2021	Crown	Temple	Total
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	\$1,974	\$122	\$2,096
June 2021	\$1,982	\$152	\$2,134
Total	\$17,040	\$1,894	\$18,934

## Restaurant Program Dollars





## Fortunata Houde

**From:** HappyOrNot <support@happy-or-not.com>  
**Sent:** Monday, July 12, 2021 12:27 PM  
**To:** Fortunata Houde  
**Subject:** Weekly report, New Haven Parking Authority, 7/5/21 – 7/11/21: Please rate our service today  
**Attachments:** NewHavenParkingAuthority\_20210711\_Week\_Open\_feedback.pdf;  
NewHavenParkingAuthority\_20210711\_Week.pdf

**Weekly report**  
7/5/21 – 7/11/21

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

**Please rate our service today**



65%  
330 resp.



16%  
85 resp.



5%  
28 resp.

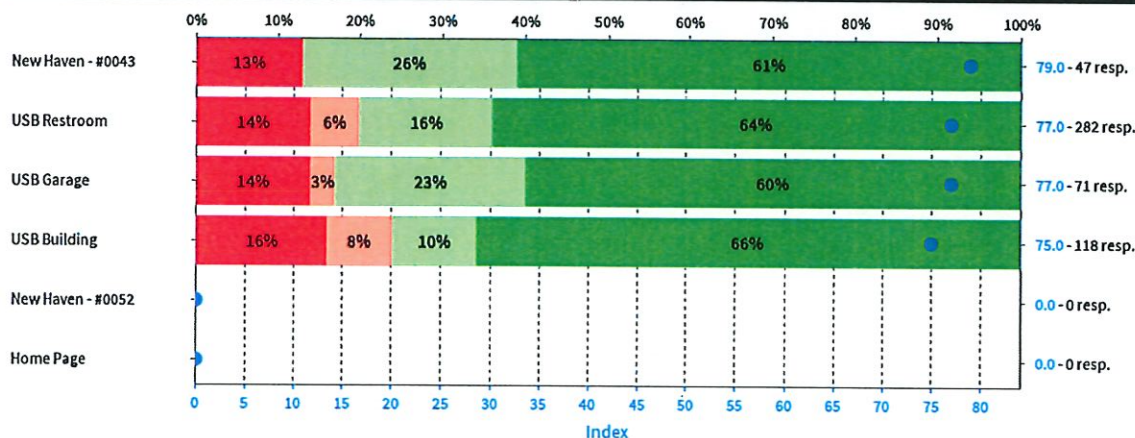


14%  
75 resp.

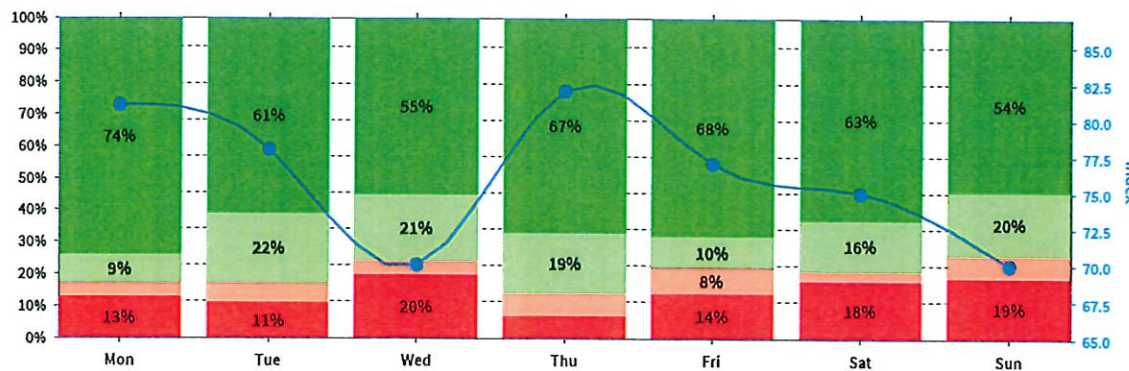
Index: 76/100  
Responses: 518

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

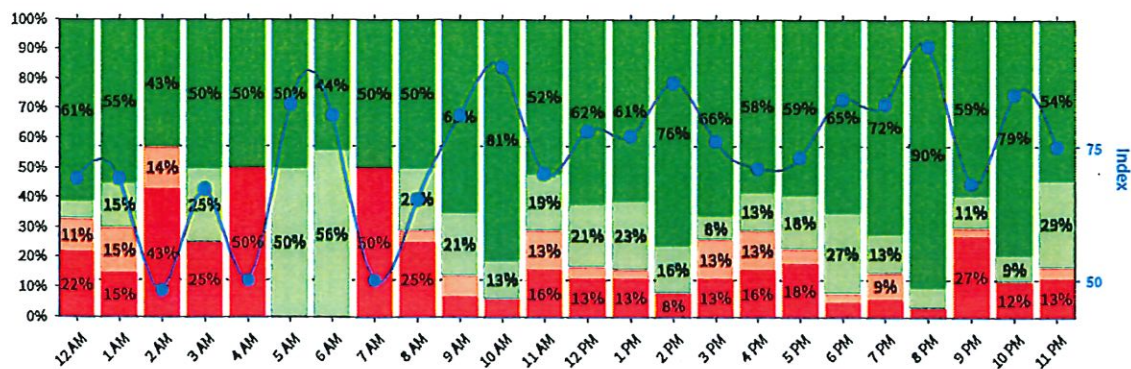
### Comparison



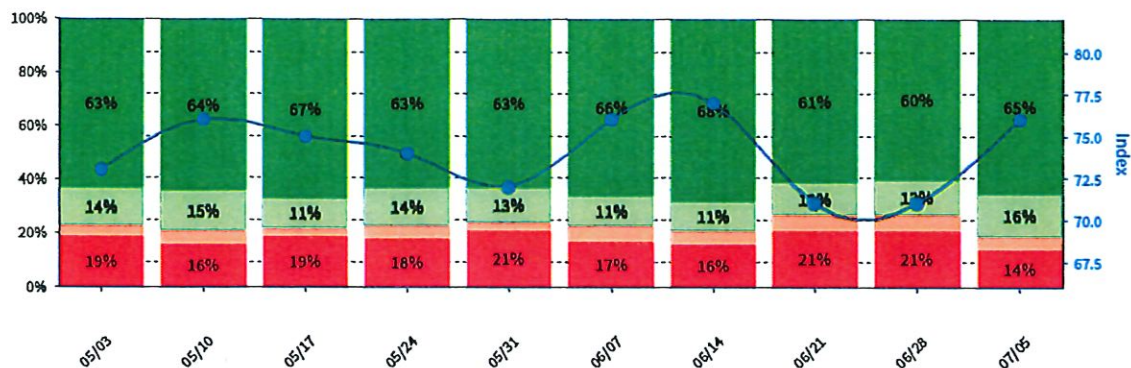
### All units combined - weekday distribution



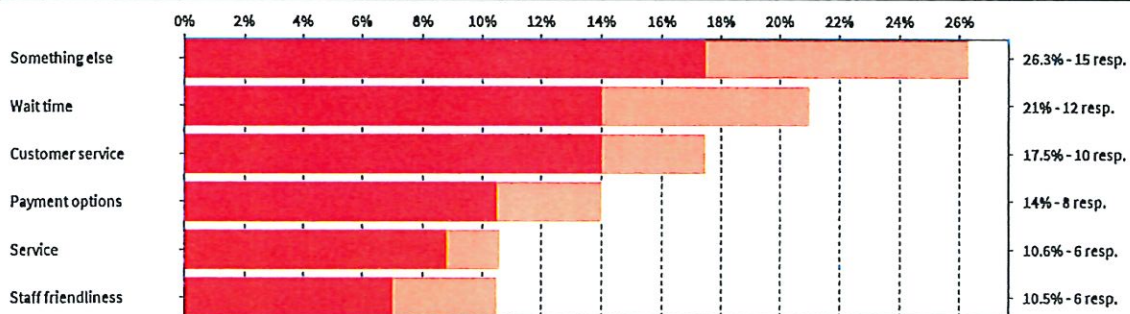
### All units combined - hourly distribution



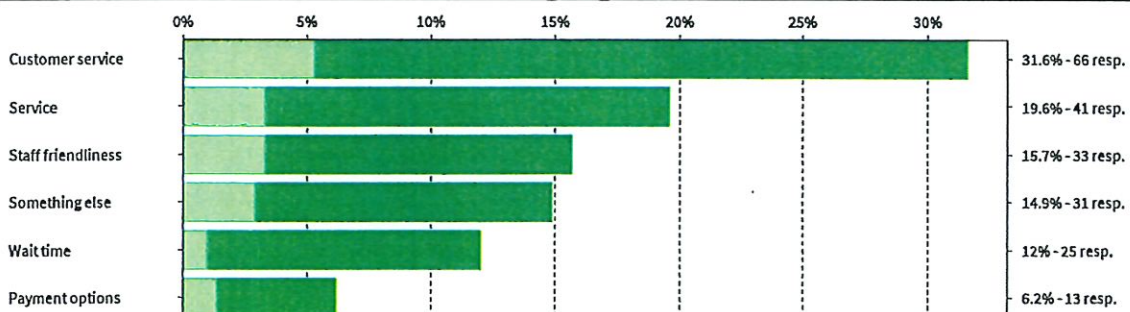
### Same question, comparison with previous weeks



### Pain Points



### Highlights



### Why not share your Success?!

Share your results and show your customers their feedback matters!



# New Haven Parking Authority



7/5/21 - 7/12/21

Positive feedback

# 81%

as given by 518 customers

HappyOrNot

Share  
the  
results:



[HappyOrNot - Reporting service website](#)



## HappyOrNot Reporting App



Download on the  
App Store



GET IT ON  
Google Play



[support@happy-or-not.com](mailto:support@happy-or-not.com)

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