



MEMORANDUM

To: Finance Committee

From: Rich Olson, City Manager

Date: September 16, 2013

Re: Consideration – Lease Agreement Renewal for Southgate Mall Customer Service Office

BACKGROUND:

On November 28, 2011, the City opened a Customer Service satellite office at Southgate Mall in an effort to ease congestion at City Hall due to the utility relocation work occurring downtown. The City's initial lease expired on March 31, 2012. On February 27, 2012, the City Council authorized staff to extend this temporary lease on the Southgate Mall location for an additional six months. The additional lease provided time to determine the extent of continued use by our customers after the utility relocation project was completed and streets were reopened. That lease expired on September 30, 2012 and was renewed for an additional year, based on customer traffic at the location.

ANALYSIS:

Prior to opening the mall location, the City averaged over 7,500 customers who paid their bill at our City Hall location. Those customers were split evenly between walk-ins and the drive-up window. Since the utility relocation project has been completed, customers have continued to use the mall office on an approximate 40/60 basis (see attached statistics). Our customers still enjoy the convenience of having the mall location. The opening of this satellite office has been a success and has been well received by our customers.

Over the next three years while work is being done on Elizabeth Street and traffic patterns are changing to meet NCDOT's phasing plan, the City can anticipate additional challenges for our downtown utility office.

Staff would like to keep the mall office open on a permanent basis. No additional staff would be required and the cost to operate the satellite office is

estimated to be approximately \$10,000 annually. The monthly rental remains at \$569.93 per month.

STAFF RECOMMENDATION:

By motion, recommend that the City Council authorize a one year lease extension with ABC Properties, the parent organization of Southgate Mall.

RCO/vdw

TEMPORARY OCCUPANCY AGREEMENT

October 1, 2013

TO: **Rich Olson**
City Manager
City of Elizabeth City

RE: **Temporary In-Line Store #10B**

This Agreement confirms the mutual understanding with respect to your use of a portion of the Southgate Mall (the "Mall"), as a Temporary Occupancy, under the following terms and conditions:

1. You shall have the right to use that portion of the Mall identified on Schedule A ("Rental Premises") consisting of approximately **1,648** square feet, for a term of **One Year, beginning October 1, 2013** and terminating **September 30, 2014** such use to be solely for the **City of Elizabeth City Customer Service Department** for no other purpose whatsoever.
2. The rental fee for the temporary occupancy described above shall be **\$569.93 per month, due and payable on the first day of the month.**
3. You agree to be responsible for and make all payments required for services used by you in connection with your use of the Rental Premises, **to include the cost of public utilities**, it being understood that the rental payments set forth above are intended to be net payment to Landlord.
4. You shall not make any installations or improvements or do any work in the Rental Premises without first obtaining our written consent, and thereafter securing all required permits and licenses. You agree that all work, installations and improvements shall be at your sole expense and comply with all government laws, rules and regulations.
5. **Your occupancy and use shall be in good taste and shall comply with the Center's operation rules and regulations and with the directions given you from time to time by our management.** You shall keep your area and adjacent portions of the Center neat, clean, safe and orderly, free of litter and debris. You shall not allow your area to be used by any other person or entity.
6. Any damage or destruction to our property or the property of others caused or occasioned by you, your employees, invitees, contractors, or your use or occupancy, shall be replaced or repaired immediately. You shall indemnify and hold harmless the Landlord, its agents, and Tenants of the Center, their respective agents and Employees, from and against any liability, claim, expenses and actions arising in any way from this Agreement or your use and occupancy.
7. We shall have the right to terminate this Agreement immediately if we deem that an emergency exists or that any activity being conducted by you is illegal, or in violation of your stated obligations or you are otherwise in default under the terms of this Agreement. If Landlord terminates the lease due to an emergency, the rent will be abated.
8. Landlord shall have the right to terminate this Agreement, upon giving Tenant thirty (30) days notice if a permanent lease is secured for the premises, provided such notice of termination is given within 60 days of the Commencement Date.
9. When this Agreement expires or terminates, you shall vacate the Rental Premises immediately and you shall remove all of your property and repair any damage caused by your installation(s) or removal(s) and restore the designated and surrounding areas to the same condition as existed prior to your occupancy and use.

10. There shall be no change or modification of this Agreement except by written agreement signed by both Landlord and Tenant. Neither this Agreement nor your rights hereunder shall be assignable by you.

This agreement shall only become operative and binding upon the parties when a copy of same executed by Landlord and Tenant is delivered to you.

IN WITNESS WHEREOF each corporate party hereto has caused this Lease to be executed in its name and behalf by an authorized officer; each individual party hereto has hereunto set his hand and seal; and each partnership party hereto has caused this Lease to be executed in its name and behalf by at least one of its general partners

LANDLORD:

BY: Arthur Cornfeld

TENANT:

BY:

(revised 9/03)

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Monday, November 28, 2011	320	57%	242	43%
Tuesday, November 29, 2011	163	45%	203	55%
Wednesday, November 30, 2011	257	61%	163	39%
Total November 2011	740	55%	608	45%
Thursday, December 01, 2011	371	62%	225	38%
Friday, December 02, 2011	451	65%	245	35%
Monday, December 05, 2011	255	58%	188	42%
Tuesday, December 06, 2011	159	51%	153	49%
Wednesday, December 07, 2011	136	60%	90	40%
Thursday, December 08, 2011	177	63%	106	37%
Friday, December 09, 2011	240	61%	153	39%
Monday, December 12, 2011	336	71%	137	29%
Tuesday, December 13, 2011	181	55%	147	45%
Wednesday, December 14, 2011	174	66%	91	34%
Thursday, December 15, 2011	268	65%	146	35%
Friday, December 16, 2011	177	64%	98	36%
Monday, December 19, 2011	177	69%	79	31%
Tuesday, December 20, 2011	148	58%	106	42%
Wednesday, December 21, 2011	118	58%	85	42%
Thursday, December 22, 2011	139	76%	45	24%
Friday, December 23, 2011	181	71%	73	29%
Wednesday, December 28, 2011	369	78%	106	22%
Thursday, December 29, 2011	201	53%	175	47%
Friday, December 30, 2011	261	52%	240	48%
Total December 2011	4,519	63%	2,688	37%
Tuesday, January 03, 2012	688	77%	200	23%
Wednesday, January 04, 2012	136	60%	89	40%
Thursday, January 05, 2012	266	71%	110	29%
Friday, January 06, 2012	235	65%	128	35%
Monday, January 09, 2012	282	66%	143	34%
Tuesday, January 10, 2012	293	56%	230	44%
Wednesday, January 11, 2012	220	69%	100	31%
Thursday, January 12, 2012	179	69%	82	31%
Friday, January 13, 2012	274	67%	134	33%
Tuesday, January 17, 2012	277	73%	102	27%
Wednesday, January 18, 2012	181	72%	69	28%
Thursday, January 19, 2012	154	79%	40	21%
Friday, January 20, 2012	164	59%	113	41%
Monday, January 23, 2012	208	80%	52	20%
Tuesday, January 24, 2012	229	73%	84	27%
Wednesday, January 25, 2012	309	76%	99	24%
Thursday, January 26, 2012	100	67%	49	33%
Friday, January 27, 2012	198	46%	237	54%
Monday, January 30, 2012	281	74%	101	26%
Tuesday, January 31, 2012	351	71%	144	29%
Total January 2012	5,025	69%	2,306	31%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Wednesday, February 01, 2012	341	81%	80	19%
Thursday, February 02, 2012	294	65%	156	35%
Friday, February 03, 2012	402	74%	142	26%
Monday, February 06, 2012	326	65%	172	35%
Tuesday, February 07, 2012	286	57%	214	43%
Wednesday, February 08, 2012	171	74%	61	26%
Thursday, February 09, 2012	211	62%	131	38%
Friday, February 10, 2012	272	62%	170	38%
Monday, February 13, 2012	233	61%	147	39%
Tuesday, February 14, 2012	159	67%	78	33%
Wednesday, February 15, 2012	275	69%	123	31%
Thursday, February 16, 2012	138	55%	113	45%
Friday, February 17, 2012	151	64%	85	36%
Monday, February 20, 2012	130	76%	41	24%
Tuesday, February 21, 2012	105	52%	98	48%
Wednesday, February 22, 2012	171	61%	111	39%
Thursday, February 23, 2012	195	64%	109	36%
Friday, February 24, 2012	275	64%	154	36%
Monday, February 27, 2012	292	72%	114	28%
Tuesday, February 28, 2012	221	56%	172	44%
Wednesday, February 29, 2012	118	48%	126	52%
Total February 2012	4,766	65%	2,597	35%
Thursday, March 01, 2012	413	68%	194	32%
Friday, March 02, 2012	508	70%	217	30%
Monday, March 05, 2012	218	62%	131	38%
Tuesday, March 06, 2012	194	56%	150	44%
Wednesday, March 07, 2012	144	66%	74	34%
Thursday, March 08, 2012	127	59%	87	41%
Friday, March 09, 2012	297	66%	156	34%
Monday, March 12, 2012	294	69%	130	31%
Tuesday, March 13, 2012	169	56%	133	44%
Wednesday, March 14, 2012	188	74%	66	26%
Thursday, March 15, 2012	241	57%	183	43%
Friday, March 16, 2012	152	52%	138	48%
Monday, March 19, 2012	149	55%	121	45%
Tuesday, March 20, 2012	99	48%	108	52%
Wednesday, March 21, 2012	93	55%	76	45%
Thursday, March 22, 2012	91	51%	88	49%
Friday, March 23, 2012	197	61%	126	39%
Monday, March 26, 2012	240	58%	174	42%
Tuesday, March 27, 2012	143	51%	136	49%
Wednesday, March 28, 2012	142	46%	165	54%
Thursday, March 29, 2012	123	55%	102	45%
Friday, March 30, 2012	232	52%	216	48%
Total March 2012	4,454	60%	2,971	40%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Monday, April 02, 2012	355	56%	279	44%
Tuesday, April 03, 2012	290	56%	226	44%
Wednesday, April 04, 2012	146	49%	155	51%
Thursday, April 05, 2012	154	37%	262	63%
Monday, April 09, 2012	253	47%	283	53%
Tuesday, April 10, 2012	270	46%	323	54%
Wednesday, April 11, 2012	107	43%	142	57%
Thursday, April 12, 2012	108	46%	129	54%
Friday, April 13, 2012	207	56%	163	44%
Monday, April 16, 2012	238	50%	234	50%
Tuesday, April 17, 2012	125	47%	141	53%
Wednesday, April 18, 2012	82	44%	105	56%
Thursday, April 19, 2012	65	45%	78	55%
Friday, April 20, 2012	112	40%	171	60%
Monday, April 23, 2012	151	49%	158	51%
Tuesday, April 24, 2012	153	39%	239	61%
Wednesday, April 25, 2012	178	47%	204	53%
Thursday, April 26, 2012	73	47%	83	53%
Friday, April 27, 2012	129	41%	184	59%
Monday, April 30, 2012	239	48%	261	52%
Total April 2012	3,435	47%	3,820	53%
Tuesday, May 01, 2012	299	48%	329	52%
Wednesday, May 02, 2012	263	54%	224	46%
Thursday, May 03, 2012	221	51%	210	49%
Friday, May 04, 2012	146	44%	187	56%
Monday, May 07, 2012	200	48%	216	52%
Tuesday, May 08, 2012	197	42%	276	58%
Wednesday, May 09, 2012	115	34%	219	66%
Thursday, May 10, 2012	173	45%	213	55%
Friday, May 11, 2012	156	41%	229	59%
Monday, May 14, 2012	202	47%	225	53%
Tuesday, May 15, 2012	203	44%	261	56%
Wednesday, May 16, 2012	121	43%	158	57%
Thursday, May 17, 2012	55	44%	71	56%
Friday, May 18, 2012	110	54%	92	46%
Monday, May 21, 2012	98	41%	143	59%
Tuesday, May 22, 2012	79	38%	129	62%
Wednesday, May 23, 2012	99	38%	160	62%
Thursday, May 24, 2012	133	49%	139	51%
Friday, May 25, 2012	210	48%	224	52%
Tuesday, May 29, 2012	164	45%	199	55%
Wednesday, May 30, 2012	95	32%	199	68%
Thursday, May 31, 2012	172	47%	194	53%
Total May 2012	3,511	45%	4,297	55%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Friday, June 01, 2012	405	47%	454	53%
Monday, June 04, 2012	239	47%	272	53%
Tuesday, June 05, 2012	165	48%	176	52%
Wednesday, June 06, 2012	102	30%	238	70%
Thursday, June 07, 2012	118	43%	155	57%
Friday, June 08, 2012	166	40%	250	60%
Monday, June 11, 2012	223	48%	241	52%
Tuesday, June 12, 2012	109	37%	186	63%
Wednesday, June 13, 2012	98	46%	114	54%
Thursday, June 14, 2012	100	45%	120	55%
Friday, June 15, 2012	195	44%	251	56%
Monday, June 18, 2012	124	40%	183	60%
Tuesday, June 19, 2012	105	42%	144	58%
Wednesday, June 20, 2012	93	41%	135	59%
Thursday, June 21, 2012	88	51%	85	49%
Friday, June 22, 2012	124	44%	161	56%
Monday, June 25, 2012	324	58%	237	42%
Tuesday, June 26, 2012	167	49%	174	51%
Wednesday, June 27, 2012	149	47%	165	53%
Thursday, June 28, 2012	118	33%	245	67%
Friday, June 29, 2012	212	43%	277	57%
Total June 2012	3,424	45%	4,263	55%
Monday, July 02, 2012	344	53%	306	47%
Tuesday, July 03, 2012	289	58%	207	42%
Thursday, July 05, 2012	147	47%	169	53%
Friday, July 06, 2012	215	55%	178	45%
Monday, July 09, 2012	273	51%	264	49%
Tuesday, July 10, 2012	226	51%	214	49%
Wednesday, July 11, 2012	111	55%	90	45%
Thursday, July 12, 2012	137	58%	99	42%
Friday, July 13, 2012	175	51%	166	49%
Monday, July 16, 2012	207	54%	176	46%
Tuesday, July 17, 2012	114	48%	125	52%
Wednesday, July 18, 2012	90	52%	82	48%
Thursday, July 19, 2012	106	55%	85	45%
Friday, July 20, 2012	117	43%	157	57%
Monday, July 23, 2012	164	48%	175	52%
Tuesday, July 24, 2012	140	54%	117	46%
Wednesday, July 25, 2012	179	53%	160	47%
Thursday, July 26, 2012	95	59%	67	41%
Friday, July 27, 2012	127	45%	155	55%
Monday, July 30, 2012	187	45%	233	55%
Tuesday, July 31, 2012	195	46%	225	54%
Total July 2012	3,638	51%	3,450	49%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Wednesday, August 01, 2012	215	54%	183	46%
Thursday, August 02, 2012	214	60%	144	40%
Friday, August 03, 2012	300	55%	244	45%
Monday, August 06, 2012	229	53%	204	47%
Tuesday, August 07, 2012	168	40%	247	60%
Wednesday, August 08, 2012	104	38%	168	62%
Thursday, August 09, 2012	109	46%	129	54%
Friday, August 10, 2012	195	41%	275	59%
Monday, August 13, 2012	162	44%	203	56%
Tuesday, August 14, 2012	123	46%	146	54%
Wednesday, August 15, 2012	206	52%	193	48%
Thursday, August 16, 2012	99	43%	131	57%
Friday, August 17, 2012	111	47%	127	53%
Monday, August 20, 2012	113	48%	120	52%
Tuesday, August 21, 2012	98	42%	136	58%
Wednesday, August 22, 2012	134	49%	141	51%
Thursday, August 23, 2012	149	42%	206	58%
Friday, August 24, 2012	136	33%	275	67%
Monday, August 27, 2012	224	49%	231	51%
Tuesday, August 28, 2012	131	32%	284	68%
Wednesday, August 29, 2012	41	21%	154	79%
Thursday, August 30, 2012	149	52%	137	48%
Friday, August 31, 2012	321	44%	405	56%
Total August 2012	3,731	45%	4,483	55%
Tuesday, September 04, 2012	382	55%	311	45%
Wednesday, September 05, 2012	175	50%	176	50%
Thursday, September 06, 2012	143	49%	151	51%
Friday, September 07, 2012	140	38%	224	62%
Monday, September 10, 2012	244	41%	357	59%
Tuesday, September 11, 2012	136	45%	163	55%
Wednesday, September 12, 2012	119	51%	116	49%
Thursday, September 13, 2012	100	51%	98	49%
Friday, September 14, 2012	199	44%	250	56%
Monday, September 17, 2012	194	46%	229	54%
Tuesday, September 18, 2012	100	43%	132	57%
Wednesday, September 19, 2012	110	47%	122	53%
Thursday, September 20, 2012	81	51%	78	49%
Friday, September 21, 2012	119	42%	163	58%
Monday, September 24, 2012	190	44%	244	56%
Tuesday, September 25, 2012	212	51%	207	49%
Wednesday, September 26, 2012	99	44%	126	56%
Thursday, September 27, 2012	109	39%	170	61%
Friday, September 28, 2012	175	41%	255	59%
Total September 2012	3,027	46%	3,572	54%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Monday, October 01, 2012	386	48%	421	52%
Tuesday, October 02, 2012	279	42%	378	58%
Wednesday, October 03, 2012	257	46%	296	54%
Thursday, October 04, 2012	113	48%	123	52%
Friday, October 05, 2012	111	43%	147	57%
Monday, October 08, 2012	132	45%	159	55%
Tuesday, October 09, 2012	248	42%	341	58%
Wednesday, October 10, 2012	170	38%	275	62%
Thursday, October 11, 2012	101	42%	137	58%
Friday, October 12, 2012	179	44%	224	56%
Monday, October 15, 2012	257	44%	333	56%
Tuesday, October 16, 2012	138	45%	168	55%
Wednesday, October 17, 2012	80	40%	119	60%
Thursday, October 18, 2012	47	36%	83	64%
Friday, October 19, 2012	109	39%	170	61%
Monday, October 22, 2012	177	46%	208	54%
Tuesday, October 23, 2012	146	39%	226	61%
Wednesday, October 24, 2012	98	39%	151	61%
Thursday, October 25, 2012	175	52%	161	48%
Friday, October 26, 2012	151	50%	152	50%
Monday, October 29, 2012	180	46%	214	54%
Tuesday, October 30, 2012	150	29%	359	71%
Wednesday, October 31, 2012	143	42%	200	58%
Total October 2012	3,827	43%	5,045	57%
Thursday, November 01, 2012	199	42%	275	58%
Friday, November 02, 2012	395	51%	381	49%
Monday, November 05, 2012	205	46%	244	54%
Tuesday, November 06, 2012	155	47%	173	53%
Wednesday, November 07, 2012	137	40%	204	60%
Thursday, November 08, 2012	145	42%	201	58%
Friday, November 09, 2012	151	34%	288	66%
Tuesday, November 13, 2012	179	41%	255	59%
Wednesday, November 14, 2012	167	48%	181	52%
Thursday, November 15, 2012	198	47%	222	53%
Friday, November 16, 2012	164	46%	192	54%
Monday, November 19, 2012	120	43%	161	57%
Tuesday, November 20, 2012	97	44%	122	56%
Wednesday, November 21, 2012	146	54%	122	46%
Monday, November 26, 2012	318	43%	414	57%
Tuesday, November 27, 2012	142	37%	239	63%
Wednesday, November 28, 2012	159	43%	214	57%
Thursday, November 29, 2012	136	43%	181	57%
Friday, November 30, 2012	251	39%	387	61%
Total November 2012	3,464	44%	4,456	56%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Monday, December 03, 2012	376	48%	415	52%
Tuesday, December 04, 2012	145	36%	255	64%
Wednesday, December 05, 2012	122	40%	183	60%
Thursday, December 06, 2012	129	42%	180	58%
Friday, December 07, 2012	156	33%	310	67%
Monday, December 10, 2012	264	39%	418	61%
Tuesday, December 11, 2012	170	40%	255	60%
Wednesday, December 12, 2012	117	42%	162	58%
Thursday, December 13, 2012	89	41%	129	59%
Friday, December 14, 2012	192	47%	215	53%
Monday, December 17, 2012	213	48%	231	52%
Tuesday, December 18, 2012	82	36%	148	64%
Wednesday, December 19, 2012	114	41%	163	59%
Thursday, December 20, 2012	101	51%	98	49%
Friday, December 21, 2012	190	49%	195	51%
Thursday, December 27, 2012	195	40%	298	60%
Friday, December 28, 2012	155	33%	312	67%
Monday, December 31, 2012	182	47%	207	53%
Total December 2012	2,992	42%	4,174	58%
Wednesday, January 02, 2013	343	50%	346	50%
Thursday, January 03, 2013	269	41%	385	59%
Friday, January 04, 2013	150	37%	259	63%
Monday, January 07, 2013	179	44%	231	56%
Tuesday, January 08, 2013	137	37%	238	63%
Wednesday, January 09, 2013	108	41%	155	59%
Thursday, January 10, 2013	168	37%	290	63%
Friday, January 11, 2013	147	37%	248	63%
Monday, January 14, 2013	160	38%	265	62%
Tuesday, January 15, 2013	188	43%	250	57%
Wednesday, January 16, 2013	95	47%	109	53%
Thursday, January 17, 2013	78	46%	93	54%
Friday, January 18, 2013	114	40%	168	60%
Tuesday, January 22, 2013	143	39%	225	61%
Wednesday, January 23, 2013	142	49%	149	51%
Thursday, January 24, 2013	93	38%	152	62%
Friday, January 25, 2013	169	47%	188	53%
Monday, January 28, 2013	182	44%	234	56%
Tuesday, January 29, 2013	95	29%	229	71%
Wednesday, January 30, 2013	62	28%	159	72%
Thursday, January 31, 2013	127	35%	236	65%
Total January 2013	3,149	41%	4,609	59%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mail	%	City Hall	%
Friday, February 01, 2013	414	49%	436	51%
Monday, February 04, 2013	293	50%	295	50%
Tuesday, February 05, 2013	207	45%	250	55%
Wednesday, February 06, 2013	132	39%	205	61%
Thursday, February 07, 2013	141	38%	228	62%
Friday, February 08, 2013	128	27%	354	73%
Monday, February 11, 2013	154	36%	271	64%
Tuesday, February 12, 2013	105	42%	147	58%
Wednesday, February 13, 2013	120	55%	98	45%
Thursday, February 14, 2013	123	47%	139	53%
Friday, February 15, 2013	190	40%	282	60%
Monday, February 18, 2013	107	41%	153	59%
Tuesday, February 19, 2013	119	45%	148	55%
Wednesday, February 20, 2013	79	44%	99	56%
Thursday, February 21, 2013	86	44%	111	56%
Friday, February 22, 2013	131	39%	201	61%
Monday, February 25, 2013	244	43%	324	57%
Tuesday, February 26, 2013	150	28%	384	72%
Wednesday, February 27, 2013	157	47%	177	53%
Thursday, February 28, 2013	153	39%	244	61%
Total February 2013	3,233	42%	4,546	58%
Friday, March 01, 2013	377	47%	421	53%
Monday, March 04, 2013	305	48%	333	52%
Tuesday, March 05, 2013	140	44%	180	56%
Wednesday, March 06, 2013	110	33%	219	67%
Thursday, March 07, 2013	124	46%	144	54%
Friday, March 08, 2013	161	31%	352	69%
Monday, March 11, 2013	218	46%	253	54%
Tuesday, March 12, 2013	93	24%	302	76%
Wednesday, March 13, 2013	117	47%	131	53%
Thursday, March 14, 2013	75	36%	135	64%
Friday, March 15, 2013	204	42%	280	58%
Monday, March 18, 2013	139	44%	177	56%
Tuesday, March 19, 2013	131	45%	161	55%
Wednesday, March 20, 2013	102	48%	111	52%
Thursday, March 21, 2013	62	38%	103	62%
Friday, March 22, 2013	121	39%	190	61%
Monday, March 25, 2013	243	48%	264	52%
Tuesday, March 26, 2013	173	39%	269	61%
Wednesday, March 27, 2013	120	39%	185	61%
Thursday, March 28, 2013	117	33%	236	67%
Total March 2013	3,132	41%	4,446	59%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Monday, April 01, 2013	263	44%	341	56%
Tuesday, April 02, 2013	260	43%	346	57%
Wednesday, April 03, 2013	258	45%	316	55%
Thursday, April 04, 2013	134	38%	217	62%
Friday, April 05, 2013	138	44%	179	56%
Monday, April 08, 2013	105	35%	195	65%
Tuesday, April 09, 2013	130	29%	315	71%
Wednesday, April 10, 2013	100	27%	266	73%
Thursday, April 11, 2013	101	43%	134	57%
Friday, April 12, 2013	127	42%	179	58%
Monday, April 15, 2013	244	46%	287	54%
Tuesday, April 16, 2013	133	37%	223	63%
Wednesday, April 17, 2013	75	39%	117	61%
Thursday, April 18, 2013	44	38%	72	62%
Friday, April 19, 2013	104	47%	117	53%
Monday, April 22, 2013	128	42%	175	58%
Tuesday, April 23, 2013	119	33%	239	67%
Wednesday, April 24, 2013	128	44%	164	56%
Thursday, April 25, 2013	170	56%	131	44%
Friday, April 26, 2013	135	49%	139	51%
Monday, April 29, 2013	171	35%	314	65%
Tuesday, April 30, 2013	154	34%	296	66%
Total April 2013	3,221	40%	4,762	60%
Wednesday, May 01, 2013	197	37%	336	63%
Thursday, May 02, 2013	196	44%	252	56%
Friday, May 03, 2013	253	42%	348	58%
Monday, May 06, 2013	156	36%	273	64%
Tuesday, May 07, 2013	158	39%	251	61%
Wednesday, May 08, 2013	114	43%	150	57%
Thursday, May 09, 2013	147	44%	186	56%
Friday, May 10, 2013	135	31%	301	69%
Monday, May 13, 2013	136	39%	211	61%
Tuesday, May 14, 2013	112	36%	203	64%
Wednesday, May 15, 2013	186	40%	280	60%
Thursday, May 16, 2013	129	41%	186	59%
Friday, May 17, 2013	114	50%	114	50%
Monday, May 20, 2013	83	41%	118	59%
Tuesday, May 21, 2013	121	42%	167	58%
Wednesday, May 22, 2013	114	45%	140	55%
Thursday, May 23, 2013	146	38%	238	62%
Friday, May 24, 2013	210	48%	229	52%
Tuesday, May 28, 2013	142	41%	207	59%
Wednesday, May 29, 2013	109	33%	224	67%
Thursday, May 30, 2013	105	34%	202	66%
Friday, May 31, 2013	257	40%	381	60%
Total May 2013	3,320	40%	4,997	60%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Monday, June 03, 2013	365	43%	488	57%
Tuesday, June 04, 2013	148	44%	188	56%
Wednesday, June 05, 2013	88	39%	136	61%
Thursday, June 06, 2013	135	37%	230	63%
Friday, June 07, 2013	117	28%	298	72%
Monday, June 10, 2013	198	35%	373	65%
Tuesday, June 11, 2013	123	40%	183	60%
Wednesday, June 12, 2013	96	46%	112	54%
Thursday, June 13, 2013	83	43%	111	57%
Friday, June 14, 2013	188	45%	234	55%
Monday, June 17, 2013	168	44%	211	56%
Tuesday, June 18, 2013	119	41%	172	59%
Wednesday, June 19, 2013	108	50%	110	50%
Thursday, June 20, 2013	66	40%	101	60%
Friday, June 21, 2013	112	41%	161	59%
Monday, June 24, 2013	182	38%	292	62%
Tuesday, June 25, 2013	204	38%	329	62%
Wednesday, June 26, 2013	103	47%	116	53%
Thursday, June 27, 2013	81	36%	147	64%
Friday, June 28, 2013	136	40%	207	60%
Total June 2013	2,820	40%	4,199	60%
Monday, July 01, 2013	305	37%	523	63%
Tuesday, July 02, 2013	261	42%	356	58%
Wednesday, July 03, 2013	229	41%	336	59%
Friday, July 05, 2013	159	36%	279	64%
Monday, July 08, 2013	200	46%	238	54%
Tuesday, July 09, 2013	173	37%	297	63%
Wednesday, July 10, 2013	141	35%	264	65%
Thursday, July 11, 2013	87	40%	128	60%
Friday, July 12, 2013	125	45%	154	55%
Monday, July 15, 2013	242	42%	337	58%
Tuesday, July 16, 2013	108	42%	151	58%
Wednesday, July 17, 2013	86	45%	104	55%
Thursday, July 18, 2013	70	40%	104	60%
Friday, July 19, 2013	88	38%	143	62%
Monday, July 22, 2013	156	39%	247	61%
Tuesday, July 23, 2013	124	32%	261	68%
Wednesday, July 24, 2013	86	35%	161	65%
Thursday, July 25, 2013	132	46%	158	54%
Friday, July 26, 2013	122	44%	157	56%
Monday, July 29, 2013	179	42%	250	58%
Tuesday, July 30, 2013	145	33%	297	67%
Wednesday, July 31, 2013	90	26%	250	74%
Total July 2013	3,308	39%	5,195	61%

WALK-IN TRANSACTIONS ASSISTED BY CUSTOMER SERVICE

	Mall	%	City Hall	%
Thursday, August 01, 2013	184	40%	277	60%
Friday, August 02, 2013	332	47%	372	53%
Monday, August 05, 2013	178	35%	329	65%
Tuesday, August 06, 2013	144	33%	292	67%
Wednesday, August 07, 2013	149	48%	162	52%
Thursday, August 08, 2013	135	41%	195	59%
Friday, August 09, 2013	143	30%	329	70%
Monday, August 12, 2013	137	34%	271	66%
Tuesday, August 13, 2013	70	37%	118	63%
Wednesday, August 14, 2013	142	40%	214	60%
Thursday, August 15, 2013	201	42%	276	58%
Friday, August 16, 2013	163	52%	148	48%
Monday, August 19, 2013	73	32%	154	68%
Tuesday, August 20, 2013	76	35%	140	65%
Wednesday, August 21, 2013	117	57%	87	43%
Thursday, August 22, 2013	87	43%	117	57%
Friday, August 23, 2013	181	47%	202	53%
Monday, August 26, 2013	198	42%	270	58%
Tuesday, August 27, 2013	104	30%	246	70%
Wednesday, August 28, 2013	120	39%	186	61%
Thursday, August 29, 2013	125	38%	203	62%
Friday, August 30, 2013	228	42%	309	58%
Total August 2013	3,287	40%	4,897	60%
GRAND TOTAL	77,547	47%	88,655	53%