

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
October 18, 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
- 270 State Street Garage
- Union Station Garage

•UNRESTRICTED FACILITIES

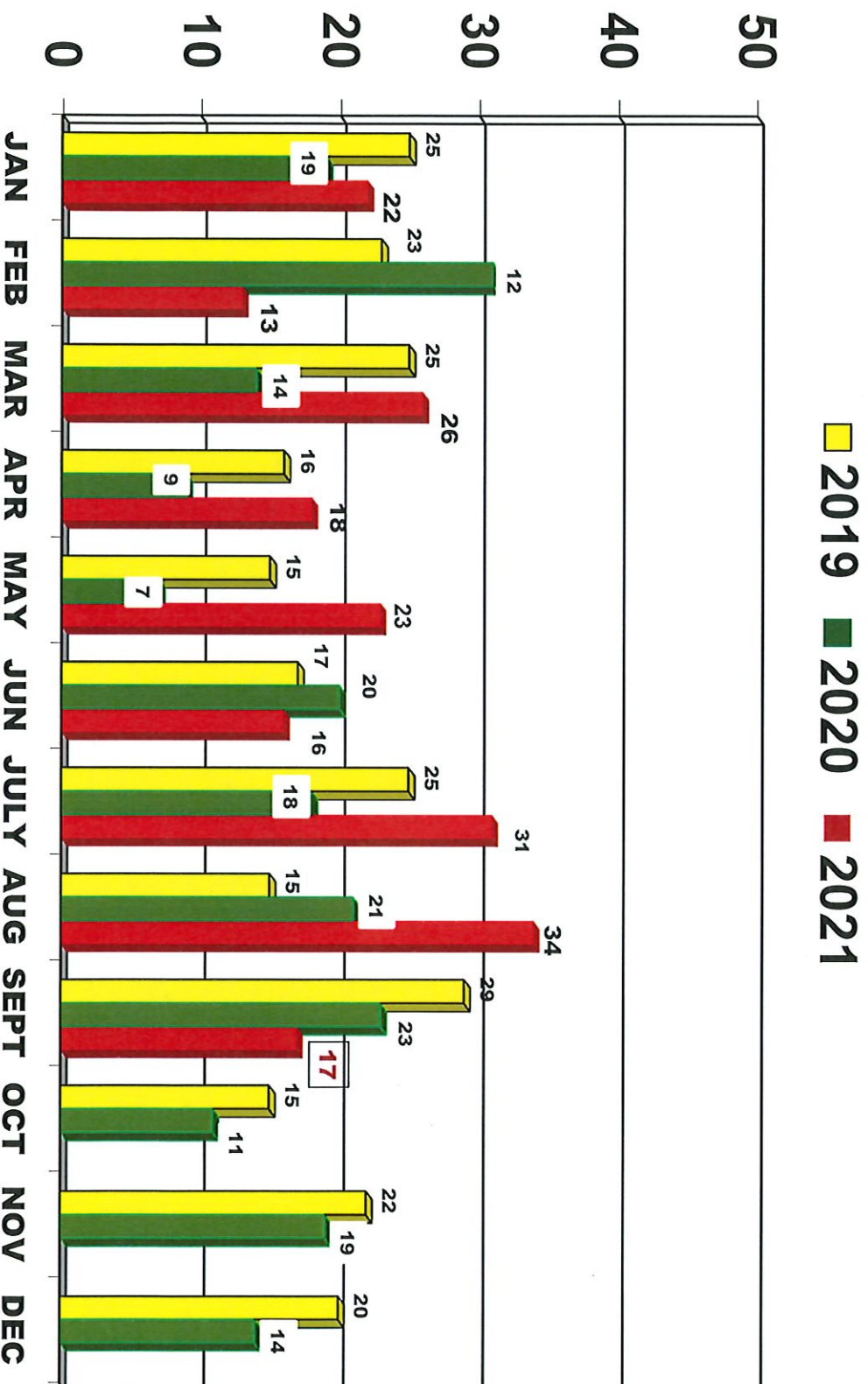
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

•VALET OPERATION

•RESTAURANT PROGRAM

•"HAPPY OR NOT" CUSTOMER SATISFACTION REPORT

Park New Haven **Number of Incidents for all Facilities** **Comparison - 2019 through 2021**



NHPA Incident Statistics by Category - September 2021



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	0	2	0	0	1	4	5	0	0	5 See attached	0	17
OCT												
NOV												
DEC												
TOTAL	26	3	38	10	10	9	52	28	2	22	0	200

NHPA Incident Statistics by Location - September 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												0
Chapel/Franklin												0
Court/Olive												0
Crown St. Garage						2						2
Elm/Orange												0
George Street												0
Granite Sq. Garage												0
Olive/Chapel												0
Orange/George						1						1
Orange/Trumbull												0
Orchard Sherman												0
Sherman/Tyler												0
State/Court										1 graffiti		1
State/Chapel		1										1
State/Fair												0
State/Grand/Olive												0
State/Mechanic												0
State/Pulaski												0
State/Wall						1						1
423 State Street												0
270 State St. Garage		1								2 Cars in flood water 1 alleged attempted robbery		3
Temple St. Garage												1
Temple Med. Garage												0
Union Station Bldg.							5					5
Union Station Garage									1 engine left running			1
Whalley Blake					1							1
Total	0	2	0	0	1	4	5	0	0	5	0	17

INCIDENTS – SEPTEMBER 2021

CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
9/8 8:50 AM	Personal Property Damage	LOCATION: Level 1 Patron returned to car and found Axle was damaged.	No	No
9/22 10:00 PM	Personal Property Damage	LOCATION: Level 3 College St. Side Patron returned to her car and found scratches on driver's side rear bumper.	No	No

INCIDENTS – SEPTEMBER 2021

ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
State & Court Street 9-13 8:19AM	NHPA property damage	LOCATION: State & Court Lot - Wall by Windows Graffiti was found on wall.	No	NO
State & Wall Lot 9/27 3:15 AM	Personal Property Damage	LOCATION: State & Wall Lot Patron parked car on 9/26 at 7:30 PM and when returned at 7:30 AM catalytic converter was stolen. Patron called NHPD and NHPA security. Camera footage captured the incident and license plate of offender.	Yes	No
Orange & George Lot 9/29 5:00 PM	Personal Property Damage	LOCATION: Orange & George Lot When patron returned to her car found front bumper pushed in and dent on hood.	Yes	No
Whalley & Blake Lot 9/29 11:30 AM	NHPA Property Damage	LOCATION: Whalley & Blake Lot Graffiti on electric circuit box.	No	No
State & Chapel Lot 9/24 2:45 PM	Stolen Vehicle	LOCATION: State & Chapel Lot Patron reported his vehicle was missing/stolen. He parked his vehicle at 7:30 AM and it was missing when he returned. NHPD was notified.	Yes	No

INCIDENTS – SEPTEMBER 2021

270 STATE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
8/28 4:00 PM	Stolen car	LOCATION: LEVEL 1 State Street Side Woman called the Manager on Duty to report her car was stolen. Security was sent to meet with woman. At that time she told Security her car was stolen, and she reported this to NHPD.	Yes	No
9/2 8:30 AM	Flooding issue	LOCATION: LEVEL 1 Security found flooding issue and vehicle in water. Notified Manager.	No	No
9/2 8:30 AM	Flooding issue	LOCATION: LEVEL 1 Security found flooding issue and vehicle in water. Notified Manager.	No	No

INCIDENTS – SEPTEMBER 2021

TEMPLE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
9/18 10:35 PM	Miscellaneous alleged attempted robbery	<u>LOCATION: Level 4</u> While Security was collecting start money from the Cashier, the customer exiting at that time stated he thought he was going to be robbed. Three people approached him and he claims one of them allegedly had a gun. Security notified NHPD and 4 officers arrived on site and did a complete round of the garage. They did not find anyone that matched the description that was provided.	Yes	No

INCIDENTS – SEPTEMBER 2021

UNION STATION BUILDING

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
9/6 2:00 AM	Medical Assistance Required	LOCATION: Stairwell Tracks 12/14 NHFD received a call for assistance. Male was found sitting in the stairwell to tracks 12/14 complaining of chest pain. After EMS administered immediate assistance, he was taken to the Hospital.	Yes	Yes
9/17 10:30 AM	Medical Assistance Required	LOCATION: East Side Basement by Elevator Family was at the Station. Brother pushed sister against the wall making her head bleed. NHFD and Metro PD were called and she was taken to the Hospital.	Yes	Yes
9/20 6:15 AM	Medical Assistance Required	LOCATION: Front of Building/Lobby Patron approached Security to call 911 as she was feeling faint. Supervisor called 911 and EMS arrived and transported her to the Hospital.	No	Yes
9/22 3:45 AM	Medical Assistance Required	LOCATION: Front Lobby Patron approached Security to call 911 because she had a severe headache and backache. Supervisor called 911 and she was transported to the Hospital.	No	Yes
9/29 6:20 AM	Medical Assistance Required	LOCATION: Lobby Security approached male that walked in and asked him to put on a mask. He did not comply then Security brought him a mask and asked if he had a ticket. Still no response, Amtrak PD was called, also did not get a response from him and asked him to leave. Amtrak PD called 911 and he was transported to the Hospital.	Yes	Yes

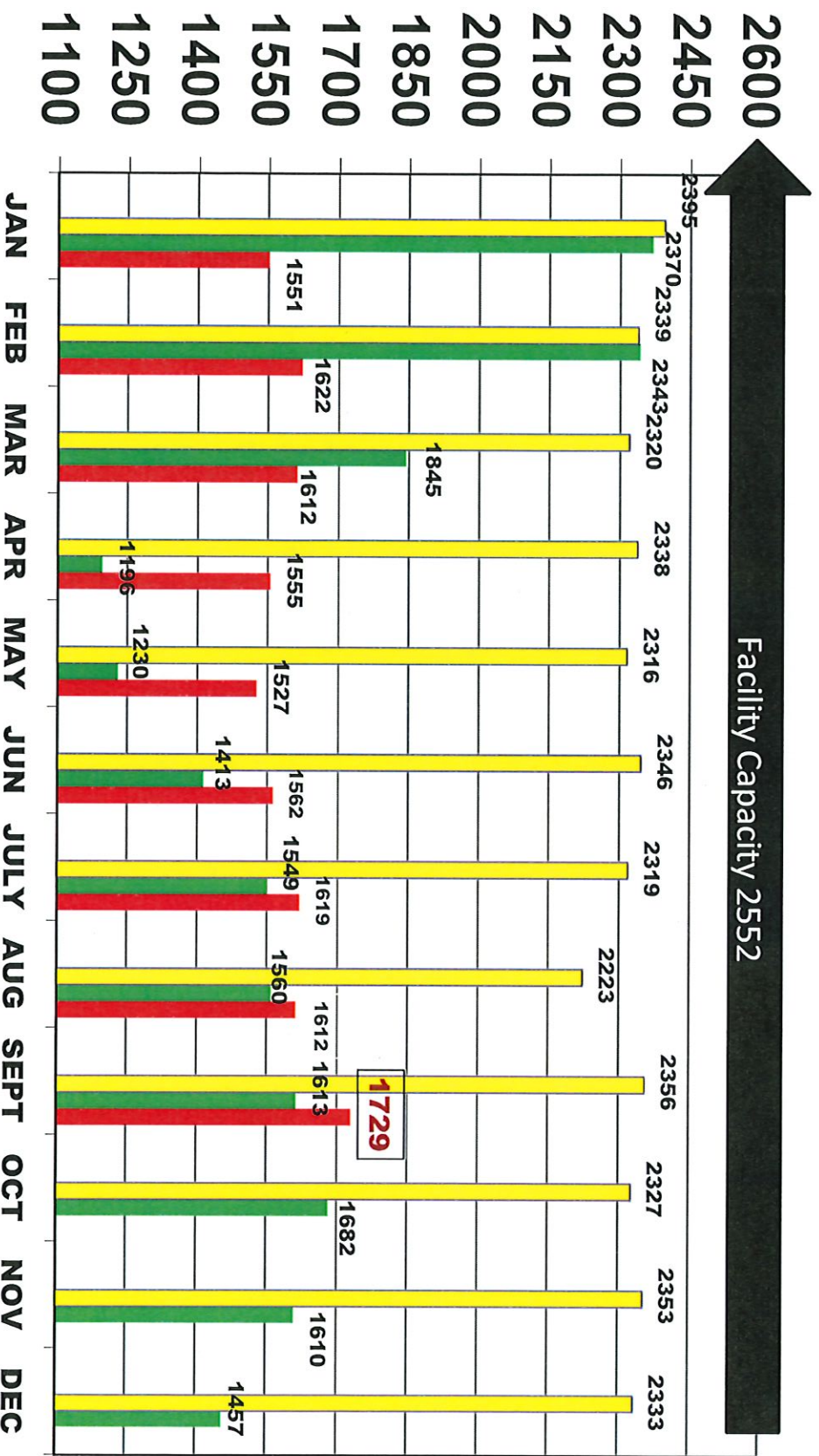
INCIDENTS – SEPTEMBER 2021

UNION STATION GARAGE

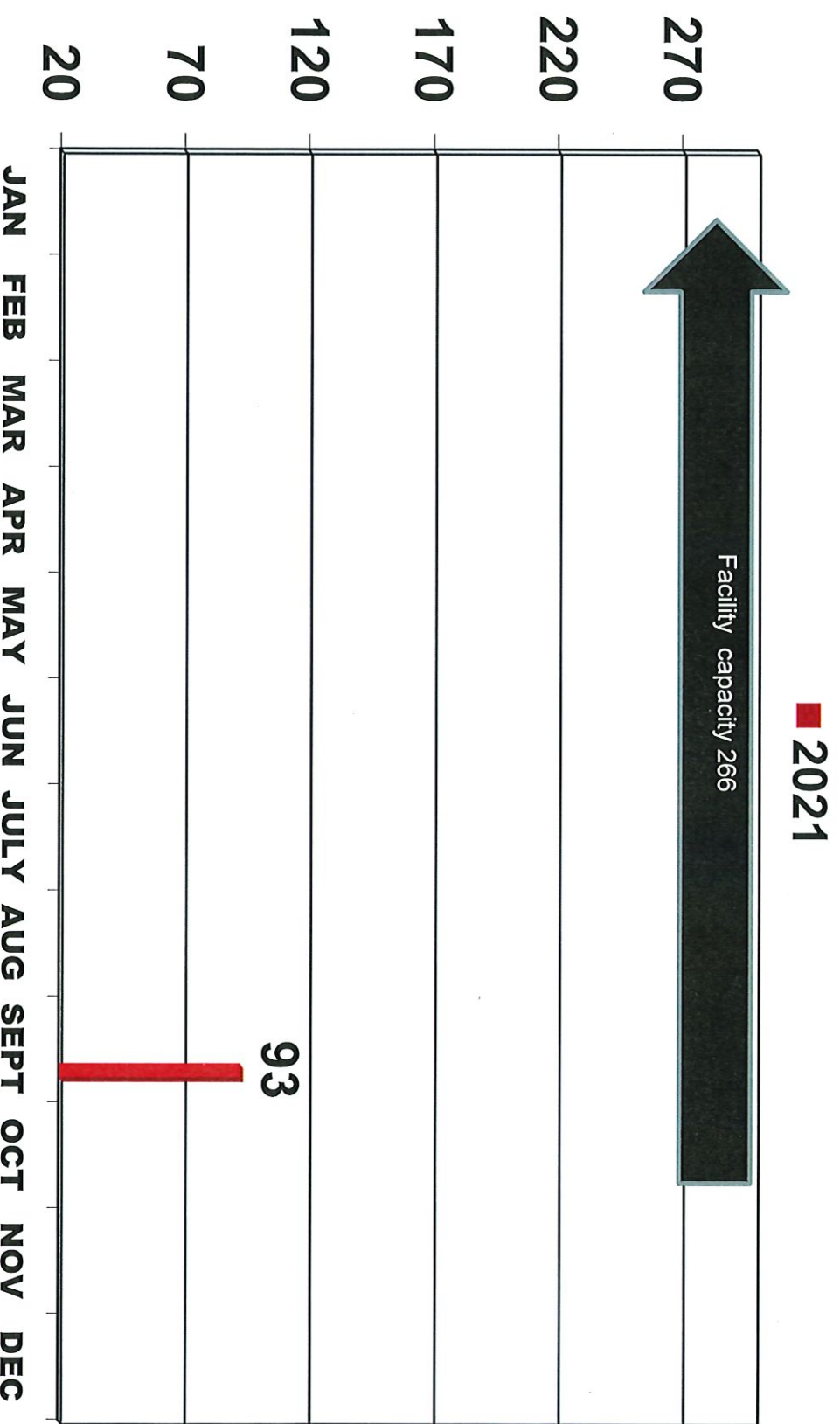
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Provided
9/20 12:10 AM	Miscellaneous	<u>LOCATION: Level 1</u> Car left with engine running. – NHPD notified.	Yes	No

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

■ 2019
 ■ 2020
 ■ 2021



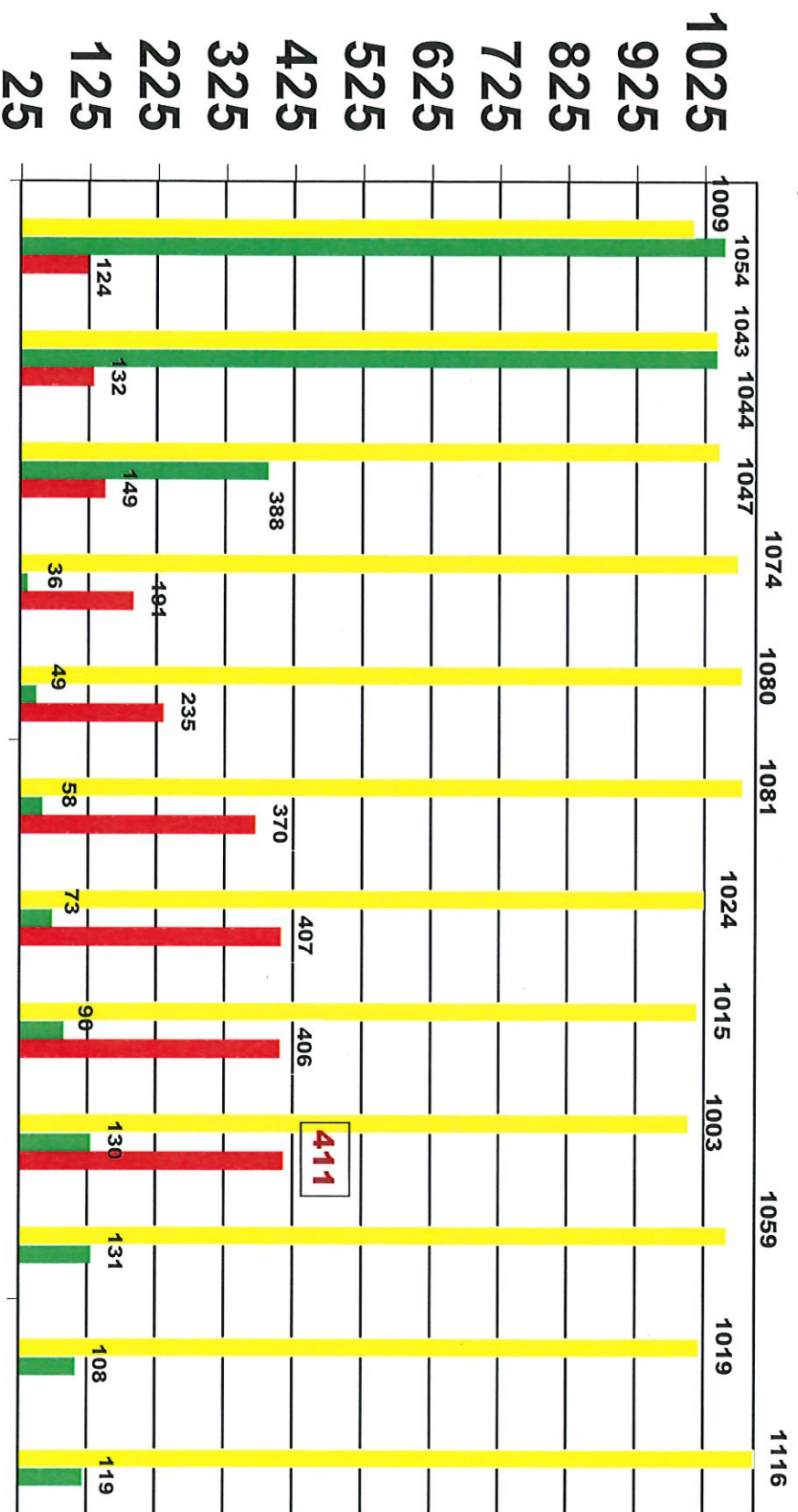
Average Occupancy Statistics 270 State Street Garage Facility Capacity 266



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

2019 2020 2021

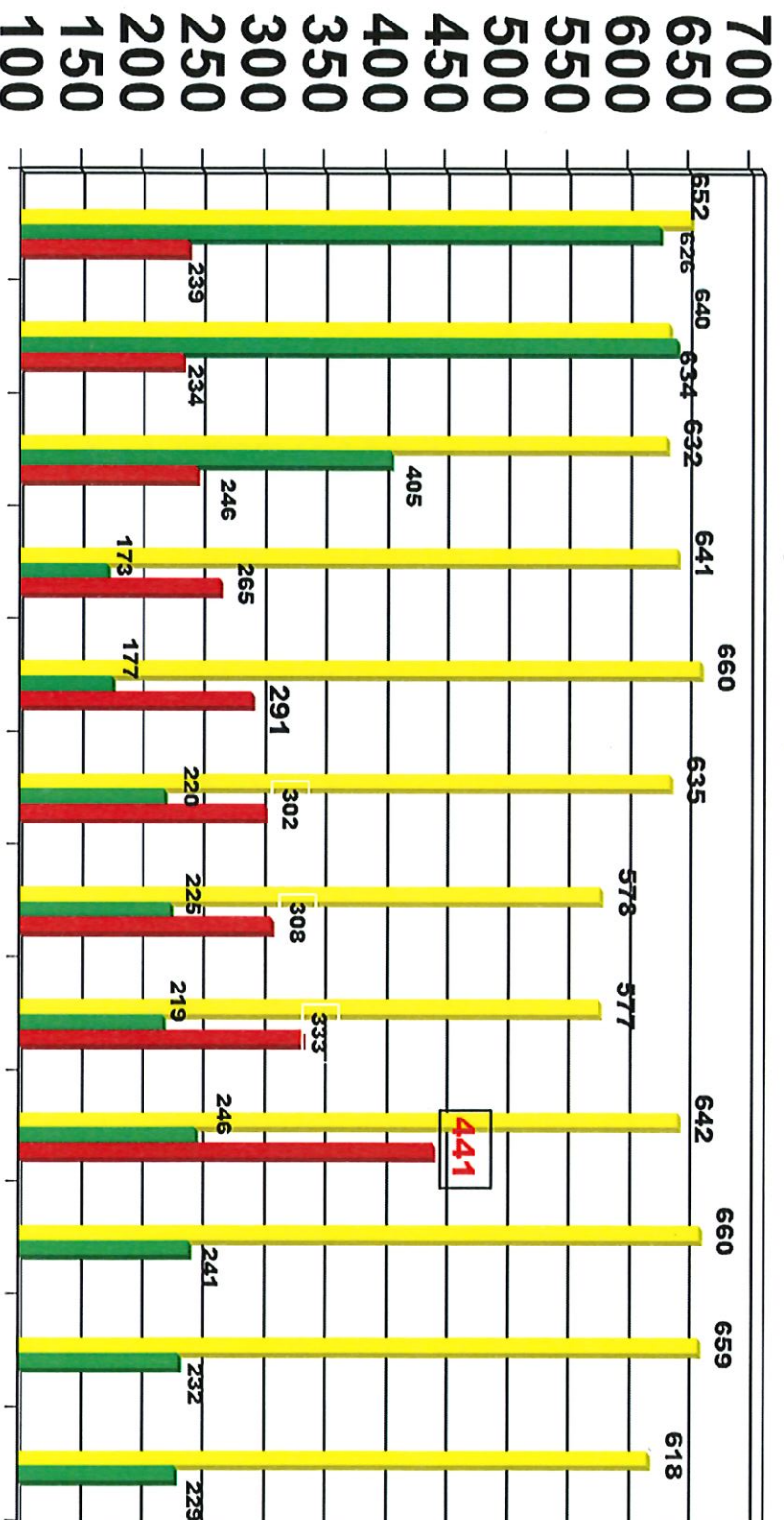
Facility Capacity 1133



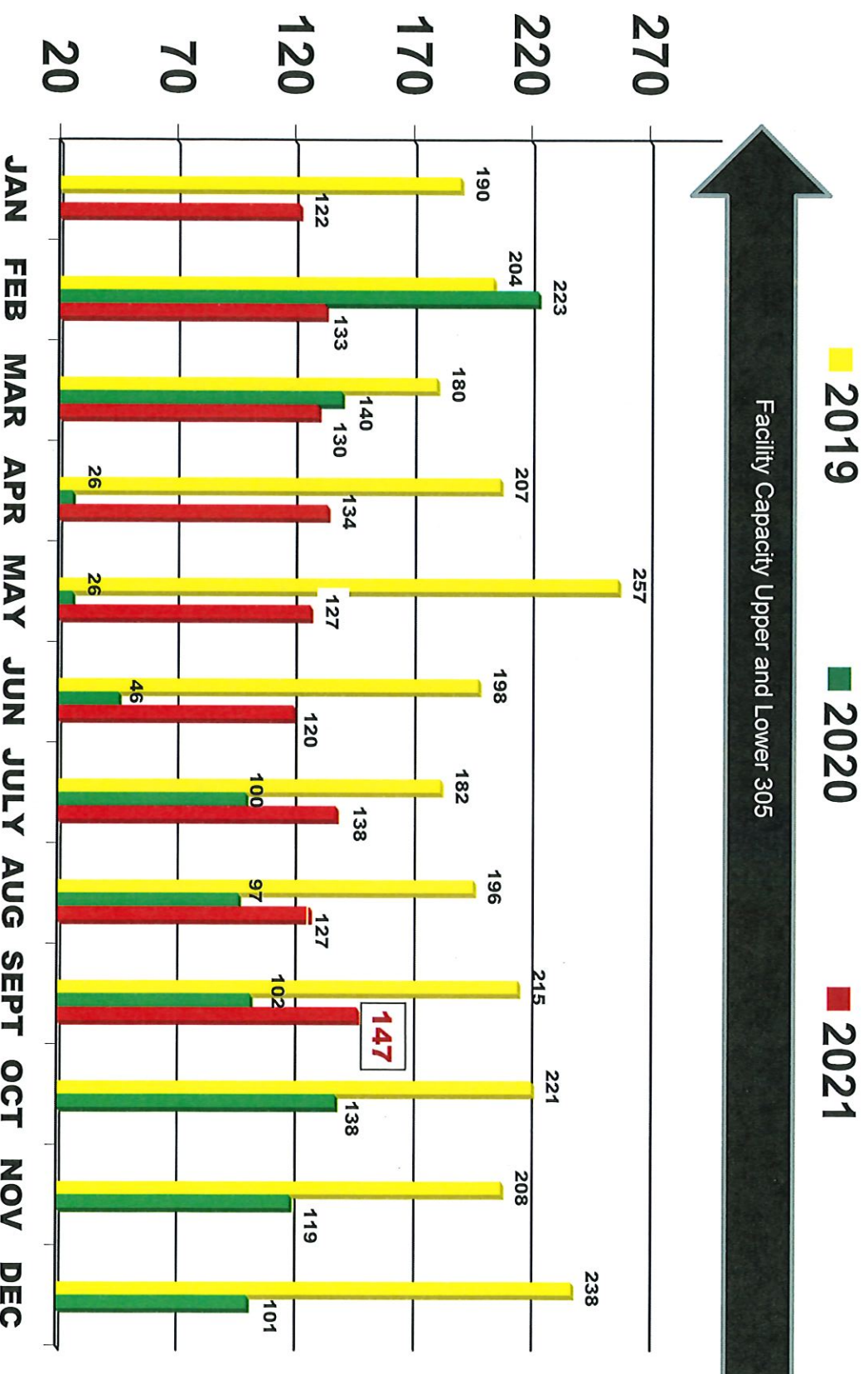
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021

2019 2020 2021

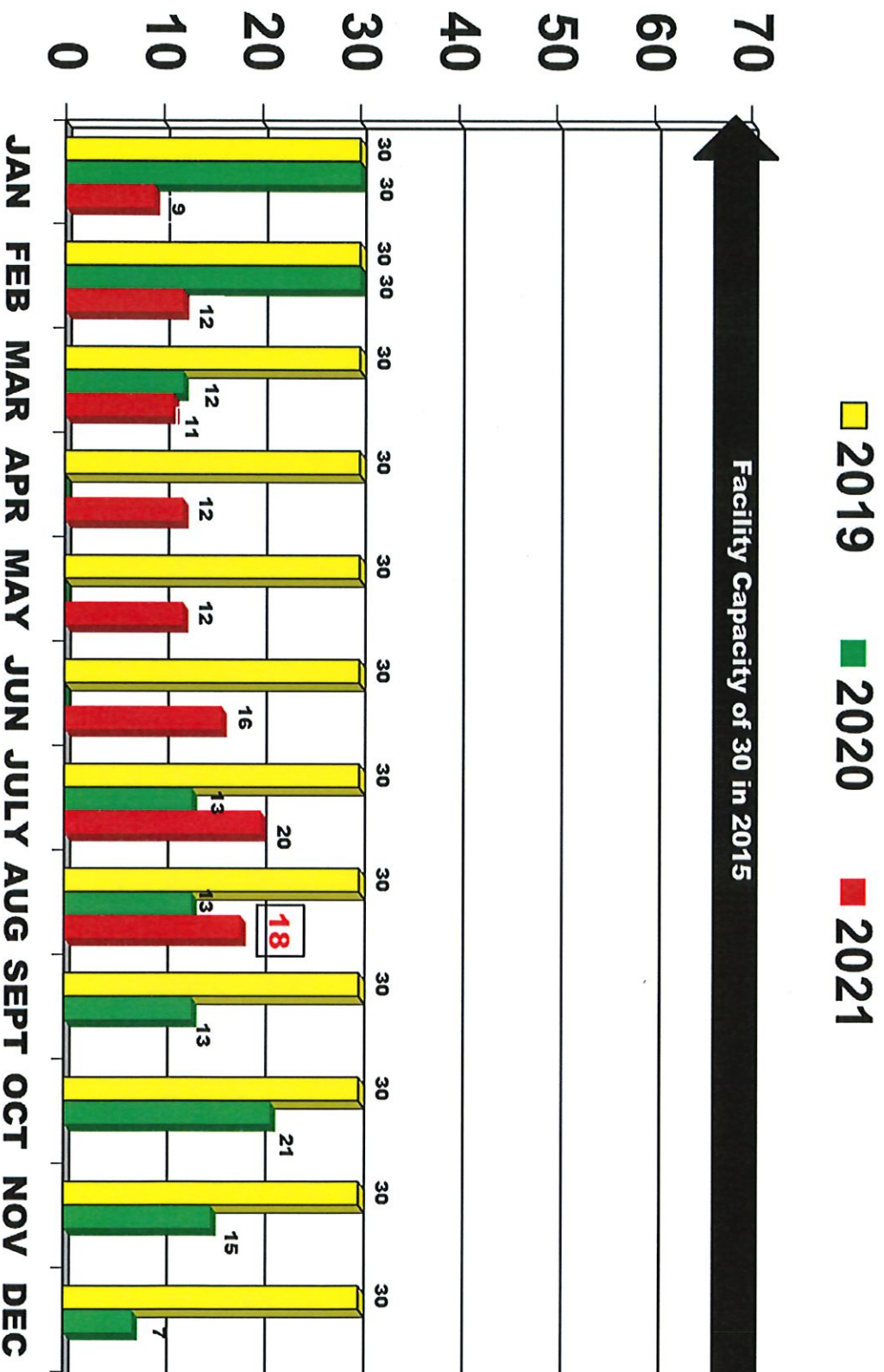
Facility Capacity 708



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



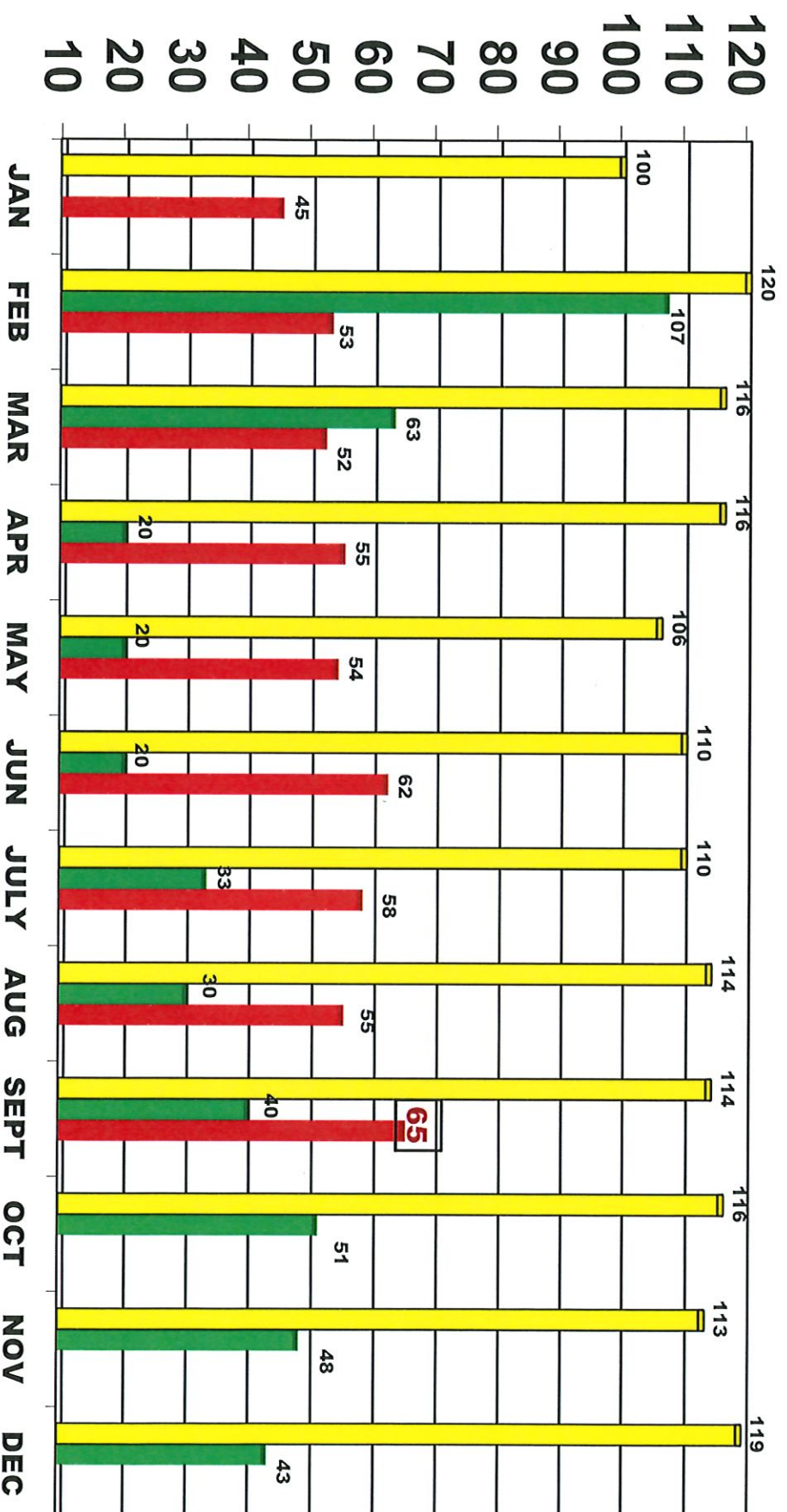
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



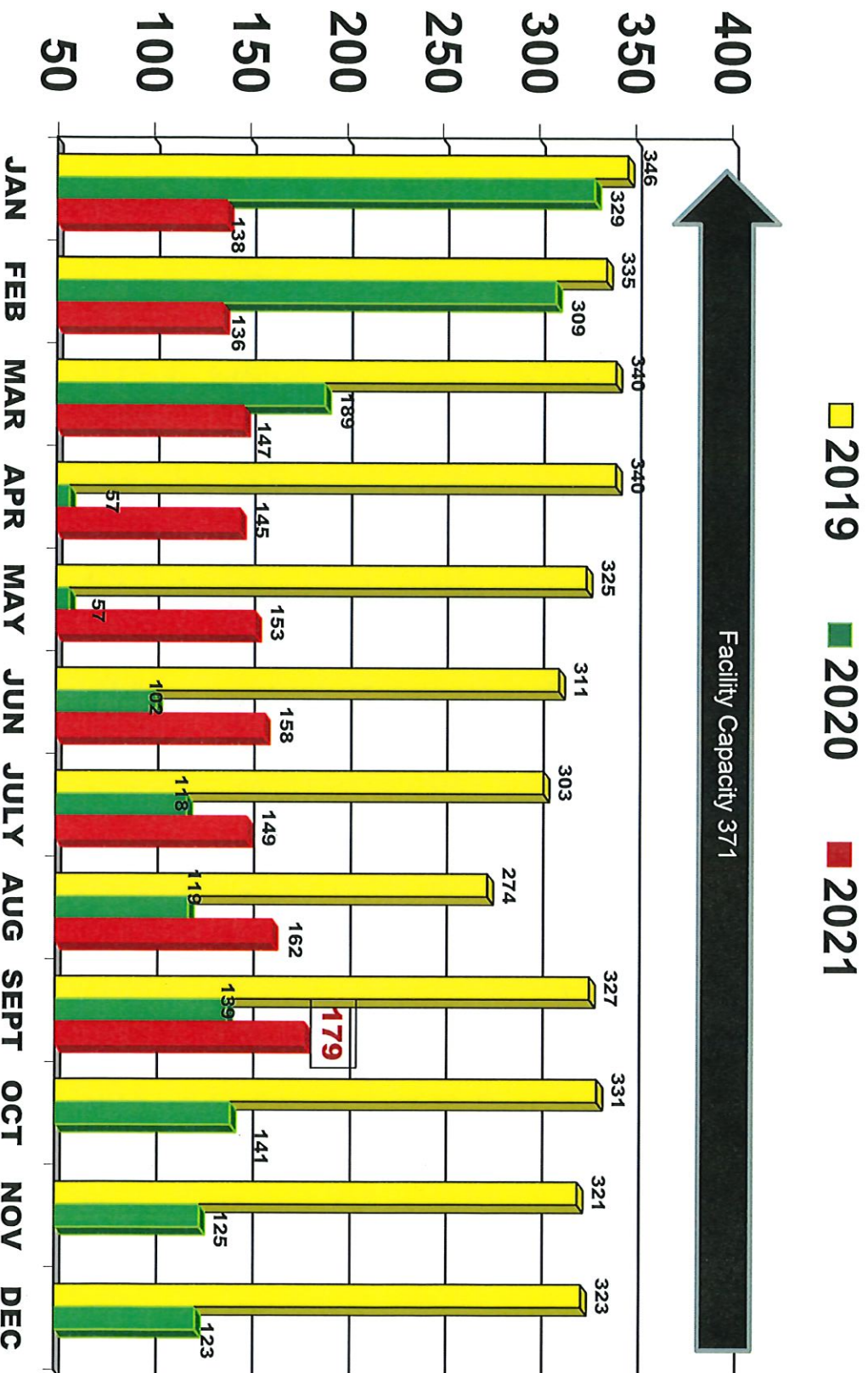
Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2019 through 2021



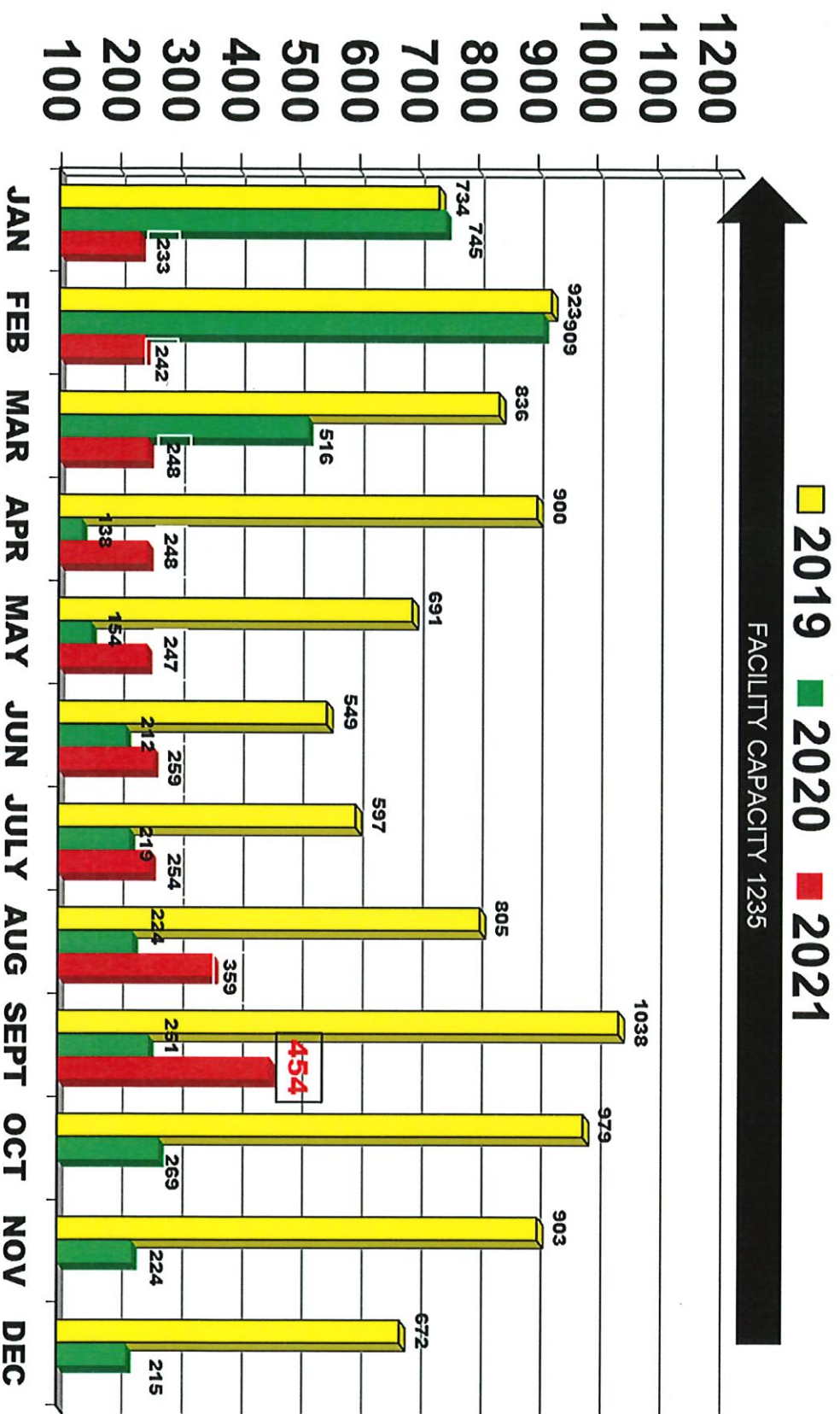
■ 2019 ■ 2020 ■ 2021



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	\$14,139
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				0

THREE YEAR TOTAL: \$16,429

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

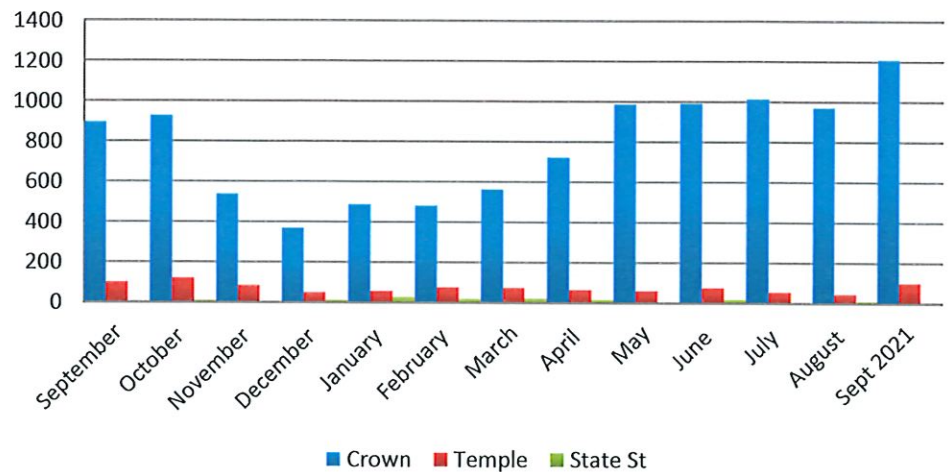
	January	February	March	April	May	June	July	August	September	October	November	December	Total YTD
2019	489	499	590	562	613	539	498	473	590	731	629	761	6,974
2020	527	484	93	0	0	0	0	0	0	0	0	0	1,104
2021	0	0	0	0	0	0	0	0	0				0

THREE YEAR TOTAL: 8,078

2020 / 2021	Crown	Temple	State St	Total
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	969	46	11	1026
Sept 2021	1208	100	3	1311
Total	10148	963	147	11258

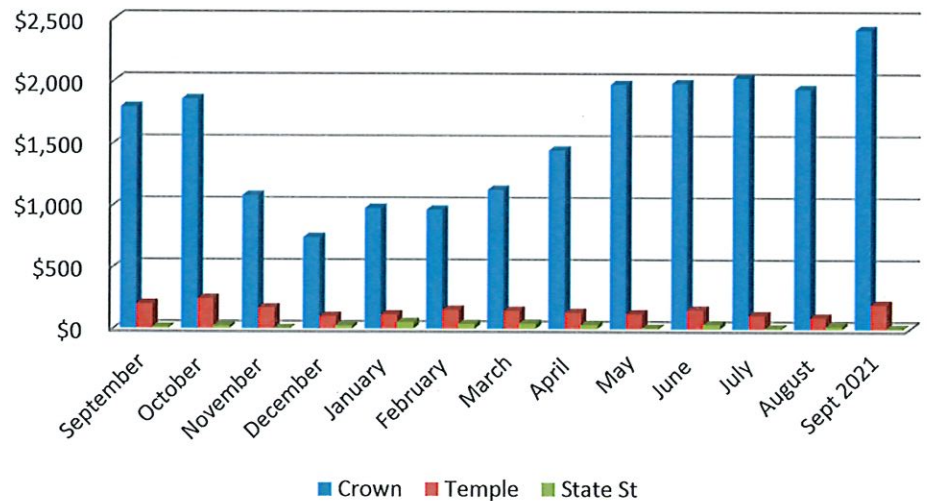
Past 13 Months Activity

Restaurant Program Validations Summary Crown & Temple & State St



2020 / 2021	Crown	Temple	State St	Total
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	\$1,938	\$92	\$22	\$2,052
Sept 2021	\$2,416	\$200	\$6	\$2,622
Total	\$20,296	\$1,926	\$294	\$22,516

Restaurant Program Dollars Crown & Temple & State St



Fortunata Houde

From: Fortunata Houde
Sent: Friday, October 1, 2021 1:34 PM
To: Sammy Parry
Cc: Fortunata Houde
Subject: FW: Monthly report, New Haven Parking Authority, September 2021: Please rate our service today
Attachments: NewHavenParkingAuthority_20210930_Month_Open_feedback.pdf;
NewHavenParkingAuthority_20210930_Month.pdf

77% - this is the monthly report for September.

From: HappyOrNot [mailto:support@happy-or-not.com]
Sent: Friday, October 1, 2021 12:33 PM
To: Fortunata Houde
Subject: Monthly report, New Haven Parking Authority, September 2021: Please rate our service today

 **Monthly report**
September 2021  **Management report**
New Haven Parking Authority (6 units)

Please rate our service today



66%
1,310 resp.



11%
218 resp.



4%
84 resp.

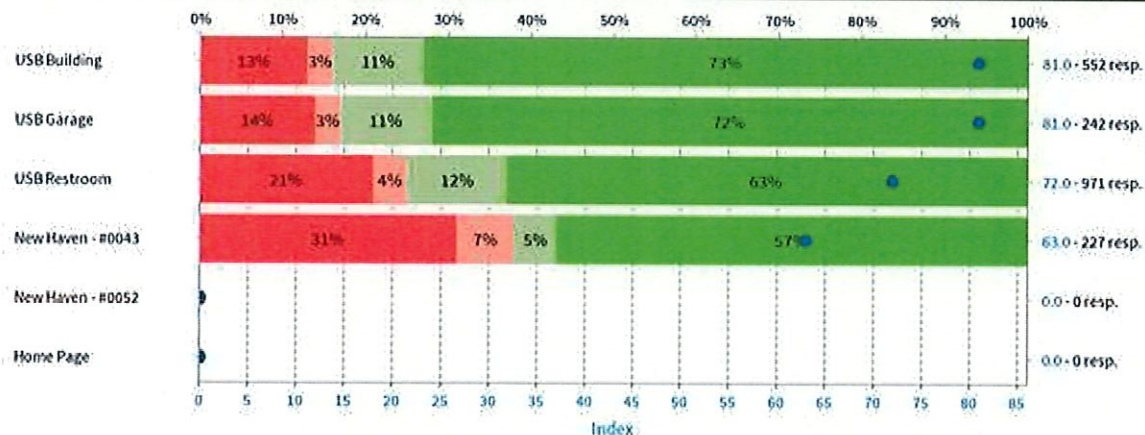


19%
380 resp.

Index: 74/100
Responses: 1,992

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

Comparison

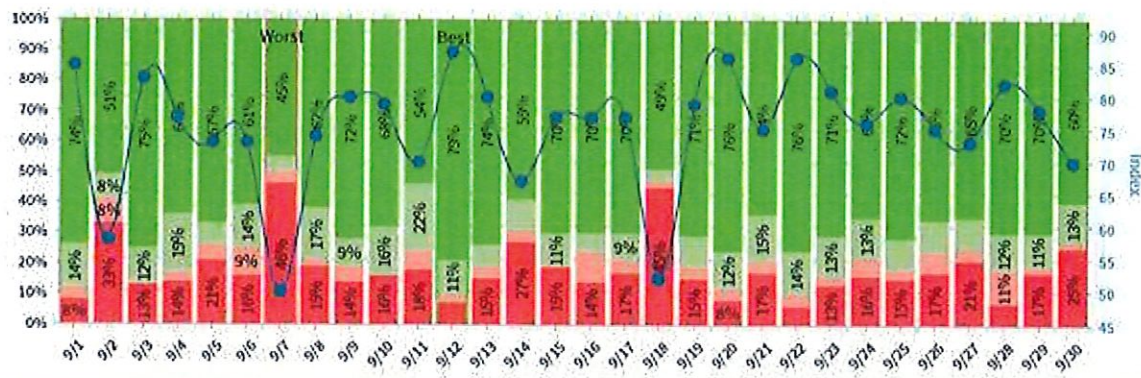


Risers

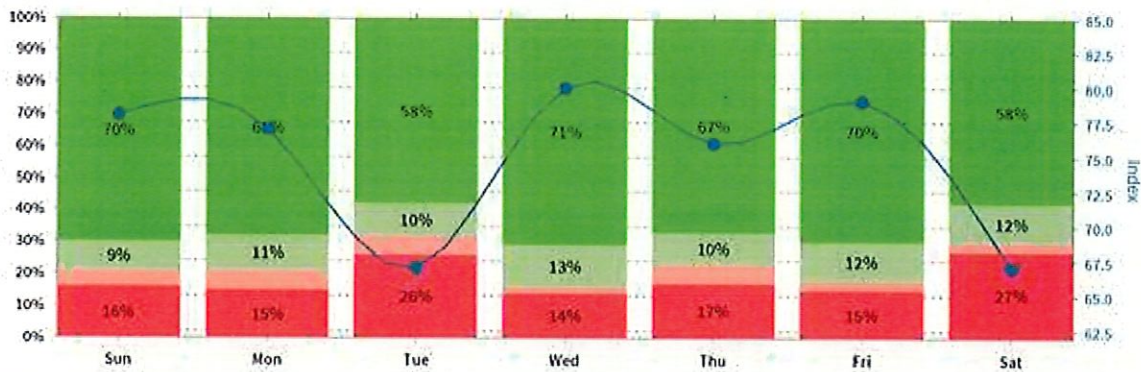
Fallers

Survey	Index	Change	Survey	Index	Change
USB Garage	81	2% ↑	USB Building	81	-0% ↓
USB Restroom	72	0% ↑	New Haven - #0043	63	-5% ↓

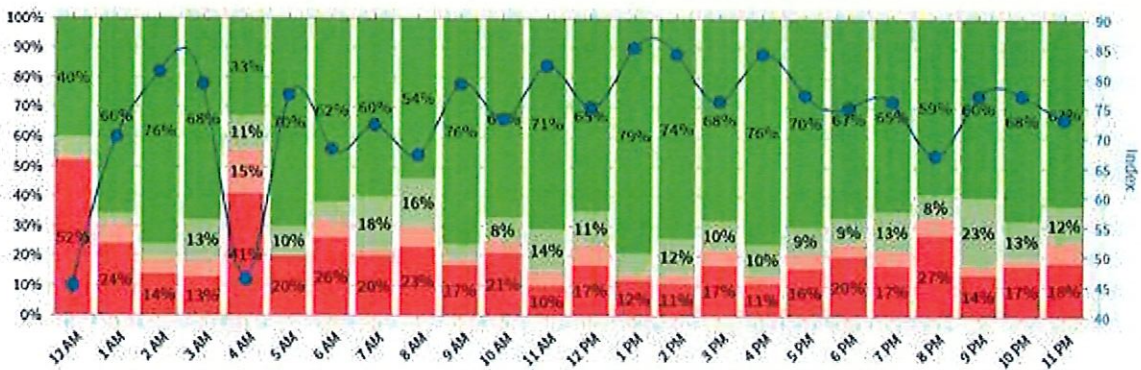
All units combined - daily distribution



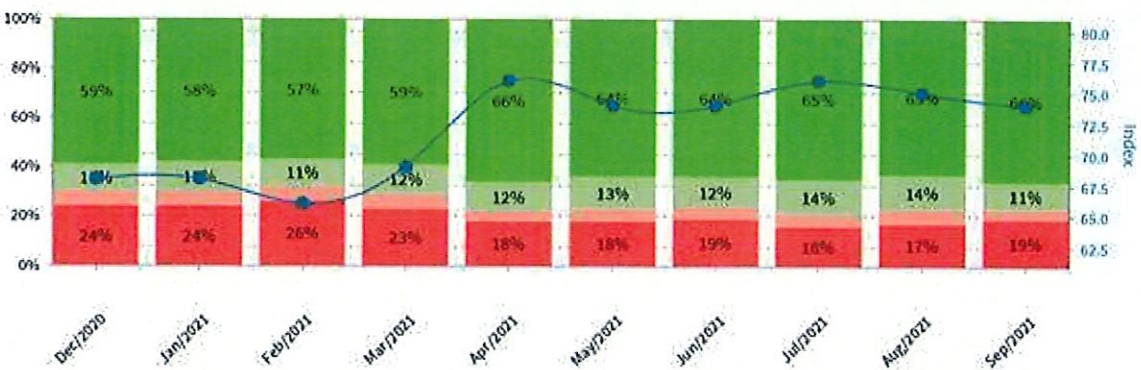
All units combined - weekday distribution



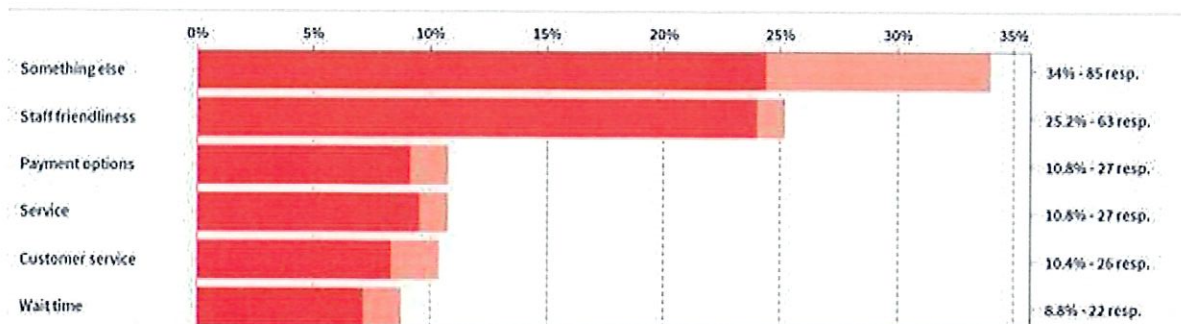
All units combined - hourly distribution



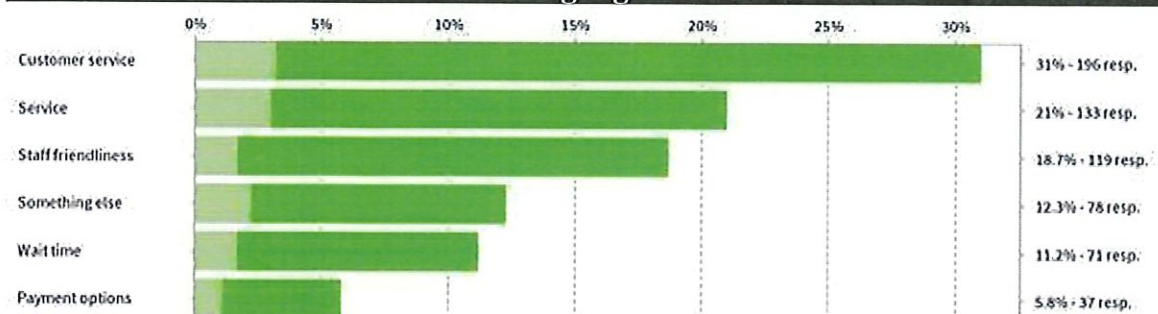
Same question, comparison with previous months



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



September 2021

Positive feedback

77%

as given by 1,992 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