



---

**Wednesday, October 26, 2022**

**6:00 p.m.**

**By Zoom Virtual Video Conference and Tele Conference**

---

**To allow public access, anyone may access a meeting by telephone, Zoom, and/or the City of Norwalk YouTube channel. Specific instructions and links can be found at [www.norwalkct.org/meetings](http://www.norwalkct.org/meetings).**



Members of the public can call in and listen to a meeting. They will not be able to speak or see any of the meeting participants. Each meeting will use a unique Meeting/Webinar ID. Please find the information using the link above.



Members of the public who wish to provide "live comments" will need to register in advance and use the Zoom meeting platform. All participants will be muted upon entering the meeting. To speak, click the "raise your hand indicator" and you will be called on by the host of the meeting during the public comment section. Please find the information using the link above.



Members of the public who wish to view the meeting, but are not participating, can view a live stream on the City of Norwalk YouTube channel. This stream is delayed by approximately 20 seconds. Please find the information using the link above. The meeting recording and minutes will be posted on the City of Norwalk website within seven (7) days after the meeting.



Members of the public who wish to provide public comment are encouraged to submit those via email in advance of the meeting. For these comments to be read into the record, they should be submitted at least three hours in advance of the meeting start time. Please email James Travers [jtravers@norwalkct.org](mailto:jtravers@norwalkct.org) to provide written public comment prior to the meeting.

---

## **AGENDA**

- 1) Public Comment, limited to three minutes each speaker
- 2) Discussion and action related to minutes from the Parking Authority meeting Wednesday, September 28, 2022
- 3) Financial and Operating Report
- 4) Engineering and Project Report
  - a) Update - Haviland Deck Membrane Repair – James Emery
  - b) Update - South Norwalk Train Station – Concession Area Build Out – James Emery
- 5) New Business
  - a) Discuss and Vote – Norwalk Public Library Request – James Emery
  - b) Discussion - Residential Parking Permit Program – James Emery
  - c) Discuss and vote – ParkMobile Holiday Give Away – James Emery
- 6) Old Business
  - a) Update – Miracle on Wall Street and Holiday Extravaganza – Jim Travers
  - b) Update - Wall Street 3-hour changeover – James Emery
  - c) Update - South Norwalk Train Station Garage – Bike Parking area – James Emery
  - d) Update - East Norwalk Train Station – Bike Racks – James Emery
- 7) Motion to Adjourn

**Next Parking Authority meeting: Wednesday, November 16, 2022**



Members of the public can call in and listen to a meeting. They will not be able to speak or see any of the meeting participants. Each meeting will use a unique Meeting/Webinar ID. Please find the information using the link above.

Members of the public who wish to provide “live comments” will need to register in advance and use the Zoom meeting platform. All participants will be muted upon entering the meeting. To speak, click the “raise your hand indicator” and you will be called on by the host of the meeting during the public comment section. Please find the information using the link above.

Members of the public who wish to view the meeting, but are not participating, can view a live stream on the City of Norwalk YouTube channel. This stream is delayed by approximately 20 seconds. Please find the information using the link above. The meeting recording and minutes will be posted on the City of Norwalk website within seven (7) days after the meeting.

Members of the public who wish to provide public comment are encouraged to submit those via e-mail in advance of the meeting. For these comments to be read into the record, they should be submitted at least three hours in advance of the meeting start time. Please email James Travers at [jtravers@norwalkct.org](mailto:jtravers@norwalkct.org) to provide written comment prior to the meeting.

**PARKING AUTHORITY  
REGULAR MEETING VIA ZOOM VIRTUAL VIDEOCONFERENCE  
AND TELECONFERENCE  
SEPTEMBER 28, 2022**

**ATTENDANCE:** Eric Rains, Chairman  
Jud Aley  
Matthew Seebeck  
Pamela Parkington

**STAFF** James Travers, Director, TMP  
James Emery, Asst. Parking Director, TMP

**OTHERS:** Stathis Manousos, LAZ Parking  
Rocky Legesse, LAZ Parking

### **CALL TO ORDER**

Mr. Rains called the meeting to order at 6:00PM.

#### **1. PUBLIC COMMENT- LIMITED TO THREE MINUTES EACH SPEAKER**

There were no public comments this evening.

#### **2. DISCUSSION AND ACTION RELATED TO MINUTES FROM THE PARKING AUTHORITY MEETING WEDNESDAY, JULY 27, 2022.**

**\*\* MR. SEEBECK MOVED TO APPROVE THE MINUTES AS SUBMITTED.**

**\*\* MR. ALEY SECONDED THE MOTION.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

#### **3. FINANCIAL AND OPERATING BUDGET**

Mr. Manousos reported and said that they are in the second month of the new fiscal year and have started off strong mainly due to the transient revenue at the Maritime Garage which was related to the free kids' initiative program that was offered at the Maritime Aquarium. He said that the transient revenue is 36.2% over budget for the month, and 46.1% over budget year to date and have kept the expenses under control.

Mr. Manousos reported on the month and year to date comparisons and said that the total revenue for the month is down 8.0% compared to last month and is down 7.8% compared to August of last year, and the year-to-date revenue is down 4.8% compared to last year.

Mr. Manousos reported on the variance report for August and said that the parking revenue is lower than projected and is mainly due to the railroad facilities. He said there has been more activity than projected for parking violations, but they also had assumed in the budget that compliance would increase. He said they were under budget for the operating expenses for security services and building repairs. He reported on the variance report for July and said they were over budget for parking revenue because the spaces at 50 Washington Street for August were pre-paid in July. He said that transient parking was also higher than projected which again was due to free kids' initiative program that was offered at the Maritime Aquarium.

Mr. Manousos reported on COVID and Pre-COVID analysis and said that August was 11.2% below pre-COVID systemwide but is trending in the right direction. He said that overall, systemwide transient activity year to date is 2.9% above pre-COVID levels and revenue is at 5.7% below pre-COVID levels. He said that permit sales are still relatively stable as a revenue source but are still down which is mainly due to the rail stations. Mr. Emery pointed out that the revenue for permit sales is up compared to last August.

Mr. Manousos reported on parking enforcement and said that ticket issuance and revenue was down compared to last month, and the revenue from citations counts for 20% of the system revenue and in July 3,052 tickets were issued and in August 2,769 tickets were issued. Mr. Aley asked how many tickets on average does the police department issue. Mr. Legesse said 80-100 tickets per month. Mr. Seebeck said he is interested in seeing the data on where the violations are occurring by location. Mr. Aley said the goal should be to have the ticket issuance reduced to 1.5% for every 100 transactions. Mr. Manousos said that it is agreed that they don't want revenue coming from ticket issuance and would rather have compliance and the way to do that is through "reasonable and consistent enforcement" that meets the overall needs of the community. Mr. Travers said that staff has seen an increase in the number of tickets issued for SONO but they are also seeing a different trend and will be upgrading the equipment by the end of this year to ensure communications are maintained and will be looking at options that have the ability for better customer service. He said that staff is also looking into a solution to the 15-minute free parking spaces because there is a plethora of issues around them. He said staff will also be piloting new signage for Wall Street which Mr. Emery will be presenting later in the meeting and will be looking at a promotions to get more people to pay for parking. Mr. Rains asked that Mr. Manousos and Mr. Legesse identify the major sources of the 1.9% of ticket issuance at the next meeting and make suggestions on how to reduce tickets issuance in the highly concentrated areas.

Mr. Manousos reported on the Pay-by- Cell activity is up 16.7% and revenue is up 25.2% compared to the same period last year.

Mr. Seebeck asked said the other revenue is not on the variance report but is 50% off and asked for more detail. Mr. Manousos said it is not on the variance report because it did not make the criteria of the variance report but is coming from the concession revenue which is budgeted but there have been no payments. He also said that advertising revenue that was budgeted and there are negotiations taking place with the vendors of the concession spaces but have not received any payments this fiscal year. Mr. Travers said there were some challenges with the leased properties and have recently made a change and moved all leasing to a property manager and they are working on getting the leases back in order and will be voted on by the Parking Authority. Mr. Emery said they have received the lease back from the legal department for LobsterCraft and staff is now reviewing the details and should be collecting rent from them by next month and he will keep the Parking Authority updated as they move forward.

#### **4. ENGINEERING AND PROJECT REPORT**

a. South Norwalk Railroad Station

Mr. Emery reported and said they are nearing the end of the project and it is approximately 95% complete are currently working on adding a change order for the concession area on the both the eastbound and westbound side, and there will be an area that is designated for the vending

machines that will include a payment section for the purchase of train tickets and parking. Mr. Travers said a customer service location will also be added to the New Haven bound side. Mr. Travers thanked Ms. Valadares and her team for executing the complex work to work around the tracks.

## **5. NEW BUSINESS**

### a. Discuss and Vote- Lease for OBKO Coffee Shop

Mr. Emery said they are working on renegotiating the lease with the coffee shop on the New York bound side of the South Norwalk Railroad Station based on the recommendations from the leasing agent. He said that OBKO was uncomfortable with the current amount of rent that was being charged due to the downturn of activity at the train station and the leasing agent is recommending a lease with the rent based upon the revenue of the coffee shop. He said the numbers they are looking at from now until November would be 15% of the revenue and would increase to 17% from November to January and to 20% from January to the end of the lease. Mr. Travers said from a financial management perspective it would be difficult to look at a lease that has no base payment and would be difficult to manage a budget and he does not think it is in the best interest of the Parking Authority but wanted to be sure they participated in the lease negotiations details. Mr. Rains said he thinks it would be cleaner if the lease was more concise and also suggested that this item be discussed in an executive session.

**\*\* MR. SEEBECK MOVED TO TABLE THE ITEM AND SCHEDULE AND EXECUTIVE SESSION TO FURTHER DISCUSS AS WELL AS TO DISCUSS OTHER LEASES REQUIRING THE REVIEW OF THE PARKING AUTHORITY.**

**\*\* MR. ALEY SECONDED THE MOTION.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

### b. Discuss and Vote- Norwalk Transit District Bathroom Lease

Mr. Emery said the Transit District would like to execute the third and final extension on their lease for the use of the bathrooms at the Yankee Doodle Garage for the bus drivers and the cost would stay the same at \$418/month. Mr. Rains asked if this is an annual lease. Mr. Emery said yes and is an extension to a previously agreed upon lease. Mr. Rains suggested going forward to enter into a longer-term lease agreement. Mr. Emery suggested that the final extension be voted on and approved and if the Transit District is interested in continuing a lease agreement, then discuss the terms of the lease agreement when the extension expires which is at the end of this fiscal year. Mr. Aley asked if the cost is to cover the cleaning costs. Mr. Travers said "yes".

**\*\* MR. ALEY MOVED TO APPROVE THE ITEM.**

**\*\* MR. SEEBECK SECONDED THE MOTION.**

**\*\* THE MOTION PASSED UNANIMOUSLY.**

## 6. OLD BUSINESS

a. Yankee Doodle Garage Façade Enhancements Update

Mr. Emery provided an update and said that a survey ran for three weeks and ended last Wednesday and had over 1100 people participate on which enhancement for the façade they would like to see for the Yankee Doodle Garage and the winner was option #1 and he shared an image. He thanked the social media team for the city and the Parking Authority for all their help getting the message out about the survey. Mr. Travers said the next Wall Street meeting at the beginning of November which will be a part of the process and hope the Parking Authority members can participate. Mr Emery said he will also update the Parking Authority members on the progress as the timeline moves forward with the designer.

b. Wall Street 3-hour changeover

Mr. Emery said they were on schedule to make the start date of October 1<sup>st</sup> but the Parkmobile signs were sent to the wrong location so will not arrive on time to go live on October 1<sup>st</sup> but he expects to be live within the next two weeks to begin the three-month trial. He said that staff is working on installing the new signposts and all the current sign locations are now mapped in the GIS as well as on a spreadsheet. He said they are also working closely with the vendors so that the meters and the rate changes happen on the same date and will make some concession when it comes to enforcement during the 24-hour period of the changeover. Ms. Parkington asked if there is a standard height for the signs because the signs seem to be too high. Mr. Emery said that every signpost will now be uniform, but the signs must be a minimum of 7' high for clearance. Mr. Travers said that he and Mr. Bolella have created a sign style guide that has been approved by the mayor and these will be the first signs that will be piloted before a citywide rollout. Mr. Aley said his hope is that tickets issuance decreases once the new signage has been installed.

c. South Norwalk Railroad Garage Bike Parking

Mr. Emery said the painting has begun for the bike parking at the South Norwalk Railroad Station and there will be enough racks for 20 bikes along with a bike repair station with a bike pump. He said it will be located near the entrance and will have the Bike Norwalk logo. Mr. Aley asked that this be presented at the Bike Walk Commission meeting that is scheduled for next Monday evening. Mr. Travers said it is on their agenda and either he and or Mr. Bolella will be presenting and there will also be a press release done when it goes live.

d. East Norwalk Train Station Enforcement

Mr. Emery said along with the three-month trial on Wall Street he was hoping to go live on October 1<sup>st</sup> for enforcement at the East Norwalk Railroad Station but unfortunately it will be delayed due to the lawyer's working out the contract between Spinnaker and ParkMobile and he will keep the Parking Authority updated as it progresses.

Mr. Aley asked if the members of the Parking Authority had any interest in attending future meetings in person. Ms. Parkington said she has no issues with it but asked if the meeting will also be held via zoom so the public can view it. Mr. Travers said the city IT department is

working on a hybrid option and once the city conference rooms have that ability, they will expand on doing locations outside of City Hall.

Mr. Travers said that Laz has been a partner with the city for an extended period of time and they have agreed to pay for a holiday extravaganza and will have a tree at the plaza of 50 Washington Street and other tree on the Plaza on Wall Street and have engaged a consultant to help with the planning. He said there will be two tree lightings and the first will be held on November 20<sup>th</sup> from 3:00PM to 7:00PM on Washington Street, and the second will be held on Wall Street on November 29<sup>th</sup> from 4:00PM to 8:00PM. Ms. Parkington requested that Mr. Travers send an email to the Parking Authority with the dates and times.

#### **7. MOTION TO ADJOURN**

- \*\* MR. ALEY MOVED TO ADJOURN.**
- \*\* MS. PARKINGTON SECONDED THE MOTION.**
- \*\* THE MOTION PASSED UNANIMOUSLY.**

The meeting adjourned at 7:45PM.

Respectfully submitted,

Dilene Byrd





September  
2022

# Operations Report

## FINANCIAL SUMMARY

	Month (September)					YTD (July-September)					FISCAL YEAR	
	Actual	Budget	Var \$	Var %	Actual PY	Actual	Budget	Var \$	Var %	Actual PY	Forecast	Budget
<b>REVENUES:</b>												
Parking Revenue	529,481	494,745	34,736	7.0%	514,680	1,719,392	1,504,538	214,854	14.3%	1,764,885	6,341,646	6,163,005
Other Revenue	3,735	8,402	(4,668)	-55.6%	22,744	11,204	25,207	(14,003)	-55.6%	30,361	86,826	100,829
<b>Total System Revenue</b>	<b>533,216</b>	<b>503,148</b>	<b>30,068</b>	<b>6.0%</b>	<b>537,423</b>	<b>1,730,597</b>	<b>1,529,746</b>	<b>200,851</b>	<b>13.1%</b>	<b>1,795,245</b>	<b>6,428,472</b>	<b>6,263,834</b>
<b>EXPENSES:</b>												
Operations	271,132	289,299	(18,167)	-6.3%	320,075	847,077	941,953	(94,876)	-10.1%	984,030	3,710,988	3,818,549
City Support/Admin Svcs	61,903	63,331	(1,428)	-2.3%	63,010	185,709	189,993	(4,283)	-2.3%	189,029	755,688	759,971
Debt Service	107,180	107,180	0	0.0%	96,635	321,540	321,540	-	0.0%	289,905	1,286,162	1,286,162
Capital Reserve & Replacem	11,250	11,250	0	0.0%	11,250	33,750	33,750	-	0.0%	33,750	135,000	135,000
<b>Total Expenses</b>	<b>451,465</b>	<b>471,060</b>	<b>(19,594)</b>	<b>-4.2%</b>	<b>490,970</b>	<b>1,388,077</b>	<b>1,487,236</b>	<b>(99,160)</b>	<b>-6.7%</b>	<b>1,496,714</b>	<b>5,887,838</b>	<b>5,999,682</b>
<b>Fund Balance</b>	<b>81,751</b>	<b>32,088</b>	<b>49,663</b>	<b>154.8%</b>	<b>46,453</b>	<b>342,520</b>	<b>42,509</b>	<b>300,011</b>	<b>705.8%</b>	<b>298,531</b>	<b>540,634</b>	<b>264,152</b>

### Budget Summary

- Parking revenue is **7.0% over** budget for the month and **14.3% over** budget YTD.
- Total expenses are **4.2% under** budget for the month and **6.7% under** budget YTD.
- Transient revenue is **7.1% under** budget for the month and **27.0% over** budget YTD. Compared to the same period last year, YTD transient revenue is **2.9% above** last year.

### Month and YTD Comparisons

- Total Revenue for the month is **down 7.1%** compared to last month (August) and is **down 0.8%** compared to September of last year. Compared to the same period last year, YTD revenue is **3.6% below** last year.
- Transient activity for the month is **down 23.2%** compared to last month (August) and is **down 0.3%** compared to September of last year. Transient activity YTD is **up 3.1%** compared to last year.
- Permit activity (number of permits sold) is **up 0.4%** compared to last month (August) and **up 8.3%** compared to September of last year. Permit activity YTD is **up 9.5%** compared to last year.
- Permit Revenue is **up 18.0%** compared to last month (August) and **down 23.4%** compared to September of last year. Permit revenue YTD is **up 3.8%** compared to last year.

## Variance Report (Actual v. Budget)

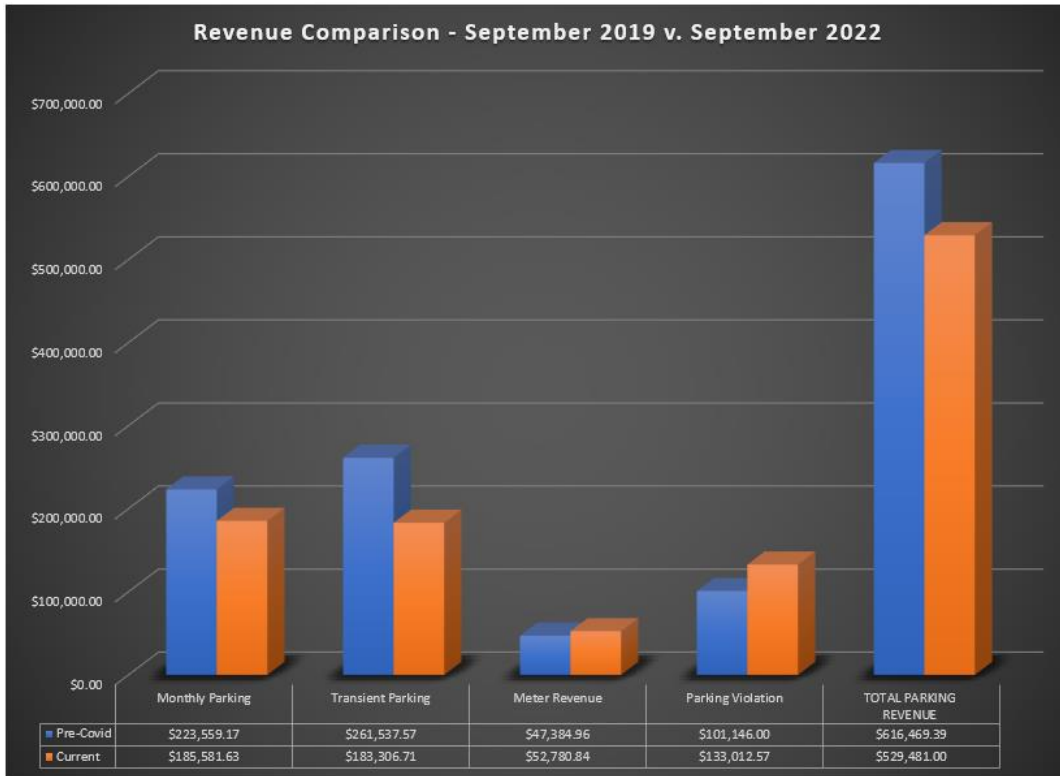
The Variance Report identifies and explains variances that are at least 20% and \$5,000 compared to budget.

**VARIANCE REPORT -- Major Variances (+/- 20% and \$5,000)**  
Norwalk Parking Authority  
For the Month Ending September 30, 2022

	<u>ACTUAL</u>	<u>BUDGET</u>	<u>Var. (\$)</u>	<u>Var (%)</u>	<u>COMMENTS</u>
<b>PARKING REVENUE</b>					
Parking Violation	\$ 133,013	\$ 74,668	\$ 58,344	78.1%	More activity/non-compliance than projected
<b>OPERATING EXPENSES</b>					
Security Services	\$ 44	\$ 10,000	\$ (9,956)	-99.6%	Camera system quarterly contract payment made in July.
Equipment Expense	\$ -	\$ 8,333	\$ (8,333)	-100.0%	Expenses lower than projected.
Building Repair & Maintenance	\$ 38,953	\$ 27,675	\$ 11,278	40.8%	Repair and Maintenance is over budget due to repair and contractual payment for Generator and HVAC unit.

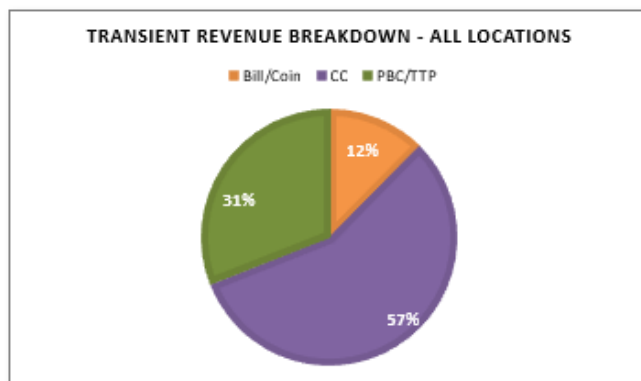
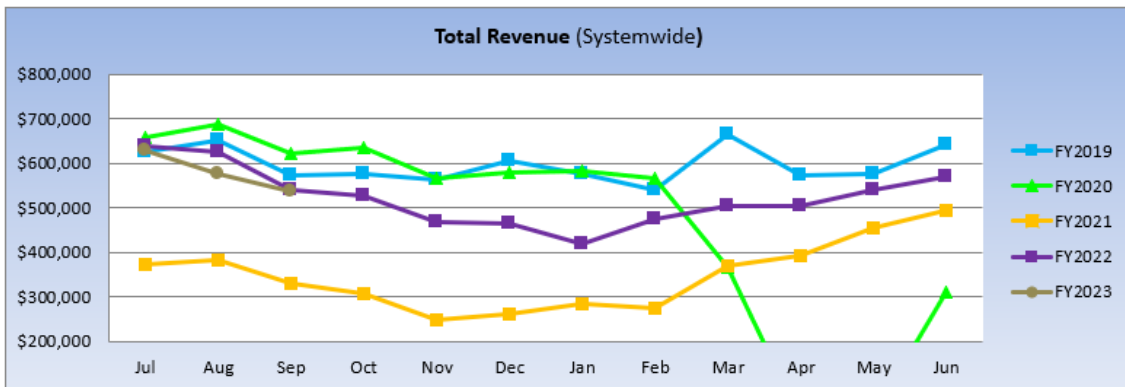
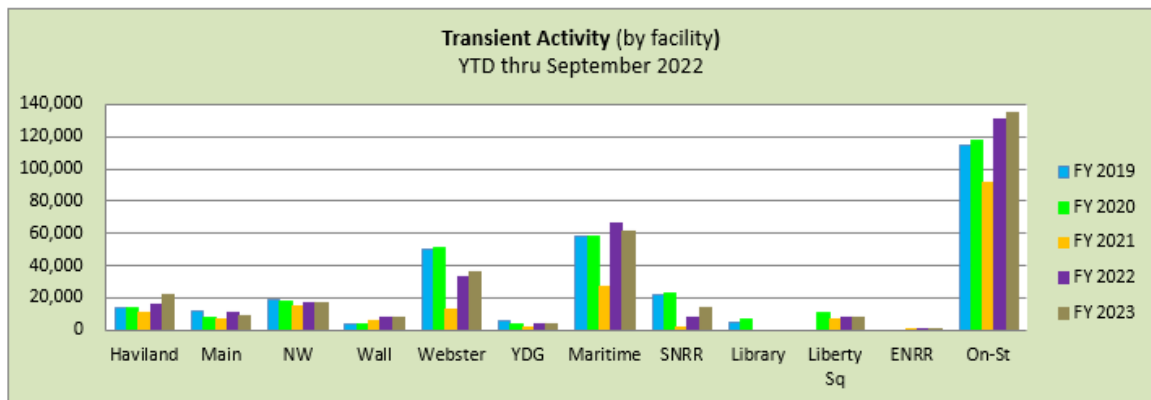
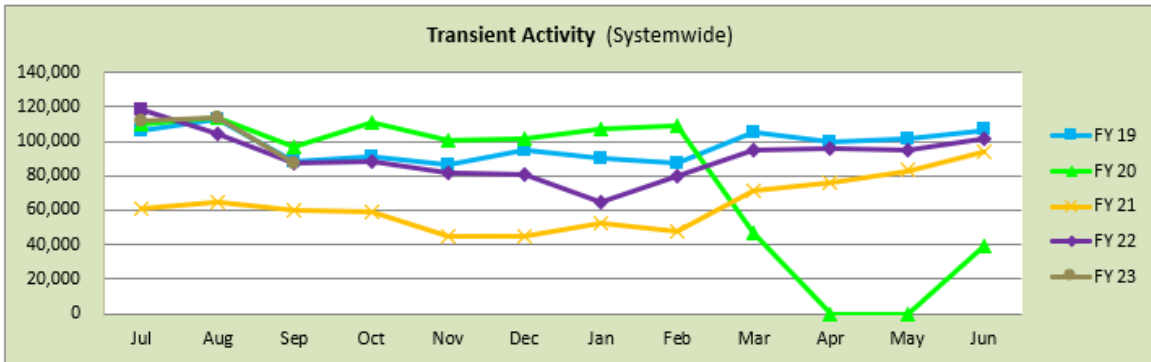
COVID Impact Analysis (Pre-Covid v. Current)

The following graphs illustrate the comparison between pre-COVID and current revenue and expense activity. Compared to pre-COVID September 2019, total **revenue** is **14.3%** below pre-COVID levels and **expenses** are **6.81%** below pre-COVID levels.



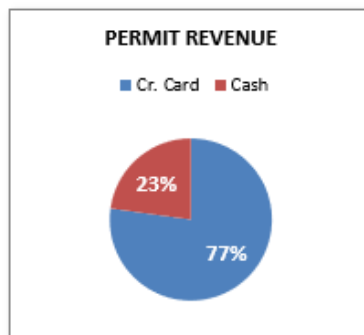
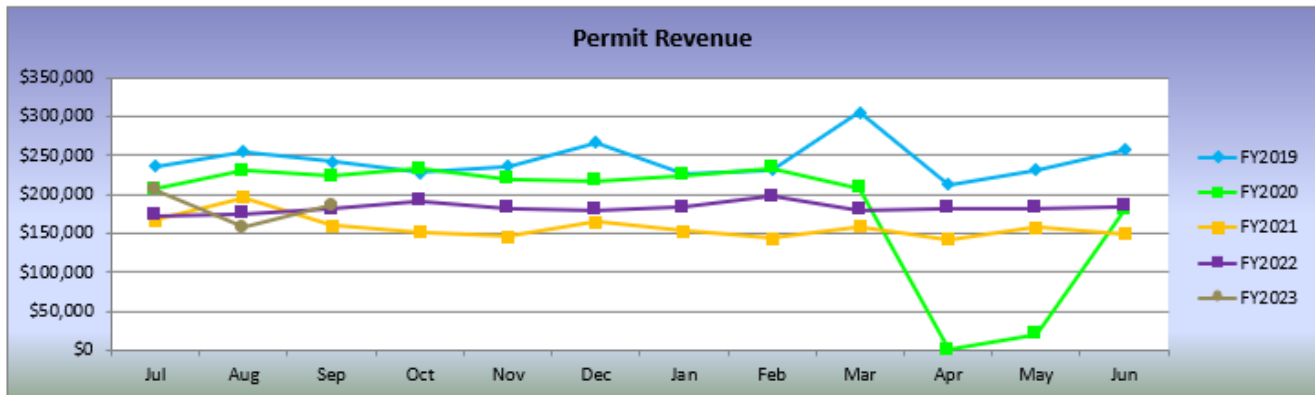
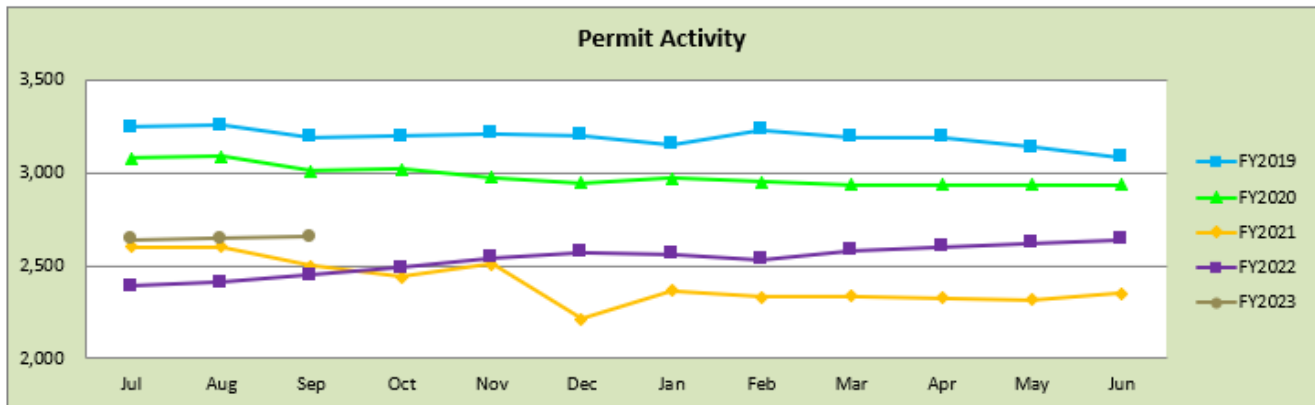
Systemwide Activity

- Overall, systemwide transient activity YTD is at **2.9% above** pre-COVID levels and revenue is at **5.7% below** pre-COVID levels.



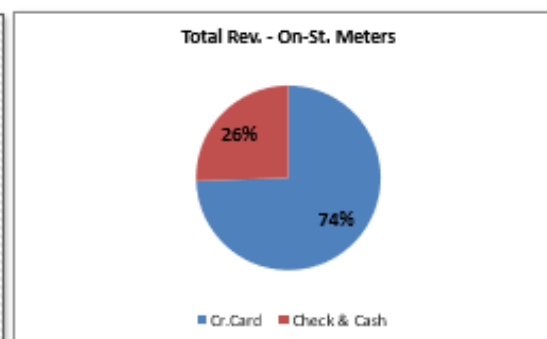
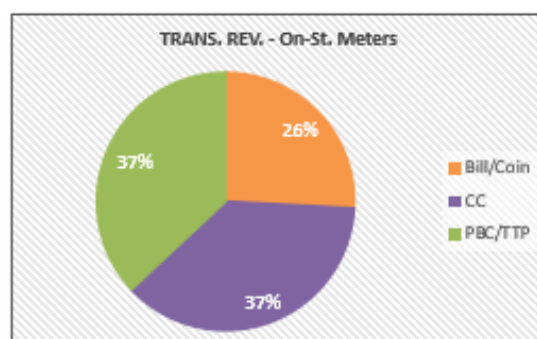
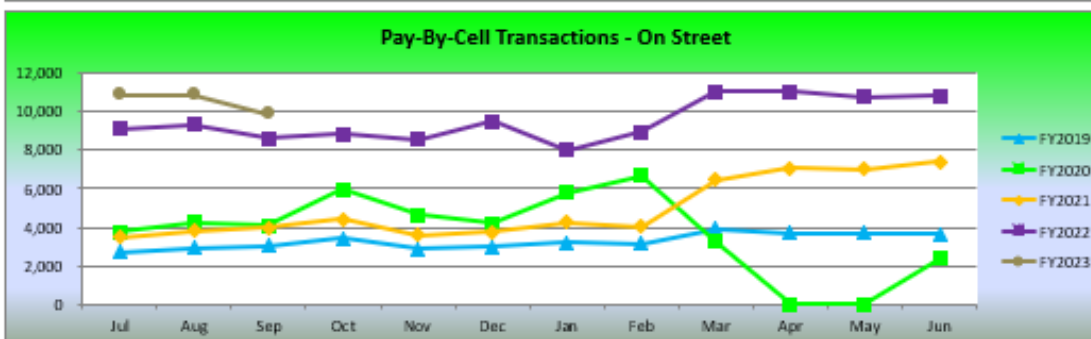
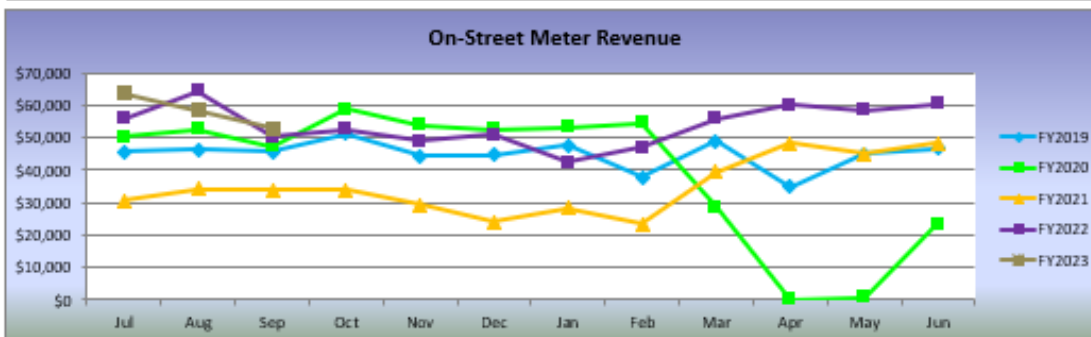
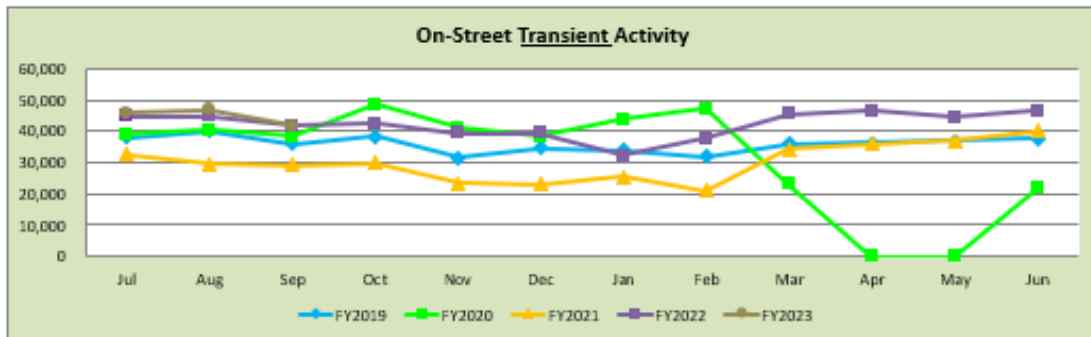
## Permit Sales

- Compared to last month, September permits are **up 0.4%** and permit revenues are **up 18.0%**.
- Compared to last year, September permits are **up 8.3%** and permit revenues are **up 2.2%**.
- YTD compared to last year, permit activity is **up 9.5%** and revenue is **up 3.8%**.
- YTD permit revenue is **8.1% under** budget.
- Permit activity is **18.1% below** pre-COVID levels and permit revenue is **25.3% below** pre-COVID levels.
- **2,653** permits were sold systemwide. There are 3,591 spaces available for permits and 4,425 total spaces systemwide, including non-metered spaces.



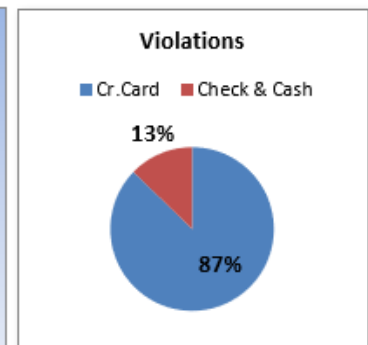
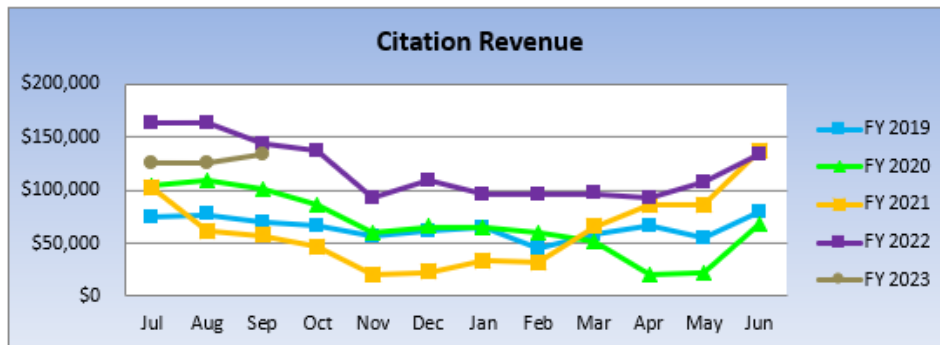
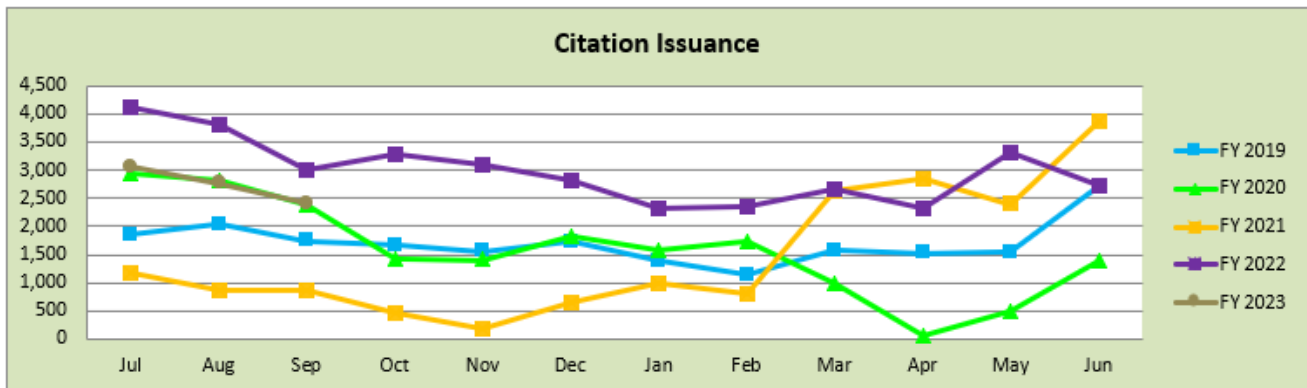
## On-Street Parking

- YTD through September 2022, transient activity was **up 2.7%** and revenue was **up 2.7%** compared to last year.
- For the month of September, transient activity was **down 10.9%** compared to last month and **up 0.6%** compared to last September and **up 9.3%** compared to pre-COVID.
- Revenue was **down 9.7%** compared to last month and **up 4.9%** compared to last September and **up 11.4%** compared to pre-COVID September.
- In SONO, the average PBC transaction was **\$2.35** or an Average Stay of **1.6** hours.
- In the Wall District, the average PBC transaction was **\$0.81** or an Average Stay of **1.6** hours.
- Average Transient Transaction = **\$1.26** or an Average Stay of **0.8** hours.



## Parking Enforcement

- YTD through September 2022, ticket issuance was **down 24.7%** and citation revenue was **down 18.5%** compared to the same period last year.
- Compared to last month, ticket issuance was **down 12.6%** and citation revenue was **up 6.1%**.
- Citation revenue accounts for **21.2%** of system revenues YTD.



## Parking Violations Collection Program

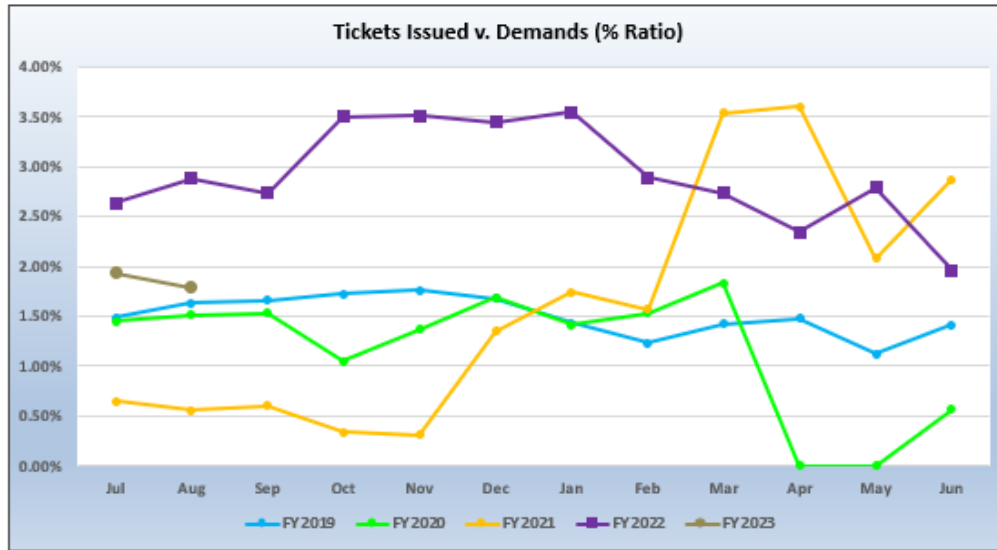
Fiscal Year	Delinquent \$ Collected
2013	\$131,458
2014	\$108,435
2015	\$84,233
2016	\$84,628
2017	\$152,412
2018	\$128,025
2019	\$103,032
2020	\$93,378
2021	\$71,346
2022	\$128,018
2023	\$21,462

YTD thru Sep.



## Tickets Issued v. Demands Analysis

Analysis of the ratio of tickets issued compared to transient demands does not include citations issued at the beaches nor does it include violations issued by the Norwalk Police Department.



Tickets Issued (NOT including Beaches & Police issued tickets)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
<b>FY2019</b>	1,574	1,843	1,461	1,569	1,515	1,594	1,294	1,072	1,491	1,468	1,131	1,505	17,517	1,460
<b>FY2020</b>	1,602	1,718	1,484	1,160	1,367	1,710	1,514	1,667	851	17	17	223	13,330	1,111
<b>FY2021</b>	397	362	360	201	136	601	916	752	2,529	2,745	1,728	2,689	13,416	1,118
<b>FY2022</b>	3,127	2,993	2,390	3,092	2,859	2,783	2,284	2,305	2,606	2,257	2,650	1,981	31,327	2,611
<b>FY2023</b>	2,164	2,033	1,897										6,094	2,031

Transient Demands (NOT including Beaches)

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL	AVG.
<b>FY2019</b>	106,168	112,894	87,811	91,061	86,286	95,118	90,170	86,885	104,945	99,209	101,014	106,576	1,168,137	97,345
<b>FY2020</b>	110,327	113,742	96,762	110,459	100,233	101,475	106,779	108,995	46,453	0	0	39,154	934,379	77,865
<b>FY2021</b>	60,962	65,055	60,234	59,448	44,445	44,600	52,682	47,949	71,404	76,193	83,038	93,578	759,588	63,299
<b>FY2022</b>	118,674	103,859	87,480	88,359	81,427	80,829	64,339	79,672	95,094	96,140	94,935	101,065	1,091,873	90,989
<b>FY2023</b>	111,814	113,560	87,199										312,573	104,191

Ratio (%) - Tickets v. Demands

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	AVG.
<b>FY2019</b>	1.48%	1.63%	1.66%	1.72%	1.76%	1.68%	1.44%	1.23%	1.42%	1.48%	1.12%	1.41%	1.50%
<b>FY2020</b>	1.45%	1.51%	1.53%	1.05%	1.36%	1.69%	1.42%	1.53%	1.83%	0.00%	0.00%	0.57%	1.16%
<b>FY2021</b>	0.65%	0.56%	0.60%	0.34%	0.31%	1.35%	1.74%	1.57%	3.54%	3.60%	2.08%	2.87%	1.60%
<b>FY2022</b>	2.63%	2.88%	2.73%	3.50%	3.51%	3.44%	3.55%	2.89%	2.74%	2.35%	2.79%	1.96%	2.92%
<b>FY2023</b>	1.94%	1.79%	2.18%										1.97%

## Pay-By-Cell

- YTD through September, pay by cell activity was **up 15.8%** and revenue was **up 27.0%** compared to the same period last year.
- Compared to last month, September transactions were **down 5.5%** and revenue was **up 0.1%**.
- Compared to pre-COVID, September 2019 transactions were **up 53.1%** and revenue was **up 12.4%**.
- The average transaction is **up 5.9%** from **\$2.86** in August to **\$3.03** per transaction in September.

