

# Results of Block Association Survey on W. 103<sup>rd</sup> St. “Open Street”

In September and October of 2021, the West 102<sup>nd</sup> & 103<sup>rd</sup> Streets Block Association conducted a survey of its membership regarding the designation of W. 103<sup>rd</sup> St. between Broadway and Riverside Dr. as a “Temporary Limited Local Access Open Street.” Paper surveys were distributed in the Block Association’s fall newsletter, and respondents could either return the paper form in an envelope provided or complete the survey online on Survey Monkey.

- Approximately 2,100 newsletters containing the survey were distributed to the BA membership. We received 190 unique responses, of which 184 were used for analysis. We received a significant number of responses from all the blocks in the membership area, although the response rates from each block varied somewhat.
- Overall, ~80% of respondents first learned of the street’s designation as a Temporary Limited Local Access Open Street from the signage on the barricades. Prior to the survey, about two-thirds knew that the street had this specific designation but only one-third knew what that meant.
- Overall, “as neighborhood pedestrians,” respondents indicated varied levels of satisfaction with the designation. It appears that there are very strong feelings about the designation in the community, as about 35% reported the highest level of satisfaction (a “10” rating) and 22% reported the lowest level of satisfaction (a “1” rating). The disparity was apparent even among bicycle and car users. Similar disparities were observed when respondents were asked to rate the importance of some features of the Open Street designation, as well as the importance of some suggestions for the future of W. 103<sup>rd</sup> St. as an Open Street. More extensive analysis indicated that there was a strong correlation between respondents’ overall satisfaction with the designation and how much they valued the Open Street features as well as the suggestions for the future of W. 103<sup>rd</sup> St. as an Open Street.
- 28% of respondents reported difficulties with and/or safety concerns about for-hire drivers (taxi, Access-A-Ride, or other car service) not understanding the traffic restrictions on the Open Street. In addition, about 7% of the respondents acknowledged having a disabling condition. The responses to this open-ended question still need to be summarized.
- About half of all respondents reported taking part in Riverside Park Conservancy activities. About half of those (45) considered the Open Street “a valuable addition” to those activities while 33 felt the Open Street was redundant to the Conservancy’s activities. The remaining open-ended responses still need to be summarized.
- Finally, slightly more than half of the survey takers responded to an invitation to provide “additional comments or questions.” Initial analysis suggests that, of these responses, about 20% were clearly “pro” the Open Street designation while 44% were “con.” The remainder of the comments were not easily characterized and call for further analysis.

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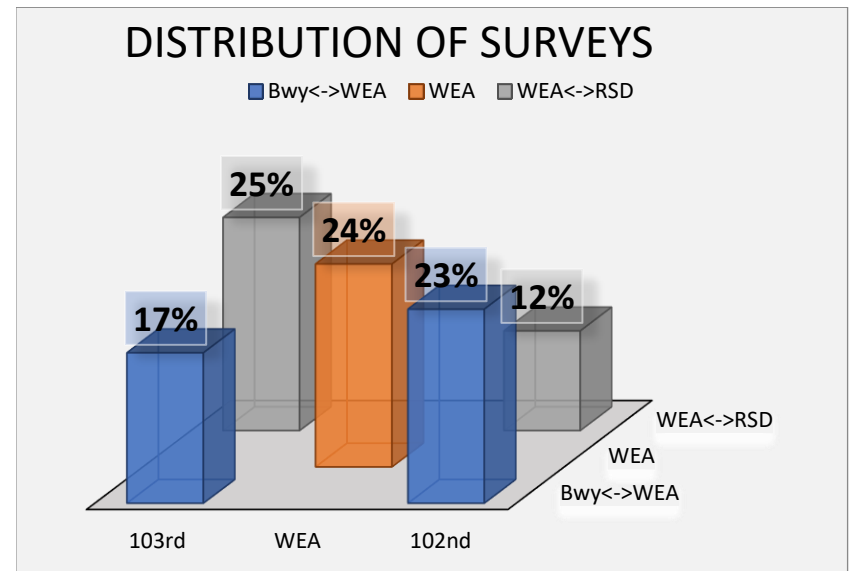
## Survey Background

- At a Zoom meeting called by the Block Association Board of Directors on June 15, 2021, questions were raised about the designation, by the NYC Dept. of Transportation, of W. 103<sup>rd</sup> St. from Broadway to Riverside Dr. as a “Temporary Limited Local Access Open Street”:
  - When and how well was the local community informed of the designation?
  - How satisfied was the local community with the designation, and was that dependent on whether individuals used a car, a bicycle, or neither?
  - What were the impacts of the designation on community members with disabling conditions or those using vehicle services (taxis, Access-a-Ride, etc.)?
  - How important were the expressed features of the designation (lowered speed limit, limitations on vehicles, promoting off-sidewalk use, providing space for neighborhood gatherings and events)?
  - How important were some other suggestions for the future of the Open Street, as articulated at the Zoom meeting (expanding the designation to Central Park, widening the sidewalk, putting in speed bumps, holding events/activities)?
- The Board of Directors subsequently authorized a survey of the membership to assess their views on the Open Street designation for those two blocks of W. 103<sup>rd</sup> St. Some of the considerations in administering the survey included:
  - The Board’s desire to query only members of the Block Association, as they are the community we represent. (Membership consists of residents living between Broadway and Riverside Dr. on both W. 102<sup>nd</sup> St. and W. 103<sup>rd</sup> St. and both sides of West End Ave. from the south corner of W. 102<sup>nd</sup> St. to the north corner of W. 103<sup>rd</sup> St.—stretching from 853 WEA to 885 WEA.)
  - The costs of a survey and the convenience of responding. Mailing costs were considered excessive yet we did not want to exclude those who aren’t comfortable with the technology required to respond solely online.
- Consequently, it was agreed that the survey would be distributed to the membership along with the fall 2021 Block Association newsletter, with the option to respond using Survey Monkey or by returning a completed paper survey, which could then be entered manually into Survey Monkey. Precautions against double-counting or submissions by nonmembers included distribution of the survey as the “centerfold” of the newsletter, printing on colored paper, and labeling each survey with a unique control code.
- The survey itself was created by Board members Nancy Gropper, Bob Aaronson with editorial input from other Board members, and comments were also solicited from additional members of the community. Considerable effort was put toward making the paper survey and the Survey Monkey version consistent with each other. About half of the respondents returned paper surveys, which were then manually entered into Survey Monkey.

## Geographic Distribution of the Surveys

There are approximately 2,100 mailable addresses in the Block Association membership area. To save mailing costs, the quarterly newsletter is distributed by a group of volunteers with the aim of providing a newsletter to each household. Using postal addresses, we estimate that about 24% of the surveys were placed in buildings with mailing addresses on West End Ave. Similarly, we estimate that 25% were placed in buildings in the 300 block of W. 103<sup>rd</sup> St.<sup>1</sup> (between West End Ave. and Riverside Dr.) and 17% were placed in those in the 200 block of W. 103<sup>rd</sup> St. (between West End Ave. and Broadway). Similarly, we estimate that 12% of newsletter surveys were placed in buildings in the 300 block of W. 102<sup>nd</sup> St., while 23% were placed in buildings in the 200 block of W. 102<sup>nd</sup> St.

<b>Newsletter Distribution</b>	<u>103rd</u>	<u>WEA</u>	<u>102nd</u>
Bwy<->WEA	17%		23%
WEA		24%	
WEA<->RSD	25%		12%



<sup>1</sup> Note: Buildings with addresses on Riverside Dr. were included in the 300 block of the street they face (305 RSD was included on W. 103<sup>rd</sup> St., while 300 RSD was included on W. 102<sup>nd</sup> St.).

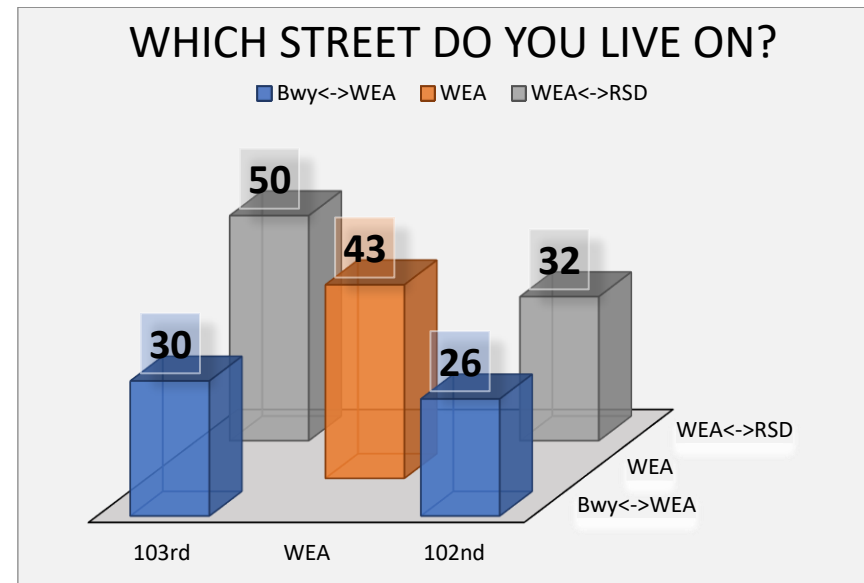
## Q2 Geographic Distribution of Respondents

### Which Street Do You Live On?

#### Street-Level Analysis

Early on, we realized that our membership's views might depend on whether they lived on the Open Street (W. 103<sup>rd</sup> St.) or even on which block they lived. So the second question of the survey asked the respondent which street/block they lived on. 43 of the respondents lived on West End Avenue, while 80 lived on W. 103<sup>rd</sup> St. and 58 lived on W. 102<sup>nd</sup> St. At first glance, it appeared that the response rates may have varied by street. However, the 43 respondents living on West End Ave. represented 24% of the 181<sup>2</sup> respondents analyzed, **exactly what we might have expected from the estimated distribution of newsletters** (see prior page).

Responses:	103rd	WEA	102nd
Bwy<->WEA	30		26
WEA		43	
WEA<->RSD	50		32



Similarly, 80 (or 44%) of the respondents reported living on W. 103<sup>rd</sup> St. (including the buildings carrying Riverside Dr. addresses) and 58 (or 32%) of respondents lived on W. 102<sup>nd</sup> St. These street-level response rates were almost the same proportions as we estimated from the distribution addresses, 42% and 34%, respectively.

#### Block-Level Analysis

At the individual block-level, however, the response rates are not fully consistent with the distribution estimates. For instance, based on the distribution estimates for W. 102<sup>nd</sup> St., we expected about twice as many responses from respondents living between Broadway and West End Ave. as those living between West End Ave. and Riverside Dr., 23% vs. 12%, respectively, yet there were fewer respondents in the Bway<->WEA block! Formal statistical analysis of the block-level responses compared to the expected distribution is statistically significantly (chi-sq,  $p < .02$ ). We have no explanation for the difference, although it is possible that the distribution of newsletter surveys may not have been as expected or that the different response rates reflected some unidentified differences in the local population.

<sup>2</sup>In this analysis three respondents either left the question blank or specified a location outside the membership area.

## Q3, 4, 5, 6 Awareness of W. 103<sup>rd</sup> St. as a Temporary Limited Local Access Open Street

Open Streets Survey for West 103rd Street			
<b>How did you FIRST become aware that W. 103rd St. from Broadway to Riverside Dr. was designated as an Open Street by the NYC Department of Transportation? (Check one)</b>			
Col9			
Q3			
<b>Row Labels</b>	<b>Count of Col09</b>		
At an Open Streets event	10		
By word of mouth	8		
From the signage on the street	145	79%	
Media such as local publication	5		
Other (please specify)	4		
Through the West 102nd & We: (blank)	11		
<b>Grand Total</b>	<b>183</b>		
<b>Did you attend the West 102nd &amp; West 103rd Streets Block Association meeting on June 15th that included a presentation and discussion about Open Streets?</b>			
Q4	(Col11)		
<b>Row Labels</b>	<b>Count of Col11</b>		
No	154		
Yes	29	16%	
(blank)			
<b>Grand Total</b>	<b>183</b>		
<b>Before receiving this survey, were you aware that West 103rd St. from Broadway to Riverside Dr. has been designated as a particular type of Open Street known as a Temporary Limited Local Access Open Street? (Please refer to the definition provided on page 6 of the newsletter or the first page of this survey.)</b>			
Q5	(Col12)		
<b>Row Labels</b>	<b>Count of Col12</b>		
No	60		
Yes	123	67%	
(blank)			
<b>Grand Total</b>	<b>183</b>		
<b>Before receiving this survey, were you aware of the NYC Department of Transportation (DOT) definition of a Temporary Limited Local Access Open Street? (Please refer to the definition provided on page 6 of the newsletter or the first page of this survey.)</b>			
Q6	(Col13)		
<b>Row Labels</b>	<b>Count of Col13</b>		
No	121		
Yes	61	34%	
(blank)			
<b>Grand Total</b>	<b>182</b>		

**79% of respondents FIRST learned of the designation from the barrier signage.**

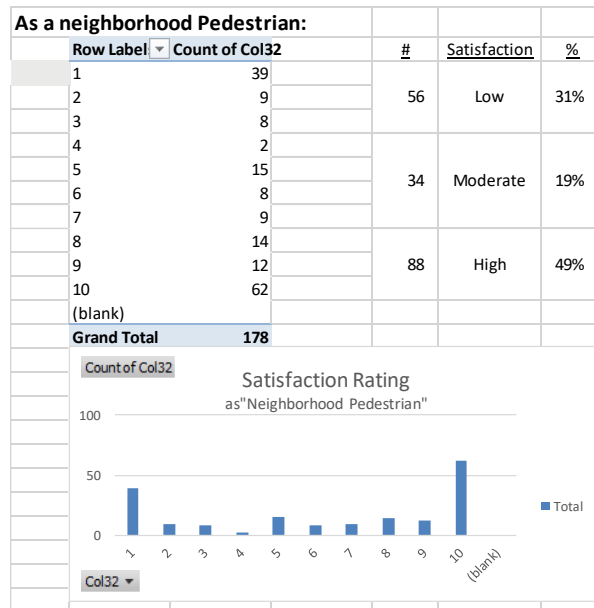
**Prior to the survey, 67% of respondents knew the two blocks were designated as Temporary Limited Local Access Open Streets.**

**But only 34% were aware of what a Temporary Limited Local Access Open Street was.**

Q14

Satisfaction with Current Designation of W. 103<sup>rd</sup> St.

**As a neighborhood pedestrian, how satisfied are you with the designation of W. 103rd St. between Broadway and Riverside Dr. as a Temporary Limited Local Access Open Street? (Choose a number from 1 to 10 on a scale in which 1 is the lowest level of satisfaction and 10 is the highest.)**



Virtually everyone responded as a “Neighborhood Pedestrian.” 62 (35%) of them reported the highest level of satisfaction, “10,” while 39 (22%) reported the lowest level of satisfaction, “1.”

An explanation for such a distribution of ratings is that there are at least three distinct populations of respondents, those who

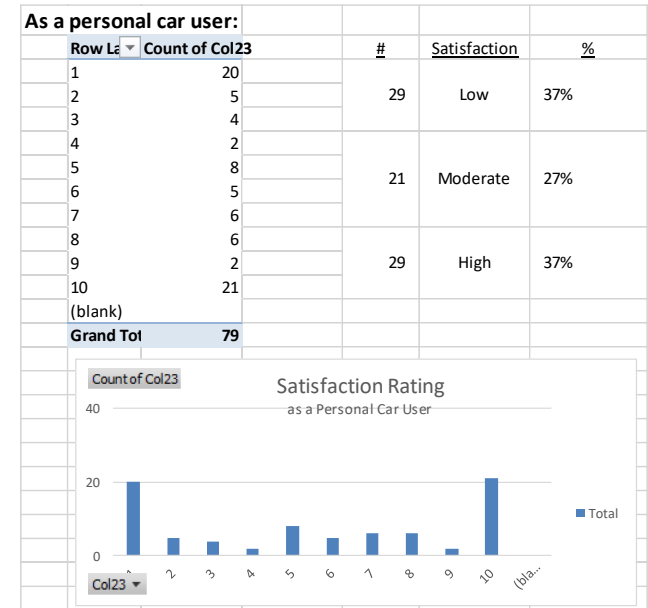
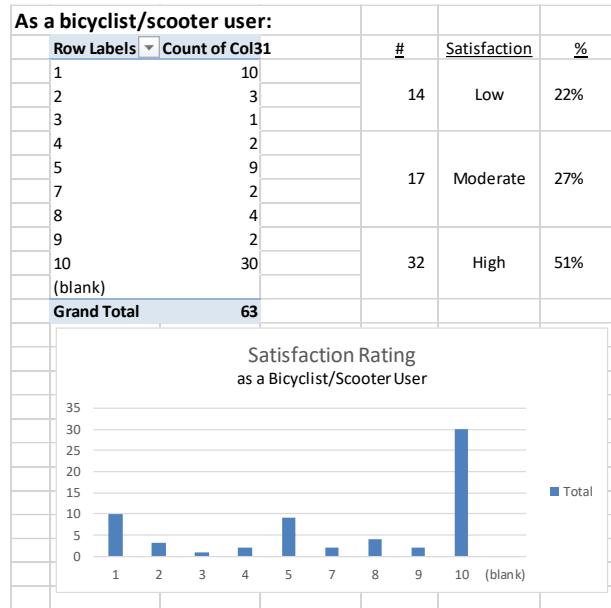
- are highly satisfied with the designation (ratings of 8-10) - (49% of the total)
- feel low satisfaction (ratings of 1-3) - (31% of the total)
- have a more mixed level of satisfaction (ratings of 4-7) - (19% of the total)

On that basis, about half of the responding population was highly satisfied while about 30% reported low satisfaction and the remainder as feeling a medium level of satisfaction. Self-identified bicycle users and personal car users (some of whom were both) are, of course, included in the total figures but appear to have somewhat different distributions.

Q13 and Q10 Satisfaction with Current Designation of W. 103<sup>rd</sup> St. as a Bicyclist or Personal Car User

**How satisfied are you with the designation of W. 103rd St. between Broadway and Riverside Dr. as a Temporary Limited Local Access Open Street?** (Choose a number from 1 to 10 on a scale in which 1 is the lowest level of satisfaction and 10 is the highest.)

The disparities were apparent even among bicycle users and car users, although the bicycle users had a distinctly higher proportion (51%) of respondents reporting “high” satisfaction and car users a lower proportion (37%).





## Q14,13,10-p2. Satisfaction with Current Designation of W. 103<sup>rd</sup> St Within Block Assn. Subpopulations

Respondent Satisfaction Rating														
as a Pedestrian													Mean	
	1	2	3	4	5	6	7	8	9	10	Grand Total	Pct. Of All	Rating	
All respondents	39	9	8	2	15	8	9	14	12	62	178	100%	6.3	
Neither Bike nor Car	12	5	3	1	4	6	4	4	7	22	68	38%	6.4	
Only Bike/Scooter	14	1	4	0	7	2	1	4	2	10	45	25%	7.8	
Only Car	4	0	0	1	3	0	2	3	1	18	32	18%	5.2	
Both Bike and Car	9	3	1	0	1	0	2	3	2	12	33	19%	6.0	
as a Bicyclist / Scooter User													Mean	
	1	2	3	4	5	6	7	8	9	10	Grand Total		Rating	
Bicyclist/Scooter Users	10	3	1	2	9	0	2	4	2	30	63		6.9	
Only Bike/Scooter	3	0	1	1	5		1	3	1	16	31		7.6	
Both Bike and Car	7	3	0	1	4		1	1	1	14	32		6.3	
as a Personal Car User													Mean	
	1	2	3	4	5	6	7	8	9	10	Grand Total		Rating	
Personal Car Users	20	5	4	2	8	5	6	6	2	21	79		5.5	
Only Car	13	2	3	2	5	4	4	6	2	6	47		5.0	
Both Bike and Car	7	3	1	0	3	1	2	0	0	15	32		6.3	

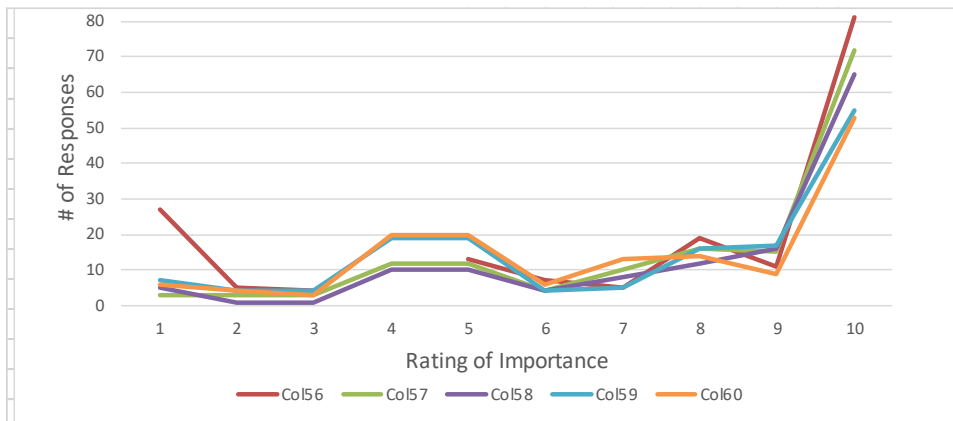
The disparity in satisfaction was evident even among subsets of respondents (who were):

- Neither bike nor car users
- "Only" bike / scooter users
- "Only" car users
- Users of both bikes and cars

Respondent Satisfaction Ratings (% of Rows)						
as a Pedestrian					Mean	
	Low	Moderate	High		Sat. Rtg	
All Respondents	31%	19%	49%	176	6.3	
				<u>Column %</u>		
Neither Bike nor Car	29%	22%	49%	39%	6.4	
Only Car	42%	22%	36%	26%	5.2	
Only Bike/Scooter	13%	19%	68%	18%	7.7	
Both Bike and Car	38%	9%	53%	18%	6.2	
as a Bicycle/Scooter User					Mean	
	Low	Moderate	High		Sat. Rtg	
All bike users	21%	21%	57%	61		
				<u>Column %</u>		
Only Bike/Scooter	13%	23%	63%	49%	7.5	
Both Bike and Car	29%	19%	52%	51%	6.4	
as a Personal Car User					Mean	
	Low	Moderate	High		Sat. Rtg	
All car users	36%	27%	37%	78		
				<u>Column %</u>		
Only Car	38%	32%	30%	60%	5.0	
Both Bike and Car	32%	19%	48%	40%	6.4	

## Q25 Importance of the Expressed Purposes of Designating W. 103<sup>rd</sup> St. as an Open Street

The exact question posed in the survey was: **How important are the following expressed purposes of designating West 103rd St. between Broadway and Riverside Dr. as a Temporary Limited Local Access Open Street?** (Enter a number from 1 to 10 on a scale in which 1 indicates that it is not important and 10 indicates that it is very important.)



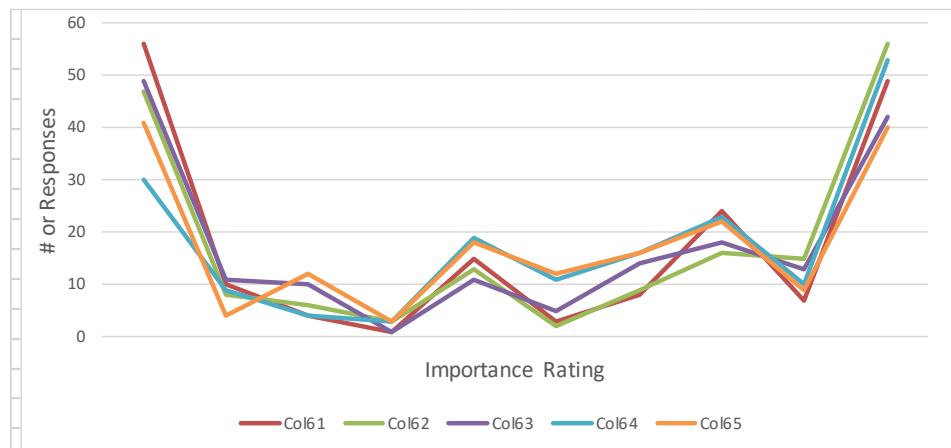
The chart and table to the left list some of the expressed purposes (goals?) of the Open Streets designation. It appears that there is a general concurrence among the BA respondents that they are important. For instance, 70% of respondents rated “Promotes off-sidewalk use by bicyclists” highly, *i.e.*, a rating of 8-10 while only a very small proportion, 5%, rated it low, *i.e.*, a rating of 3 or lower.

There is one striking anomaly: “Slows down traffic to 5 mph.” This purpose was rated highly important by 65% of respondents but 21% of respondents rated it of low importance. Given the crucial nature of this purpose, one might imagine that a substantial proportion of those rating it of low importance were interpreting the question as “effectiveness” not “importance.” This interpretation is also consistent with several responses to open-ended questions that refer to traffic speed.

Col##	Purpose	Importance of Expressed Purpose			"High":"Low"
		Low	Medium	High	
Col58	Promotes off-sidewalk use by bicyclists	5%	24%	70%	13.3
Col57	Limits vehicles to those parking, dropping off/picking up, making deliveries, emergency services, Access-a-Ride, utility companies, city services	6%	25%	69%	11.4
Col59	Promotes off-sidewalk use by pedestrians and those in wheelchairs	10%	31%	59%	5.9
Col60	Provides space for neighborhood gatherings and events such as block parties, musical and dance performances, etc.	9%	40%	51%	5.8
Col56	Slows down traffic to 5 mph	21%	15%	65%	3.1

## Q26 Importance of Some Suggestions for the Future of W. 103<sup>rd</sup> St. as an Open Street

The exact question posed in the survey was: **How important are the following suggestions offered at the June 15th Block Association meeting for the future of West 103rd St. between Broadway and Riverside Dr. as an Open Street?** (Enter a number from 1 to 10 on a scale in which 1 indicates that it is not important and 10 indicates that it is very important.)



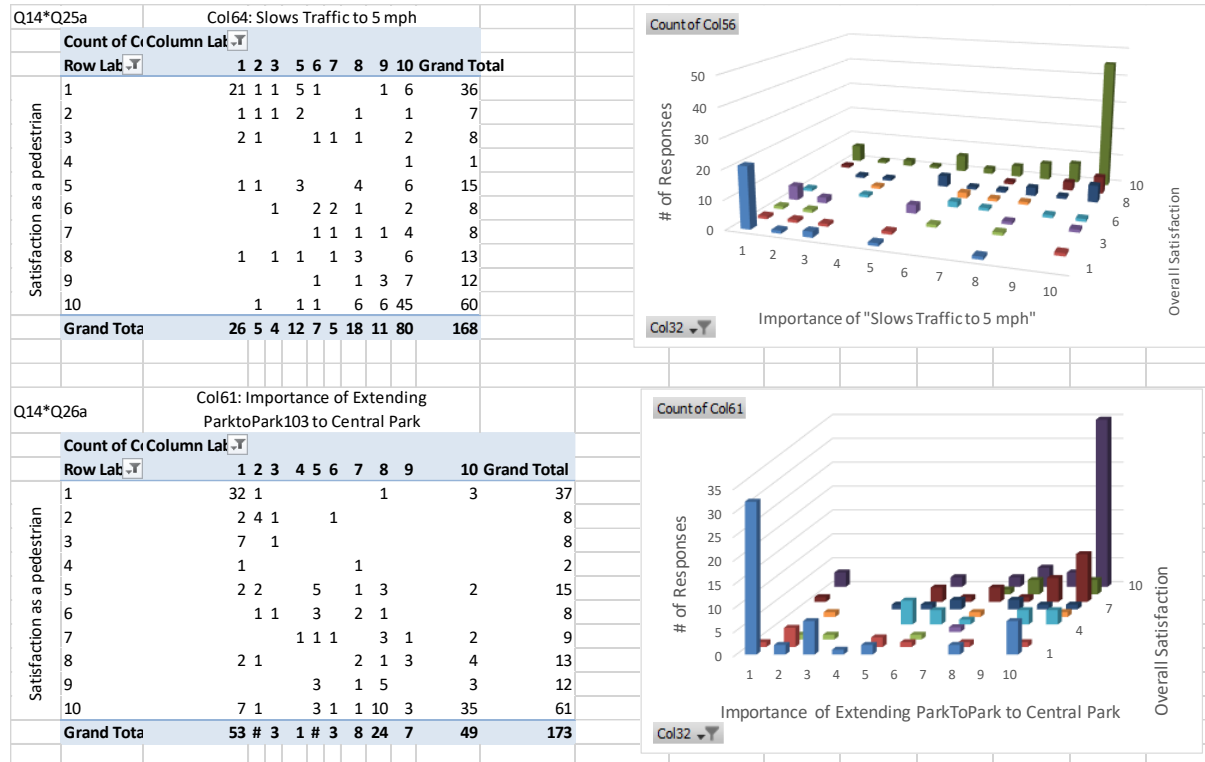
In a similar way, respondents were asked about the importance of some suggestions concerning the future of W. 103<sup>rd</sup> St. as an Open Street. For example, “Putting in speed bumps to slow traffic” was considered highly important by almost half of all the BA respondents and considered of low importance by almost a quarter, with the remainder considering it as of “medium” importance, *i.e.*, an importance rating of 5-8.

The responses to the other suggestions showed substantially greater proportions of respondents considering them of low importance. Again, it is not clear whether the differing proportions indicate real disagreement over the presumed effectiveness of the suggestions, their importance overall, or their desirability.

	Suggestions Offered	Importance of Suggestions for Future			"High":"Low"
		Low	Medium	High	
Col64	Putting in <b>speed bumps to slow traffic</b>	24%	28%	48%	2.0
Col62	<b>Widening parts of sidewalks to allow for more green spaces</b>	35%	15%	50%	1.4
Col65	<b>Holding events</b> such as concerts, art activities, activities for children?	32%	28%	40%	1.2
Col63	<b>Widening parts of sidewalks for people to relax, chat</b>	40%	18%	42%	1.0
Col61	<b>Making West 103rd St. from Central Park West to Riverside Dr. a "park to park" Open Street</b> for bicyclists and pedestrians	40%	15%	45%	1.1

## Q14\*Q25,26 Correlation of Overall Satisfaction with Expressed Purpose and Future of Open Street

There is a high correlation between overall satisfaction with the Open Street designation (see p. 7, above) and the responses to the questions asking respondents to estimate the importance of the expressed purposes of the designation and the suggestions for the future.



At the immediate left is a visual display of the distribution of all the respondents' satisfaction ratings and for each rating level the distribution of the importance of one of the expressed purposes ("Slows Traffic to 5 mph"). In an identical vein, on the lower left is a cross-tabulation of the distributions of satisfaction ratings and the importance of one of the suggestions for the future ("Extending ParkToPark103 to Central Park").

There is a high degree of correlation between all three measures. It is also consistent, as mentioned before, of (at least) two populations with polarized feelings about the designation of W. 103<sup>rd</sup> St. as an Open Street.

## Q24 For-hire Drivers' Misunderstanding of Signage

### **Have you, as a passenger in a taxi, Access-A-Ride, or other car service, had a driver who misunderstood the signage on the barriers on W. 103rd St.?**

28% of respondents answered YES.

#### Examples of responses:

##### **Hesitance or refusal to go through**

- Thought it was closed to traffic. I clarified local drop offs are permitted.
- MANY times the uber driver will either get to the corner and discontinue the ride when he sees the street is "closed" or they will call me to come to Broadway even in the rain.
- Felt they couldn't go down the street—feared getting a ticket.

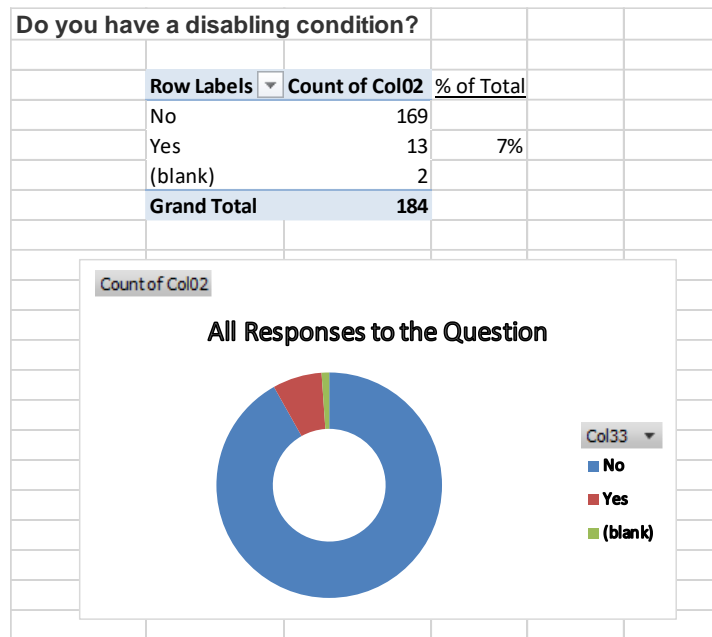
##### **Issues with speed limit:**

- Yes, they don't know they can drive in, don't know about speed, what any of the signs/barriers indicate.
- They didn't realize they could drop me off in front of my building. Or they drove too fast.

##### **Issues with barriers:**

- He didn't understand! The barriers were close together; he had to move them to pass and then put them back.
- The signage needs to be improved.

## Q15, Q16, Q17 Issues/Comments of Those Reporting a Disabling Condition



**13 members (7% of respondents) reported having a disabling condition.**

**Has the designation of W. 103 Street as a Temporary Limited Local Access Open Street had a positive or negative impact on you in any way, in terms of your disability? (Describe the Impact.)**

- encourages wrong-way bikes and scooters. Too fast. I am afraid to cross the streets. More dangerous than before!
- Less rapid traffic
- No speedy traffic here!
- No available pkg.
- If in a taxi, unable to come around Bway to West End for drop off at home, especially when having packages etc.
- incapacity to drive up the street when the street has been taken over by events; street musicians, tables and chairs, unwillingness to move for car even with explanation provided; reduced number of parking spaces during events; unwillingness of uber drivers and taxis to go up the street for pick-up or drop-off; missing uber drivers who assume street is closed
- Somewhat - can (sometimes) walk in the street when sidewalk is full of scaffolding etc.
- yes--not much yet, but if permanent a lot more
- Cab driver would not move barricade necessitating longer ride/higher fare. Access a ride would not move barricade. I can't park on block because I have trouble with barricade.
- It has been difficult to get cabs and cars to get to pick me up where I need
- Easier to walk without bumping into people, dogs, wheelchairs, and scaffolding

Note: In this case, these are all the reported impacts, not a sampling.

Q27,28 Open Street and the Riverside Park Conservancy

Do you take part in concerts, films, or other activities for children and adults offered by the Riverside Park Conservancy?				
Col66	Q27			
<b>Row Labels</b>	<b>Count of Col66</b>			
No	90			
Yes	89	50%		
(blank)				
<b>Grand Total</b>	<b>179</b>			

About half the respondents take advantage of Riverside Park Conservancy activities.

Do you think that the offering of similar activities on West 103rd St. is:				
Count of Col66	Column Labels			% of the "Yes" Responses
Row Labels	No	Yes	Grand Total	
A valuable addition	33	45	78	51%
Other (explain)	22	11	33	12%
Redundant to what Riverside Park Conservancy offers	33	33	66	37%
(blank)	2		2	
<b>Grand Total</b>	<b>90</b>	<b>89</b>	<b>179</b>	

About half of that half agreed that similar activities on the Open Street was a valuable addition to the RPC.

The remainder were divided into those who felt the Open Street was redundant or created other problems, such as noise. A careful analysis is still required.

## Q29 Do You Have Additional Questions or Comments About the Designation of W. 103rd St. Between Broadway and Riverside Dr. as a Temporary Limited Local Access Open Street?

Finally, this last, open-ended question, generated 100 responses. Some are included below grouped in an initial categorization as “pro,” “con,” “miscellaneous.” Many of the responses were quite lengthy. (Note: typos and other anomalies may have crept into these during their typing into Survey Monkey.)

### **Clearly Pro Open Street Designation – 19%**

Examples of comments:

- Implementation of the designation improves the quality of life for residents of this neighborhood. The less cars , the less traffic the better.
- I think it's great---has allowed for organic neighborhood use + should be used for performances! Cars don't always follow signage = speed through. They should be prevented from doing that. It would be great if 103<sup>rd</sup> could also be made one of the officially designated open street(s) by DEPT OF CULTURAL AFFAIRS + become a performance space.
- We are really lucky that West 103<sup>rd</sup> Street is an open street. 25MPH (the legal speed limit on NYC streets) is far too fast for side streets. Plus, the open street can be far more beautiful and practical than a normal street with cars whizzing by, preventing any others from being able to use the street. West 103 Street can be a model for what NYC streets can be.

### **Clearly Con Open Street Designation – 44%**

Examples of comments:

- Waste of time, energy, money. We need compliance and enforcement of vehicle laws. No bikes or scooters on sidewalks or wrong-way EVER; no ignoring red lights, no 30 mph bikes. I expect to die in the middle of a crossing when a bike hits me. The plan will in no way benefit me, us, or our cohort.
- We are privileged to be surrounded by 2 great parks where activities for bikes, walking and celebrations can happen. No need to limit 103 any further.
- I believe that having West 103 Street continue as a TLLA Open Street is dangerous and unnecessary for many reasons. To have a street that is semi-open with really an ambiguous status creates a situation where children and adults who use it to socialize/play risk being hit by a car or bicycle – the majority of bicyclists NEVER stop for red lights unless there is oncoming traffic and would treat the open street as something to sped through at breakneck speed. I have observed almost no one standing around socializing in the middle of the street since this has been in effect – it has been little used which should count for something. It can be closed off completely for special events, as it has been for decades for bloc fairs. We are right next to a wonderful park. The uneven and narrow sidewalks and lack of a number of trees do need attention, and the block association should focus on those issues and not on something that was imposed on us by a handful of people, ignoring the people who live here and our fine block association.

### **Miscellaneous responses (Not clearly pro or con; pro or con with provisios; suggestions) – 37%**

Examples of comments:

- We need speed bumps on all side streets (101, 102, 103) etc. plus on West End Ave.
- I think it was nice during the lockdown to have the extra space and now it feels unnecessary. Pedestrians do not walk down the street and it doesn't feel that it's used how it was intended. I live on 103 between West End and RSD.
- How is “temporary limited access” enforced? Truth is anyone could ride into that street at any time and park a car. It should either be No Access or Full Access.