

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer

September 20, 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

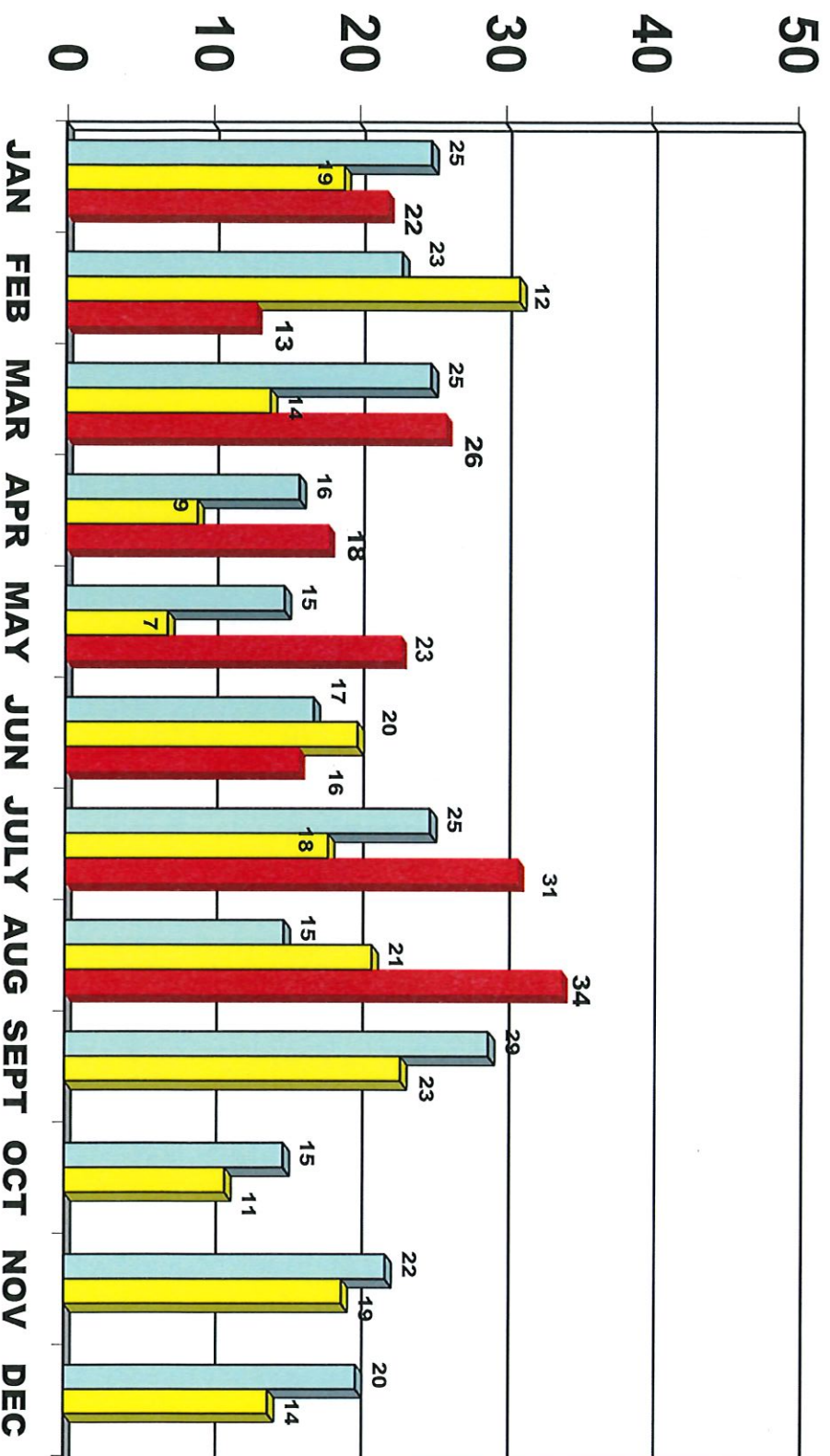
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

•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 - August 2021



PARK
NEW HAVEN

Month	Motor Vehicle Break-In	Missing Vehicle	Motor Vehicle Accident Minor/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	8	0	10	2	1	0	4	7	0	2 1 fire alarm evacuation 1 vehicle found running NHPD took keys	0	34
SEPT												
OCT												
NOV												
DEC												
TOTAL	26	1	38	10	9	5	47	28	2	17	0	183

NHPA Incident Statistics by Location - August 2021



Facility	Motor Vehicle Break-In	Missing Vehicle	Motor Vehicle Accident Minor/ 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			7									7
Chapel/Franklin												0
Court/Olive												0
Crown St. Garage	2							2		1		5
Elm/Orange												0
George Street												0
Granite Sq. Garage												0
Olive/Chapel												0
Orange/George												0
Orange/Trumbull												0
Orchard Sherman			1									1
Sherman/Tyler												0
State/Court												0
State/Chapel												0
State/Fair												0
State/Grand/Olive												0
State/Mechanic			1									1
State/Pulaski	1											1
State/Wall												0
423 State Street												0
270 State St. Garage	1											1
Temple St. Garage	4							3				7
Temple Med. Garage												0
Union Station Bldg.				2			3	2		1		8
Union Station Garage			1				1					2
Whalley Blake					1							1
Total	8	0	10	2	1	0	4	7	0	2	0	34

INCIDENTS – AUGUST 2021

AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
8/4 8:45 AM	Motor vehicle accident – minor - hit and run	LOCATION: Level 4 Patient told Security Officer that her car was hit while parked in the garage the previous day. Camera footage was checked and the incident was seen. Unable to get plate number of vehicle that hit her.	No	No
8/4 7:05 AM	Motor vehicle accident – minor - hit and run	LOCATION: Level 5 Complainant notified Security Officer that her car was hit while parked in the garage the previous day. Camera footage was checked and the incident was not found. Complainant was informed.	No	No
8/10 Noon	Motor vehicle accident – minor	LOCATION: Level 3 Patron notified Security Officer that while attempting to park she hit another vehicle causing minor damage. Incident documented.	No	No
8/12 1:00 PM	Motor vehicle accident – minor – hit and run	LOCATION: Level 4 Patron notified Security Officer that his car was hit while parked in the garage. Patron was given the case number for the incident. No known camera footage was available for this incident.	No	No
8/13 3:30 PM	Motor vehicle accident – minor - hit and run	LOCATION: Level 5 Hospital Employee told Security Officer that her car was hit while parked in the garage. Camera footage was checked and incident was seen including plate info. NHPD was notified.	Yes	No
8-19 7:00 PM	Motor vehicle accident minor	LOCATION: Level 3 Patron notified Security Officer that she hit another vehicle when trying to park. Security Officer viewed both vehicles and damage was consistent with patron's statement. Offending patron contacted owner of vehicle she hit with her info. NHPD not notified.	No	No
8/26 6:50 PM	Motor vehicle accident – minor – hit and run	LOCATION: Level 5 Hospital Employee told Security Officer that her car was hit while parked in the garage. She found damage on her return home. Camera footage was checked and no footage of value in regard to another vehicle that may have hit her was found.	No	No

INCIDENTS – AUGUST 2021

UNION STATION BUILDING

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
8/2 3:00 AM	Disorderly conduct	LOCATION: Front Of USB Elderly male was laying down across doors to west entrance outside USB waiting for the Station to open. When asked to get up he started protesting loudly. At one point he threatened pedestrians walking by verbally and would not stop. Supervisor called emergency services and he refused assistance from NHFD and EMS. NHPD officers arrived and escorted him off premises.	Yes	No
8/4 12:30 AM	Disorderly Conduct	LOCATION: Front Of USB Security noticed patron panhandling and asked him to leave the property. He returned and started tipping the cigarette disposal bin, was asked to stop, and started tossing it across the driveway. NHPD was called. He was seen jumping the wall across the vacant lot. NHPD arrived, assessed damage and took statements. NHPD advised Security to call them if he returned.	Yes	No
8/6	Trip and Fall	LOCATION: Up Escalator Elderly couple was about to get on the up escalator when both fell and received minor cuts and bruises. AMR was called and they were transported to the hospital.	No	Yes
8/14 11:00 PM	Medical Assistance Required	LOCATION: Elevators and Front of Building Employee at Sbarro saw intoxicated male going on the up escalator and notified NHPA Security. Manager called for medical assistance.	No	Yes
8/23 11:20 AM	Medical Assistance Required	LOCATION: Phone Call from Suicide Hot Line to Amtrak PD Amtrak PD notified NHPA that they were notified by the Suicide Hot Line of a male that called from Union Station and said he was thinking of killing himself. NHFD and NHPD arrived on site and he was transported to YNHH.	Yes	Yes
8/24 4:40 PM	Medical Assistance Required	LOCATION: Up Escalator Patron said she stepped on escalator and turned around and fell on her knees. She went to obtain medical assistance later that evening when the pain intensified.	No	Yes
8/28 5:03 PM	Miscellaneous	LOCATION: Elevator USB USB was evacuated due to the fire alarm going off. Manager on Duty was notified and NHFD arrived. Someone was smoking inside the elevator.	Yes	No
8/29 5:00 PM	Trip and Fall	LOCATION: Side Front Entrance Near West Lot Patron was walking in building and tripped over rug and requested that an ambulance be called. She then decided to go to her doctor next day instead of being transported to ER.	Yes	Yes

INCIDENTS – AUGUST 2021

UNION STATION GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Provided
8/15 11:00 PM	Medical assistance required	<u>LOCATION: Sidewalk in front of Cashier's Booth in the Garage</u> Man approached Cashier in booth shouting for an ambulance. Cashier called Security. Man told Security he was suicidal and wanted someone to call ambulance. 911 was called, and he was transported to the Hospital.	Yes	Yes
8/23 3:30 PM	Motor vehicle accident – minor	<u>LOCATION: Level 1 Bottom of Ramp</u> Patron hit steel drain pipe at bottom of ramp when making a right turn to exit.	Yes	No

INCIDENTS – AUGUST 2021

CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
8/9 8:30 – 9:30 AM	Disorderly conduct/threatening Security Officer	LOCATION: Near Manager's Office Male came running and wanted to cut through the garage. When he was told it was private property he started spitting at Security. Male returned again and started the same behavior. Manager arrived and witnessed the situation.	No	No
8/10 5:00 AM	Miscellaneous	LOCATION: Level 5A Supervisor found vehicle with door open and engine running. NHPD was called and NHPD has keys.	Yes	No
8/16 10:30 PM	Motor vehicle break-in	LOCATION: Level 2 Patron told Security Officer she heard a noise on second level that sounded like a car was being broken into. Security arrived to scene along with owner of car and found a car with broken rear back window passenger side (brick thrown through window). Phone was taken. Supervisor was notified.	Yes	No
8/19 3:00 PM	Motor vehicle break-in	LOCATION: Level 4 Construction worker for Crown Street Garage had truck bed closed but not locked and Tool box with multiple power tools was taken.	Yes	No

INCIDENTS – AUGUST 2021

270 STATE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
8/10 9:30 PM	Motor vehicle break-in	When patron returned to car at 11:30 AM on 8/11 and looked through the car, he noticed the two passenger doors were open and someone went through the trunk and took a camera bag and electric chain saw.	Yes	No

INCIDENTS – AUGUST 2021

ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
Whalley & Blake Lot	NHPA property damage	LOCATION: Front Right Side Entrance The right side of the iron fence was bent forward towards the sidewalk. The base of the fence was detached from the impact and the concrete surrounding it has been damaged as well.	No	NO
State & Pulaski Lot	Motor vehicle break-in	LOCATION: Facing the Street Security noticed a white basket on top of the trunk of a car. The contents of the basket were tossed out in the lot. The car's shift gear was damaged. Owner called NHPD.	Yes	No
State & Mechanic Lot	Motor vehicle accident – Minor	When trying to exit the lot, the patron hit the car parked next to him.	Yes	No
Orchard/Sherman Lot	Motor vehicle accident – Minor	When patron returned to her car she claims she found her car rolled into the fence. NHPD found car through the fence, called Yale PD who located owner to come to remove it.	Yes	No

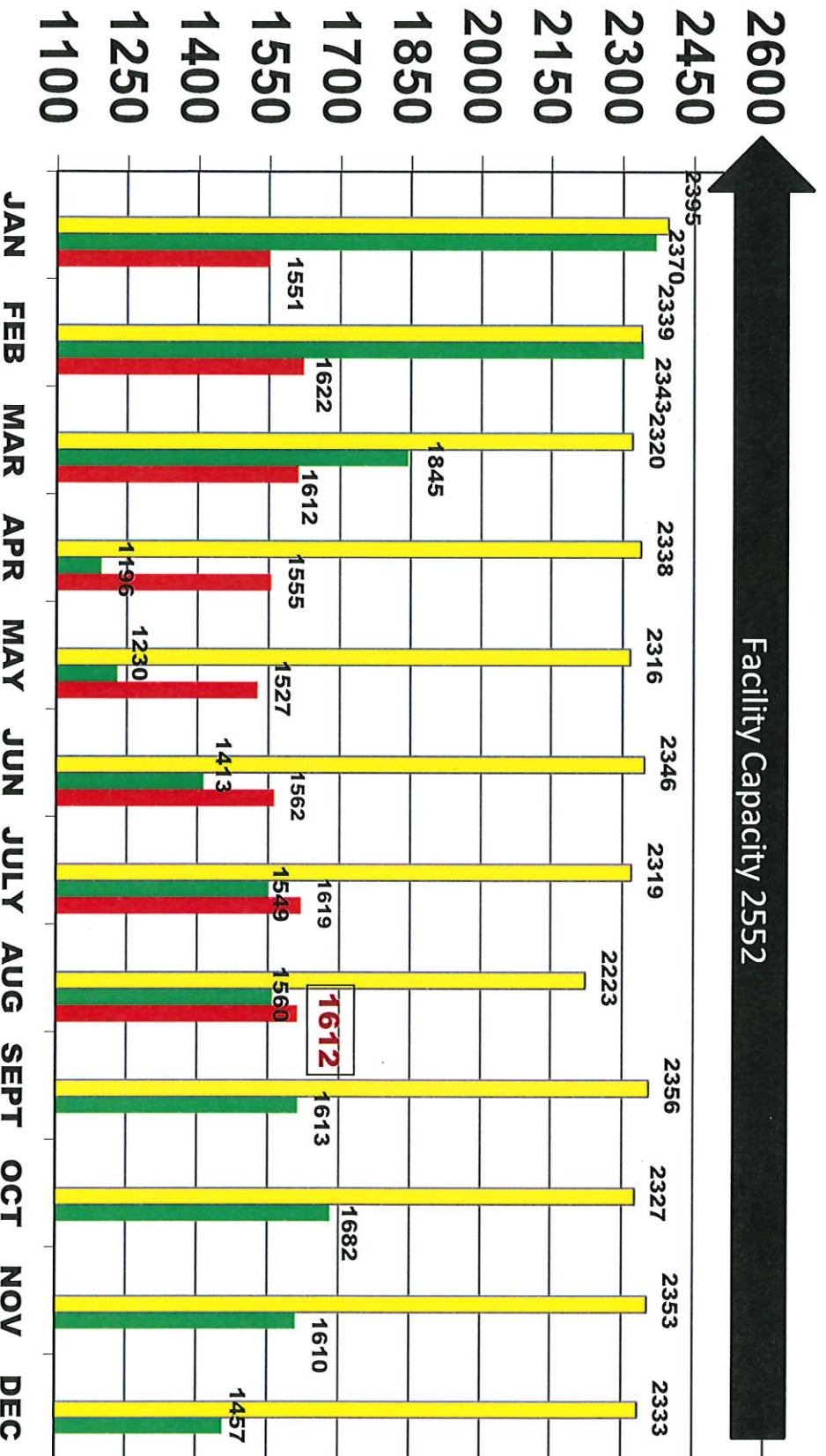
INCIDENTS – AUGUST 2021

TEMPLE STREET GARAGE

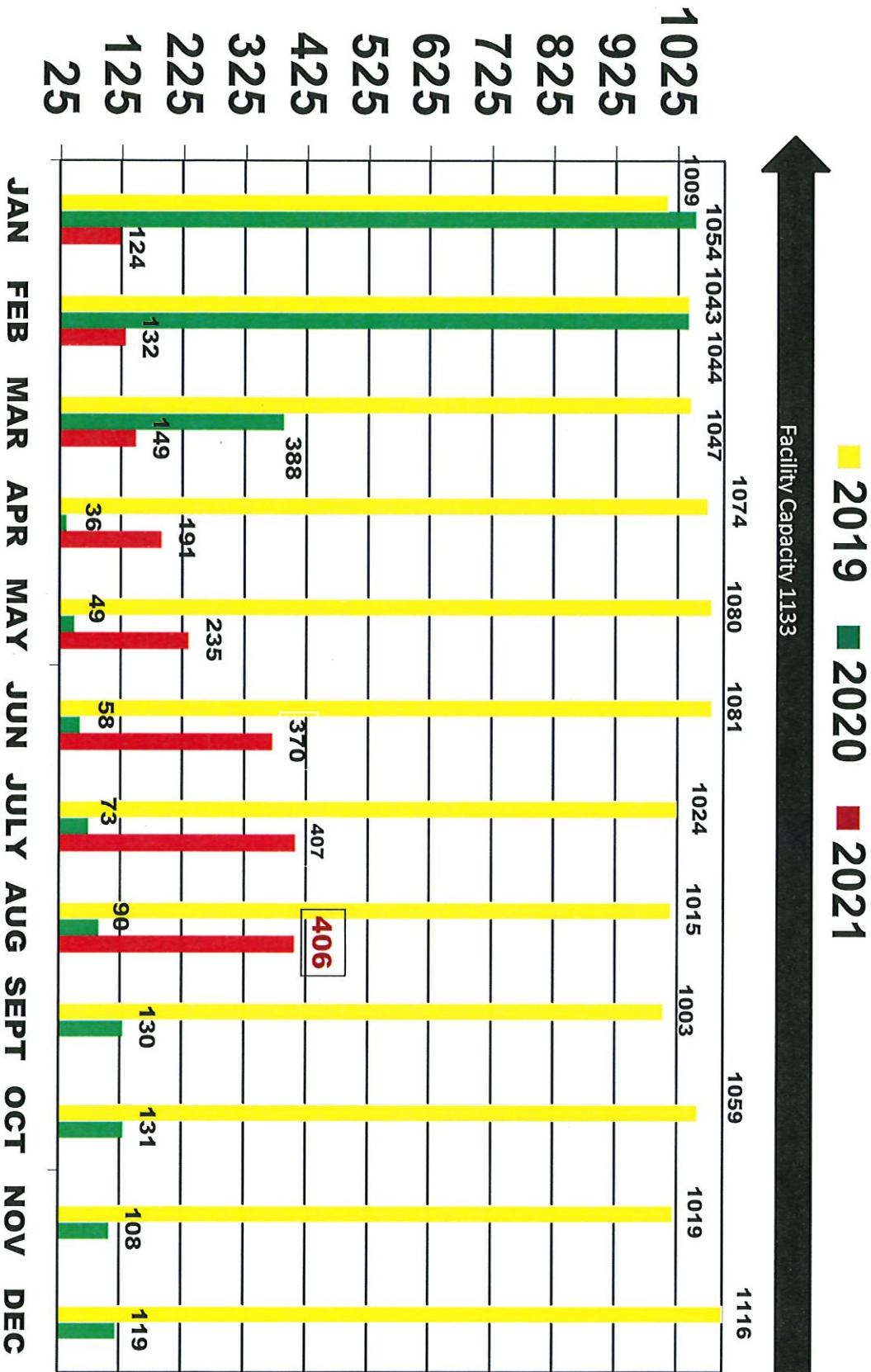
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
8/5 10:20 PM	Motor vehicle break-in	LOCATION: Level 4 Owner reported car broken into, no damage and water bottle was taken. Owner called NHPD.	Yes	No
8/6 1:15 AM	Motor vehicle Break-in	LOCATION: Level 1 North Frontage Side Owner reported left window – driver's side was smashed. Nothing was taken.	No	No
8/13 3:00 PM	Disorderly Conduct	LOCATION: Level 2 Kids on bike pulling fire alarm – NHFD responded to reset alarm	Yes	No
8/22 9:30 AM	Motor vehicle break-in	LOCATION: Level 3 Security responded to call of car with broken driver's side window.	No	No
8/25 8:30 PM	Motor vehicle break in	LOCATION: Level 2 When returned to car, patron found center console open and items on front passenger seat, gym bag missing from trunk.	No	No
8/29 2:15 AM	Disorderly conduct	LOCATION: Level 8 Two emergency call boxes were activated with no one there when Security arrived. Security reset boxes.	No	No
8/29 2:35 AM	Disorderly conduct	LOCATION: Level 3 Fire alarm pull station was activated. Security responded, found no fire but noticed large group of young women running away from the location. NHFD responded to reset alarm.	Yes	No

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

■ 2019
 ■ 2020
 ■ 2021



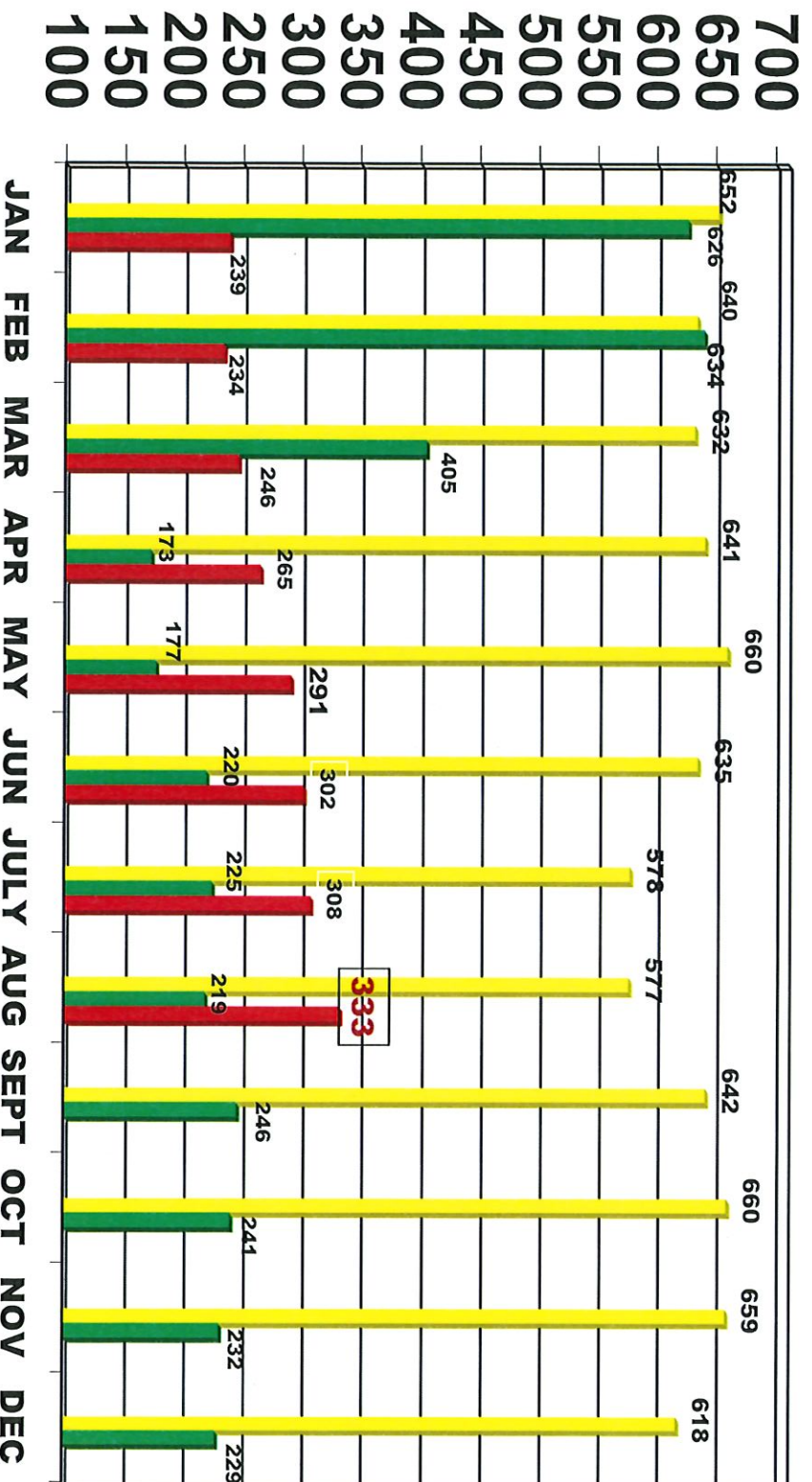
Average Occupancy Statistics Union Station Facility Capacity 1133 Comparison of 2019 through 2021



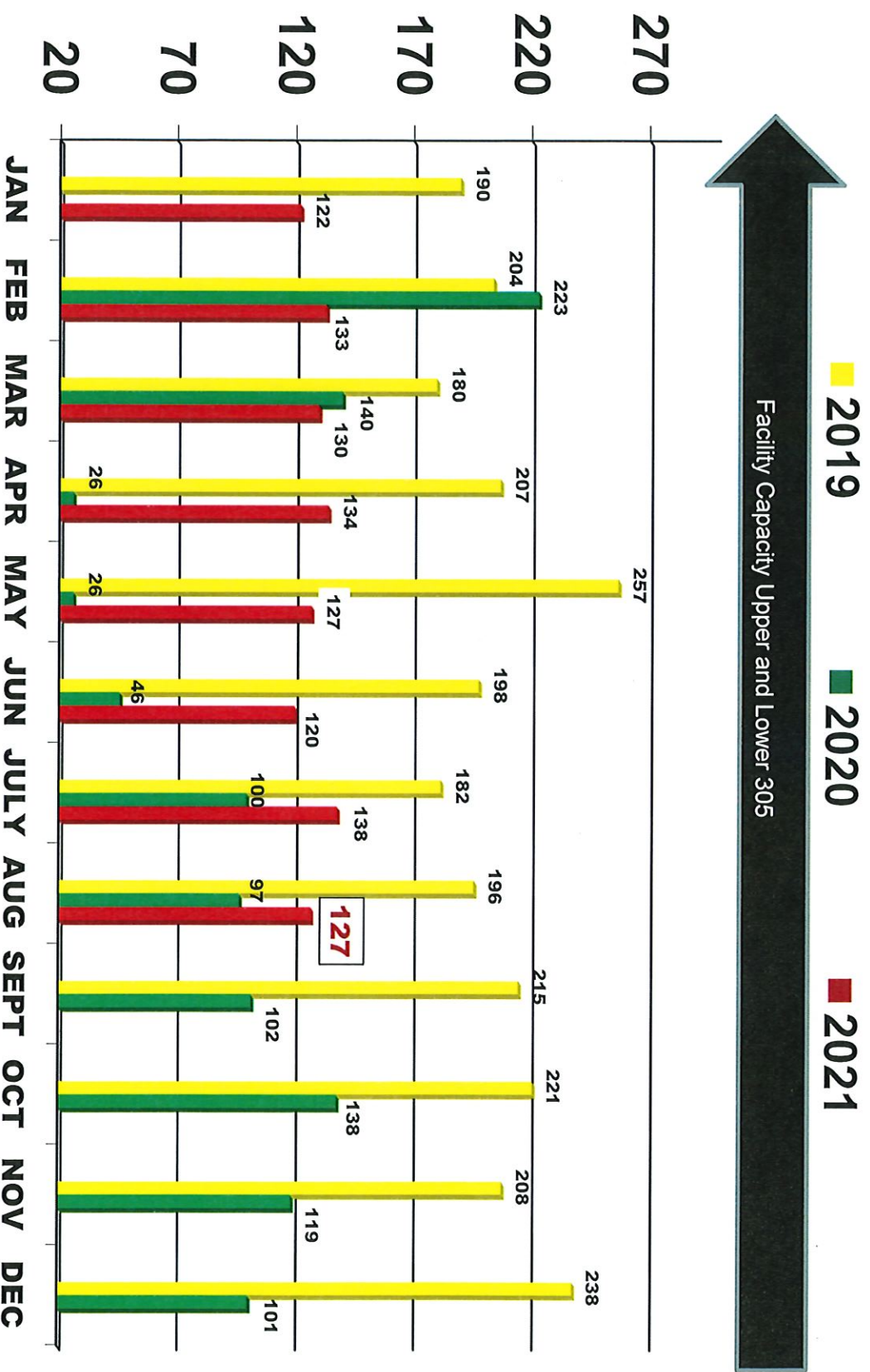
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021

■ 2019
 ■ 2020
 ■ 2021

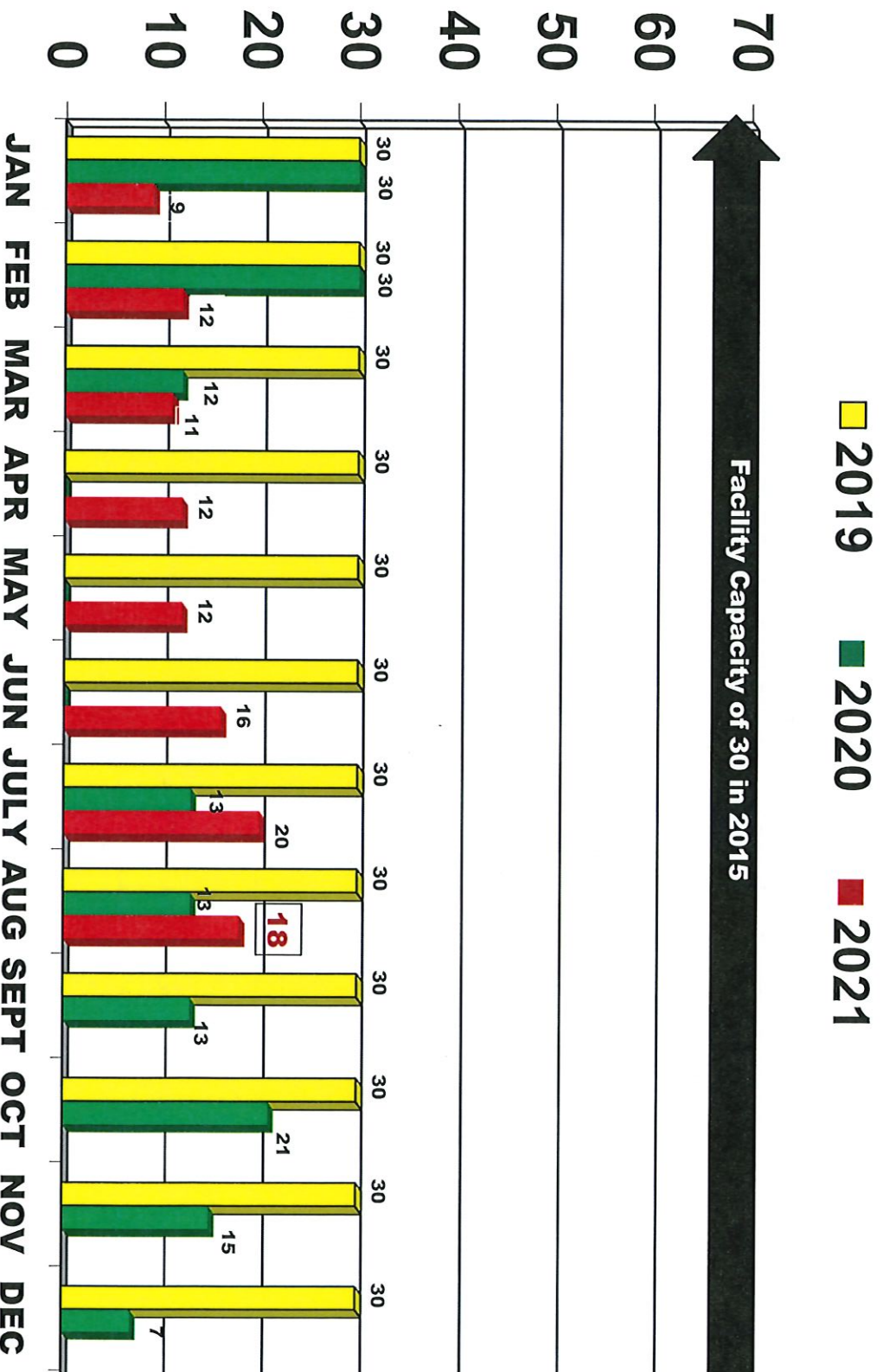
Facility Capacity 708



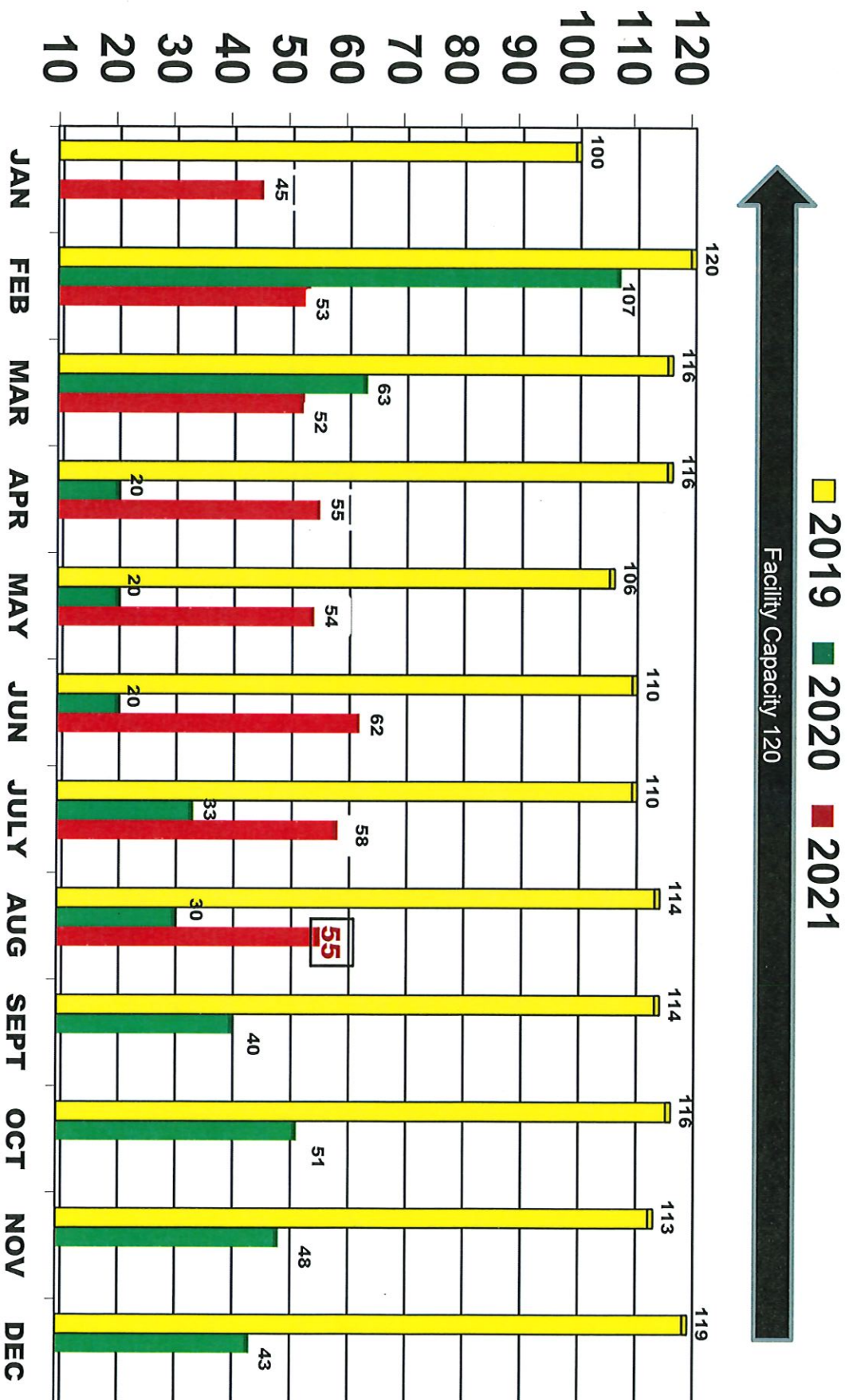
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021



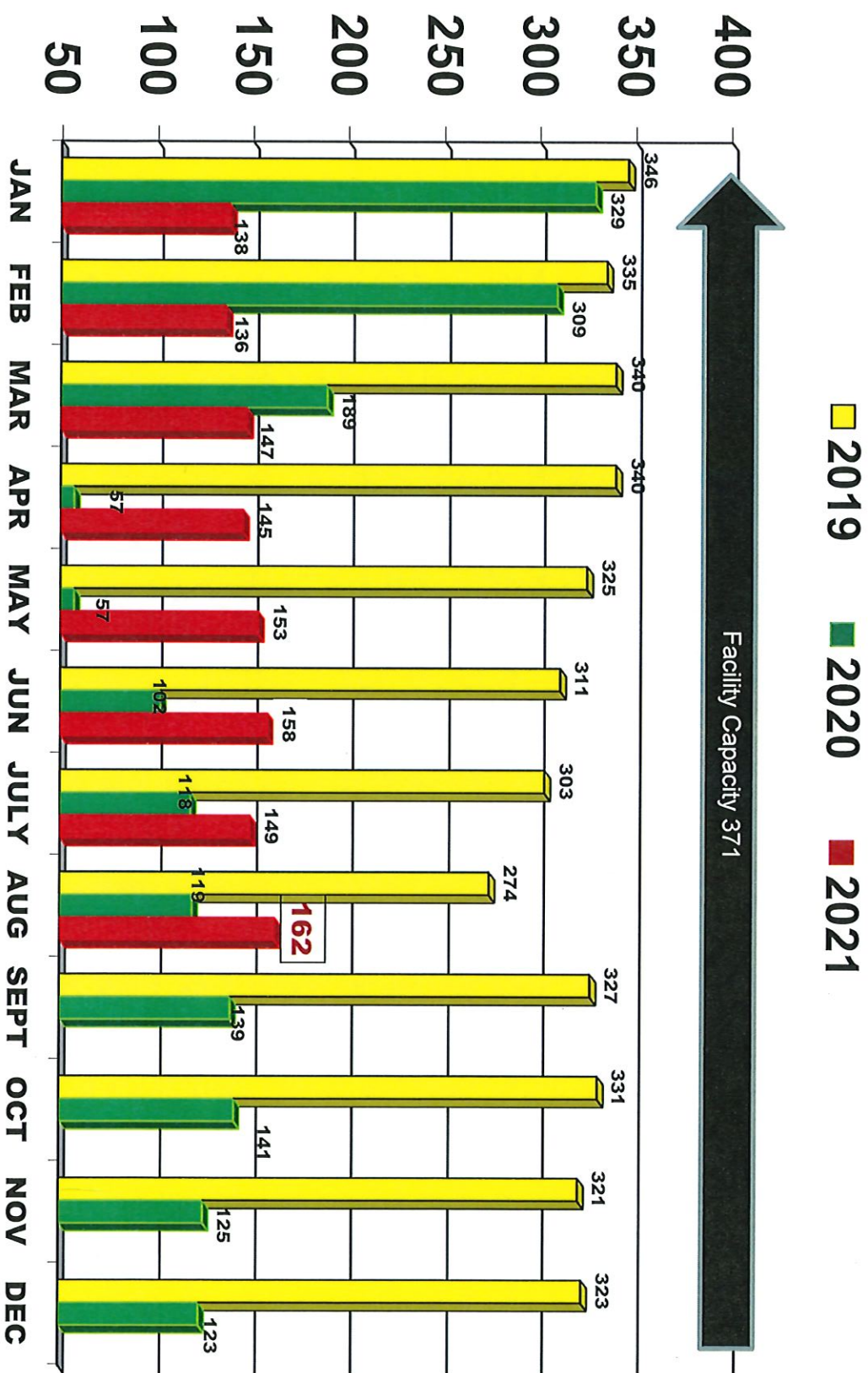
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



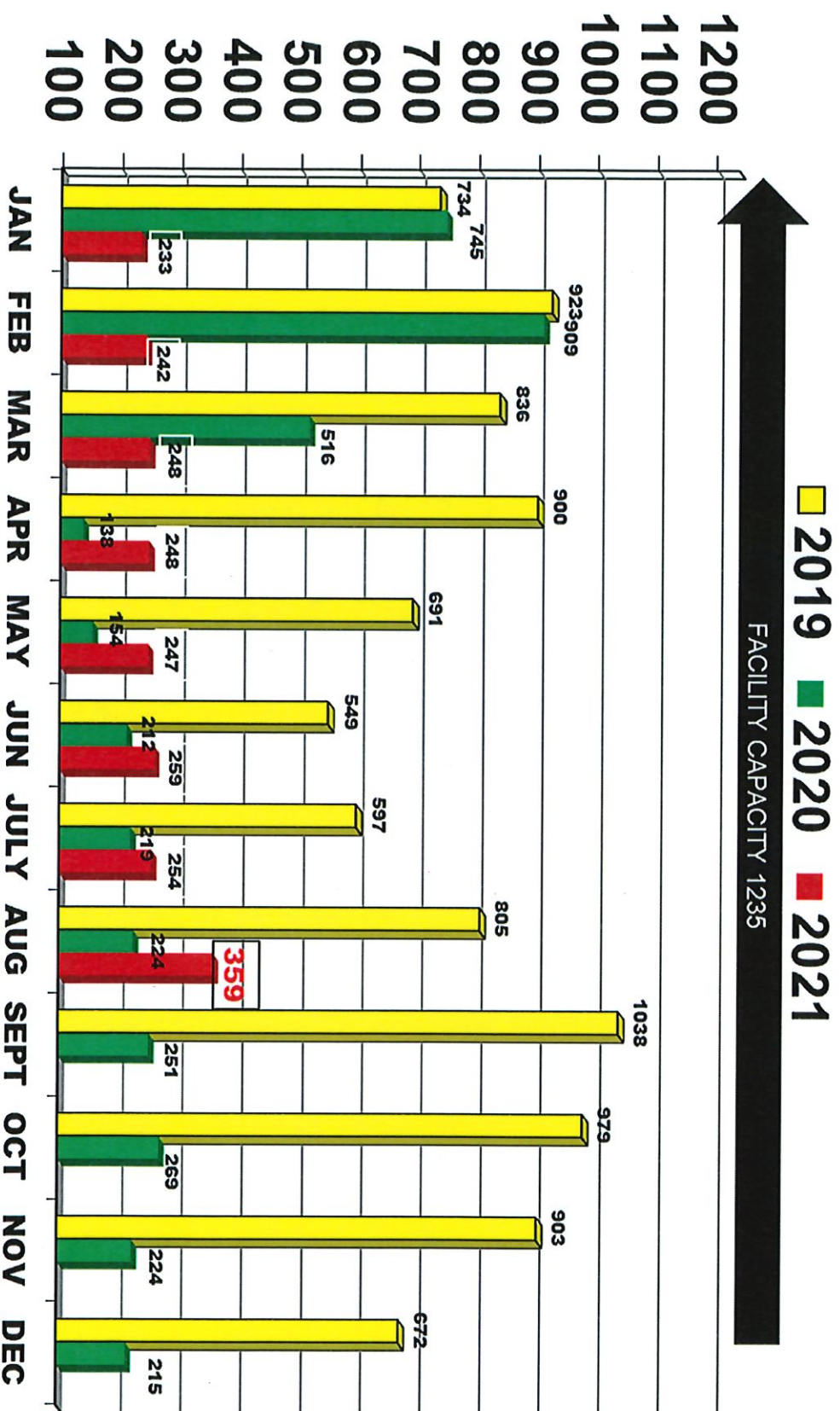
Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2019 through 2021



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	0	0					0

THREE YEAR TOTAL: \$16,429

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

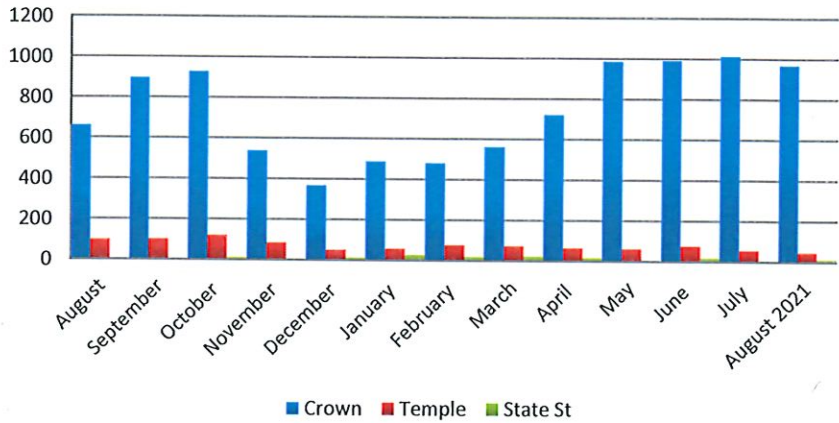
	January	February	March	April	May	June	July	August	September	October	November	December	Total YTD
2019	489	499	590	562	613	539	498	473	590	731	629	761	6,974
2020	527	484	93	0	0	0	0	0	0	0	0	0	1,104
2021	0	0	0	0	0	0	0	0					0

THREE YEAR TOTAL: 8,078

2020 / 2021	Crown	Temple	State St	Total
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	1013	55	3	1071
August 2021	969	46	11	1026
Total	9601	961	147	10709

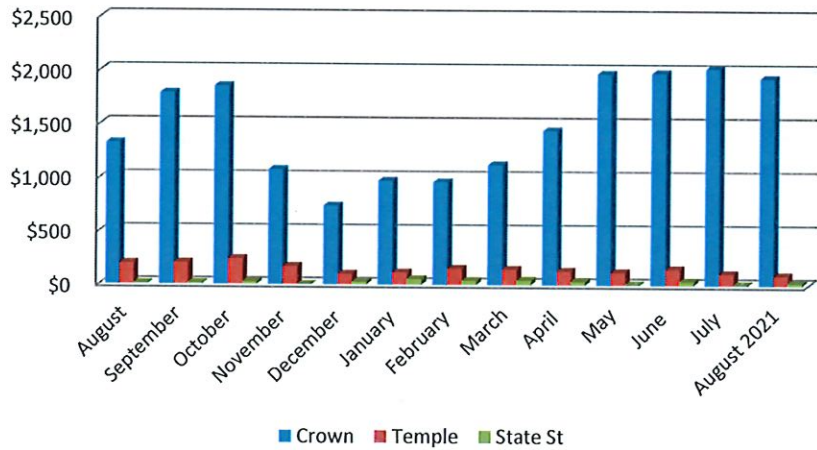
Past 13 Months Activity

Restaurant Program Validations Summary Crown & Temple & State St



2020 / 2021	Crown	Temple	State St	Total
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	\$2,026	\$110	\$6	\$2,142
August 2021	\$1,938	\$92	\$22	\$2,052
Total	\$19,202	\$1,922	\$294	\$21,418

Restaurant Program Dollars Crown & Temple & State St



Fortunata Houde

From: Fortunata Houde
Sent: Friday, September 3, 2021 9:13 AM
To: Sammy Parry
Cc: Fortunata Houde
Subject: Happy or Not Monthly Report
Attachments: NewHavenParkingAuthority_20210831_Month_Open_feedback.pdf;
NewHavenParkingAuthority_20210831_Month.pdf

This is the monthly report for August – will include for September meetings.

From: HappyOrNot [mailto:support@happy-or-not.com]
Sent: Wednesday, September 1, 2021 11:19 PM
To: Fortunata Houde
Subject: Monthly report, New Haven Parking Authority, August 2021: Please rate our service today

 **Monthly report**
August 2021

Management report
New Haven Parking Authority (6 units)



Please rate our service today



63%
1,309 resp.



14%
291 resp.



6%
120 resp.

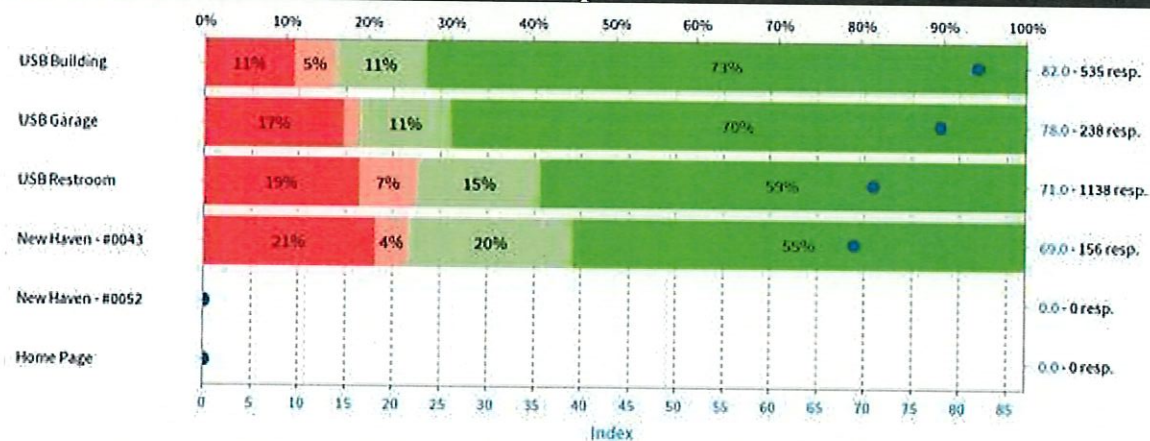


17%
347 resp.

Index: 75/100
Responses: 2,067

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

Comparison

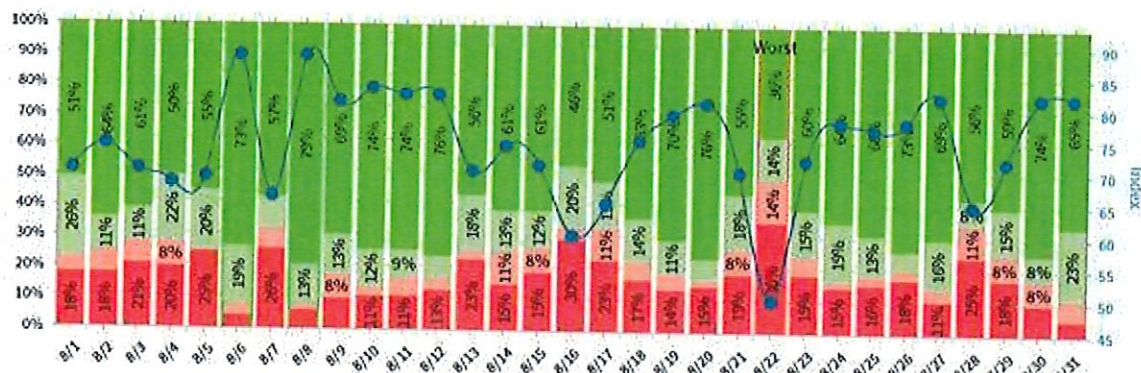


Risers

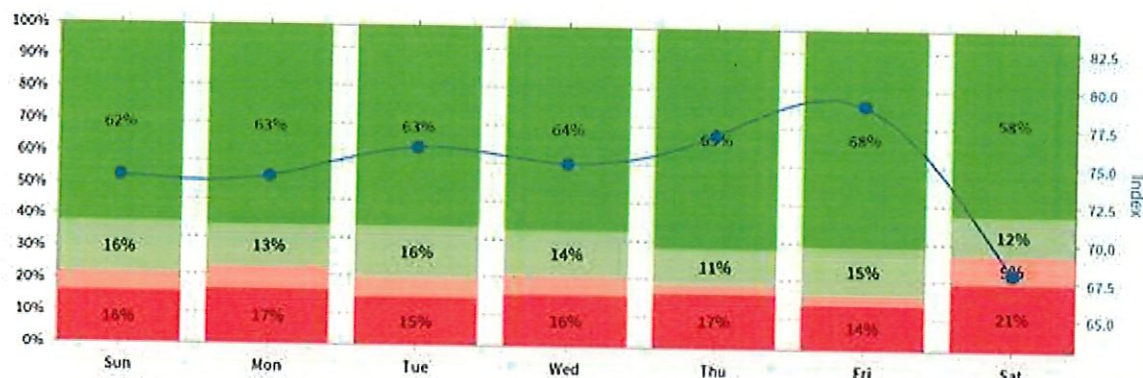
Fallers

Survey	Index	Change	Survey	Index	Change
New Haven - #0043	69	3% ↑	USB Restroom	71	-3% ↓
USB Building	82	2% ↑			
USB Garage	78	0% ↑			

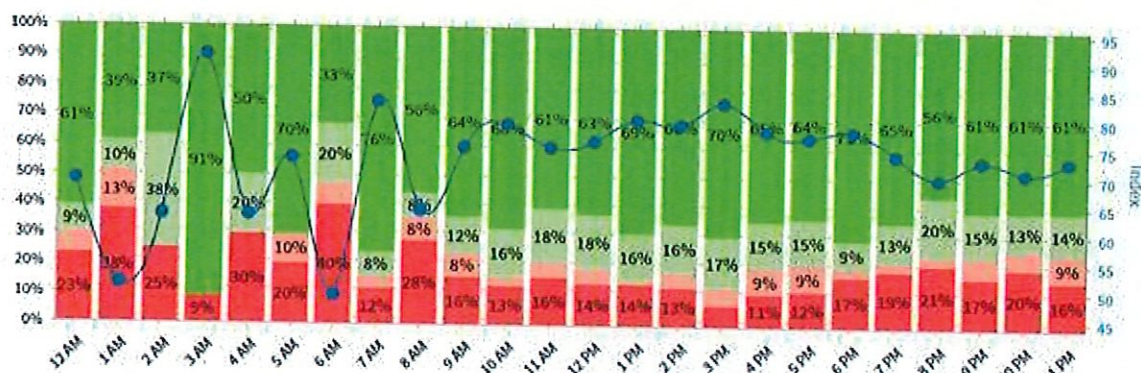
All units combined - daily distribution



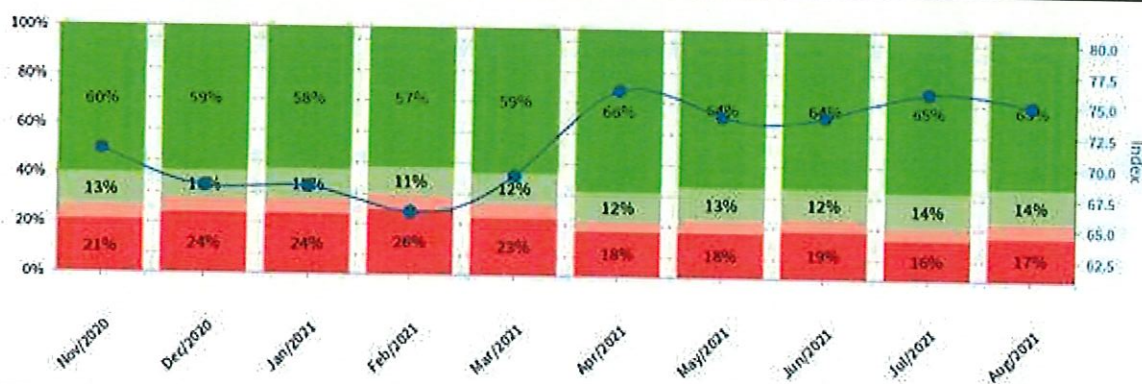
All units combined - weekday distribution



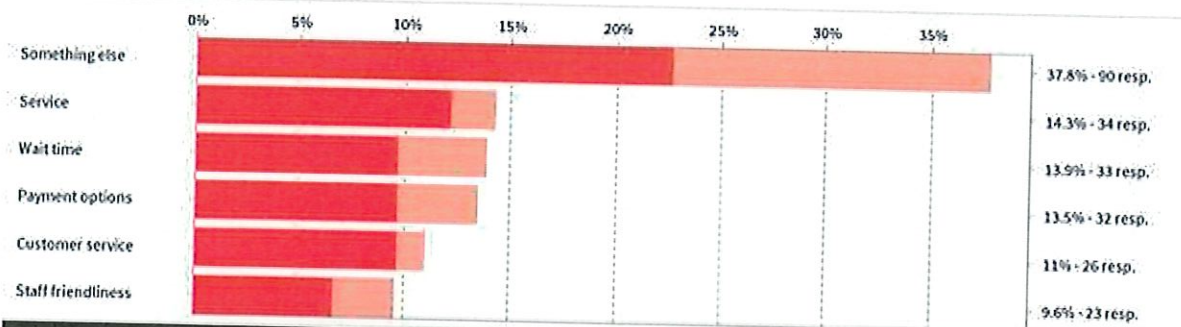
All units combined - hourly distribution



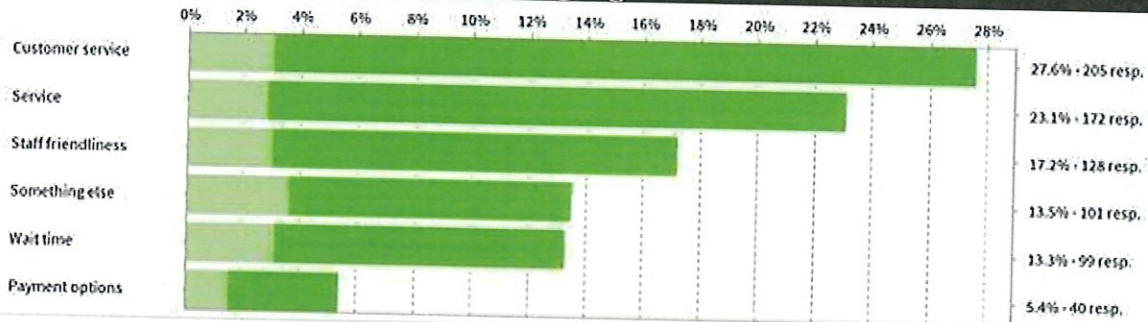
Same question, comparison with previous months



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



August 2021

Positive feedback

77%

as given by 2,067 customers

HappyOrNot®

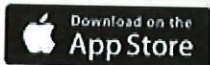
Share the results:



[HappyOrNot - Reporting service website](#)



HappyOrNot Reporting App



support@happy-or-not.com