

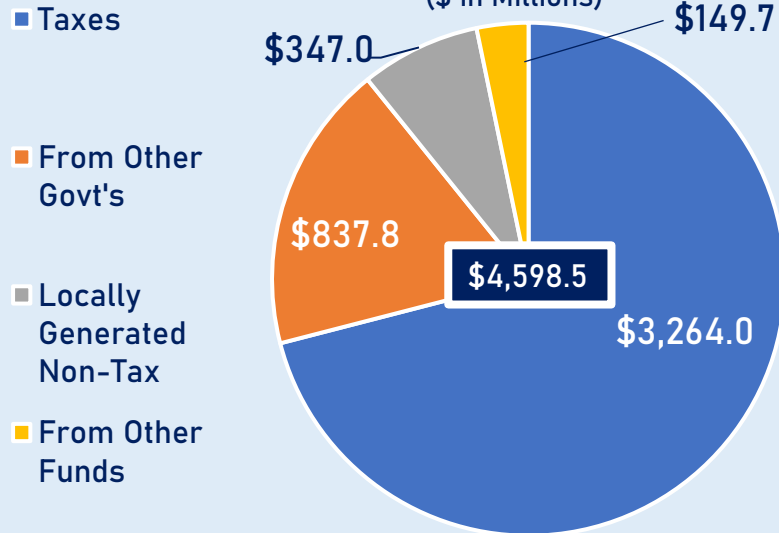


**PENNSYLVANIA INTERGOVERNMENTAL COOPERATION AUTHORITY**  
**Staff Report on the City of Philadelphia's**  
**Quarterly City Managers Report**  
**For the Period Ending March 31, 2021**

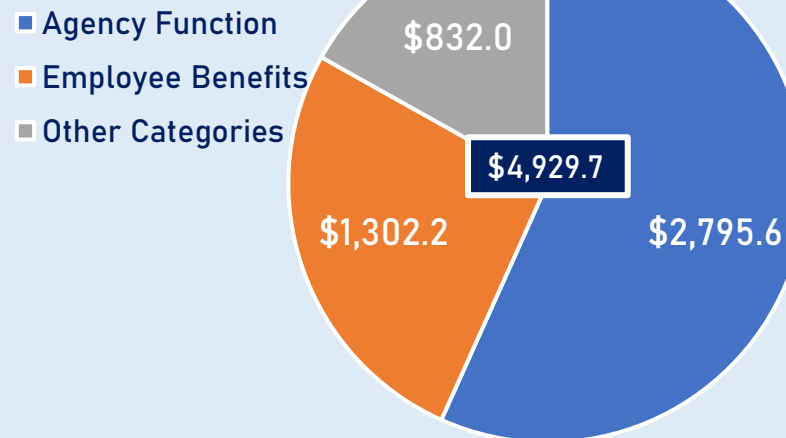


# Executive Summary

Projected Revenues in Third Quarter  
(\$ in Millions)



Projected Obligations in Third Quarter  
(\$ in Millions)



## Third Quarter Projections



Projected Fund Balance: \$51.7 million, about the same as projected in the Five Year Plan, but \$29.4 million more than the Q2 projection



Projected Revenues: \$4.599 billion, \$16.8 million higher than Five Year Plan



Projected Obligations: \$4.930 billion, \$124.9 million higher than Five Year Plan



## Overtime

City Departments spent \$6.7 million less on overtime through the third quarter of FY2021 than over the same period last year, a decrease of 4.5%



## Police

Third Quarter Homicides increased by 129 (44.8%) compared to last year, while shooting victims increased by 744, or 65.7%



## Fire

Third Quarter Fire Deaths decreased by 3 after increasing by 8 over the same period of last year; structure fires have decreased by 33.0% over the past 2 fiscal years




## Licenses & Inspections

Permit activity decreased by 5,550 permits compared to last year, while the percentage of nuisance properties inspected within 20 days decreased by 11.8 percentage points



# FY2021 THIRD QUARTER: FINANCIALS

- 
- **THE NUMBERS**
  - **OVERVIEW**
  - **REVENUES**
  - **OBLIGATIONS**





# The Numbers

Fund Balance



FY21  
Estimated  
FY20  
Actual

**\$51.7 Million**  
**\$290.7 Million**

0\$ \$100M \$200M \$300M \$400M

FY2021  
Five Year Plan  
Projection

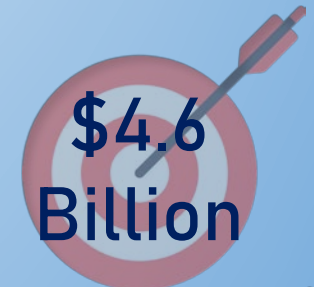


Revenues



FY21  
Actual  
FY20  
Actual

**\$3.067 Billion**  
**\$3.322 Billion**



Obligations



FY21  
Actual  
FY20  
Actual

**\$3.735 Billion**  
**\$3.829 Billion**

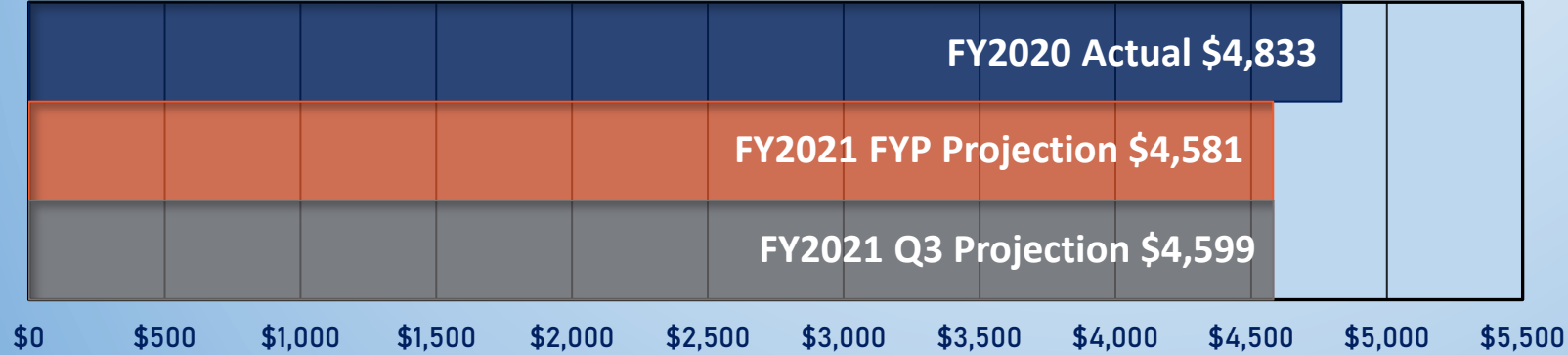
0\$ \$1B \$2B \$3B \$4B






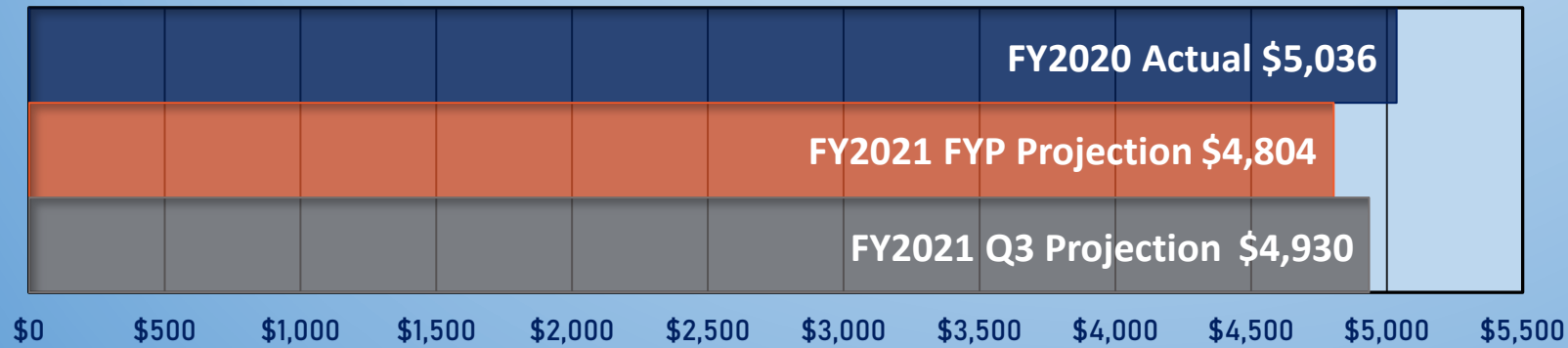
# Projected Revenues & Obligations


FY2021 Projected Revenues  
(\$ in Millions)



 **Revenue.** The current net revenue projection is \$4,599 million, \$16.8 million above the Five Year Plan projection, and \$234.5 million less than FY2020 Actual collections

FY2021 Projected Obligations  
(\$ in Millions)



 **Obligations.** FY2021 General Fund obligations are projected at \$4,930 million, an increase of \$124.9 million from the Five Year Plan, and \$106.3 million less than FY2020 Actual obligations



# General Fund Summary



Revenues are projected to increase by \$16.8 million from the Five Year Plan



Obligations are projected to increase by \$124.9 million from the Five Year Plan



The FY2021 third quarter projected Fund Balance is \$51.7 million, close to what was projected in the Five Year Plan

**Fund Balance.** Although slightly higher than the second quarter's projection, and despite being buoyed by \$26.0 million from the American Rescue Plan, the projected Fund Balance is still precariously low

FY2021 General Fund Summary for the Third Quarter (\$ in Millions)			
Category	FY2021-25 Five Year Plan	Projection in Third Quarter FY2021	Amount Change From Plan to Third Quarter FY2021 Projection
Revenues	\$4,581.7	\$4,598.5	\$16.8
Obligations	4,804.7	4,929.7	124.9
Fund Balance	\$51.3	\$51.7	\$.4

✓ **Fast Fact:**  
The Projected Fund Balance of \$51.7 million, which is less than a week of spending, represents less than 1% of total obligations, and is far less than the City's internal goal (6-8%), and the GFOA's recommended 17%



## Projected Revenues



Tax collections are projected to decrease by \$66.1 million from the Five Year Plan, primarily due to the projected decrease in Wage & Earnings Tax



Locally Generated Non-Tax revenue is projected to decrease by \$10.9 million from the Five Year Plan, primarily due to reduced collections by the Sheriff and First Judicial District



Revenue from Other Governments is projected to increase by \$69.6 million from the Five Year Plan, primarily due to CARES Act reimbursement for costs related to the City's pandemic response.





Revenue from Other Funds are projected to increase by \$24.1 million from the Five Year Plan, primarily due to the infusion of American Rescue Plan Funds


FY2021 General Fund Revenues (\$ in Millions)			
Category	FY2021-25 Five Year Plan	Projection in Third Quarter FY2021	Change From Plan to Third Quarter FY2021 Projection
Taxes	\$3,330.1	\$3,264.0	(\$66.1)
Locally Generated Non-Tax	357.9	347.0	(10.9)
Revenue from Other Governments	768.2	837.8	69.6
Revenue from Other Funds	125.6	149.7	24.1
<b>Total</b>	<b>\$4,581.8</b>	<b>\$4,602.3</b>	<b>\$20.6</b>



## Projected Tax Revenues by Type

 Business Income & Receipts Tax is projected to increase by \$52.4 million while the Sales Tax is projected to increase by \$35.2 million, from the Five Year Plan

 Wage & Earnings is projected to decrease by \$138.0 million, Parking Tax is projected to decrease by \$25.2 million, and Amusement Tax is projected to decrease by \$14.3 million from the Five Year Plan

 **Wage & Earnings Tax**  
The City reduced the projected wage tax collections for FY2021 by \$125 million for expected wage tax refund requests. In addition, due to the remote work necessitated by the pandemic, The City anticipates that 15% of nonresident wage tax base may be lost permanently.

FY2021 General Fund Tax Revenues by Type (\$ in Millions)			
Category	FY2021-25 Five Year Plan	Projection in Third Quarter FY2021	Change From Plan to Third Quarter FY2021
Wage & Earnings	\$1,519.1	\$1,381.1	(\$138.0)
Real Estate	684.3	712.3	28.0
Business Income & Receipts	464.3	516.7	52.4
Sales	174.5	209.7	35.2
Real Estate Transfer	292.8	299.3	6.5
Net Profits	29.8	24.7	(5.2)
Parking	76.7	51.5	(25.2)
Amusement	16.6	2.3	(14.3)
Beverage	67.4	63.0	(4.4)
Other	4.4	3.3	(1.1)
<b>Total</b>	<b>\$3,330.1</b>	<b>\$3,264.0</b>	<b>(\$66.1)</b>





## Projected Obligations by Class

↑ Wages are projected to increase by \$33.6 million from the Five Year Plan, primarily due to higher wage costs in the Fire Department, District Attorney's Office, Managing Director's Office, and overtime

↑ Purchase of Services (contracts) are projected to increase by \$74.8 million from the Five Year Plan

↑ Total obligations are projected to increase by \$124.9 million from the Five Year Plan


### Employee Benefits Include:

- ✓ Pensions
- ✓ Health and Medical
- ✓ Employee Disability Compensation)
- ✓ Social Security (FICA)
- ✓ Unemployment Compensation
- ✓ Group Life
- ✓ Group Legal
- ✓ Tool Allowance
- ✓ Flex Cash Payments

FY2021 General Fund Obligations by Class (\$ in Millions)			
Obligation Class	FY2021-25 Plan	Projection in Third Quarter FY2021	Amount Change From Plan to Third Quarter FY2021 Projection
Wages	\$1,795.1	\$1,828.8	\$33.6
Employee Benefits	1,287.1	1,302.2	15.0
Purchase of Services	948.5	1,023.3	74.8
Materials, Supplies & Equipment	117.3	140.2	22.9
Contributions & Indemnities	378.7	382.3	3.6
Debt Service	185.7	185.7	--
Payments to Other Funds	67.2	67.2	--
Advances & Miscellaneous	25.0	0	(25.0)
<b>Total</b>	<b>\$4,804.8</b>	<b>\$4,929.7</b>	<b>\$124.9</b>



## Projected Obligations – by Department/Uses

 The Fire Department is projecting an increase of its obligations by \$24.0 million, the Streets Department is projecting an increase of \$10.5 million, and Employee Benefits is projected to increase by \$15.0 million over the Five Year Plan.

FY2021 General Fund Obligations by Department (\$ in Millions)			
Department	FY2021-25 Five Year Plan	Projection in Third Quarter FY2021	Change From Plan to Third Quarter FY2021
Finance – Employee Benefits	\$1,287.2	\$1,302.2	\$15.0
Police	727.0	727.0	--
Fire	315.1	339.1	24.0
Sinking Fund (Debt Service)	282.6	282.6	--
School District Contribution	252.6	252.6	--
Prisons	220.2	222.2	2.0
Human Services	163.1	166.4	3.3
Public Health	159.4	162.3	2.9
Streets	153.0	163.5	10.5
First Judicial District	116.0	116.0	--
Sub-Total	3,676.1	3,733.8	57.7
Other Department/Uses	1,128.7	1,195.9	67.2
Total	\$4,804.8	\$4,929.7	\$124.9





# Projected Obligations by Function

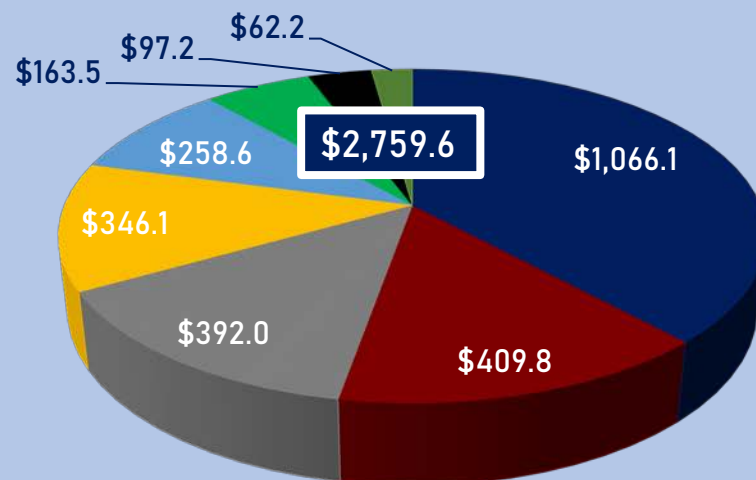
- ✓ Public Safety Accounts for 39% of Agency Obligations
- ✓ Judicial and Corrections accounts for 16% of Agency Obligations
- ✓ Health and Human Services accounts for 15% of Agency Obligations

## Category Examples:

- ✓ Public Safety: Police, Fire
- ✓ Judicial & Corrections: First Judicial District, Prisons, District Attorney, Sheriff
- ✓ Health & Human Services: DHS, Homeless Services, Public Health, Behavioral Health/Intellectual disAbility Services
- ✓ Governance & Administration: Mayor, Managing Director, Finance, City Council, Labor Relations, Property Assessment
- ✓ Central Services: Public Property, Innovation and Technology, 911, Fleet Management
- ✓ Transportation & Sanitation: Streets Department
- ✓ Art, Culture, & Recreation: Free Library, Parks & Rec, Mural Arts
- ✓ Regulation & Economic Development: Commerce, City Rep, L&I, Planning & Development, Sustainability

Projected Departmental Obligations in Second Quarter  
(\$ in Millions)

- Public Safety
- Judicial and Corrections
- Health and Human Services
- Governance and Administration
- Central Services
- Transportation and Sanitation
- Arts, Culture, and Recreation
- Regulation and Economic Development





# FY2021 THIRD QUARTER: MANAGEMENT

- **STAFFING**
- **OVERTIME**
- **LEAVE USAGE**

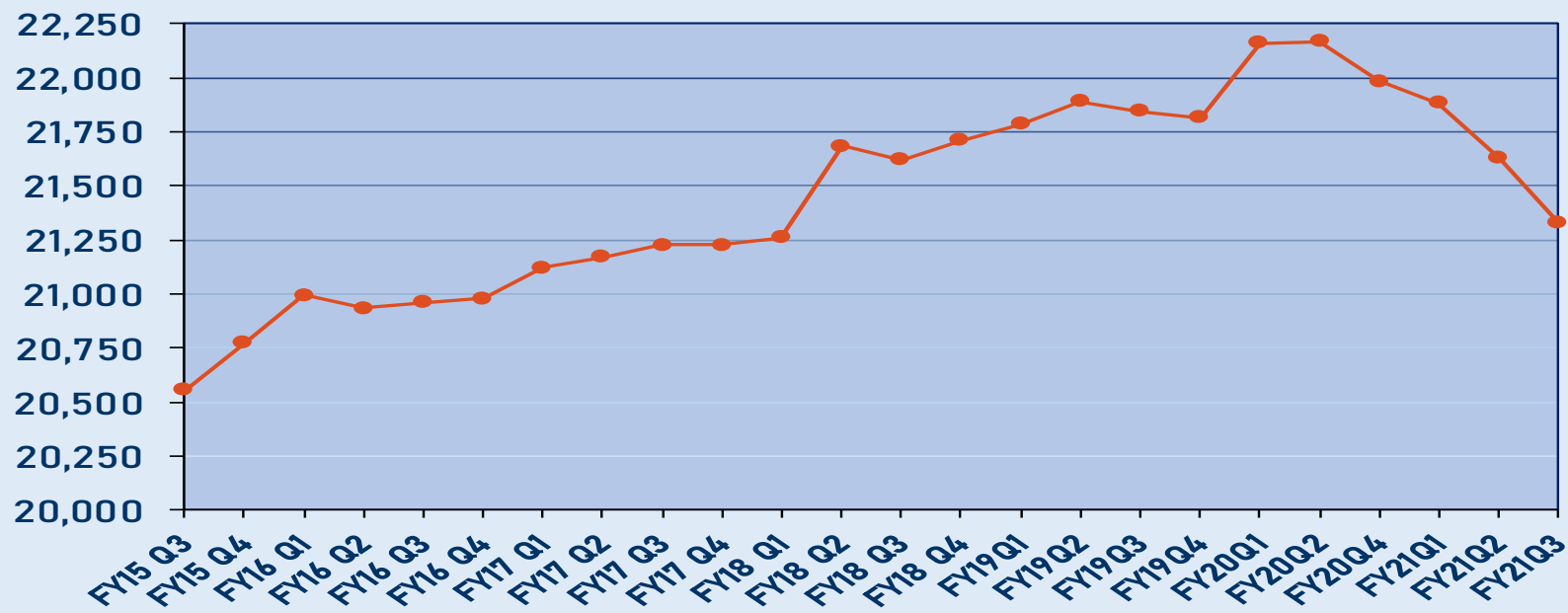






# Staffing

General Fund Filled Full-Time Positions\*  
FY2015–FY2021



\*DHS employees not included in total

\*\*Data not available for FY2020 Q3 due to staffing and reporting issues as a result of the onset of the COVID-19 pandemic

↓ Total staffing through Q3 of FY2021 is 21,328, a decrease of 842 full-time employees, or 3.8% since the second quarter of last year\*\*

↓ Overall, staffing has decreased by 229, or 1.1% from pre-Great Recession levels, recorded in the first quarter of FY2009

➡ The City's adopted budget for FY2021 approves a total of 23,980 full-time General Fund employees



## Overtime

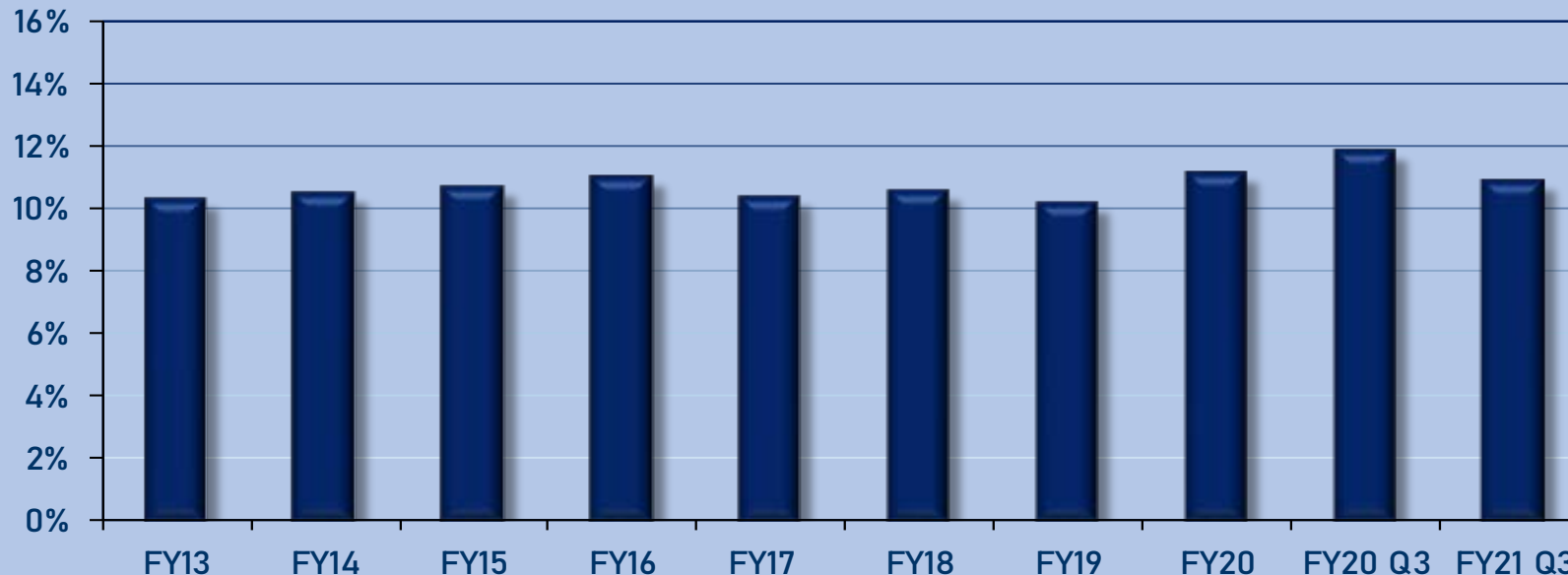


FY2021 overtime costs through Q3 (\$142.2 million) were 10.8% of total wages, 1.0 percentage point lower than through Q3 of last year



City Departments spent \$6.7 million less on overtime through Q3 of FY2021 than over the same period last year, a decrease of 4.5%

General Fund Overtime as a Percent of Total Wage Costs  
FY2013-FY2021



## Fast Facts



The reduction in overtime through FY2021 Q3 compared to last year (11.8% to 10.8%) is an unintended benefit of the COVID-19 pandemic, as City facilities have been closed, programming reduced, and special events curtailed



Still, total FY2021 overtime costs are only projected to decrease by \$20.7 million (9.9%), as nearly 10% of the planned City workforce is not in place due to a hiring freeze and budget constraints resulting in challenges for service delivery and pressures on overtime costs

## Third Quarter Overtime Watch



Police: \$ 52.2 million



Fire: \$48.9 million





Streets: \$12.4 million




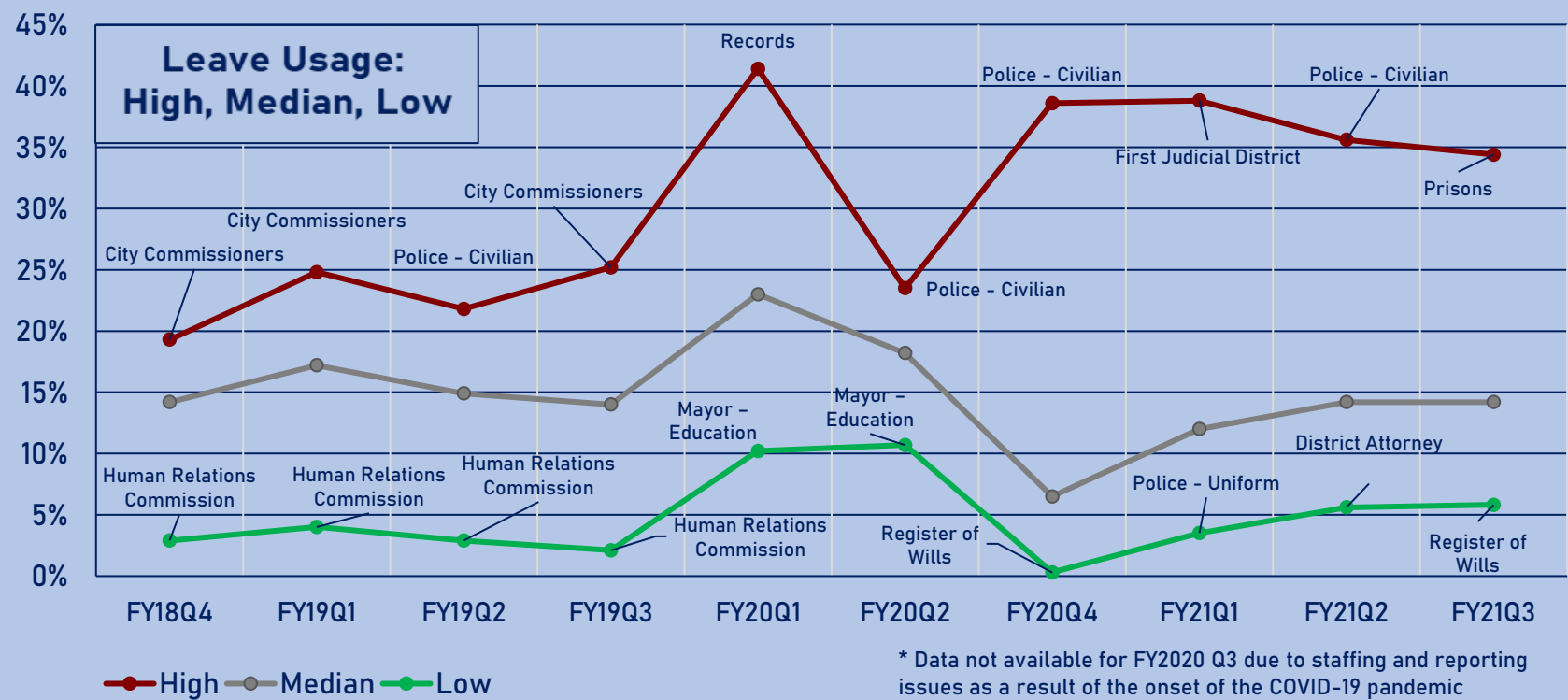


# Leave Usage

 In the fourth quarter of FY2019, the City implemented the new OnePhilly human resources system; therefore, leave usage data for that quarter is unavailable and is not shown in the below figure. Additionally, OnePhilly captures more categories of leave usage than the prior system (see "Leave Usage Includes" at bottom right), so data preceding the first quarter of FY2020 is not comparable to following quarters

 Median leave usage through Q3 declined compared to Q2 of last year\*

 Employees of the Prisons Department recorded the highest leave usage; employees of the Office of the Register of Wills recorded the lowest usage



## Third Quarter Leave Usage

 High Leave Usage: **33.8%**  
Prisons

 Median Leave Usage: 12.7%

 Low Leave Usage: **4.1%**  
Register of Wills

## Leave Usage Includes:

- ✓ Sick
- ✓ Injured-on-Duty
- ✓ Vacation
- ✓ Comp/Holiday Comp Funeral
- ✓ Military
- ✓ Excused
- ✓ AWOL
- ✓ Suspension
- ✓ Administrative/Other
- ✓ Unpaid Family Medical
- ✓ Paid Parental
- ✓ Paid Family Medical Parental
- ✓ Unpaid Military Caretaker
- ✓ Training
- ✓ Union Paid/Unpaid

\*Red = New OnePhilly Data



# Leave Usage: Public Safety



Data prior to the first quarter of FY2020 is not comparable to following quarters due to the implementation of the new OnePhilly human resources system (see previous page)



Employees of the Prisons Department recorded high leave usage in Q3 for the third consecutive quarter



Uniformed employees of the Police Department recorded the lowest leave usage in Q3

## Third Quarter Leave Usage



High Leave Usage:  
33.8% Prisons

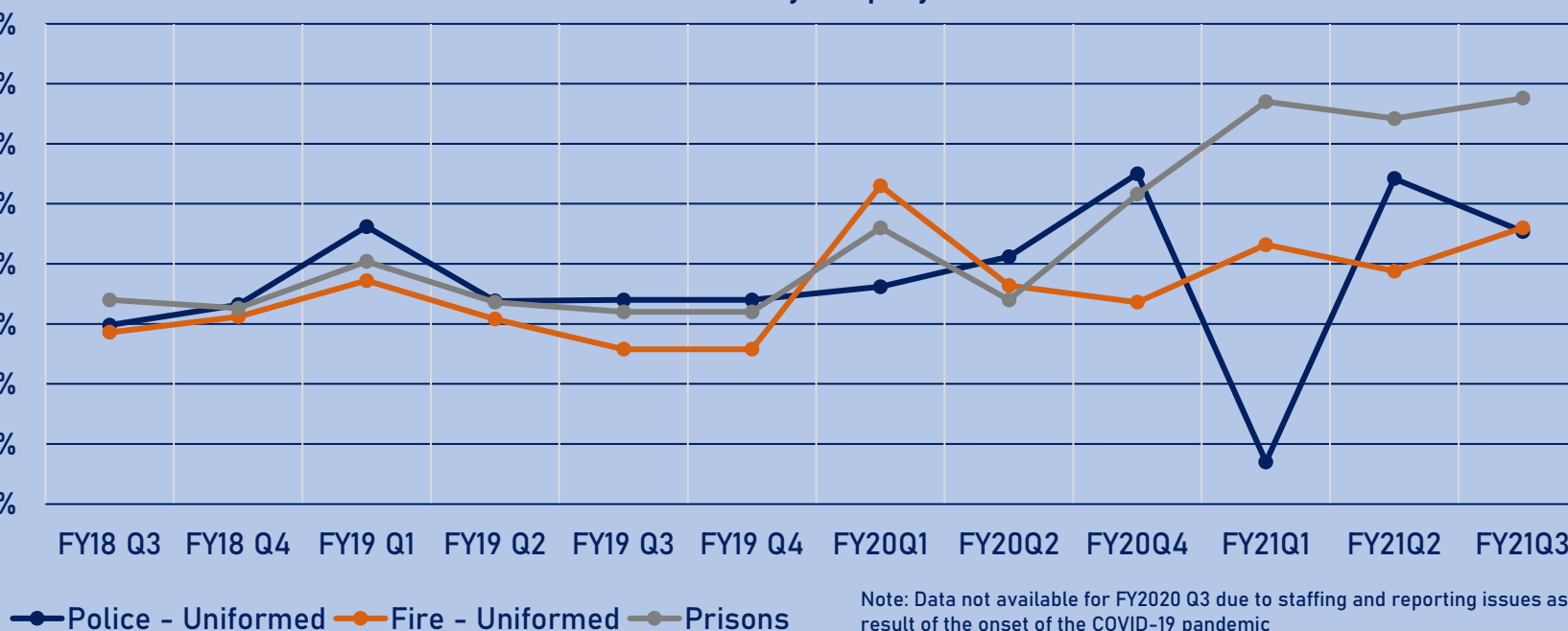


Median Leave Usage:  
12.7%



Low Leave Usage:  
22.7% Police

Percent of Time Not Available  
Public Safety Employees



Note: Data not available for FY2020 Q3 due to staffing and reporting issues as a result of the onset of the COVID-19 pandemic

### ✓ Fast Fact:

- ✓ PICA focuses on Leave Usage within Public Safety Departments, because excessive leave usage for Police and Fire has the potential to affect coverage areas for both departments, as well as result in high overtime costs from backfilling shifts.



# FY2021 THIRD QUARTER: PERFORMANCE







# Police Department

To view PPD's Crime Prevention & Violence Reduction Action Plan visit:  
<https://tinyurl.com/tra99e5m>



Homicides



Part 1 Violent Crime



Shooting Victims



Homicide Clearance Rate



FY2021 Target	Less Than FY2020	Less Than FY2020	Less Than FY2020	Higher Than 60.0%
FY2021 Through Q3	417	11,412	1,877	41.2%
FY2020 Through Q3	288	11,679	1,133	53.6%
FY2019 Through Q3	282	10,731	1,065	47.1%

- ✓ Fast Fact: Witness cooperation, nature of the incidents, number of incidents, and availability of evidence can all affect the homicide clearance rate

## Trends



Q3 Homicides increased by 129 (44.8%) compared to last year, while shooting victims increased by 744, or 65.7%



The Homicide Clearance Rate declined by 12.4 percentage points to 41.2% due to the increase in homicides



Part I Violent Crime, which spiked through Q3 of FY2020, decreased by 267 crimes through Q3



## Fire Department



Fire Deaths



Structure Fires



Fire Response Time



EMS Response



FY2021 Target	Less Than FY2020	Less Than FY2020	Less than 6:39	Better Than 90% within 9 Minutes
FY2021 Through Q3	25	2,516	6:40	36.7%
FY2020 Through Q3	28	2,962	6:32	34.1%
FY2019 Through Q3	20	3,761	6:42	32.9%

### Trends



Q3 Fire Deaths decreased by 3 after increasing by 8 through Q3 of last year



Structure fires have decreased by 33.0% over the past 2 fiscal years



EMS response time, while improving, arrives within 9 minutes only 36.7% of the time, compared to the department's target of 90% of the time

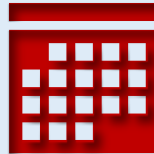
✓ **Fast Fact:** EMS response data is based on only approximately 60% of runs, due to aging information systems



# Prisons Department



Inmates in Educational / Treatment Programs



Reincarceration Rate (1 year)



24 Hour Processing



FY2021 Target	20.0%	38.0%	100%
FY2021 Through Q3	74.6%	30.3%	100%
FY2020 Through Q3	86.1%	39.2%	100%
FY2019 Through Q3	82.7%	37.4%	100%

- ✓ Fast Fact: The PDP remains in its Yellow Phase of the COVID-19 recovery plan. This phase allows for a small complement of inmates to participate in limited educational and treatment programs

## Trends



Inmates in Educational or Treatment Programs decreased by 11.5 percentage points compared to last year due to COVID-19 restrictions.



The reincarceration rate decreased by 8.9 percentage points



Prisons has maintained a 24 hour processing rate of 100% since at least FY2010, when the City began reporting that metric





# Department of Licenses & Inspections



Demolitions



Permits Issued



Nuisance Properties  
Inspected Within  
20 Days



Imminently Dangerous  
Properties

FY2021 Target	450	55,000	85.0%	Less Than FY2020
FY2021 Through Q3	276	37,492	71.3%	285
FY2021 Through Q3	305	43,042	83.1%	103
FY2021 Through Q3	339	45,213	84.0%	93

- ✓ Fast Fact: The department of Licenses & Inspections performance has declined on each of its metrics since FY2019; the department has been impacted by COVID-19, staffing issues, decreased demolition funding, and the transition to eCclipse software

## Trends



Permit activity continues to decrease, by 5,550 permits compared to last year and by 7,721 compared to FY2019



The percentage of Nuisance Properties inspected within 20 days also continued to decrease through Q3 by 11.8 percentage points compared to last year and 12.7 compared to FY2019

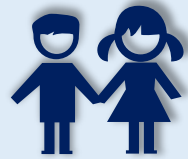


The number of imminently dangerous properties has more than tripled since Q3 of FY2019

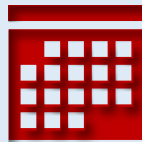


# Department of Human Services

✓ **Fast Figure:**  
Percent of children in care  
who achieved permanence  
(a plan for long-term care)  
through Q3: 11.5%



Dependent  
Population



% in Care More  
Than 2 Years



% of Children in  
Kinship care



CPS investigations  
Determined Within  
60 Days  
(FY2019 Q4 Data Shown)



FY2021 Target	Less Than 4,800	Less Than 36%	48.0%	98.0%
FY2021 Q3	4,529	50.2%	50.4%	99.4%
FY2020 Q3	4,981	41.5%	48.7%	99.5%
FY2019 Q3	5,572	38.6%	47.9%	99.8%

✓ **Fast Fact:** CPS investigations are conducted according to state law to investigate whether abuse or neglect occurred; by law, CPS investigations not determined in 60 days can be unfounded automatically

## Trends



The Dependent Population continues to decline, and has done so by more than 1,000 dependents since FY2019



The number of dependents in Care More Than 2 years increased by 8.7 percentage points, compared to last year's Q3 figure



The Percent of Children in Kinship Care (the ideal out-of-home care situation) is now more than half of children in care



# Department of Public Health

## ✓ Fast Figure:

The Department conducted over 2,500 abridged, socially distanced inspections of food establishments in Q3



Uninsured  
Visits



Children With Complete  
Immunizations

**HIV**  
New HIV  
Diagnoses



Autopsy Reports  
Issued Within 90 Days

FY2021 Target	45.0%	70.0%	450	More than 90.0%
FY2021 Through Q3	39.8%	67.7%	282	96.1%
FY2020 Through Q3	43.7%	69.9%	333	90.0%
FY2019 Through Q3	41.4%	76.8%	332	91.0%

✓ Fast Fact: More than 90% of autopsy reports must be completed within 90 days to maintain accreditation

## Trends



Uninsured visits to District Health Centers decreased by 3.9 percentage points (8.9%) compared to Q3 of last year, after increasing over the prior year



Autopsy reports completed within 90 days has exceeded the FY2019 rate, after decreasing through Q3 last year



Children's vaccinations continued to decrease during the pandemic due to closed medical offices, transitions to telemedicine, and patient fear of medical offices during the pandemic





# Office of Homeless Services



Homelessness  
Prevention Assistance



Rapid  
Rehousing



Exits to  
Permanent Housing



FY2021 Target	1,000	750	40.0%
FY2021 Through Q3	1,514	307	41.3%
FY2020 Through Q3	1,059	415	35.0%
FY2019 Through Q3	844	279	35.7%

- ✓ Fast Fact: Due to COVID-19 and its economic devastation, OHS has provided extensions to households in Rapid Rehousing, limiting the number of new admits

## Trends



Assistance to Prevent Homelessness increased by 455 households, or 43.0% in Q3, compared to last year



Rapid Rehousing Assistance, which targets residents of emergency or transitional housing for quick permanent rehousing, decreased by 108 households, or 26.0%



Exits to Permanent Housing from Shelters or Transitional Housing increased by 6.3 percentage points compared to last year



# Free Library of Philadelphia

✓ **Fast Figure:**  
% of Philadelphians with Library Cards in Q3: 41.4%



In-Person Visits



Website Visits



Digital Access



Program Attendance



FY2021 Target	2.3 Million	3.9 Million	3.2 Million	453,000
FY2021 Through Q3	106,233	3.0 Million	2.6 Million	433,268
FY2020 Through Q3	3.8 Million	5.1 Million	3.0 Million	583,973
FY2019 Through Q3	3.6 Million	5.0 Million	3.0 Million	540,166

✓ **Fast Fact:** Closures due to the COVID-19 pandemic have prevented on-site programming; FLP is currently conducting virtual programs

## Trends



In-Person Visits declined by 3.7 million, or 97.2% in Q3 compared to last year due to reduced hours during the COVID-19 Pandemic



Website Visits also decreased by 2.1 million, or 40.8%



Total Program Attendance decreased by 150,705, with the highest decreases seen in programming for teens (-91.0%) and seniors (-99.0%)



## Planning and Development



Mortgage  
Foreclosures Diverted



Home Repairs &  
Emergency Assistance



City Lots  
Cleaned & Greened



Clients Receiving  
Housing Counseling



FY2021 Target	1,100	4,981	12,000	272
FY2021 Through Q3	242	3,911	38,399	0
FY2020 Through Q3	568	5,003	37,862	272
FY2019 Through Q3	930	4,994	38,565	5,471

- ✓ During the moratorium on foreclosure, Housing Counselors that previously assisted homeowners facing tax foreclosure are assisting tenants in the Eviction Diversion program (financial assessments, help with accessing rental assistance, preparation of repayment terms, and preparation/support in advance and during the mediation conferences with landlords)

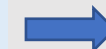
## Trends



Mortgage Foreclosures Diverted declined by 326, or 57.4% through Q3, due to the suspension of foreclosures



Homes repairs and emergency assistance provided decreased by 1,092, or 21.8%



No clients received housing counseling through Q3, despite foreclosure case activity resuming in the latter part of 2020





# Department of Parks & Recreation

✓ **Fast Figure:**  
Average length of Parks & Recreation Programs:  
19 weeks



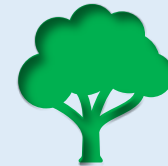
Programs Offered



Unique Program Attendees



Visits to Facilities and Sites



Trees Planted

FY2021 Target	644	26,753	0.9 Million	700
FY2021 Through Q3	569	16,921	0.5 Million	1,386
FY2020 Through Q3	2,288	124,710	6.2 Million	2,072
FY2019 Through Q3	2,866	144,496	6.7 Million	1,131

✓ **Fast Fact:** The number of Programs Offered now includes programs offered at the new Access Center sites, which provide Philadelphia’s most vulnerable students with a safe place for digital learning when caregivers work outside the home, have no childcare options, or cannot support students with online learning

## Trends



The number of Programs Offered has decreased by 1,719, or 75.1% compared to Q3 of FY2020, an impact of the COVID-19 pandemic



The number of Unique Program Attendees decreased by 107,789, or 86.4% due to the impact of the pandemic



Visits to Facilities and Sites decreased by 5.6 million, or 91.3% due to the impact of the pandemic



# Streets Department

## ✓ Fast Figure:

Tons of refuse collected through Q3: 552,964  
Tons of recycling Collected through Q3: 35,142



Recycling Rate



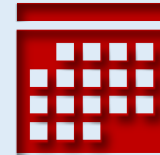
On-Time Recycling Collection



On-Time Trash Collection



Pothole Response Time



Potholes Repaired Within 3 Days



Miles Resurfaced



FY2021 Target	10.0%	75.0%	80.0%	3 Days	90.0%	57
FY2021 Through Q3	6.6%	77.7%	54.7%	1.7 Days	93.0%	42
FY2020 Through Q3	15.1%	98.7%	87.7%	3.1 Days	93.3%	52
FY2019 Through Q3	14.7%	96.7%	83.3%	3.7 Days	92.7%	55

✓ Fast Fact: The Department does not resurface streets during the winter months as it is too cold to apply asphalt to roadways and therefore, the number of Miles Resurfaced does not change from Q2 to Q3

## Trends



The Recycling Rate declined by 8.5 percentage points through Q3 compared to the same period last year



The On-Time Recycling and Trash Collection Rates both declined considerably due to an increase in tonnage for each, and very high levels of sanitation staff outages



Streets resurfaced 10 less miles through Q3 compared to the same period last year due to funding limitations

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