

OPERATIONS REPORT

Sammy B. Parry, Chief Operating Officer
January 24, 2022 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

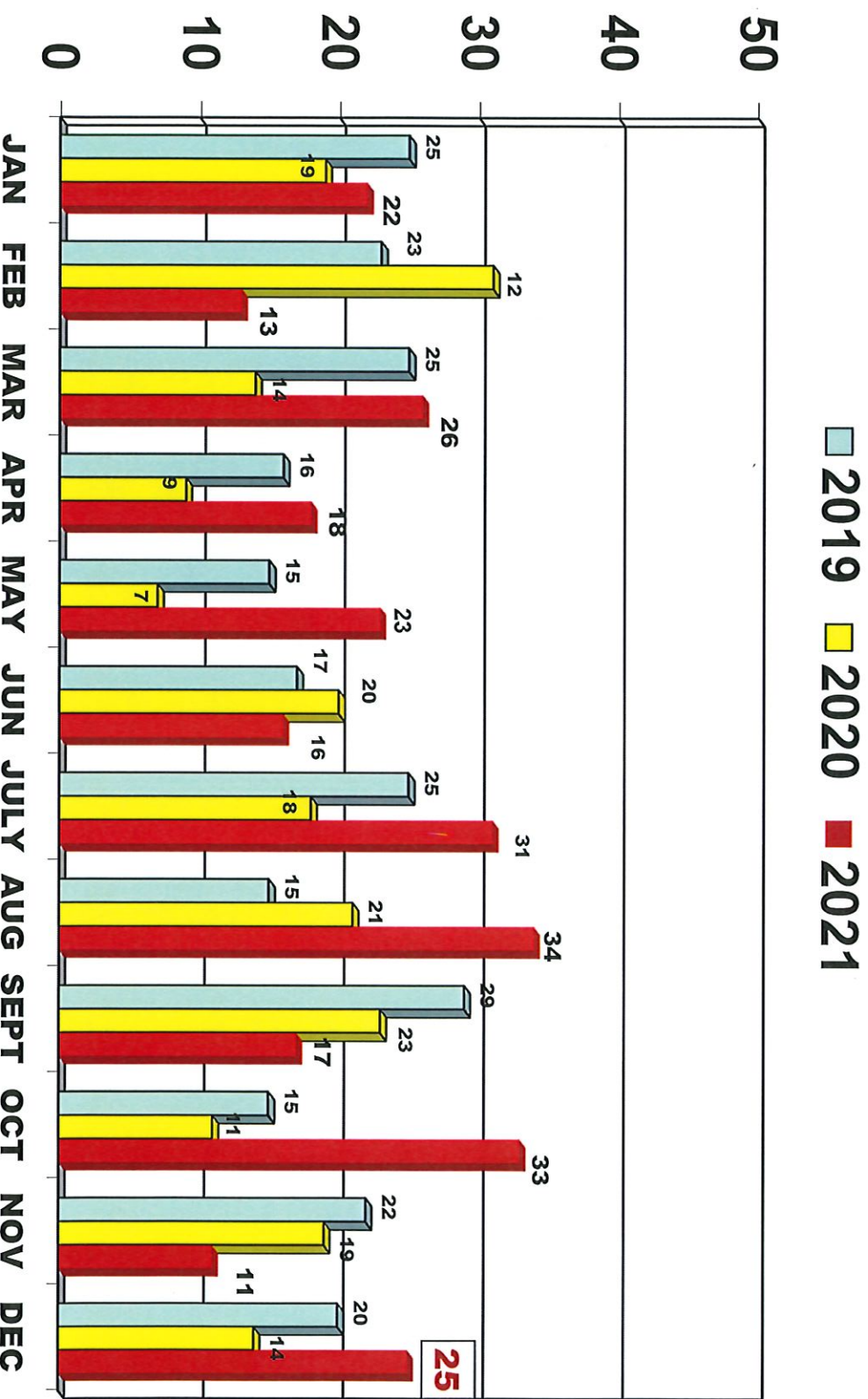
- Crown Street Garage
- Granite Square
- Orange & Elm Lot
- State/Wall Lot
- Temple Medical Garage
- Temple Street Garage

•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 - December 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	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	3	0	1	0	0	1	4	2	0	0	0	11
DEC	1	0	3	6	2	0	6	2	0	5 3 - fire alarm 1 - shelf fell on patron's foot 1 - unattended baggage	0	25
TOTAL	30	3	46	19	17	16	71	34	3	30	0	269

NHPA Incident Statistics by Location - December 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												0
Court/Olive												0
Crown St. Garage												0
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			1									0
State/Chapel												0
State/Fair												0
State/Grand/Olive					1							1
State/Mechanic												0
State/Pulaski												0
State/Trumbull					1							1
State/Wall												0
423 State Street												0
270 State St. Garage												0
Temple St. Garage												0
Temple Med. Garage			1									1
Union Station Bldg.				5			6	2		3		16
Union Station Garage	1									1		2
Whalley Blake												0
Total	1	0	3	6	2	0	6	2	0	5	0	25

INCIDENTS -December 2021

AIR RIGHTS GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
12/11 7:45 PM	Misc. Fire alarm activated	LOCATION: Level 10 – Lobby NHFD responded and found smoke detector activated with no fire detected. NHFD cleared without incident. On duty NHPA staff responded and met with NHPA Manager to reset the alarm.	Yes	No
12/16 7:42 AM	Motor vehicle accident minor hit and run	LOCATION: Level 3 Security went to Level 3 with patron who reported she found her bumper was completely off her vehicle when she returned to it. Video footage was reviewed, and it was observed the damage was done by a pick-up truck with NY plates. Rear bumper of vehicle was found on ramp leading to level 3. NHPD was dispatched.	Yes	No
12/9 12:33 PM	Motor vehicle accident hit and run	LOCATION: Level 10 Patron said he parked on Level 10 the day before and noticed someone hit his passenger side bumper when he left work.	No	No
12/30 7:30 AM	Trip and fall	LOCATION: Level 2 Security was dispatched to Level 2 in regard to a fall reported. Parking Office Manager stated when she was coming to work she noticed an elderly male sitting on the ground. She approached him to offer assistance, and he said he was walking on the curb, lost his footing and fell. Curb was properly marked with yellow caution paint. He refused medical attention.	No	No

INCIDENTS – DECEMBER 2021

ROVER

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
12-7 2:30 PM STATE & TRUMBULL LOT	NHPA Property Damage	<u>LOCATION: CORNER OF LOT NEAR STATE STREET</u> While Security was on patrol, he noticed graffiti on the electrical box in the corner of the lot.	No	No
12-7 2:15 PM STATE & OLIVE LOT	NHPA Property Damage	<u>LOCATION: CORNER OF STATE & OLIVE LOT</u> While Security was on patrol, he noticed graffiti on the light pole in the corner of the lot.	No	No

INCIDENTS – December 2021 - TEMPLE MEDICAL GARAGE

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
12-15 9:00 AM	Motor vehicle accident minor hit and run	<u>LOCATION: Level 2 Near Elevator</u> Patron returned to his car and found damage to rear lower bumper on right side.	No	No

INCIDENTS – December 2021

UNION STATION BUILDING

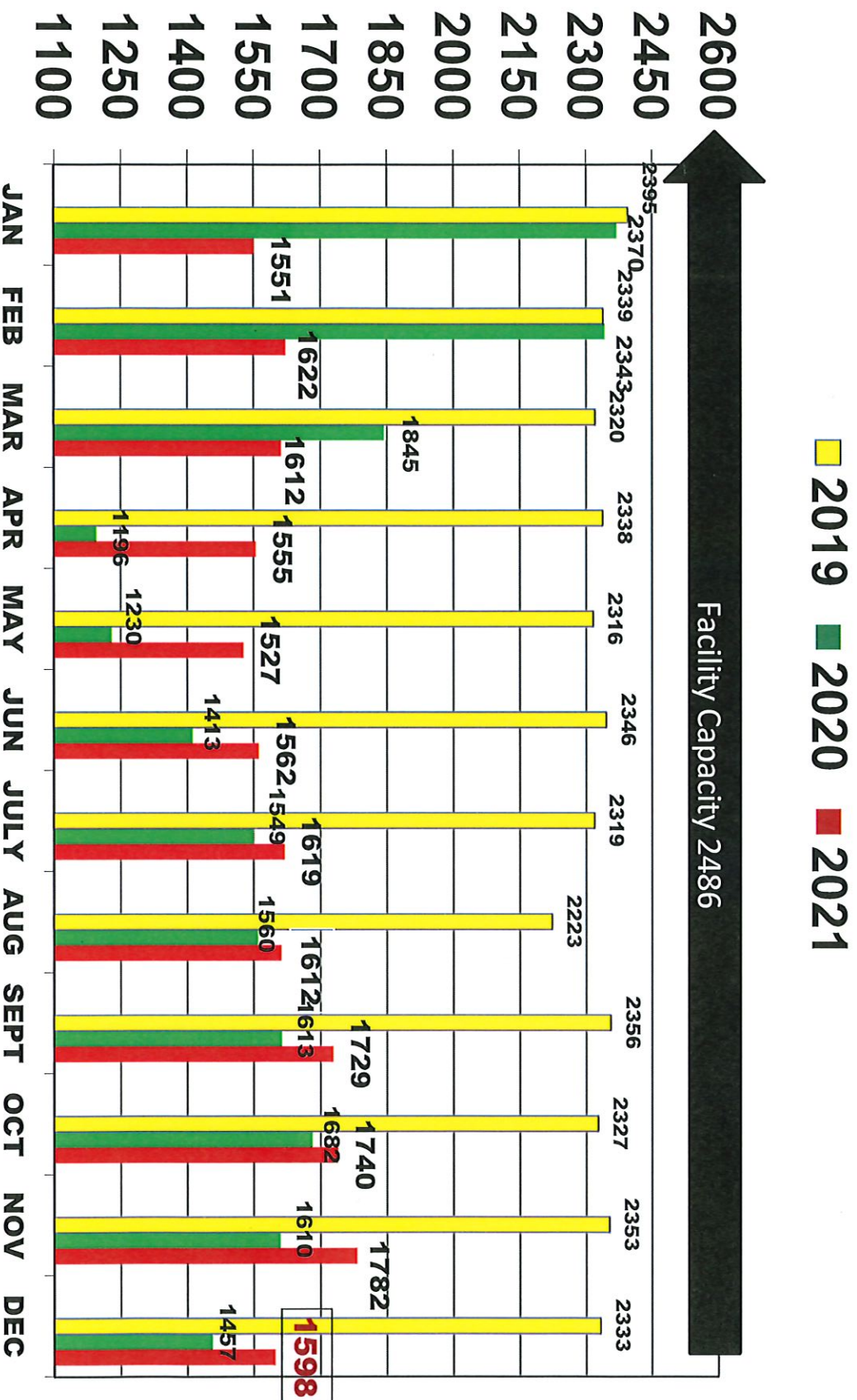
Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
12/1 1:45 AM	Medical assistance required	LOCATION: Tunnel Next to Metro-PD Office While on tour Security Officer found female on the floor and asked her if she was okay. She said no and requested an ambulance. Security escorted her to lobby to sit on a bench, notified Supervisor who called 911. EMS responded and transported female to Hospital.	No	Yes
12/6 1:45 PM	Trip and fall	LOCATION: West Entrance in Front of the Building Patron tripped and fell on the carpet. Facility Manager found her on the floor, west entrance in front of the building. She had a broken right ankle before she fell and hurt her right knee from the fall. She was helped up to the benches and offered medical assistance. She refused and said she was okay and wanted to get to her train.	No	No
12/9 3:50 PM	Miscellaneous fire alarm went off	LOCATION: USB At 3:50 PM fire alarm in building went off. Security Officers cleared the building. Alarm was set off on third floor east, CT rail offices related to smoke from a toaster oven. NHFD arrived on site to reset the fire alarm.	Yes	No
12/13 4:45 PM	Trip and fall	LOCATION: USB Lobby Patron fell down by the escalator. He got up and refused to give his name (was intoxicated). EMS was called, and he was transported to the hospital.	No	Yes
12/14 7:30 AM	Disorderly conduct	LOCATION: Taxi Queue in Front Dunkin Donuts employee asked NHPA Security to call police to assist taxi driver who was assaulted. Two APD officers went to assist until NHPD arrived and arrested the suspect.	Yes	No
12/18 7:20 PM	Trip and fall	LOCATION: Rear Front Door in Lobby Female tripped over rug and fell on her left shoulder and face. She got up to get to the train. She did not provide any further information or request medical assistance.	No	No
12/18 12:30 PM	Miscellaneous shelf fell on patron's foot	LOCATION: Baggage Area Security was notified by Amtrak that person was injured. Shelf in the baggage area fell on patron's foot. Patron explained what occurred to Amtrak PD. 911 was called and patron was transported to the Hospital.	Yes	Yes
12/19 10:00 AM	Medical assistance required	LOCATION: Lobby - Rear Bench Patron complained she was in pain from a prior injury at a different location. 911 was called and she was transported to the Hospital.	No	Yes
12/21 4:40 AM	Medical assistance required	LOCATION: Tracks between Platform 2 and 4 and 8 and 10 While on tour Security Officer noticed a young man sitting on the steps to tracks 2 and 4. Security told him it was an unsafe place and he should go to the lobby or platform. Later Security saw that he was still there. Supervisor was notified and he came and called out to the young man who did not respond. Supervisor called 911. NHPD and team of EMTs were able to convince him to go to Station lobby and purchase a ticket. He walked back to lobby and exited the building at the west end.	Yes	Yes

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Required
12/24 10:15 PM	Request for medical assistance	LOCATION: Patron complained he was suicidal and depressed. He called 911 himself and was transported to the Hospital.	No	Yes
12/24 7:05 PM	Fall on escalator	LOCATION: Escalator Patron lost her balance and fell on escalator and floor on top. Several patrons helped her up and she was able to walk slowly to front bench. She refused medical attention and left with her family in an Uber.	No	No refused
12/27 5:00 AM	Trip and fall	LOCATION: West Entrance Two patrons called Security over to another patron who was on the floor with rug rolled up under him. He said he tripped on the rug and could not move because his back hurt. He demanded an ambulance and Supervisor called 911. EMS rolled in the stretcher and patron immediately got up and walked into the Station and refused medical attention.	No	Yes and when they arrived he refused
12/27 8:40 AM	Medical assistance required	LOCATION: Basement By Sbarro Security received a call that someone was sleeping behind the trash cans near Sbarro. NHPA Security and Amtrak PD could not wake her after trying for 20 minutes or so. Amtrak PD called 911 and she was transported to the Hospital.	Yes	Yes
12-29 7:45 AM	Fire alarm activated	LOCATION: Level 3 West Pull Station Alarm system showed level 3 west alarm was pulled. After checking the fire alarm was not pulled. MOD called NHFD they responded and reset the fire alarm.	Yes	No
12-29 3:00 AM	Medical Assistance Required	LOCATION: Lobby Third Bench Patron came from train and was sitting on steps of track 14, said he missed his stop in Stamford and was trying to catch his breath. Security directed him to benches in lobby and he started coughing. Supervisor asked if he needed medical assistance, and he said yes that he was having chest pains. NHFD and EMS arrived and transported him to the hospital.	Yes	Yes
12-31 7:30 PM	Disorderly Conduct	LOCATION: Outside Main Front Entrance Patron approached Security complaining he felt threatened by a man who was asking him for money and showed him a gun. Security took patron to Amtrak PD to explain what happened. Amtrak and NHPD searched the area for the suspect. They located him, and he was arrested with a gun in his possession.	Yes	No

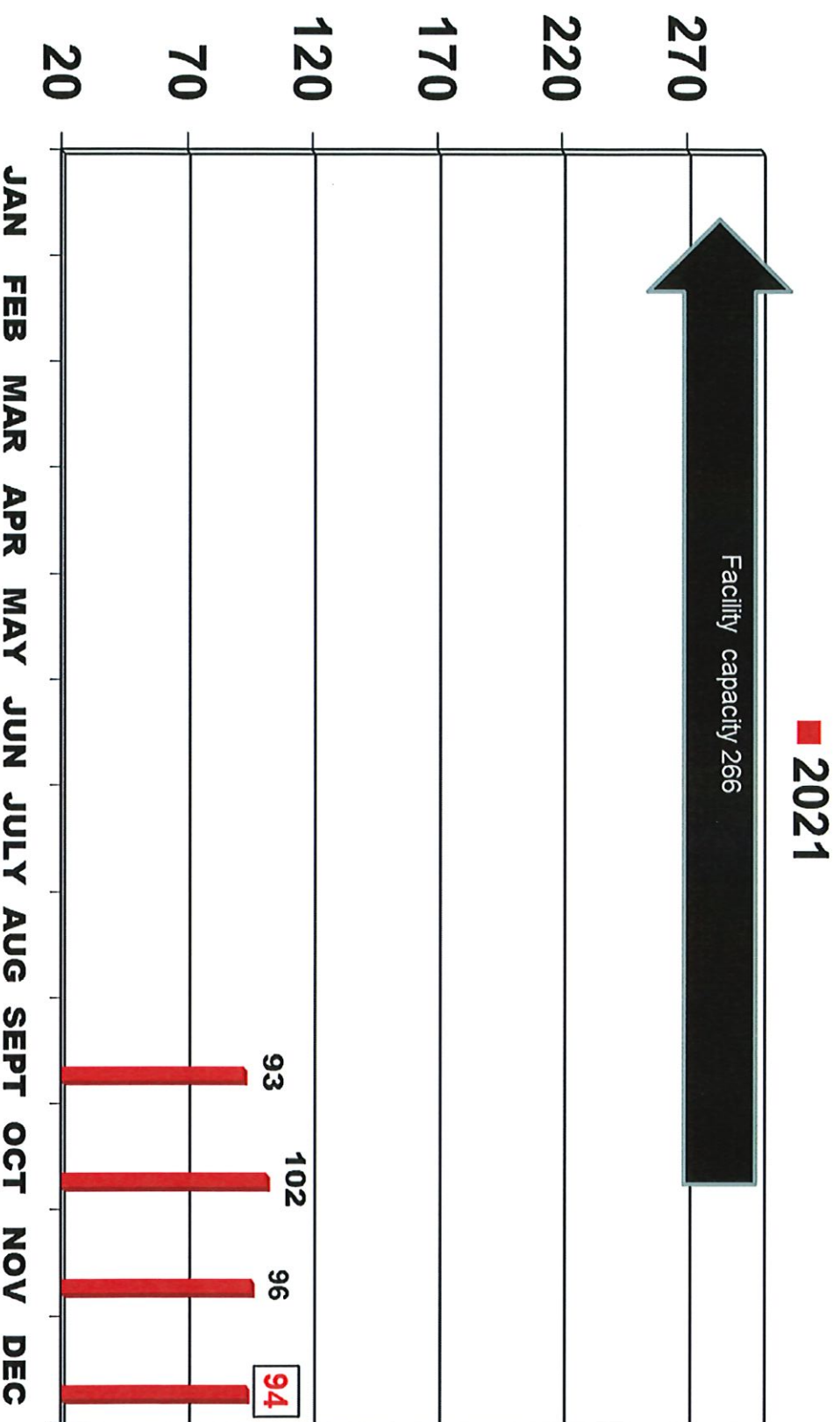
INCIDENTS – December 2021**UNION STATION GARAGE**

Date & Time	Type	Description	NHPD/ NHFD Notified	Medical Assistance Provided
12/7 11:34 AM	Motor Vehicle Break-in	<u>LOCATION: Level 2 East</u> When patron returned to his vehicle he noticed his glove compartment was open and items were all over the front seat. No other damage was noticed.	No	No
12/23 8:20 AM	Miscellaneous (unattended baggage)	<u>LOCATION: Level 6 Street Side Near Elevator Lobby</u> At USG while Security was on patrol he found unattended baggage with accessories. MTA Police K-9 Unit was called and baggage was cleared to be removed.	Yes	No

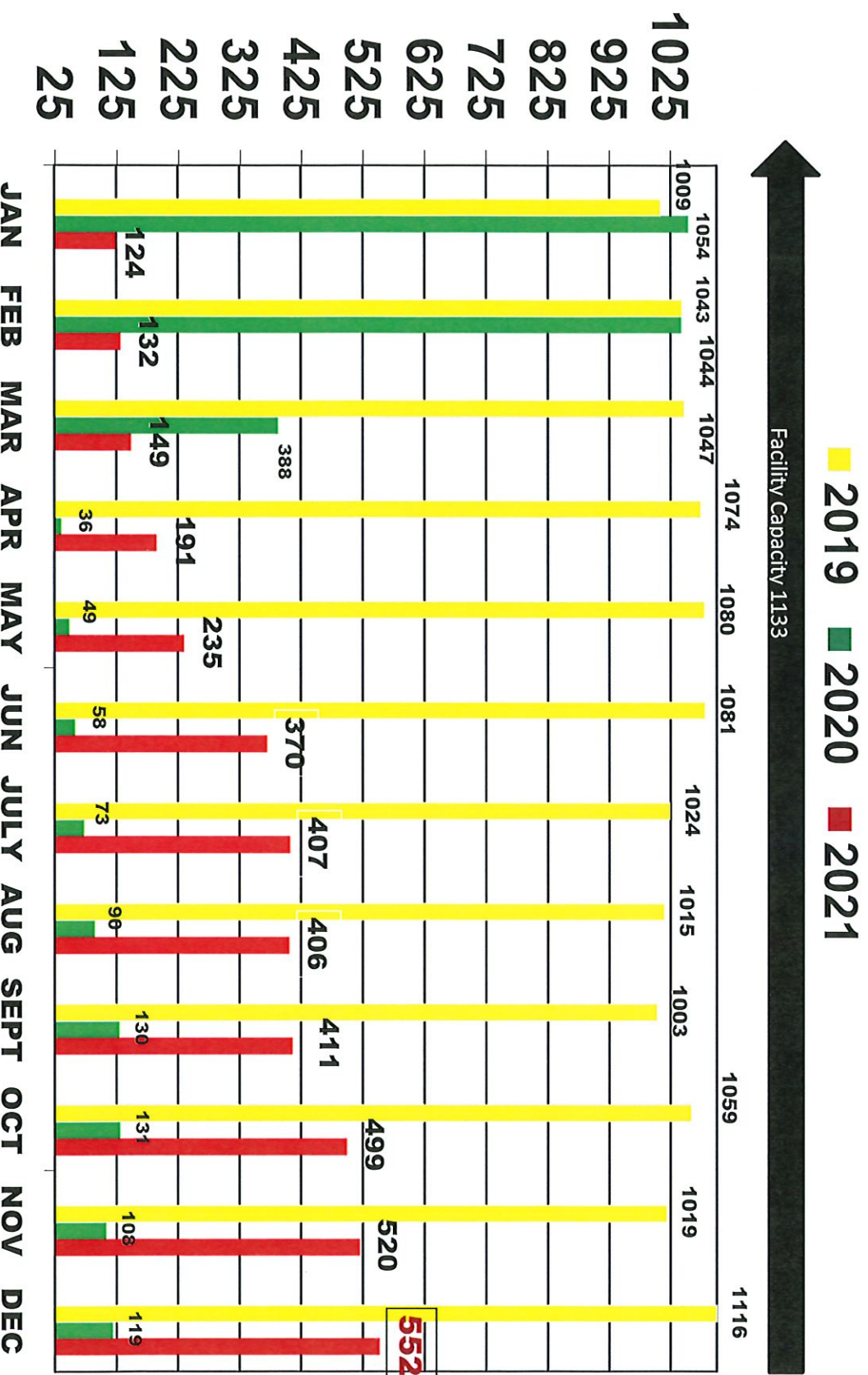
Average Occupancy Statistics Air Rights Facility Capacity 2552 Comparison of 2019 through 2021



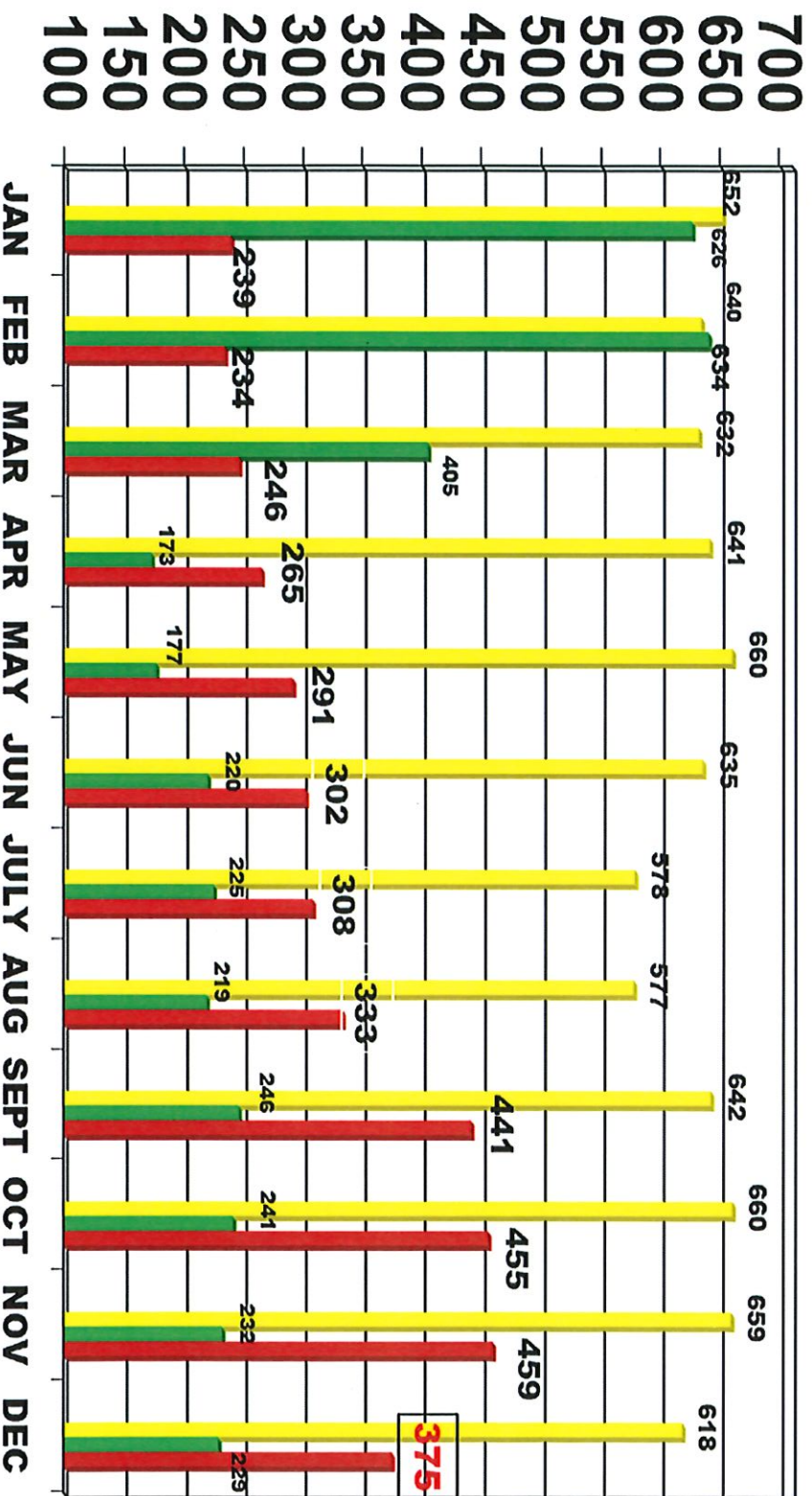
Average Occupancy Statistics 270 State Street Garage Facility Capacity 266



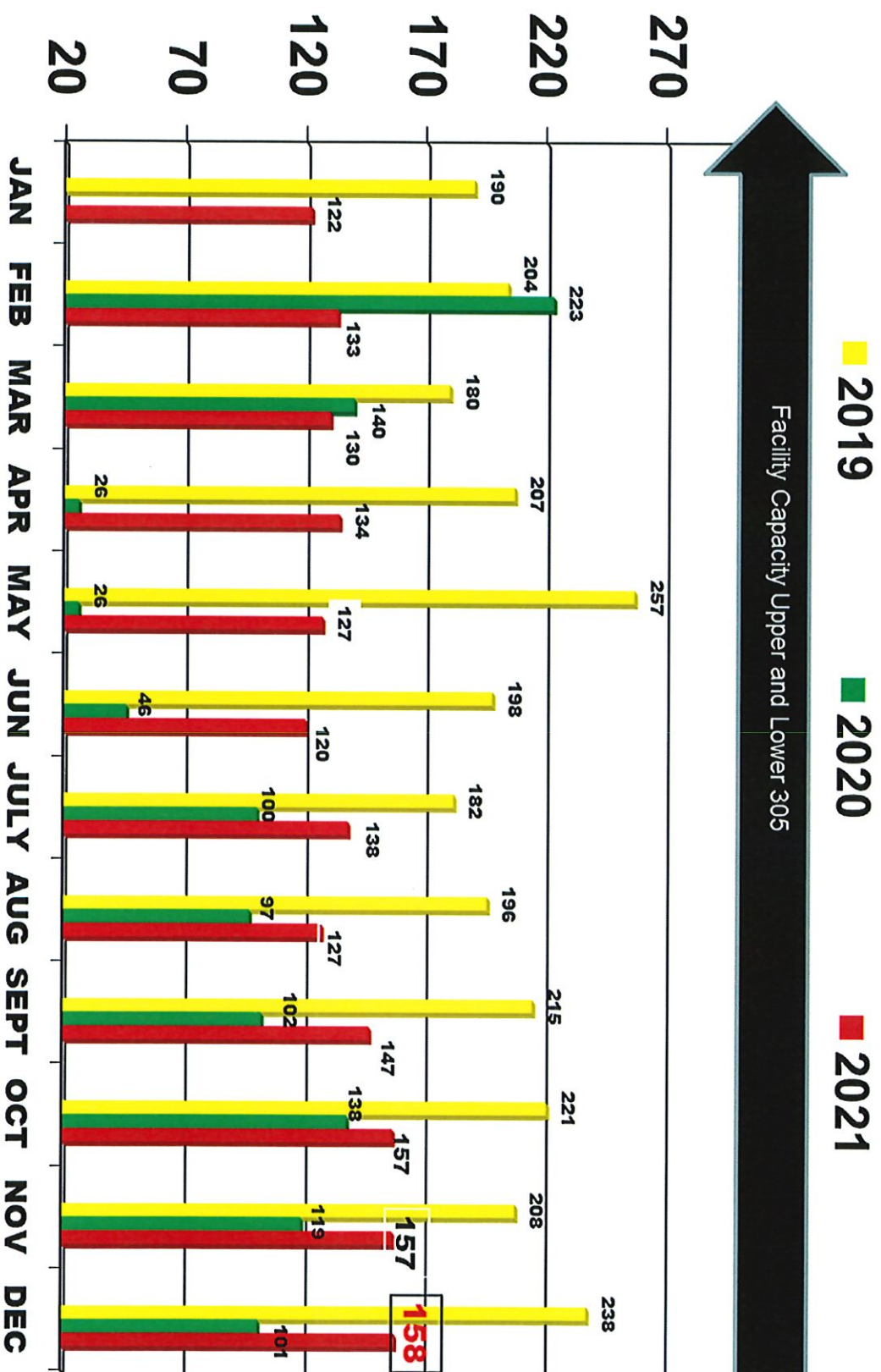
Average Occupancy Statistics Union Station **Facility Capacity 1133** **Comparison of 2019 through 2021**



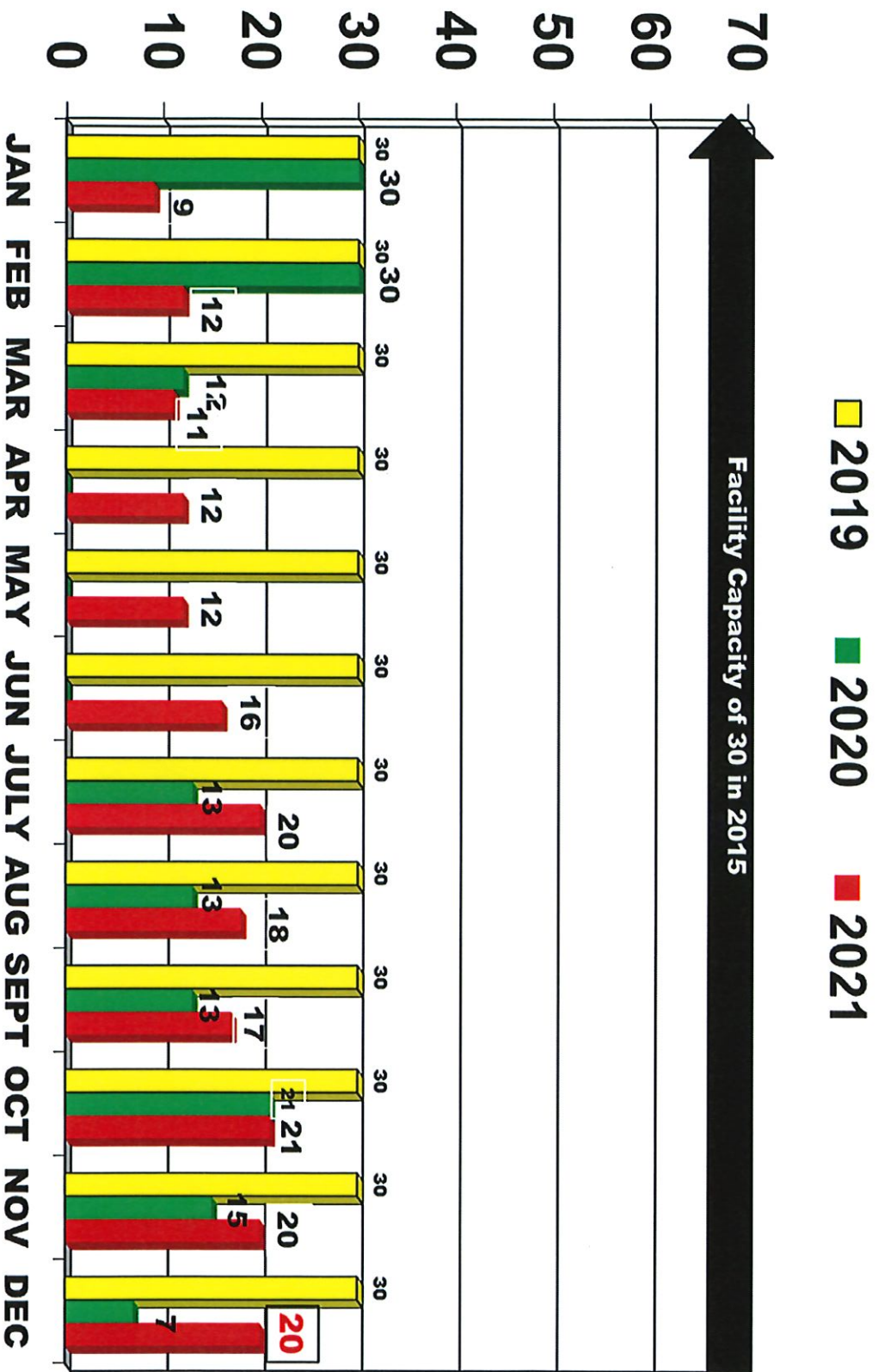
Average Occupancy Statistics Crown Facility Capacity 708 Comparison of 2017 through 2021



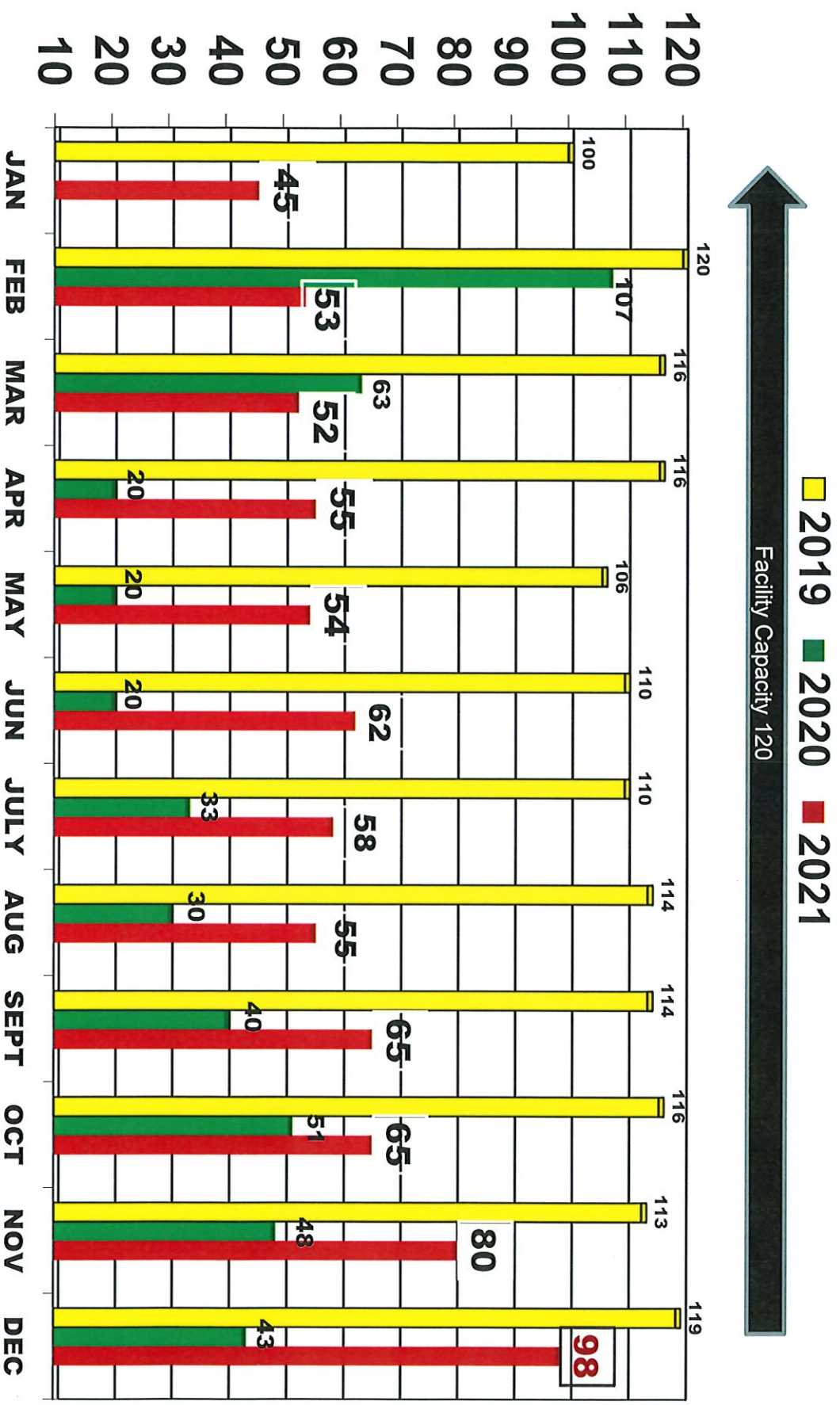
Average Occupancy Statistics Granite Square Facility Capacity 305 Upper and Lower Comparison of 2019 through 2021



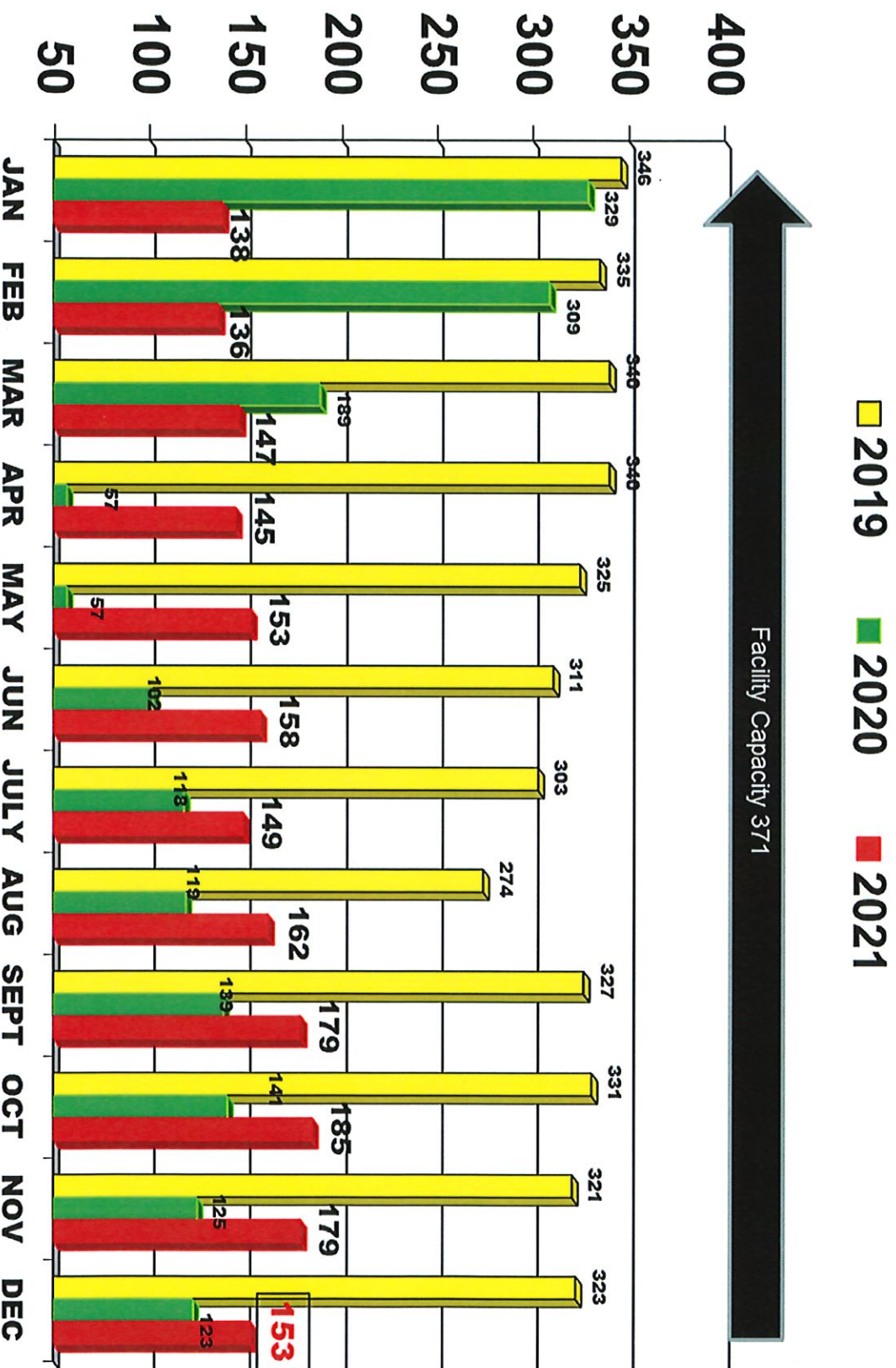
Average Occupancy Statistics Orange & Elm Facility Capacity 30 Comparison of 2019 through 2021



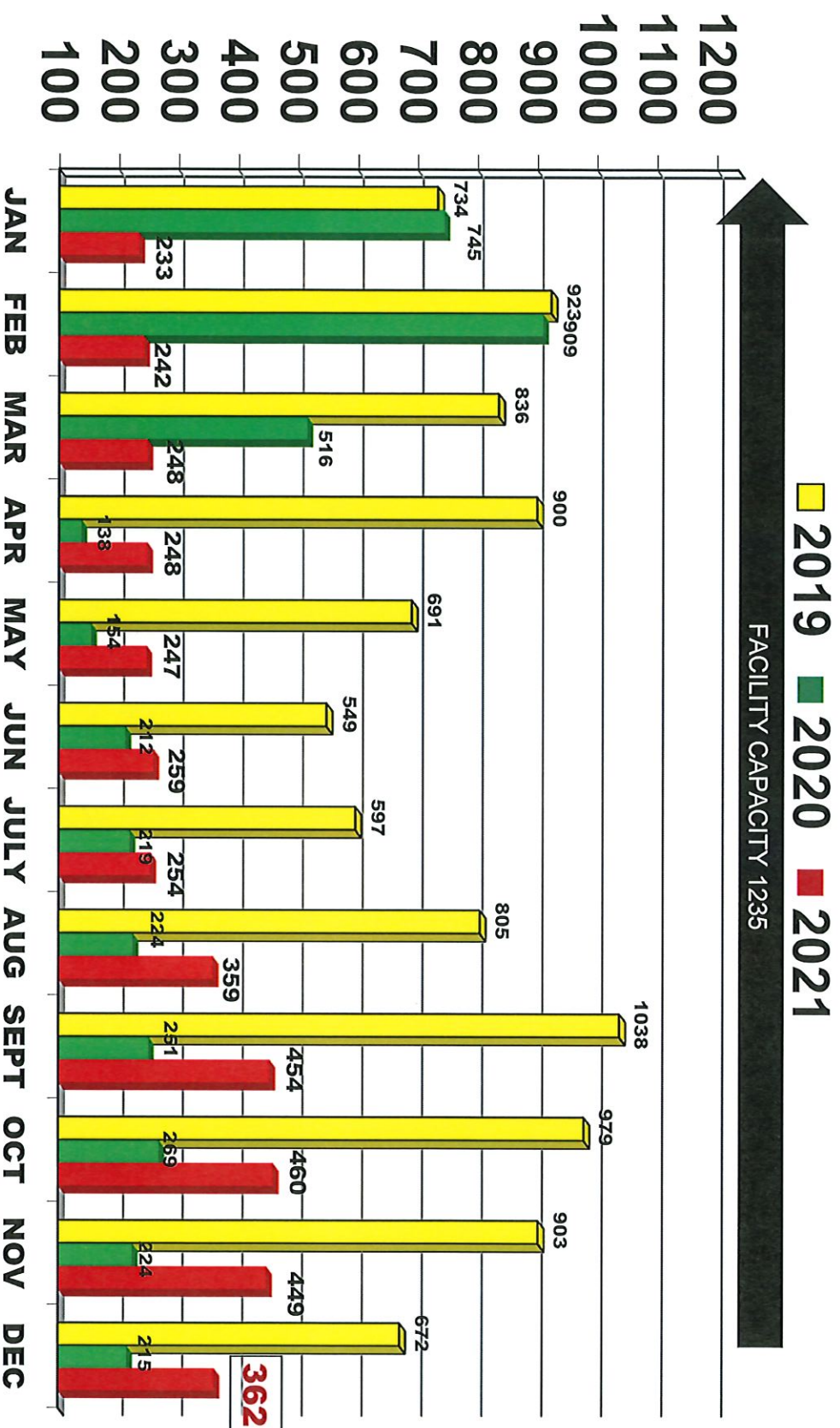
Average Occupancy Statistics State/Wall Facility Capacity 120 Comparison of 2019 through 2021



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

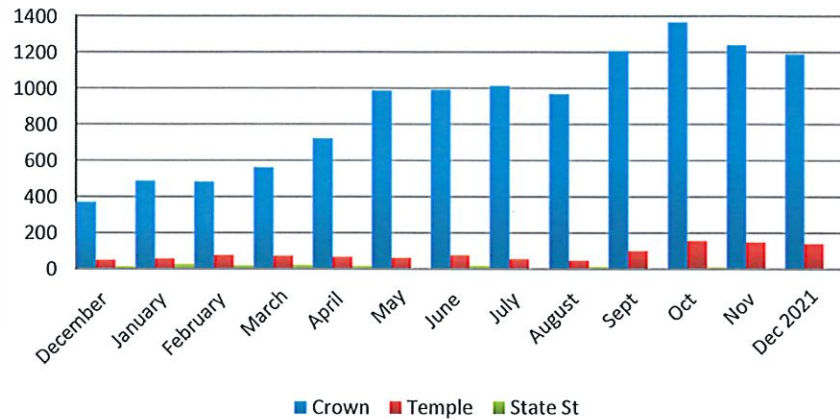
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THREE YEAR TOTAL: 8,078

2020 / 2021	Crown	Temple	State St	Total
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
Oct	1366	155	9	1530
Nov	1239	148	4	1391
Dec 2021	1189	139	3	1331
Total	11582	1101	148	12831

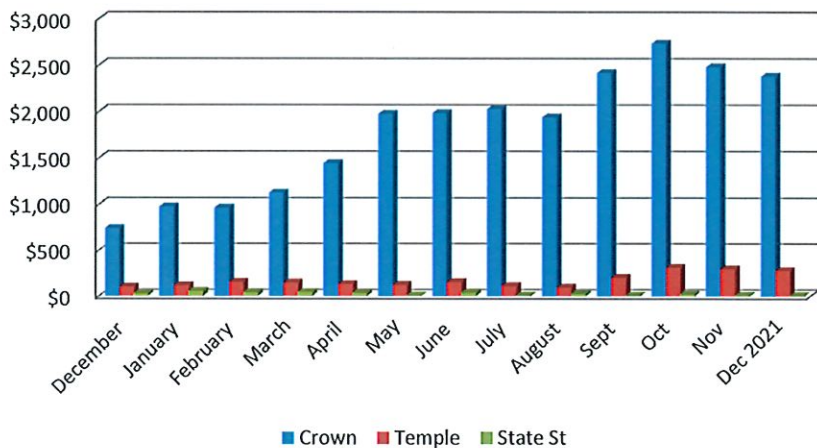
Past 13 Months Activity

Restaurant Program Validations Summary Crown & Temple & State St



2020 / 2021	Crown	Temple	State St	Total
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
Oct	\$2,732	\$310	\$18	\$3,060
Nov	\$2,478	\$296	\$8	\$2,782
Dec 2021	\$2,378	\$278	\$6	\$2,662
Total	\$23,164	\$2,202	\$296	\$25,662

Restaurant Program Dollars Crown & Temple & State St



Fortunata Houde

From: HappyOrNot <support@happy-or-not.com>
Sent: Saturday, January 1, 2022 12:33 PM
To: Fortunata Houde
Subject: Monthly report, New Haven Parking Authority, December 2021: Please rate our service today
Attachments: NewHavenParkingAuthority_20211231_Month_Open_feedback.pdf;
 NewHavenParkingAuthority_20211231_Month.pdf

Monthly report
 December 2021

Management report
 New Haven Parking Authority (6 units)

Please rate our service today



63%
 1,743 resp.



13%
 349 resp.



6%
 158 resp.

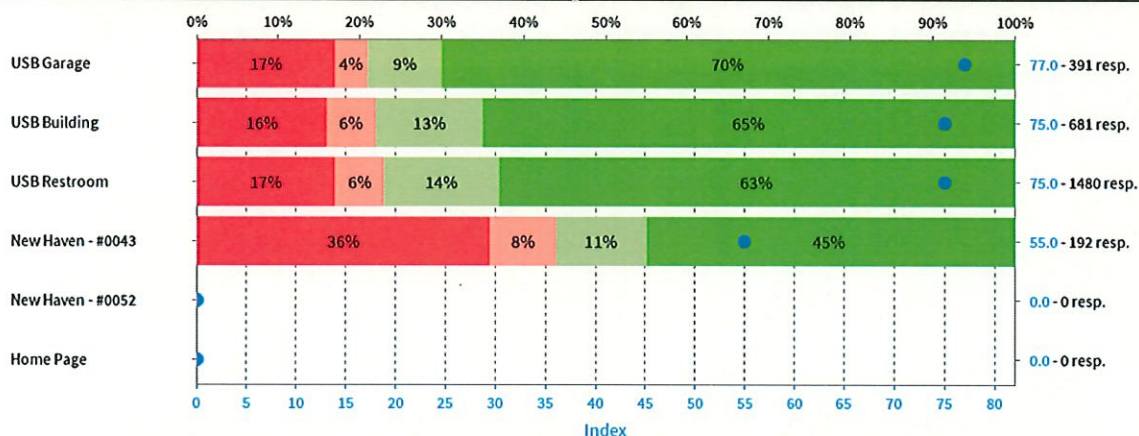


18%
 494 resp.

Index: 74/100
 Responses: 2,744

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

Comparison

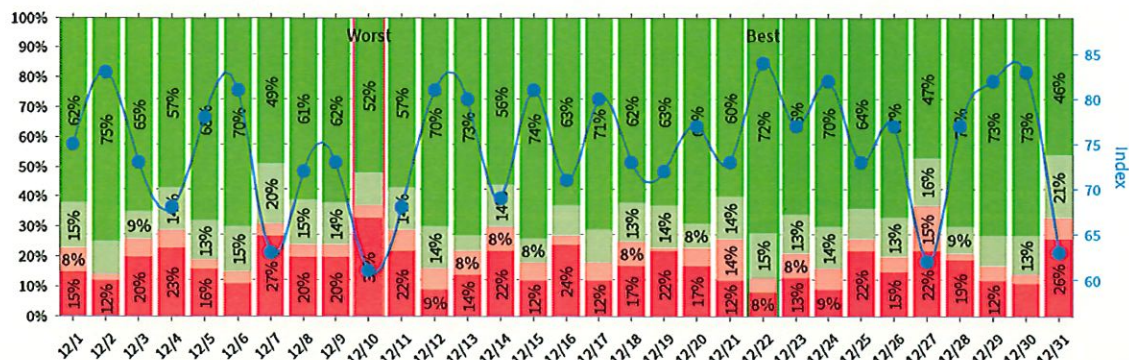


Risers

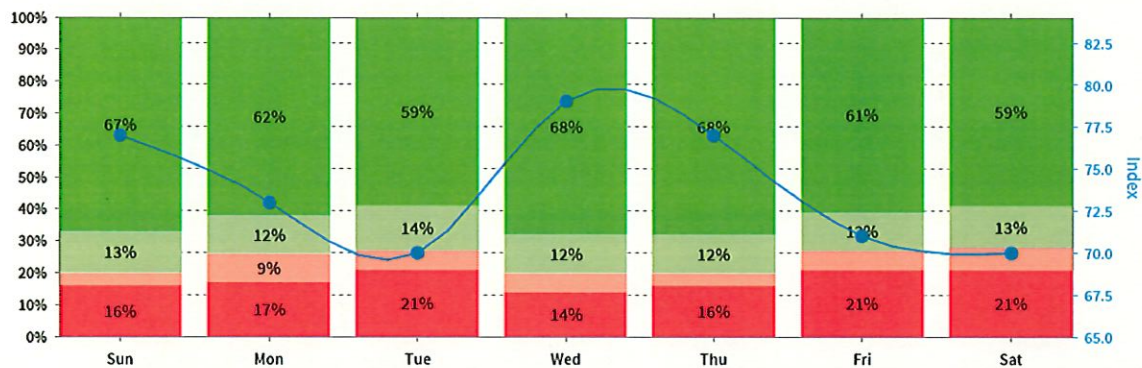
Fallers

Survey	Index	Change	Survey	Index	Change
No improved results found.			USB Restroom	75	-0% ↓
			USB Garage	77	-0% ↓
			USB Building	75	-2% ↓
			New Haven - #0043	55	-7% ↓

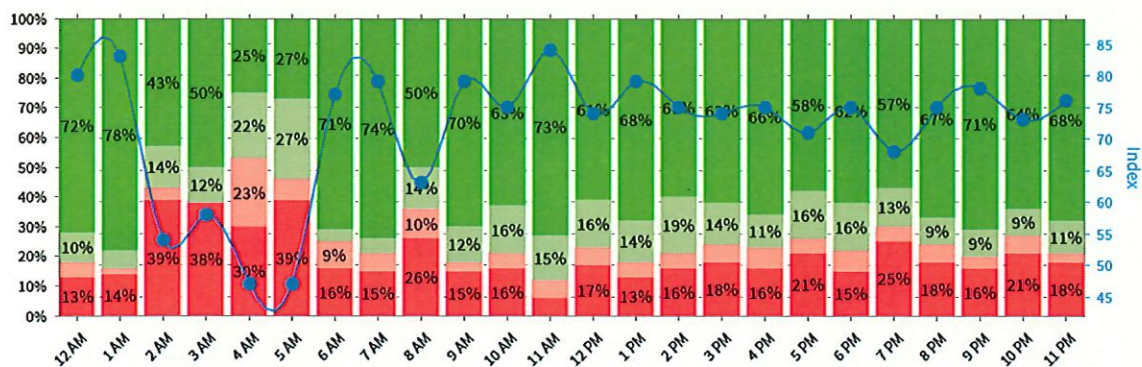
All units combined - daily distribution



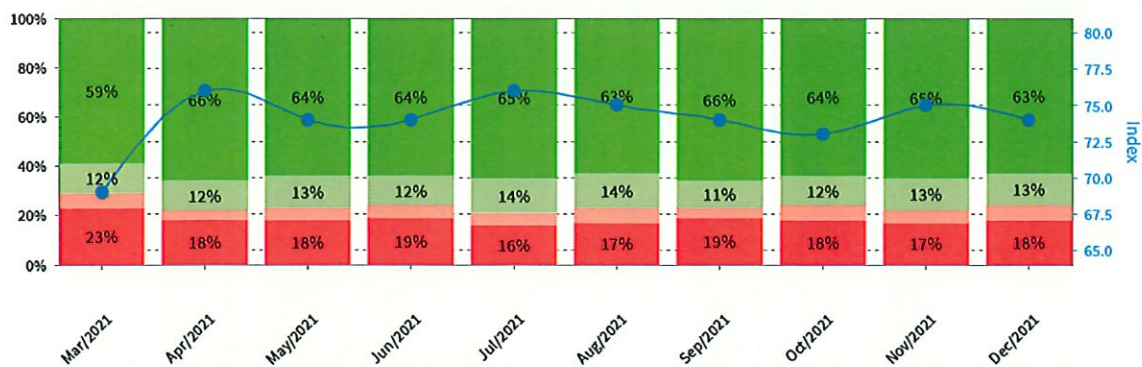
All units combined - weekday distribution



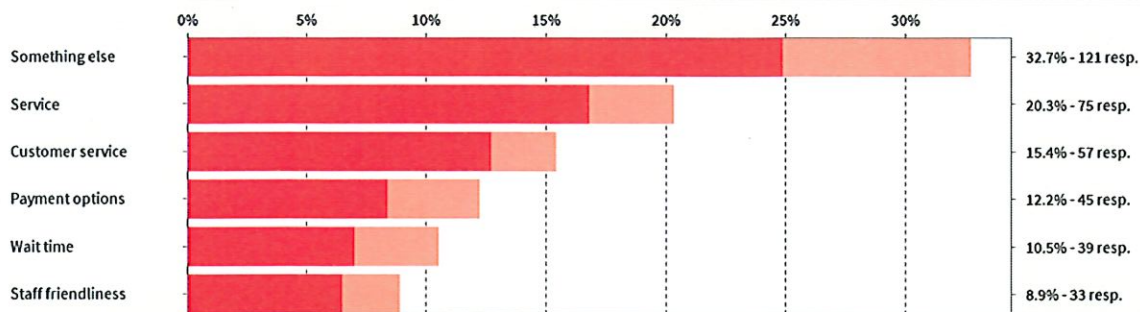
All units combined - hourly distribution



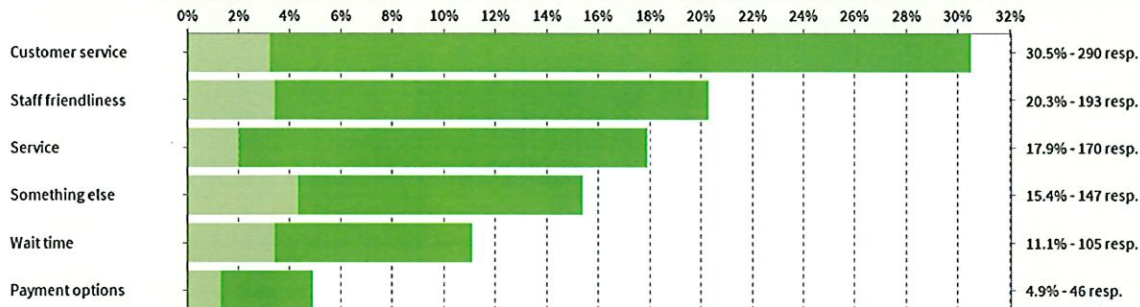
Same question, comparison with previous months



Pain Points



Highlights



Why not share your Success?!

Share your results and show your customers their feedback matters!

New Haven Parking Authority



December 2021

Positive feedback

76%

as given by 2,744 customers

HappyOrNot®

Share the results:



[HappyOrNot - Reporting service website](#)



HappyOrNot Reporting App



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