

A Firefighter's Pledge

I promise concern for others.

A willingness for all those in need.

I promise courage – courage to face and conquer my fears.

Courage to share and endure the ordeal of those who need
me.

I promise strength – strength of heart to bear
whatever burdens might be placed upon me.

Strength of body to deliver safety
all those placed within my care.

I promise the wisdom to lead,
the compassion to comfort
and the love to serve unselfishly
whenever I am called.

unknown

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Largo Fire Rescue Way

Mission

Largo Fire Rescue is dedicated to providing education, prevention, and emergency services to safeguard the lives and property of our community.

Vision Statement

Largo Fire Rescue will be recognized as leaders in our profession by building upon a dedicated, diverse, highly skilled workforce that provides a wide range of public services for the health, safety, and welfare of our citizens.

From the Fire Chief

It is my goal that the culture of Largo Fire Rescue promotes an environment that not only strives to meet the community's needs but also looks for opportunities to advance that service to the next level, anticipating future needs. Moreover, it is incumbent that Largo Fire Rescue provides a working environment that focuses on health, safety, teamwork and personal growth and development.

Demographics

Largo, Florida, is centrally located in the coastal county of Pinellas. The City is the third largest municipality in Pinellas County with a population of approximately 78,000 people with an additional 30,000 residents served in an approximate 30.5 square mile area. Pinellas County is the sixth most populated county in the state with 949,827 residents and is the most densely populated with 3,347 persons per square mile. Approximately 23.4 percent of the population is age 65 and over. A key indicator of the economic stability and strength of Pinellas County is tourism. It is estimated that in excess of 6.1 million tourists visited Pinellas County last year.

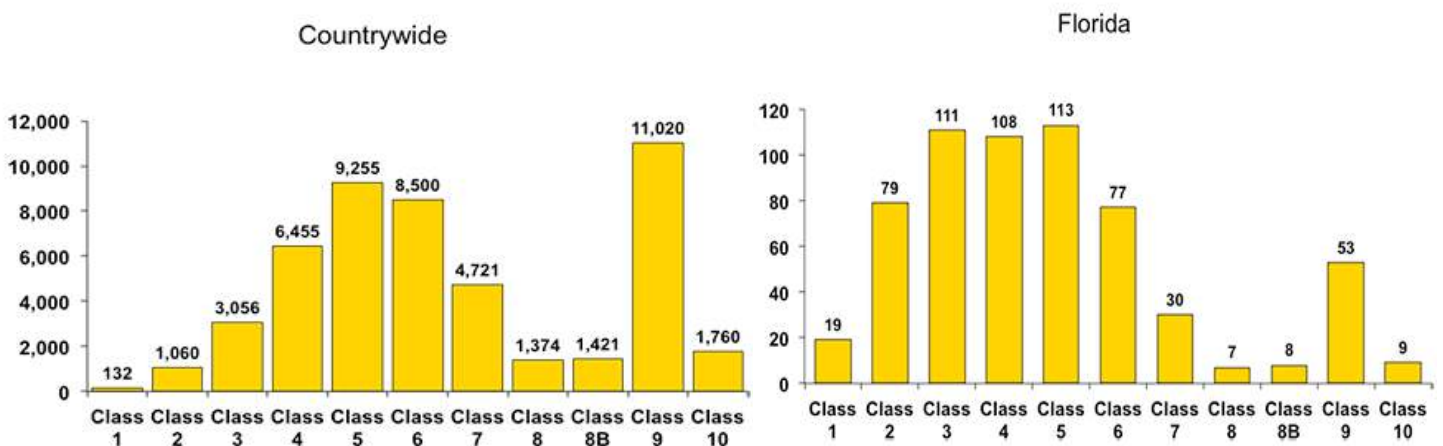
Insurance Service Office (ISO) Largo Fire Rescue Earns a Class 1 Rating

Insurance Services Office (ISO) collects information on municipal fire-protection efforts in communities throughout the United States. In each of those communities, ISO analyzes the relevant data using a Fire Suppression Rating Schedule (FSRS). ISO then assigns a Public Protection Classification (PPC) from 1 to 10. Class 1 generally represents superior property fire protection, and Class 10 indicates that the area's fire-suppression program doesn't meet ISO's minimum criteria.

By classifying communities' ability to suppress fires, ISO helps the communities evaluate their public fire-protection services. The program provides an objective, countrywide standard that helps fire departments in planning and budgeting for facilities, equipment, and training.

In 2015 Largo Fire Rescue earned an ISO public protection rating of Class 1. Currently there are approximately 50,000 plus fire departments in the United States, less than 150 have an ISO Class 1 rating.

Distribution of Communities by PPC Class



Personnel

Personnel are Largo Fire Rescue's most valuable assets. Our team of dedicated professionals excel in all areas of our profession.

Qualifications

The Largo Fire Rescue personnel are required to be Florida State certified Firefighters and hold either a State of Florida Emergency Medical Technician (EMT) or Paramedic certification. Company officers (lieutenants) are required to hold a State of Florida Fire Officer II certification. District chiefs must meet the previous requirements and additionally have earned a two-year degree in a related field. Division chiefs and above must hold a baccalaureate degree, and the fire chief is encouraged to hold a masters degree in a related field of study. Currently 35 members hold associate degrees, 25 members hold baccalaureate degrees, and three members hold masters degrees, two officers have an Executive Fire Officer designation (EFO).

Additionally, every department driver must hold a certification for that specific piece of apparatus, and every specialty team member must earn a certification in their respective area of expertise.

Promotions

Joseph Pennino	Deputy Chief	07/16/2017	Douglas Scott	Paramedic	01/15/2017
Nicole Dobbins	Lieutenant	01/29/2017	Chris Gremal	Paramedic	01/29/2017
Stephen Bailey	Lieutenant	12/03/2017	Justin Clarida	Paramedic	07/16/2017
Gary Glenn	Lieutenant	12/03/2017	Michael Powell	Paramedic	10/08/2017

Retirements

Joseph Horton	Lieutenant	01/27/2017
Keith Daliendo	District Chief	06/23/2017
David Mixson	Deputy Fire Chief	06/30/2017
Edward Bader	Lieutenant	10/12/2017
Dean Chester	District Chief	12/20/2017

Awards

Pinellas County Fire Service Professional

Timothy Anthony, Anthony Ketterer
Jordan Gross, Ralph Washington

HCA Professionals of the Year

Jordan Gross
Anthony Ketterer

Largo Firefighter of the Year

Mark Sherwood

Largo Fire Service Employee of the Year

Irene Gaccek

The Departments of Largo Fire Rescue

Largo provides many services to the community. Much of the department's operational duties and responsibilities are handled in house. Our personnel are trained and certified to accomplish the following services:

- Emergency Medical Services
- Fire Suppression
- Life Safety
- Professional Services
- Hazardous Material Response
- Technical Rescue
- Self Contained Breathing Apparatus (SCBA) Maintenance and Repair
- Bunker Gear Cleaning and Inspection
- Honor Guard
- Special Weapons and Tactics (SWAT)
- Critical Incident Stress Management (CISM) Team



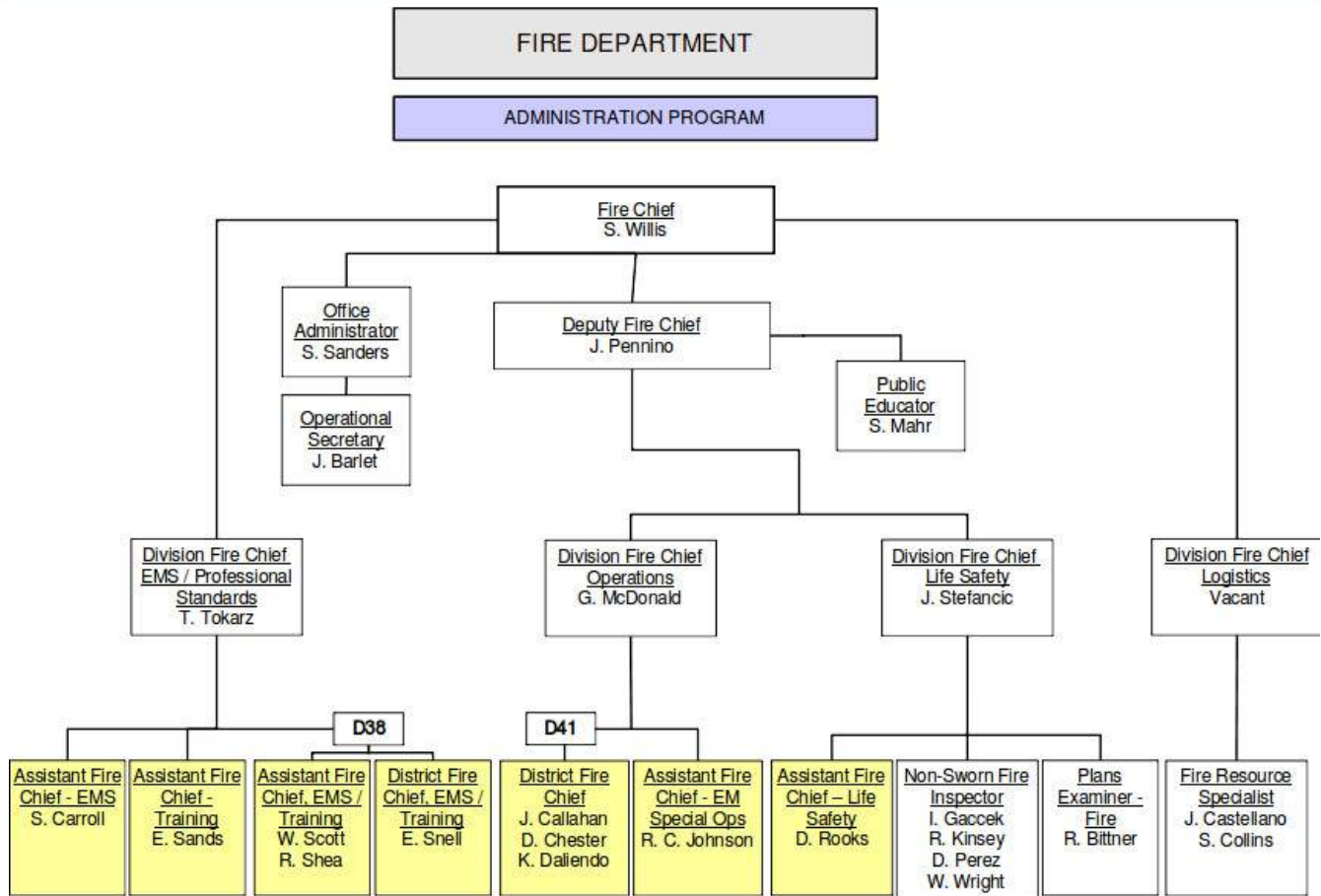
Administration

Command Staffing

The command structure provides for a fire chief, deputy fire chief, four division chiefs and three district chiefs and six assistant chiefs aligned into five major functional area of life safety, fire/EMS operations, professional standards, logistics, and disaster management.

The fire chief is responsible for policy and long-term planning. The primary responsibility is directing, programming and managing the Fire Rescue Department, and the coordination of emergency management for the City. The fire chief manages the day-to-day operations of the organization through a deputy chief and four division chiefs. Each division has clearly defined responsibilities and unique organizational goals.

Organizational Chart



Life Safety

The Life Safety Division’s mission is to reduce injuries, death and property loss caused by fire through the establishment and enforcement of state and local fire codes. The Life Safety Division is staffed with seven people including the Fire Marshal, Division Chief Josh Stefancic, an assistant fire marshal, a certified plans examiner, and four State of Florida certified fire inspectors.

The Life Safety Division is responsible for code enforcement, investigation of code violation complaints, construction plan reviews, fire inspections of all existing and newly constructed facilities, fire safety and construction consultations, inspection of fire protection and alarm systems, and maintaining fire records.

Annual Statistics

Plan reviews are performed any time a new business is proposed, a new building is constructed, or a location remodels within the Largo Fire Rescue district. The fire department reviews plans for life safety considerations, these include: fire alarm system installations, sprinkler system installations, and other fire protections features or hazardous operations.

Plan Reviews:

- City of Largo 733
- County Unincorporated 84
- Town of Belleair 10
- City of Belleair Bluffs 12
- Revenue collected for Plan Reviews: \$172,566

Final Permit Inspections:

- City of Largo 804
- County Unincorporated 75
- Town of Belleair 9
- City of Belleair Bluffs 10

Inspections

Inspections are performed as defined by the Florida Fire Prevention Code and with respect to the facility's contents and purpose. Facilities determined to be a "High Hazard" occupancy require an annual inspection and facilities determined to be "Low Hazard" are subject to "periodic" inspections. The City currently maintains a periodic inspection cycle of three years or less.

High hazard inspections are defined as occupancies that contain combustible or explosive matter or flammable conditions dangerous to safety of life or property, facilities in which persons receive educational instructions, facilities in which persons reside (excluding private dwellings) with three or more floors, or buildings that are greater than 80,000 square feet. High hazard occupancies also include any facility which maintains a state license, such as a nursing home.

High Hazard Inspections:

- City of Largo 277
- County Unincorporated 138
- Town of Belleair 2
- City of Belleair Bluffs 1
- Revenue collected for High Hazard Inspections: \$82,345

A Low Hazard inspection is defined as occupancies that do not meet the definition of high hazard. Typically places of assembly, business offices, department stores, markets, and multi-family dwellings.

Low Hazard Inspections:

- City of Largo 1868
- County Unincorporated 246
- Town of Belleair 29
- City of Belleair Bluffs 60
- Revenue collected form Low Hazard Inspections: \$35,519

Public Education

Largo Fire Rescue places an emphasis on public education as a means of fire and emergency prevention. The public education division is focused on community risk reduction by identifying areas within the community that have a need for public safety education. The three major causes of fires within the Largo Fire District this year include: cooking, electrical, and cigarette fires. These types of fires can be prevented when proper safety measures are put into place.

The programs offered within this division are fire safety and prevention, fall prevention, hurricane preparedness, bicycle and pedestrian safety, and drowning prevention. Largo also offers engine demos, station tours, safety tables for special events, and a smoke alarm installation program for Largo residents who are in need.

This year, the Public Education division reached over 17,000 citizens, participated in 144 community outreach events and installed over 250 smoke alarms.





Fire Prevention Month Open House

October is Fire Prevention Month and Fire Rescue hosted an Open House and Chili Cook Off at Fire Station 41. The event highlights the services that the department, as well as the county, provide to the community. The event also raises money for the Children's Burn Foundation of Florida. This year over \$1,600 was raised and the event was a huge success.

Fire Cadets

Largo Fire Rescue proudly offers a Fire Cadet Program open to both boys and girls between the ages of 14 and 21. The Cadet Program (formerly Largo Fire Explorer Post) began in 1996 and offers an opportunity to develop skills, knowledge, and abilities in preparation for an emergency services career. Cadets meet twice a month for training throughout the year. Cadets are eligible to sign up for ride time with fire department personnel to emergency calls for service. Additionally, cadets volunteer their time to assist with the City of Largo's special events. In the last few years, Largo Fire Rescue has hired five former cadets and three have been hired by other fire departments.



Intergovernmental Agreements

Fire Protection Agreement

Chapter 73-600 enacted by the Florida Legislature established a countywide Fire Protection Authority. Costs related to the fire protection agreement are included in the City's millage rate of 5.3705. The unincorporated areas of Pinellas County, through voter referendum, have been assigned to the various municipal fire departments for fire coverage.

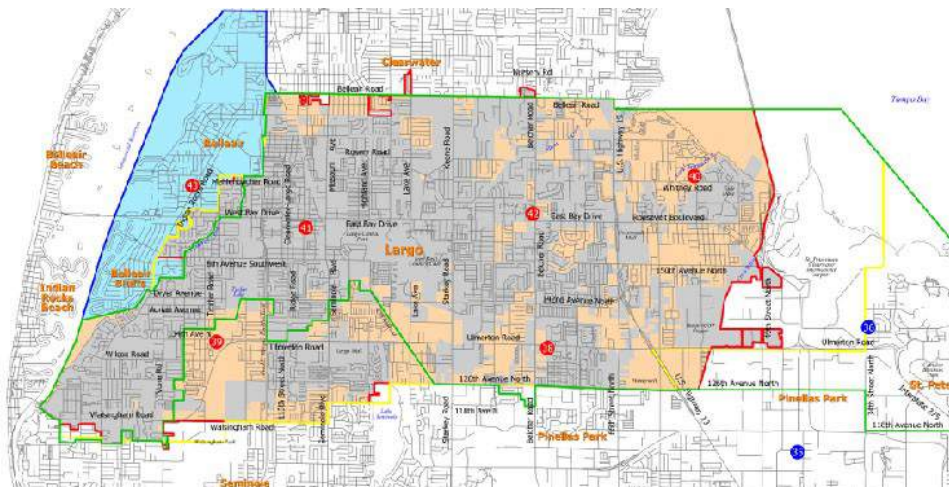
EMS Agreement

Chapter 80-585 enacted by the Florida Legislature established a countywide Emergency Medical Services Authority. All residents within Pinellas County are assessed an EMS millage rate of 0.9158 mills to offset a portion of the EMS system cost. The remainder of the system cost is funded through ambulance transport user fees.

By Advance Life Support (ALS) contract, EMS providers must respond to EMS incidents within 7 minutes and 30 seconds 90 percent of the time. Largo Fire strives to improve response to our citizens and arrive within 5 minutes or less. This improvement in service is designed to allow emergency responders the ability to provide life safety interventions in under 5 minutes in order to preserve life and property. In addition, The National Fire Protection Agency (NFPA) and the Insurance Services Organization (ISO) require 15 firefighters to arrive on an emergency fire scene within 9 minutes and 20 seconds to perform defined incident operations for mitigation efforts.

Summary of Districts

Largo Fire currently serves the City of Largo, Unincorporated County and the West Highpoint areas as part of the Largo Fire and EMS District. Additionally, Largo Fire has contractual agreements to provide fire suppression and EMS services to the Town of Belleair and the City of Belleair Bluffs.



Emergency Medical Services and Fire Suppression Operations

These divisions encompass all emergency services related to response and mitigation for medical related calls, and non-medical calls for service. Included in this category are: medical calls, trauma calls, vehicle accidents, technical rescues, hazardous materials incidents, structure fires, SWAT call outs, bomb threats, gas leaks, aero-medical landing zones, and water rescues. The department strives to provide a five-minute or less response time to all emergency calls.

Staffing

The largest allocation of the department's personnel, a total of 132 sworn firefighters, are assigned to the Operations Division. The division's minimum staffing includes two ladder trucks, five fire engines, two squads, three rescue units, and two district chiefs. Fire trucks and engines are staffed with three firefighters, squads and rescues are staffed with two firefighters, and each district chief vehicle is staffed with one chief officer. For fire suppression incidents, a rescue will respond in tandem with an engine and a squad with a ladder truck to allow for the arrival of five fire personnel within the first due area.

The Operations Division is managed by Division Chief Chris McDonald. The division includes six district chiefs who supervise 21 lieutenants, who supervise 39 EMTs and 66 paramedics.

Work Schedule

Fire personnel work 24 hours on-duty and 48 hours off-duty, and are assigned to one of three shifts. Fire personnel work a 50.3 hour work week, receiving one shift off without pay every 28 days.



Emergency Medical Services (EMS)

EMS began in Pinellas County in the early 1970's when fire departments began sending personnel to be trained as paramedics. In 1980, the Special Act, Chapter 80-585 created a countywide EMS system. In 1987, the county acting as the EMS Authority adopted the current EMS system design. This system provides Advanced Life Support (ALS) to all citizens through county certified paramedics staffed on fire department apparatus. Transportation to the hospital is provided by a private ambulance company.

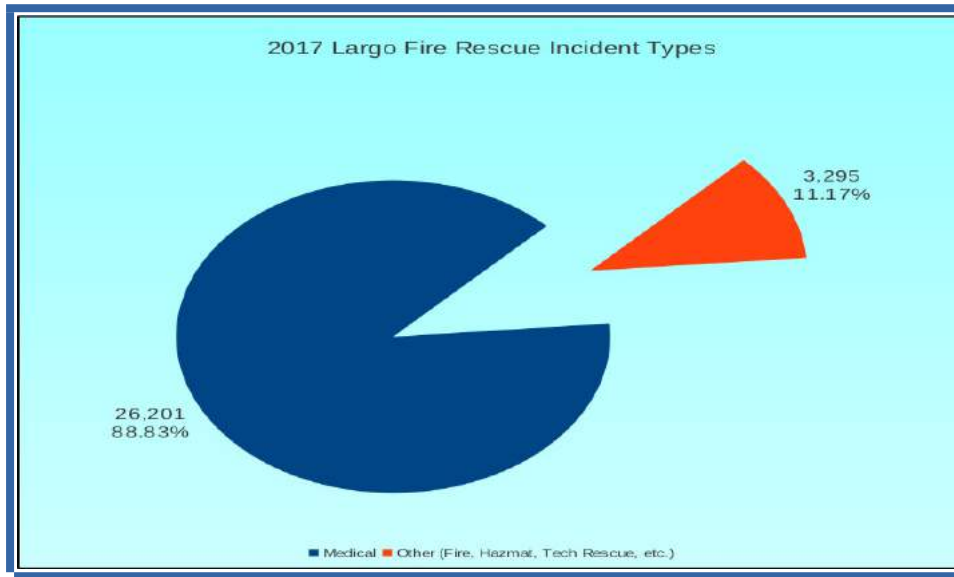
The department operates ten ALS units out of six fire stations. Largo is one of the only jurisdictions in the county to provide dual ALS units at four of the six fire stations. This dual coverage enables Largo Fire to mitigate the calls for service within their first due area the majority of the time.

The EMS division is managed by the Division Chief of Professional Standards Terry Tokarz three district chief, and one assistant chiefs of EMS. This division also manages the area of fire department training along with an assistant chief of training.

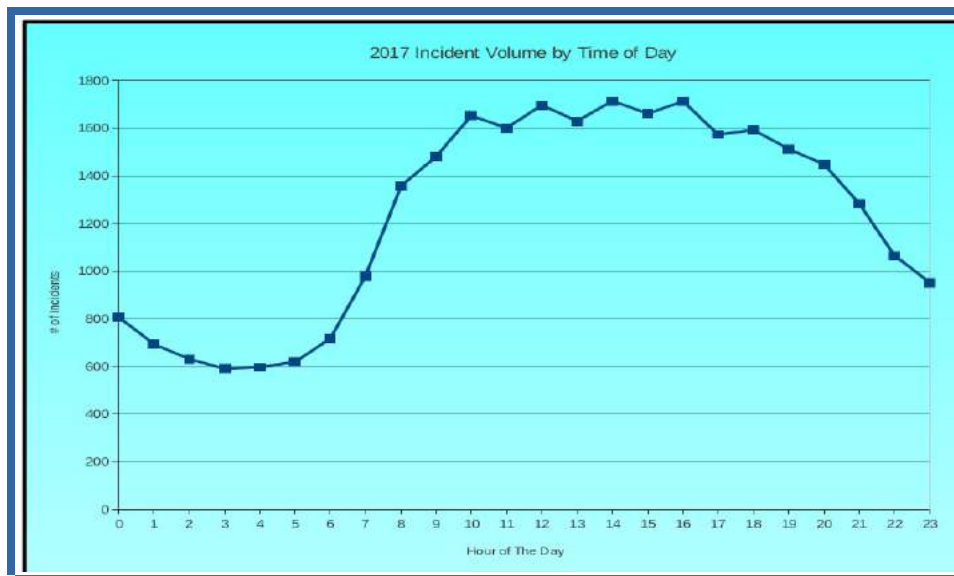


Calls for Service

In 2017 Largo Fire Rescue responded to 29,558 calls for service. Eighty-nine percent of these calls were emergency medical calls, and eleven percent were non-medical/fire based calls for service.

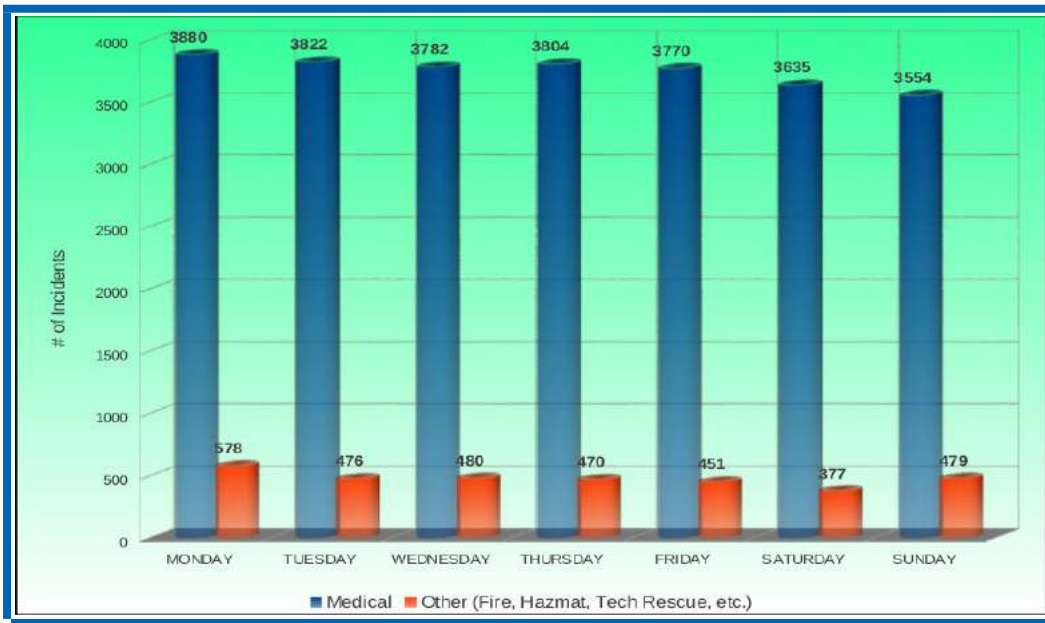


Calls for service peak in morning hours and remain steady until 10 p.m.

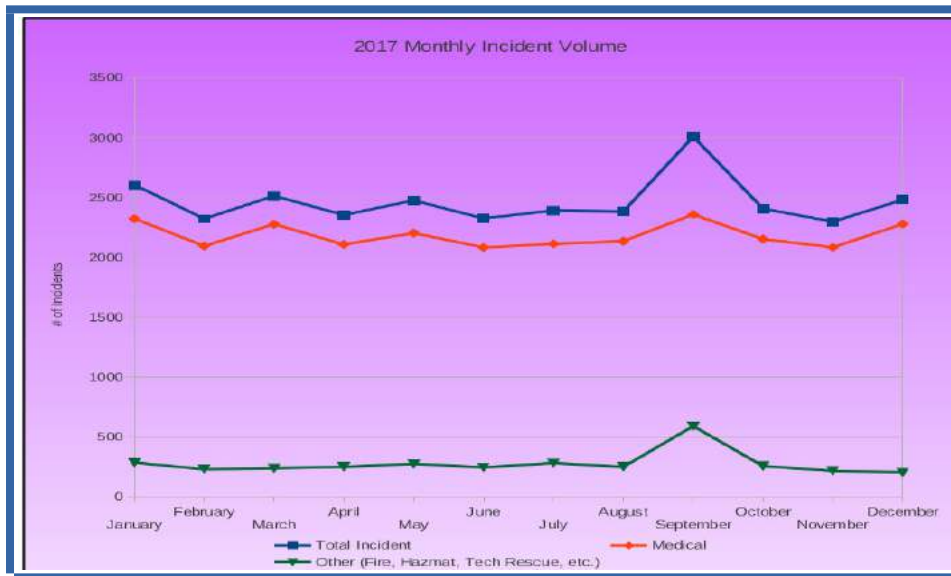


LARGO FIRE RESCUE

Call volume remains consistent throughout the week with a slight reduction in calls for service on Saturday and Sunday.

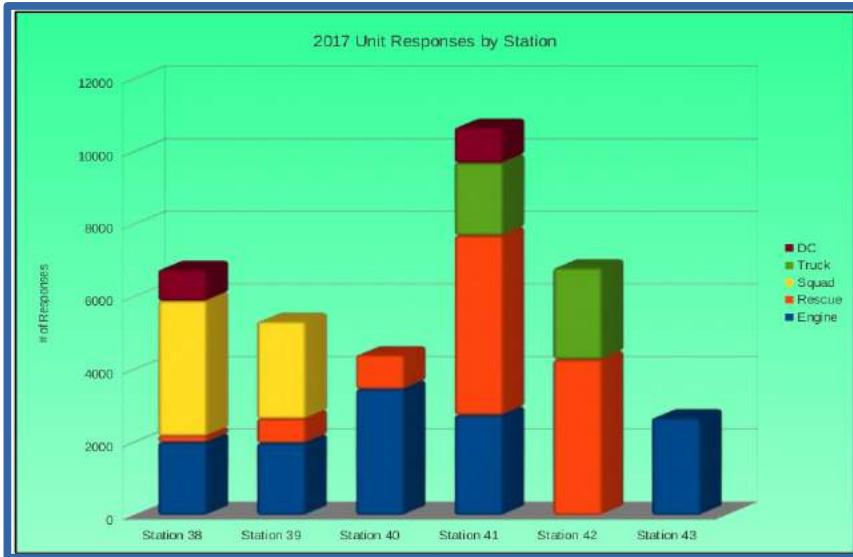


Call volume by month remains consistent throughout the calendar year. The department averages 81.24 calls per day.



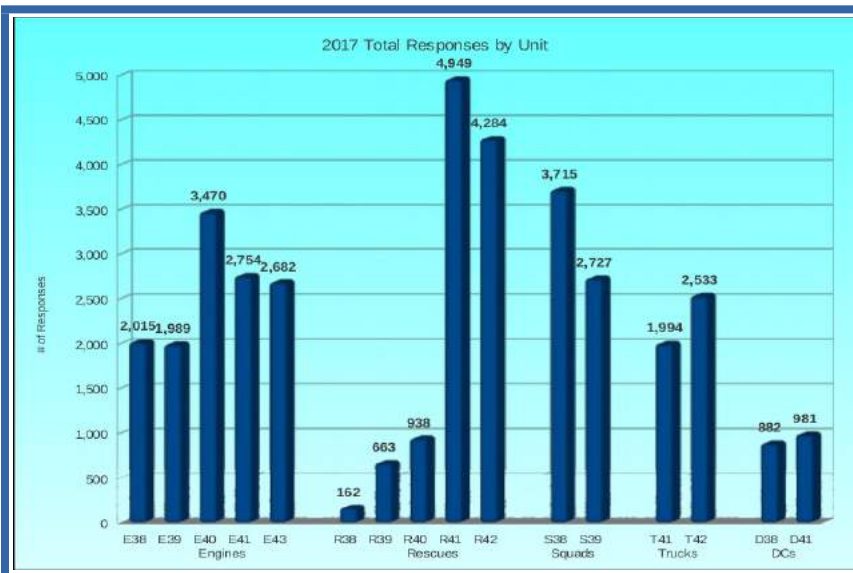
Fire Suppression

The department has the capability of providing more than 4,500 gallons of pumping capacity at every fire incident with standard coverage for fire response consisting of three engines, one rescue, one truck, one squad, and two district chiefs. This is called a first alarm assignment. Through the County Automatic Aid Agreement, other surrounding municipal fire departments send fire apparatus to assist when Largo Fire apparatus are on other calls for service.



Structure Fire Response

Largo Fire was dispatched to 637 structure fire incidents in 2017. Structure fires are investigated and then further classified as false alarms, or reported as fire out prior to arrival. When an incident actually has active fire, the incident changes to a working fire.



Working Fires

Largo Fire mitigated 41 working fires in 2017. The total property damage for working fires in 2017 was \$2,672,633 and \$329,471 for fires (other). Fire (other) could be classified as brush fires, fires outside of a structure, and vehicle fires. Total property damage of all fires in 2017 was \$3,002,109.

Specialty Teams



Hazardous Material Team

Largo Fire is one of five local departments within Pinellas County that provides a Hazardous Materials Response Team. The department's team participates along side Palm Harbor, Pinellas Park, St. Petersburg and Seminole Fire Departments to investigate and mitigate hazardous materials calls for service. The department has eighteen certified members and a team commander.

Technical Rescue

Largo is one of four local departments within the county that maintains a Technical Rescue Team that provides specialized, advanced-level technical rescue mitigation in the areas of high angle, trench, building collapse, and confined space rescues. Largo has eighteen team members and a team commander. The department participates with St. Petersburg, Pinellas Park, and Clearwater Fire Departments to mitigate calls for service.

SWAT Medics

Largo's SWAT medics work in coordination with the City's police tactical response team to provide medical support for police and civilian personnel during police related events. The team's mission is to provide life-saving interventions as quickly as possible to the officers and civilians involved. Nine team members with a team commander receive specialized training in the areas of dynamic entry, rappelling, breaching, fire arms, munitions, riot, and rescue operations. Each member is a county certified paramedic and functions as medical and tactical support.

Critical Incident Stress Management (CISM)

Largo Fire personnel are routinely involved in traumatic or highly stressful events. The department's CISM team functions as support for fire and police personnel during times of need. The team's mission is to provide emotional and professional support associated with a critical incident. Largo is part of the Pinellas County team lead by the Pinellas County Sheriff's Office. The department has seven members and a team leader.



Honor Guard

Largo's Honor Guard team has fifteen team members and a team leader. The team presents the colors at City events and participates in firefighter funerals. The team also participates annually in the Fallen Firefighter Memorial service at the National Fire Academy in Emmitsburg, Maryland where fire service personnel that have given their lives in the line of duty are honored on a national level. The team participates in approximately 25 events annually.

Self Contained Breathing Apparatus (SCBA) Team

The department trains fire personnel to maintain and repair its self contained breathing apparatus. Individuals from Station 41 are trained by the manufacturer to routinely inspect, service and repair this critical piece of equipment. There are three team members per shift and one team leader.

Bunker Gear Team

The department places tremendous emphasis on the health and safety of our personnel. As such, fire personnel are trained to inspect, clean, and service the personnel's protective equipment. Fire Station 39 is outfitted with a specialized commercial washer and dryer designed to remove contaminants, including blood, from the members protective equipment as needed or on an annual basis. Protective equipment is inspected on an annual basis and removed from service after ten years in accordance with NFPA standards.



Professional Standards

The Professional Standard Divisions is part of EMS services and performs the health and safety aspects for the department including annual medical physicals, workers compensation and FMLA. Additionally, the division is responsible for hiring and certification of all personnel. This division ensures the department complies with state and industry standards. One of the duties of the Professional Standards Division is to manage firefighter illness and injury. In 2017 Largo Fire experienced a loss of 1,385 work hours from on-duty injuries.

Injury Type:

The most common injuries fire personnel incur are orthopedic and exposure related. Sixty-three percent of all on-duty injuries were trauma related in nature (pain/strain of a muscle), and thirty-seven percent were medical in nature. A total of 48 injuries were reported.

Incident Location:

Sixty-five percent of all on-duty injuries occur during a call for service, fifteen percent occurred while at a fire station, and twenty percent occur during training.

Time of Day:

Eighty-one percent of all on-duty injuries occurred during the day with fifteen percent occurring during the evening hours.

Training

The department places a large emphasis on training and development. From the moment an employee begins their career to their last day, the Training Division is a daily part of their normal department operations. In an effort to meet ISO requirements and state mandates, department personnel must complete 240 hours per year in various areas. In addition, personnel that are certified to drive apparatus or work on specialty teams must complete additional training during the year. The department also develops, organizes, and conducts new recruit training, driver operator training, and officer development training throughout the year.

Annual Training Hours

On an annual basis, department personnel complete more than 37,304 hours of training to comply with state, county and industry standards.

Facility Training	2196	EMS Training	5105	Company Training	24508
Officer Training	1103	Driver Training	4392		

Largo Fire Rescue also provides CPR instruction to the community. Classes taught included:
Basic Life Support: 2, Heartsaver First Aid: 20, and Heartsaver CPR: 12.

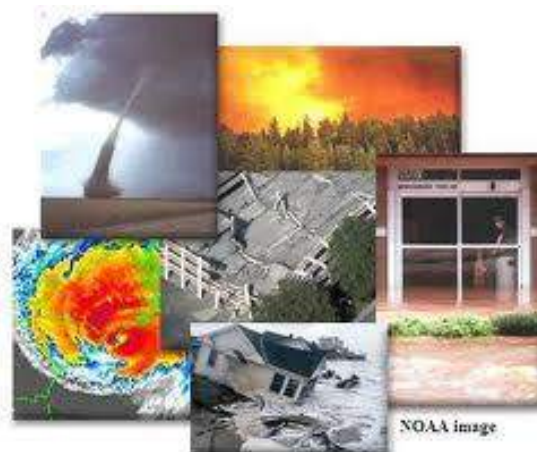
Emergency Management

Largo Fire Rescue's Emergency Management Program protects our community by coordinating and intergrating all activities necessary to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters. While no emergency management program can eliminate all threats, our program was created with an emphasis on decreasing the impact of disasters through planning and preparation. The Largo Fire Rescue Emergency Management Program is able to focus on loss reduction throughout our community by ensuring that our personnel are prepared for, able to respond to, and ready to recover from a wide variety of disaster situations. This would include natural disasters such as hurricanes, tornadoes, fires, flooding, and human pandemics. Man made disasters would include technological attacks, chemical spills or releases, public disorder, and terrorism or attacks on our critical infrastructure.



The Emergency Management Program is designed to operate under elements of Presidential Policy Directive 8 (PPD-8) which defines our National preparedness goal, and lists a series of national preparedness elements called core capabilities and emphasizes the need for whole communities to work together in a variety of ways to better utilize our available resources. Largo Fire Rescue operates under the National Incident Management System (NIMS) response framework known as the Incident Command System (ICS) as outlined in Homeland Security Presidential Directive 5 (PPD-5).

The Largo Fire Rescue Emergency Management Program is managed by Deputy Fire Chief Joseph Pennino with support from the Assistant Chief of Special Operations Cody Johnson. The Emergency Management Division works closely with government partners including Pinellas County Emergency Management, the Florida Division of Emergency Management, and the Federal Emergency Management Agency (FEMA), as well as private partners and businesses throughout the Largo community. Additional information is available to our citizens and the business community by visiting www.largo.com and then selecting “Emergency Information.”

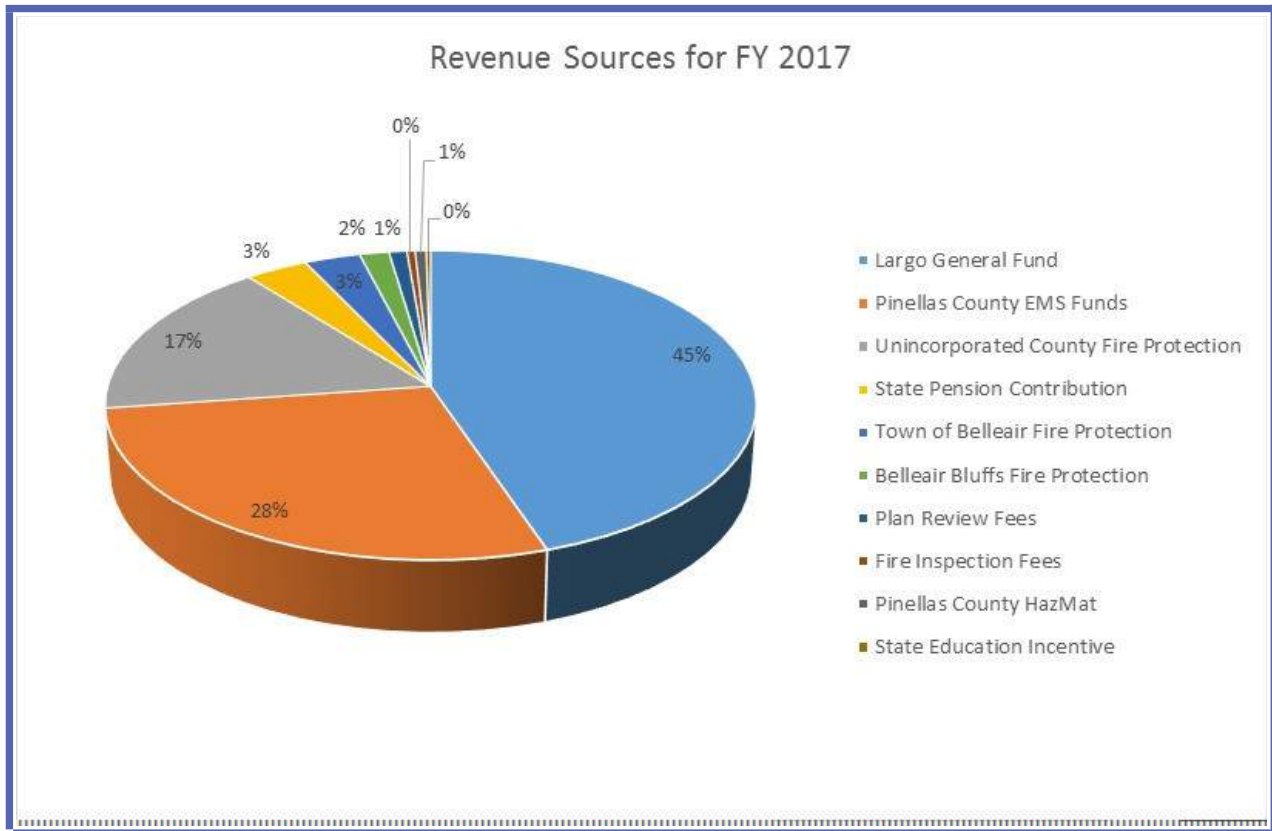


Logistics

The Logistics Division is currently being managed by Deputy Chief Joseph Pennino and is responsible for the department's fire stations and the purchasing, maintenance, and repair of fire apparatus and fire equipment. The division works closely with the City's Facilities Management Division to make improvements, perform maintenance, repair, and to annually inspect the department's six fire stations and training facility. In addition to fixed facilities, the department owns and operates a fleet of thirteen primary response fire apparatus, seven reserve apparatus, and eighteen staff and support vehicles. All fire apparatus have been specifically designed to provide for the current and future needs of the Largo Fire District. The Logistics Division works with the City's Fleet Division to maintain all fire apparatus through a systematic program of preventative maintenance and monthly safety checks. By maintaining three reserve engines, two reserve rescues, a reserve ladder truck and a reserve command vehicle, the department is able to maintain service delivery coverage when front-line apparatus are out of service for maintenance or repair. The logistics division also encompasses a team of firefighters and officers specially trained and dedicated to the repair and maintenance of the department's self contained breathing apparatus (SCBA) and personal protective equipment. Additionally, the Division is responsible for the maintenance and testing of fire hose, apparatus pumps, ground ladders, aerial ladders, extrication equipment, mobile data computers, radios, and air monitors.

Station Address		Equipment
38	7630 Ulmerton Road Largo, FL 33771	1 – ALS Engine 1 – ALS Squad 2 – Hazmat Vehicles 1 – District Chief Vehicle 1 – Foam Trailer
39	12398 134 th Avenue, North Largo, FL 33774	1 – ALS Engine 1 – ALS Squad
40	2990 Whitney Road Clearwater, FL 33760	1 – ALS Engine 1 – ALS RESuce
41	180 4 th Street, SW Largo, FL 33770	1 – ALS Engine 1 – ALS Rescue 1 – Aerial Platform Truck 1 – District Chief Vehicle
42	151 Belcher Road, North Largo, FL 33771	1 – ALS Truck 1 – ALS Rescue 1 – Brush Truck 1 – Technical Rescue Truck
43	682 Indian Rocks Road Belleair Bluffs, FL 33770	1 – ALS Engine

Budget



	Amount	% of Budget
Largo General Fund	\$8,097,300	44.85%
Pinellas County EMS Funds	\$5,037,000	27.90%
Inincorporated County Fire Protection	\$3,008,300	16.66%
State Pension Contribution	\$635,000	3.52%
Town of Belleair Fire Protection	\$562,300	3.11%
Belliear Bluffs Fire Protection	\$296,700	1.64%
Plan Review Fees	\$180,000	1.00%
Fire Inspection Fees	\$82,000	0.45%
Pinellas County Hazmat	\$112,000	0.62%
State Education Incentive	\$45,000	0.25%
Total	\$17,385,100	100.00%

Capital Improvement Program

Renovations and Repairs to Fire Facilities performed in 2017

In FY 2015, the Fire Department contracted with Michael Baker International which completed a needs analysis for Fire Stations 38, 39, 40, 41, & 42. This assessment determined needed renovations, repairs, and eventual replacement of these Largo Fire facilities which have been planned over the course of several years.

All Stations

- Fire Station 41 remodel: \$131,017
- Construction of New Fire Station: 43 \$3.7 million
- Paint interior of Fire Stations: 38, 39, 40, and 42 \$28,150
- Design and installation of fire stations grease traps: \$128,609

Other Purchases

- Twenty-eight sets of protective equipment (bunker gear) \$59,444

Annual Maintenance

Annual maintenance must be performed on various equipment to meet NFPA standards and ensure safety and serviceability of the equipment. Examples include:

- Fire hose testing
- Fire apparatus pump testing
- Fire apparatus ladder testing (Includes aerial and ground ladders)
- Squad TNT pump and tool maintenance

Penny for Pinellas

Infrastructure needs for the City and the department are funded primarily through a local option sales tax, termed “Penny for Pinellas,” a one-cent sales tax provided by state statute. These revenues significantly contribute to the quality of the department’s facilities and fire apparatus. The “Penny for Pinellas” was renewed for a ten-year period by countywide referendum in March 2010.

Fleet: Apparatus purchased with Penny for Pinellas funds

- Engine 39 \$705,118
- Staff vehicle: Ford Interceptor \$40,708
- 3 Chevrolet Tahoe PPV Staff Vehicles \$61,106 each
- 1 Ford Escape Fire Inspector Vehicle \$25,424

Purchased with vehicles: (Included in the cost of the vehicle)

- Eight portable radios with accessories
- Fire hose for new Engine 39
- Five Dell Laptops and accessories for new fire vehicles
- ISG thermal imaging camera





"We are family with a focused goal... no one gets left behind, and no one is ever forgotten."

unknown