

# **OPERATIONS REPORT**

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

### **•UNRESTRICTED FACILITIES**

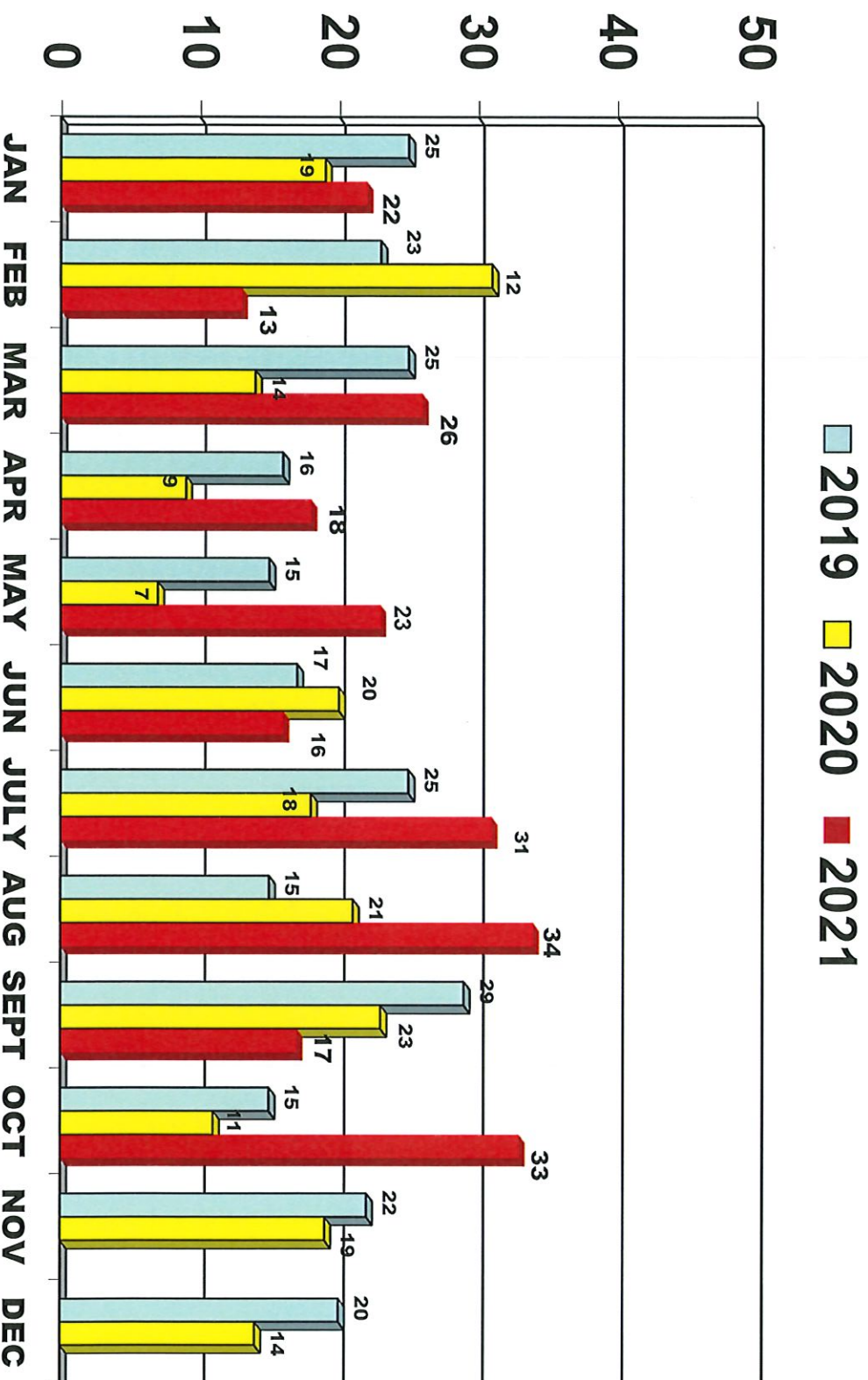
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

### **•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 - October 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	0	0	4	3	5	6	9	2	1	1 shots fired 1 minor assault on Security 1 abandoned trailer, motorcycle	0	33
NOV												
DEC												
TOTAL	26	3	42	13	15	15	61	30	3	25	0	233



# NHPA Incident Statistics by Location - October 2021



Facility	Motor Vehicle Break-In	Missing Vehicle	Motor Vehicle Accident Minor	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			2	1				1				4
Chapel/Franklin												
Court/Olive												
Crown St. Garage						1				1 shots fired		2
Elm/Orange												
George Street												
Granite Sq. Garage					1							1
Olive/Chapel												
Orange/George												
Orange/Trumbull						1				1 abandoned trailer, motorcycle and tools		2
Orchard Sherman												
Sherman/Tyler												
State/Court												
State/Chapel						1						1
State/Fair						1						1
State/Grand/Olive												
State/Mechanic					1	2						3
State/Pulaski												
State/Wall												
423 State Street												
270 State St. Garage					1							1
Temple St. Garage			1		2							3
Temple Med. Garage												
Union Station Bldg.			1	2			9	1	1	1 minor assault on Security		15
Union Station Garage												
Whalley Blake												
Total	0	0	4	3	5	6	9	2	1	3	0	33

## INCIDENTS – October 2021

### AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
10/1 6:30 PM	Motor vehicle accident – minor - hit and run	<b>LOCATION: Level 3</b> Patron went to Security Office to notify them that his car had been hit while parked in the garage. Security went to his vehicle and witnessed the damage. Security advised him to call NHPD. NHPD arrived on site and met with patron. Case number assigned.	Yes	No
10/6 7:35 AM	Motor vehicle accident – minor	<b>LOCATION: Level 1</b> Patron approached Security to let them know that when she was pulling out of her parking space she hit the vehicle parked next to her. Security went to her vehicle and witnessed the damage. Photos taken, no CCT coverage was available. She was advised to call NHPD. She did and was advised they would not be responding.	Yes	No
10/6 7:00 AM	Trip and Fall	<b>LOCATION: Level 4</b> Employee was walking to her post at ARG Security and tripped and fell on her left knee and right arm. She reported to her supervisor and went to occupational health for evaluation. No CCT coverage available.	No	Yes
10/21 8:30 PM	Disorderly Conduct	<b>LOCATION: Level 4</b> Hospital employee's keycard was not working and did not want to pay for her parking on the way out. When she was told that was the procedure, she started yelling and cursing at the cashier and demanded the Cashier open the gate. The Cashier then called Security. Employee exhibited the same behavior with Security. Employee would not move her car causing cars to back-up. Security helped her to back out and when she got to level 1 gate, she started the same behavior as the Cashier would not let her out. Security called Lt. Costa to the garage to speak to her.	No	No

## INCIDENTS – OCTOBER 2021

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### CROWN STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
10/22 2:00 AM	Personal Property Damage	<b>LOCATION: Level M</b> Patron returned to car per message received from Tesla that his car was hit and he called NHPD. Photos were taken by Tesla.	Yes	No
10/30 2:00 AM	Shots Fired	<b>LOCATION: Crown Street Exit</b> At approximately 1:50 AM gun shots were fired. Man with gun was standing between Cashier booth and Crown Street sidewalk area. First round of shots fired toward Crown St. stairwell walkway area. Second round fired near the LoRicco Tower building located at 216 Crown Street. NHPD is continuing their investigation at this time. Two were allegedly injured.	Yes	Yes



## INCIDENTS – OCTOBER 2021

### ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
<b>State &amp; Mechanic 10/5</b>	Personal Property Damage	<u>LOCATION: Zip Car Parking Spaces</u> Roving Security Officer found damage to vehicle parked in the lot on his tour at 10:30 AM.	No	NO
<b>State &amp; Mechanic 10/5</b>	PNH Property Damage	<u>LOCATION: Pay-on-Foot Station</u> Security noticed graffiti on the POF station on his 11:00 AM tour, took photos and notified manager.	Yes	No
<b>State &amp; Mechanic 10/25</b>	Personal Property Damage	Catalytic converter stolen – tour at 2:35 PM.	No	No
<b>Orange &amp; Trumbull 10/25</b>	Miscellaneous	<u>LOCATION: Back of Lot on Right</u> A trailer with lawn care tools and a motorcycle was found. All items were gone through and trash was left on the ground. Found on tour at 10:25 AM.	No	No
<b>Orange &amp; Trumbull 10/25</b>	Personal Property Damage	Patron reported that when she started her vehicle this morning she heard loud sound and took it to Firestone who confirmed her catalytic converter was cut. 9:35 AM tour.	Yes	No
<b>State &amp; Fair 10/11</b>	Personal Property Damage	Patron reported his vehicle was vandalized with dents and holes located on the front hood by windshield wipers. Noted on 1:20 PM tour.	No	No
<b>Granite Square 10/5</b>	NHPA Property Damage	<u>LOCATION: Level 2</u> On tour at 10:30 AM Security noticed graffiti on support beam on Level 2.		
<b>270 State St. 10/20</b>	NHPA Property Damage	<u>LOCATION: Entrance door by stairs</u> Security found graffiti on wall of garage entrance door on 3:15 PM tour.	No	No
<b>State &amp; Chapel Lot 10/22</b>	Personal Property Damage	Patron parked at 5:15 AM, returned at 7:15 AM and found catalytic converter was cut.	Yes	No

## INCIDENTS - OCTOBER 2021

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### TEMPLE STREET GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
10/17 7:45 AM	Motor Vehicle Accident Minor Damage Hit and Run	<u>LOCATION: Level 3</u> Patron claims her car was hit (minor damage) while parked in the garage.	No	No
10/19 6:00 AM	Disorderly Conduct	<u>LOCATION: Level 9 - Elevator B lobby</u> Someone brought a fire extinguisher to Level 9 and discharged it in the Elevator B lobby.	No	No
10/22 4:20 AM	PNH Property Damage	<u>LOCATION - North Frontage Road Cashier Booth - Left Side</u> Gate arm was broken by patron.	No	No



## INCIDENTS – OCTOBER 2021

### UNION STATION BUILDING

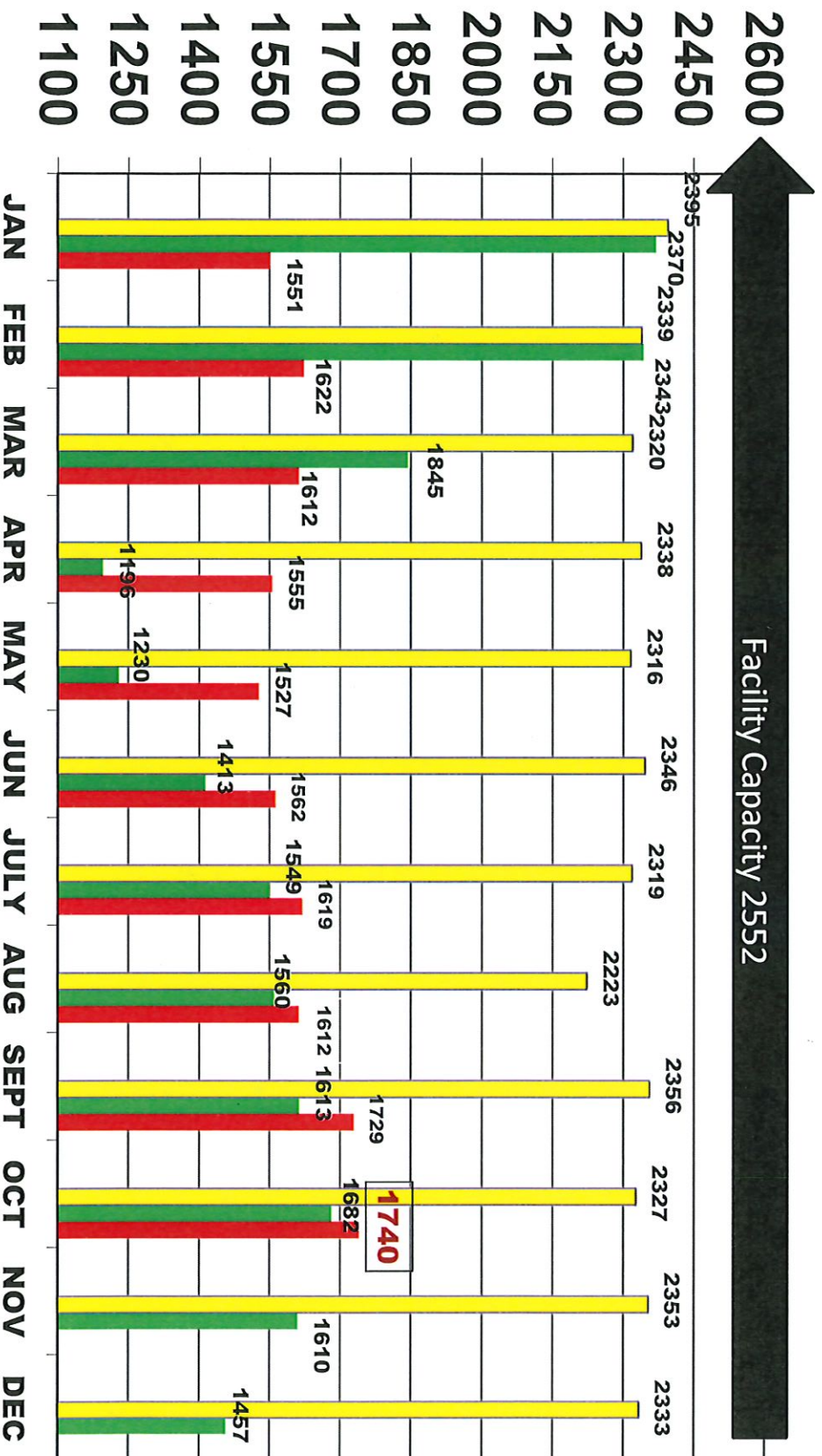
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
10/1 2:00 AM	Medical Assistance Required	<u>LOCATION: Platform Track 10</u> Intoxicated female was escorted to the lobby and she was transported to the Hospital.	Yes	Yes
10/2 2:00 AM	Medical Assistance Required	<u>LOCATION: Front Lobby Inside Building</u> Security was approached by two people in the lobby who asked him to call an ambulance for them because they felt suicidal.	Yes	Yes
10/5 2:55 PM	Medical Assistance Required	<u>LOCATION: Men's Bathroom</u> Male was found unresponsive on the floor and Security called 911. They were able to wake him and transported him to the Hospital.	No	Yes
10/10 11:09 AM	Theft of Bicycle	<u>LOCATION: Bicycle Rack – Outside Lot</u> Bike and helmet were reported stolen. Security cameras showed the incident.	Yes	No
10/11 3:20 PM	Trip and Fall	<u>LOCATION: Walking to Train</u> Female patron was walking to her train and fell injuring her knees, right shoulder and arm. EMS helped her up as she could not walk on her own. They recommended she go to hospital but she wanted to get on train and said her knees were hurt previously. Security helped her to the train.	No	Yes
10/14 1:05 AM	Medical Assistance Required	<u>LOCATION: Men's Bathroom</u> Male pulled assistance string in men's bathroom after being in stall for two hours. 911 was called and transported him to Hospital.	No	Yes
10-17 Noon	Motor Vehicle Accident Minor	<u>LOCATION: Union Station Front Drive</u> Taxi was parked in taxi lane in front of Union Station. Vehicle was parked behind him and when she pulled out scraped the right side of her vehicle. Taxi driver said she should not have been parked in taxi lane. No injuries were reported.	Yes	No
10/17 11:45 AM	Medical Assistance Required	<u>LOCATION: Front Bench Near Main Entrance</u> Female called ambulance for herself and she was transported to Hospital.	No	Yes
10/17 10:25 PM	Minor Assault on Facility Manager	<u>LOCATION: Main Lobby</u> Roving Manager was punched in the face by patron. Manager sat him down and notified NHPD. Patron was taken to Hospital and Rover made statement with MTA PD and said he was not pressing charges on patron.	Yes	Yes
10/22 1:30 AM	Medical Assistance Required	<u>LOCATION: Track 12 &amp; 14</u> Security found patron sitting on steps of track 12 & 14 and heard her calling ambulance as she was short of breath. Officer from APD responded along with EMS and she was transported to the Hospital.	Yes	Yes

Date	Type	Description	NHPD NHFD Notified	Medical Asst. Required
10/23 11:23 PM	Medical Assistance Required	<b>LOCATION: Tunnel</b> Security was notified by patron something was going on in the tunnel. Security found woman complaining of chest pains. EMS responded and transported her to the hospital.	No	Yes
10/24 3:30 PM	Disorderly Behavior	<b>LOCATION: Bench Near Front Entrance</b> Dispute between man and woman. Security notified Amtrak PD who escorted them on separate trains to Hartford.	Yes	No
10/26 3:25 AM	Medical Assistance Required	<b>LOCATION: Lobby</b> Male got off train, sat on bench and called 911 for himself. He wanted to wait outside and EMS arrived and transported him to Hospital.	NHFD	Yes
10/27 8:35 AM	Trip and Fall	<b>LOCATION: Down Escalator</b> Security received a call of small boy falling down on the escalator. Medical assistance was offered but refused by father who would not provide any information on how the child fell.	No	Refused
10/29 1:00 AM	Medical Assistance Required	<b>LOCATION: Lobby Bench</b> Patron was on lobby bench reclining and was asked to leave as Station was about to close and he started using foul language. No PD were available in the station and Supervisor was called. He was hostile toward her and asked for an ambulance to be called. EMS arrived and he was transported to YNHH.	No	Yes



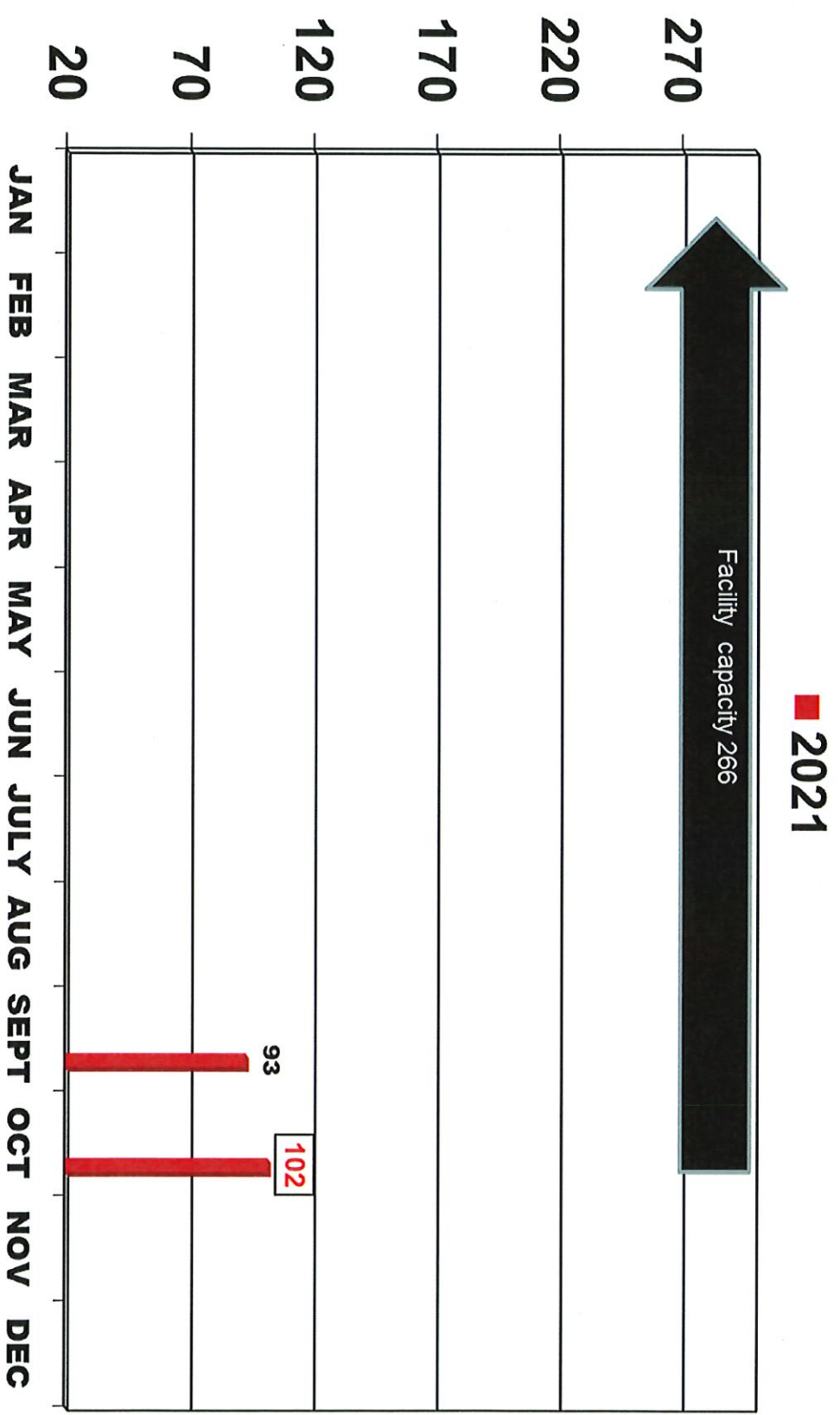
# **Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2019 through 2021**

■ 2019
 ■ 2020
 ■ 2021

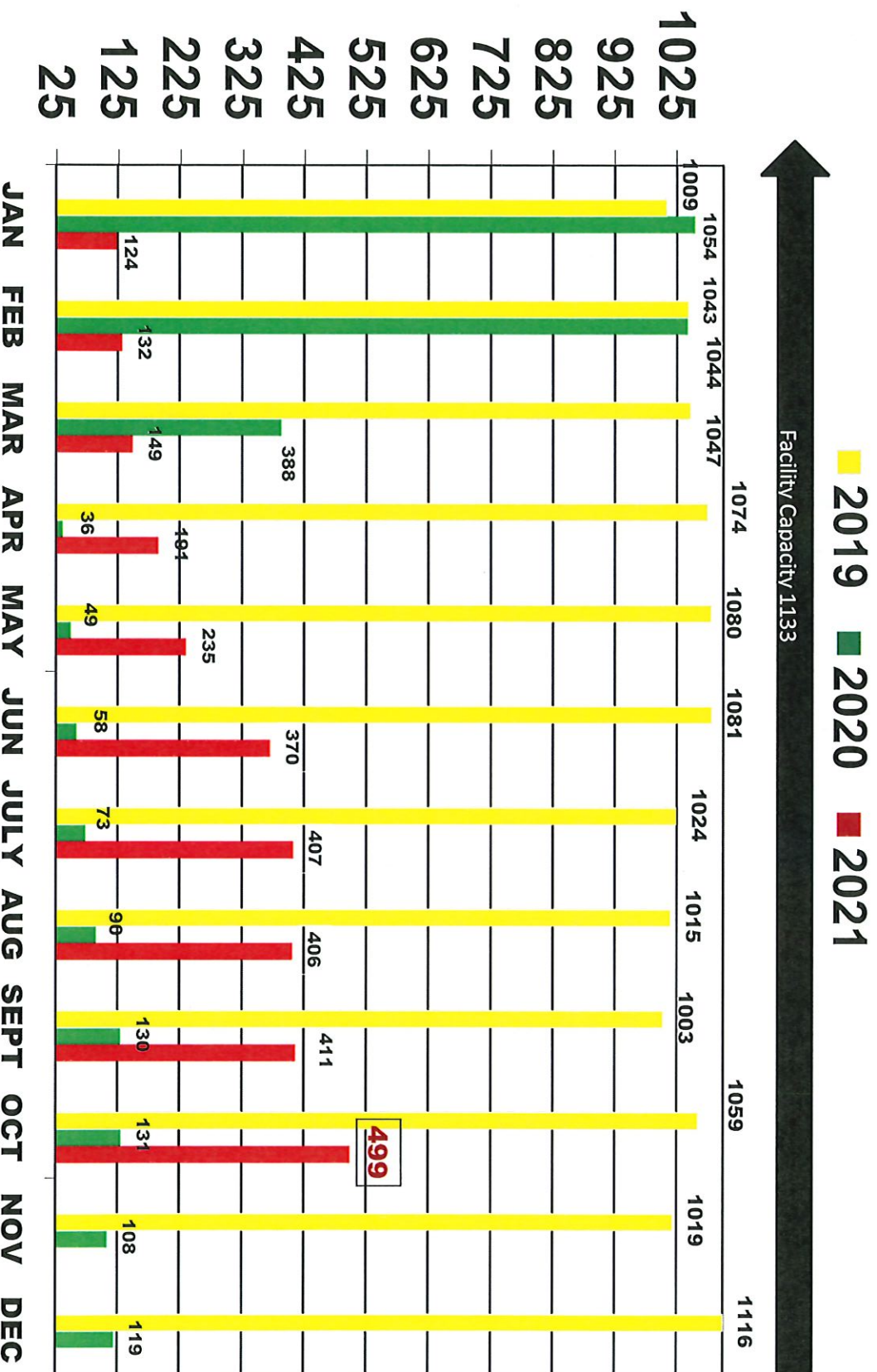




# **Average Occupancy Statistics** **270 State Street Garage** **Facility Capacity 266**



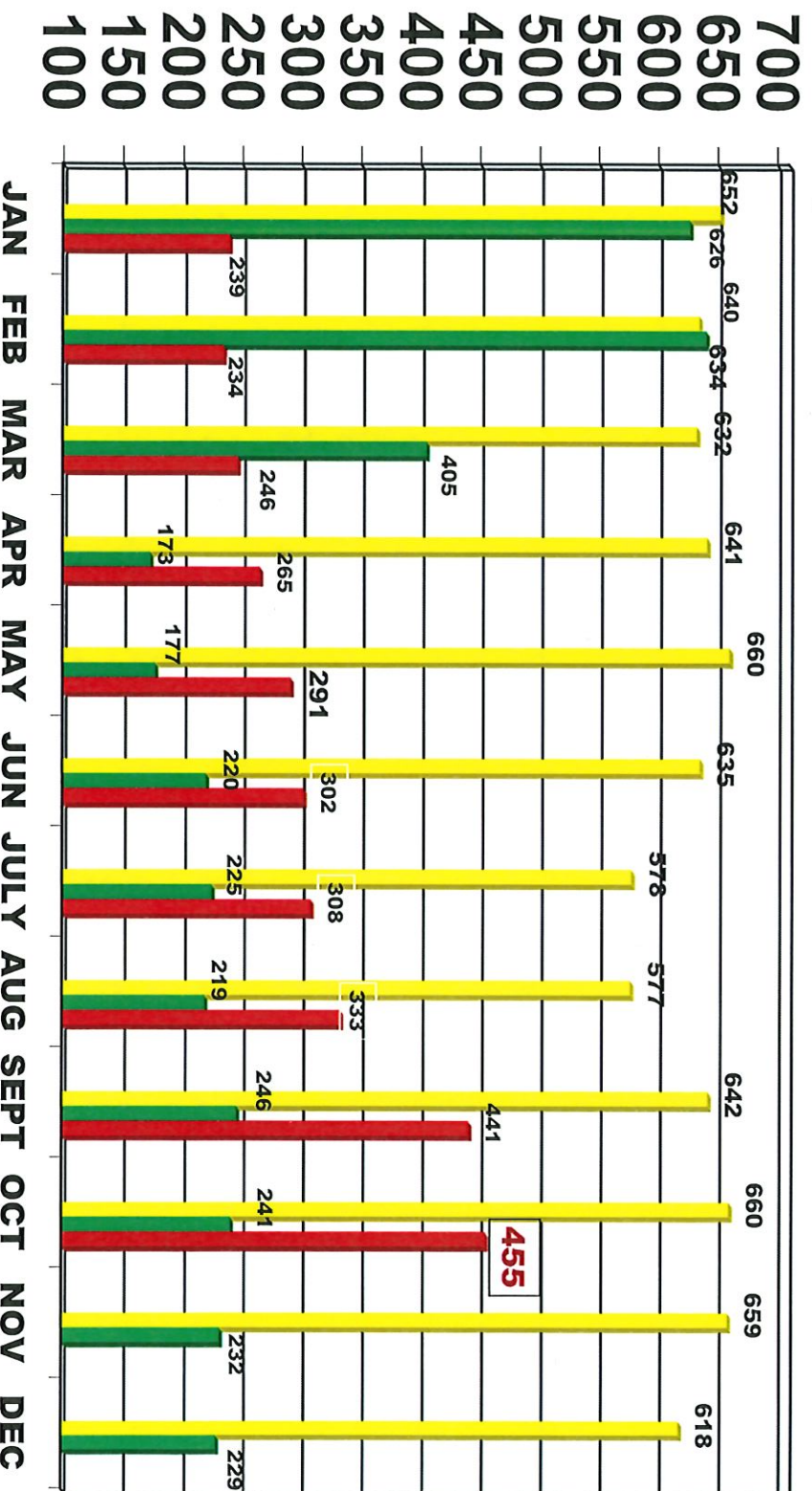
# Average Occupancy Statistics Union Station Facility Capacity 1133 Comparison of 2019 through 2021



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

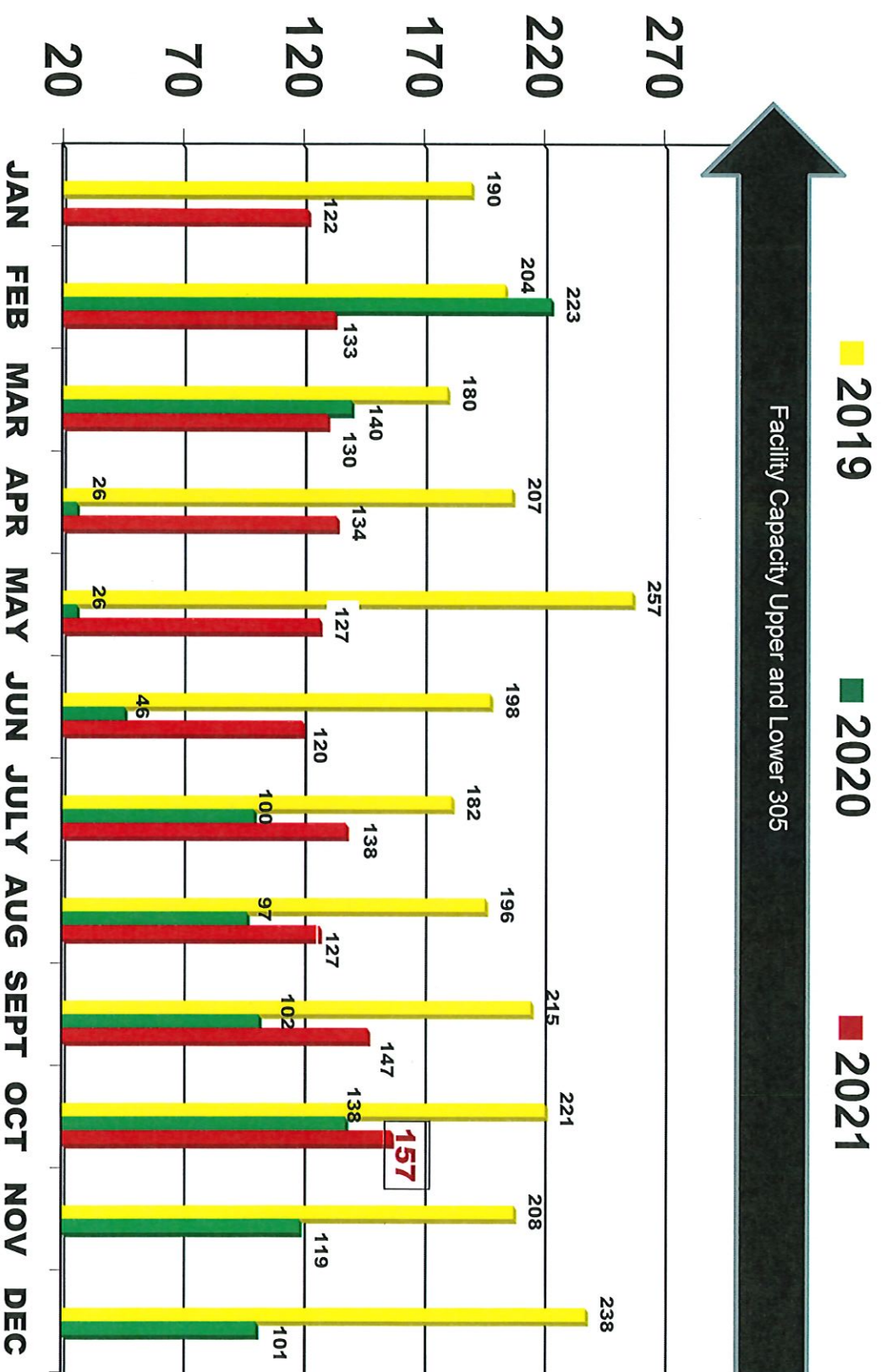
■ 2019 ■ 2020 ■ 2021

Facility Capacity 708

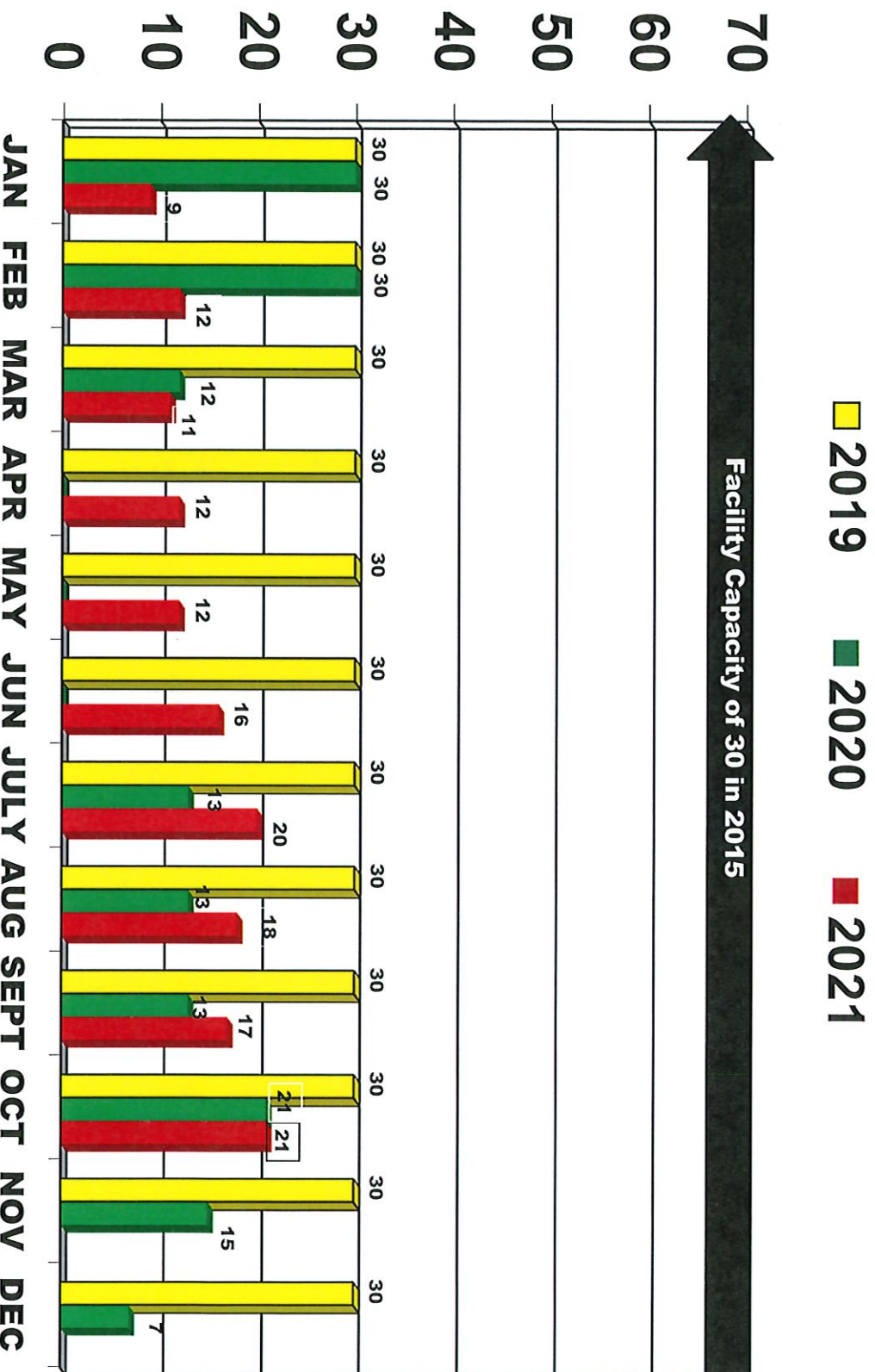




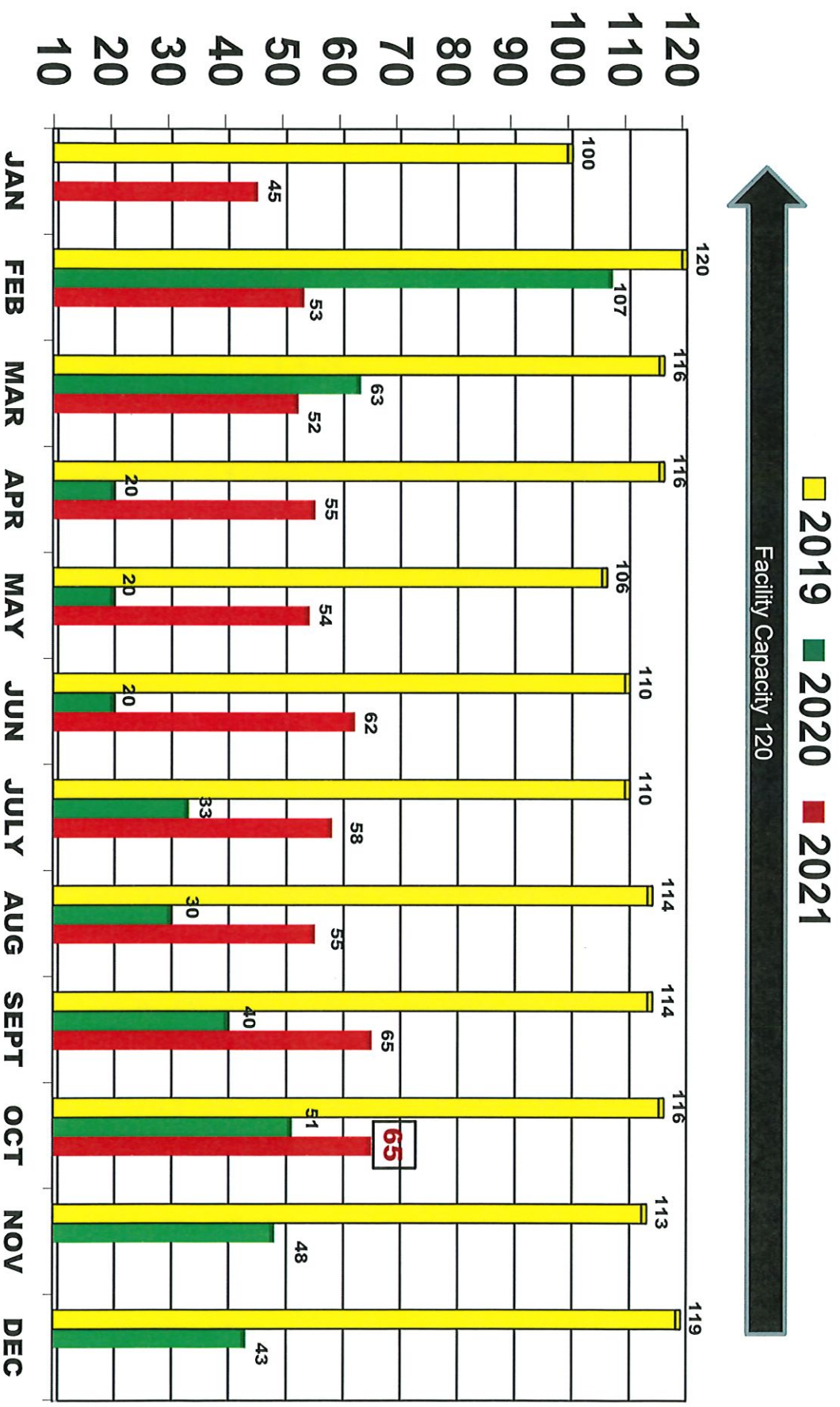
# **Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021**



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

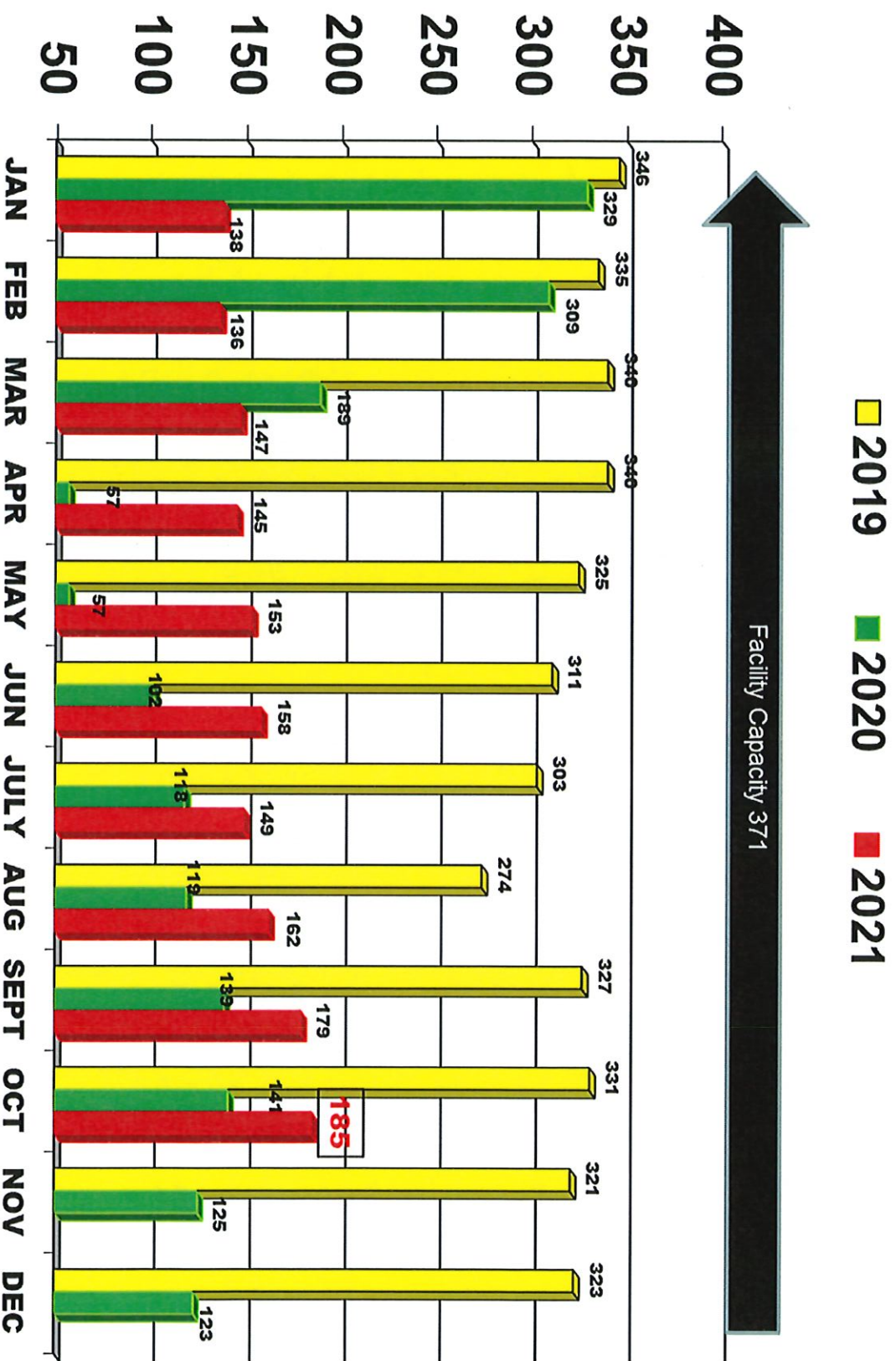


# **Average Occupancy Statistics State/Wall** **Facility Capacity 120** **Comparison of 2019 through 2021**

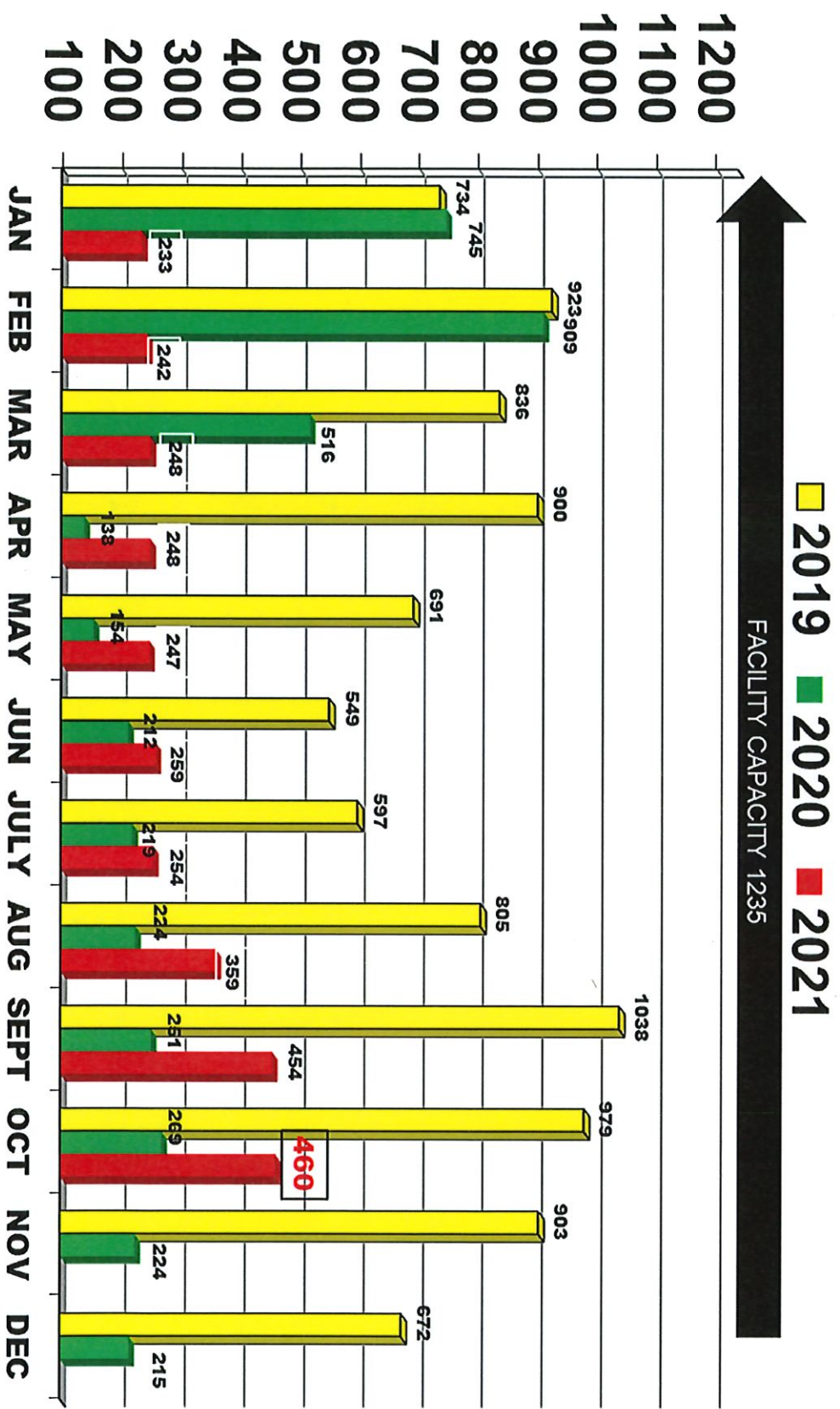




# **Average Occupancy Statistics Temple Medical Facility Capacity 371 Comparison of 2019 through 2021**



# **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**

[illegible]

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

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

[illegible]

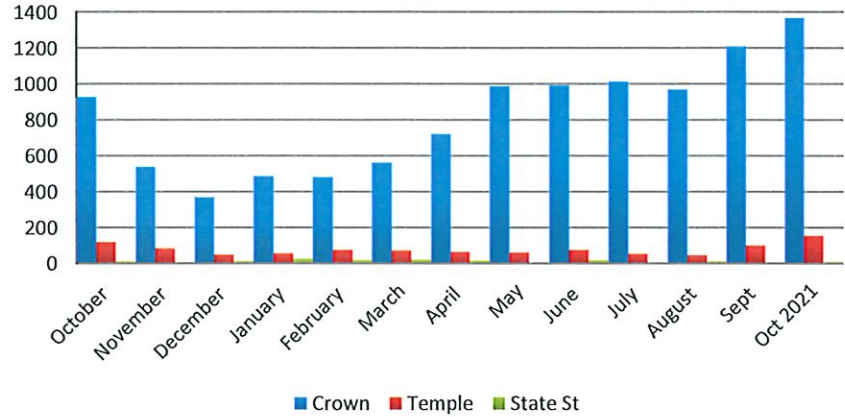
**THREE YEAR TOTAL: 8,078**



2020 / 2021	Crown	Temple	State St	Total
<b>October</b>	<b>927</b>	<b>120</b>	<b>10</b>	<b>1057</b>
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	1208	100	3	1311
<b>Oct 2021</b>	<b>1366</b>	<b>155</b>	<b>9</b>	<b>1530</b>
Total	10619	1018	151	11788

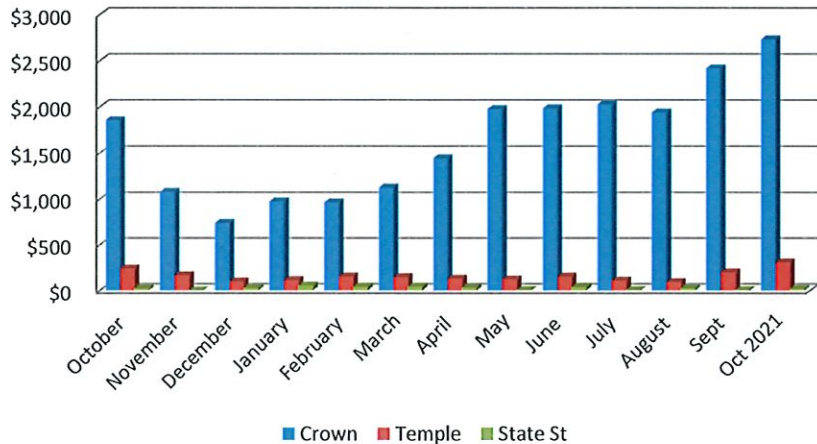
Past 13 Months Activity

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



2020 / 2021	Crown	Temple	State St	Total
<b>October</b>	<b>\$1,854</b>	<b>\$240</b>	<b>\$20</b>	<b>\$2,114</b>
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	\$2,416	\$200	\$6	\$2,622
<b>Oct 2021</b>	<b>\$2,732</b>	<b>\$310</b>	<b>\$18</b>	<b>\$3,060</b>
Total	\$21,238	\$2,036	\$302	\$23,576

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



## Fortunata Houde

**From:** HappyOrNot <support@happy-or-not.com>  
**Sent:** Monday, November 1, 2021 12:32 PM  
**To:** Fortunata Houde  
**Subject:** Monthly report, New Haven Parking Authority, October 2021: Please rate our service today  
**Attachments:** NewHavenParkingAuthority\_20211031\_Month\_Open\_feedback.pdf;  
NewHavenParkingAuthority\_20211031\_Month.pdf

Monthly report  
October 2021

Management report  
New Haven Parking Authority (6 units)

### Please rate our service today



64%

1,569 resp.



12%

297 resp.



6%

160 resp.



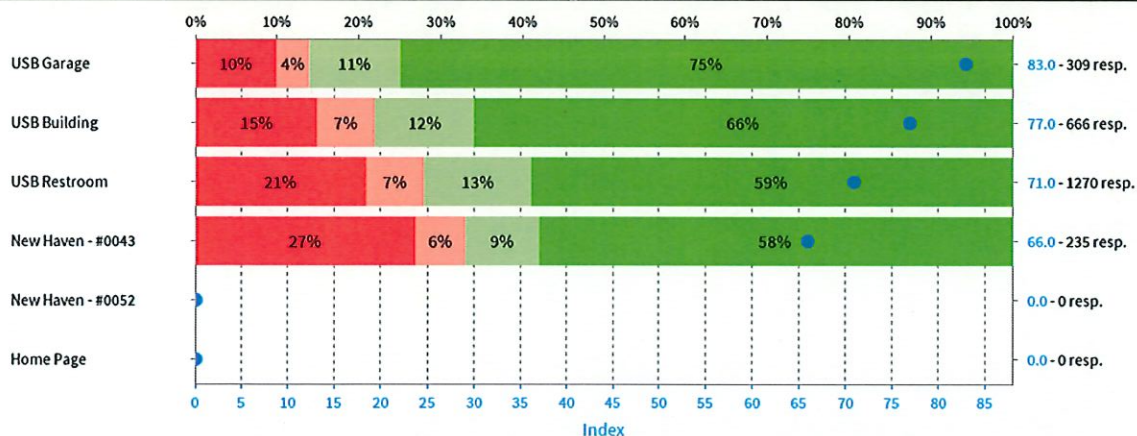
18%

454 resp.

Index: 73/100  
Responses: 2,480

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

### Comparison



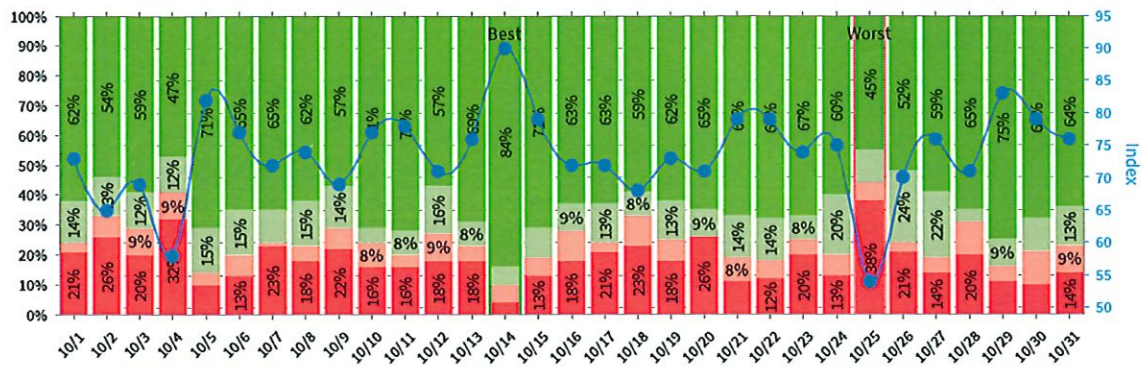
### Risers

### Fallers

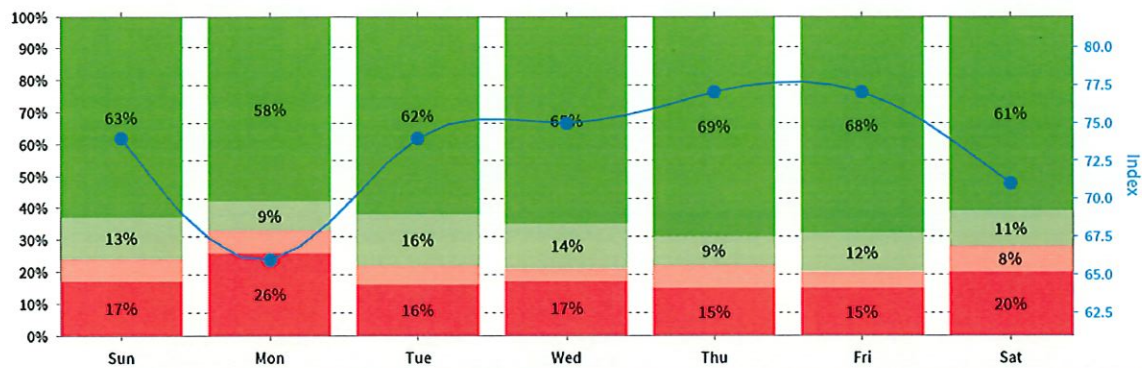
Survey	Index	Change	Survey	Index	Change
New Haven - #0043	66	3% ↑	USB Restroom	71	-1% ↓
USB Garage	83	2% ↑	USB Building	77	-3% ↓

### All units combined - daily distribution

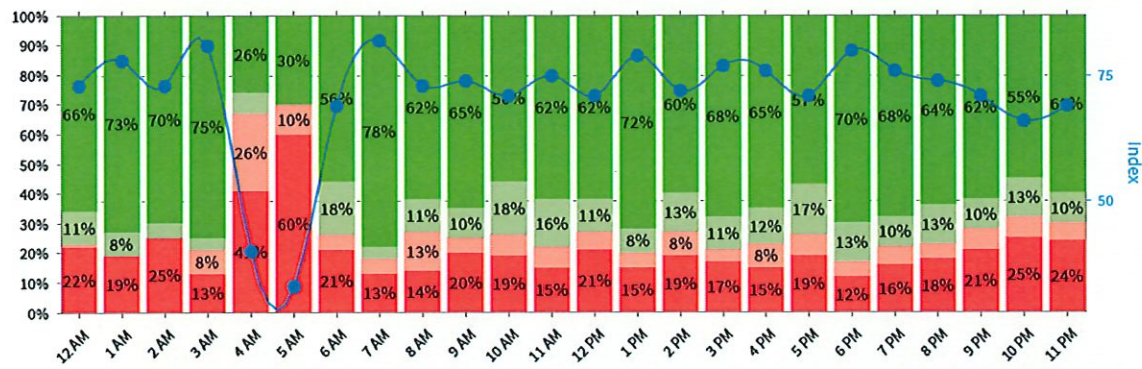




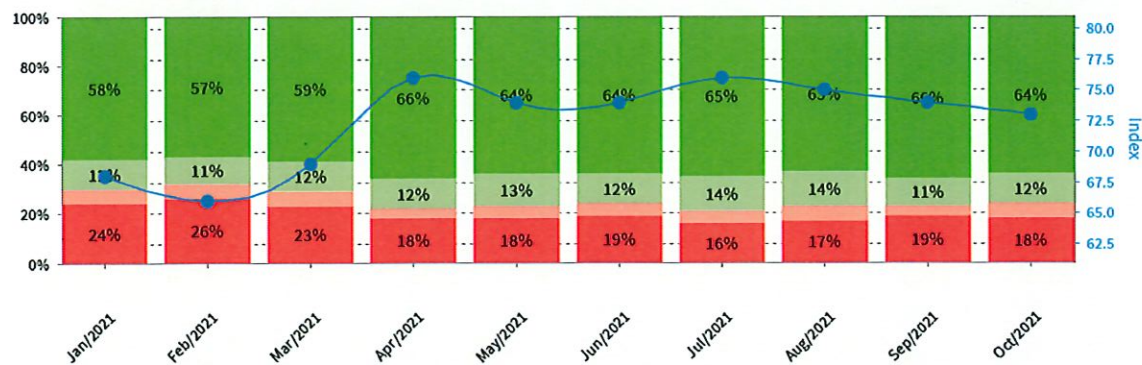
All units combined - weekday distribution



All units combined - hourly distribution

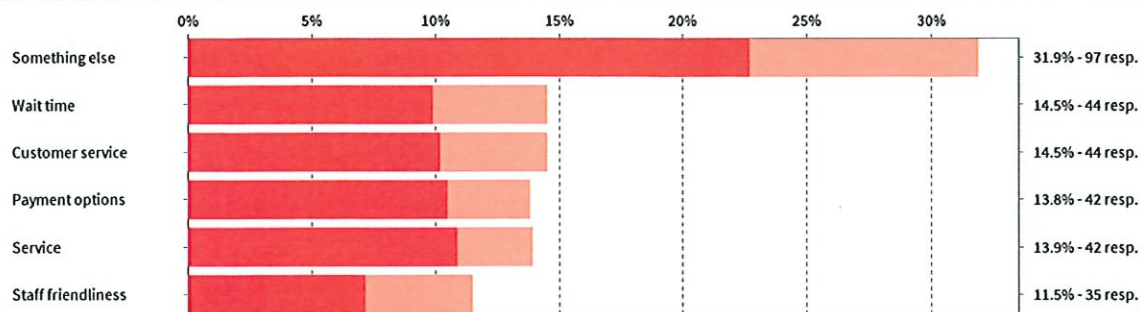


Same question, comparison with previous months

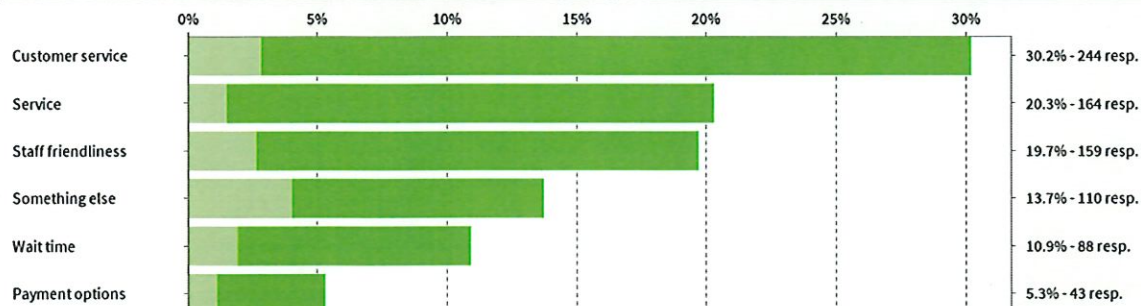


Pain Points





### Highlights



### Why not share your Success?!

Share your results and show your customers their feedback matters!

## New Haven Parking Authority



October 2021

Positive feedback

# 76%

as given by 2,480  
customers

HappyOrNot®

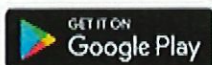
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the  
results:



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