Public Safety, Finance, and Strategic Support Committee

San José Police Department Sexual Assault Response and Strategy Annual Report

Date: March 18, 2021

Item: d(1)





Sexual Assault Response and Strategy Annual Report

- 1. Strategy, Goals, and Plans
- 2. Update on Sexual Assault Work Items
- 3. SAIU and SVU Overview
- 4. Sexual Assault Investigations Unit (SAIU) Report
- 5. Special Victims Unit (SVU) Report
- 6. Covid-19 Impact



1. STRATEGY, GOALS, AND PLANS



STRATEGY

Critical Look at Organizational and Community Values

- Timely, Consistent, and Thorough Investigations
- Bi-Product of Reinforcement of Values
 - Smaller Caseloads
 - More cases referred to DA's Office
 - Stronger Cases
 - Increased Productivity
- Process and Policy
 - Standard Operating Procedures (SOP)
 - Duty Manual Revisions
 - Unit Guidelines

- Training
 - Formal (Detectives)
 - Child Forensic Interview
 - Interview and Interrogation
 - Surveillance and Apprehension
 - In-Formal (Department Members)
 - Temporary Duty (TDY)
 - Roll Call
 - BOI Mini Academy
 - SAIU Newsletter
 - Taking Over Academy
- Improvements
 - Better Selection of Disposition Codes
 - Better Utilization of Partners



GOALS AND PLAN

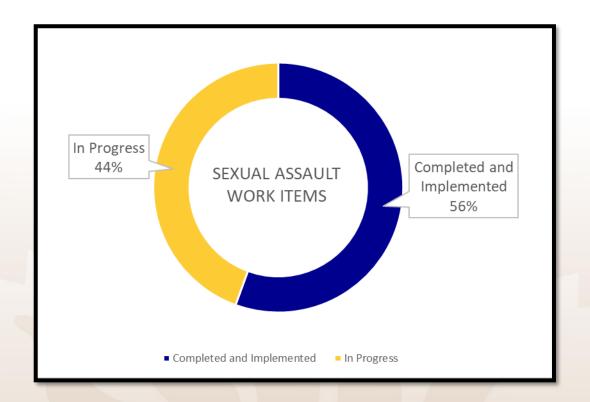
• GOALS

- -Increase reporting
- -Prevent through:
 - Prevention
 - Intervention
 - Enforcement

PLAN

- Work closer with SVU and FVU
- Data Sharing
- Work more closely with the API community





2. UPDATE ON SEXUAL ASSAULT WORK ITEMS

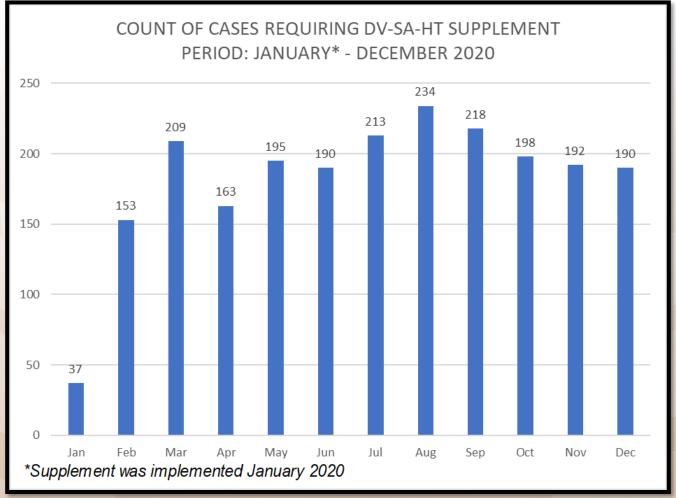


IN PROGRESS

- SEXUAL ASSAULT INVESTIGATIONS UNIT(SAIU)
 - School Intervention Training
 - Trauma-Informed Care Training for All Officers
 - Child Advocacy Center
 - Ethnic-Based Agency Workgroup and Buildout
 - Follow-Up Joint Meeting Between PSFSS Committee and SCC Children, Seniors, and Families Committee
- SPECIAL VICTIMS UNIT (SVU)
 - Sub-Standard Housing Study
 - Vigilant Parent Initiative Program
- FAMILY VIOLENCE UNIT (FVU)
 - Domestic Violence High Risk Response Team
 - Strangulation Evidence Collection

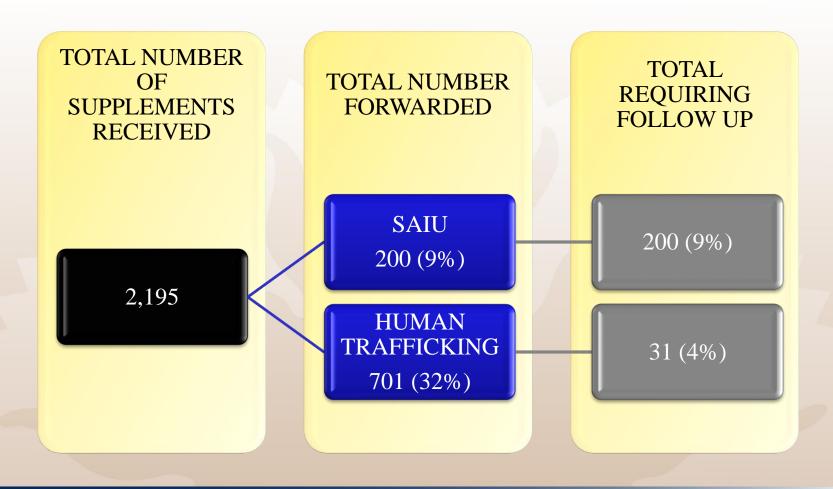


Implemented: Intersectionality Between Sexual Assault, Domestic Violence and Human Trafficking





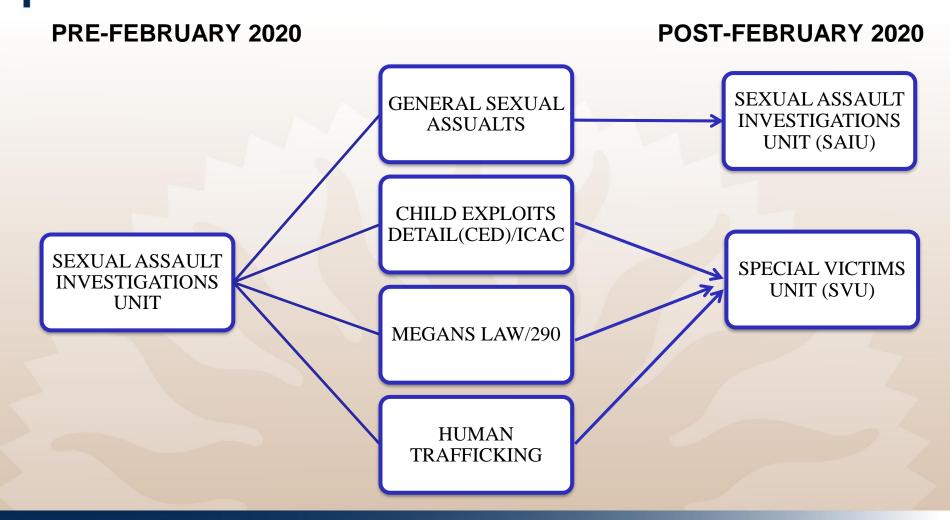
SUPPLEMENTS INDICATING SEXUAL ASSAULT AND/OR HUMAN TRAFFICKING



3. SAIU AND SVU OVERVIEW



BIFURCATION PROCESS





STAFFING AND INVESTIGATIVE RESPONSIBILITY

SEXUAL ASSAULT INVESTIGATIONS UNIT (SAIU)

- Currently staffed by twenty-four (24) sworn and five (5) non-sworn personnel
- Offenses Investigated
 - Rape Category
 - Child Molest Category
 - Indecent Exposure Category
 - Lewd and Lascivious Category
 - Sex Category (except 311PC Obscene Matter, 290(B) PC Sex Fail to Reg/Misd, and 290(B) PC Sex Fail to Reg/Fel)

SPECIAL VICTIMS UNIT (SVU)

- Currently staffed by seventeen (17) sworn and two (2) non-sworn personnel.
- Offenses Investigated
 - 311PC Obscene Matter (including 288(A) PC L&L w/ under 14yrs only when perpetrator is in a position of trust and as it relates to 311PC)
 - 290(B) PC Sex Fail to Reg/Misd
 - 290(B) PC Sex Fail to Reg/Fel
 - 236.1 PC Human Trafficking (including 266H(A) PC Pimping and 266I(A) PC Pandering as it relates to Human Trafficking)



4. SEXUAL ASSAULT INVESTIGATIONS UNIT (SAIU) REPORT



ALIGNMENT ACROSS AGENCIES, BEST PRACTICES AND MEASURABLE OUTCOMES

COLLABORATIVE COMMITTEES AND PARTERNERSHIPS

- Santa Clara County
 Department of Family &
 Children's Services
 Quarterly
- Santa Clara County SART Committee
- Santa Clara County NIR Sub-Committee

STANDARD OPERATING PROCEDURES

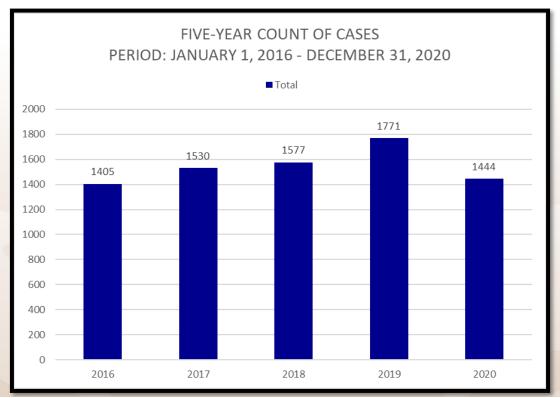
- Basic Investigations
- DFCS Reporting
- YWCA Advocate Referral
- Pediatric SART
- Non-Investigative Report (NIR)
- SAFE-T
- Survivor Contact Letter

MEASUREABLE OUTCOMES

- Analysis of Internal Status Designations
- DV-SA-HT Intersectionality Supplemental Tool



COUNT OF CASES INVOLVING SEXUAL ASSAULT



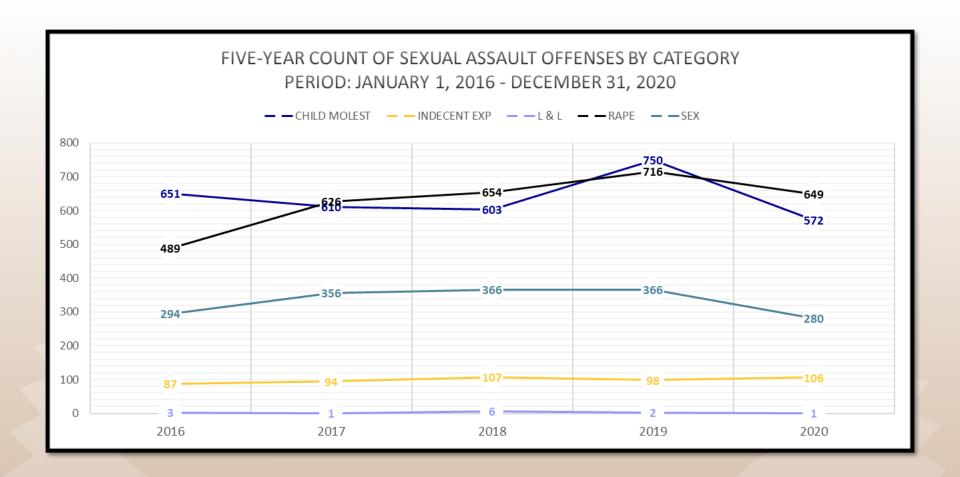
FIVE YEAR COUNT OF CASES INVOLVING SEXUAL ASSAULT PERIOD: JANUARY 1, 2016 - DECEMBER 31, 2020

	2016	2017	2016 _{vs} 2017 % CHANGE	2018	2017 _{vs} 2018 % CHANGE	2019	2018 _{vs} 2019 % CHANGE	2020	2019 _{vs} 2020 % CHANGE	5-YEAR % CHANGE
TOTAL CASES	1405	1530	8.9%	1577	3.1%	1771	12.3%	1444	-18.5%	2.8%

*Cases involving Sexual Assault are categorized under the following: Child Molest, L&L, Rape, Indecent Exposure, Sex. Keep in mind cases can involve more than 1 offense.



COUNT OF SEXUAL ASSAULT OFFENSES BY CATEGORY





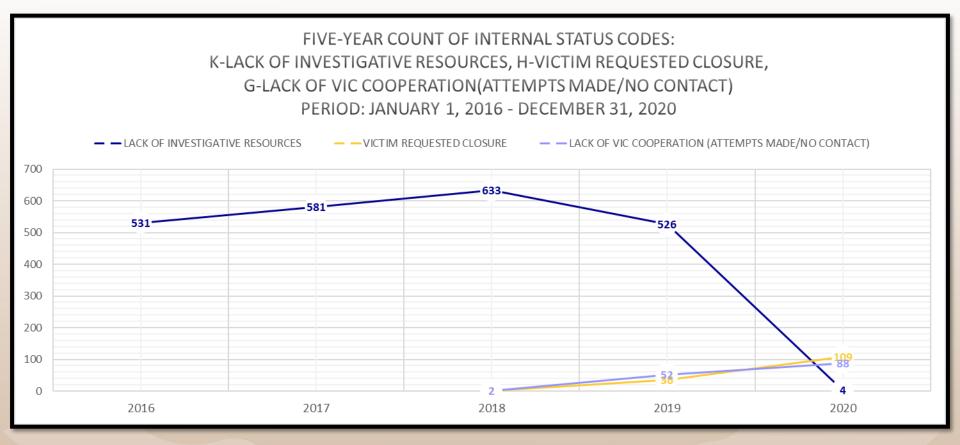
COUNT OF INTERNAL STATUS CODES:

D- LAW ENFORCEMENT REJECT E- ALL LEADS EXHAUSTED N- NON-WORKER(NO LEADS) D- COMPLAINT SUBMITTED TO DA FOR REVIEW

FIVE-YEAR COUNT OF INTERNAL STATUS CODES: D-LAW ENFORCEMENT REJECT, E-ALL LEADS EXHAUSTED, N-NON-WORKER(NO LEADS), D-COMPLAINT SUBMITTED TO DA FOR REVIEW PERIOD: JANUARY 1, 2016 - DECEMBER 31, 2020 - LAW ENFORCEMENT REJECT (INCLUDES CIVIL) 👚 — ALL LEADS EXHAUSTED 👚 — NON-WORKER (NO LEADS) 👚 — COMPLAINT SUBMITTED TO DA FOR REVIEW 250 200 150 100 50 2016 2017 2018 2019 2020

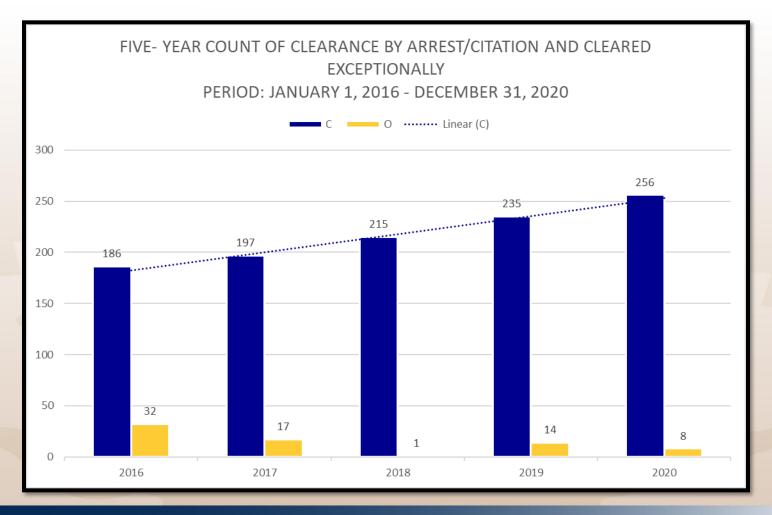


COUNT OF INTERNAL STATUS CODES: K- LACK OF INVESTIGATIVE RESOURCES H- VICTIM REQUESTED CLOSURE G- LACK OF VIC COOPERATION (ATTEMPTS MADE/NO CONTACT)



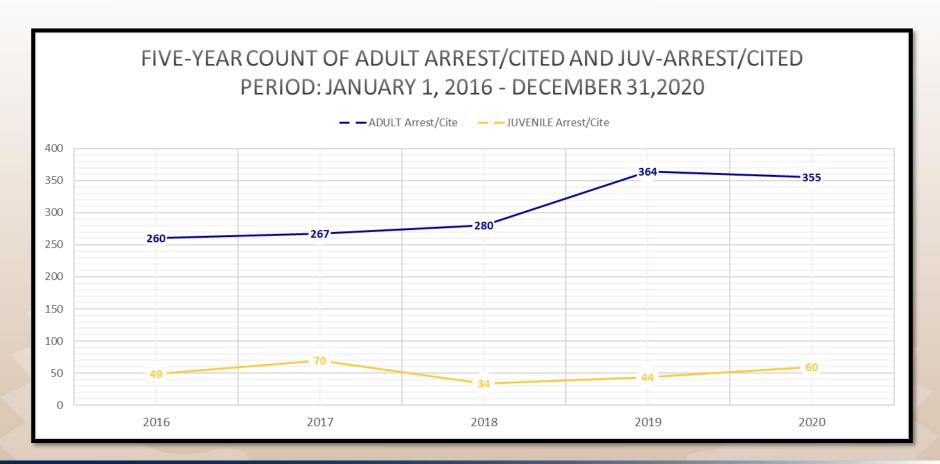


COUNT OF CLEARANCE BY ARREST/CITATION AND CLEARED EXCEPTIONALLY





COUNT OF ADULT AND JUVENILE ARREST/CITED



HEAT MAP AND COUNT OF ARREST/CITED BY AGE

HEAT MAP AND COUNT OF ARREST/CITED BY AGE PERIOD: JANUARY 1, 2016 - DECEMBER 31, 2020

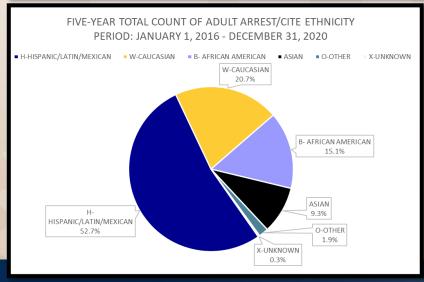
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37 7 9 3 6 13 38 38 2 11 9 8 15 45 77 1	35	2	11	6	10	7	36	74				4		4
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	37	7	9	3	6	13	38	76				2		2
39 4 8 9 12 11 44 78 1	38	2	11	9	8	15	45	77		1				1
	39	4	8	9	12	11	44	78				1		1
40 6 8 8 10 13 45 80 1	40	6	8	8	10	13	45	80				1		1
41 10 7 8 2 9 <mark>36</mark> 81 2	41	10	7	8	2	9	36	81			2			2 1
42 8 5 6 7 3 29 82 1	42	8	5	6	7	3	29	82	1					1
43 5 6 2 9 6 28 83 1	43	5	6	2	9	6	28	83				1		1
44 8 8 5 5 8 34 88 1	44	8	8	5	5	8	34	88					1	1
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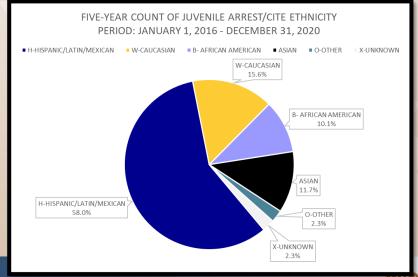


HEAT MAP SUMMARY AND COUNT OF ARREST/CITE ETHNICITY

COUNT OF AD	III T A	RRES	T/CIT	F FTH	NICIT	v	
PERIOD: JANUA	-						
ETHNICITY	2016	2017	2018	2019	2020	TOTAL	PERCENTAGE
H-HISPANIC/LATIN/MEXICAN	131	139	146	197	192	805	52.7%
W-CAUCASIAN	58	58	61	72	67	316	20.7%
B- AFRICAN AMERICAN	40	42	47	49	53	231	15.1%
V-VIETNAMESE	7	10	7	7	10	41	2.7%
A- OTHER ASIAN	7	4	7	12	10	40	2.6%
O-OTHER	1	4	3	10	11	29	1.9%
F-FILIPINO	4	2	5	7	5	23	1.5%
Z-ASIAN INDIAN	4	2	1	5	2	14	0.9%
P-PACIFIC ISLANDER	2	2		3		7	0.5%
C- CHINESE	1	2	3	1		7	0.5%
I-AMERICAN INDIAN/ALASKAN NATIVE	2	1		1	2	6	0.4%
X-UNKNOWN	2	1	1		1	5	0.3%
U-HAWAIIAN	1		1			2	0.1%
J-JAPANESE					1	1	0.1%
S-SAMOAN					1	1	0.1%
Grand Total	260	267	282	364	355	1528	100.0%

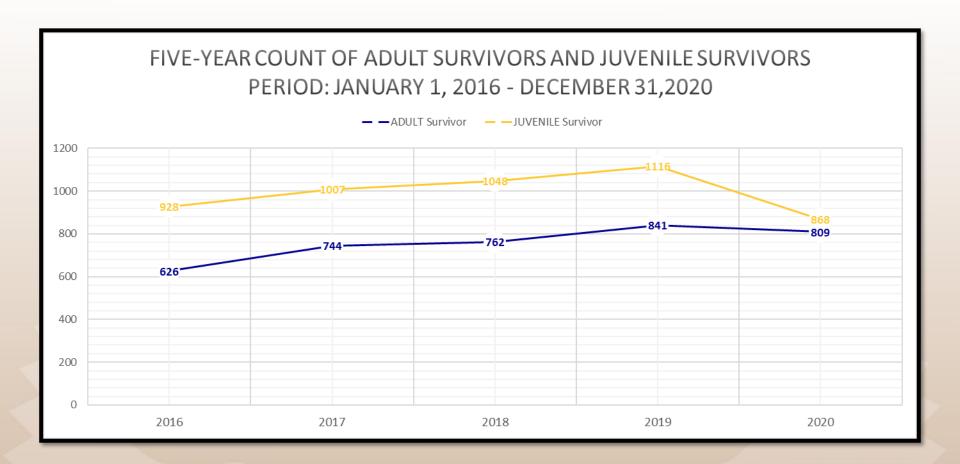
COUNT OF JUV	COUNT OF JUVENILE ARREST/CITE ETHNICITY								
PERIOD: JANUA	RY1,	2016 -	DECE	MBER	31, 20)20			
ETHNICITY	2016	2017	2018	2019	2020	TOTAL	PERCENTAGE		
H-HISPANIC/LATIN/MEXICAN	28	46	19	19	37	149	58.0%		
W-CAUCASIAN	10	6	4	12	8	40	15.6%		
B- AFRICAN AMERICAN	9	4	3	4	6	26	10.1%		
A- OTHER ASIAN	1	8	3	1	1	14	5.4%		
O-OTHER			1	3	2	6	2.3%		
F-FILIPINO		2	3	1		6	2.3%		
X-UNKNOWN	1		1	2	2	6	2.3%		
V-VIETNAMESE		1		2	2	5	1.9%		
I-AMERICAN INDIAN/ALASKAN NATIVE		1			1	2	0.8%		
Z-ASIAN INDIAN					1	1	0.4%		
P-PACIFIC ISLANDER		1				1	0.4%		
C- CHINESE		1				1	0.4%		
Grand Total	49	70	34	44	60	257	100.0%		







COUNT OF ADULT AND JUVENILE SURVIVORS





HEAT MAP AND COUNT OF SURVIVORS BY AGE

HEAT MAP AND COUNT OF SURVIVORS BY AGE PERIOD: JANUARY 1, 2016 - DECEMBER 31, 2020

AGE	2016	2017	2018	2019	2020	TOTAL	AGE	2016	2017	2018	2019	2020	TOTAL	AGE	2016	2017	2018	2019	2020	TOTAL
1	4	2	3	4		13	32	16	17	19	15	21	88	63	2	5	2	5	3	17
2	5	9	6	11	10	41	33	11	26	15	22	16	90	64	1	2	3	5	3	14
3	23	10	15	18	19	85	34	15	15	24	16	20	90	65	2	1	3	4	2	12
4	26	12	15	30	18	101	35	17	13	11	22	23	86	66	1	2	2	1	5	11
5	21	22	18	24	13	98	36	14	15	13	13	25	80	67		1	3	3	3	10
6	15	17	18	34	19	103	37	8	12	18	13	14	65	68		1	2	3	1	7
7	27	17	28	20	17	109	38	8	14	17	20	18	77	69		1	2	2	2	7
8	31	23	21	19	26	120	39	11	10	9	14	13	57	70	1	1	2	1	4	9
9	27	28	26	16	25	122	40	10	14	21	15	19	79	71		1	3	2	2	8
10	38	32	44	47	29	190	41	13	9	17	13	4	56	72			1		1	2
11	44	51	49	48	33	225	42	4	16	6	12	21	59	73		2	1		2	5
12	62	66	81	102	59	370	43	9	14	11	17	14	65	74	3		2	2	2	9
13	83	134	93	110	85	505	44	9	11	11	12	12	55	75	1		1	2		4
14	112	111	129	115	98	565	45	9	13	11	5	13	51	76	1		2	2	1	6
15	130	140	129	140	94	633	46	5	16	12	13	12	58	77	1	1	1	1		4
16	143	173	158	144	104	722	47	7	11	13	8	17	56	78	1	2	1	1	3	8
17	116	131	142	149	116	654	48	5	16	13	21	12	67	79		1		1		2
18	51	37	43	62	49	242	49	6	6	12	9	14	47	80			1	1		2
19	32	32	32	44	37	177	50	9	13	4	10	8	44	81	1			1	1	3
20	25	42	42	46	42	197	51	4	2	9	4	8	27	82		1				1
21	40	47	37	33	39	196	52	5	9	13	9	13	49	83				1		1
22	23	24	36	36	31	150	53	4	6	7	12	7	36	84			1		1	2
23	35	26	26	37	26	150	54	4	4	5	12	6	31	85	1		1			2
24	20	30	24	30	30	134	55	6	2	8	8	1	25	87				1		1
25	24	28	23	36	26	137	56	1	5	6	4	9	25	90		1				1
26	16	27	20	32	22	117	57	5	6	7	5	5	28	91		1				1
27	21	21	26	28	32	128	58	3	3	6	4	6	22	92		1				1
28	22	16	17	22	20	97	59	4	2	9	6	4	25	93	1					1
29	22	14	26	27	22	111	60	2	3	6	7	3	21	94		1				1
30	14	19	23	25	26	107	61	1	6	5	8	5	25	97			1			1
31	19	19	16	22	31	107	62		3	5	5	4	17	N/D	41	53	66	53	76	289
*N/D - N	lo Data: A	t the time	e that the	report w	as taken,	, survivor d	id not disc	close age	or office	rs were u	nable to	confirm b	irthday	TOTAL	1554	1751	1810	1957	1677	8749

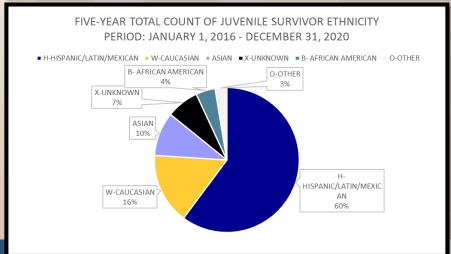


HEAT MAP SUMMARY AND COUNT OF SURVIVOR ETHNICITY

			VIVOR E				
PERIOD: . ETHNICITY	2016	Y 1, 2016 2017	2018	2019	2020	TOTAL	PERCENTAGE
H-HISPANIC/LATIN/MEXICAN	256	313	311	379	350	1609	43.5%
W-CAUCASIAN	174	179	208	223	176	960	26.0%
X-UNKNOWN	39	57	52	34	45	227	6.1%
B- AFRICAN AMERICAN	33	44	35	60	40	212	5.7%
A- OTHER ASIAN	20	27	41	35	44	167	4.5%
O-OTHER	15	18	23	31	27	114	3.1%
V-VIETNAMESE	21	19	21	15	31	107	2.9%
N/D	18	17	11	15	17	78	2.1%
F-FILIPINO	15	11	13	16	13	68	1.8%
C- CHINESE	9	7	12	9	19	56	1.5%
Z-ASIAN INDIAN	4	11	6	10	4	35	0.9%
I-AMERICAN INDIAN/ALASKAN NATIVE	1	4	3	4	3	15	0.4%
J-JAPANESE	2	2	4	3	4	15	0.4%
U-HAWAIIAN	1	2	2	2	3	10	0.3%
P-PACIFIC ISLANDER	1	3	1	2	2	9	0.2%
K-KOREAN	3	3	1		2	9	0.2%
S-SAMOAN	1		1	2		4	0.1%
L-LAOTIAN	1				1	2	0.1%
D- CAMBODIAN				1		1	0.0%
TOTAL	614	717	745	841	781	3698	100.0%

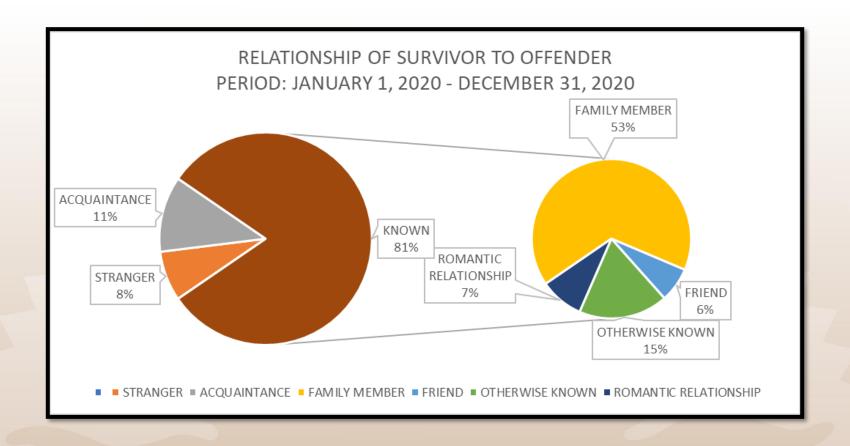
FIVE-YEAR TOTAL COUNT OF ADULT SURVIVOR ETHNICITY PERIOD: JANUARY 1, 2016 - DECEMBER 31, 2020 • H-HISPANIC/LATIN/MEXICAN • W-CAUCASIAN • ASIAN • X-UNKNOWN • B-AFRICAN AMERICAN • O-OTHER • N/D N/D 2% 2% 2% 14-14-14-14-14-14-14-14-14-14-14-14-14-1
ASIAN 13% W-CAUCASIAN 26%

				ETHNIC			
PERIOD: .	2016	2017	2018	2019	2020	TOTAL	PERCENTAGE
H-HISPANIC/LATIN/MEXICAN	550	620	622	675	481	2948	60.2%
W-CAUCASIAN	145	127	176	180	146	774	15.8%
X-UNKNOWN	97	81	49	65	64	356	7.3%
B- AFRICAN AMERICAN	42	41	42	48	38	211	4.3%
O-OTHER	10	12	32	36	38	128	2.6%
F-FILIPINO	22	29	28	20	23	122	2.5%
V-VIETNAMESE	13	20	30	28	25	116	2.4%
A- OTHER ASIAN	7	17	26	30	20	100	2.0%
Z-ASIAN INDIAN	6	4	12	9	6	37	0.8%
U-HAWAIIAN	7	8	5	2	1	23	0.5%
C- CHINESE	6	3	2	8	1	20	0.4%
P-PACIFIC ISLANDER	6	3	4	4	2	19	0.4%
I-AMERICAN INDIAN/ALASKAN NATIVE	3	1	3	4	1	12	0.2%
J-JAPANESE	1	2	1	1	3	8	0.2%
S-SAMOAN		4	1		2	7	0.1%
K-KOREAN		2	1		3	6	0.1%
D- CAMBODIAN			3	1		4	0.1%
G-GUAMANIAN	1			2	1	4	0.1%
L-LAOTIAN	1	1				2	0.0%
Grand Total	917	975	1037	1113	855	4897	100.0%





SURVIVOR RELATIONSHIP TO OFFENDER





IMPROVING SERVICES TO SURVIVORS

- Crime Prevention Unit
- YWCA: Improving Criminal Justice Program
- YWCA: Sexual Assault Education
- YWCA: Clinical Counseling Program
- Sexual Assault Investigations Newsletter "From the Bullpen"



CHALLENGES

- SAIU, SVU, and FVU rely on Crime and Intel Data to make sound decisions provided by one (1) Crime and Intelligence Analyst. The same analyst leads the Vigilant Parent Initiative Trainings and supports the department's other needs as well.
- Educating those who live in areas prone to Sexual Assault relies heavily upon the Crime Prevention Unit.
- Disparity and underreporting in the Asian Community



MOVING FORWARD

- Increase capacity in the area of Crime and Intelligence Data Analytics as resources allow
- Increase capacity in the area of Prevention and Intervention services as resources allow
- Work more closely with all ethnic-based agencies (Emphasizing Asian Service Providers)



5. SPECIAL VICTIMS UNIT (SVU) REPORT



COUNT OF CHILD OBSENITY AND PORNOGRAPHY (311PC OBSENE MATTER) 2019 vs. 2020 COMPARISON

	SVU OFFENSE COUNT PERIOD: 2019 vs. 2020										
OFFFENSE COUNT 2019 2020 Percent Change											
290(B) PC SEX FAIL TO REG/FEL 226 69 -69.5%											
311 PC OBSCENE MATTER	93	110	18.3%								
290(B)PC SEX FAIL TO REG/MISE	100	55	-45.0%								
236.1 PC HUMAN TRAFFICKING	45	33	-26.7%								
TOTAL	464	267	-42.5%								

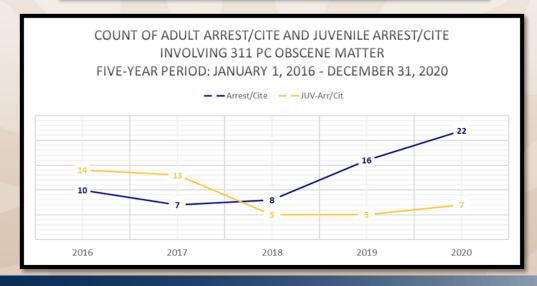
^{*}Period is factored as Annual Period for January to December instead of Fiscal Year
**Unable to unload data for 3 privatized cases



^{***}This is NOT a count of Primary Offenses. Cases will sometimes have more than 1 offense count

COUNT OF ADULT AND JUVENILE ARREST/CITE INVOLVING 311 PC OBSCENE MATTER

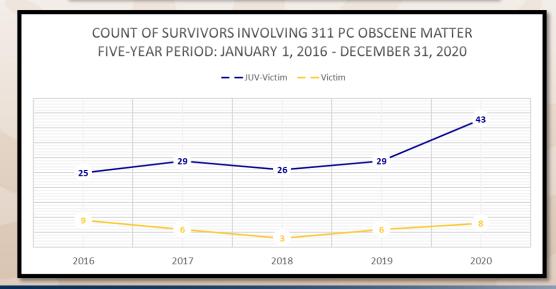
COUNT OF AGE OF ARREST/CITE FIVE-YEAR PERIOD: JANUARY 1, 2016 - DECEMBER 31, 2020									
AGE RANGE	2016	2017	2018	2019	2020	COUNT			
12-17	14	11	4	5	6	40			
18-29	3	0	3	2	9	17			
30-39	4	2	4	4	2	16			
40-49	0	4	0	3	1	8			
50-59	1	1	1	2	1	6			
60+	0	0	1	0	1	2			





COUNT OF ADULT AND JUVENILE SURVIVORS INVOLVING 311 PC OBSCENE MATTER

FIVE-YE	COUNT OF AGE OF SURVIVORS FIVE-YEAR PERIOD: JANUARY 1, 2016 - DECEMBER 31,										
AGE RANGE 2016 2017 2018 2019 2020 COUNT											
12-17	20	21	22	20	37	120					
18-29	5	2	1	2	2	12					
30-39	0	0	1	0	0	1					
40-49	0	1	0	1	1	3					
50-59	0	0	0	0	0	0					
60+	0	0	0	1	1	2					





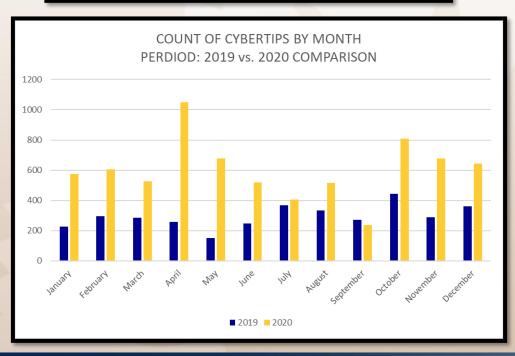
CHILD EXPLOITATION CASES

- SAIU handles the bulk of child molestation cases
- SVU does investigate child molestation cases in conjunction with possession of obscene matter, Commercial Sexual Exploitation of Children (CSEC) Cases, or cases involving a person who is in a position of trust within the community
- Utilization of the Child Interview Center, San Jose
 PD's Family Room, and the in-house YWCA advocate



COUNT OF CYBERTIPS RECEIVED

•	er Tips R : 2019 vs.								
2019 2020 Cha									
Cyber Tips Received	3502	7245	107%						



Total Cyber Tips Received By Month Period: 2019 vs. 2020						
			Percent			
	2019	2020	Change			
January	228	575	152%			
February	294	606	106%			
March	285	528	85%			
April	257	1051	309%			
May	151	679	350%			
June	248	521	110%			
July	368	406	10%			
August	333	515	55%			
September	272	238	-13%			
October	443	807	82%			
November	290	677	133%			
December	362	642	77%			

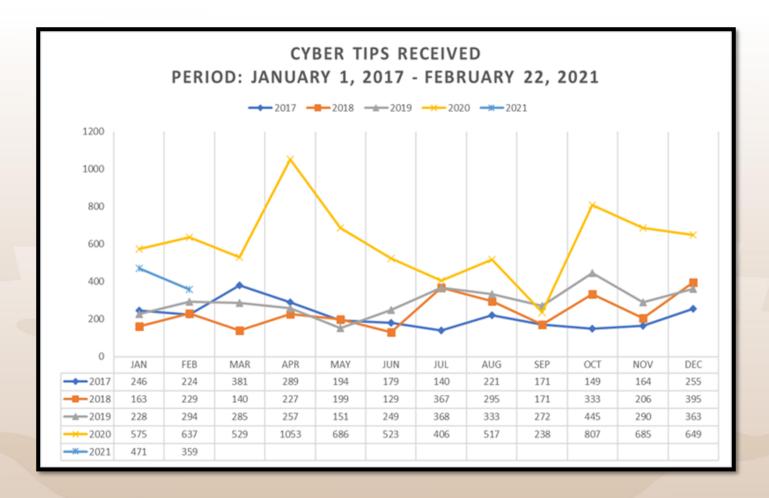


ONLINE ENTICEMENT OF CHILDREN

SAN JOSÉ ICAC TEAM PERIOD: 2019 vs. 2020									
Measure				2019 Count	2020 Count	Percent Change			
Documented Complaints¹	Traveler	Proactive		2	2	0%			
		Reactive		1	0	-100%			
	Enticement	Proactive		8	0	-100%			
		Reactive		174	261	50%			
	Directed to	Proactive		26	4	-85%			
		Reactive		163	270	66%			
	Child Pornography Dis	Manufacture	Proactive	4	0	-100%			
			Reactive	5	5	0%			
		Distribution	Proactive	2	4	100%			
			Reactive	23	22	-4%			
		Descenies	Proactive	14	26	86%			
		Possession	Reactive	43	45	5%			



TRENDS AND PATTERNS WITH ONLINE DISTANCED LEARNING





IMPROVING SERVICES TO VICTIMS

- Enhancing Proactivity
- Intersectionality Between Domestic Violence, Sexual Assault, and Human Trafficking
- Aligning Best Practices
- Community Education and Outreach
 - Virtual Classes
 - Social Media Outreach Campaigns
- Vigilant Parent Initiative



CHALLENGES

- Recent crime trends are increasing SVU's workload
- The increase in Cyber Tips in indicative of the growth of Child Sexual Abuse Material (CSAM) and every report of CSAM must be investigated
- Hundreds of escort and massage parlor ads per week in San Jose combined with under-reporting in the API community
- Complex Human Trafficking cases require volumes of work and investigators are hindered from having enough time to conduct proactive investigations, outreach and provide timely data sharing with CBOs



MOVING FORWARD

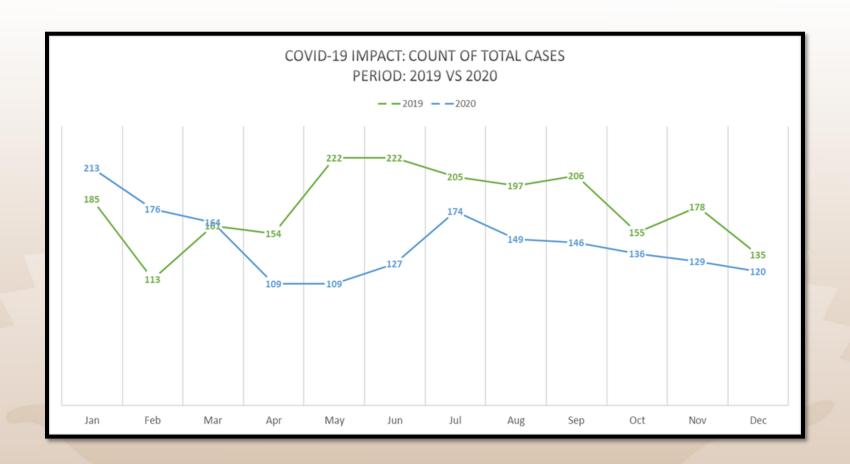
- Build capacity of the Crime Prevention Unit to conduct education and outreach activities in conjunction with the Vigilant Parent Initiative, as resources allow
- Increase Forensic Analyst Staff capacity to carry out complex tracking of money tied to human trafficking, the continual Vigilant Parent Initiative curriculum updates, and assist with continual data sharing with CBOs, as resources allow



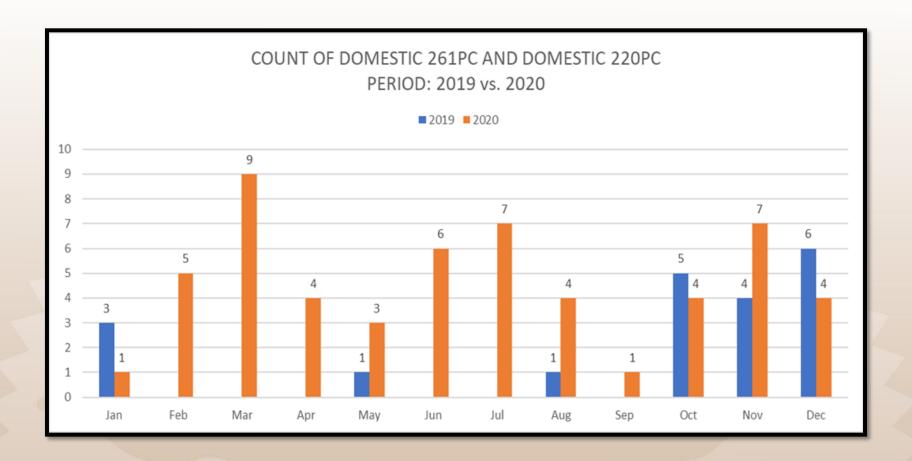
6. COVID-19 IMPACT



TOTAL COUNT OF REPORTED CASES 2019 vs. 2020 COMPARISON



TOTAL COUNT OF DOMESTIC SEXUAL ASSAULT CASES 2019 vs. 2020 COMPARISON



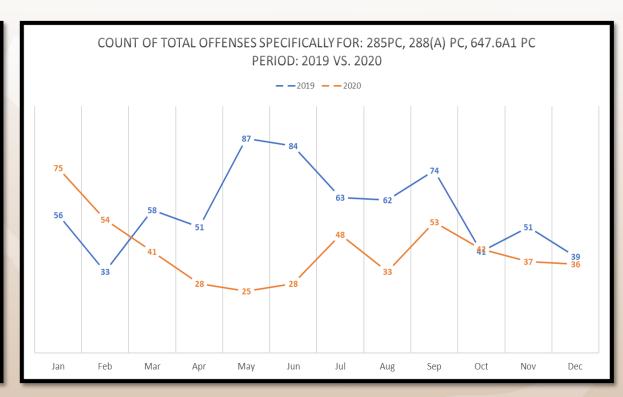


TOTAL COUNT OF CHILD MOLEST CASES 2019 vs. 2020 COMPARISON

COUNT OF 285 PC INCEST, 288(A) PC L&L W/ UNDER 14YRS, 647.6A1 PC ANNOY/MOLEST MINOR

PERIOD: 2019 vs. 2020

MONTH	2019	2020	2019-2020 % CHANGE
Jan	56	75	33.9%
Feb	33	54	63.6%
Mar	58	41	-29.3%
Apr	51	28	-45.1%
May	87	25	-71.3%
Jun	84	28	-66.7%
Jul	63	48	-23.8%
Aug	62	33	-46.8%
Sep	74	53	-28.4%
Oct	41	42	2.4%
Nov	51	37	-27.5%
Dec	39	36	-7.7%
TOTAL	699	500	-28.5%





Questions?



