Tempe

Minutes Tempe Family Justice Commission February 21, 2017

Minutes of the TEMPE FAMILY JUSTICE COMMISSION held on Tuesday, February 21, 6:00 p.m., at the Tempe, Public Library 2nd Floor Board Room, 3500 S. Rural Road, Tempe, Arizona.

(MEMBERS) Present:

(MEMBERS) Absent:

Karyn Lathan, Chair Angel Carbajal Ilene Dode Andi Fetzner (telephonically) Patrick Foster Judith Homer Beatrice Kastenbaum Kristen Scharlau Margaret "Peggy" Tinsley Kimberly Frick

City Staff Present:

Paul Bentley, Human Services Deputy Director Rosa Inchausti, Strategic Management and Diversity Director Jennifer Bardzik, CARE 7 Victim Advocate Anastasia Stinchfield, CARE 7 Victim Advocate Maria Gonzalez, CARE 7 Victim Advocate Melissa Placencia, Administrative Assistant

Guests Present:

None

Agenda Item 1 - Call to Order

Chair Karyn Lathan called the meeting to order at 6:05 p.m.

Agenda Item 2 – Attendance

Chair Karyn Lathan took roll.

Agenda Item 3 – Public Appearances

There were no public appearances.

Agenda Item 4 – Review and Approval of December 20, 2016 Minutes (Motion Required)

MOTION: Commission Member Margaret Tinsley moved to APPROVE the minutes. SECOND: Commission Member Judith Homer DECISION: Minutes unanimously APPROVED

Agenda Item 5 – Chair Remarks

Chair Karyn Lathan expressed her excitement to have a full Commission present. Commission Member Angel Carbajal suggested Agenda Item 9 be moved up for discussion, there was no objection. Commission Member Kristen Scharlau also suggested the Care 7 Presentation be moved up for discussion, there was no objection.

Agenda Item 6 – Vice-Chair Vacancy Discussion and Approval

Commission Member Margaret Tinsley volunteered to be the new Vice-Chair of the Tempe Family Justice Commission **DECISION: APPROVED unanimously**

<u>Agenda Item 7 – Police Department Update on Information Related to Domestic and</u> <u>Sexual Violence – Commission Member Angel Carbajal</u>

Attachment Included

At prior meetings, the Commission was provided crime definitions specific to the crimes related in the statistics. The statistics provided covered January 1, 2013 – June 30, 2016; this report now includes the remaining months of 2016.

Chair Karyn Lathan noted the reported numbers for molestation of a child and sexual conduct with a minor is significantly low due to under reporting. Commission Member Kristen Scharlau feels the community needs to be better educated on trauma informed care.

Agenda Item 8 – CARE 7 Update on Information Related to Domestic and Sexual Violence

Attachment Included

Victim Advocate Jennifer Bardzik reviewed the mission and goals of the Victim Assistance Program, program history, roles of CARE 7 Victim Advocates, why CARE 7 is different than any other advocacy program, and explained collaborations with the City of Tempe and Community Partners, and an overview of Victim of Crime Act (VOCA).

Commission Member Kristen Scharlau expressed her appreciation for Commission Member Angel Carbajal for the support CARE 7 has received from the Police Department.

Agenda Item 9 – City of Tempe Citizen Survey Presentation – Rosa Inchausti

Attachment Included

Rosa Inchausti, Strategic Management and Diversity Director introduced herself to the Commission and thanked them for the work they are doing and reviewed the tabular data draft report from the Citizen Survey with questions pertinent to the Tempe Family Justice Commission mission and vision. The City of Tempe began conducting this survey in 2007 and the Strategic Management and Diversity office currently works with every department in crafting the questions. Any additional question can be submitted to staff by September.

Agenda Item 10 – Strategic Planning Update

The Commission recently met and reviewed the Strategic Plan, specific action items include:

- Creating a list of stakeholders Commission Member Kristen Scharlau
- Touring Advocacy Centers Commission Member Angel Carbajal
- Research Best Practices Commission Members Beatrice Kastenbaum and Ilene Dode

 Preventing and caring of victims of Sexual and/or Domestic Violence

The Commission will provide their completed implementation sheets for assigned action items at the next meeting

<u>Agenda Item 11 – Adjournment</u>

Meeting adjourned at 7:50 p.m.

Future Agenda Items

 Tour Advocacy Centers – Pending response from City of Tempe's Attorney's Office

Next meeting will be on March 21, 2017

Minutes Prepared by: Melissa Placencia

Reviewed by: Paul Bentley

Karyn Lathan, Chair Tempe Family Justice Commission

Family Justice Commission Statistics



| CRIME TYPE | 2013 | 2014 | 2015 | 2016 | | | | |
|--------------------------------------------------|------|------|------|------|-----------------------------------|-------|------|--------|
| MOLESTATION OF A CHILD | 4 | 10 | 8 | 6 | | | | |
| SEXUAL ABUSE | 25 | 32 | 24 | 27 | | | | |
| SEXUAL ASSAULT | 67 | 89 | 96 | 142 | | | | |
| SEXUAL CONDUCT WITH MINOR | 8 | 13 | 10 | 12 | | | | |
| AGGRAVATED ASSAULT - DV | 144 | 152 | 142 | 155 | AGGRAVATED ASSAULT - DV | Total | Male | Female |
| ARRESTEES ² - AGGRAVATED ASSAULT - DV | 101 | 115 | 101 | 112 | Persons arrested more than once | 7 | 6 | 1 |
| VICTIMS - AGGRAVATED ASSAULT - DV | 183 | 197 | 180 | 196 | Persons victimized more than once | 20 | 5 | 15 |
| ASSAULT - DV | 1015 | 1168 | 1047 | 1109 | ASSAULT - DV | Total | Male | Female |
| ARRESTEES2- ASSAULT - DV | 669 | 772 | 679 | 742 | Persons arrested more than once | 191 | 125 | 66 |
| VICTIMS - ASSAULT - DV | 1266 | 1493 | 1373 | 1442 | Persons victimized more than once | 497 | 154 | 343 |

²Arrestees may reflect multiple arrests per incident and include persons who are both victims and arrestees

²Arrests can also be for warrants unrelated to these offenses.



City of Tempe January 1, 2013 – December 31, 2016

Statistics Provided by SPARC 2/16/2017





Victim Assistance Program

Objectives

- Mission & Goals of Victim Assistance
- Program History
- Role of CARE 7 Victim Advocates
- Why CARE 7 is Different
- Collaborations
- Victims of Crime Act (VOCA) Basics

Mission Statement

The CARE 7 Victim Advocacy team strives to provide a continuum of care for crime victims, assisting with all facets of the criminal justice system and removing barriers for victims.

Program Goals

To provide comprehensive support to all victims of crime in Tempe, to provide a continuum of care for these victims, and to encourage participation in the criminal justice system.

Program History

- Serving Tempe residents since 1998
- I Part-Time Position 4 Full-Time Positions
- Funded through a Victim of Crime Act (VOCA) federal grant
- Department of Public Safety (DPS) distributes the funds for Arizona (Approximately \$40 million total)

CARE 7 Victim Advocacy

4





Victim Advocacy Roles at CARE 7

- Receive Referrals
- Safety Planning
- Emotional Support
- Assistance During Investigations
- Liaison Between Victim
 - & Detectives
- Court Accompaniment
- Information on Victims Programs
- Connection to Resources
- Referrals to CARE 7 Counseling
- Basic Needs Assistance
- Ongoing Support



What Makes Us Different?

Other VA programs...

- Court or police-based advocates
- Can only assist with needs related to court/investigation
- Traditional business hours
- Operates under umbrella of court or PD
- Limited scope of services
- Limited collaborative efforts

CARE 7 VA Program

- Systems-based advocates
- Assist with needs outside of court/investigation
- Available every day of the week, including weekends
- Work as part of the City of Tempe Crisis Team CARE 7
- Special Victims Unit for the City of Tempe Police Department Victim Advocate
- Many collaborative efforts
- ASU School of Social Work Interns (MSW)

Collaborations

- Tempe Police Department
- Tempe Municipal Court
- Tempe Prosecutor's Office
- Maricopa County Superior Court
- ASU Victim Advocate
- Tempe Community Action Agency

VOCA: Victims of Crime Act

What is it?

- Victims of Crime Act of 1984
 - Funding sources

□ Fines and penalties levied against criminals convicted of

federal crimes (e.g. Takata Air bag penalties)

Does not come from tax dollars

CARE 7

- Covers
 - Salaries/medical benefits for victim advocates
 - Equipment
 - Hotel vouchers and gift cards for victims
 - Training



VOCA Limitations

Limitations to VOCA funding

- Housing
- Counseling
- What do we do to cover the gaps?
 - Temporary safety planning Hotel
 - Low cost counseling through CARE 7
 - Victim Compensation
 - Restitution
 - Civil cases



Questions?

For more information...

Our contact information at CARE 7

- Jennifer Bardzik- 480-350-2935
- Anastasia Stinchfield- 480-350-2925
- Maria Gonzalez (Bilingual)-480-350-8026

Thank you!

Section 3: Tabular Data

ETC Institute (2016)

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Q1-7. Safe & Secure Communities: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1202)

| | Very | | | | Very | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|---------|--------------|--------------|------------|
| | Satisfied | Satisfied | Neutral | Dissatisfied | Dissatisfied | Don't Know |
| Q1. Quality of local fire services | 40.9% | 26.0% | 5.8% | 0.2% | 0.2% | 27.0% |
| | | | | | | |
| Q2. Quality of medical rescue services | 37.7% | 25.4% | 5.8% | 0.2% | 0.4% | 30.4% |
| | 26 504 | 25 40/ | 11.20/ | 2.00/ | 0.10/ | 11.00/ |
| Q3. Quality of local police services | 36.5% | 35.4% | 11.3% | 2.9% | 2.1% | 11.8% |
| O4. Enforcement of local traffic laws | 21.6% | 35.1% | 17.2% | 11.6% | 3.8% | 10.6% |
| Q4. Enforcement of local traffic laws | 21.070 | 33.170 | 17.270 | 11.070 | 3.070 | 10.076 |
| O5. Efforts by the City to prevent crime | 20.6% | 35.1% | 20.0% | 6.8% | 3.2% | 14.3% |
| Q5. Enores by the only to prevent ennie | 20.070 | 55.170 | 20.070 | 0.070 | 5.270 | 14.570 |
| O6. Overall feeling of safety in the City | 27.8% | 46.0% | 15.6% | 6.8% | 1.8% | 2.0% |
| Qo. O'tetali iteening of safety in the only | 21.070 | 10.070 | 10.070 | 0.070 | 1.070 | 2.070 |
| Q7. Feeling of safety in your neighborhood | 31.8% | 40.8% | 13.6% | 8.0% | 2.9% | 2.8% |
| Constant and a second of the second and the second of the | | | | | | |

WITHOUT DON'T KNOW

Q1-7. Safe & Secure Communities: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

| | Verv Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--------------------------------------------|----------------|-----------|---------|--------------|----------------------|
| Q1. Quality of local fire services | 56.0% | 35.5% | 8.0% | 0.2% | 0.2% |
| Q2. Quality of medical rescue services | 54.2% | 36.5% | 8.4% | 0.4% | 0.6% |
| Q3. Quality of local police services | 41.4% | 40.1% | 12.8% | 3.3% | 2.4% |
| Q4. Enforcement of local traffic laws | 24.2% | 39.3% | 19.3% | 12.9% | 4.3% |
| Q5. Efforts by the City to prevent crime | 24.1% | 41.0% | 23.3% | 8.0% | 3.7% |
| Q6. Overall feeling of safety in the City | 28.4% | 46.9% | 15.9% | 7.0% | 1.9% |
| Q7. Feeling of safety in your neighborhood | 32.7% | 42.0% | 14.0% | 8.2% | 3.0% |

Q8a-f. Safe & Secure Communities: Feeling of safety during the day in the following places:

(N=1202)

| Q8a. Neighborhood parks | Very Satisfied 30.8% | Satisfied 42.0% | Neutral 11.5% | Dissatisfied 3.4% | Very Dissatisfied 1.4% | <u>Don't Know</u> 10.9% |
|------------------------------------------------------|----------------------------|--------------------|------------------|----------------------|------------------------------|----------------------------|
| Q8b. City parks such as Kiwanis & Tempe Beach | 31.7% | 39.3% | 11.8% | 1.9% | 1.6% | 13.7% |
| Q8c. Desert parks such as Papago & Evelyn Hallman | 18.5% | 29.3% | 15.6% | 4.2% | 2.7% | 29.7% |
| Q8d. City athletic & recreational facilities | 23.3% | 29.5% | 12.8% | 1.1% | 0.9% | 32.4% |
| Q8e. Tempe Public Library Complex | 40.8% | 32.2% | 9.3% | 2.0% | 0.7% | 15.1% |
| Q8f. City Hall | 26.9% | 25.8% | 10.9% | 0.6% | 0.5% | 35.4% |

WITHOUT DON'T KNOW

Q8a-f. Safe & Secure Communities: Feeling of safety during the day in the following places: (without "don't know")

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|------------------------------------------------------|----------------|-----------|---------|--------------|----------------------|
| Q8a. Neighborhood parks | 34.5% | 47.2% | 12.9% | 3.8% | 1.6% |
| Q8b. City parks such as Kiwanis & Tempe Beach | 36.7% | 45.5% | 13.7% | 2.2% | 1.8% |
| Q8c. Desert parks such as Papago & Evelyn Hallman | 26.3% | 41.7% | 22.2% | 6.0% | 3.8% |
| Q8d. City athletic & recreational facilities | 34.5% | 43.6% | 19.0% | 1.6% | 1.4% |
| Q8e. Tempe Public Library Complex | 48.0% | 37.9% | 11.0% | 2.4% | 0.8% |
| Q8f. City Hall | 41.6% | 39.9% | 16.9% | 0.9% | 0.8% |

Q9a-f. Safe & Secure Communities: Feeling of safety at night in the following places:

(N=1202)

| Q9a. Neighborhood parks | Very Satisfied 12.5% | Satisfied 25.5% | Neutral 23.7% | Dissatisfied 13.5% | Very Dissatisfied 3.8% | Don't Know 21.0% |
|------------------------------------------------------|----------------------------|--------------------|------------------|-----------------------|------------------------------|---------------------|
| Q9b. City parks such as Kiwanis & Tempe Beach | 12.1% | 25.0% | 23.4% | 8.5% | 3.5% | 27.5% |
| Q9c. Desert parks such as Papago & Evelyn Hallman | 6.6% | 14.8% | 21.0% | 11.3% | 5.3% | 41.0% |
| Q9d. City athletic & recreational facilities | 11.5% | 24.5% | 19.4% | 2.8% | 1.2% | 40.5% |
| Q9e. Tempe Public Library Complex | 20.8% | 29.9% | 15.3% | 3.0% | 1.3% | 29.7% |
| Q9f. City Hall | 15.3% | 19.6% | 17.0% | 1.2% | 0.7% | 46.1% |

WITHOUT DON'T KNOW

Q9a-f. Safe & Secure Communities: Feeling of safety at night in the following places: (without "don't know")

| | | | | | Very |
|------------------------------------------------------|----------------|-----------|---------|--------------|--------------|
| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Dissatisfied |
| Q9a. Neighborhood parks | 15.8% | 32.3% | 30.0% | 17.1% | 4.8% |
| Q9b. City parks such as Kiwanis & Tempe Beach | 16.8% | 34.4% | 32.3% | 11.7% | 4.8% |
| Q9c. Desert parks such as Papago & Evelyn Hallman | 11.1% | 25.1% | 35.5% | 19.2% | 9.0% |
| Q9d. City athletic & recreational facilities | 19.3% | 41.3% | 32.6% | 4.8% | 2.1% |
| Q9e. Tempe Public Library Complex | 29.6% | 42.5% | 21.8% | 4.3% | 1.9% |
| Q9f. City Hall | 28.4% | 36.4% | 31.5% | 2.3% | 1.4% |

Q10a-c. Safe & Secure Communities: How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving:

(N=1202)

| | Very Likely | Likely | Somewhat Likely | Not Likely | Not Likely At all | Don't Know |
|--------------------------------------------------------|-------------|--------|--------------------|------------|----------------------|------------|
| Q10a. Theft or damage to property | 7.2% | 9.9% | 30.3% | 33.3% | 11.9% | 7.5% |
| Q10b. Threats of violence or taking something by force | 2.2% | 4.8% | 13.7% | 50.4% | 20.7% | 8.1% |
| Q10c. Violent crime | 1.7% | 3.7% | 10.2% | 50.1% | 24.6% | 9.7% |

WITHOUT DON'T KNOW

Q10a-c. Safe & Secure Communities: How likely do you feel you will become a victim of crime in Tempe in the next 12 months involving: (without "don't know")

| | Very Likely | Likely | Somewhat Likely | Not Likely | Not Likely At all |
|--------------------------------------------------------|-------------|--------|--------------------|------------|----------------------|
| Q10a. Theft or damage to property | 7.7% | 10.7% | 32.7% | 36.0% | 12.9% |
| Q10b. Threats of violence or taking something by force | 2.4% | 5.2% | 14.9% | 54.8% | 22.5% |
| Q10c. Violent crime | 1.8% | 4.1% | 11.3% | 55.5% | 27.3% |

Q11. Safe & Secure Communities: Have you been a victim of a crime in Tempe?

| Q11. Have you been a victim of a crime in Tempe | Number | Percent |
|-------------------------------------------------|--------|---------|
| Yes | 543 | 45.2 % |
| No | 659 | 54.8 % |
| Total | 1202 | 100.0 % |

Q11a. (If YES, did you report the crime to the police or other law enforcement agency?

| Q11a. Did you report the crime to the police or other law | | |
|-----------------------------------------------------------|--------|---------|
| enforcement agency | Number | Percent |
| Yes | 464 | 85.5 % |
| No | 77 | 14.2 % |
| Not provided | 2 | 0.4 % |
| Total | 543 | 100.0 % |

WITHOUT NOT PROVIDED

Q11a. If YES, did you report the crime to the police or other law enforcement agency? (without "not provided")

Q11a. Did you report the crime to the police or other law

| enforcement agency | Number | Percent |
|--------------------|--------|---------|
| Yes | 464 | 85.8 % |
| No | 77 | 14.2 % |
| Total | 541 | 100.0 % |

Q11b. If you did not report the crime to the police, please indicate your reason:

| Q11b. Reasons why you did not report the crime | Number | Percent |
|------------------------------------------------|--------|---------|
| Too busy | 6 | 8.0 % |
| Police won't do anything | 15 | 20.0 % |
| Not important | 13 | 17.3 % |
| Didn't want to go to court | 2 | 2.7 % |
| Nothing could be done/person wouldn't be found | 48 | 64.0 % |
| Other | 16 | 21.3 % |
| Total | 100 | |

ETC Institute (2016)

Q11b. Other

| Q11b. Other | Number | Percent |
|---------------------------------------------------------------|--------|---------|
| I got graffiti on my garage and it was reported by a neighbor | 2 | 13.3 % |
| Was given the date rape drug & cops wouldn't do anything | 2 | 13.3 % |
| The monetary value of the stolen property was too low | 2 | 13.3 % |
| Stolen property wasn't worth possible insurance increase or | | |
| loss of property value | 2 | 13.3 % |
| I would like to avoid overly violent interaction exhibited by | | |
| Tempe police officers | 2 | 13.3 % |
| Vandalism to my front yard | 2 | 13.3 % |
| I can handle my own business | 1 | 6.7 % |
| SPOKE TO JUVENILES PARENTS | 1 | 6.7 % |
| On the train | 1 | 6.7 % |
| Total | 15 | 100.0 % |

Q12. Have you interacted with City of Tempe Police during the past year?

| Q12. Have you interacted with City Police during past | | | | |
|-------------------------------------------------------|--------|---------|--|--|
| year | Number | Percent | | |
| Yes | 529 | 44.0 % | | |
| No | 673 | 56.0 % | | |
| Total | 1202 | 100.0 % | | |

Q12a. If Yes, did you think the police officer treated you fairly and cared about your well-being?

| Q12a. Did police officer treated you fairly & cared about | | |
|-----------------------------------------------------------|--------|---------|
| your well-being | Number | Percent |
| Yes | 463 | 87.5 % |
| No | 53 | 10.0 % |
| Not provided | 13 | 2.5 % |
| Total | 529 | 100.0 % |

WITHOUT NOT PROVIDED

Q12a. If Yes, did you think the police officer treated you fairly and cared about your well-being? (without "not provided")

Q12a. Did police officer treated you fairly & cared about

| your well-being | Number | Percent |
|-----------------|--------|---------|
| Yes | 463 | 89.7 % |
| No | 53 | 10.3 % |
| Total | 516 | 100.0 % |

<u>Q14-20. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."</u>

(N=1202)

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--------------------------------------------------------------------------------------|-------------------|-----------|---------|--------------|----------------------|------------|
| Q14. Overall quality of services offered by City of Tempe | 25.9% | 50.7% | 13.9% | 2.4% | 1.1% | 6.0% |
| Q15. Leadership of City's elected officials | 18.2% | 39.3% | 21.1% | 5.6% | 2.5% | 13.3% |
| Q16. How ethical City employees are in the way they conduct City business | 17.0% | 31.7% | 19.1% | 3.7% | 2.4% | 26.2% |
| Q17. Availability of information about City programs, events, services, & issues | 27.8% | 43.3% | 14.6% | 5.9% | 2.0% | 6.3% |
| Q18. Availability of information on water, sewer, & solid waste rates | 24.2% | 39.6% | 18.9% | 6.1% | 1.2% | 10.0% |
| Q19. Availability of information on recycling & water conservation program offerings | 23.5% | 40.6% | 17.9% | 6.4% | 2.7% | 8.9% |
| Q20. How easy City's 3-1-1 "One Call to City Hall" is to use | 6.9% | 8.1% | 7.9% | 1.5% | 1.3% | 74.3% |

WITHOUT DON'T KNOW

Q14-20. Strong Community Connections: Please rate your satisfaction level on a scale of 5 to 1, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--------------------------------------------------------------------------------------|----------------|-----------|---------|--------------|----------------------|
| Q14. Overall quality of services offered by City of Tempe | 27.5% | 54.0% | 14.8% | 2.6% | 1.2% |
| Q15. Leadership of City's elected officials | 21.0% | 45.3% | 24.4% | 6.4% | 2.9% |
| Q16. How ethical City employees are in the way they conduct City business | 23.0% | 43.0% | 25.8% | 5.0% | 3.3% |
| Q17. Availability of information about City programs, events, services, & issues | 29.7% | 46.3% | 15.6% | 6.3% | 2.1% |
| Q18. Availability of information on water, sewer, & solid waste rates | 26.9% | 44.0% | 21.0% | 6.7% | 1.4% |
| Q19. Availability of information on recycling & water conservation program offerings | 25.8% | 44.6% | 19.6% | 7.0% | 2.9% |
| Q20. How easy City's 3-1-1 "One Call to City Hall" is to use | 26.9% | 31.4% | 30.7% | 5.8% | 5.2% |