

Community Development Department MONTHLY REPORT November 2022

Professionalism

Reliability

Creativity

Service

Inside This Issue:	
Community Engagement and Outreach	2
Boards and Commissions	3
Project Updates	5
Economic Development Update	6
Innovate New Albany	10
Plan Review	18
Field Work and Inspections	22
Commercial Construction	25
Statistics	30

Community Engagement and Outreach NOVEMBER 2022

MODE—Rickenbacker tour (November 15)
APA Ohio—State Conference Planning Session (November 17)
GROW Licking County Update (November 18)
City of New Albany and Stack Infrastructure Touchbase (November 21)
City of New Albany and Columbus Chamber Introduction (November 23)
Leadership Ohio Introduction (November 28)

BOARD AND COMMISSIONS NOVEMBER 2022

Planning Commission: November 7, 2022

Applications

Title:	Rezoning - The Hamlet
Location:	Located at the southwest and southeast corners of New Albany Condit Road and Central College Road
Applicant:	Nona Master Development LLC, Attn: Yaromir Steiner and Bryan Stone c/o Aaron Underhill, Esq.
Request:	Rezoning
Zoning:	Existing: R-1 Proposed: I-PUD
Commission Action:	Recommendation of approval with conditions

Architectural Review Board: November 14, 2022

Applications

Title:	Certificate of Appropriateness - New Sign
Location:	14 South High Street
Applicant:	Keiser Design Group c/o Ethan Fraizer
Request:	Architectural Canopy Sign
Zoning:	Urban Center, Historic Center Sub-District
Board Action:	Approved with conditions

Planning Commission: November 21, 2022

Applications

Title:	Variance Reconsideration
Location:	6988 Hanby's Loop
Applicant:	Ryan and Ashley Deal
Request:	Reconsideration request for a variance request to allow the installation of a fence within a drain-
	age easement
Zoning:	CPUD
Commission Action:	Denied

BOARD AND COMMISSIONS NOVEMBER 2022

Planning Commission: November 21, 2022

Applications

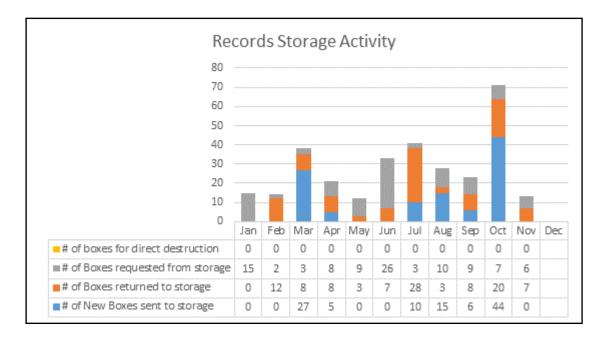
Title:	Variance Request
Location:	6972 Hanby's Loop
Applicant:	Daniel Martin
Request:	Variance request to allow installation of a fence and landscaping within a drainage easement
Zoning:	CPUD
Commission Action:	Denied

Title:	Variance Request
Location:	6976 Hanby's Loop
Applicant:	Jay Holladay
Request:	Variance request to allow installation of a fence and landscaping within a drainage easement
Zoning:	CPUD
Commission Action:	Denied

PROJECT UPDATES NOVEMBER 2022

VRC

Project Description: VRC (formerly known as Fireproof) is the company that provides record storage for the city. The department sends records to storage after the project / permits are completed or when the record is no longer needed. Theses records are inventoried in boxes. Boxes are frequently called back to the city offices for reasons that include but are not limited to public records requests and research purposes. This graph shows the monthly activity between the department and VRC.



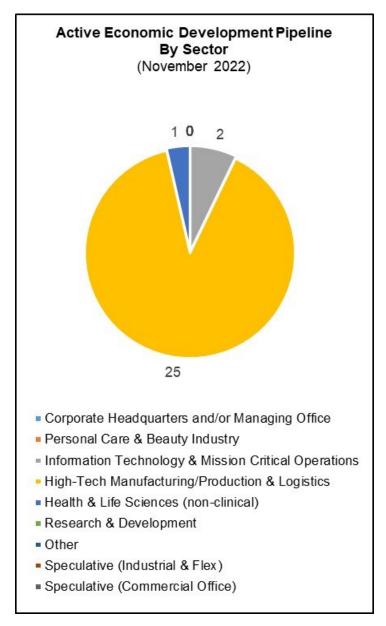
ECONOMIC DEVELOPMENT UPDATES NOVEMBER 2022

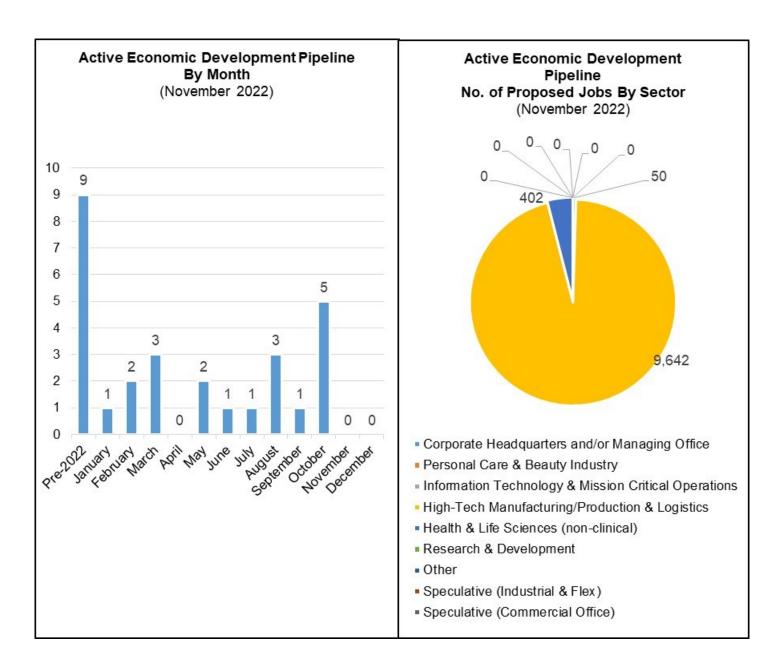
Active Economic Development Pipeline

(Including Site Selection Requests For Information)

The department has responded to 19 site selection Requests for Information in 2022. This active pipeline represents more than \$6.8 billion in total investment associated with more than 10,044 net new jobs. The month of November added zero new project(s) to the pipeline. Several site selection projects were not pursued because of development requirements or characteristics and site availability.

Currently, the department has an active portfolio of approximately 28 projects with the top site uses being High-Tech Manufacturing/Production & Logistics, and Health & Life Sciences (non-clinical).





ECONOMIC DEVELOPMENT UPDATES NOVEMBER 2022

Business Retention & Expansion Meetings

Accel Inc. - 9000 Smith's Mill Dr.

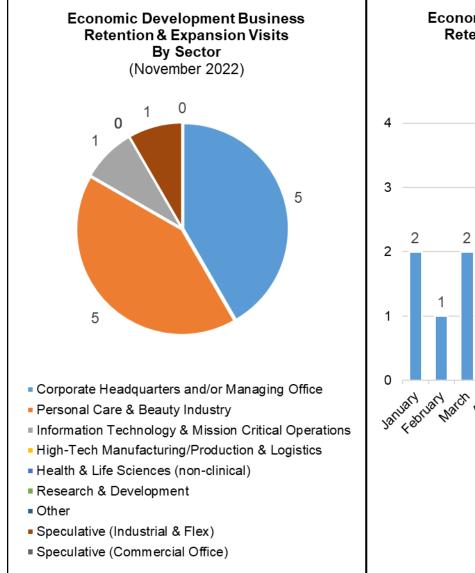
Accel Inc. provides world-class hand assembly and outsourced manufacturing solutions. Accel was one of the original companies to locate within the Personal Care and Beauty Campus. They were a critical initial partner for recruiting other companies from around the world to locate within the supply chain vertical and continue to serve in this role. Accel will begin to feature new programs from Bath and Body Works next year. The company is interested in attracting other international Bath and Body Works suppliers to locate within their building in New Albany.

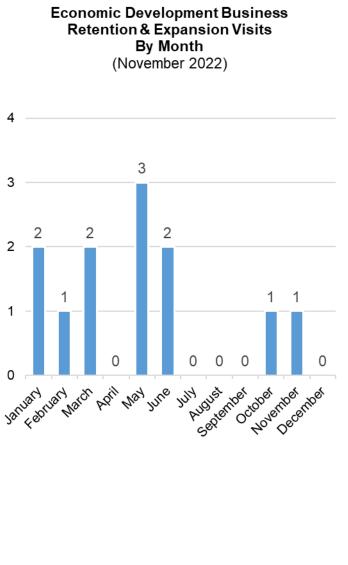
Accel has had major success with Kellogg's. They have become the fastest growing packager for Kellogg's. In one program this year Accel packaged 30,000 tons of cereal. During their busy season, Accel was operating two shifts with 400 individuals per shift. During normal operations this number decreases to 200 employees per shift.

The owners of Accel also help to provide temporary workers to other companies within the Beauty Campus, through a temporary agency and sharing staff of their own. The company is seeking introductions to other new companies in New Albany and around the state to help increase their sales.

ECONOMIC DEVELOPMENT UPDATES NOVEMBER 2022

Business Retention & Expansion Meetings





INNOVATE NEW ALBANY

NOVEMBER 2022

Google Analytics Section

Site Performance

Traffic Metrics by Page Title - This is where you can see which pages on the site are receiving the most pageviews, how long users spend on each page, and the bounce rate.

Traffic Metrics by Page Title

From 11/01/2022 until 11/30/2022

Page Title	Pageviews	Avg. Time on Page	Entrances	Exits	Bounce Rate (%)
Expert Office Hours: Friday December 2 - Innovate New Albany	747	0:00:13	281	366	46.26%
Home - Innovate New Albany New Albany, Ohio	510	0:01:41	366	249	51.64%
Expert Office Hours Registration – Innovate New Albany New Albany, Ohio	351	0:00:32	157	86	22.93%
Improve Your Health by Focusing on Six Simple Things You're Probably Ignoring (hybrid) - Innovate New Albany	197	0:02:21	118	131	65.25%
Upcoming Events – Innovate New Albany	163	0:01:00) 50	65	50.00%
Entire Site	3,636	0:01:08	3 1,960	1,960	61.58%

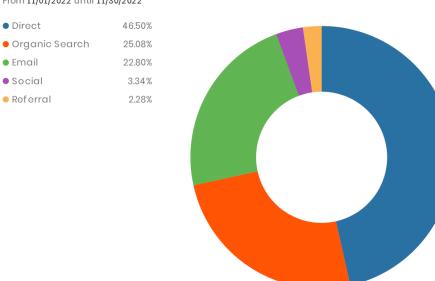
Social Media Platforms - This shows the importance of active and engaging social media posts. This stat will always be compared to the previous year.



Engagement Percentage Breakdown - Where are users coming from?

Note: Organic Search means users used a search engine and ended up on our site. Direct means they directly came to our site through typing in our URL in their browser or through browser bookmarks. Referral refers to visits that came to the site from sources outside of its search engine-so through referral links.

Engaged Sessions by Channel From 11/01/2022 until 11/30/2022



INNOVATE NEW ALBANY

NOVEMBER 2022

MailChimp Section

Subscribers: 3, 874 Avg. Open Rate: 22.72% Avg. Click-Thru Rate: 1%

Metrics by Campaign

From 11/01/2022 until 11/30/2022

From 11/01/2022 until 11/30/2022					
Campaign	Sent On	Unique Opens	Open Rate	Unique Clicks	Click Rate
Expert Office Hours Fri Dec 2, 2021 - VIRTUAL FORMAT - 4th Email (Tue 11/29)	11/29/2022	1,018	26.34%	522	1.97%
Tue 11-29-22, TIGER I Email: 3 Events - Wed 11/30, Wed 12/7, Fri 12/9	11/29/2022	1,035	26.77%	108	0.67%
Expert Office Hours Fri Dec 2, 2021 - VIRTUAL FORMAT - 3rd Email (Mon 11/28)	11/28/2022	1,017	26.28%	374	1.58%
Mon 11-28-22, TIGER 1 Email: 2 Events - Wed 11/30, Wed 12/7	11/28/2022	1,056	27.25%	87	0.65%
Expert Office Hours Fri Dec 2, 2021 - VIRTUAL FORMAT - 2nd Email	11/25/2022	1,002	25.82%	166	0.77%
Expert Office Hours Fri Dec 2, 2021 - VIRTUAL FORMAT - 1st Email	11/23/2022	976	25.15%	76	0.36%

Metrics by Campaign

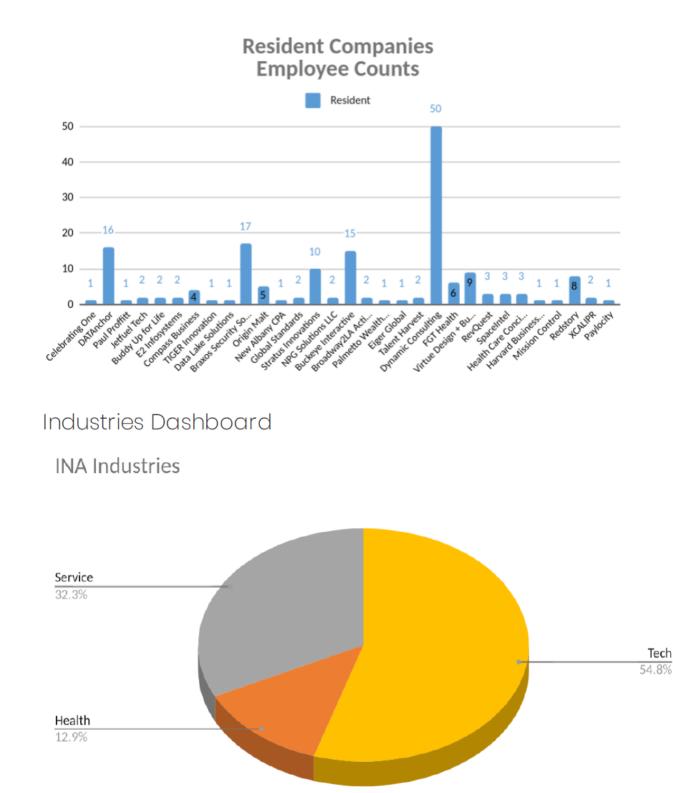
From 11/01/2022 until 11/30/2022

1101111/01/2022 0110111	10012022				
Campaign	Sent On	Unique Opens	Open Rate	Unique Clicks	Click Rate
Wed 11-23-22, TIGER 1 Email: 3 Events - Fri 12/9, Tue 12/13, Fri 12/16	11/23/2022	1,111	28.60%	325	1.73%
Tue 11-22-22, TIGER I Email: 2 Events - Wed 11/30, Wed 12/7	11/22/2022	1,138	29.27%	107	1.03%
Thu 11-17-22, TIGER I Email: 2 Events - Fri 11-18-22 and Wed 12-7-22	11/17/2022	1,288	33.07%	95	0.87%
Wed 11-16-22, TIGER I Email: 2 Events - Fri 11-18-22 and Wed 12-7-22	11/16/2022	1,241	31.80%	98	0.69%

2 of 2

Page 14

INNOVATE NEW ALBANY NOVEMBER 2022



Tenant Dashboard

Company Spotlight



Global Standards Resource (GSR) is led by its founder Robert Chiuri, a resident of New Albany. GSR has operated as a Virtual Resident Company of Innovate New Albany for over 5 years.

GSR is an international firm for auditing and training based in Ohio, USA. In collaboration with other organizations world-wide in standards certification, GSR launched the **Global Food Standards Scheme** under the **Quality Management System (QMS)**. GSR a global leader in providing management solutions standards compliance risk control, all strengthening business strategies towards continuous improvement. GSR offers two core services across varied industries:

1. Auditing: GSR performs evaluations and audits for various organizations suppliers in the food value chain and

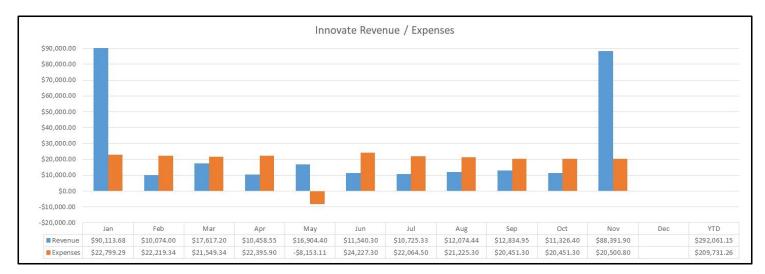
Global Standards Resource impacts its clients' results by identifying and detecting the vital issues of the systems, leaving the trivial issues aside, emphasizing throughout the audit, compliance with the objectives and business strategies of the client.

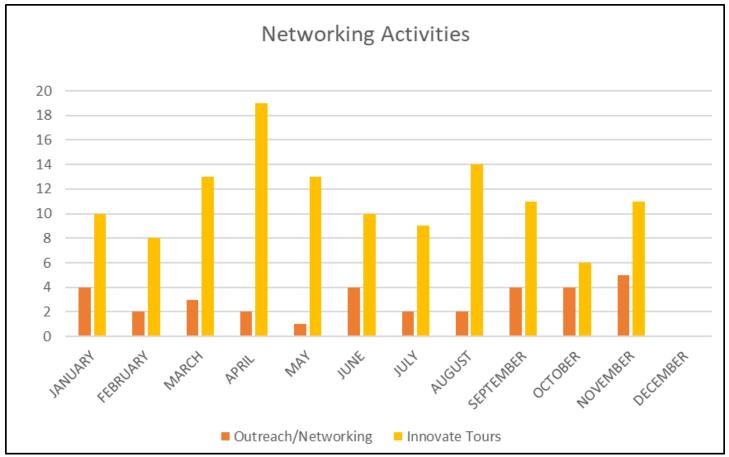
2. Training: GSR provides current and up-to-date training courses through a broad range of innovative learning approaches and tool-based solutions to help client companies understand and enhance business management systems and maximize business investment to achieve goals GSR instructors are qualified leaders in their field, and ensure that all course content builds on industry best practices. The company offers a full range of courses across Quality, Environment, and Food Safety plus a range of other courses across Business Improvement and Professional Development.

Learn more about GSR at https://www.globalsusa.com/.

well beyond.

Networking & Financials





Upcoming Events

December 2022 Look Ahead

Event Name	Photo	Date	Event Type
Expert Office Hours	INNOVATE NEWALBANY Art R/2/2022, B-3 - 11:34am NOV WIRA NOV WIR	12/02/2022	EOH
Introduction to JobsOhio & the Healthcare Sector	INNOVATE NE WALBANY Bednesday 12/3. 11:30am - EtGori porticipate ile generas en virtuall Contribute ile generas en virtuall For English and Stripes	12/07/2022	TIGER Talk
Strategy Made Simpler (but not easy)	INNOVATE NEWALBANY Priloy 12/9, 11:31:2m - 1 00 pm participate it-press or without participate it-press or without priloy 12/9 (10/9) For Innovatives of All Stripes	12/09/2022	TIGER Talk
Meet Our Partners at Rev1 Ventures	INNOVATE NE WALBANY Hatday 12/13/2022, 11:20 Jan - 1-10 pri 10 ¹⁰ 5, NP (1508) Part and and Part and and Part and and Part and and and Part and	12/13/2022	TIGER Talk
Innovate New Albany 8th Annual Holiday "Celebration of Innovation"	Holiday Celebration of Innovation Reserved for the Rest Sector for Rest for the Rest Sector for Rest Se	12/14/2022	Social Event

PLAN REVIEW NOVEMBER 2022

Engineering Plan Reviews

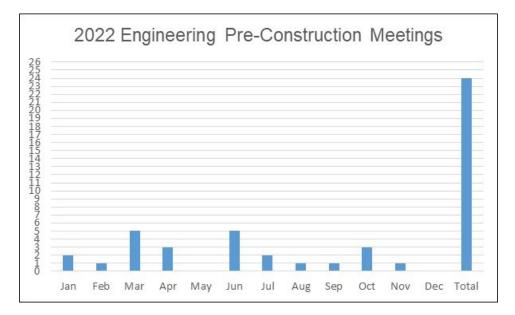
There was one (1) engineering plan submitted for initial review. Additionally, there were seven (7) engineering plans that were resubmitted for back check review.

Project Name	Initial Submittal Date	Comments Issued Date	Total Review Time (Days)	Review Time Standard (Days)
Van Trust Tech Park - Site D Site Improvement Plan	October 26, 2022	November 9, 2022	14	18
NBY4A Mass Excavation - Revision 1	November 10, 2022	November 21, 2022	11	18
NBY4A Site Improvement Plan	November 10, 2022	November 22, 2022	12	18
New Albany Commerce II - Eastern Leisure Path Improve- ment	November 29, 2022	-	-	18
Valvoline Instant Oil Change - Site Plan	November 17, 2022	-	-	18
Savko Batch Plant	November 8, 2022	November 14, 2022	6	18
Culvert Replacement Plan	November 4, 2022	November 18, 2022	14	18

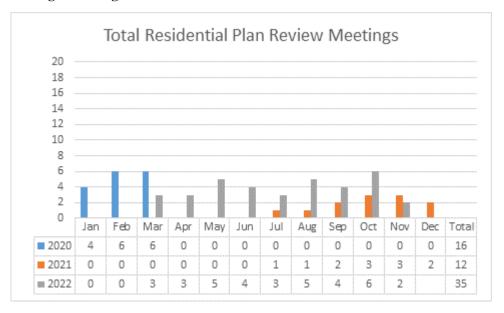
Engineering Pre-Construction Meetings

There was one (1) pre-construction meeting held in November.

Savko Batch Plant

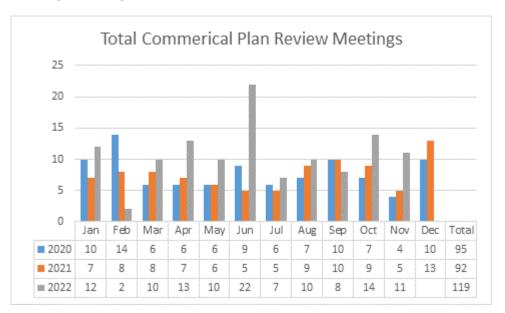


Residential Walk-Through Meetings



The development department offers in person meetings for small residential projects with the contractor/owners and the zoning and building plan reviewers.

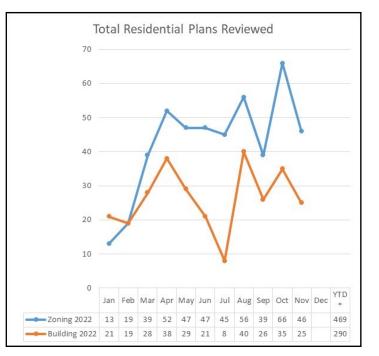
Commercial Walk-Through Meetings



The development department offers in person meetings for commercial projects with the contractor/owners and appropriate city staff to discuss new projects, plan review submissions and occupancy coordination.

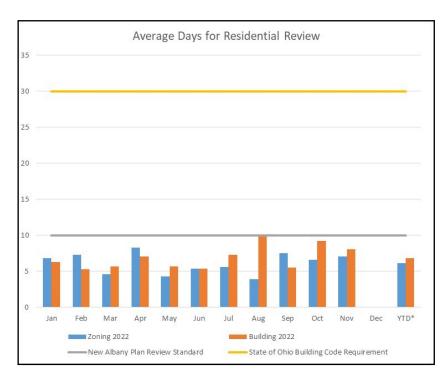
PLAN REVIEW CONTINUED NOVEMBER 2022

Residential Plan Review

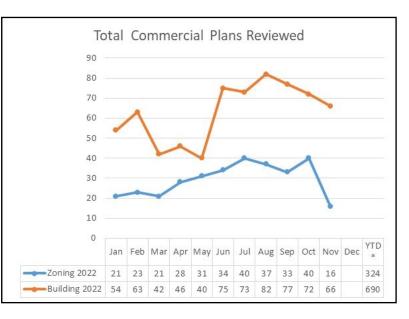


This graph shows the total number of residential plan reviews completed during each month. This includes new projects, response to denials and revisions to approved plans.

*YTD is the total from January to the end of current month.



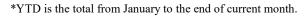
This graph shows the average number of days for residential plan review for building and zoning completed during each month. The state standard from the Board of Building Standards and the city standards are listed as solid lines for comparison.

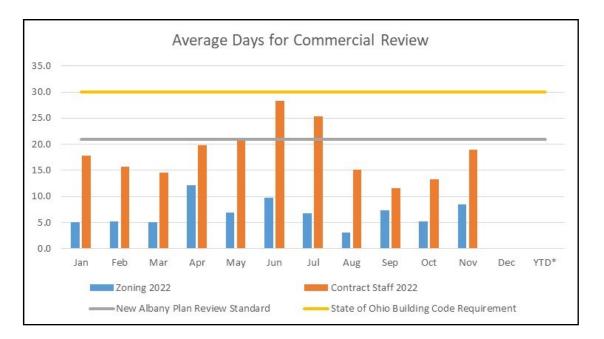


PLAN REVIEW CONTINUED NOVEMBER 2022

Commercial Plan Review

This graph shows the total number of commercial plans reviewed during each month. This includes new projects, response to denials and revisions to approved plans.





This graph shows the average number of days for commercial plans reviewed by building and zoning during each month. The state standard from the Board of Building Standards and the city standards are listed as solid lines for comparison.

FIELD WORK AND INSPECTIONS NOVEMBER 2022

Code Enforcement Activity

Address: 7029 Stonegate Drive

Date of Compliant: October 14, 2022

Complaint Description: The owner called in for a final zoning inspection for a re-roof with no permit provided.

Violations: No permit for project

Activity: Inspection complete, violation notice mailed. The homeowner was contacted over the phone and the city staff requested a permit be submitted for the work.

Status: Open

Address: 6678 Central College Road

Date of Complaint: September 21, 2022

Complaint Description: Several anonymous calls were made about poor lawn management including turf grass, tree branches, and rubbish on property. Staff investigated and observed that the lawn was overgrown and tree branches were cut and spread all over the lawn in piles.

Violations: Overgrown turf grass and tree rubbish in yard.

Activity: Inspection complete, second violation notice mailed. The lawn and rubbish were removed from the most recent inspection.

Status: Closed

Address: 6972 Hanby's Loop

Date of Complaint: September 16, 2022

Complaint Description: Neighboring property owner applied for variance for fence within a drainage easement and reported this property had fence within easement. A black aluminum fence has been constructed in the rear drainage easement without a permit.

Violations: Fence and landscape in rear drainage easement.

Activity: Inspection complete and a final notice mailed. The property applied for variance which was denied by the city Planning Commission.

Status: Open

Address: 7029 Hanby's Loop

Date of Complaint: August 19, 2022

Complaint Description: Neighboring property owner applied for variance for fence within a drainage easement and reported this property had fence within easement. Landscaping and black aluminum fence has been constructed in the rear drainage easement.

Violations: Fence and landscape in rear drainage easement.

Activity: Staff met with property owners to discuss resolution. Inspection complete, non-compliant. The city staff met with the homeowners to coordinate relocating the fence and landscaping out of the drainage easement.

Status: Open

FIELD WORK AND INSPECTIONS CONTINUED NOVEMBER 2022

Address: 6976 Hanby's Loop

Date of Complaint: August 22, 2022

Complaint Description: Neighboring property owner applied for variance for fence within a drainage easement and reported this property had fence within easement. A black aluminum fence has been constructed in the rear drainage easement without a permit.

Violations: Fence in rear drainage easement.

Activity: Inspection complete and a final notice mailed. The property applied for variance which was denied by the city Planning Commission.

Status: Open

Address: Multiple parcels west of Nottingham Trace (222-004443, 222-005178, 222-004959)

Date of Complaint: July 26, 2022 & July 28, 2022

Complaint Description: Vacant land not being mowed / maintained

Violations: None

Activity: Inspection completed, property owners contacted, two out of the three properties were brought into compliance.

Status: Closed

Address: 9230 Pamplin Way

Date of Complaint: October 24, 2019

Complaint Description: Encroachment in a preservation zone

Violations: Working without a permit, encroachment of a preservation zone

Activity: Resolution Agreement was signed, compliance extension until October 2022. The patio has been completely removed from the preservation zone. The homeowner is finalizing the grading and landscaping that must be established where the deck patio was removed.

Status: Open

Address: 6869 Central College Road

Date of Compliant: June 2, 2016

Complaint Description: Condition of a vacant house

Violations: Vacant structure, sanitation, swimming pools, enclosures, exterior walls, disposal of rubbish, and turf grass. **Activity:** Property is sold by auction. The new owner was mailed about the violations. The new owner has begun cleaning the property and has submitted permits to renovate the home. **Status:** Open

FIELD WORK AND INSPECTIONS CONTINUED NOVEMBER 2022

Address: 10135 Johnstown Road

Date of Compliant: February 3, 2016

Complaint Description: Multiple vehicles on the property and the welfare of the resident

Violations: Unsafe structure, unsafe equipment, parking limitations, sanitation, accessory structures, motor vehicles, glazing, window and door frames, protective treatment, structural members, exterior walls, roofs and drainage, stairs and walking surfaces, accumulation of rubbish or garbage, plumbing system hazards, prohibiting outdoor storage and accumulation, heating facilities required, mechanical appliances, residential occupancy.

Activity: Inspection complete, no change.

Status: On observation

COMMERCIAL PROJECT CONSTRUCTION STATUS NOVEMBER 2022

Village Center & Other Areas

Name of Project: Blue Horseshoe Partners—Owner Improvements Location: 24 E. Main St. Square Footage: 3,990 Start Date: May 2019 Estimated Completion: Pending tenant commitment

Name of Project: New Albany Presbyterian Church Location: 5885 Dublin-Granville Road Square Footage: 26,744 Start Date: February 2022 Estimated Completion: Spring 2023

Name of Project: Aldi Location: 9895 Johnstown Road Square Footage: 19,787 Start Date: January 2022 Estimated Completion: Winter 2022

Name of Project: Express Oil Change Location: 9875 Johnstown Road Square Footage: 6,262 Start Date: February 2022 Estimated Completion: Winter 2022

Name of Project: Dunkin Donuts Location: 9855 Johnstown Road Square Footage: 2,561 Start Date: May 2022 Estimated Completion: Winter 2022

Name of Project: Popeye's Louisiana Location: 9980 Johnstown Road Square Footage: 3,272 Start Date: June 2022 Estimated Completion: Winter 2022

Name of Project: Moo Moo Car Wash Location: 10000 Johnstown Road Square Footage: 3,600 Start Date: November 2022 Estimated Completion: TBD



New Albany Presbyterian Church



Aldi



Dunkin Donuts



Popeye's Louisiana



Moo Moo Car Wash

Innovation Campus Way Corridor

Name of Project: Sidecat, LLC—NAO 5&6—Building 3 Location: 1500 Beech Rd. Square Footage: 976,626 Start Date: July 2020 Estimated Completion: July 2023

Name of Project: Axium - Building 4 Location: 10015 Innovation Campus Way Square Footage: 314,131 Start Date: April 2021 Estimated Completion: Winter 2022

Name of Project: Vertix Location: 13425 Worthington Rd. Square Footage: 124,873 Start Date: July 2021 Estimated Completion: Winter 2022

Name of Project: Van Trust, Cupertino Warehouse Location: 13101 Worthington Road Square Footage: 445,940 Start Date: May 2022 Estimated Completion: Winter 2022

Name of Project: Jug Street North, Lincoln Properties Location: 3210 Horizon Court Square Footage: 448,080 Start Date: June 2022 Estimated Completion: Spring 2023

Name of Project: Jug Street North, Lincoln Properties Location: 3450 Horizon Court Square Footage: 177,054 Start Date: July 2022 Estimated Completion: Spring 2023



Axium



Vertix



Cupertino

Innovation Campus Way Corridor continued...

Name of Project: Holiday Inn Express Location: 1955 Beech Rd. Square Footage: 60,164 Start Date: February 2021 Estimated Completion: Spring 2023

Name of Project: Amgen, Inc. Location: 4150 Ganton Parkway Square Footage: 290,454 Start Date: October 2021 Estimated Completion: Winter 2022

Name of Project: Speculative Warehouse Location: 9850 Innovation Campus Way Square Footage: 523,761 Start Date: February 2022 Estimated Completion: Winter 2022

Name of Project: New Albany Commerce I Location: 7915 Smith's Mill Rd. Square Footage: 542,737 Start Date: April, 2022 Estimated Completion: Winter 2022

Name of Project: Innovation III Location: 8255 Innovation Campus Way W Square Footage: 302,630 Start Date: April, 2022 Estimated Completion: Winter 2022



Holiday Inn Express



Amgen



New Albany Commerce I



9885 Innovation Campus Way



9850 Innovation Campus Way



Innovation III

Forest Dr./Walton Parkway Corridor

Name of Project: Medical Center of New Albany Location: 6455 W. Campus Oval Square Footage: 46,080 Start Date: June 2021 Estimated Completion: Spring 2023



Medical Center of New Albany

Partial Occupancy Status

Name of Project: Montauk Innovations, LLC (NBY3A) Location: 1101 Beech Road Expiration Date: December 28, 2022

Name of Project: Duchess Location: 2135 Beech Rd. Expiration Date: December 30, 2022

Name of Project: Innovation Industrial Location: 9360 Innovation Campus Way Expiration Date: December 10, 2022

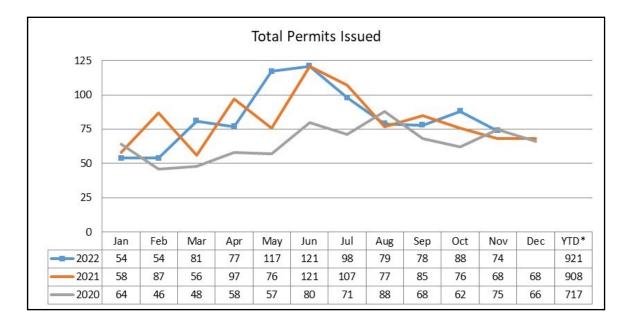
Name of Project: Speculative Warehouse Location: 9885 Innovation Campus Way Expiration Date: May 16, 2023

Name of Project: Google, LLC Administration Building (HUB 1) Location: 1101 Beech Rd. Expiration Date: May 14, 2023

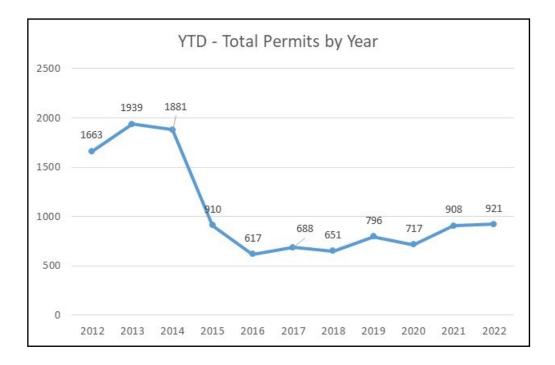


Innovation Industrial

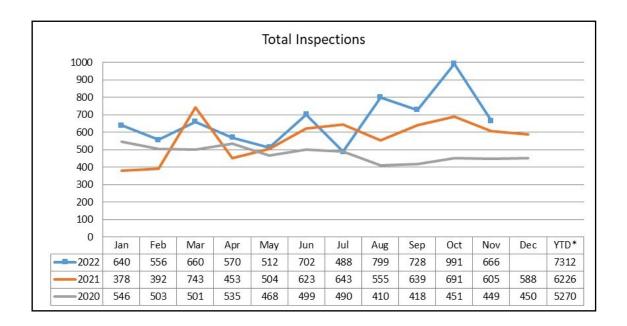
Building and Zoning Statistics NOVEMBER 2022



*YTD is the total from January to the end of current month.



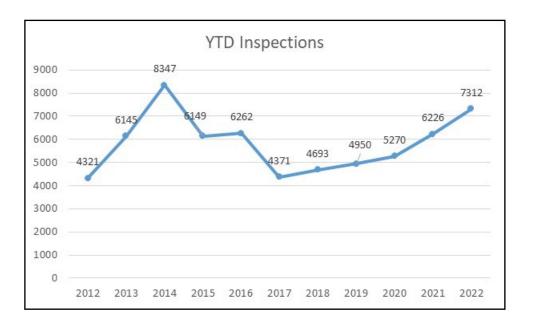
This graph represents the number of building and zoning permits issued per year. The significant decrease in the total number of permits in mid-2015 is due to an internal change in process. The change in process combined all permits related to one project into a single permit for ease of tracking and overall project coordination. However, this change does not always reflect the number of plan/permit reviews in a single permit.



Building and Zoning Statistics NOVEMBER 2022

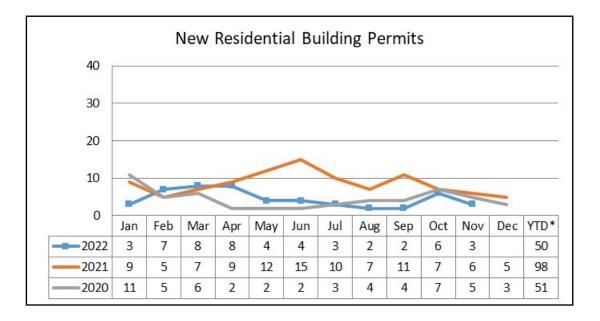
This graph represents the number of building and zoning inspections completed per month.

*YTD is the total from January to the end of current month.



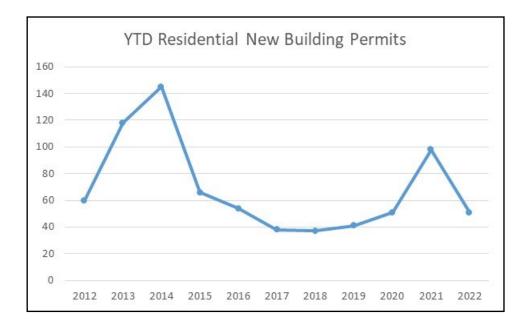
This graph represents the number of building and zoning inspections completed per year.

^{*}YTD is the total from January to the end of current month.



Building and Zoning Statistics NOVEMBER 2022

This graph represents the number of new residential permits per month over a three year period of time. *YTD is the total from January to the end of current month.



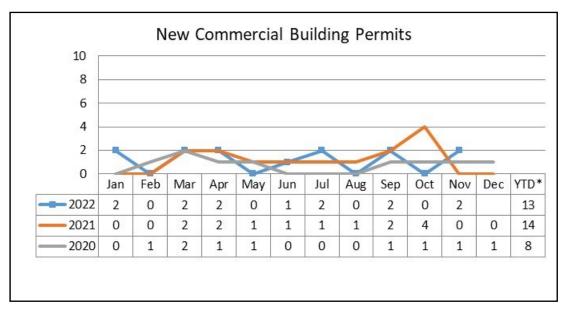
This graph represents the total number of new residential permits issued per year over a 10 year period. *YTD is the total from January to the end of current month.

Residential Building Statistics NOVEMBER 2022

	Cubarriere	J	
Subdivision	Total lots	Built lots	Available lots
Courtyard at New Albany	105	93	12
Nottingham Trace	240	84	156
NACC 28 (Ebrington)	66	50	16
NACC 29 (Oxford)	30	24	6
Millbrook	30	30	0
NACC 22	43	42	1
Hawksmoor	16	10	6
NA Links 13-1	19	18	1
NACC 20-3	23	20	3
NACC 24	28	27	1
NACC 11/11a	102	99	3
NACC 26 (Highgrove	8	8	0
NACC 5a/c	35	34	1
Balfour Green	2	1	1
Crescent Pond	3	2	1
NACC 14	50	49	1
NACC 15aa	8	7	1
NACC 15e	23	22	1
NACC 18 (Edgemont)	3	3	0
NACC 25-2 (Highgrove)	9	9	0
NACC 27 (Straits Farm)	51	50	1
NACC 6	115	114	1
The Grange	2	1	1

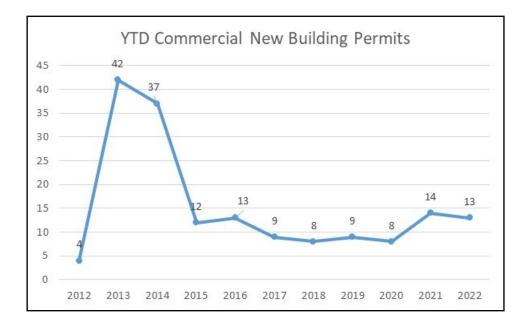
Subdivision Summary

*YTD is the total from January to the end of current month.



Commercial Building Statistics NOVEMBER 2022

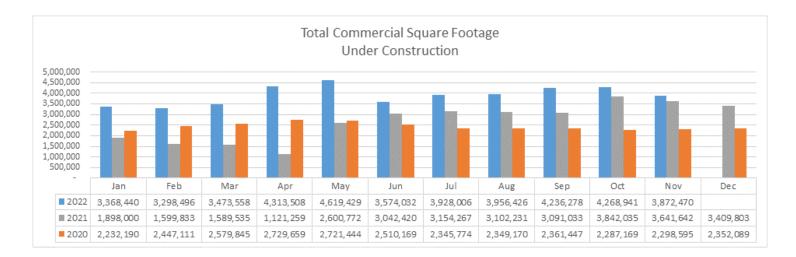
This graph represents the number of new commercial building permits per month over a three year period of time. *YTD is the total from January to the end of current month.



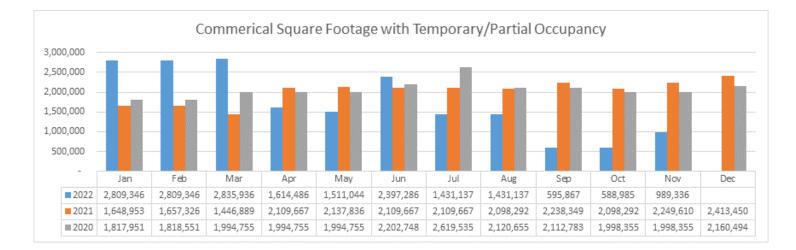
This graph represents that number of new commercial permits issued per year over a 10 year period of time. The large increase in 2013 was a result of permits pulled for Walcott Manor, a multi family subdivision.

*YTD is the total from January to the end of current month.

Commercial Building Statistics NOVEMBER 2022



This graph represents the total square feet of commercial projects actively under construction each month evaluated over a three year period.



This graph represents the total square feet of commercial activity with partial, temporary or conditional occupancy each month evaluated over a three year period of time.

SUBMITTAL STATISTICS NOVEMBER 2022



This graph shows the total number of submittals processed by the development department during each month by each discipline.



This graph shows the total number of submittals processed by the development department per month compared over a three year period of time.