

**PUBLIC SAFETY
BUDGET SUMMARY**

Public Safety includes the Town's Police and Fire Departments.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Police	\$ 12,180,946	\$ 13,377,095	\$ 13,505,933	\$ 12,122,796	\$ 15,156,873	13.3%
Fire	8,100,976	9,285,178	9,427,781	8,698,956	9,246,898	-0.4%
Total	\$ 20,281,922	\$ 22,662,273	\$ 22,933,714	\$ 20,821,752	\$ 24,403,771	7.7%

REVENUES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
General Revenues	\$ 18,154,335	\$ 20,506,809	\$ 20,724,974	\$ 18,703,182	\$ 21,212,876	3.4%
State-Shared Revenues	1,110,671	1,097,590	1,097,590	1,097,500	1,115,590	1.6%
Grants	8,435	-	9,500	9,500	-	N/A
Charges for Services	659,393	657,206	657,206	661,470	661,470	0.6%
Licenses/Permits/Fines	202,902	325,668	325,668	225,100	234,680	-27.9%
Other Revenues	146,186	75,000	75,000	125,000	145,000	93.3%
Total	\$ 20,281,922	\$ 22,662,273	\$ 22,889,938	\$ 20,821,752	\$ 23,369,616	3.1%

CHAPEL HILL POLICE DEPARTMENT

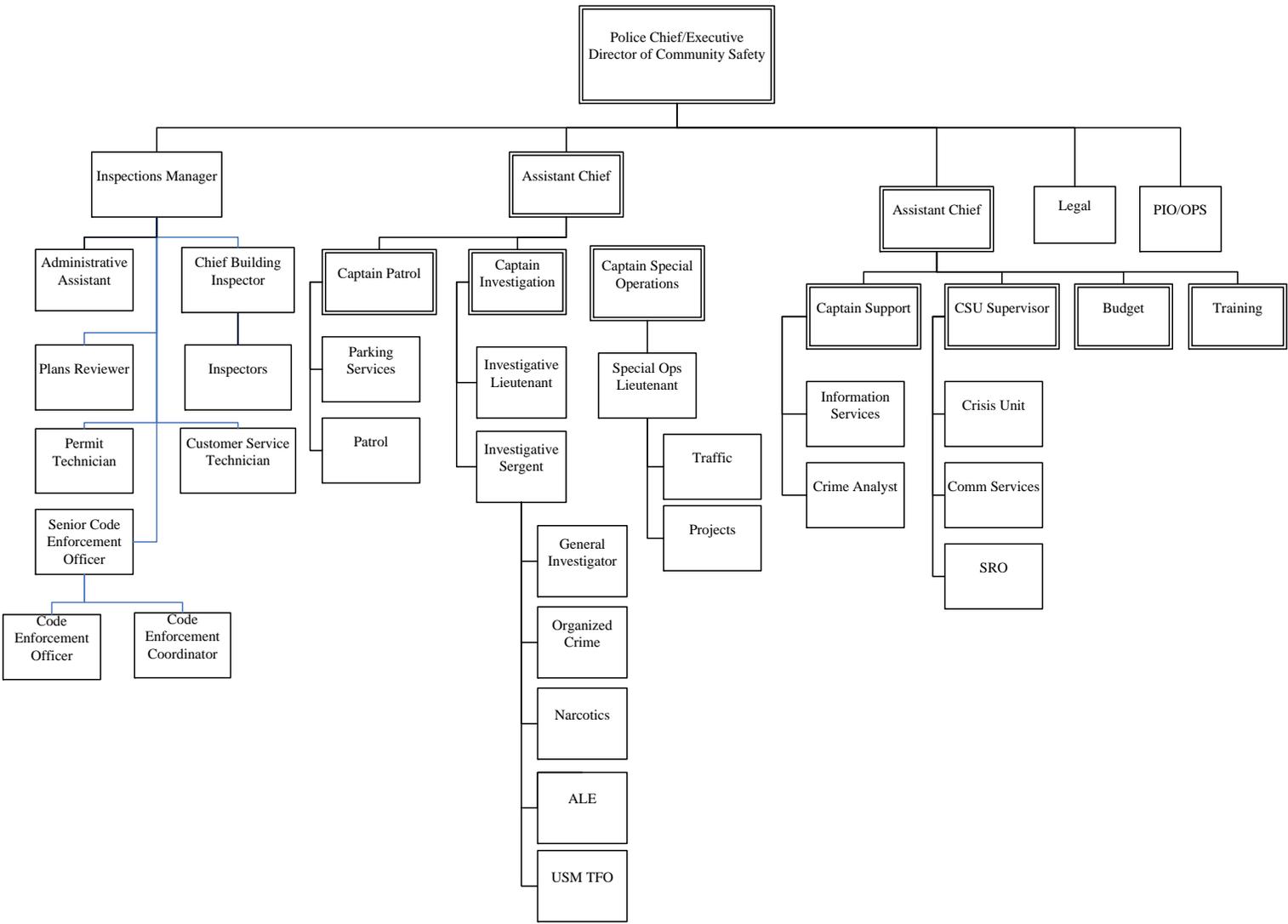
MISSION STATEMENT:

The primary mission of the Police Department is to preserve and protect life and property and enhance the quality of life in our community through the fair and effective delivery of Town services.

The Chapel Hill Police Department identified the following primary programs that are included in the adopted budget for 2017-18.

Program	Description
Patrol Division	Respond to 911 calls, investigate traffic accidents, conduct directed patrols, serve criminal processes, and provide patrols in the field. Participate in Community Watch Meetings and provide crime prevention and traffic education to public.
Investigative Division	Investigate crimes against people and property, including drug and alcohol related offenses. Gather and analyze evidence and investigate crime scenes.
Human Services	Follow-up after incidents to help those involved deal with social/emotional issues. Assist in organizing community watch groups and provide outreach to businesses.
Support Services	Coordinate and provide required training to meet State Criminal Justice standards of departmental employees. Manage and oversee budget and day to day financial records. Archive police records and make them available to community members.
School Resource Officers	Organize outreach to middle and high schools in Chapel Hill while serving as a liaison to the Police Department and providing security.
Special Events and Court Liaison	Provide logistical support for special events and coordinate with the local court.
Building Inspections	The Inspections Division manages the inspections and permits. The main responsibilities of the Division include: Enforcement of the NC State Building Codes, Chapel Hill Code of Ordinances, Minimum Housing Code, and the Land Use Management Ordinance.
Code Enforcement	Enforcement of the Minimum Housing Code and the Land Use Management Ordinance.

POLICE DEPARTMENT



POLICE DEPARTMENT
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS

	2015-16 ADOPTED	2016-17 ADOPTED	2017-18 ADOPTED
Support Services			
Police Chief/Executive Director for Community Safety	1.00	1.00	1.00
Police Captain	1.00	1.00	0.00
Police Attorney/Legal Advisor	2.00	2.00	2.00
Police Analyst	1.00	1.00	1.00
Crisis Unit Supervisor	1.00	1.00	1.00
Crisis Counselor	3.00	3.00	4.00
Information Security Officer	1.00	0.00	0.00
Records Supervisor	1.00	1.00	1.00
Administrative Assistant	1.00	1.00	1.00
Information Services Technician	1.00	0.00	0.00
Administrative Coordinator	1.00	1.00	1.00
Communications Specialist	0.00	0.00	1.00
Customer Service Technician	3.00	3.00	3.00
Division Totals	17.00	15.00	16.00
Operations			
Assistant Police Chief	2.00	2.00	2.00
Police Captain	3.00	3.00	4.00
Police Lieutenant	9.00	11.00	9.00
Police Sergeant	13.00	11.00	11.00
Forensic and Evidence Specialist	2.00	2.00	2.00
Police Officer	90.00	90.00	90.00
Division Totals	119.00	119.00	118.00
Inspections			
Building Inspector Manager	0.00	0.00	1.00
Code Enforcement Officer/Senior	0.00	0.00	2.00
Code Compliance Officer	0.00	0.00	1.00
Customer Service Technician	0.00	0.00	1.00
Administrative Assistant	0.00	0.00	1.00
Inspector	0.00	0.00	7.00
Inspector Supervisor	0.00	0.00	1.00
Permit Technician	0.00	0.00	2.00
Division Totals	0.00	0.00	16.00
Police Department Totals	136.00	134.00	150.00

POLICE
BUDGET SUMMARY

While the Police Department generates revenues from grants, charges for services, and licenses, permits and fines, the majority of the revenues are not department specific. Most grant revenues were moved to a separate Grants Fund in 2007-08. Revenues are expected to increase slightly due to increases in mutual aid reimbursements and reimbursements from Chapel Hill/Carrboro School System for school resource officers. Changes relating to expenditures are noted on division summaries.

Starting in fiscal year 2014-15, the Inspections division was combined with Planning to create the Planning & Sustainability department. Beginning in fiscal year 2017-18, Inspections will now be a division under the Police department. The 2015-16 Actual, 2016-17 Original Budget, 2016-17 Revised Budget, and 2016-17 Estimated columns do not contain expenditures and revenues from Inspections, but the 2017-18 Adopted Budget does.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 10,278,748	\$ 11,562,621	\$ 11,396,596	\$ 10,227,396	\$ 13,272,606	14.8%
Operating Costs	1,871,787	1,814,474	2,109,337	1,895,400	1,884,267	3.8%
Capital Outlay	30,411	-	-	-	-	N/A
Total	\$ 12,180,946	\$ 13,377,095	\$ 13,505,933	\$ 12,122,796	\$ 15,156,873	13.3%

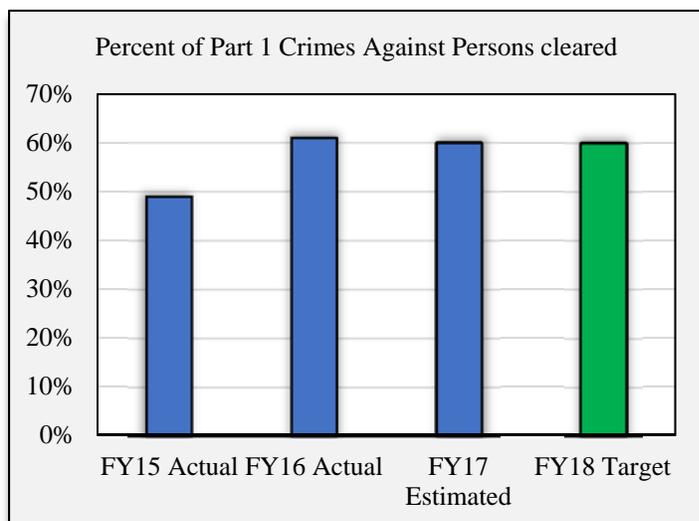
REVENUES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
General Revenues	\$ 11,543,540	\$ 12,812,843	\$ 12,932,181	\$ 11,486,276	\$ 14,509,853	13.2%
Grants	8,435	-	9,500	9,500	-	N/A
Charges for Services	382,920	385,052	385,052	382,920	382,920	-0.6%
Licenses/Permits/Fines	99,865	104,200	104,200	119,100	119,100	14.3%
Other Revenues	146,186	75,000	75,000	125,000	145,000	93.3%
Total	\$ 12,180,946	\$ 13,377,095	\$ 13,505,933	\$ 12,122,796	\$ 15,156,873	13.3%

POLICE

MISSION-LEVEL MEASURES

 <p>Protect and Provide for a Safe Community</p>	Program:	Patrol Division, Investigative Division, Police Crisis Unit
	Objective:	To reduce crime through a strategic and data-driven partnership with our stakeholders through crime prevention, accountability and enforcement
	Mission Measure:	Percent of Part 1 Crimes Against Persons cleared



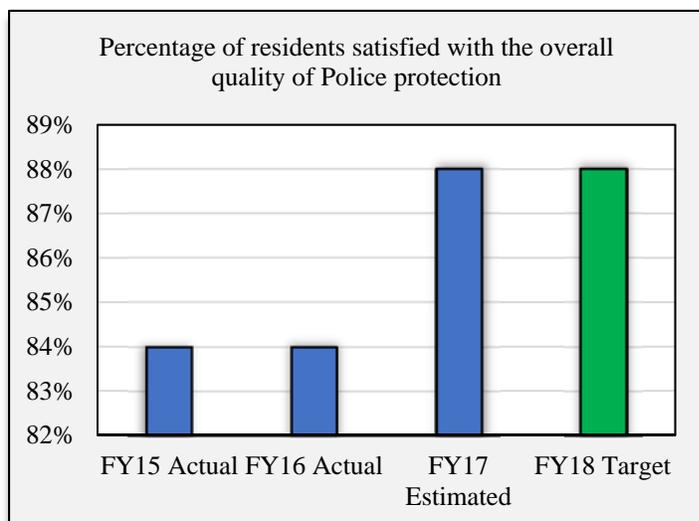
Departmental Analysis & Insights

- Our clearance rates on Part 1 violent crimes against persons are well over the national average of 46%.
- Our clearance rates on property crimes are over the national average of 19.4%.

Initiatives - What will we do to take action?

1. We have done a workload analysis to inform staffing levels in our Investigations unit and we will be bringing additional Investigators into the unit in FY18.
2. Continued use of directed patrol operations at peak times/ locations. (Fall Break, Holidays, LDOC, etc.)

 <p>Protect and Provide for a Safe Community</p>	Program:	Patrol Division, Investigative Division, Police Crisis Unit
	Objective:	To reduce crime through a strategic and data-driven partnership with our stakeholders through crime prevention, accountability and enforcement
	Mission Measure:	Percentage of residents satisfied with the overall quality of Police protection



Departmental Analysis & Insights

- 84% of respondents were very satisfied or satisfied with the overall police protection.

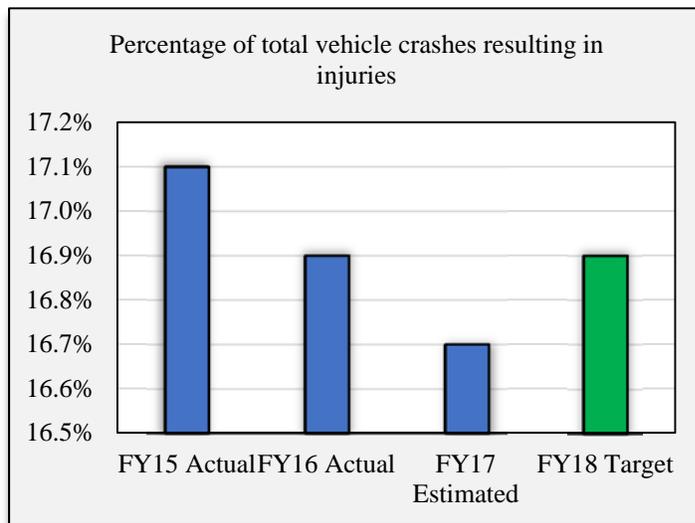
Initiatives - What will we do to take action?

1. We have significantly increased the number of community outreach events our patrol officers are involved in. We have moved the responsibility for these events away from a specialized unit and tasked our Uniformed Patrol Division with conducting these events. We believe these positive interactions will result in higher satisfaction ratings.

POLICE

MISSION-LEVEL MEASURES (Continued)

 Protect and Provide for a Safe Community	Program:	Patrol Division, Investigative Division, Police Crisis Unit
	Objective:	Promote vehicular, bicycle & pedestrian safety through education and enforcement
	Mission Measure:	Percentage of total vehicle crashes resulting in injuries



Departmental Analysis & Insights

- With traffic volume as the number one predictor of crash frequency, we have focused on those factors over which we have more influence, such as, speed and awareness which appears to have had a positive effect.

Initiatives - What will we do to take action?

1. We will continue to focus on lowering speeds which contributes to the severity of the crashes. Through monthly analysis of crash data, we will direct our efforts to locations in town experiencing higher numbers of crashes.
2. We will continue to provide educational opportunities for the public which stress the importance of keeping one's attention focused on the roadway and its surroundings. Examples include, Watch for Me NC, Social Media campaign, Portable Message Boards.

POLICE - Support Services Division
BUDGET SUMMARY

The adopted budget for the Support Services division reflects an overall expenditure decrease of 2.6% from last year's budget. The 1.7% decrease in personnel is the result of a Police Captain position being moved to the Operations division and replaced by a Crisis Counselor, staff turnover, and a decrease of approximately \$42,000 in Police Separation Allowance costs. The decrease is slightly tempered by a 2.5% pay adjustment, a 12.0% increase in health insurance costs, an employee promotion, and one employee moved to a higher job classification through the implementation of recommendations from a pay study. There is a 4.4% decrease in operating costs due to a decrease in computer use charges.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 1,460,543	\$ 1,506,828	\$ 1,508,020	\$ 1,430,051	\$ 1,480,949	-1.7%
Operating Costs	696,762	744,697	890,047	855,521	711,752	-4.4%
Total	\$ 2,157,305	\$ 2,251,525	\$ 2,398,067	\$ 2,285,572	\$ 2,192,701	-2.6%

POLICE - Operations Division
BUDGET SUMMARY

The Personnel Budget for the Operations Division reflects a 3.0% increase in personnel costs, which is due to a 2.5% pay adjustment, a 12.0% increase in health insurance costs, and financial incentives for maintaining and recruiting officers. There is a 0.4% increase in operating costs due to the purchase of five body cameras (\$7,000).

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 8,818,205	\$ 10,055,793	\$ 9,888,576	\$ 8,797,345	\$ 10,356,631	3.0%
Operating Costs	966,017	920,377	951,285	932,064	924,513	0.4%
Capital Outlay	30,411	-	-	-	-	N/A
Total	\$ 9,814,633	\$ 10,976,170	\$ 10,839,861	\$ 9,729,409	\$ 11,281,144	2.8%

POLICE - Special Events
BUDGET SUMMARY

The Special Events division tracks the cost of additional police presence at special events including impromptu University of North Carolina student celebrations, Halloween and Festifall. Efforts to contain the downtown Halloween celebration in recent years have been successful. The adopted budget for 2017-18 reflects a decrease of 5.1%, which is due to Halloween falling on a weekday.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Operating Costs	\$ 209,008	\$ 149,400	\$ 268,005	\$ 107,815	\$ 141,800	-5.1%
Total	\$ 209,008	\$ 149,400	\$ 268,005	\$ 107,815	\$ 141,800	-5.1%

POLICE - Inspections

BUDGET SUMMARY

The adopted budget for the Inspections division reflects an overall expenditure decrease of 9.0% from last year's budget. Personnel costs decreased by 7.9% due to sharing a vacant Code Compliance Officer position with Fire (the Inspections division only pays 8% of his salary) and transferring a Fire Plans Reviewer to the Fire Department. This is slightly offset by a 2.5% pay adjustment, a 12.0% health insurance increase, and implementing recommendations of pay study to move seven employees in Inspections to a new job classification. The operating costs decreased by 20.3% due to savings in office equipment (\$12,800), a decrease in computer use charges (\$8,000), and savings in supplies (\$8,250).

Starting in fiscal year 2014-15, the Inspections division was combined with Planning to create the Planning & Sustainability department. Beginning in fiscal year 2017-18, Inspections will now be a division under the Police department.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ -	\$ -	\$ -	\$ -	\$ 1,435,026	N/A
Operating Costs	-	-	-	-	106,202	N/A
Total	\$ -	\$ -	\$ -	\$ -	\$ 1,541,228	N/A

REVENUES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
General Revenues	\$ -	\$ -	\$ -	\$ -	\$ 501,163	N/A
Licenses/Permits/Fines	-	-	-	-	1,040,065	N/A
Total	\$ -	\$ -	\$ -	\$ -	\$ 1,541,228	N/A

FIRE DEPARTMENT

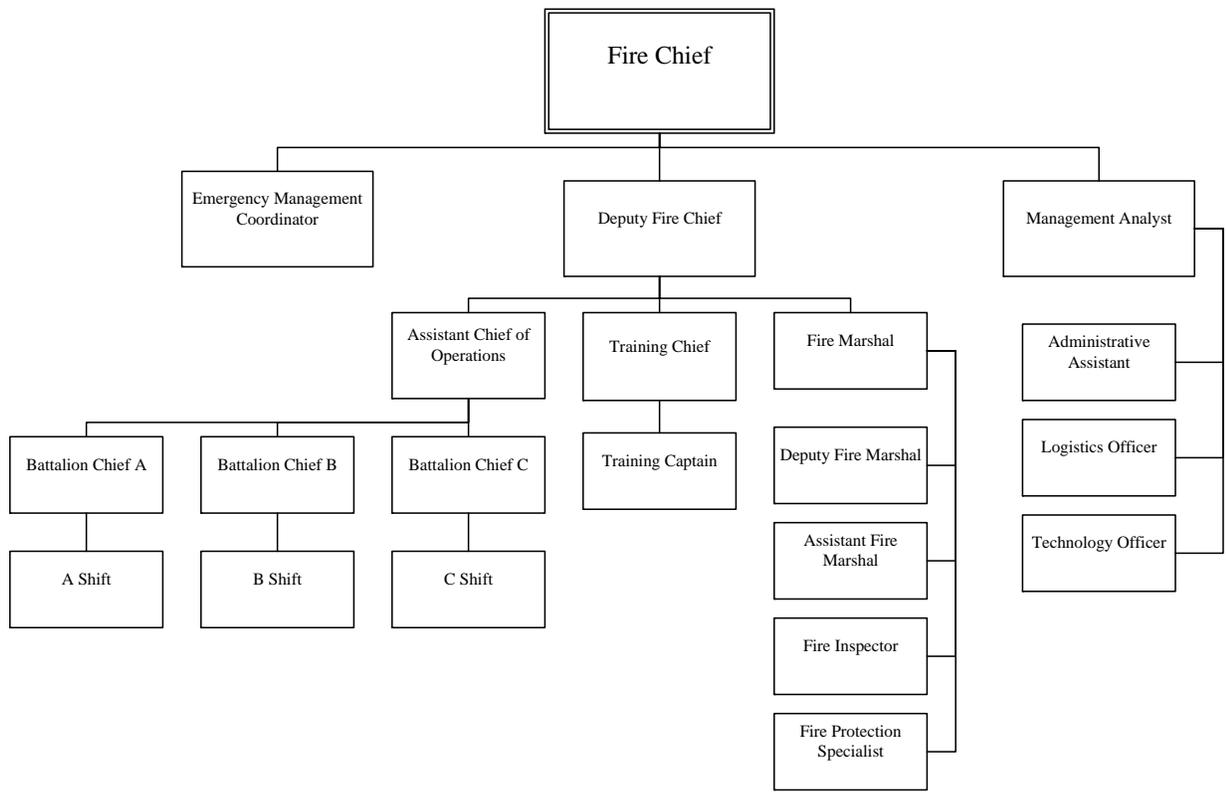
MISSION STATEMENT:

The primary mission of the Chapel Hill Fire Department is to protect life, property, and the community environment from the destructive effects of fire, disasters, or other life hazards by providing public education, incident prevention, and emergency response services.

As a first step towards Priority-Based Budgeting, the Fire Department identified the following primary programs that are included in the projected budget for 2017-18.

Program	Description
Emergency Operations	Provide Fire Suppression, rescue, extrication/accident response, hazard mitigation and response to environmental threats in the Town of Chapel Hill and to neighboring jurisdictions under Mutual Aid agreements.
Code Enforcement	Enforce the fire and safety codes of the Town and State through inspection, plan review and investigating the causes of fires.
Command-Control Administration	Provide command and control of emergency incidents and fire operations. Provide Departmental administration. Coordinate emergency preparedness of Town including related resources.
Fire Prevention & Life Safety Education	Schedule, coordinate and conduct public education and outreach services providing information on fire prevention, CPR, child safety seats, home safety and smoke alarms.
Emergency Medical Services	Provide response to medical emergencies within Town limits as part of emergency operations. Manage resources and coordinate administrative efforts to ensure proper coverage and service delivery.
Emergency Management	Facilitate preparedness activities that counter threats and hazards to the community and provide for the prevention of, protection from, mitigation of, response to and recovery from natural and man-made disasters.

FIRE



FIRE DEPARTMENT
STAFFING COMPARISONS - IN FULL-TIME EQUIVALENTS

	2015-16 ADOPTED	2016-17 ADOPTED	2017-18 ADOPTED
Administration			
Fire Chief	1.00	1.00	1.00
Administrative Assistant	1.00	1.00	1.00
Management Analyst	1.00	1.00	1.00
Emergency Management Coordinator	1.00	1.00	1.00
Division Totals	<u>4.00</u>	<u>4.00</u>	<u>4.00</u>
Emergency Operations			
Fire Chief - Deputy Operations	1.00	1.00	1.00
Battalion Fire Chief	4.00	4.00	4.00
Fire Captain/Lieutenant	19.00	20.00	19.00
Fleet & Logistics Officer	0.00	0.00	1.00
Assistant Fire Chief of Operations	0.00	1.00	1.00
Fire Comms Tech Officer	1.00	1.00	1.00
Fire Equipment Operator/Firefighter/Master	58.00	57.00	57.00
Division Totals	<u>83.00</u>	<u>84.00</u>	<u>84.00</u>
Life Safety			
Fire Marshall	1.00	1.00	1.00
Fire Inspector	2.00	2.00	2.00
Fire Protection Specialist	0.00	2.00	1.00
Deputy Fire Marshal	2.00	1.00	1.00
Assistant Fire Marshal	3.00	3.00	3.00
Division Totals	<u>8.00</u>	<u>9.00</u>	<u>8.00</u>
Fire Department Totals	<u><u>95.00</u></u>	<u><u>97.00</u></u>	<u><u>96.00</u></u>

FIRE

BUDGET SUMMARY

While the Fire Department generates revenues from grants, charges for services, and licenses, permits and fines, the majority of the revenues are not department specific. Revenues are expected to decline in the licenses, permits, and fines category due to further re-evaluation of the fire inspections program. Changes related to expenditures are noted on division summaries.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 7,135,200	\$ 8,175,168	\$ 8,185,894	\$ 7,530,257	\$ 8,156,961	-0.2%
Operating Costs	956,226	1,099,510	1,231,387	1,158,199	1,079,437	-1.8%
Capital Outlay	9,550	10,500	10,500	10,500	10,500	0.0%
Total	\$ 8,100,976	\$ 9,285,178	\$ 9,427,781	\$ 8,698,956	\$ 9,246,898	-0.4%

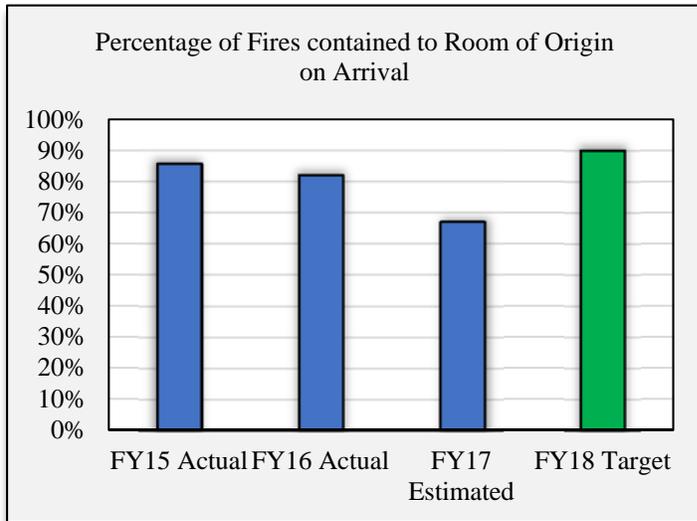
REVENUES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
General Revenues	\$ 6,610,795	\$ 7,693,966	\$ 7,836,569	\$ 7,216,906	\$ 7,737,178	0.6%
State-Shared Revenues	1,110,671	1,097,590	1,097,590	1,097,500	1,115,590	1.6%
Charges for Services	276,473	272,154	272,154	278,550	278,550	2.4%
Licenses/Permits/Fines	103,037	221,468	221,468	106,000	115,580	-47.8%
Total	\$ 8,100,976	\$ 9,285,178	\$ 9,427,781	\$ 8,698,956	\$ 9,246,898	-0.4%

FIRE

MISSION-LEVEL MEASURES

 <p>Protect and Provide for a Safe Community</p>	Program:	Emergency Operations
	Objective:	Achieve and maintain a response time consistent with national standards of coverage of a 5-minute arrival time for the first due or 9-minute arrival time for the full dispatched assignment in at least 90% of all incidents.
	Mission Measure:	Percentage of Fires contained to Room of Origin on Arrival



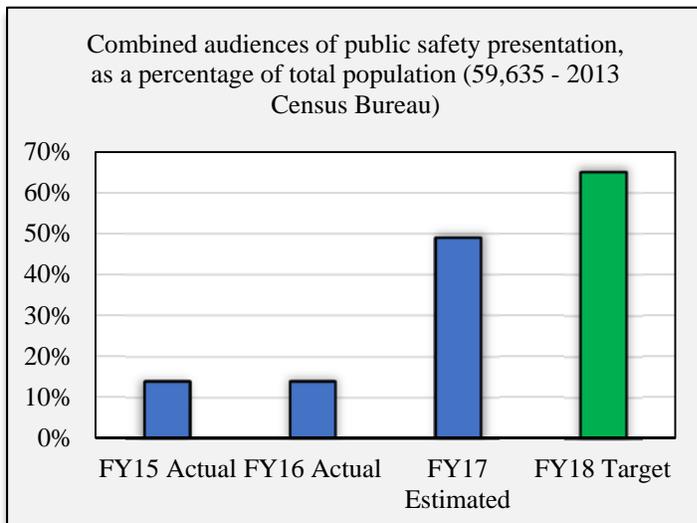
Departmental Analysis & Insights

- Early warning (alarms) help in our success with this metric
- On many of our calls, additional units are reduced or cancelled prior to arrival.

Initiatives - What will we do to take action?

1. Continue promoting fire sprinklers, alarm systems, etc.
2. Expand outreach to all ages to teach fire safety, including proper actions in event of fire

 <p>Protect and Provide for a Safe Community</p>	Program:	Fire Prevention and Life Safety Education
	Objective:	Reach an equivalent of at least 15% of the Chapel Hill population annually with presentations, demonstrations, programs, materials and events with messages to raise awareness and knowledge of how to prevent emergency incidents and/or how to appropriately react when an emergency does occur.
	Mission Measure:	Combined audiences of public safety presentation, as a percentage of total population (59,635 - 2013 Census Bureau)



Departmental Analysis & Insights

- Some months are higher than others. Examine what activities were taking place during higher months (Fire Prevention week, special programs in the community, for example)

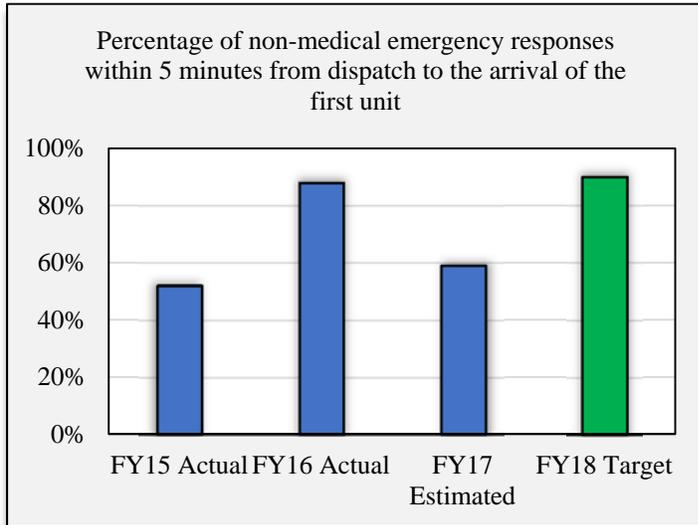
Initiatives - What will we do to take action?

1. Consider, along with CAPA, how we can improve outreach on various social media outlets to include “life safety messages” and how public contacts there can be tracked

FIRE

MISSION-LEVEL MEASURES (Continued)

 <p>Protect and Provide for a Safe Community</p>	Program:	Emergency Operations
	Objective:	Achieve and maintain a response time consistent with national standards of coverage of a 5-minute arrival time for the first due or 9-minute arrival time for the full dispatched assignment in at least 90% of all incidents.
	Mission Measure:	Percentage of non-medical emergency responses within 5 minutes from dispatch to the arrival of the first unit



Departmental Analysis & Insights

To better facilitate tracking and improvement we have broken this measure up and assigned targets as follows:

- 1) Turnout Time (80 seconds for fire, 60 seconds for EMS),
- 2) Incident percentage with 4 personnel (optimal staffing) on first due unit,
- 3) Enroute time (travel time) to emergency scene (target <4 minutes), and
- 4) Percentage of time we clear EMS calls in <20 minutes.

Initiatives - What will we do to take action?

1. Set goals for improvement of Turnout Times with apparatus crews & discuss areas for improvement
2. Examine travel time data to determine limiting factors (traffic, distance, and other circumstances) and use this to inform Strategic Plan, Town and street development, etc.
3. Consider adding positions and/or additional restructure to improve optimal staffing
4. Continue following EMS clear time data to inform the EMS system of needs based on demand
5. Continue/expand testing of placing a QRV in service in partnership with SORS

FIRE - Administration Division
BUDGET SUMMARY

The adopted budget for the Administration division reflects an overall expenditure increase of 5.6% from last year's budget. The increase of 6.3% in personnel is the result of a 2.5% pay adjustment and a 12.0% increase in health insurance costs. The operating increase can be attributed to the leasing of Sharp TVs for training purposes (\$55,000), which is offset by savings in vehicle replacement (\$33,876), computer use charges (\$7,125), professional services (\$6,000), and fuel savings (\$1,050).

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 367,920	\$ 451,001	\$ 448,822	\$ 437,469	\$ 479,370	6.3%
Operating Costs	136,506	142,287	212,899	195,217	147,331	3.5%
Total	\$ 504,426	\$ 593,288	\$ 661,721	\$ 632,686	\$ 626,701	5.6%

FIRE - Emergency Operations Division
BUDGET SUMMARY

The adopted budget for the Emergency Operations Division reflects a 2.9% increase in personnel costs. This is due to a 2.5% pay adjustment and a 12.0% increase in health insurance costs, which is slightly offset by employee turnover. There is a 5.0% decrease in operating costs, which is due to a decrease in vehicle replacement charges (\$57,000), fleet use charges (\$11,200), and savings in small equipment (\$11,275). This is slightly offset by a \$29,000 increase to pay for Obey Creek annexation costs.

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 6,110,268	\$ 6,763,513	\$ 6,772,750	\$ 6,471,798	\$ 6,962,611	2.9%
Operating Costs	728,884	901,872	955,089	898,480	857,203	-5.0%
Capital Outlay	9,550	10,500	10,500	10,500	10,500	0.0%
Total	\$ 6,848,702	\$ 7,675,885	\$ 7,738,339	\$ 7,380,778	\$ 7,830,314	2.0%

FIRE - Life Safety Division
BUDGET SUMMARY

The adopted budget for the Life Safety division reflects an overall expenditure decrease of 25.6% from last year's budget. The decrease in personnel is the result of freezing the vacant position of an Assistant Fire Marshall, the transfer of a Fire Inspector position to Inspections, and employee turnover, which is slightly offset by a 2.5% pay adjustment and a 12.0% increase in health insurance costs. The operating budget increased by 35.3% due to an increase in fleet use charges (\$11,000), cellular phone usage (\$4,200), and vehicle fuel (\$3,800).

EXPENDITURES

	2015-16 Actual	2016-17 Original Budget	2016-17 Revised Budget	2016-17 Estimated	2017-18 Adopted Budget	% Change from 2016-17
Personnel	\$ 657,012	\$ 960,654	\$ 964,322	\$ 620,990	\$ 714,980	-25.6%
Operating Costs	90,836	55,351	63,399	64,502	74,903	35.3%
Total	\$ 747,848	\$ 1,016,005	\$ 1,027,721	\$ 685,492	\$ 789,883	-22.3%
