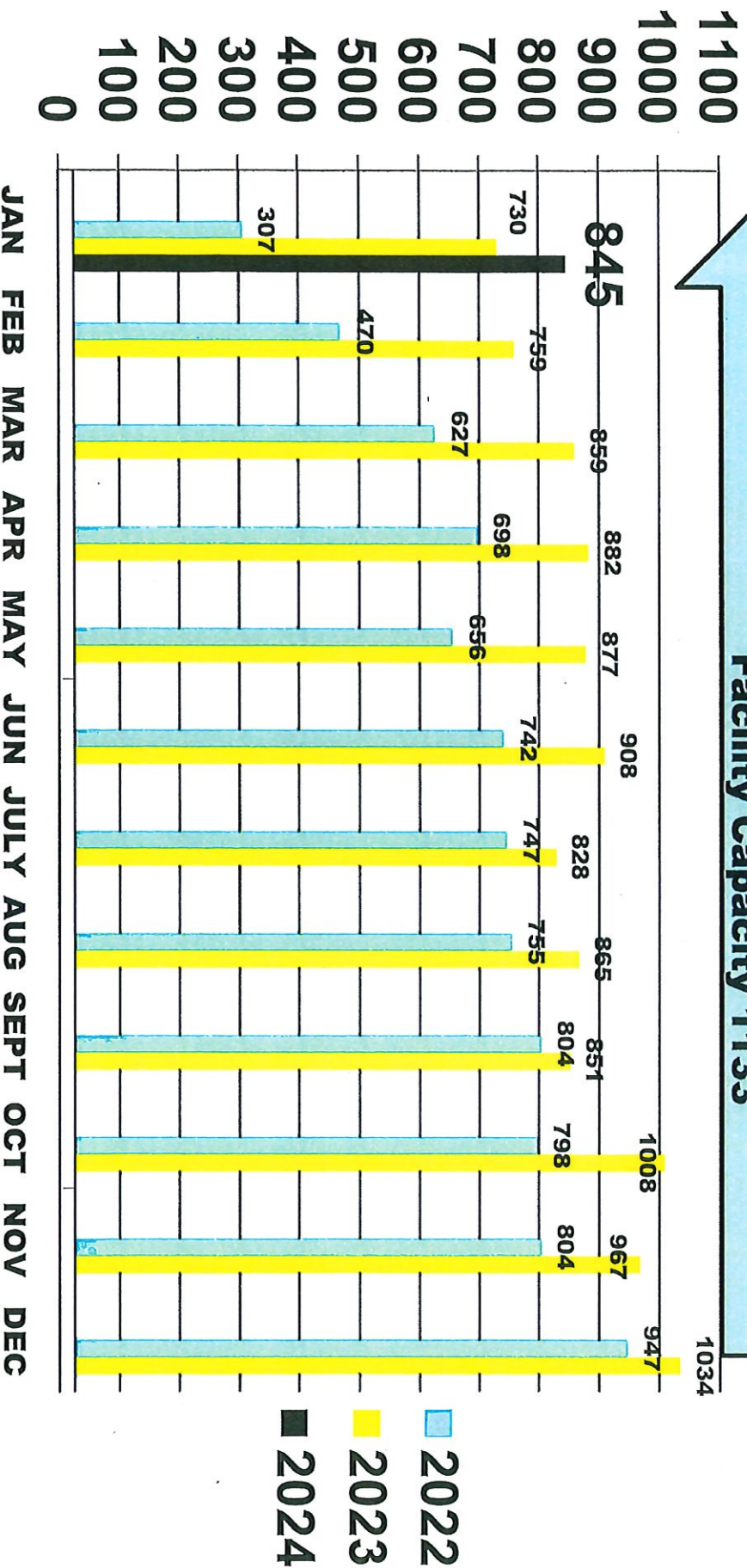


Average Occupancy Statistics Union Station Garage

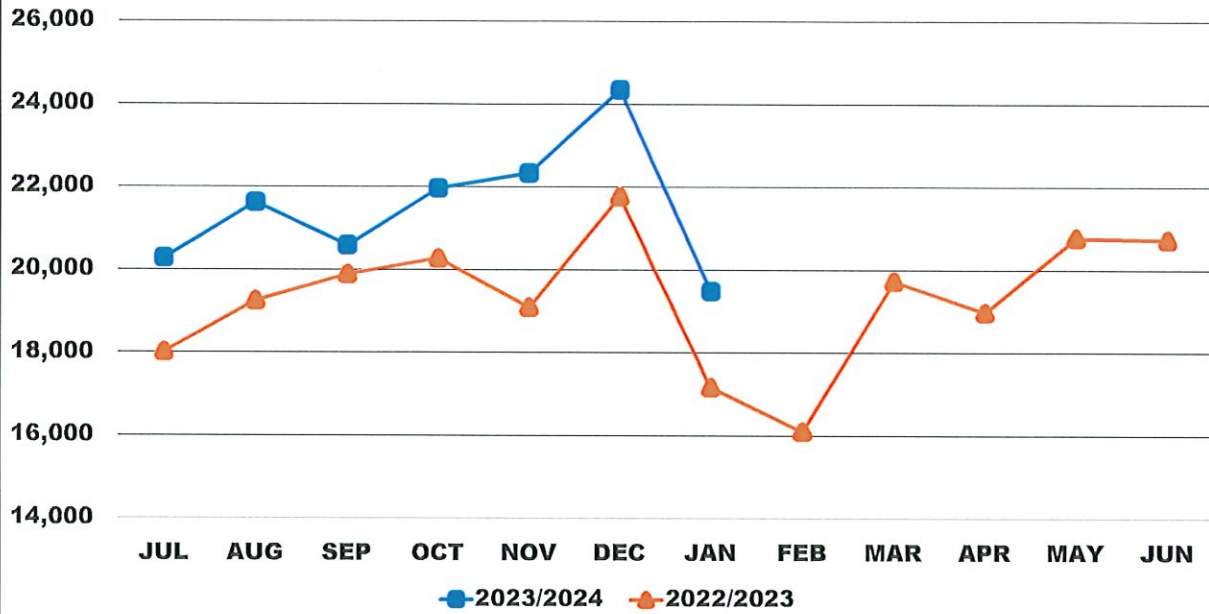
Facility Capacity 1133

Comparison of 2022 through 2024



UNION STATION GARAGE

TOTAL CARS PARKED



TOTAL CARS PARKED

FY	Weekdays		COMPARISON BY MONTH			% CHANGE BY YEAR	CUMULATIVE COMPARISON		
	2023/2024	2022/2023	2023/2024	% CHANGE BY MONTH	2022/2023		2023/2024	2022/2023	% CHANGE
JUL	21	22	20,294	-2%	18,034	13%	20,294	18,034	13%
AUG	23	23	21,635	7%	19,266	12%	41,929	37,300	12%
SEP	21	22	20,597	-5%	19,907	3%	62,526	57,207	9%
OCT	22	21	21,972	7%	20,289	8%	84,498	77,496	9%
NOV	22	22	22,337	2%	19,101	17%	106,835	96,597	11%
DEC	21	22	24,356	9%	21,782	12%	131,191	118,379	11%
JAN	23	22	19,494	-20%	17,176	13%	150,685	135,555	11%
FEB		20			16,105			151,660	
MAR		23			19,735			171,395	
APR		20			18,987			190,382	
MAY		23			20,783			211,165	
JUN		22			20,742			231,907	
Total	153	262							

UNION STATION GARAGE

TOTAL TICKETS ISSUED									
FY	Weekdays		COMPARISON BY MONTH				CUMULATIVE COMPARISON		
	2023/ 2024	2022/ 2023	2023/2024	% CHANGE BY MONTH	2022/2023	% CHANGE BY YEAR	2023/2024	2022/2023	% CHANGE
JUL	21	22	16,108	-7%	13,618	18%	16,108	13,618	18%
AUG	23	23	16,931	5%	14,525	17%	33,039	28,143	17%
SEP	21	22	16,173	-4%	15,161	7%	49,212	43,304	14%
OCT	22	21	17,105	6%	15,634	9%	66,317	58,938	13%
NOV	22	22	17,647	3%	15,686	13%	83,964	74,624	13%
DEC	21	22	20,165	14%	18,506	9%	104,129	93,130	12%
JAN	23	22	14,750	-27%	13,558	9%	118,879	106,688	11%
FEB		20			12,719			119,407	
MAR		23			16,076			135,483	
APR		20			15,778			151,261	
MAY		23			16,976			168,237	
JUN		22			17,262			185,499	
Total	153	262							

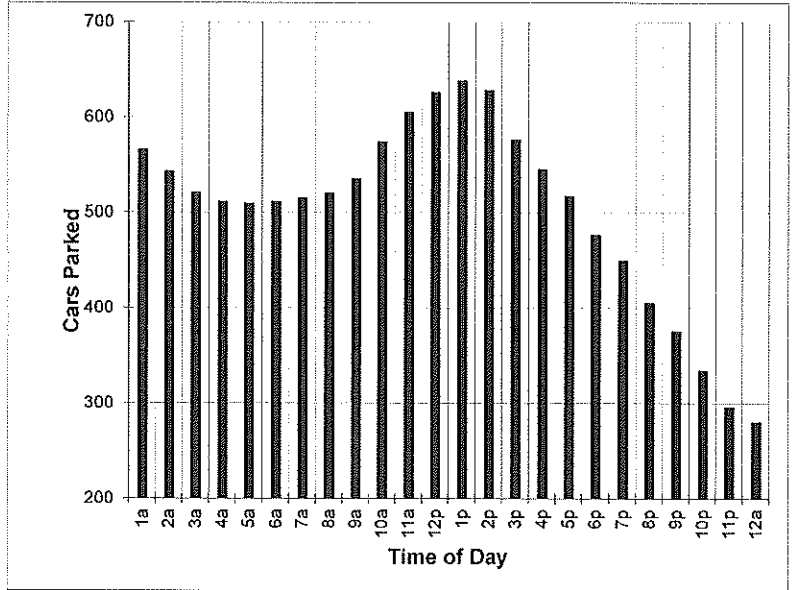
TOTAL KEYCARDS ENTERED									
FY	Weekdays		COMPARISON BY MONTH				CUMULATIVE COMPARISON		
	2023/ 2024	2022/ 2023	2023/2024	% CHANGE BY MONTH	2022/2023	% CHANGE BY YEAR	2023/2024	2022/2023	% CHANGE
JUL	21	22	4,186	20%	4,416	-5%	4,186	4,416	-5%
AUG	23	23	4,704	12%	4,741	-1%	8,890	9,157	-3%
SEP	21	22	4,424	-6%	4,746	-7%	13,314	13,903	-4%
OCT	22	21	4,867	10%	4,655	5%	18,181	18,558	-2%
NOV	22	22	4,690	-4%	3,415	37%	22,871	21,973	4%
DEC	21	22	4,191	-11%	3,276	28%	27,062	25,249	7%
JAN	23	22	4,744	13%	3,618	31%	31,806	28,867	10%
FEB		20			3,386			32,253	
MAR		23			3,659			35,912	
APR		20			3,209			39,121	
MAY		23			3,807			42,928	
JUN		22			3,480			46,408	
Total	153	262							

Note: adjusted keycard entries for PNH vehicles starting November 2022

JANUARY 21, 2024
Sunday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	463	104	567
1:00-2:00a	441	103	544
2:00-3:00a	423	99	522
3:00-4:00a	413	99	512
4:00-5:00a	410	100	510
5:00-6:00a	411	101	512
6:00-7:00a	413	103	516
7:00-8:00a	416	105	521
8:00-9:00a	428	108	536
9:00-10:00a	468	107	575
10:00-11:00a	499	107	606
11:00-12:00p	520	107	627
12:00-1:00p	530	109	639
1:00-2:00p	519	110	629
2:00-3:00p	466	111	577
3:00-4:00p	437	109	546
4:00-5:00p	408	110	518
5:00-6:00p	369	108	477
6:00-7:00p	338	112	450
7:00-8:00p	297	109	406
8:00-9:00p	263	113	376
9:00-10:00p	222	113	335
10:00-11:00p	182	115	297
11:00-12:00a	169	112	281

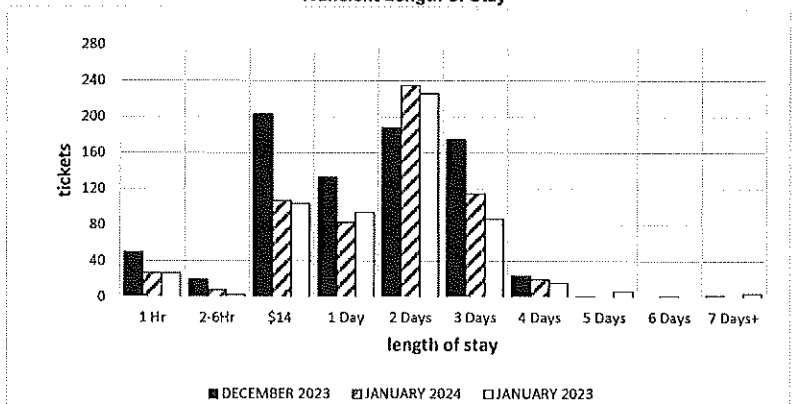
UNION STATION GARAGE OCCUPANCY REPORT



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	50	27	27
2Hrs - 6 Hrs	20	8	3
\$14.00 Max	203	107	104
1 Day \$16 - \$18.	133	83	94
2 Days \$20 - \$36	188	235	226
3 Days \$38 - \$54	175	115	87
4 Days \$56 - \$72	24	20	16
5 Days \$74 - \$90	1	0	7
6 Days \$92 - \$108	0	1	0
>7 Days > \$110	2	0	4
Total	796	596	568
Avg Ticket =	\$27.48	\$28.43	\$28.82
Revenue	\$ 21,878.00	\$ 16,946.00	\$ 16,370.00

Transient Length of Stay



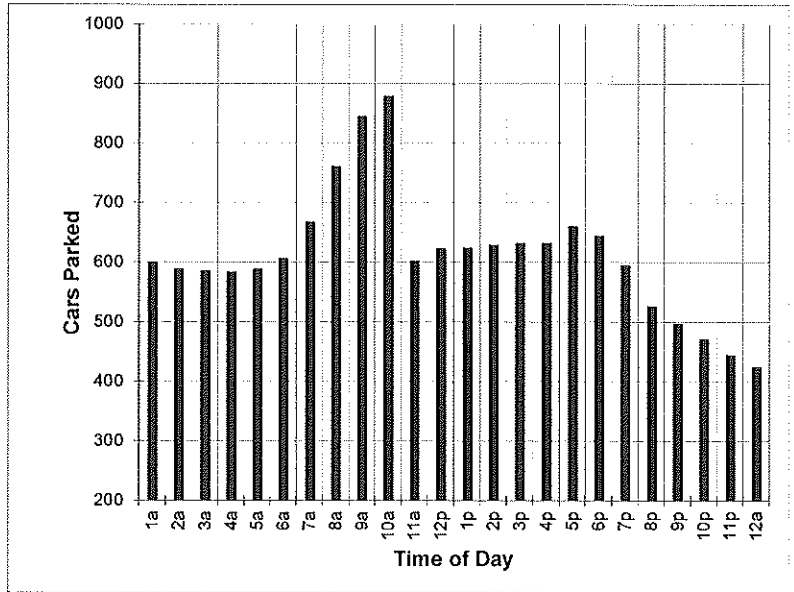
■ DECEMBER 2023 ▨ JANUARY 2024 □ JANUARY 2023

Length of Stay	JANUARY 2024 # of Tickets	JANUARY 2024 % of Total
1 Hr \$2.00	27	0.05
2Hrs - 6 Hrs	8	0.01
\$14.00 Max	107	0.18
1 Day \$16 - \$18.	83	0.14
2 Days \$20 - \$36	235	0.39
3 Days \$38 - \$54	115	0.19
4 Days \$56 - \$72	20	0.03
5 Days \$74 - \$90	0	0.00
6 Days \$92 - \$108	1	0.00
>7 Days > \$110	0	0.00
Total	596	

UNION STATION GARAGE OCCUPANCY REPORT

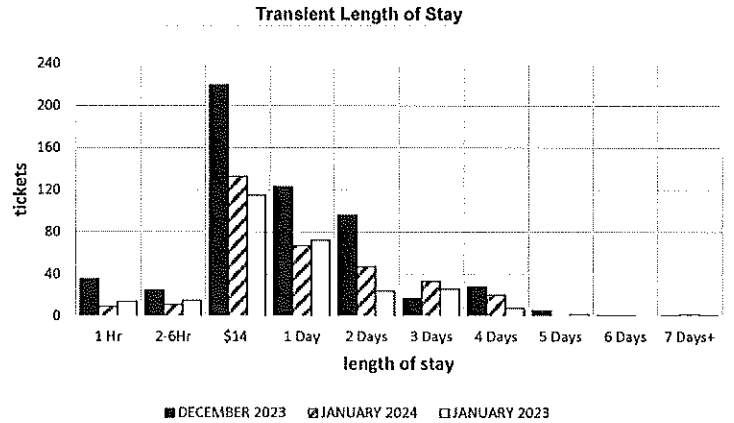
JANUARY 22, 2024
Monday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	489	111	600
1:00-2:00a	481	108	589
2:00-3:00a	479	107	586
3:00-4:00a	479	105	584
4:00-5:00a	476	113	589
5:00-6:00a	485	122	607
6:00-7:00a	514	155	669
7:00-8:00a	582	180	762
8:00-9:00a	640	206	846
9:00-10:00a	676	204	880
10:00-11:00a	400	203	603
11:00-12:00p	418	206	624
12:00-1:00p	420	205	625
1:00-2:00p	423	207	630
2:00-3:00p	427	206	633
3:00-4:00p	435	198	633
4:00-5:00p	464	197	661
5:00-6:00p	455	190	645
6:00-7:00p	428	168	596
7:00-8:00p	377	150	527
8:00-9:00p	353	145	498
9:00-10:00p	336	136	472
10:00-11:00p	316	129	445
11:00-12:00a	297	128	425



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	35	9	14
2Hrs - 6 Hrs	25	11	15
\$14.00 Max	220	133	115
1 Day \$16 - \$18.	123	67	72
2 Days \$20 - \$36	96	47	24
3 Days \$38 - \$54	17	33	26
4 Days \$56 - \$72	28	20	8
5 Days \$74 - \$90	6	0	2
6 Days \$92 - \$108	1	1	0
>7 Days > \$110	1	2	1
Total	552	323	277
Avg Ticket =	\$21.39	\$24.19	\$21.17
Revenue	\$ 11,810.00	\$ 7,812.00	\$ 5,864.00

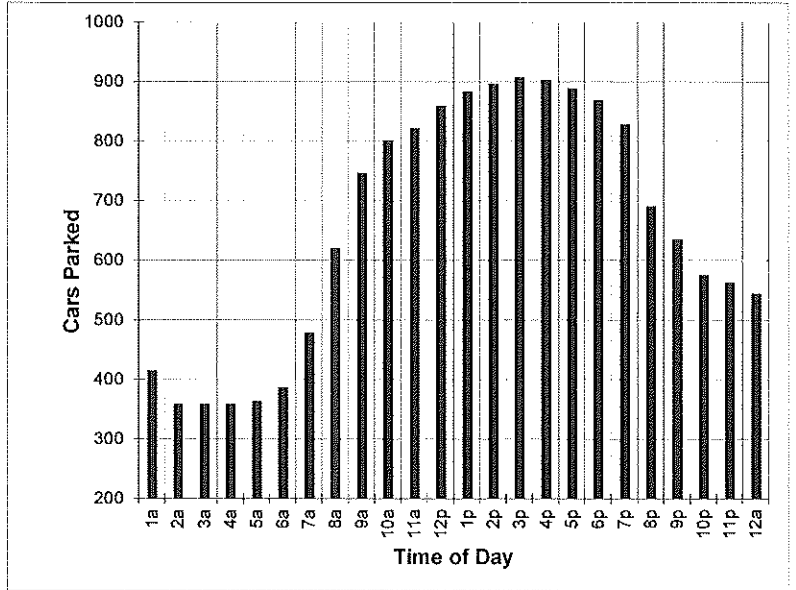


Length of Stay	JANUARY 2024 # of Tickets	JANUARY 2024 % of Total
1 Hr \$2.00	9	0.03
2Hrs - 6 Hrs	11	0.03
\$14.00 Max	133	0.41
1 Day \$16 - \$18.	67	0.21
2 Days \$20 - \$36	47	0.15
3 Days \$38 - \$54	33	0.10
4 Days \$56 - \$72	20	0.06
5 Days \$74 - \$90	0	0.00
6 Days \$92 - \$108	1	0.00
>7 Days > \$110	2	0.01
Total	323	

UNION STATION GARAGE OCCUPANCY REPORT

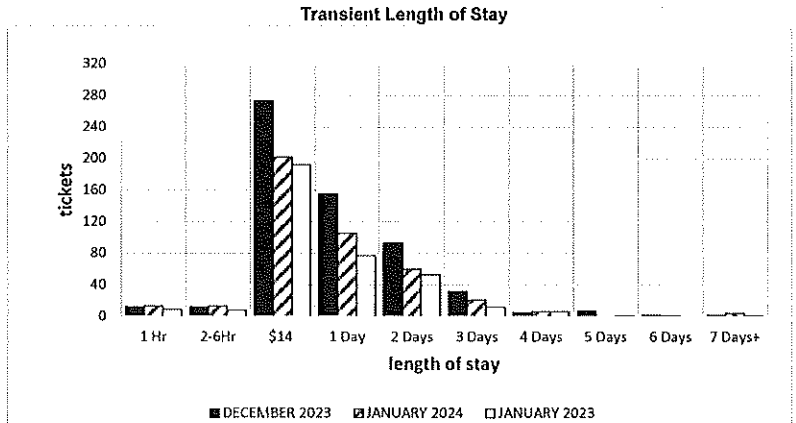
JANUARY 23, 2024
Tuesday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	289	126	415
1:00-2:00a	238	121	359
2:00-3:00a	238	121	359
3:00-4:00a	237	122	359
4:00-5:00a	236	129	365
5:00-6:00a	246	141	387
6:00-7:00a	295	184	479
7:00-8:00a	416	205	621
8:00-9:00a	499	248	747
9:00-10:00a	553	249	802
10:00-11:00a	571	251	822
11:00-12:00p	604	256	860
12:00-1:00p	626	258	884
1:00-2:00p	634	263	897
2:00-3:00p	649	259	908
3:00-4:00p	650	253	903
4:00-5:00p	638	251	889
5:00-6:00p	630	240	870
6:00-7:00p	601	228	829
7:00-8:00p	508	183	691
8:00-9:00p	467	169	636
9:00-10:00p	415	161	576
10:00-11:00p	407	157	564
11:00-12:00a	387	158	545



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	12	13	9
2Hrs - 6 Hrs	12	13	8
\$14.00 Max	273	202	192
1 Day \$16 - \$18.	155	105	77
2 Days \$20 - \$36	93	60	53
3 Days \$38 - \$54	32	21	12
4 Days \$56 - \$72	5	6	6
5 Days \$74 - \$90	7	0	1
6 Days \$92 - \$108	2	1	0
>7 Days > \$110	2	4	1
Total	593	425	359
Avg Ticket =	\$21.25	\$20.08	\$19.44
Revenue	\$ 12,602.00	\$ 8,532.00	\$ 6,978.00

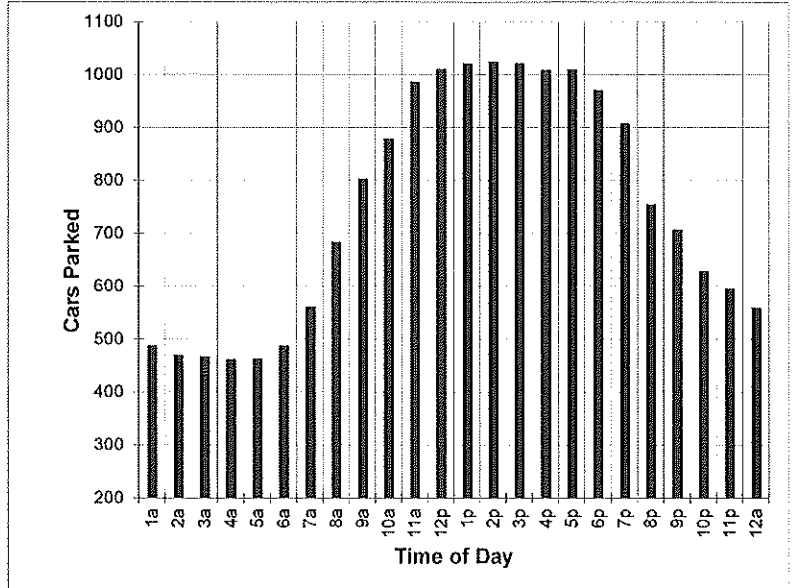


Length of Stay	JANUARY 2024 # of Tickets	JANUARY 2024 % of Total
1 Hr \$2.00	13	0.03
2Hrs - 6 Hrs	13	0.03
\$14.00 Max	202	0.48
1 Day \$16 - \$18.	105	0.25
2 Days \$20 - \$36	60	0.14
3 Days \$38 - \$54	21	0.05
4 Days \$56 - \$72	6	0.01
5 Days \$74 - \$90	0	0.00
6 Days \$92 - \$108	1	0.00
>7 Days > \$110	4	0.01
Total	425	

UNION STATION GARAGE OCCUPANCY REPORT

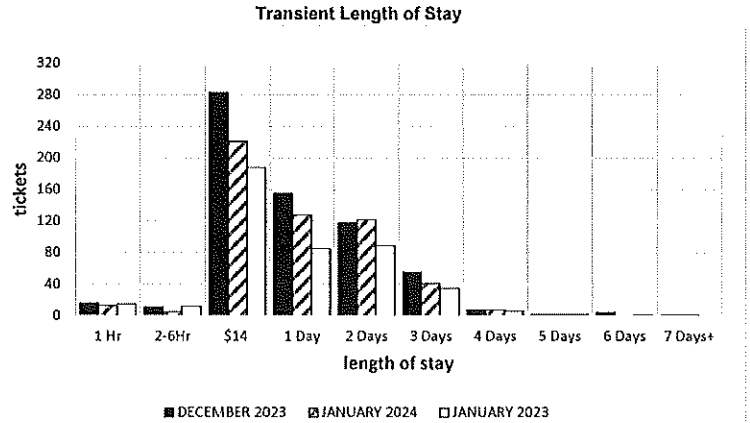
JANUARY 24, 2024
Wednesday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	334	154	488
1:00-2:00a	321	149	470
2:00-3:00a	319	149	468
3:00-4:00a	314	149	463
4:00-5:00a	309	155	464
5:00-6:00a	320	168	488
6:00-7:00a	362	199	561
7:00-8:00a	467	217	684
8:00-9:00a	552	252	804
9:00-10:00a	625	254	879
10:00-11:00a	733	254	987
11:00-12:00p	754	257	1011
12:00-1:00p	763	258	1021
1:00-2:00p	767	258	1025
2:00-3:00p	767	255	1022
3:00-4:00p	767	242	1009
4:00-5:00p	770	240	1010
5:00-6:00p	740	231	971
6:00-7:00p	694	214	908
7:00-8:00p	583	172	755
8:00-9:00p	537	171	708
9:00-10:00p	474	155	629
10:00-11:00p	446	150	596
11:00-12:00a	415	145	560



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	16	13	15
2Hrs - 6 Hrs	11	5	12
\$14.00 Max	283	221	188
1 Day \$16 - \$18.	155	128	85
2 Days \$20 - \$36	118	122	89
3 Days \$38 - \$54	55	41	35
4 Days \$56 - \$72	8	8	6
5 Days \$74 - \$90	2	2	2
6 Days \$92 - \$108	4	0	1
>7 Days > \$110	1	1	0
Total	653	541	433
Avg Ticket =	\$22.22	\$22.41	\$21.76
Revenue	\$ 14,512.00	\$ 12,126.00	\$ 9,422.00

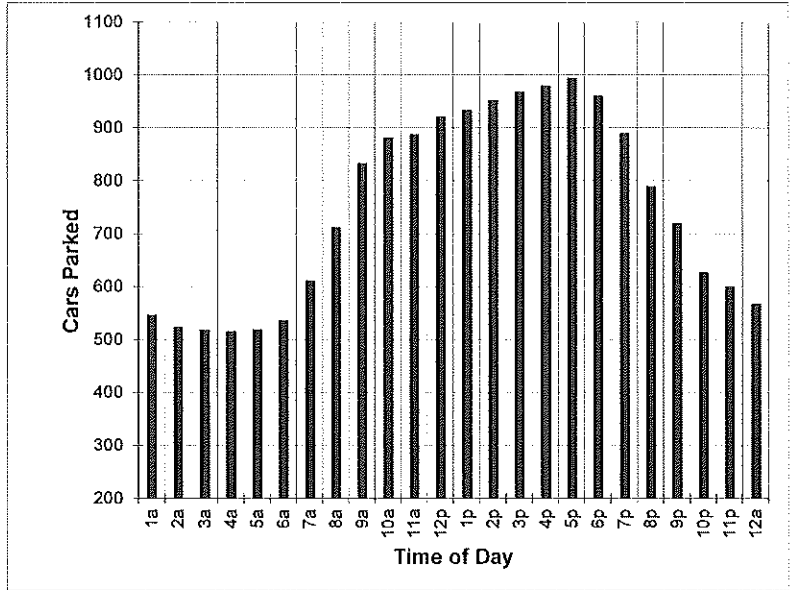


	JANUARY 2024 # of Tickets	JANUARY 2024 % of Total
1 Hr \$2.00	13	0.02
2Hrs - 6 Hrs	5	0.01
\$14.00 Max	221	0.41
1 Day \$16 - \$18.	128	0.24
2 Days \$20 - \$36	122	0.23
3 Days \$38 - \$54	41	0.08
4 Days \$56 - \$72	8	0.01
5 Days \$74 - \$90	2	0.00
6 Days \$92 - \$108	0	0.00
>7 Days > \$110	1	0.00
Total	541	

UNION STATION GARAGE OCCUPANCY REPORT

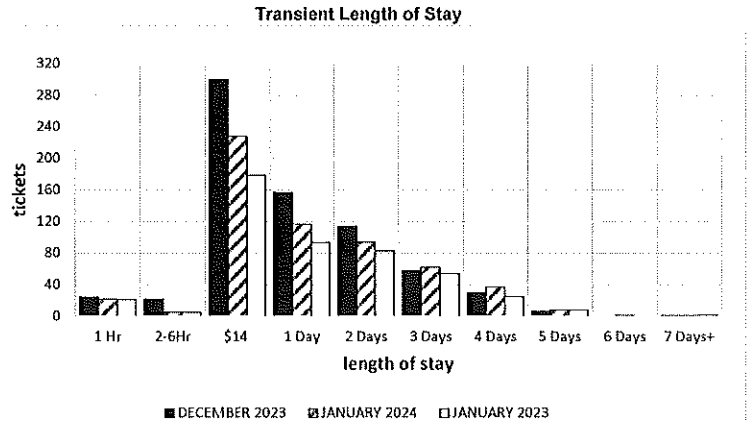
JANUARY 25, 2024
Thursday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	398	149	547
1:00-2:00a	384	140	524
2:00-3:00a	378	140	518
3:00-4:00a	377	139	516
4:00-5:00a	377	143	520
5:00-6:00a	382	155	537
6:00-7:00a	421	191	612
7:00-8:00a	504	209	713
8:00-9:00a	598	236	834
9:00-10:00a	644	238	882
10:00-11:00a	652	236	888
11:00-12:00p	683	239	922
12:00-1:00p	691	243	934
1:00-2:00p	709	244	953
2:00-3:00p	733	236	969
3:00-4:00p	750	230	980
4:00-5:00p	761	233	994
5:00-6:00p	735	226	961
6:00-7:00p	694	196	890
7:00-8:00p	615	175	790
8:00-9:00p	565	155	720
9:00-10:00p	493	135	628
10:00-11:00p	472	129	601
11:00-12:00a	445	124	569



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	24	22	21
2Hrs - 6 Hrs	22	5	5
\$14.00 Max	300	228	179
1 Day \$16 - \$18.	157	117	93
2 Days \$20 - \$36	114	94	83
3 Days \$38 - \$54	58	62	54
4 Days \$56 - \$72	30	37	25
5 Days \$74 - \$90	6	8	8
6 Days \$92 - \$108	0	1	0
>7 Days > \$110	1	1	2
Total	712	575	470
Avg Ticket =	\$22.80	\$25.72	\$25.86
Revenue	\$ 16,236.00	\$ 14,790.00	\$ 12,150.00

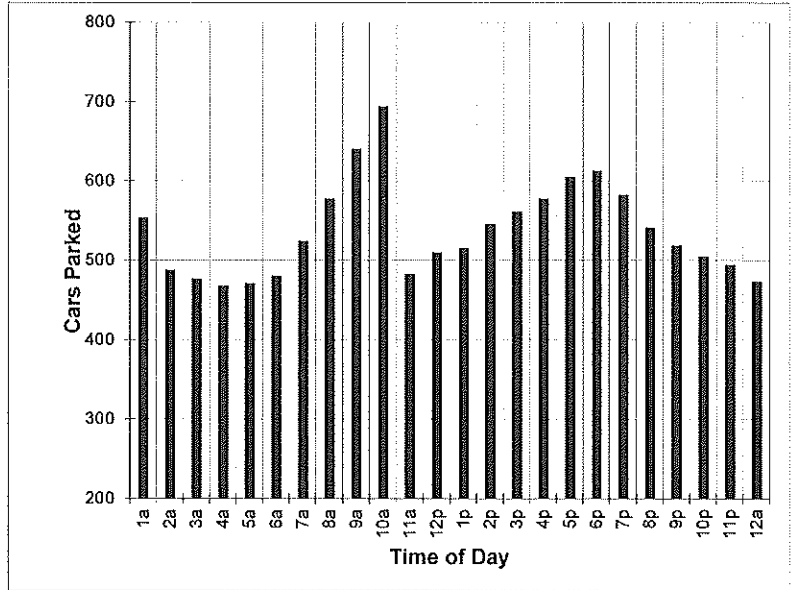


Length of Stay	JANUARY 2024 # of Tickets	JANUARY 2024 % of Total
1 Hr \$2.00	22	0.04
2Hrs - 6 Hrs	5	0.01
\$14.00 Max	228	0.40
1 Day \$16 - \$18.	117	0.20
2 Days \$20 - \$36	94	0.16
3 Days \$38 - \$54	62	0.11
4 Days \$56 - \$72	37	0.06
5 Days \$74 - \$90	8	0.01
6 Days \$92 - \$108	1	0.00
>7 Days > \$110	1	0.00
Total	575	

UNION STATION GARAGE OCCUPANCY REPORT

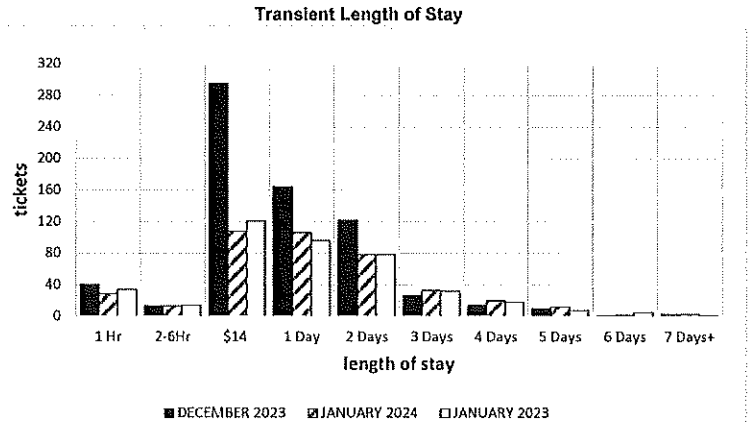
JANUARY 26, 2024
Friday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	434	120	554
1:00-2:00a	374	114	488
2:00-3:00a	362	115	477
3:00-4:00a	355	113	468
4:00-5:00a	353	118	471
5:00-6:00a	354	127	481
6:00-7:00a	376	149	525
7:00-8:00a	422	156	578
8:00-9:00a	469	172	641
9:00-10:00a	522	172	694
10:00-11:00a	312	171	483
11:00-12:00p	339	171	510
12:00-1:00p	345	171	516
1:00-2:00p	371	175	546
2:00-3:00p	388	174	562
3:00-4:00p	418	160	578
4:00-5:00p	445	160	605
5:00-6:00p	460	153	613
6:00-7:00p	444	139	583
7:00-8:00p	420	122	542
8:00-9:00p	405	114	519
9:00-10:00p	396	109	505
10:00-11:00p	388	107	495
11:00-12:00a	370	104	474



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	40	29	34
2Hrs - 6 Hrs	13	13	14
\$14.00 Max	295	108	121
1 Day \$16 - \$18.	164	106	96
2 Days \$20 - \$36	122	78	78
3 Days \$38 - \$54	26	33	32
4 Days \$56 - \$72	14	20	18
5 Days \$74 - \$90	10	12	8
6 Days \$92 - \$108	1	2	5
>7 Days > \$110	3	3	1
Total	688	404	407
Avg Ticket =	\$21.39	\$25.50	\$24.36
Revenue	\$ 14,714.00	\$ 10,304.00	\$ 9,914.00

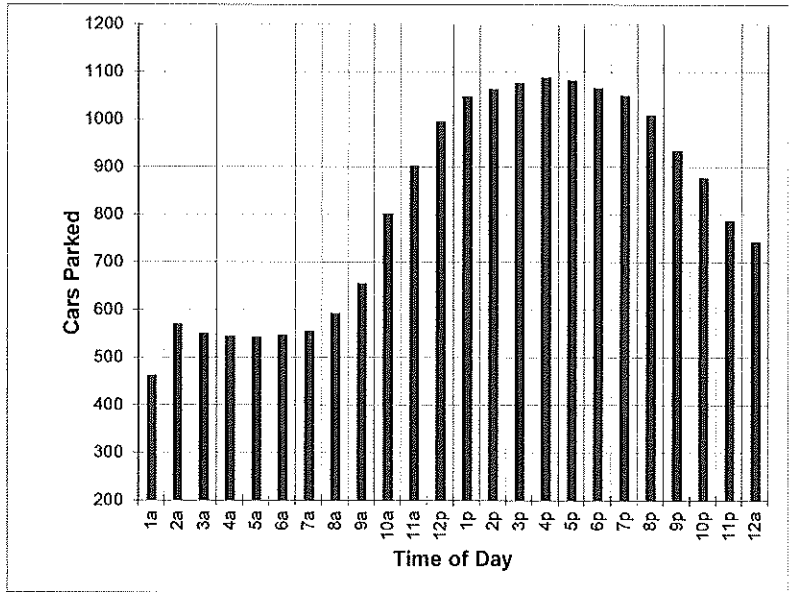


Length of Stay	JANUARY 2024	
	# of Tickets	% of Total
1 Hr \$2.00	29	0.07
2Hrs - 6 Hrs	13	0.03
\$14.00 Max	108	0.27
1 Day \$16 - \$18.	106	0.26
2 Days \$20 - \$36	78	0.19
3 Days \$38 - \$54	33	0.08
4 Days \$56 - \$72	20	0.05
5 Days \$74 - \$90	12	0.03
6 Days \$92 - \$108	2	0.00
>7 Days > \$110	3	0.01
Total	404	

UNION STATION GARAGE OCCUPANCY REPORT

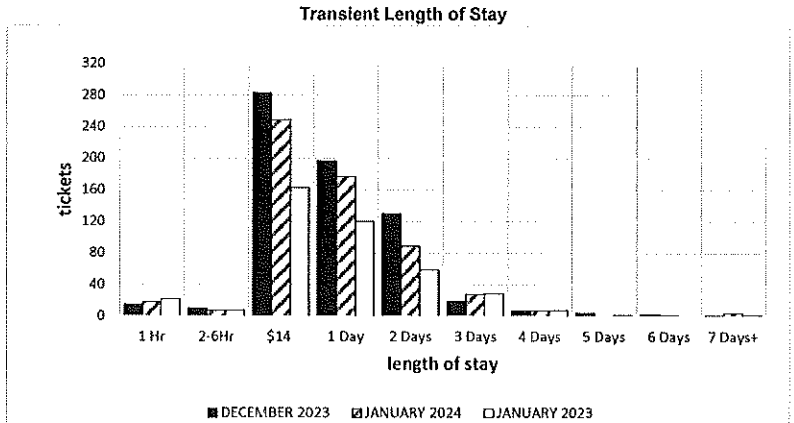
JANUARY 27, 2024
Saturday

Time of Day	Tickets	Keycards	Total
00:00-1:00a	356	107	463
1:00-2:00a	472	99	571
2:00-3:00a	453	98	551
3:00-4:00a	447	98	545
4:00-5:00a	444	100	544
5:00-6:00a	446	102	548
6:00-7:00a	451	105	556
7:00-8:00a	489	104	593
8:00-9:00a	549	107	656
9:00-10:00a	698	105	803
10:00-11:00a	800	104	904
11:00-12:00p	888	108	996
12:00-1:00p	939	109	1048
1:00-2:00p	957	107	1064
2:00-3:00p	973	104	1077
3:00-4:00p	989	99	1088
4:00-5:00p	981	101	1082
5:00-6:00p	964	102	1066
6:00-7:00p	951	100	1051
7:00-8:00p	912	97	1009
8:00-9:00p	837	99	936
9:00-10:00p	781	97	878
10:00-11:00p	699	89	788
11:00-12:00a	655	89	744



1133 Available Spaces

Transient Length of Stay	DECEMBER 2023 # of Tickets	JANUARY 2024 # of Tickets	JANUARY 2023 # of Tickets
1 Hr \$2.00	15	18	22
2Hrs - 6 Hrs	10	7	8
\$14.00 Max	283	249	163
1 Day \$16 - \$18.	197	177	120
2 Days \$20 - \$36	130	89	59
3 Days \$38 - \$54	19	28	29
4 Days \$56 - \$72	7	7	8
5 Days \$74 - \$90	4	0	2
6 Days \$92 - \$108	3	2	0
>7 Days > \$110	1	4	2
Total	669	581	413
Avg Ticket =	\$20.18	\$20.76	\$20.52
Revenue	\$ 13,502.00	\$ 12,064.00	\$ 8,476.00



Length of Stay	JANUARY 2024 # of Tickets	JANUARY 2024 % of Total
1 Hr \$2.00	18	0.03
2Hrs - 6 Hrs	7	0.01
\$14.00 Max	249	0.43
1 Day \$16 - \$18.	177	0.30
2 Days \$20 - \$36	89	0.15
3 Days \$38 - \$54	28	0.05
4 Days \$56 - \$72	7	0.01
5 Days \$74 - \$90	0	0.00
6 Days \$92 - \$108	2	0.00
>7 Days > \$110	4	0.01
Total	581	

- OVERVIEW
- OCCUPANCY
- REVENUE
- DAY OF WEEK
- DURATION**
- OVERSELL
- ONLINE RATE SURVEY
- BUDGETS
- BENCHMARK
- Advanced Analytics
- COMPARISON

Duration

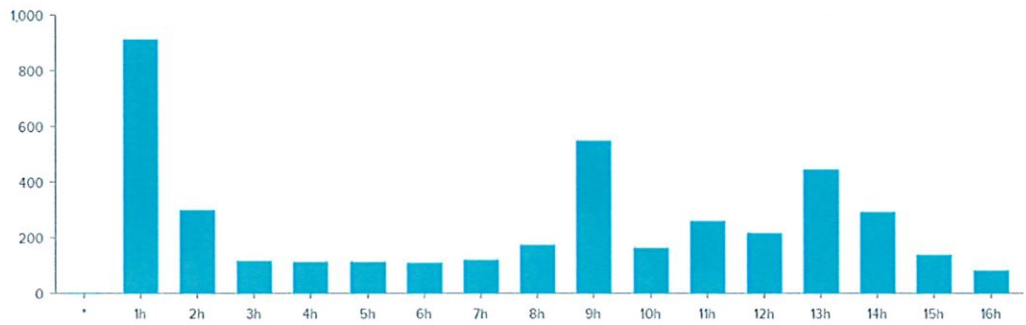
Show duration distribution **By Hour** on **All Days** entering at **All Hours**

for **Jan 1, 2024 - Jan 31, 2024** broken down by **User Type**

Compare to Last Year

Duration Distribution [Graph](#)

Monthlies Transient [Select All](#)



- OVERVIEW
- OCCUPANCY
- REVENUE
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Duration

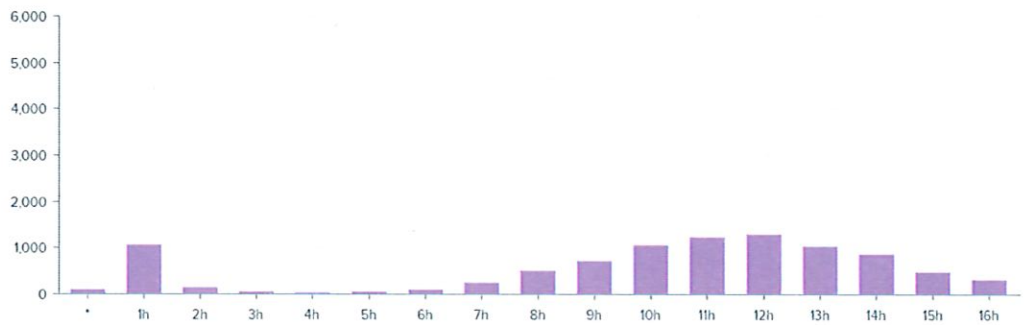
Show duration distribution **By Hour** ▾ on **All Days** ▾ entering at **All Hours** ▾

for **Jan 1, 2024 - Jan 31, 2024** ▾ broken down by **User Type** ▾

Compare to Last Year ⓘ

Duration Distribution [Graph](#) ▾

Monthlies Transient [Select All](#)



INCIDENTS – Union Station Building and Garage – January 2024

DATE & TIME	TYPE	DESCRIPTION	POLICE CALLED	MEDICAL ASSISTANCE REQUIRED
		LOCATION:		
1.1.24 250am	Disorderly Conduct	USB Main Concourse – Lobby [REDACTED] shoved a maintenance staff member and created a disturbance after coming in on an inbound train. Amtrak PD assisted with her leaving	Amtrak PD	
1.1.24 1050pm	Medical	USB Main Concourse – Lobby Female patron complained of chest pain		Yes
1.2.24 515pm	Disorderly Conduct	USB Main Concourse – Lobby [REDACTED] appeared to be intoxicated and was causing a disturbance. She was unruly with NHPD so EMS was requested for detox	NHPD	Yes
1.2.24 545pm	Medical	USB Main Concourse – Lobby A patron complained to Amtrak PD that they were experiencing a mental issue. EMS was requested	Amtrak PD	Yes
1.3.24 115am,335pm	Disorderly Conduct	USB Main Concourse – Restrooms and hallway [REDACTED] threatened to have someone kill a maintenance staff member during the overnight shift and was told to leave the station. She returned to the station during the day shift and clogged the toilet and was unruly. NHPD assisted with her removal	NHPD	
1.3.24 135pm	Medical	USB – Platform Complaint of male sleeping on the platform for hours. NHPA and NHPD responded and found [REDACTED] sleeping. He was told to leave	NHPD	
1.4.24 620am	Disorderly Conduct	USB Main Concourse – Lobby [REDACTED] was panhandling in the lobby and was asked to stop by NHPA Security. She replied using slurs and derogatory language towards him. She was told to leave and she did so on a train.		
1.4.24 1130am	Disorderly Conduct	USB Main Concourse – Restroom and Lobby [REDACTED] returned to the station after being told to leave earlier in the day and clogged the toilet and threatened to kill a NHPA Security Officer. COMPASS was called and NHPD responded and trespass warned her. She had a CTRail Ticket and boarded the train towards Hartford.	NHPD	
1.5.24 1pm	Misc. Other – Code of Conduct	USB Main Concourse – Union News [REDACTED] was panhandling inside Union News. Amtrak PD assisted with his removal.	Amtrak PD	
1.5.24 905pm	Misc. Other – Code of Conduct	USB Main Concourse – Lobby A male patron was drinking alcohol on the benches and appeared to have urinated on himself. He was told to leave and did so. Another patron saw this and took pictures of NHPA team members telling them they did not have the authority to do so. He left as well and said he was going to complain to CDOT		
1.8.24 1230am	Medical	USB Main Concourse – East Vestibule A female patron entered the building and refused to exit as station was closing. She seemed disoriented to. Mobile Crisis responded. MTAPD and NHPD responded and the subject was transported for eval	MTAPD NHPD	Yes

1.8.24 1250pm	Medical	<u>USB Main Concourse - Lobby</u> Female called 911 for sick call. EMS responded/transported		Yes
1.8.24 835pm	Medical	<u>USB Front Traffic Circle - by Flagpole</u> Intoxicated male - detox		Yes
1.8.24 445pm	Misc. Other - Code of Conduct	<u>USB Main Concourse - Benches</u> Male patron drinking beer on benches (repeat offender). He was disruptive when spoken to so told to leave.		
1.9.24 1235pm	Disorderly Conduct	<u>USB - Escalators</u> Female patron tried to pass a male patron and she reported that he pushed her and swore at her. When approached the male was angry and yelled and swore at the M.O.D. She was not injured and left on train and he got on the bus heading toward downtown.		
1.11.24	Disorderly Conduct	<u>USB Main Concourse - lobby and front traffic circle</u> Male patron was involved in a verbal dispute with another male. The first male broke a stanchion post and picked it up and went outside after the other as he was going to hit him with it. The second male left and the first one put down the stanchion and sat down until CSP arrived and told him to leave.	CSP	
1.12.24 7pm	Medical - intoxicated	<u>USB Main Concourse - West End</u> EMS Responded for an intoxicated subject		Yes
1.13.24 1045pm	Medical	<u>USB Main Concourse - Lobby</u> EMS responded for a sick call		Yes
1.14.24 820pm	Medical	<u>USB Main Concourse - Lobby</u> EMS responded for chest pains		Yes
1.15.24 8am	Misc Other - Code of Conduct	<u>USB Main Concourse - Lobby</u> Male panhandling and was told to leave		
1.15.24 830am	Disorderly Conduct	<u>USB Main Concourse - Lobby</u> Male was creating a disturbance swearing and making inappropriate comments to other patrons. He refused to stop so 911 was called. The subject walked outside momentarily and walked back in a few minutes later. There were two Amtrak PD Officers in the lobby and the male was now quiet so he was told to leave by NHPA and did so. 911 was cancelled and Amtrak PD did not need to intervene.	Amtrak PD	
1.15.24 6pm	Disorderly Conduct	<u>USB Main Concourse - Lobby</u> [REDACTED] were arguing and swearing at each other. NHPD assisted with their removal	NHPD	
1.16.24 8am	MVA	<u>USB - West Parking Lot</u> MVA between two vehicles. NHPD investigated	NHPD	
1.16.24 3pm	Medical	<u>USB Main Concourse - Lobby</u> Male on benches shaking with mucous coming from nose and mouth. Responded to verbal stimulus and transported by EMS		Yes
1.16.24 615pm	Medical - Intoxicated	<u>USB Main Concourse - West end</u> Male subject intoxicated. EMS responded/transported		Yes
1.17.24 1145am	Misc. Other - Code of Conduct	<u>USB - Front of Station Walkway</u> [REDACTED] was panhandling and told to leave.	NHPD	
1.17.24 603pm	Medical - Intoxicated	<u>USB - Front of Station by Flagpole</u> Same subject was found intoxicated by flagpole/detox		Yes
1.17.24 730pm	Medical	<u>USB Main Concourse - Lobby</u> Male lying on bench. Sick call		Yes
1.18.24 1245pm	Disorderly Conduct	<u>USB Main Concourse - Lobby</u> [REDACTED] was yelling and disturbing other patrons and refused to lower voice. NHPD assisted with removal	NHPD	

1.19.24 815am	Disorderly Conduct	USB Main Concourse - Lobby [REDACTED] was playing music loudly and became verbally disruptive when asked to lower the music. He refused to leave when told to and NHPD responded to assist	NHPD	
1.21.24 1201am	Medical	USB Main Concourse - Lobby Female with swollen feet - sick call		Yes
1.21.24 330pm	Disorderly Conduct	USB Main Concourse - Lobby Male patron was dancing around and getting too close to other patrons which caused concern about the subject condition. PD and EMS were called and determined nothing medical or criminal.	NHPD	Yes
1.22.24 3pm	Misc. Other - Code of Conduct	USB Main Concourse - Lobby [REDACTED] was in the lobby after being asked to leave and complying during the overnight shift. He reentered the facility in the afternoon and laid down and refused to sit up. NHPD assisted with his removal for the day.	NHPD	
1.22.24 145am	Medical	USB Main Concourse - Restrooms A male patron got off the train and requested medical attention for numb hands and feet. Sick call		Yes
1.23.24 1030am	Medical	USB Main Concourse - Lobby Male patron - sick call		Yes
1.23.24 1230pm	Misc. Other - Suspicious Activity	USB Main Concourse - Lobby/Restrooms [REDACTED] reported to CSP that staff members sprayed cleaning solvent in her face. This is a frequent complaint that she makes and seems to be referring to an unknown incident that occurred in the past	CSP	
1.23.24 345pm	Misc. Other - Code of Conduct	USB - Front of Building Walkway [REDACTED] was panhandling and told to leave for the day	NHPD	
1.24.24 1030am	Misc. Other - Code of Conduct	USB - Front of the Building in the Traffic Vehicle and occupants handing out food.		
1.24.24 1230	Disorderly Conduct	USB Main Concourse - Lobby Male patron yelling and disturbing others and refused to quiet. AMTRAK PD in the area and spoke with the subject but he continued. NHPD responded and removed the subject	NHPD Amtrak PD	
1.24.24 125pm	Medical	USB Main Concourse - Lobby Female complained of general weakness		Yes
1.24.25 640pm	Trip and Fall	USB - Tunnel/Platforms/Stairs to track 12 and 14 Male patron bleeding from face. Possible fall in stairs. Amtrak PD spoke with the subject and requested medical.	Amtrak PD	Yes
1.25.24 530am	Medical	USB Main Concourse - Lobby EMS responded for general pain		Yes
1.25.24 1240pm	Trip and Fall	USB - Tunnel/Stairs to Track 12/14 EMS responded for a fall on the stairs. Injuries to foot/leg		Yes
1.25.24 1110pm	Medical	USB Main Concourse - benches by restrooms EMS Responded for general sick call.		Yes
1.26.24 230am	Medical	USB - Lower Level by MTAPD Office EMS responded for patron with stomach pain		Yes
1.26.24 350am	Medical	USB Main Concourse - Entry/Exit EMS responded to pain from recent burn.		Yes
1.26.24 950pm	Medical	USB Main Concourse - Benches EMS responded to a patron complaint/dope sick.		Yes
1.26.24 555am	Disorderly Conduct	USB Main Concourse - West End [REDACTED] was lying on the floor with his shoes off. He became aggressive throwing his food, swearing, and spitting when asked to leave. Panhandled on way out		
1.27.24 740pm	Medical	USB Main Concourse - Benches EMS Responded for general sick call		Yes

1.27.24 1130pm	Medical – Intoxicated	<u>USB Main Concourse – Lobby</u> EMS responded for an intoxicated subject		Yes
1.28.24 530pm	Disorderly Conduct	<u>USB Main Concourse – Restroom and Union News</u> [REDACTED] created a disturbance in woman's restroom like she frequently does and then went into the lobby when told to leave. She threatened the worker in Union News and left for a brief time only to return to try and yell at the worker in Union News. She was escorted to the platform and left on the train.		
1.29.24 210am	Medical	<u>USB – Front of Station</u> EMS responded for chest pains and numbness		Yes
1.29.24 710pm	Disorderly Conduct	<u>USB Main Concourse – Union News and Restrooms</u> [REDACTED] created a disturbance in Union News and threatened the worker. Amtrak PD assisted and escorted her to the train	Amtrak PD	
1.30.24 1130am	Misc. Other – Code of Conduct	<u>USB Main Concourse – Benches</u> An identified male subject was lying on the benches and refused our efforts to gain compliance and became verbally aggressive. MTAPD assisted with his removal.	MTAPD	
1.31.24 519pm	Disorderly Conduct	<u>USB Main Concourse – Lobby</u> [REDACTED] created a disturbance and refused to comply with requests to quiet or leave. NHPD trespassed her and she left for a short period of time and then returned and created another disturbance. She was subsequently arrested	NHPD	
		<u>LOCATION: UNION STATION GARAGE</u>		
1.9.24 440pm	Alarm – Elevator Entrapment	<u>USG – Elevator A Level 2</u> Female patron reported being stuck in the elevator. NHPD responded and door opened. No injuries and elevator was cleared to return to service.		
1.23.24 1230pm	Misc. Other – Suspicious Activity	<u>USG – Roof</u> NHPD received a call regarding a possible jumper on the roof of the garage. Nothing found and believed to be snow removal personnel.	NHPD	Yes

NHPA Incident Statistics by Category - M

January 2024



Month	Motor Vehicle Accident	Larceny Motor Vehicle	Larceny Bicycle	Larceny - all other	Vandalism Private Property	Vandalism NHPA Property	Medical	Trip/Fall Injury	Disorderly Conduct	Other Criminal Activity	Other Miscellaneous	Alarms Elevator Entrapment	Total
JAN	1						24	2	17		12 9 Code of Conduct	1	57
FEB													
MAR													
APR													
MAY													
JUN													
JULY													
AUG													
SEPT													
OCT													
NOV													
DEC													
TOTAL													

January saw a decrease in the total number of reports completed, 57 compared to 70 but medicals, disorderly conducts and code of conducts were consistent.
 9 Code of conduct violations - these are documented when the subject does not initially comply with requests to do so or refuses.
 1 Incident with a vehicle distributing food
 1 report of a possible jumper on the roof but nothing located.

