



CITY OF NEW ORLEANS  
**Quality of Life STAT**

March 17, 2016  
(Reporting Period: February 2016)

[www.nola.gov/opa](http://www.nola.gov/opa)



QualityOfLifeSTAT March 17, 2016

# Agenda

- Introduction and Announcements
- Open and Effective Government
- Sustainable Communities
- Public Safety
- Children and Families



# Purpose and Scope

**Purpose:** The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In QualityofLifeSTAT, City leaders and managers review key performance results related to citizens' quality of life. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, QualityofLifeSTAT meetings are open to the public.

**Scope:** QualityofLifeSTAT focuses on Citywide topics that lead to a perception of neglect and are reported frequently to multiple sources (e.g. 311, Councilmembers, department heads, the NOPD, and at community meetings). QualityofLifeSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific locations.

**Questions and Comments:** Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.



# Action Items

Assigned	Responsible	Action Item	Notes
9/17/15	A. Norton C. Sylvain-Lear	Reduce illegal tire disposal through targeted enforcement actions against unlicensed tire shops.	<ul style="list-style-type: none"> <li>Legal changes are required to strengthen enforcement strategy, as Department of Finance currently lacks authority to sanction tire shops operating without proper occupational licenses.</li> </ul>
11/19/15	R. Wainwright C. Harowski	Develop and implement strategy for photo enforcement of quality-of-life violations.	<ul style="list-style-type: none"> <li>Service and Innovation Team developing strategy along with City Attorney and relevant departments.</li> </ul>
1/21/2016	E. Delarge	Bring enforcement actions to deter illegal sign placement.	<ul style="list-style-type: none"> <li>City Attorney can build on work already conducted by Sanitation rangers.</li> </ul>



# 311 and EMD



Responsible Organization:  
311

Data Source:  
311 performance reporting

## 311 dashboard

### Existing Onboarded Departments

Onboarding Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Timeliness to Close Requests (Closed cases meeting target > 80%, 50-80%, <50%)	96%	31%	52%	81%	81%	49%	54%	0%	69%	76%	50%
Request Closure Rate (Closed Cases >= New Cases Yes/No)	Y	Y	N	Y	Y	Y	Y	Y	N	N	Y
Backlog to Closed Requests Ratio (<5, 5-7, >=8)	0.0	29.5	2.4	4.2	0.1	0.1	10.5	0.8	0.6	0.3	0.3
Notes	Note: Closures reflect Lagan, not LAMA.	Address case backlog.	Note: DPW Parking is picking up on avg over 1300 cars per month for the year.	Backlog is starting to be worked through and is trending down.	Currently establishing new queues for SR's	Target days have been established by MTCB	Currently regular tree service requests are on a 52 week backlog	Newly tracked.	Sanitation continues to monitor vendor backlog	Need to address open Lost/Found cases for July	Launched 12/18/13

### Department Adoption Rate

Adoption Metrics	Code Enforce	DPW Maint.	DPW Parking	DPW Traffic	Health	MTCB	Parkways	NORDC	Sanitation	Taxi	EMS
Current Month	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
90d Average	100.00%	97.00%	94.00%	100.00%	100.00%	100.00%	100.00%	84.00%	100.00%	88.00%	100.00%
DAR 1yr Average	91.00%	92.00%	94.00%	100.00%	95.00%	100.00%	100.00%	78.00%	99.00%	90.00%	100.00%



# PUBLIC WORKS



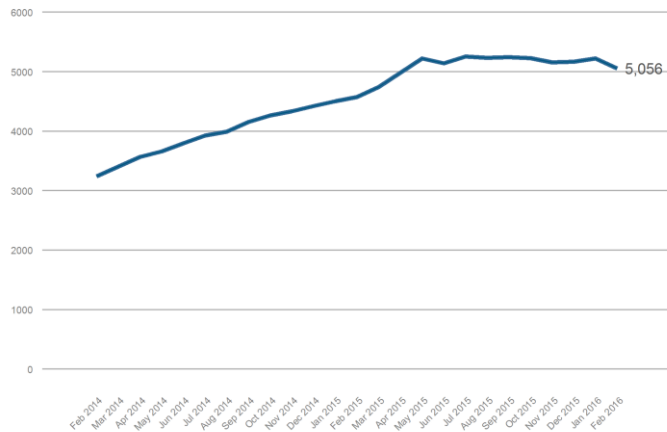
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

## DPW has worked the road surface repair backlog down to the lowest level since May 2015

Pothole/Roadway Surface Repair service requests open at end of month





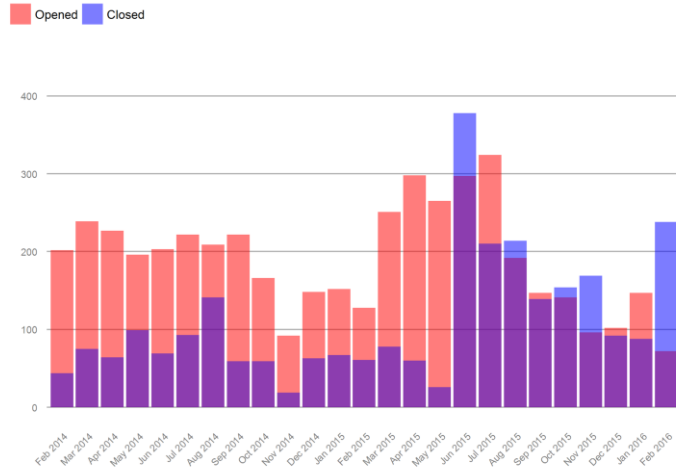
**Responsible Organization:**  
Department of Public Works  
(DPW)

**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

## More than twice as many street repair requests were closed than opened in February

Pothole/Roadway Surface Repair service requests net per month



**Responsible Organization:**  
Department of Public Works  
(DPW)

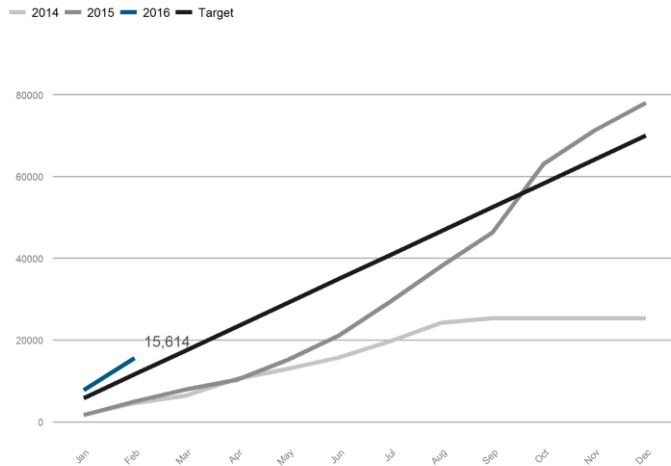
**Data Source:**  
DPW maintenance reports

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Note:**  
Beginning in November 2015,  
prior month values have been  
revised based on DPW end-of-  
month reports. End-of-month  
figures reported by DPW may  
not correspond to prior monthly  
totals, which were calculated  
independently by OPA using  
weekly maintenance reports.

## Even with a more aggressive 2016 goal, DPW is ahead of target with regard to street repairs

Cumulative number of potholes filled



**Responsible Organization:**  
Department of Public Works

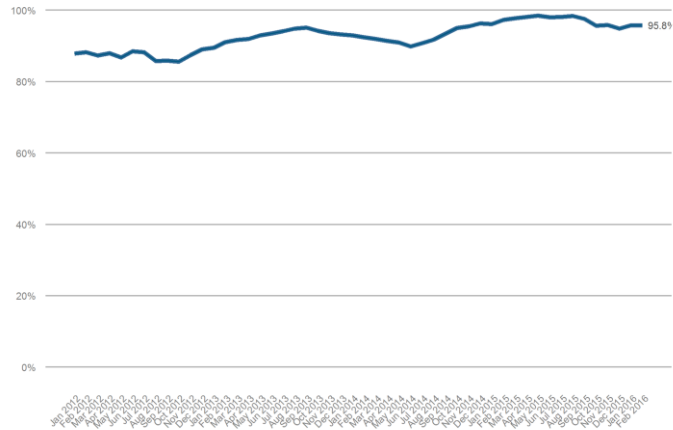
**Data Source:**  
DPW Streetlights Monthly  
Report

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Note:**  
Excludes outages for Entergy-  
owned lights, which typically  
hovers around 100.

## Percent of streetlights functioning has been stable

Percent of street lights functioning



**Responsible Organization:**  
Department of Public Works

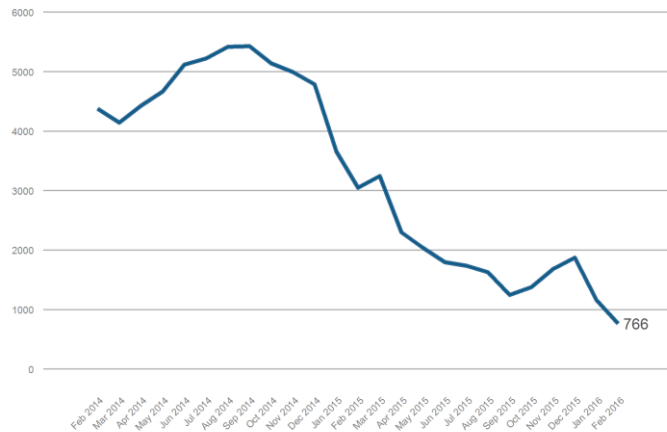
**Data Source:**  
311

**Related Strategy:**  
Maintain and improve road  
surface infrastructure

**Notes:**  
In rare instances, a 311 service  
request is reopened after being  
previously closed. In such  
cases, this may result in the  
number of open requests not  
tying exactly with the number of  
closed and opened cases.

## Open streetlight requests have reached a two-year low

### Street Light service requests open at end of month



**Responsible Organization:**  
Department of Public Works

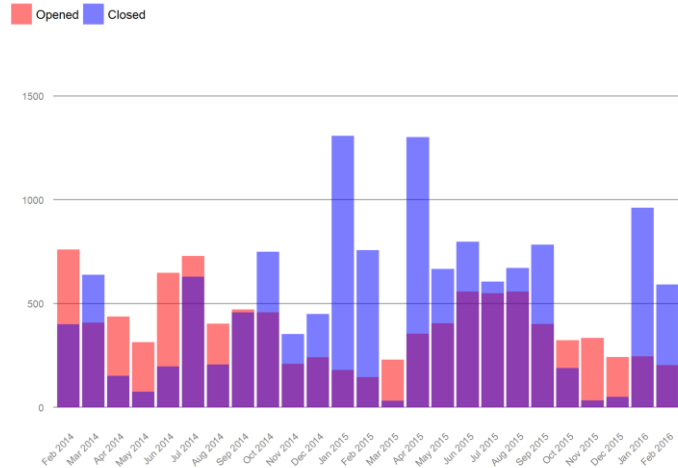
**Data Source:**  
311

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In rare instances, a 311 service  
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tying exactly with the number of  
closed and opened cases.

## More streetlight requests were resolved than opened in eight of the last twelve months

Street Light service requests net per month



Department of Public Works

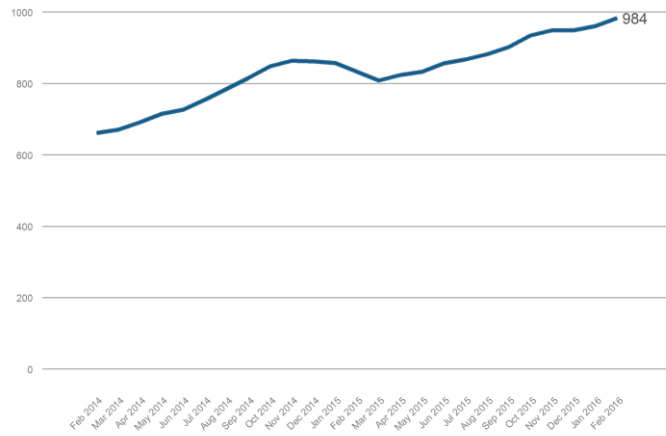
**Data Source:**  
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Maintain and improve road  
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In rare instances, a 311 service  
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tying exactly with the number of  
closed and opened cases.

## The backlog of traffic sign requests continues to increase

Traffic Sign service requests open at end of month



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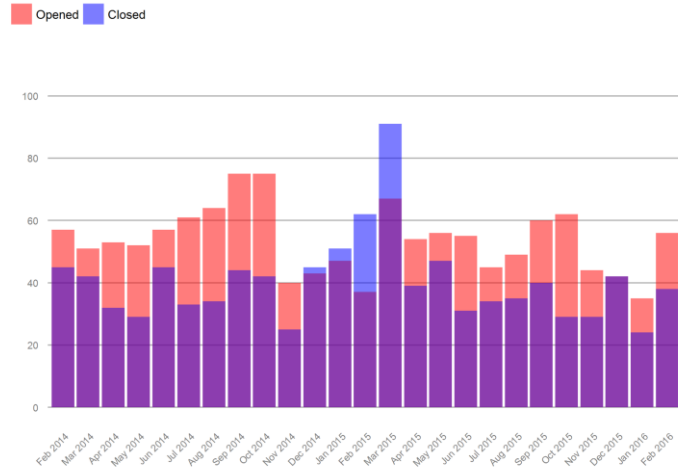
Data Source:  
311

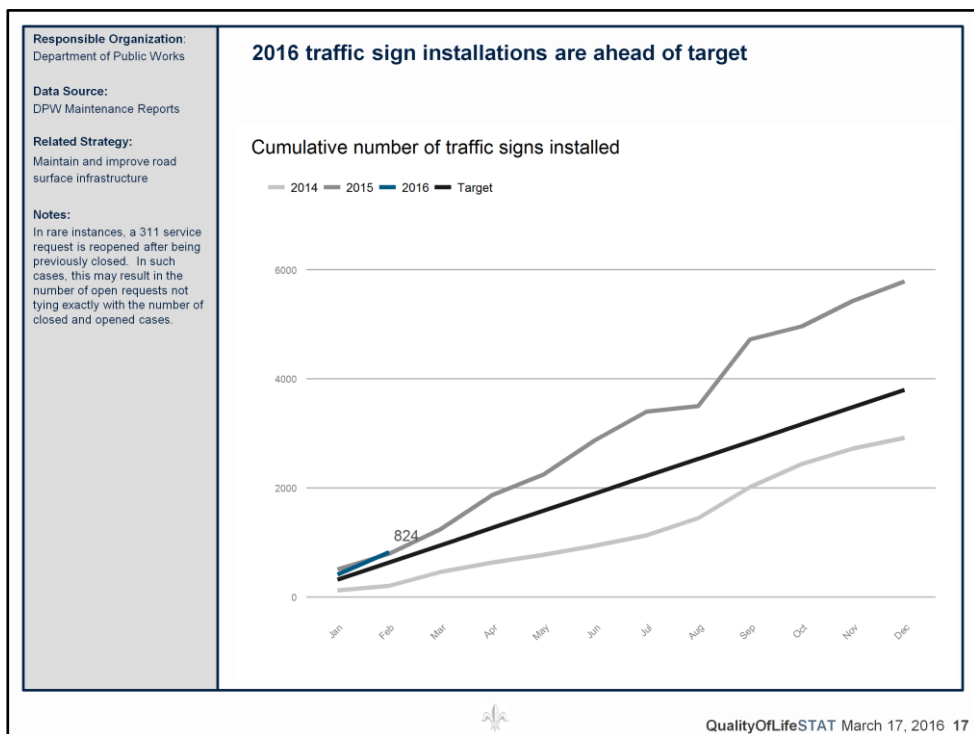
Related Strategy:  
Maintain and improve road  
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In rare instances, a 311 service  
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previously closed. In such  
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number of open requests not  
tying exactly with the number of  
closed and opened cases.

## New traffic sign requests initiated have outpaced closed cases since April of 2015

Traffic Sign service requests net per month





DPW has instituted a sign replacement program. Figure does not include temporary signs.



Department of Public Works

Data Source:  
311

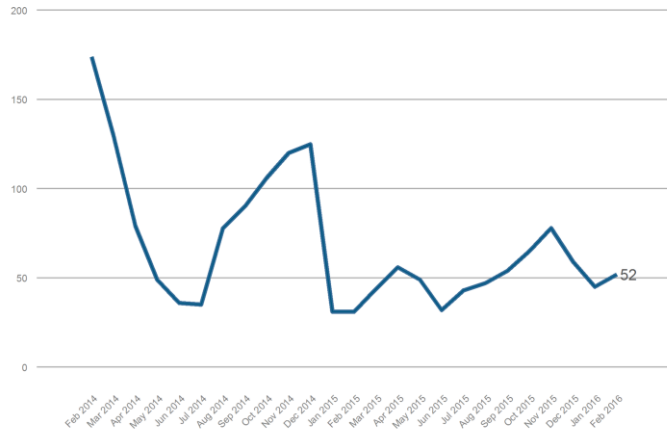
Related Strategy:  
Maintain and improve road  
surface infrastructure

**Notes:**

In rare instances, a 311 service request is reopened after being previously closed. In such cases, this may result in the number of open requests not tying exactly with the number of closed and opened cases.

## The backlog of requests for street signs has varied around 50 units per month

Street Name Sign service requests open at end of month



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Department of Public Works

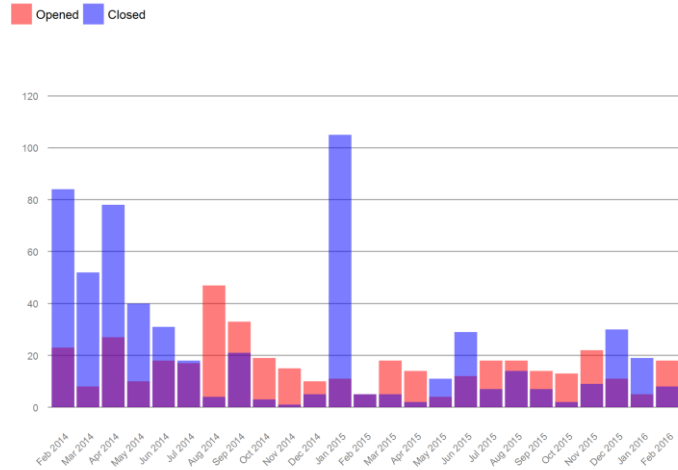
Data Source:  
311

Related Strategy:  
Maintain and improve road  
surface infrastructure

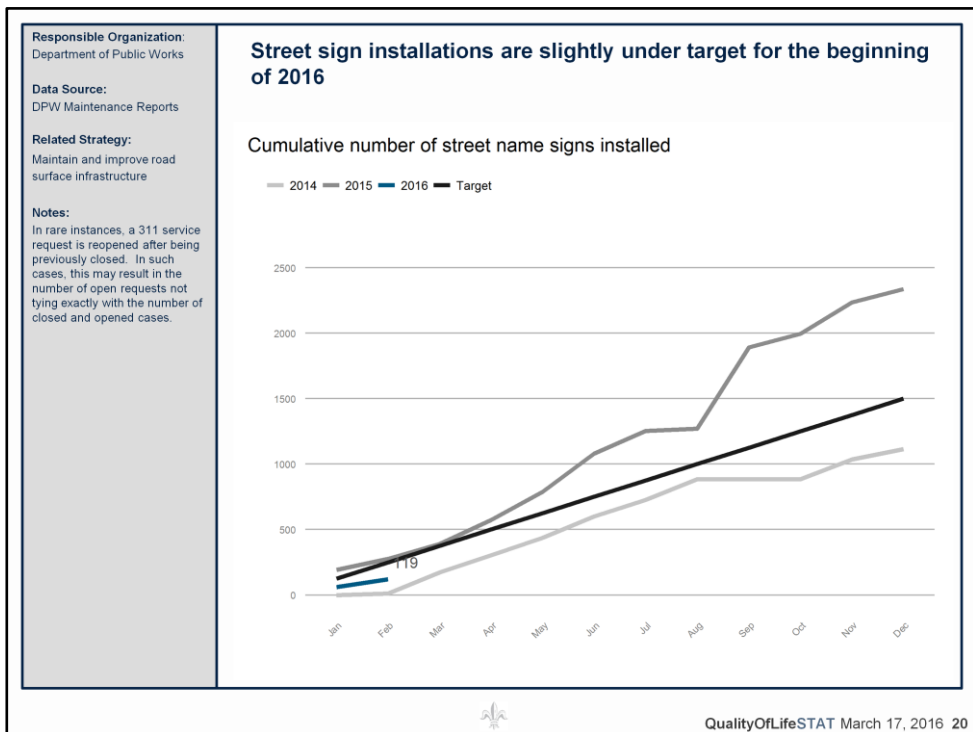
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number of open requests not  
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closed and opened cases.

## New street sign requests per month have been trending below 20 units as DPW cycles through the sign replacement program

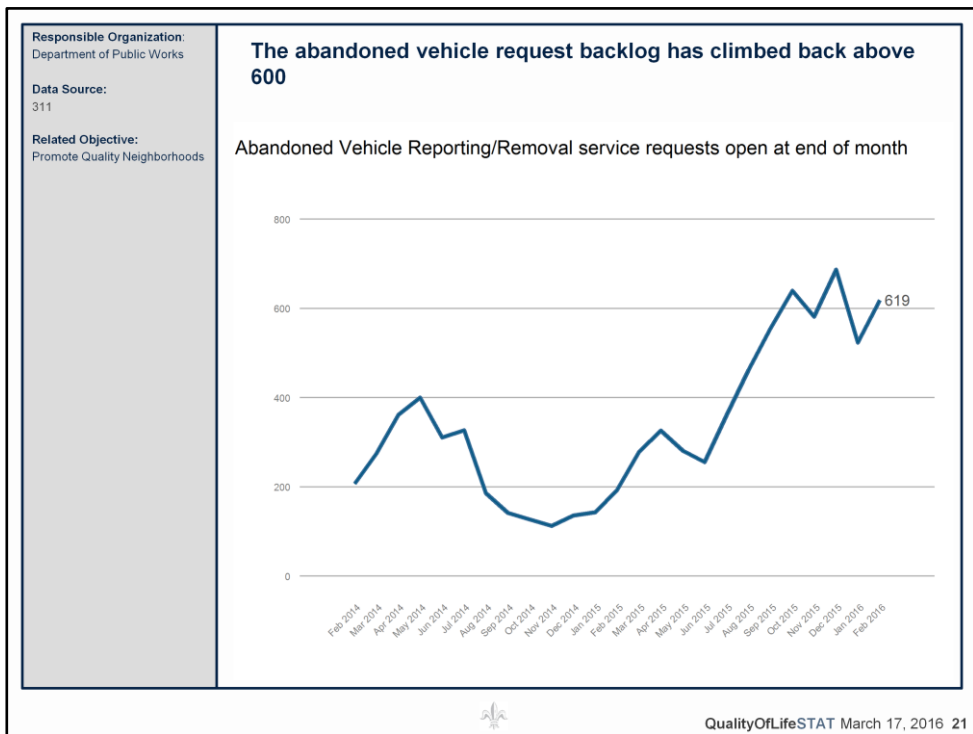
Street Name Sign service requests net per month



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Does not include temporary signs.



City has been working to hire additional tow truck operators.

**Responsible Organization:**  
Department of Public Works

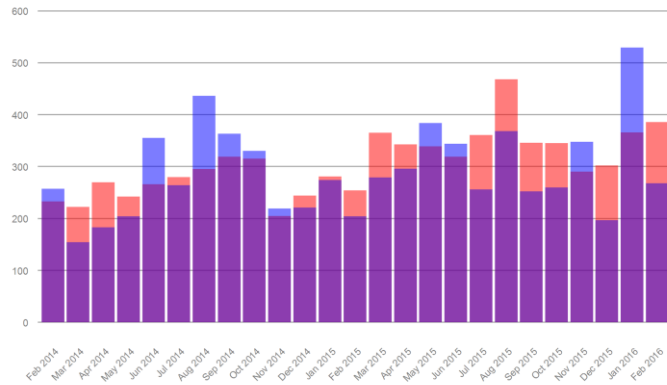
**Data Source:**  
311

**Related Objective:**  
Promote Quality Neighborhoods

## DPW fell behind slightly on abandoned vehicle service calls

Abandoned Vehicle Reporting/Removal service requests net per month

Opened Closed



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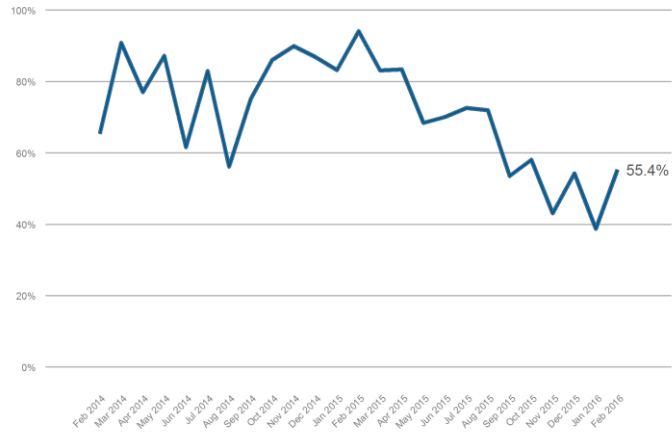
Responsible Organization:  
Department of Public Works

Data Source:  
311

Related Objective:  
Promote Quality Neighborhoods

### The percentage of abandoned car requests resolved within target increased, likely due to prioritizing newer cases during February

Percent of Abandoned Vehicle Reporting Removal resolved in 30 days



**Responsible Organization:**  
Department of Public Works

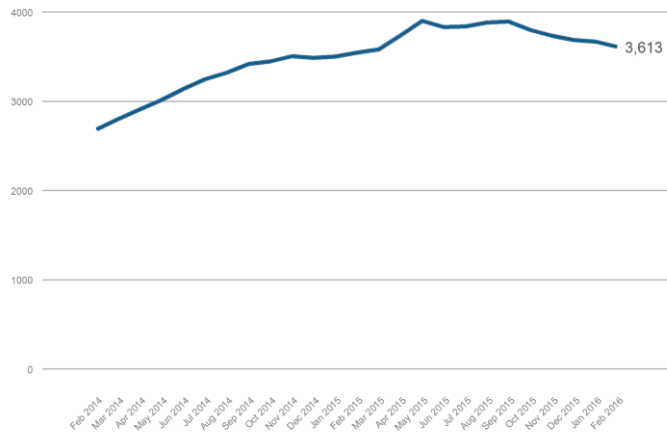
**Data Source:**  
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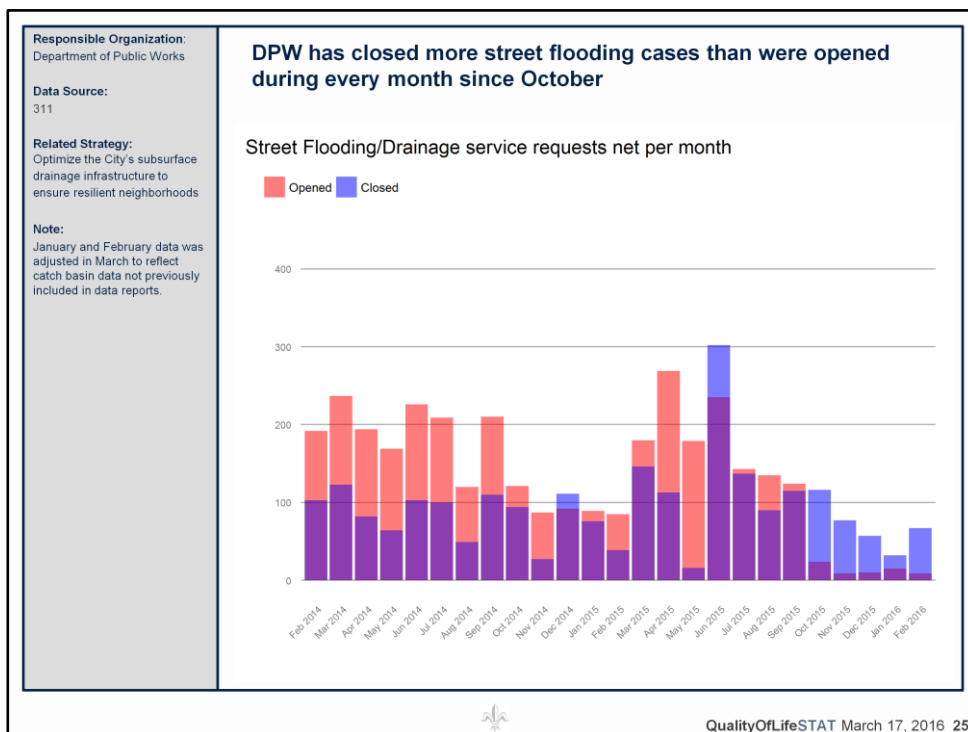
**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

**Note:**  
January and February data was  
adjusted in March to reflect  
catch basin data not previously  
included in data reports.

## DPW continues to push down the street flooding and drainage request backlog

Street Flooding/Drainage service requests open at end of month





DPW has benefitted from an additional vacuum truck. Trends may be tied to rainfall.



**Responsible Organization:**  
Department of Public Works

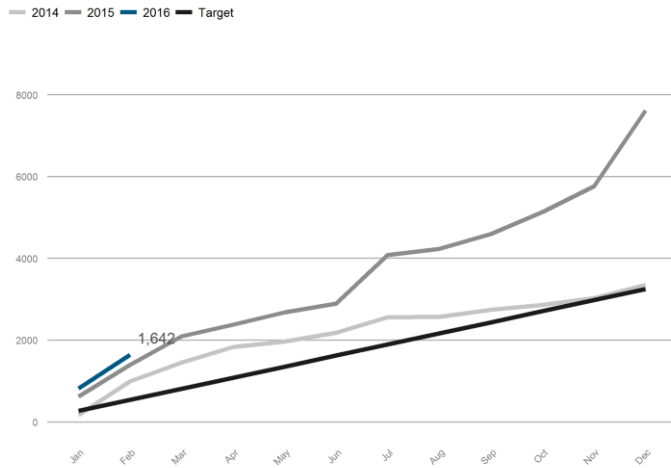
**Data Source:**  
DPW maintenance reports

**Related Strategy:**  
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figures reported by DPW may  
not correspond to prior monthly  
totals, which were calculated  
independently by OPA using  
weekly maintenance reports.

## Catch basin cleanings are on pace to surpass 2015 figures

Cumulative number of catch basins cleaned



# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Potholes filled	15,614	6,667	40,000
Percent of streetlights functioning	96	92	92
Streetlight outages restored	1,101	1,333	8,000
Percent of streetlight requests closed within 90 days	43	75	75
Permanent traffic signs installed	824	633	3,800
Street name signs installed	119	250	1,500
Percent of abandoned vehicle requests closed within 30 days	44	80	80
Catch basins cleaned	1,642	542	3,250
Percent of catch basins cleaned	2.4	4.8	4.8



# SEWERAGE AND WATER BOARD



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**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

## SWB customer service indicators

	Goal	Goal Met	Within Control Limits	Trend
<b>Billing Accuracy / Reasonable</b>	Meters Read			
	Estimated Bills			
	High Bill Complaints			
	Adjusted Bills			
<b>Problem Resolution</b>	Customer Contacts			
	Call Wait Time			
	Abandoned Calls			
	Emergency Abandoned Calls			
	Low Water Pressure			
	Water System Leaks			
	Sewer System Leaks			
<b>Collections Effectiveness</b>	Accounts Off for Non-Payment			
	Receivables 30 to 120 Days Old			
	Receivables 120 Days and Older			

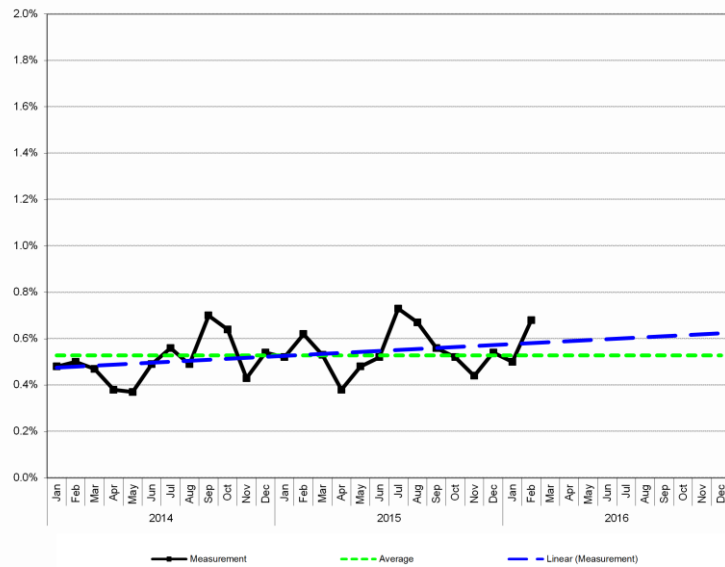


**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
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### Investigations from high bill complaints as a percentage of total bills

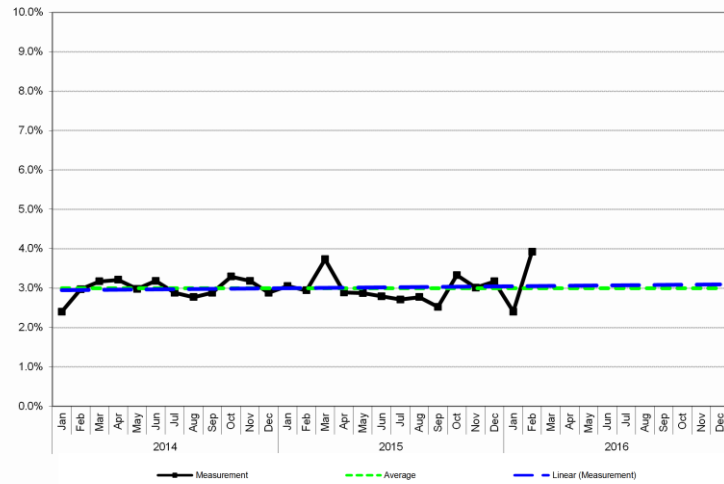


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
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### Bills adjusted as a percentage of total bills computed

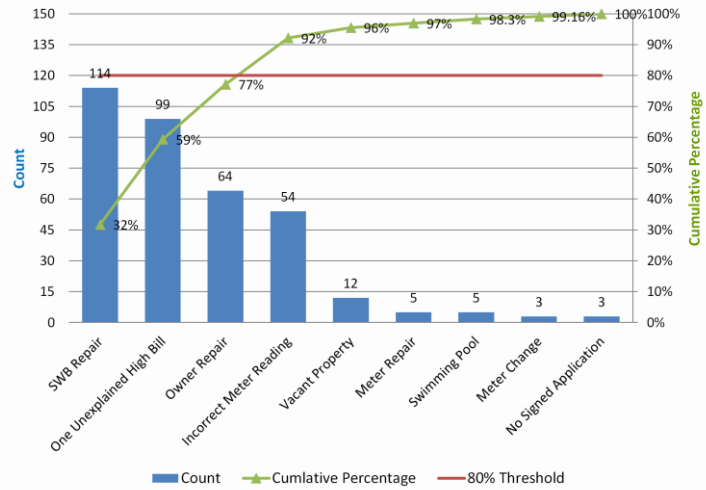


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
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Optimize the City's subsurface  
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## Reasons for adjustments



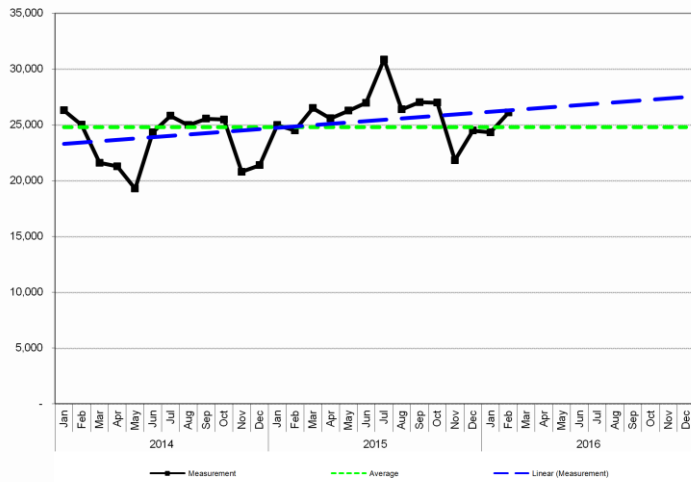
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Sewerage and Water Board of  
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**Data Source:**  
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New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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### Total inbound customer contacts



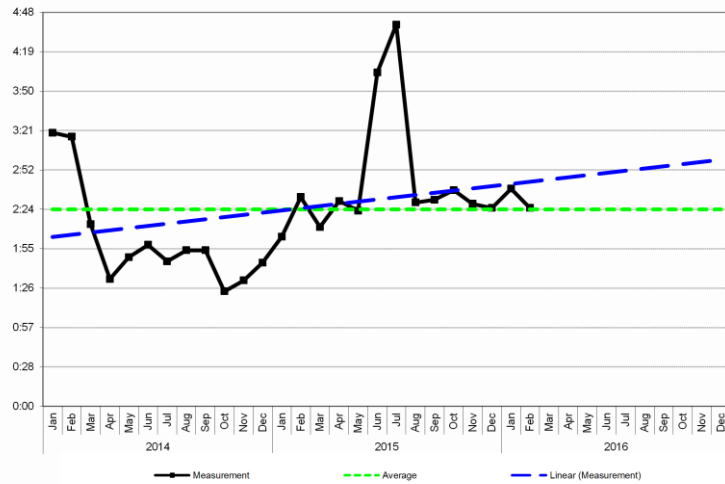


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## Average call wait time

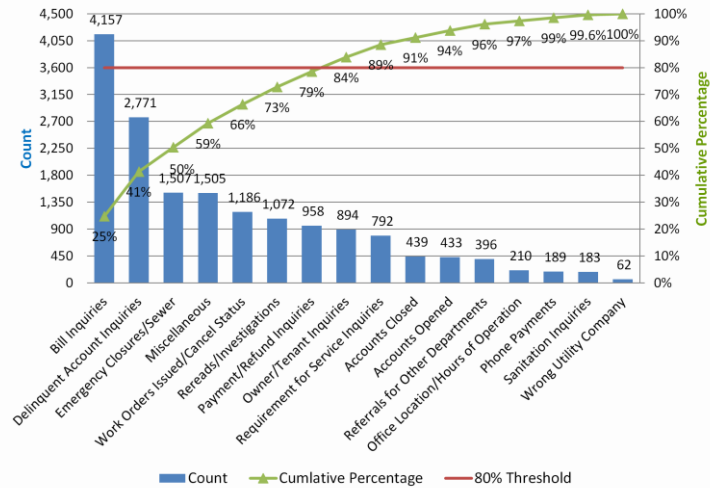


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Optimize the City's subsurface  
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## Types of customer calls



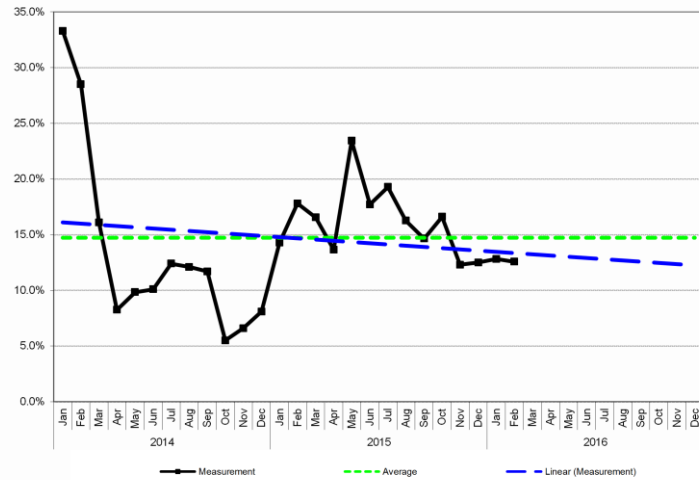
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New Orleans

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New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Calls abandoned by customers as a percentage of total

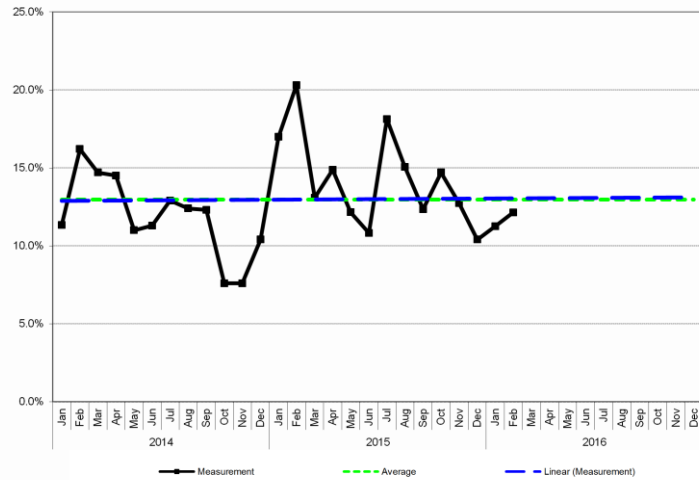


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
drainage infrastructure to  
ensure resilient neighborhoods

### Emergency calls abandoned by customers as a percentage of total emergency calls

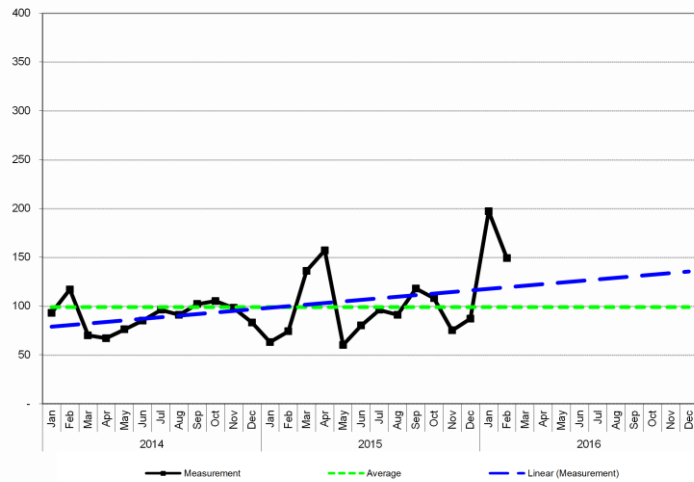


**Responsible Organization:**  
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**Data Source:**  
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**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Total service requests about low water pressure

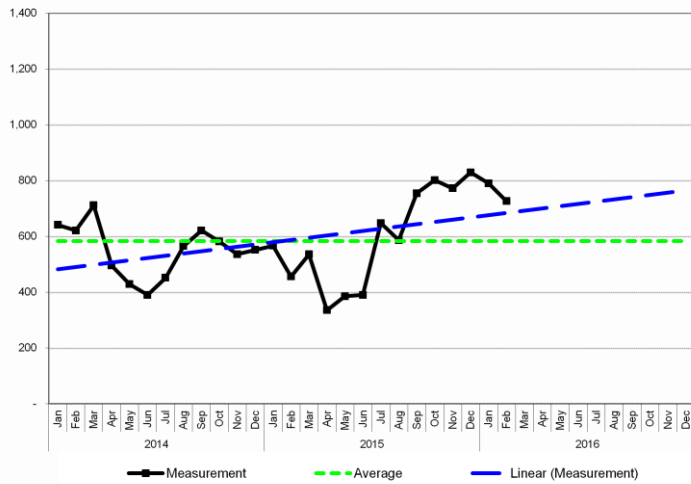


**Responsible Organization:**  
Sewerage and Water Board of  
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**Data Source:**  
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**Related Strategy:**  
Optimize the City's subsurface  
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### Total service requests for water system leaks

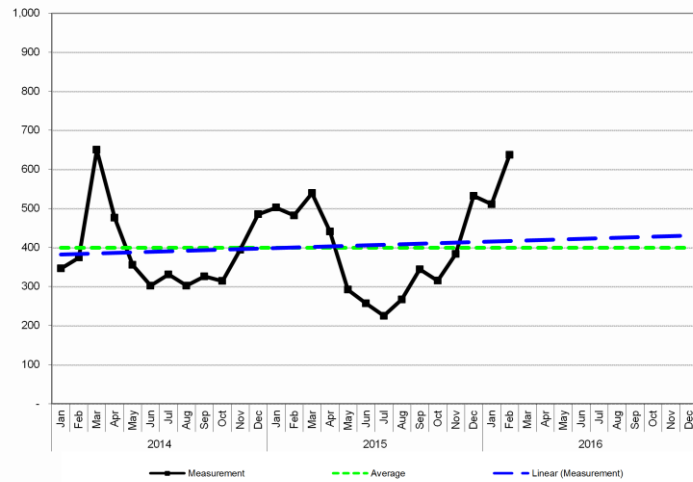


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**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
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### Total service requests for sewer system leaks

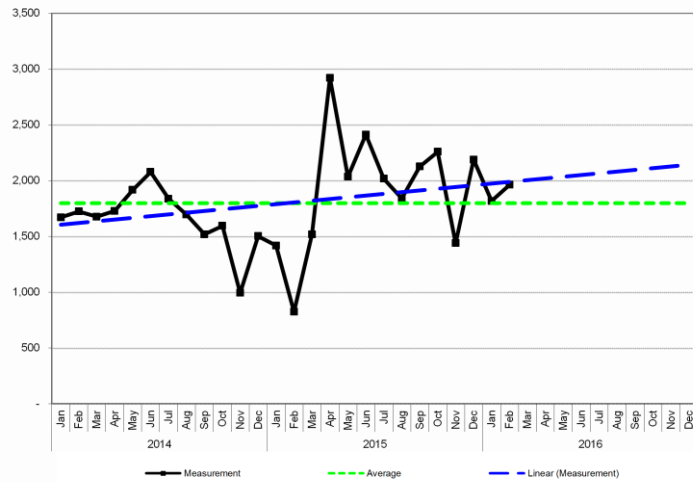


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Sewerage and Water Board of  
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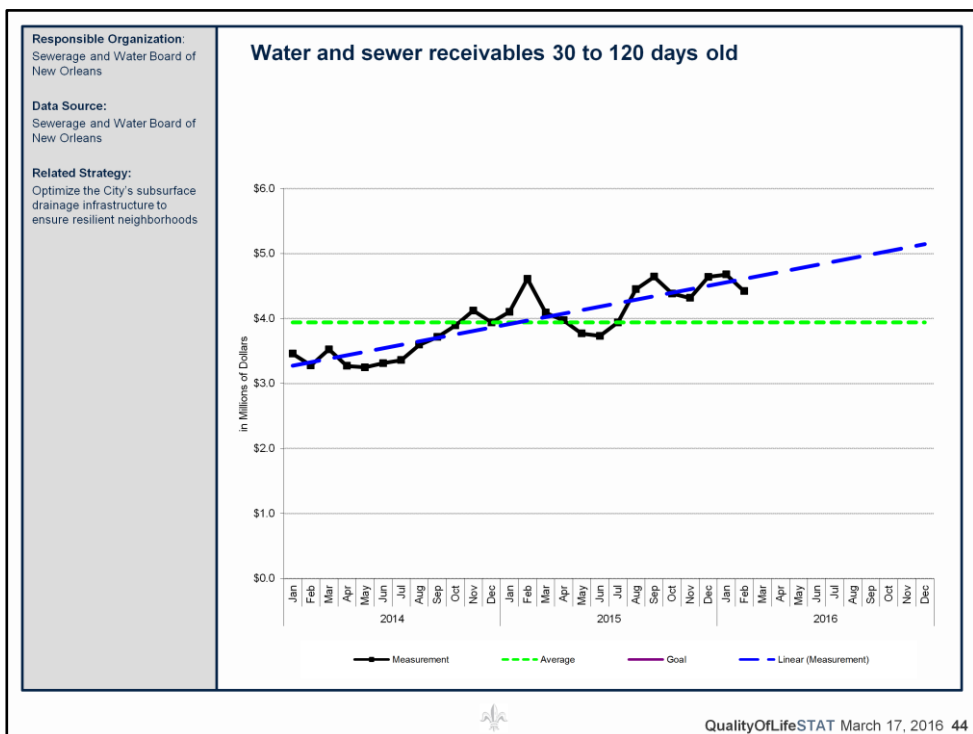
**Data Source:**  
Sewerage and Water Board of  
New Orleans

**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

### Total accounts turned off for non-payment







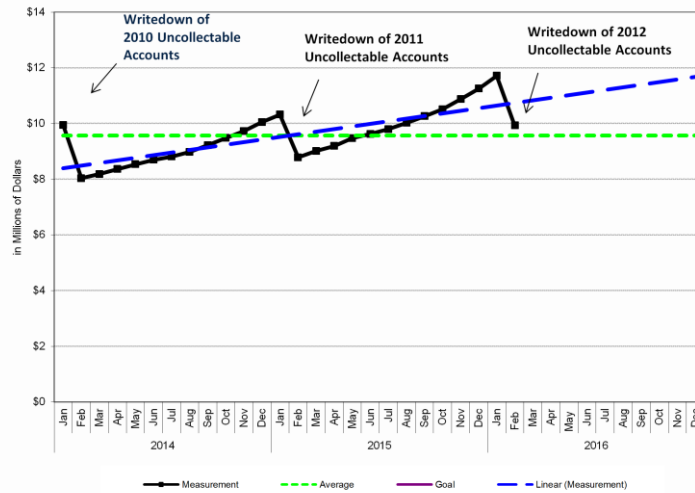
Increase in dollar value of receivables may be driven in part by increase in rates, and not solely by larger number of delinquent accounts.

**Responsible Organization:**  
Sewerage and Water Board of  
New Orleans

**Data Source:**  
Sewerage and Water Board of  
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**Related Strategy:**  
Optimize the City's subsurface  
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ensure resilient neighborhoods

## Water and sewer receivables 120 days and older



# PARKS AND PARKWAYS



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**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

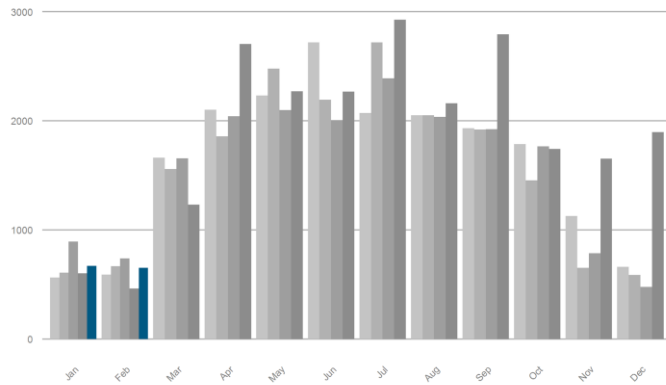
**Notes:**

This is a seasonal measure, as  
peak mowing season begins in  
the summer.

## Acres mowed are ahead of February 2015 figures

### Acres mowed

2012 2013 2014 2015 2016



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

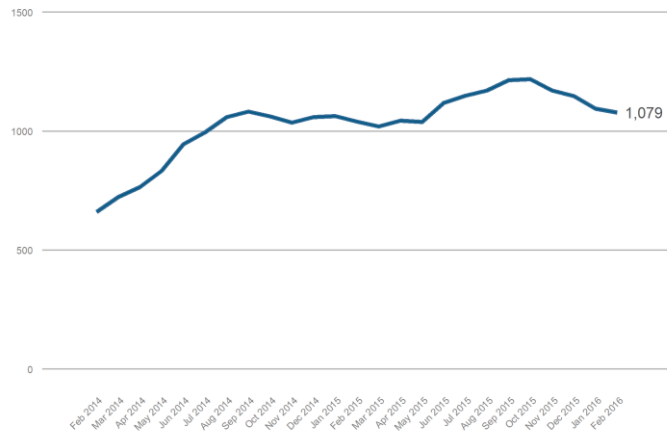
**Note:**  
Forestry work orders represent  
the actual work completed  
within a tree "work order."

Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Parks and Parkway was able to push down the tree service request backlog to its lowest level since October 2015

Tree Service service requests open at end of month



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

**Note:**  
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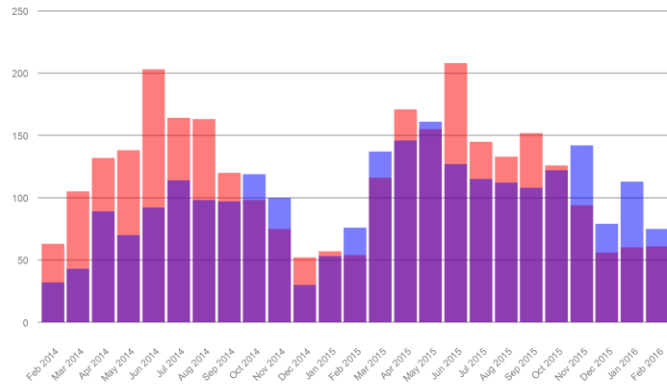
Excludes stumps, which are  
done intermittently.

**Related Strategy:**  
Protect and preserve parks and  
other green spaces

## Tree service closures have been ahead of new requests opened during the last four months

Tree Service service requests net per month

Opened Closed



**Responsible Organization:**  
Department of Parks and  
Parkways

**Data Source:**  
Department of Parks and  
Parkways

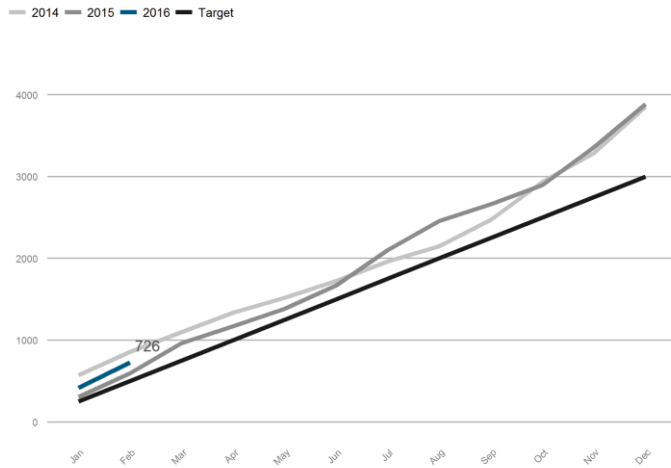
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Protect and preserve parks and  
other green spaces

## Cumulative tree trims and removals are ahead of both the year-to-date target and 2015 trends

Cumulative number of tree trims and removals



**Responsible Organization:**  
Department of Sanitation  
Department of Parks and  
Parkways

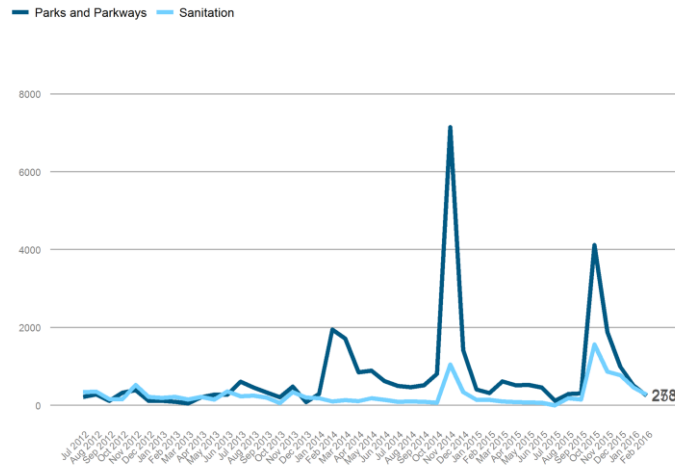
**Data Source:**  
Department of Sanitation  
Department of Parks and  
Parkways

**Definition:**  
*Bandit sign:* A flyer or  
advertisement posted on a  
public row in an unauthorized  
location.

**Related Strategies:**  
Provide effective sanitation  
services to residents and  
businesses  
Protect and preserve parks and  
other green spaces

## Signs removals were on par with prior years

### Bandit signs removed



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# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Acres mowed	1,320	NA	19,000
Tree trims and removals	726	500	3,000

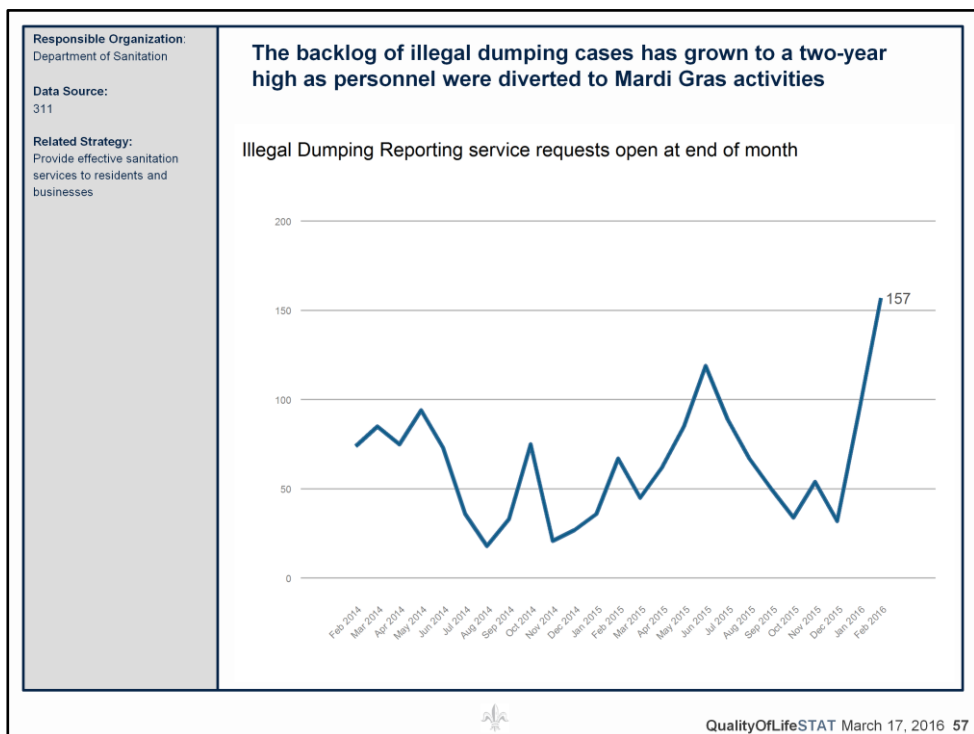


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February lies outside peak growing season and may not provide an accurate represent of year-to-date trends.

# SANITATION





An additional 154 cases were completed but not recorded.

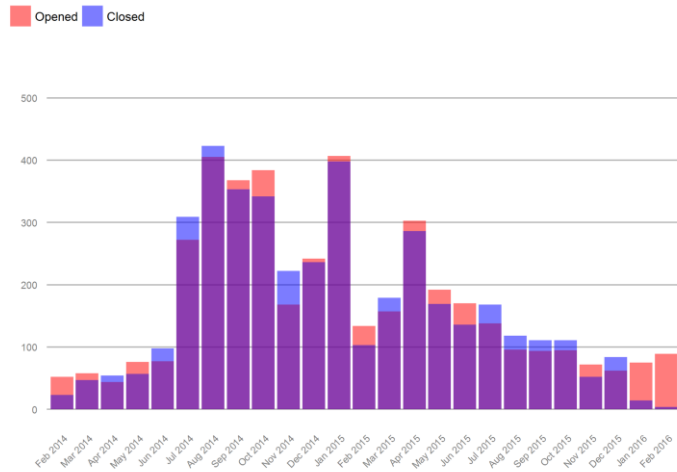
**Responsible Organization:**  
Department of Sanitation

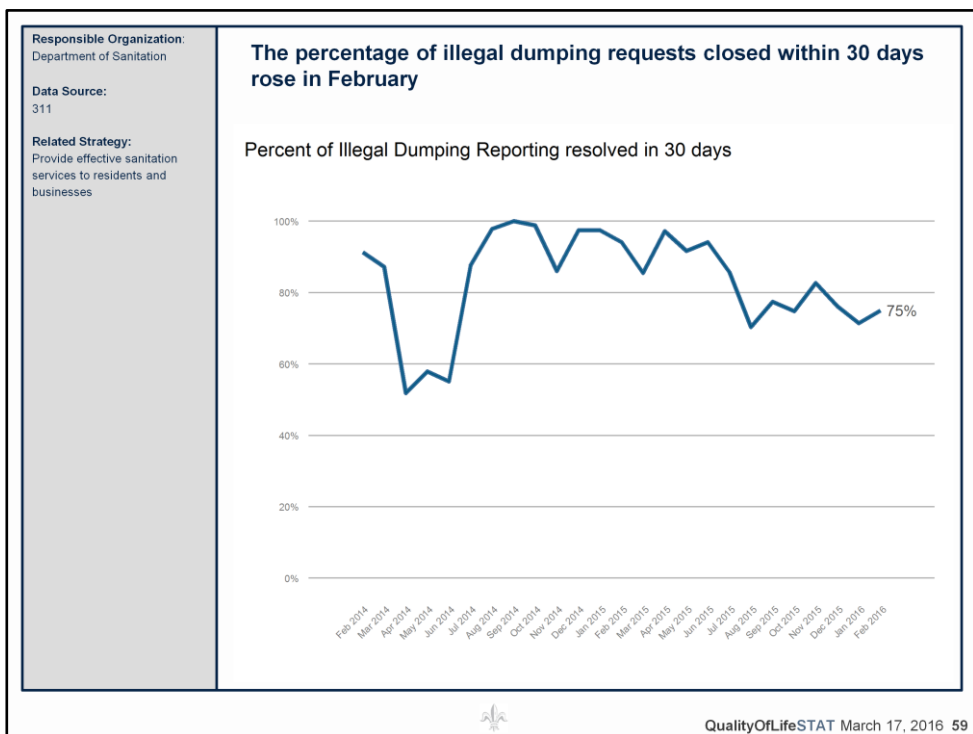
**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

## More illegal dumping requests were initiated than resolved in February as personnel were diverted to Mardi Gras activities

Illegal Dumping Reporting service requests net per month





Department is working to hire another administrator.

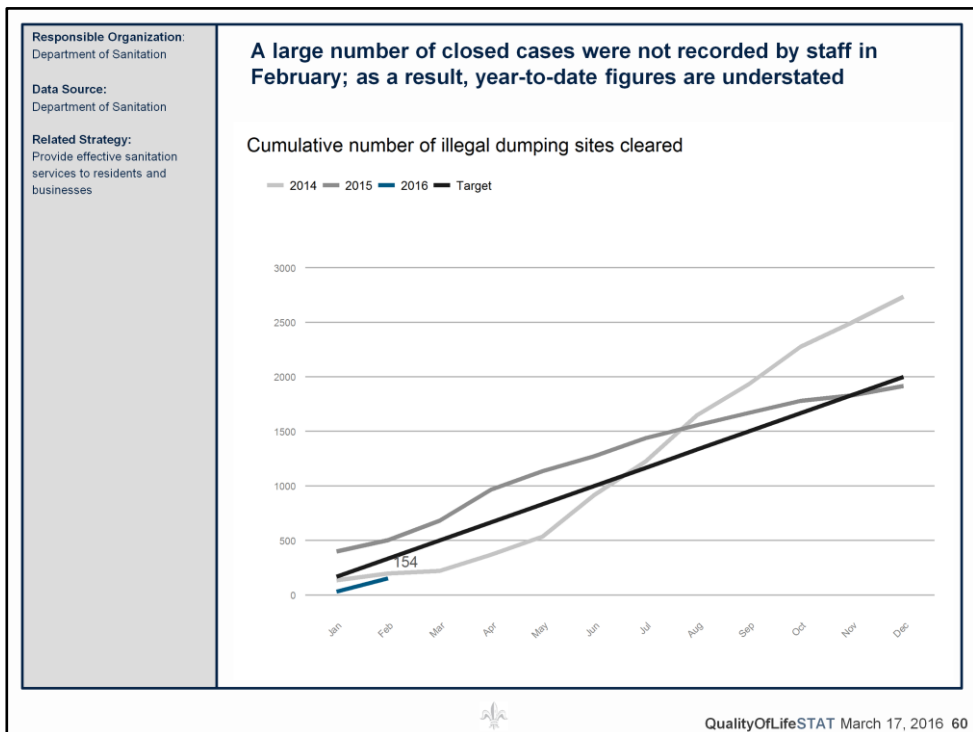
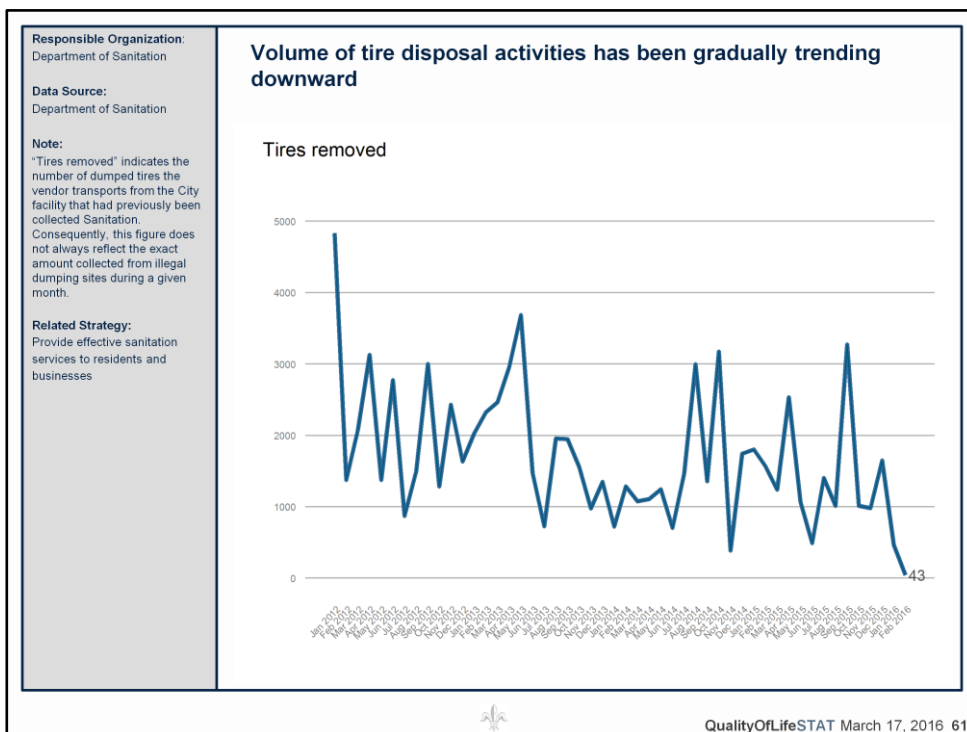


Figure should increase going forward as the Department has now staffed up to three sanitation rangers.



Louisiana Department of Environmental Quality has updated regulations, which should allow the City to handle larger volume of tires going forward.

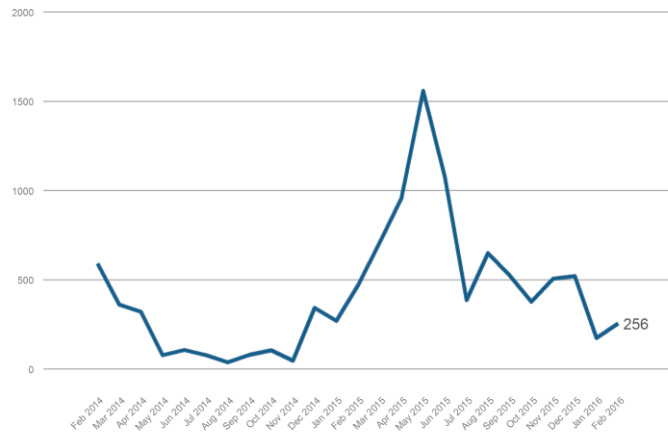
**Responsible Organization:**  
Department of Sanitation

**Data Source:**  
311

**Related Strategy:**  
Provide effective sanitation  
services to residents and  
businesses

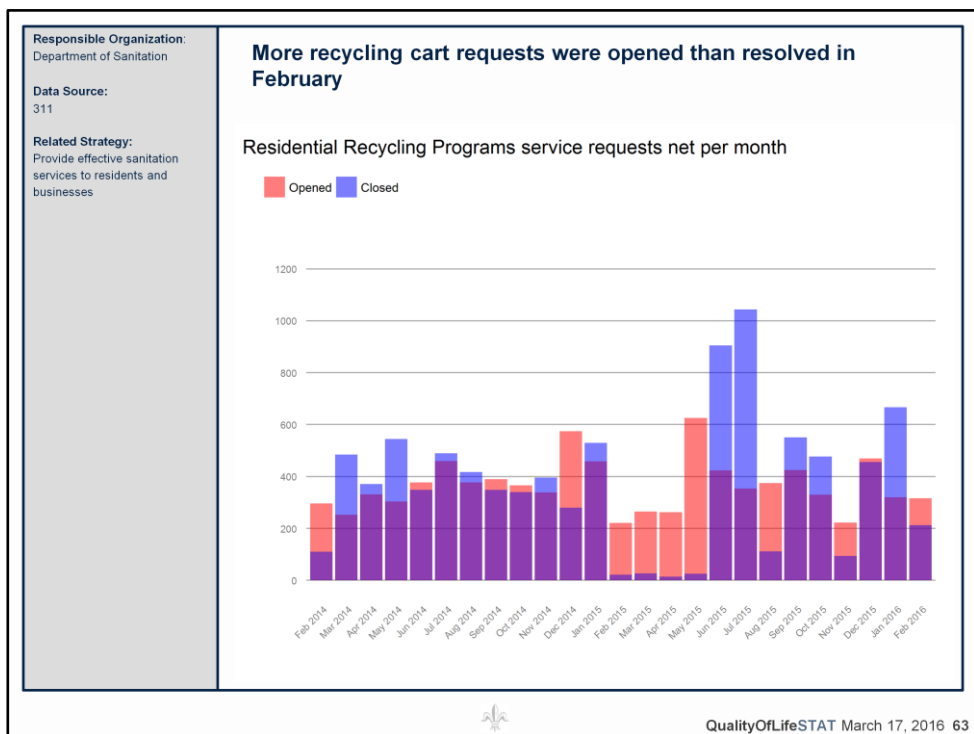
## Open recycling requests ticked upward slightly in February

Residential Recycling Programs service requests open at end of month

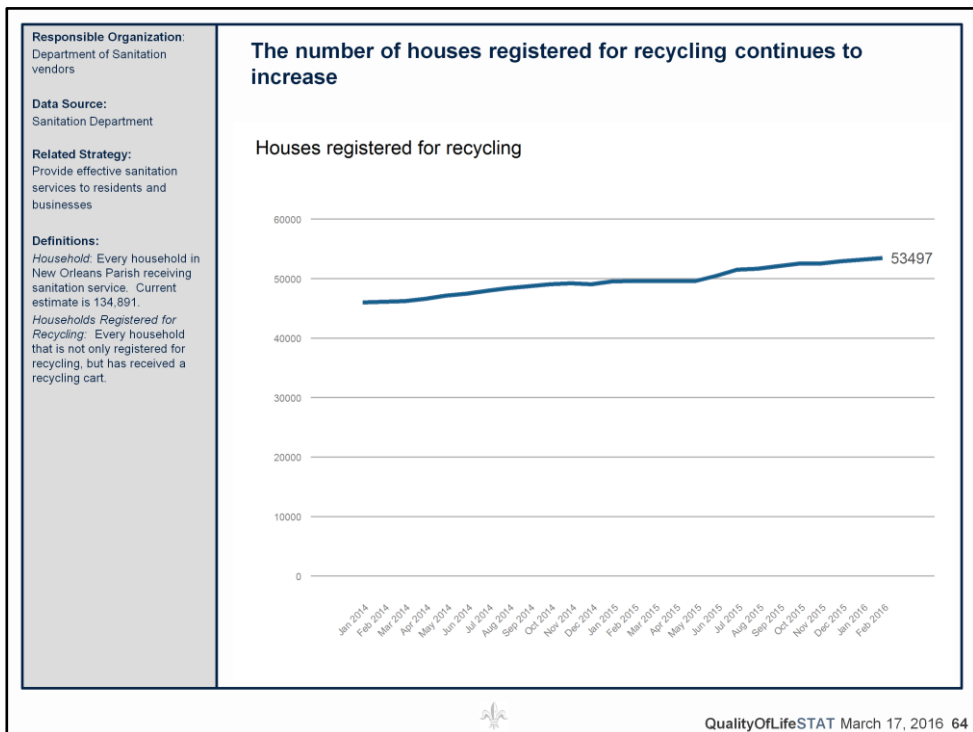


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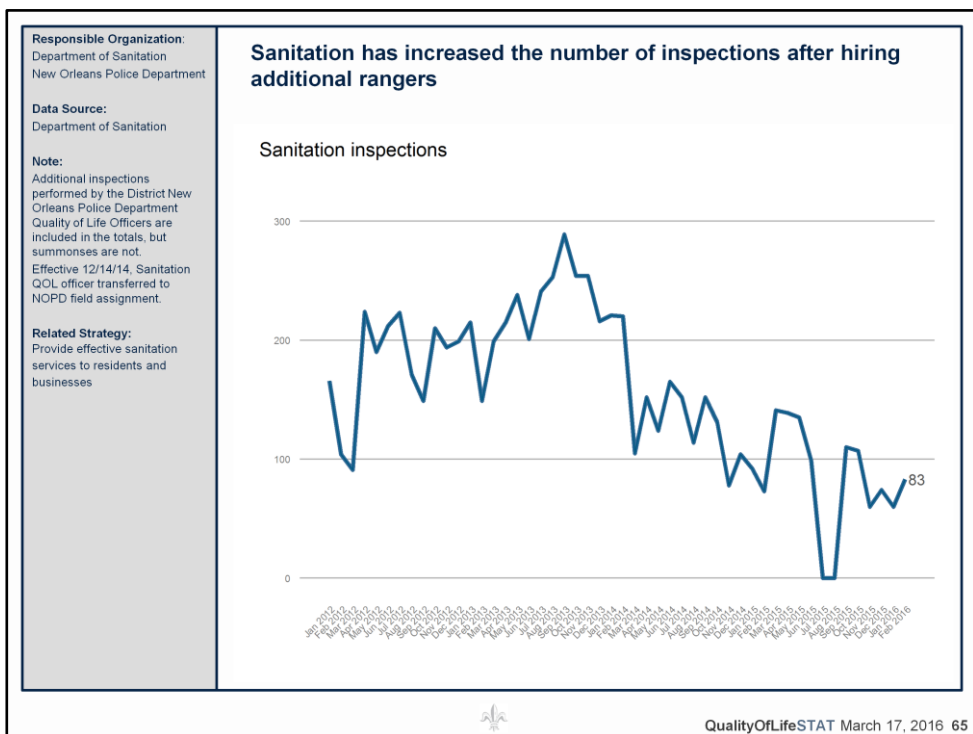




City is putting out new bid for additional recycling carts.



Future growth may be affected by low oil prices.



Newly hired rangers have been receiving extensive training.

# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Illegal dumping sites cleared	154	333	2,000
Percent of illegal dumping service requests closed within 30 days	72	80	80
Percent of households registered for recycling	39	40	40



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February may not provide an accurate representation of year-to-date trends, given that personnel were diverted to Mardi Gras activities.

**LAW**



**Responsible Organization:**  
Law Department

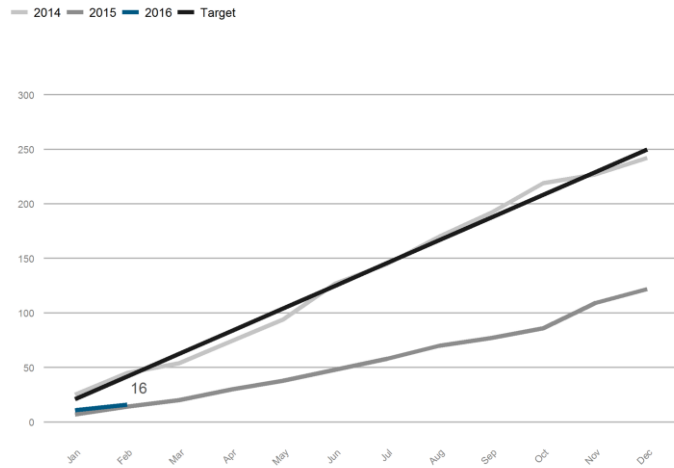
**Data Source:**  
Law Department

**Related Strategy:**  
Effectively and fairly administer justice

**Definitions:**  
ABO: Alcoholic Beverage Outlet. A business that serves alcoholic beverages.

## 2016 ABO filings are significantly below target but appear to be on par with 2015 trends

Cumulative number of ABO filings



# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Tax and public nuisance cases filed before ABO board	16	42	250



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February may not provide an accurate representation of year-to-date trends.

# MOSQUITO AND TERMITE CONTROL



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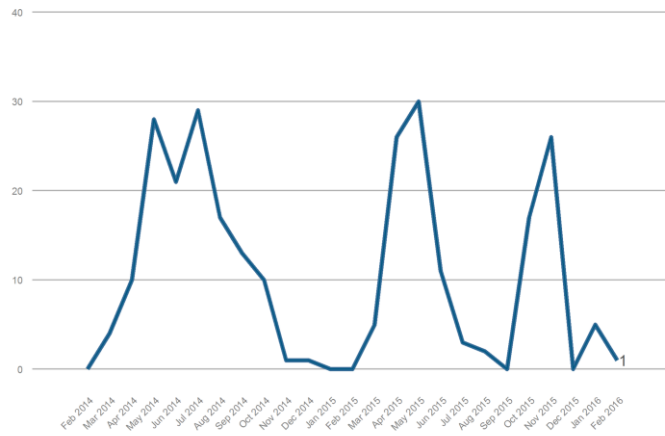
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## Only one mosquito service request was left open as of the end of February

Mosquito Control service requests open at end of month



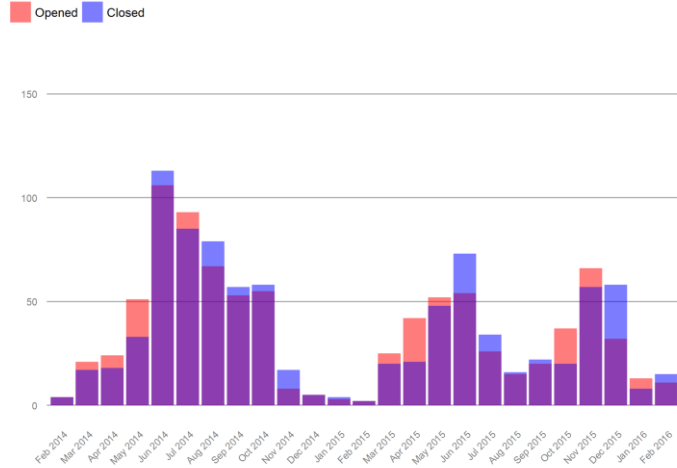
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## More mosquito requests were closed than opened as the overall number remained relatively small

Mosquito Control service requests net per month



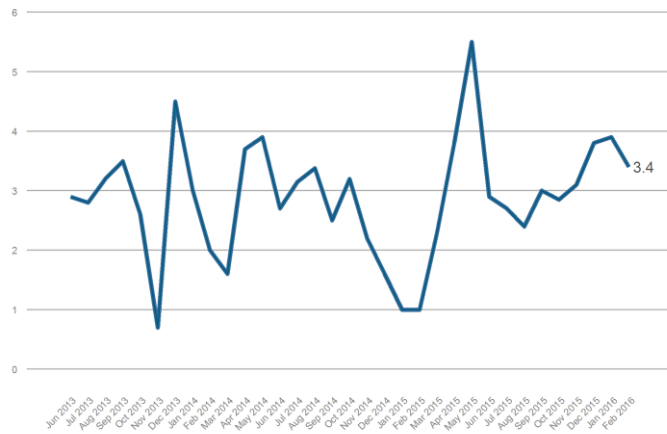
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
MTRCB

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## The average time to close mosquito requests has fluctuated around three or four days

Average days to close mosquito request



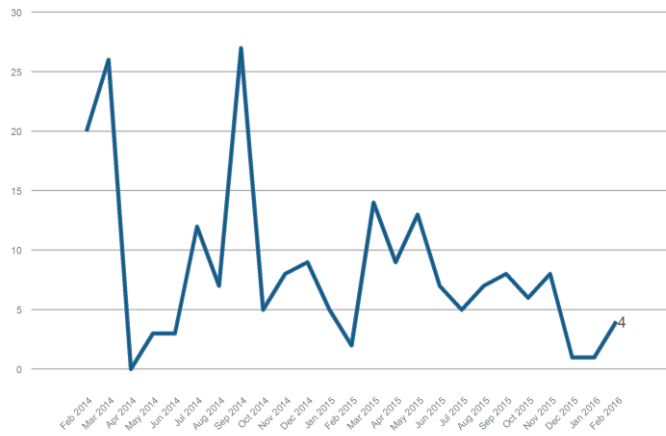
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## Only a handful of rodent service requests were outstanding at the end of February

Rodent Complaint service requests open at end of month



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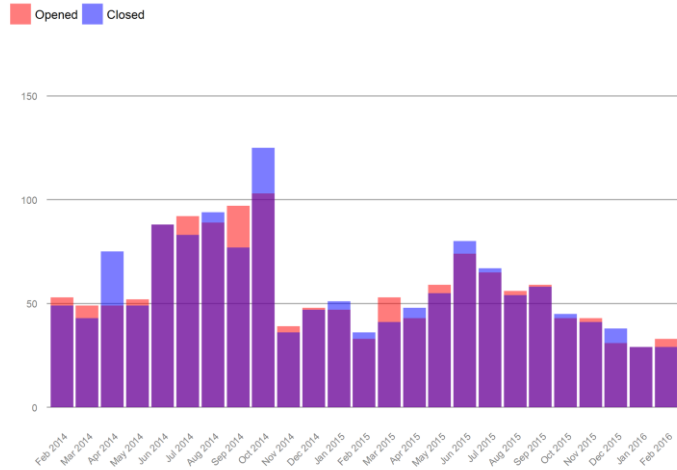
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

## Resolution of rodent complaints has generally kept pace with new cases

Rodent Complaint service requests net per month



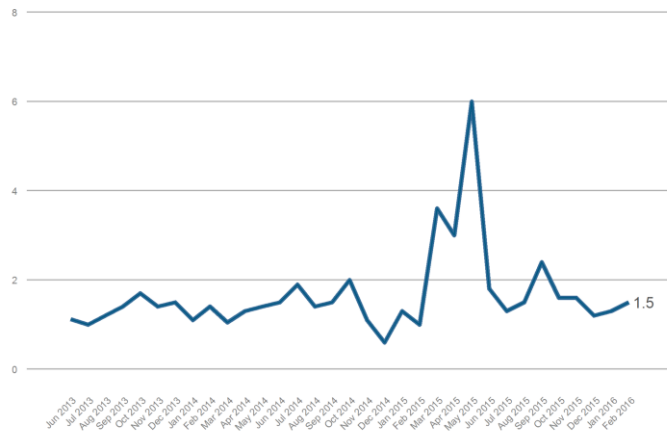
**Responsible Organization:**  
New Orleans Mosquito, Termite,  
and Rodent Control Board  
(MTRCB)

**Data Sources:**  
311

**Related Strategy:**  
Provide public health services to  
City residents, including  
community health education and  
preventing the spread of  
communicable diseases

**Since June 2013, time to close rodent cases has generally been held under two days – only three months were above target**

Average days to close rodent request



# Key Performance Indicators

Measure	Year-to-date actual	Year-to-date target	Year-end target
Average business days to complete mosquito service requests	3.7	3	3
Average business days to complete rodent service requests	1.4	3	3



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February may not provide an accurate representation of year-to-date trends.