

# **OPERATIONS REPORT**

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

**August 30, 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**

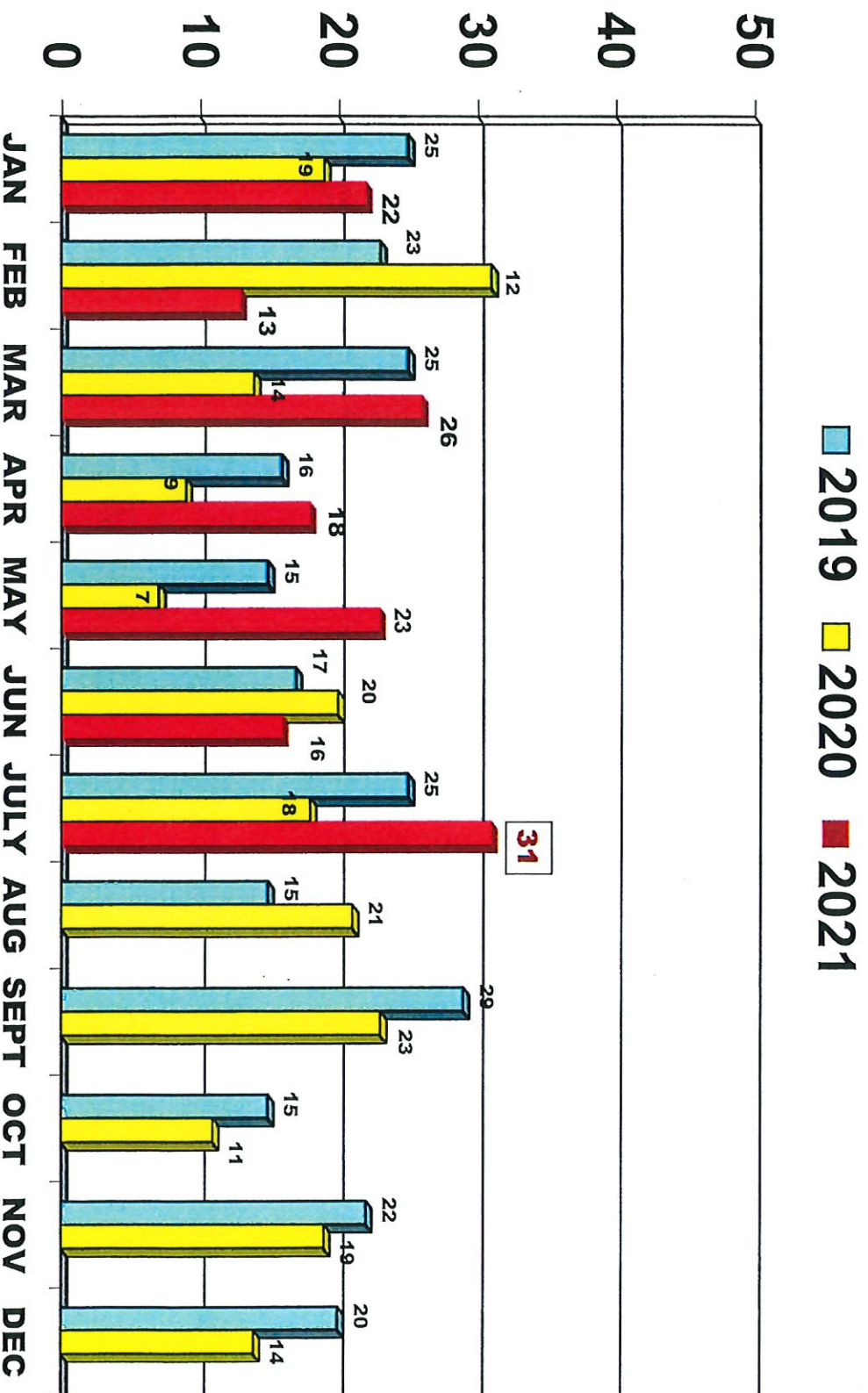
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

### **•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 - July 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	6	0	8	2	0	1	6	5	0	3 1 attempted suicide 2 thefts	0	31
AUG												
SEPT												
OCT												
NOV												
DEC												
<b>TOTAL</b>	<b>18</b>	<b>1</b>	<b>28</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>43</b>	<b>21</b>	<b>2</b>	<b>15</b>	<b>0</b>	<b>149</b>



# NHPA Incident Statistics by Location - July 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	3		8	1		1				1 attempted suicide		14
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/Wall												0
423 State Street												0
270 State St. Garage	1											1
Temple St. Garage	1						1					2
Temple Med. Garage												0
Union Station Bldg.				1			5	5		2 theft		13
Union Station Garage												0
Whalley Blake												0
<b>Total</b>	<b>6</b>	<b>0</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>31</b>



**AIR RIGHTS GARAGE**

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
7-6-21 Between 7:00 AM and 7:00 PM	Motor vehicle accident – hit & run	<b>LOCATION: Level 7</b> Security was approached by hospital employee who stated she parked her car at 6:45 AM, and when she returned at 7:00 PM she noticed minor damage to her car. Camera footage was reviewed with negative results as for the incident. NHPD was notified.	Yes	No
7-7-21 8:45 AM	Motor vehicle break-in	<b>LOCATION: Level 5</b> Hospital employee parked for night shift and when she returned in the morning noticed her gym bag and glove box were gone through with paperwork on the floor of her car. She didn't notice anything was gone and may have left her car open. Security told her a report would be completed and for her to let them know if she does find that anything was missing.	No	No
7-7-21 Between 1:30 AM and 4:00 AM	Motor vehicle break-in	<b>LOCATION: Level 3</b> When hospital employee returned to her vehicle found cell phone was stolen. She took her break at 1:30 AM and used her cell phone and left it in the center console and returned to work and forgot to lock driver side door. When she took her second break at 4:00 AM she went back to her vehicle and found cell phone was gone. She didn't report it until the end of her shift. Security footage was viewed and incident was not captured on camera. Employee was told to call NHPD for official documentation for her cell phone service provider and remember to lock her vehicle.	No	No
7-9-21 11:17 AM	Trip & Fall	<b>LOCATION: Stairwell Between Level 2 and 3 Next to Elevator A</b> Security was dispatched to the above location in regard to a fall. A nurse manager put the woman who fell in a wheel chair and brought her to ER for treatment of a sore wrist and back. Security checked the stairwell and did not find any water or slippery substance.	No	Yes
7-9-21 Between 7:00 PM and 8:00 AM	Motor vehicle accident hit & run	<b>LOCATION: EV Charging Station #3</b> Complainant stated she parked her vehicle in EV charging station space #3 at 7:00 PM on 7-9. When she returned around 8:10 AM she discovered scratch on driver's side door. Camera footage was checked but did not show the incident. She was advised to report incident to NHPD.	No	No
7-12-21 7:18 AM	Motor vehicle accident minor	<b>LOCATION: Level 3</b> Hospital employee went to Security office to report she backed into another vehicle on Level 3. Security Officer accompanied her to her vehicle where he saw a dent in the middle of her rear bumper and small dent in bumper of vehicle she hit. Contact info was left on vehicle that was hit.	No	No
7-13-21 Between 6:30 AM And 5:15 PM	Personal property damage	<b>LOCATION: Level 5</b> Hospital employee reported to Security that her car was keyed while parked in the garage. Security accompanied her to her vehicle parked just outside the elevator lobby with no vehicle on either side. The damage she described was obvious. She stated she came to work at 6:30 AM and when she returned at 5:15 noticed the damage. The damage was not superficial. Camera footage was viewed and unfortunately distance, low lighting and person seen in the area was being obscured between two vehicles and made it impossible to determine the person's actions. It appeared the person's vehicle and employee's vehicle were too close preventing entrance into the driver's side. They attempted to track vehicle when it left parking stall but were unsuccessful.	No	No



7-13-21 3:10 PM	Motor vehicle accident – minor	<b>LOCATION: Level 3</b> Patron reported to Security that he was driving on Level 3 when he veered right and struck another vehicle causing minor damage to it and wanted to report the incident. No further action pending contact from the other vehicle.	No	No
7-15-21 6:50 PM	Motor vehicle accident – damage to NHPA Property	<b>LOCATION: Level 1</b> Security was dispatched to Level 1 where hospital employee stated he hit credit card reader by accident. Incident was witnessed by NHPA cashier. No other damage was done.	No	No
7-17 4:08 PM	Attempted Suicide	<b>LOCATION: Level 10</b> Security received a call from East pavilion from a person who was visiting her father in the hospital. She stated that there was a white male waving his hands over the side of the garage and walking back and forth. Security Officer requested 911. Male had attempted to jump; however, Security Officer Jackson was able to prevent him from jumping. Complete report is attached.	Yes	Yes
7-20-21 Between 6:40 PM and 7:30 AM	Motor vehicle break in	<b>LOCATION: Level 3</b> Hospital employee parked her car on Level 3 at 6:30 PM and when she returned at 7:30 AM she discovered someone was in her car as the contents of the center console were all over the seats. She found the fuse cover was removed and found on the driver's side floor. She stated this was the second time her car was broken into in a month. She also stated passenger door does not lock. Security advised her that cameras will be checked for any possible suspects.	No	No
7-23-21 8:48 PM	Motor vehicle accident minor	<b>LOCATION: Level 4</b> Patron hit vehicle and left note on vehicle she hit.	No	No
7-26-21 11:30 AM	Motor vehicle accident minor	<b>LOCATION: Level 5</b> Patron came into ARG at 11:30 AM. He stated he struck another vehicle while parking on Level 5 and showed Security his vehicle and vehicle he hit. There was minor damage to both vehicles. Security left note on vehicle he hit to call the patron to work out details and report would be on file at the hospital.	No	No
7-30-21 10:00 AM	Motor vehicle accident minor	<b>LOCATION: Level 5</b> Patron came in to report to Security that she struck a parked vehicle. Security left a note on the vehicle she hit.	No	No

## INCIDENTS – JULY 2021

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### CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
7-8-21 2:00 AM	Motor vehicle break-in	<b>LOCATION: Level 1A</b> Patron notified Security Officer that driver's side window of his vehicle was broken. Supervisor took photos. NHPD was notified.	Yes	No

## INCIDENTS – JULY 2021

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### 270 STATE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
7-20-21 2:30 PM	Motor Vehicle Break-in	<b>LOCATION: Lower Level – 270 State Street</b> Patron reported that his daughter's car was broken into. The car was not locked. There was no damage to the car; however, credit card was taken.	Yes	No



## INCIDENTS - JULY 2021

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### TEMPLE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
7-8-21 3:15 AM	Medical Assistance Requested	<b>LOCATION: Temple Street Office Lobby</b> Security noticed male on the floor in the office lobby. He told Security he needed medical attention. Security notified Supervisor who EMS for him.	No	Yes
7-29-21 3:20 PM	Motor Vehicle Break-in	<b>LOCATION: Level 4 Near Elevator C</b> Security heard call box go off and went to the site. Patron reported her car was ransacked and she did not recall leaving it unlocked. A gift card, DVD player and a small amount of change was taken.	No	No

## INCIDENTS – JULY 2021

### UNION STATION BUILDING

Date & Time	Type	Description	NHPD Notified	Medical Assistance Required
7-4-21 7:15 PM	Disorderly Conduct	<b>LOCATION: Lobby</b> Security heard shouting, saw an altercation in progress and notified 911 and the Manager. A cab driver said a female patron owed him an additional \$20. The female replied she was stranded. A Town Green Ambassador escorted the female to the train to arrange free travel for her. The Ambassador told Security not to call NHPD - they were not needed. The female left on the train prior to the arrival of NHPD. The cab driver was not able to collect the \$20 owed to him.	Yes	No
7-5-21 5:00 PM	Medical Assistance Requested	<b>LOCATION: Lobby</b> Patron was having difficulty breathing and had chest pains. EMS responded and transported to ER.	No	Yes
7-6-21 1:10 PM	Medical Assistance Requested	<b>LOCATION: Lobby</b> Patron was not feeling well and called 911 for himself. EMS arrived and transported him to Hospital.	No	Yes
7-6-21 1:30 AM	Medical Assistance Requested	<b>LOCATION: Front of Building/Lobby</b> As patrons exited building from train, a male entered and was told Station was closed; however, he asked for an ambulance. Supervisor was notified and called EMS. EMS arrived and transported him to Hospital.	No	Yes
7-8-21 12:45 PM	Trip and Fall Minor	<b>LOCATION: Tunnels</b> Security saw patron on the ground, helped him up and offered medical assistance to him. Patron refused, said his right knee was sore but he was okay and walked off. Security notified him he would fill out a report.	No	No
7-9-21 1:00 AM	Disorderly Conduct Causing NHPA Property Damage	<b>LOCATION: Front Building/Lobby</b> After lobby doors were closed, patron was trying to re-enter to escape being badgered by young man outside the station. Security told the young man to stop and leave the premises, and he began to protest. Patron that was being harassed left in a cab. Security continued on with his tour and received a call from his Supervisor to come to front of building at which time he saw the glass on the lobby door was broken.	Yes	No

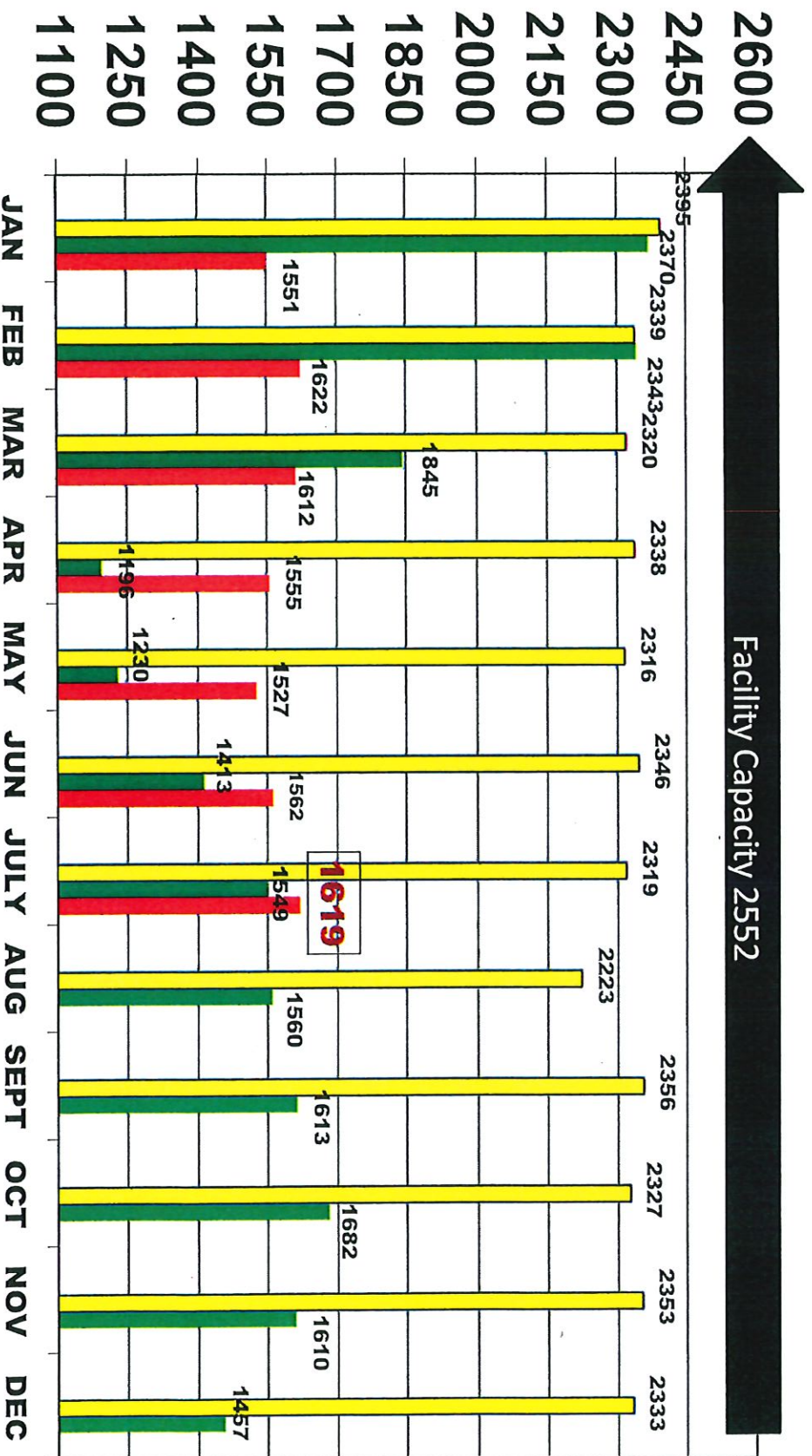


**USB PAGE 2**

Date & Time	Type	Description	NHPD Notified	Medical Assistance Required
7-11-21 12:30 AM	Disorderly Behavior/ Threatening Security Officer	<b>LOCATION: Main Entrance to USB</b> Security was outside the building directing traffic and heard shouting. He saw a man approaching with hands swinging in the air and approaching patrons who were outside waiting for rides. Security advised him the Station was closed and the man pushed past Security to the door. Security redirected him to keep walking down the street and the man started threatening to harm Security Officer. Security called for assistance and the Manager. The Manager arrived on site and told man to leave and come back when Station was open later in the day. He continued to protest and lunged at the Manager then finally walked away. Security looked for police while Manager was talking with him but none were available.	Yes	No
7-12-21 2:20 PM	Medical Assistance Requested	<b>LOCATION: Bench – Rear of Building</b> Patron complained of being dizzy, having difficulty breathing and chest pains. EMS responded and he was transported to YNHH.	No	Yes
7-13-21 6:05 AM	Miscellaneous Robbery Reported	<b>LOCATION: Lobby</b> Woman reported to Security that she was robbed. Security tried to locate MTA or Amtrak PD and they were not available. When they did arrive woman was already on the bus, and they were not able to get information to complete a report.	Yes	No
7-16-21 1:30 AM	Disorderly Conduct	<b>LOCATION: Tracks 8/10</b> After Station closed, person on tracks refused to leave and Security notified Supervisor for assistance. Supervisor spoke with him to no avail. MTA Police were called and escorted him from the platform to the front of building to wait for 4:00 AM train.	Yes	No
7-21-21 3:40 AM	Medical Assistance Requested	<b>LOCATION: Lobby – Front Bench</b> Patron got off the train and sat down in the lobby. After some time Patron beckoned to Security and asked for an ambulance. Supervisor was called and spoke to her and called 911. EMS arrived and transported her to the Hospital.	No	Yes
7-21-21 1:20 PM	Miscellaneous Theft of Money from Tip Jar - Sbarro	<b>LOCATION: Sbarro</b> Male stole approximately \$7 from the tip jar. Amtrak PD, Facility Manager and Security stopped the male when he got on the shuttle bus. Amtrak PD took him to their office, and Security went to Sbarro for camera footage. The male admitted to taking the cash from the tip jar, Sbarro did not press charges and Amtrak PD released him.	Yes	No
7-27-21 12:40 AM	Disorderly Conduct Panhandling and Threatening	<b>LOCATION: Front of East Side Entrance</b> Male was loitering and panhandling in front of east side entrance/exit. Security asked him to leave at which point he started to protest and said he had the right to be there. Supervisor then spoke with him. Onlooker told him not to speak to Supervisor in that tone or he would call the police and male threatened the onlooker. Supervisor then called NHPD. When NHPD responded male already left.	Yes	No

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

■ 2019
 ■ 2020
 ■ 2021

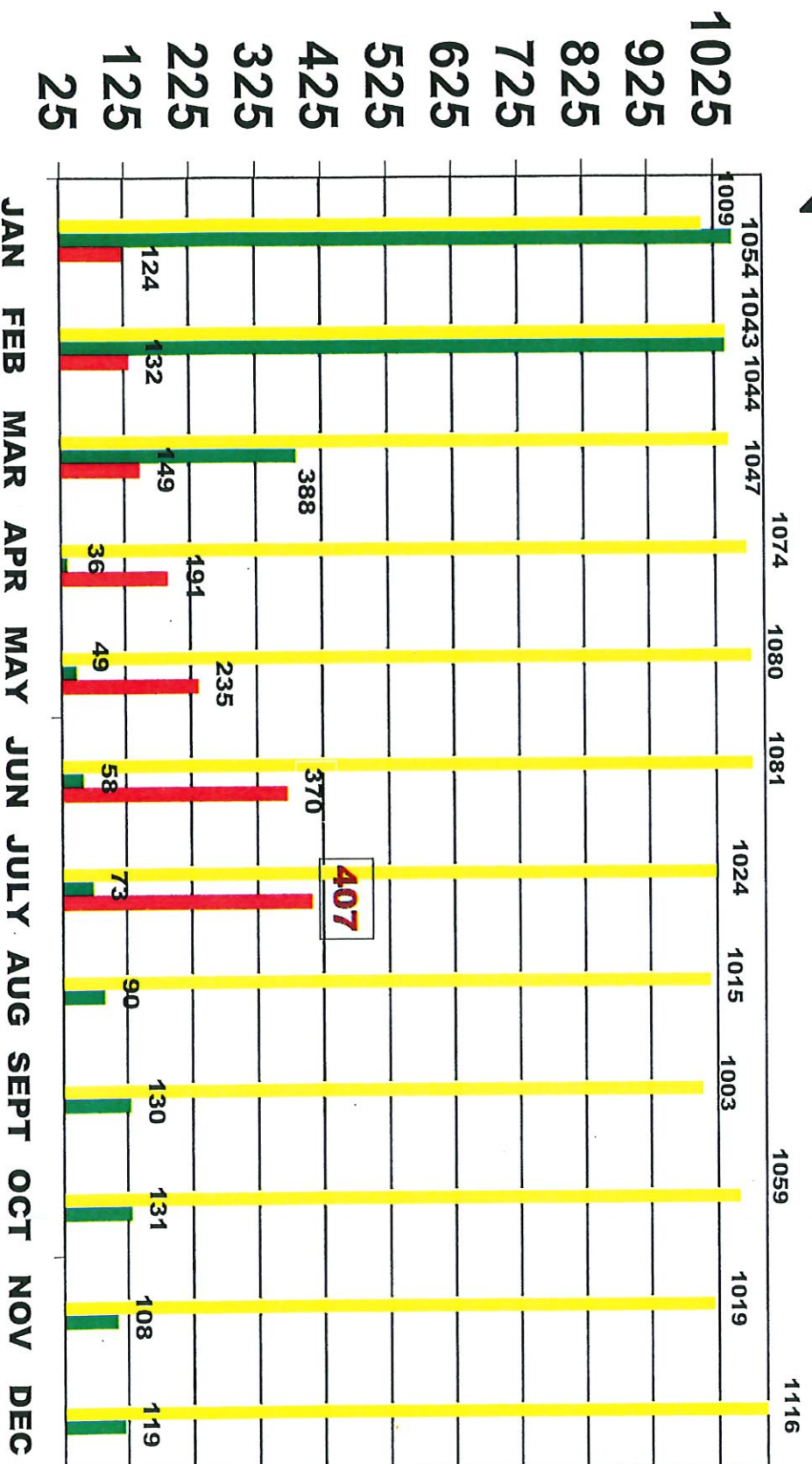




# **Average Occupancy Statistics Union Station** **Facility Capacity 1133** **Comparison of 2019 through 2021**

2019 2020 2021

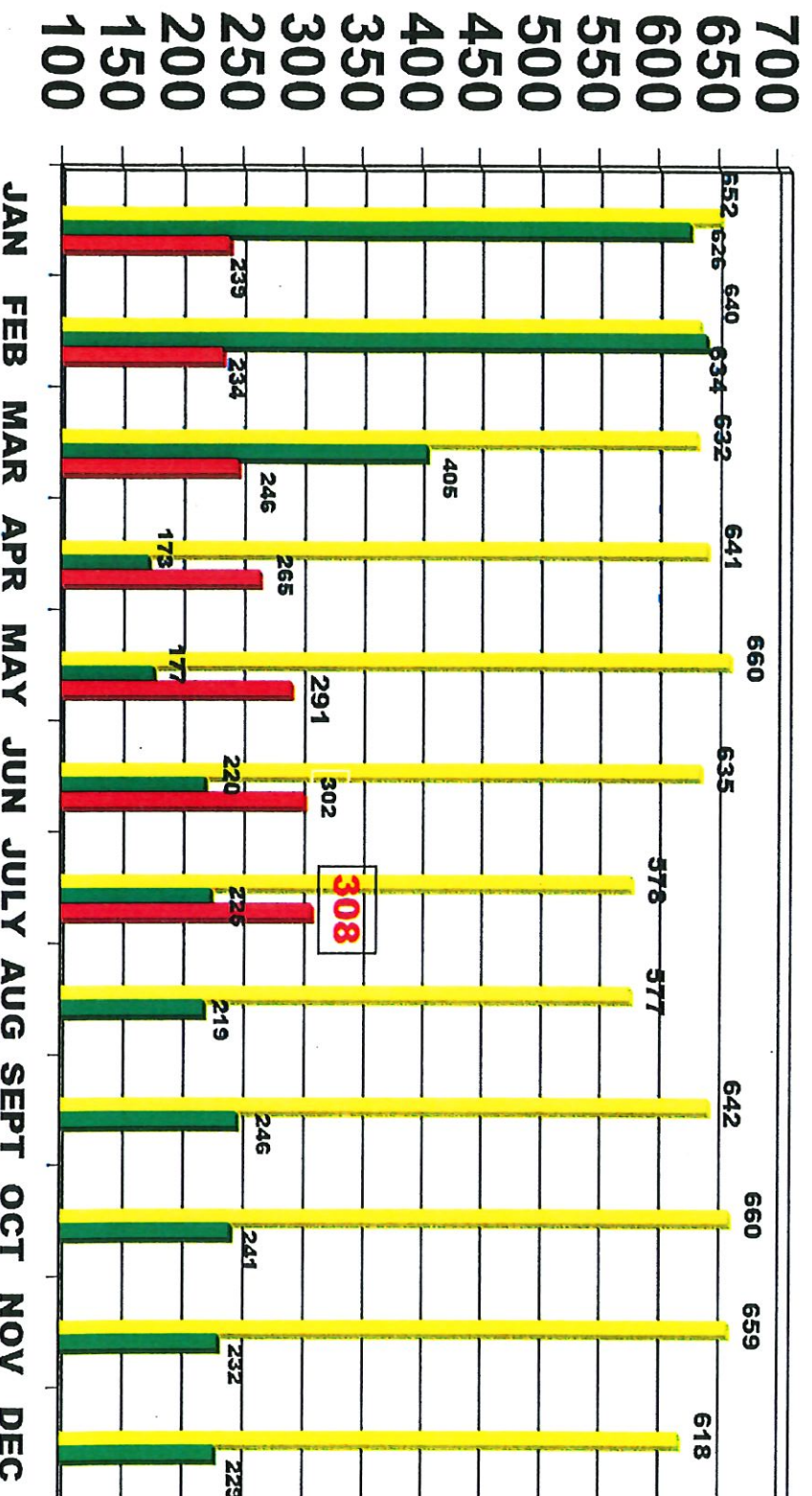
Facility Capacity 1133



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

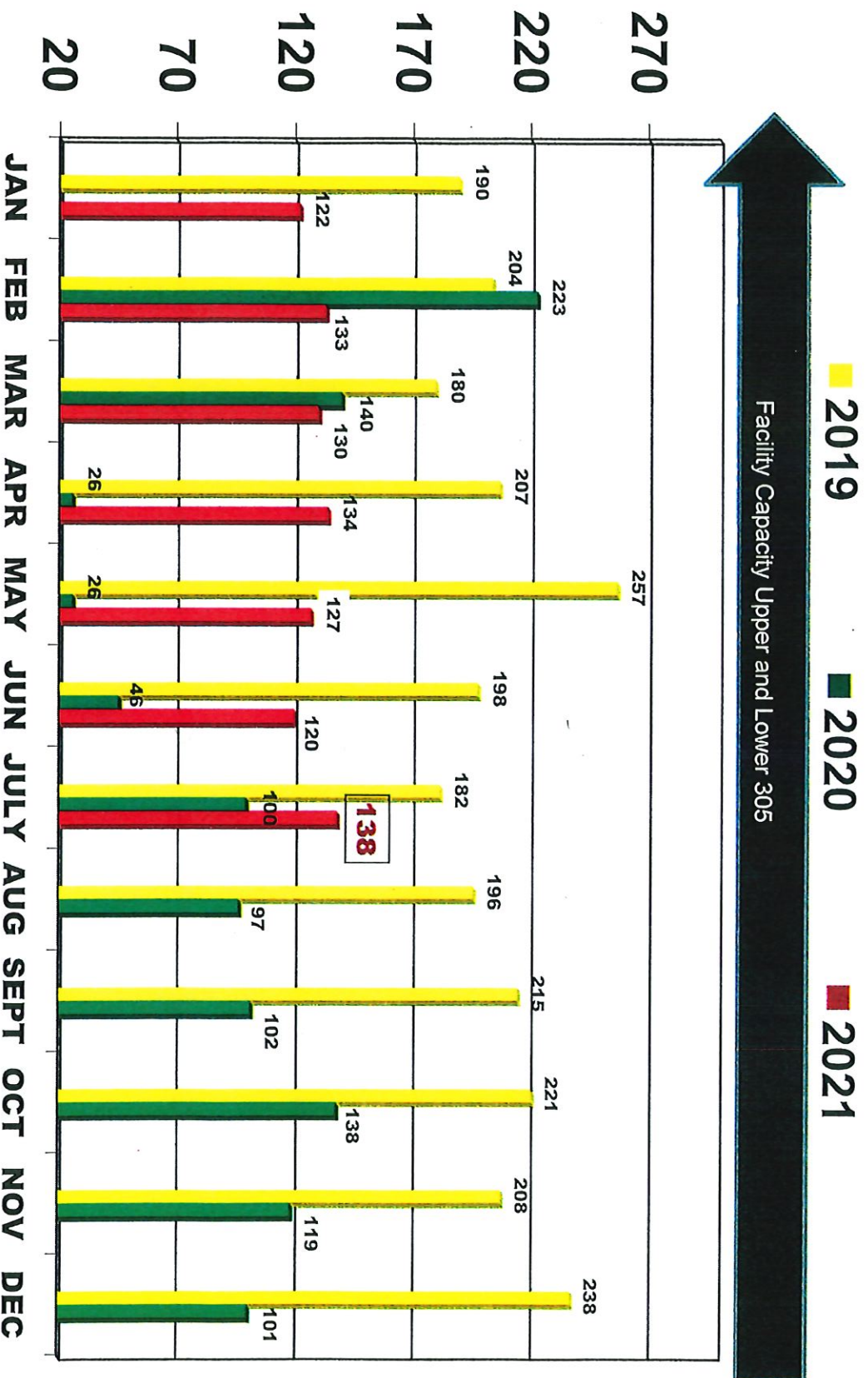
■ 2019
 ■ 2020
 ■ 2021

Facility Capacity 708

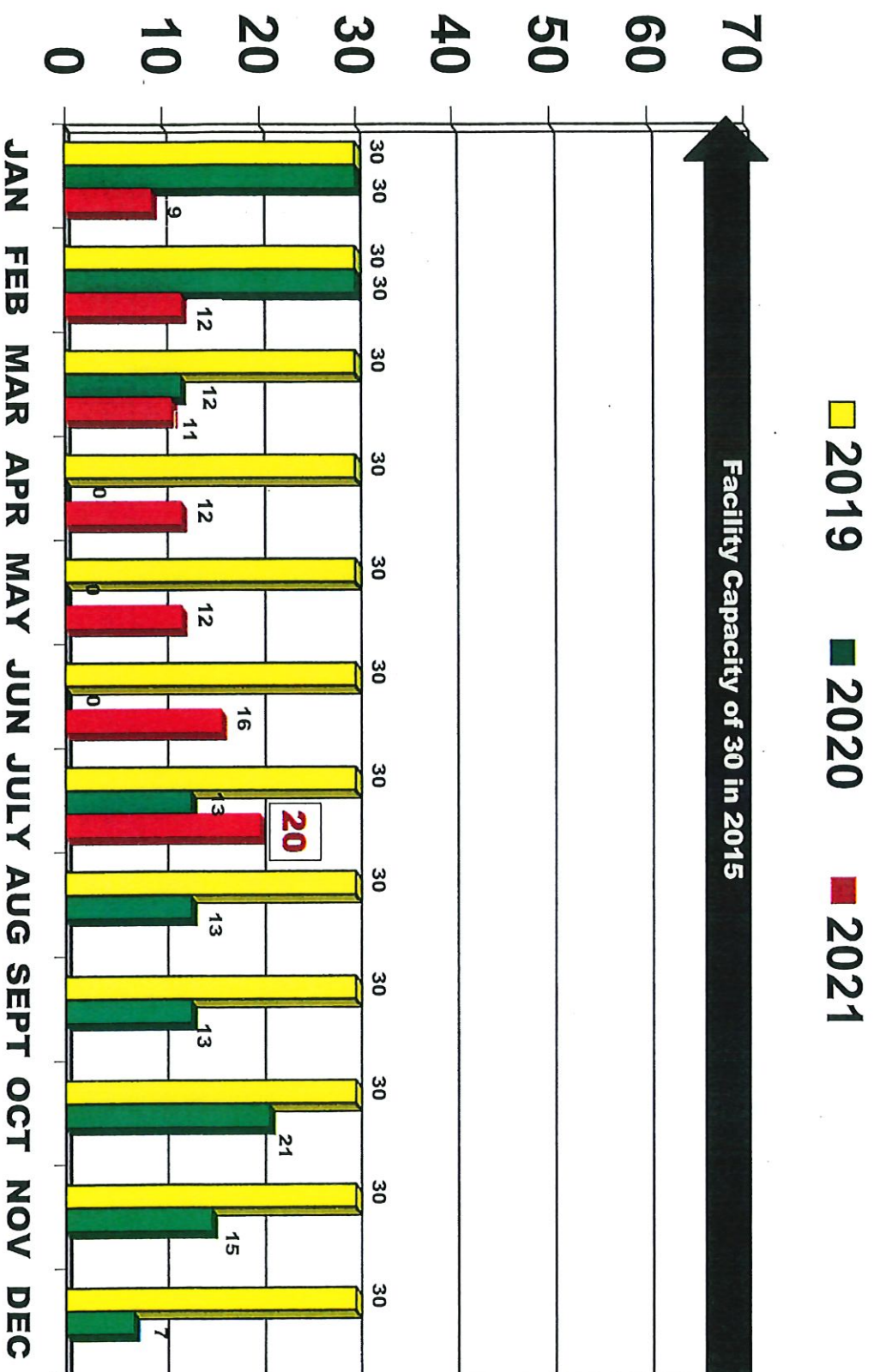




# **Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021**

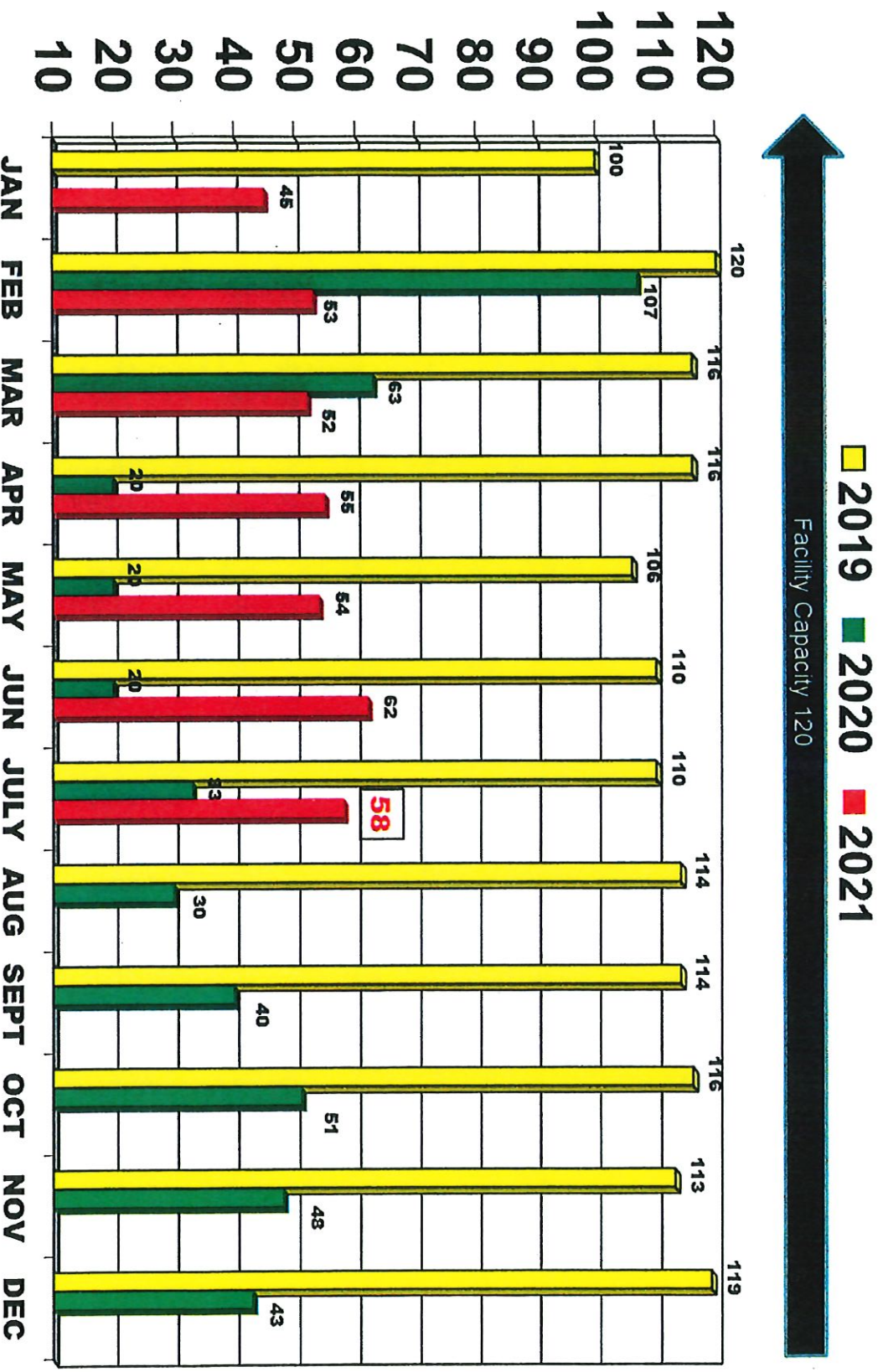


# **Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021**

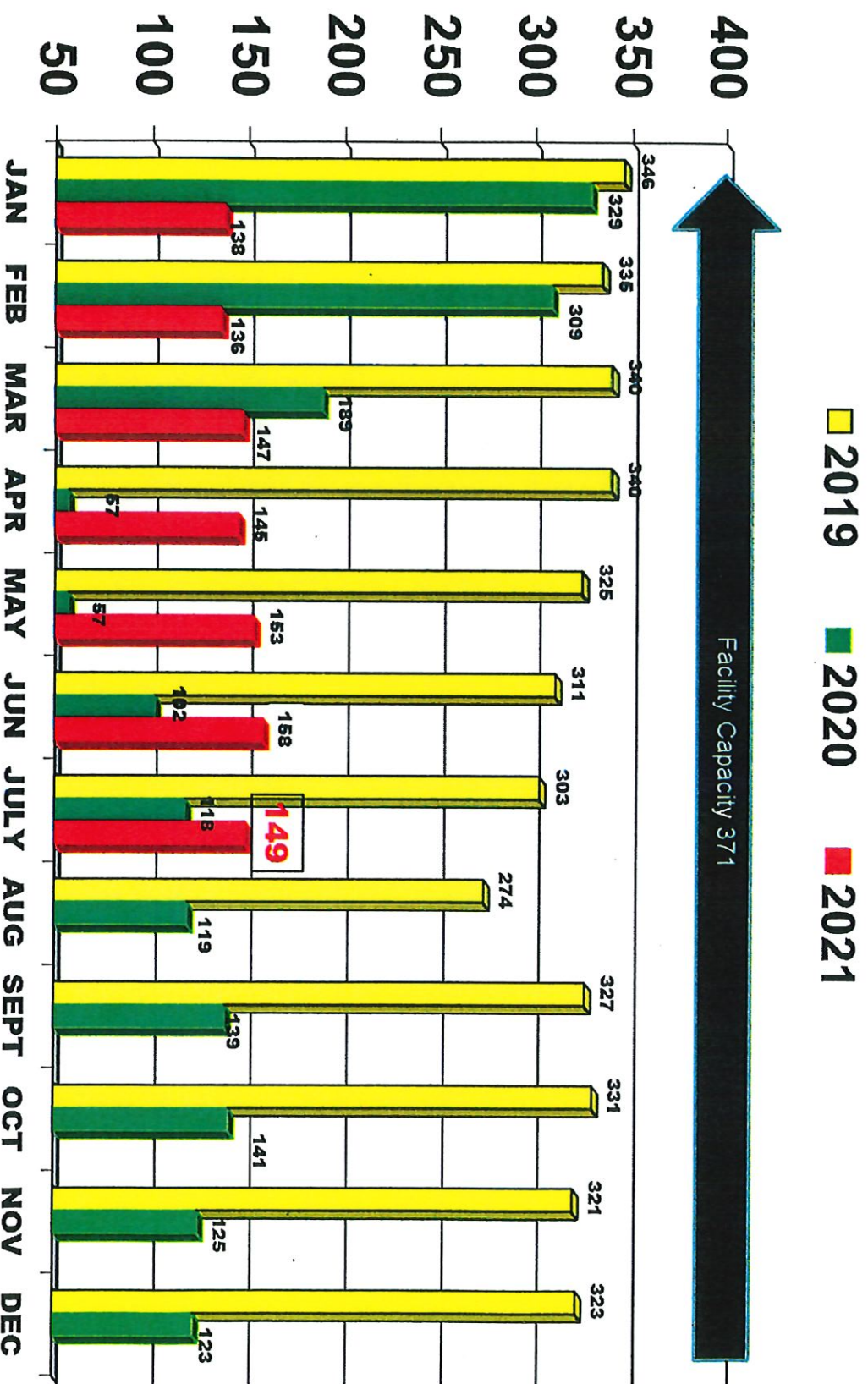




# **Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2019 through 2021**

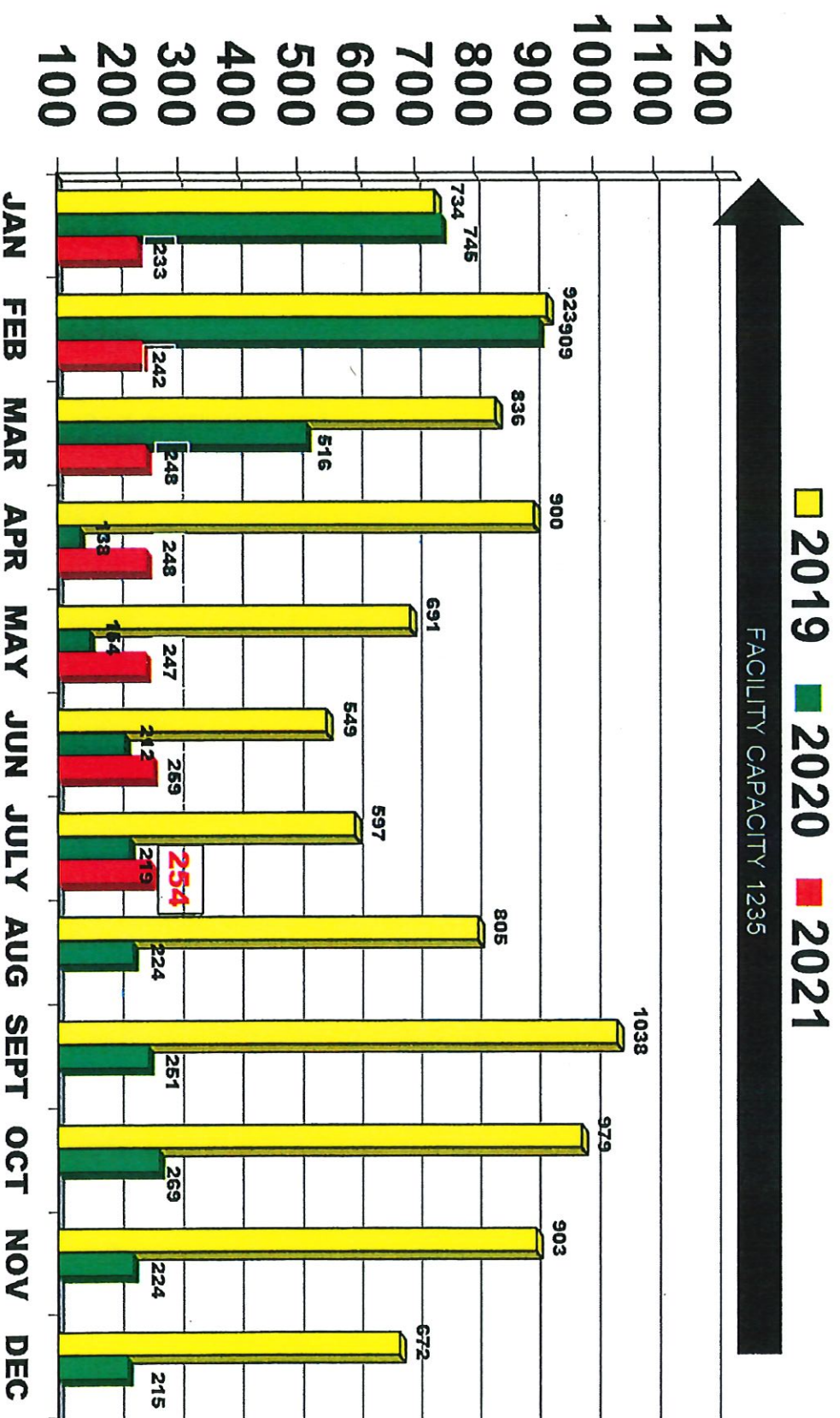


# **Average Occupancy Statistics Temple Medical** **Facility Capacity 371** **Comparison of 2019 through 2021**





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



# 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**

	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	\$14,133
2020	\$1,069	\$1,010	\$211	0	0	0	0	0	0	0	0	0	\$2,229
2021	0	0	0	0	0	0	0						
THREE YEAR TOTAL:													\$16,429

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

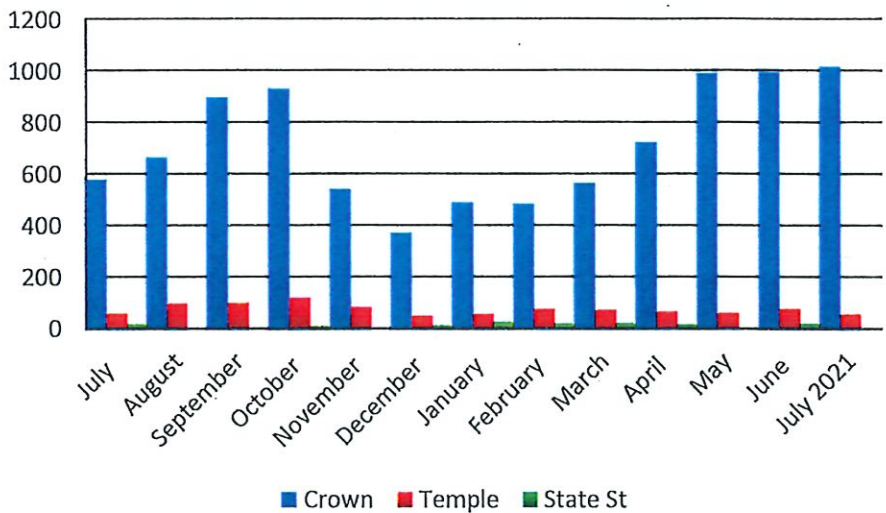
	January	February	March	April	May	June	July	August	September	October	November	December	Total YTD
2019	489	499	590	562	613	539	498	473	590	731	629	761	6,977
2020	527	484	93	0	0	0	0	0	0	0	0	0	1,104
2021	0	0	0	0	0	0	0						
THREE YEAR TOTAL:													8,077



2020 / 2021	Crown	Temple	State St	Total
July	575	59	17	651
August	661	98	3	762
September	895	100	5	1000
October	927	120	10	1057
November	538	84	0	622
December	369	50	12	431
January	487	57	26	570
February	481	76	19	576
March	562	73	21	656
April	721	65	16	802
May	987	61	3	1051
June	991	76	18	1085
July 2021	1013	55	3	1071
Total	9207	974	153	10334

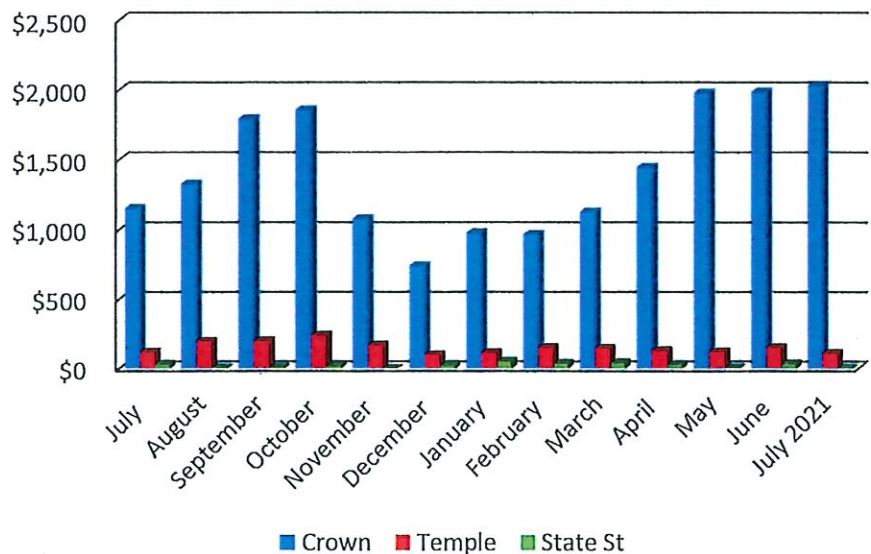
Past 13 Months Activity

### Restaurant Program Validations Summary Crown & Temple & State St



2020 / 2021	Crown	Temple	State St	Total
July	\$1,150	\$118	\$34	\$1,302
August	\$1,322	\$196	\$6	\$1,524
September	\$1,790	\$200	\$10	\$2,000
October	\$1,854	\$240	\$20	\$2,114
November	\$1,076	\$168	\$0	\$1,244
December	\$738	\$100	\$24	\$862
January	\$974	\$114	\$52	\$1,140
February	\$962	\$152	\$38	\$1,152
March	\$1,124	\$146	\$42	\$1,312
April	\$1,442	\$130	\$32	\$1,604
May	\$1,974	\$122	\$6	\$2,102
June	\$1,982	\$152	\$36	\$2,170
July 2021	\$2,026	\$110	\$6	\$2,142
Total	\$18,414	\$1,948	\$306	\$20,668

### Restaurant Program Dollars Crown & Temple & State St



## Fortunata Houde

**From:** Fortunata Houde  
**Sent:** Monday, August 9, 2021 8:58 AM  
**To:** Sammy Parry  
**Subject:** FW: Weekly report, New Haven Parking Authority, 7/26/21 – 8/1/21: Please rate our service today  
**Attachments:** NewHavenParkingAuthority\_20210801\_Week\_Open\_feedback.pdf;  
NewHavenParkingAuthority\_20210801\_Week.pdf

82%

**From:** HappyOrNot [mailto:support@happy-or-not.com]  
**Sent:** Monday, August 2, 2021 12:28 PM  
**To:** Fortunata Houde  
**Subject:** Weekly report, New Haven Parking Authority, 7/26/21 – 8/1/21: Please rate our service today

Weekly report  
7/26/21 – 8/1/21

Management report  
New Haven Parking Authority (6 units)

Please rate our service today



68%  
337 resp.



14%  
71 resp.



5%  
23 resp.

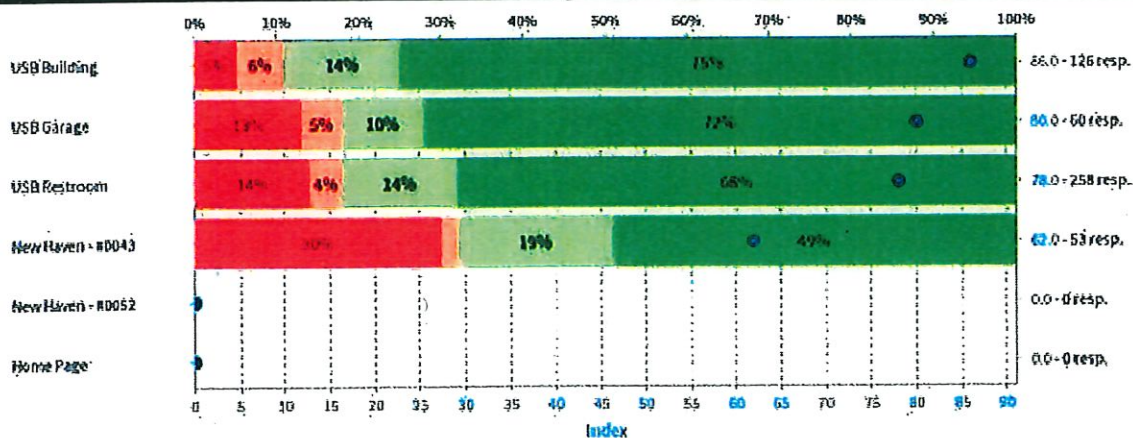


13%  
66 resp.

Index: 79/100  
Responses: 497

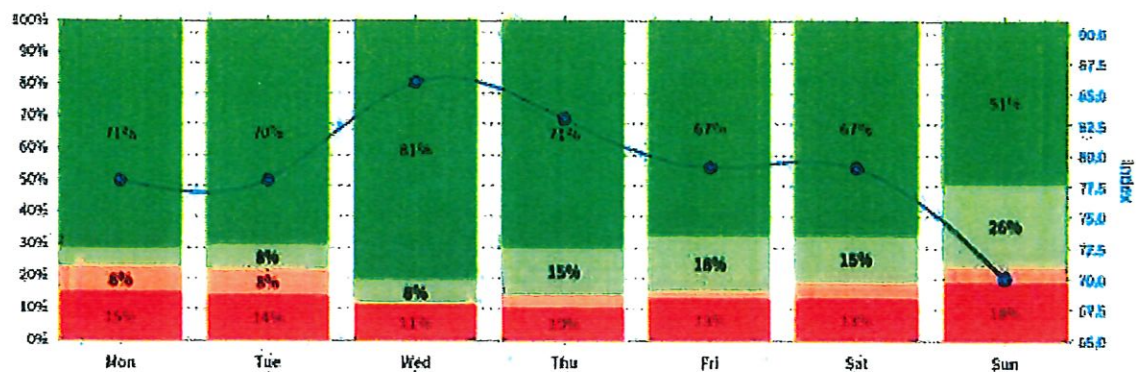
The open feedback responses are included as a separately attached PDF to this email.

### Comparison

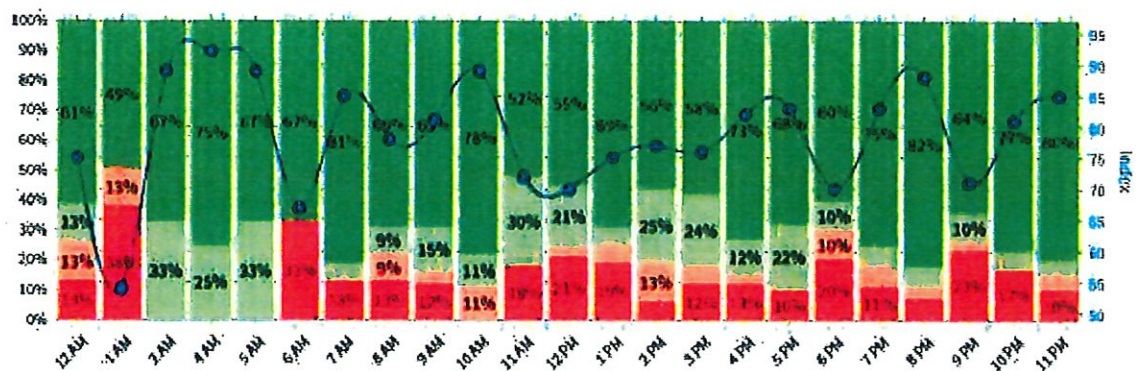


All units combined - weekday distribution

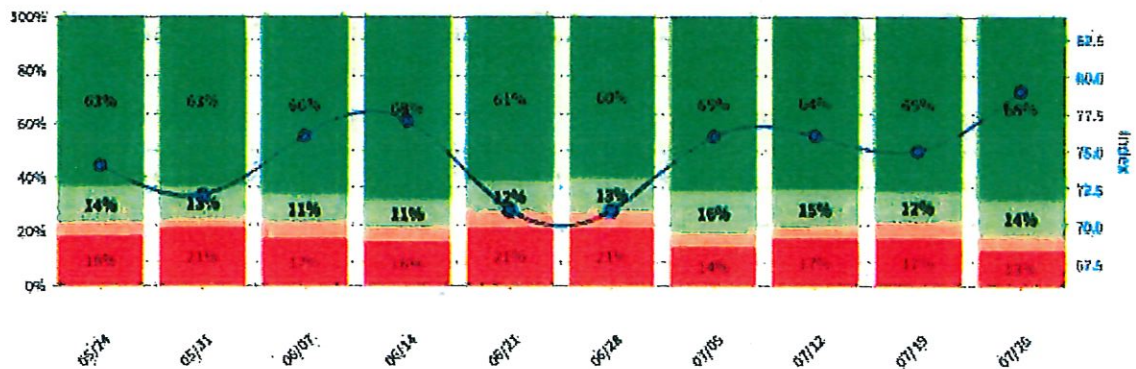




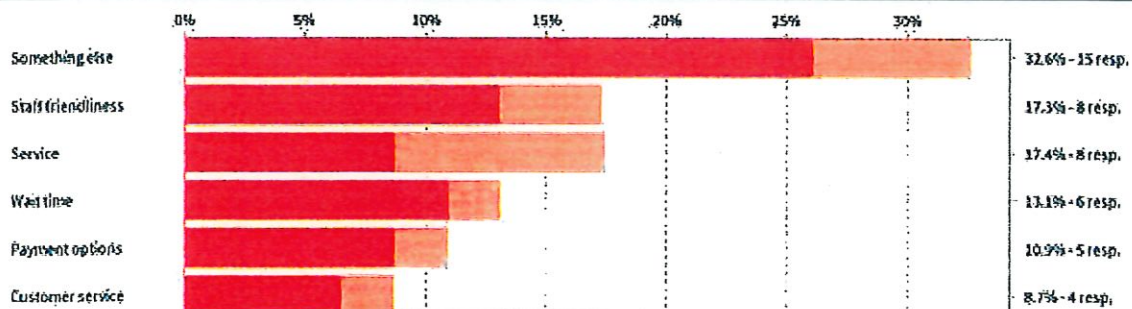
All units combined - hourly distribution



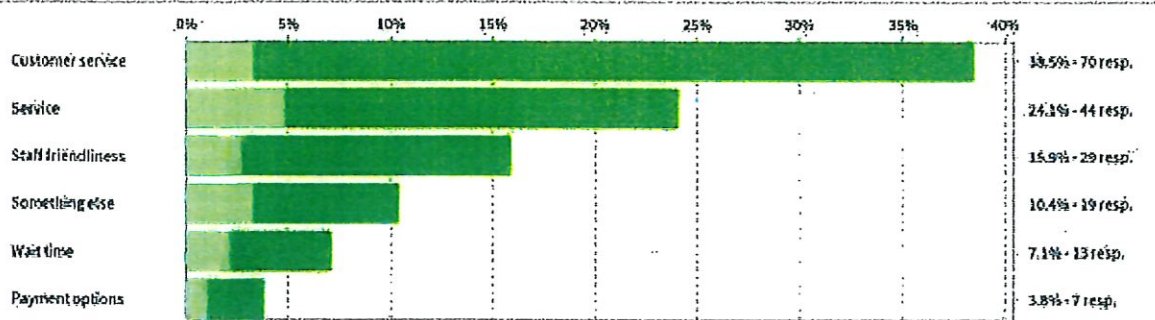
Same question, comparison with previous weeks



### Pain Points



### Highlights



### Why not share your Success?!

Share your results and show your customers their feedback matters!

## New Haven Parking Authority



7/26/21 - 8/2/21

Positive feedback

# 82%

as given by 497 customers

HappyOrNot

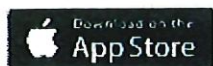
Share the results:



[HappyOrNot - Reporting service website](#)



**HappyOrNot  
Reporting App**



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

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