Mayor LaToya Cantrell

Building Bridges and Putting People First

Newsmaker
Entergy Names David Ellis to Lead Entergy New Orleans

State & Local
Lacee Ancar Setting Records in College Tennis
A Day in the Life of Mayor LaToya Cantrell

As the citizens of New Orleans are living in historical times; its first woman Mayor LaToya Cantrell, is rolling up her sleeves and pushing forward with her vision for NOLA. On this day Data News Weekly was able to get an up close and personal look at a day in the life of Mayor Cantrell.

Seated out in the lobby were a cadre of different stakeholders representing various interest. A note that seems to ring true of her campaign that all voices matter and is a testament and symbol to her commitment of a City moving Forward Together. It is the eve of her first budget as mayor (passing unanimously in the City Council the next day).

We enter her office, it has a bright spring like feel; which is a stark contrast to the cold, wet, dark and dreary day outside. Data News Publisher Terry Jones and Editor, Edwin Buggage are warmly greeted by Mayor Cantrell.

2019 Budget Priorities and Putting People First

The Mayor begins with a laser like focus talking about the budget and her vision for the city. It is one that is holistic and inclusive. While this sentiment is one that's been echoed by previous Mayors; Cantrell, who we sit with at a large conference table, is one that's been echoed by previous Mayors; Cantrell,

Cover Story, Continued on page 3.
The approved amount for the general fund is $702 Million; in addition, $419.6 million dollars is part of the budget from grants, Intergovernmental transfers and special funds. In total over a one billion dollars, according to Mayor Cantrell.

Her first budget includes a 10 percent pay raise for more than 2700 employees, which includes members of the New Orleans Fire Department. Some of which who have not seen a pay raise in over a decade.

“It is important that the people who work for our city are better compensated. I believe we need to set the tone and hope that in the private sector they can replicate this and pay the hardworking people of our city a better wage. This is something that can help in improving the quality of life for all our citizens,” says Cantrell.

Investing in Finding Solutions to the Problems in the City New Orleans

Another issue relating to inequality is the lack of affordable housing. The Cantrell Administration is allocating $10 Million dollars towards this effort.

“We have to approach this as a limited opportunities and structural roadblocks that impede them from striving to reach higher; resulting in some turning to crime and violence at a young age. The Cantrell Administration has introduced The Office of Youth and Families, a program that will serve as an alternative to the Juvenile Detention Center for non-violent offenders. Additionally, funds have been allocated for a non-profit group that represents juvenile defendants in court.

Another part of this holistic approach builds on the theme of assisting children; with 1.5 million dollars earmarked towards early childhood education. The program will provide money for daycare for 100 children younger than 5. While there is a much greater need for more programs of this sort, the City making steps to invest is a vital first step. This program will cover infants and toddlers as well as those preparing for kindergarten. This in turn giving parents much needed opportunities to work or enroll in job training programs.

Addressing Public Safety

Public safety is atop Mayor Cantrell list of priorities. While being a source of controversy since their inception is being reduced as part of a proposed phasing out of the program. This is part of the Mayor keeping a campaign promise to take steps to eliminate traffic cameras. Economic inclusion of minority businesses to ensure that all people can have a chance to participate in accessing these opportunities and having something in place that provides oversight.

How to Make the City Better

While the City of New Orleans has over a 1 billion-dollar budget, Cantrell says the city should receive more of the city’s revenues that go to the state, so it can re-invest in the city. Making a call to action for the citizens.

“One of the things I will need support on is getting our people to understand the revenues that are generated in the city off the backs of our people. If we had a little bit more of that reinvested in her. In her people and we are the backbone of the city and the State of Louisiana. And we need to see a greater
David D. Ellis, a 27-year veteran providing global reliability and clean energy technology solutions, has been named to lead Entergy New Orleans, LLC, as its president and CEO, Entergy Corporation (NYSE: ETR) announced today.

Ellis comes to Entergy New Orleans from Global Power Technologies (GPT) in Edison NJ, where he was president and CEO. GPT is a global company that delivers enterprise and cloud-based software solutions, manufactures reliability and energy management products, and provides energy consulting and advisory services to electric utilities and their customers. Prior to GPT, Ellis led businesses in North America, Asia, and Africa focused on driving technology-based energy solutions for utilities in those markets. Ellis will join the company on Dec. 10th.

“We conducted a comprehensive national search to find the right leader for Entergy New Orleans who can successfully implement our plan to improve reliability, create a smarter and greener energy grid for the city, and renew our role as a trusted partner and service provider for our customers and the communities we serve,” said Rod West, group president utility operations, Entergy Corp. “David’s deep background in innovation, reliability and resource management, and delivering customer-focused products and services make him the right choice to lead Entergy New Orleans into the future. We welcome him to the Crescent City.”

In August, company officials announced a renewed strategic focus for New Orleans electric customers that includes reliability and storm hardening to reduce power outages, nearly 100 megawatts of incremental renewable resources and the creation of a smarter energy grid with new technology to give customers more control and more options. These initiatives, along with the construction of the New Orleans Power Station, will provide a safe, reliable local source of power for New Orleans and the region while strengthening the grid and improving our customer experience.

“I believe Entergy New Orleans can and should be the model for the electric utility of the future,” said Ellis. “I found the tremendous potential and willingness to create a smarter energy future for New Orleans compelling, and I look forward to partnering with the City Council and the community to make that potential a reality.”

In his 27 years as a reliability, technology and clean energy executive, Ellis has held a number of leadership positions at energy-focused companies, including Comverge International, Clean Power Markets, Inc., and Enereiser Global Technologies. His experience includes the design and administration of renewable portfolio standards, global demand response market development, and energy software & hardware technology leadership.

Ellis has a Bachelor of Science degree in Electrical Engineering Technology from Penn State University where he played basketball for four years, and a Master of Business Administration degree from Eastern University. He and his wife, Christine, have nine children, ranging in age from 8 to 24.
Lacee Ancar

Making Strokes and Setting Records in College Tennis

By Chris Anders
Data News Weekly
Contributor

For the first time in collegiate tennis history, Xavier University of Louisiana women’s tennis team is ranked first among all Historically Black College and University Programs. The Gold Nuggets, led by New Orleans native Lacee Ancar, captured the HBCU National Tennis Championship on Sept. 22, 2018—by one point. Ancar has been on the tennis team for three years going through many ups and downs. But it has been her hard work and determination that has allowed her to help the team succeed.

“She has been excellent,” said Alan Green, Xavier’s tennis coach. “Her freshman year she made an instant impact playing both singles and doubles but last year her sophomore year she was sidelined with a shoulder injury and really developed into a vocal leader,” Green said about Ancar’s impact.

In the past two-seasons she has matured a lot, Green added. Ancar not only won two matches on that weekend that proved to be vital but was also extremely vocal while cheering on her team in the last matches of the tournament.

“It is truly an honor to represent Xavier at the HBCU National Championship and come away a winner,” Ancar said after the team’s victory. “Especially since tennis is a predominantly White sport,” Ancar said proudly of the job her team has done.

She doesn’t have far to look at a professional level these days for inspiration. Along with Ancar’s success at the collegiate level, there are currently five African-American women ranked in the top 100 in the world for women’s tennis including her role model Serena Williams.

“Of course, the one and only Serena Williams inspired me to get serious with tennis. Serena is such an icon and great role model. Especially for young African-American women who are trying to play the sport,” Ancar said hoping that more African-American women play and enjoy the game. The sport has taught her not just discipline, but how to be a true teammate and supporter for other women.

“Trying to be a leader to me wasn’t that hard,” Ancar said. “A lot of the teammates I have had are from other countries and didn’t speak English well or were new to New Orleans so helping them out on and off the court has helped mold me into a leader you could say,” Ancar said.

Being a role model is in Ancar’s nature, her teammates said, and is a large part to why they are ranked number one. Playing at John Curtis High School in River Ridge, Ancar got an early start with being a leader. All four years of high school she was the team’s top singles player making it to the Louisiana State Championship Tournament every year. You could say tennis has come easy to Ancar since the first time she picked up a racquet at 4 years old.

“From the day I stepped on the court Lacee has been there. Not just for me, for all of us. Whether her giving us a ride to Walmart late at night or giving us a pep talk after a bad match,” said Julia Anglin, a freshman on the tennis team. “She is without a doubt the back bone of this team that helps us all work together as a unit,” Anglin said complementing Ancar’s leadership skills.

Not only do her teammates and coach notice a change in Ancar but her mom does as well.

“It has been a pleasure watching Lacee transform from a junior tennis player to a collegiate player. It just shows how hard work has paid off,” said Coretta Ancar, Lacee’s mother. “And being the number one HBCU team in the country is the icing on the cake,” Coretta Ancar said on the recent success of her daughter and her team. For this year’s team, Ancar’s goal is to win another national championship in May 2019, which would be another first for Xavier. She also hopes to win at least 20 singles and doubles matches.

“Making history at Xavier feels amazing but by the time the year is over, I want to be holding another trophy that makes us the number one team in all of the country not just HBCU tennis,” Ancar said while smiling and holding the HBCU National Championship Trophy high in the air.
21st Annual Dumaine St. Gang Second Line

Photos by Kichea S. Burt
Data News Weekly Contributor

Sunday, December 2nd was the day when the Dumaine St. Gang Social Aid & Pleasure Club Second Line rolled through. They came out of the historic Treme Center with One Mo Time S&PC, The Young Rollers S&PC and the ? S&PC. This has been brought to you by Blackmasking.org, Data News Weekly and Cumulus Media. Next week, we will present a full recap of this year’s second line season. Stay Tuned!

Visit www.ladatanews.com for more photos from these events
Find your way to savings.

Trump, the Republicans and the Neo-Confederate Objective

When [Trump] and his followers suggest that their way of life is being threatened, they mean that the privileged status of whites and men—compared with people of color and women, respectively—has been called into question by those of us who believe in democracy and justice. Thus, Trump plays not to an abstract fear but a specific fear among large numbers of whites; a fear of the future. What do Trump and his supporters want? The critical image that is now materializing is that of the Confederate States of America. Right-wing populists have for decades seen in the Confederacy the iconic moment when white supremacy and male supremacy held sway and when forces of dissent—forces for justice—were literally and figuratively chained.

The right-wing fear of the future is a fear of not only the demographic changes in the USA, which will render white majority rule moot by the middle of the 21st Century, but there is a broader fear that successes on the road toward a consistent democracy will mean a change in the relations between men and women, but also changes in the economy as wealth polarization along with the environmental catastrophe will necessitate a different set of economic priorities.

Trump and his allies have played to fears that have existed in the white electorate since the 19th Century. He achieved considerable success via this demagoguery. But the results of the election showed that millions more see no future in the past but believe that another way forward is not only possible, but essential.

Bill Fletcher, Jr. is the former president of TransAfrica Forum. Follow him on Twitter, Facebook and at www.billfletcherjr.com. And pick up his new murder mystery, The Man Who Fell From the Sky from Handball Press.

Undoing Systemic Racism is Another Way to #PutHousingFirst

Last month, the Brookings Institute, a national non-profit public policy organization based in Washington, DC, released a report that lays out how systemic racism has prevented African-Americans from building genuine and lasting wealth through homeownership like our White counterparts. Authored by Dr. Andre Perry, who lived in New Orleans until recently, the report asks a simple but necessary question: What is the cost of racial bias? The answer is staggering with owner-occupied homes in Black neighborhoods are undervalued by $48,000 per home on average, amounting to $156 billion in cumulative losses.

Some might ask, why is this something that we should care about—particularly given that New Orleans affordability crisis? In a city that is majority African-American and renters, do we truly suffer because of this devaluation? In a word, yes. Homes typically increase in value, build equity, and provide a nest-egg for the uncertain future. The earned equity from the sale of their original starter home gives first-time homebuyers the opportunity to upgrade and purchase homes in higher-quality neighborhoods with closer access to goods and services, as well as the proliferation of financial gains in the form of rising property value. A home is an asset that can be borrowed against when larger expenses like college education, a business venture, or catastrophic health care arise.

Across Louisiana, approximately 20% of homeowners are currently cost-burdened. According to the National Equity Atlas, by making the necessary investments to lessen this burden and thus making homeownership more affordable, the additional economic power these homeowners would have under a scenario of no housing burden is $197M for the City of New Orleans, and $1.3B for the state. In terms of what this money can do, and how far reaching the impact could become, the possibilities are endless. Amidst the ongoing fiscal issues, surely, we could use that $1.3B to begin alleviating some financial strain.

Homeownership matters to individuals, to communities, and to the entire country—but why? What makes homeownership so valuable to the American economy? Besides the stability it provides owners, especially those with young families, homeownership is the undeniable foundation for building generational wealth. It is the wealth generated from homeownership that has allowed families to achieve social and economic mobility, whereas the lack of access to homeowner-ship has left many others behind. This report explains why and how this wealth building opportunity has been denied to African-Americans from building genuine and lasting wealth through homeownership like our White counterparts. The lack of access to homeownership has left many others behind.

This report explains why and how this wealth building opportunity has been denied to African-Americans from building genuine and lasting wealth through homeownership like our White counterparts. The lack of access to homeownership has left many others behind.

You can read the report at: https://www.brookings.edu/research/devaluation-of-assets-in-black-neighborhoods/
Airbnb Offers More than Just a Place to Stay

By Stacy M. Brown
NNPA Newswire Correspondent

The company was founded in 2008 by Brian Chesky, Joe Gebbia and Nate Blecharczyk.

It’s very first listing was Chesky and Gebbia’s Rausch Street San Francisco apartment. During a weekend where hotel rooms were completely sold out for a design conference, the duo decided to host guests on air beds and serve them breakfast in order to make enough money to pay their rent.

Today, Airbnb boasts more than 400 million guest arrivals with an average number of 2 million people staying with Airbnb per night, in an excess of 1,000 cities. But, the company offers more than just a room to sleep in.

Airbnb also offers “Experiences,” which are one-of-a-kind activities designed and hosted by locals that you enjoy both when you’re ties designed and led by inspiring locals. They offer a deep dive into the local host’s world. It’s an opportunity for anyone to share their hobbies, skills, or expertise without needing an extra room, visit https://www.airbnb.com/host/experiences/.

Cassidy Blackwell, who works on the company’s Communications Team as the Director of Strategic Projects, said there are also more than 15,000 Airbnb experiences worldwide which also includes diversity-filled events and attractions.

“Our company’s mission is to ensure anyone can belong anywhere,” Blackwell said.

“It’s really important for us to make efforts to bring different communities onto the platform and to dispel myths around the world about Airbnb,” she said.

The folks at Airbnb have counted on people being inherently good and the more that the company can use travel as a way of breaking down barriers, the better everyone can be as a global community.

The Experiences on Airbnb include classes, tours, concerts and a host of other exciting activities. Most are designed for people to discover an easy way of doing or even learning something different.

In South Africa, Martin guides tourists on a hike to the summit of the iconic Table Mountain where they can experience why it’s one of the New 7 Wonders of Nature.

“We will take some of my favorite more easily missed paths to the top. There are many routes that go up and together we will find one that suits your skill and confidence level,” Martin says.

The trails all include a combination of hiking, varied levels of scrambling and exposure to heights that will allow everyone to reach incredible viewpoints of Lion’s Head, Twelve Apostles, Camps Bay, Back Table and the Mother City.

“I will take you into the world of the breathtaking Fynbos Floral Kingdom and the very first occupants of Southern Africa who...”

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One Experience is hosted in New Quay by Gerry, a marine biologist who has worked in the world of oysters for many years – breeding, growing, marketing, opening, and eating them.

Gerry offers a tour that’s informal, informative and entertaining. He says the humor dictates the script.

“We welcome you into our premises and give you a tour through a working oyster warehouse on the seashore. We introduce you to the area with particular emphasis on the sea outside and how the tides work to provide us with very clean water,” said Gerry, whose full description is available on the Airbnb website.

“We will show you our pet/touch tank that holds some of the fascinating sea creatures that inhabit the sea floor right outside our window and watch them as they do their thing.”

In South Africa, Martin guides tourists on a hike to the summit of the iconic Table Mountain where they can experience why it’s one of the New 7 Wonders of Nature.
“This Is Me” HBCU Film Festival Showcases Local Black Creatives

By Ka’Lya Ellis
Data News Weekly Contributor

“This Is Me” can mean many things from the food people eat to the way people talk to how they choose to dress. These are all expressions of a person’s individuality. That was the goal of the “This Is Me” HBCU Film Festival to encourage New Orleans high school and college students to express themselves through creative projects. The festival’s theme “This is Me” showcased filmmakers who created 60-second content about topics that described them. There was an award for the best submission and the prize winners in each category received a year membership to the New Orleans Video Access Center. The event took place on Nov. 30th at the New Orleans Art Center at 3330 St. Claude Ave.

“It is exciting for me to see young emerging filmmakers who are making work and taking creative risk, because I know it can be terrifying,” said Darcy McKinnon, the Executive Director for NOVAC, who served as judge of the submissions. “Congratulations to all the filmmakers and future filmmakers. I’m happy to be a part of this experience,” McKinnon said.

The winner of the film festival’s college submission category, Delaney George, a New Orleans native, has been a budding multimedia content creator, and started her own media company LanesLense LLC, while still a student at Xavier University. She received a NOVAC membership, discounted and free courses, and access to all their events for the next year.

“I’m honestly so shocked! I ended up submitting late and with it being one-minute I didn’t think the audience would understand,” George said. “It really makes me feel like I’m striving in the right direction and having an audience view my work for the first time was truly a humbling experience. I always want people to enact feeling from my work and I think that’s exactly what happened that night, and I’m so blessed for that.”

George entered two films “More Than You Know and “Hot Girl 2003,” one being a sultry and the other an upbeat take on women’s self-expression. She will be taking full advantage to her winnings, she said. “I am a strong admirer of NOVAC and all that they do so I will definitely be involved in the free event access I won, the free courses, and definitely take advantage of this opportunity to network!” George said.

“It’s not every day that you win a prize,” said Mizani Ball, a senior mass communication student, who served as chairperson for the festival. “The theme is ‘This Is Me,’ but I want everybody to look beyond themselves and realize this is us as a culture,” said Ball, who said it was her dream to organize such an event, and who aspires to work in the film industry when she graduates from college in May 2019.

The night was not only about the films but other art forms with performances from Nubian Expressions and Xavier’s Gold Star Dancers. There was also a fashion show to support local vendors such as Vaku, Unapologetic, and Seven Fig.

“I am very proud of my film appapreciation class and Xavier faculty for putting in the hard work to put on such a great show,” said Tina Smith, Assistant Professor and Department Head of Mass Communication. “And don’t worry if you didn’t get a chance to submit this year, we will be back next year!”

City of New Orleans Marks HIV Awareness Week

Data News Weekly Staff
Edited Report

The New Orleans Health Department through the Office of Health Policy and AIDS Funding joins with the City’s Human Relations Commission to commemorate HIV Awareness Week from Thursday, Nov. 29th, through Saturday, Dec. 8th. The week is filled with activities to acknowledg those who live with the virus and those who have passed. The celebration provides an opportunity to address the stigma that HIV+ individuals face every day in housing, employment and health care. During this week, Mayor LaToya Cantrell also pledged her support to the Prevention Access Campaign “Undetectable = Untransmittable” (or U=U).

This U=U campaign empowers people living with HIV and educates the public about the fact that people living with HIV who appropriately take their prescribed medication, and are virally suppressed, effectively have no risk of transmitting HIV to others.

“The City of New Orleans is open to all people regardless of how we got here or who we love, and I support the U=U campaign,” said Mayor Cantrell. “Promoting awareness that ‘undetectable equals untransmittable’ helps to save lives. We have to encourage everyone to know their HIV status and continue to encourage those with HIV to adhere to a successful treatment regimen.”

For more information about the U=U campaign, visit www.preventionaccess.org.

Dollars & Sense, Continued from page 9.

named the mountain ‘Hoerikwag’go – or Mountain in the sea,” Martin said.

“Once we reach the summit we will go to one of my awesome viewpoints to take some summit photos or just enjoy the view from the top. If the Cable Car Station is open, then the hike will finish there. You can then spend some more time at the top and soak in some more views or go and enjoy a well-deserved treat from the restaurant, my recommendations being their hot chocolate or a cold beer or the mouthwatering milk tart.”

Airbnb experiences also include jazz concerts in London, Seattle and other locations as well as a farm visit in Detroit; history walk in San Juan, Puerto Rico; a city running tour in Philadelphia; a Potter’s Wheel in Brooklyn; lessons on how to make pizza in Atlanta; and a moonlit monuments mystery hike in Washington, D.C.

After a decade in business, whether its hosting, satisfying guests or the wide-variety of experiences, Airbnb success stories continue to pour in.

Those experiences also include a photo shoot at the Brooklyn Bridge by Sasha, an Airbnb experiences host. “We’ll walk the length of Brooklyn Bridge, from Manhattan to the Brooklyn neighborhood known as Dumbo,” Sasha says.

“As a long-time New Yorker and published photographer, we will help you capture your vacation in beautiful, high-res photos. We will share insider knowledge of New York City while shooting unforgettable photos of you atop the Brooklyn Bridge, and set against the Manhattan skyline,” she said.

“You’ll learn an interesting perspective and we’ll show you exciting angles and spots to get the best pictures with a beautiful New York City backdrop.”

For more Airbnb Experiences, visit https://www.airbnb.com/experiences. For a complete list of accommodations, visit https://www.airbnb.com
New Orleans Business Alliance President & CEO Named to Prestigious EBONY Power 100 List

Joins National Leaders like Barack and Michelle Obama, Stephen Curry, Venus Williams, Andrew Gillum, Stacey Abrams, and Drake Among Others in Business, Entertainment, Politics and Sports

NEW ORLEANS - The New Orleans Business Alliance announced that Quentin L. Messer, Jr., the organization’s president and CEO, was named to the highly prestigious EBONY Power 100 list for 2018.

“I’m most appreciative of EBONY for recognizing that when we successfully engage all citizens in growing the economy, we can achieve enhanced economic security and wealth creation for all. New Orleans is at the forefront of a growing national vanguard of cities that understands inclusive economic development, thus making the economy work for everyone, increases the bottom-line for everyone,” said Quentin L. Messer, Jr., President and CEO of the New Orleans Business Alliance. “I’m humbled to be included in this group, however, the real recognition is for our entire team and the New Orleans political and business leadership that is transforming our city for the better.”

In naming Messer to the list in the Power Players category, Ebony recognized the New Orleans Business Alliance as “a national model for inclusive economic development, since 2015.”

“When we engaged in a national search to find the right person to lead the New Orleans economic development efforts, Quentin was here all along, already working in Louisiana. With our partners at the City of New Orleans, the Business Alliance team is taking the right steps to enhance economic security for our colleagues, friends and neighbors,” said Henry L. Coaxum, Jr., Chairman of the New Orleans Business Alliance Board.

EBONY’s press release recognized that the past year was an epic period of accomplishment and triumph for the African-American community. Black Panther became an epic phenomenon that swept the globe, becoming the biggest-grossing movie directed by a Black filmmaker; social activist Tarana Burke continued to represent the #MeToo movement as a global icon for victims of sexual harassment throughout the world; and several African-American lawmakers across the country made history, among them London Breed, the first Black female LGBT mayor.

“We are delighted to announce this year’s coveted EBONY Power 100 List of exemplary honorees,” says EBONY Media Operations CEO Michael Gibson. “Each year, we select the most outstanding individuals and prolific leaders who represent today’s African-American community and excellence in their respective fields. Over the past year we have witnessed pioneers from Hollywood, professional athletes from numerous sports, politicians and lawmakers throughout the country, business leaders from close-knit neighborhoods and herculean community activists all emerge as trailblazers and firebrands, each of whom who has made a significant impact on a national or international scale. In 2020, we will be celebrating the 75th anniversary of EBONY magazine, and we look forward to this year’s pre-cursor of what will be a momentous occasion. I would like to congratulate all our 2018 Power 100 honorees.”

The 2018 EBONY Power 100 List recognizes the most influential and inspiring from the African-American community in the following eight categories: “Community Crusaders,” “Disruptors,” “Entertainment & Arts,” “Entrepreneurs,” “Innovators,” “MVPs,” “Power Players” and the coveted “Women Up.”
We’re building a stronger grid for a stronger New Orleans.

Entergy New Orleans is investing millions to improve reliability today – and prepare for tomorrow.

We have performed enhanced inspections of more than 35,000 utility poles throughout New Orleans, both above and below ground. We’re replacing old poles with new poles that can withstand 110 mile-per-hour winds and installing stronger, more resilient fiberglass cross arms. We’re also installing new relays and switches to quickly reroute power when a line goes down and reduce the number of customers affected while our crews safely make repairs.

Our engineers are incorporating new smart technology into the grid. Real-time information will help detect and even prevent outages. This smarter grid also will help us meet the evolving demands of our communities and industries and ensure New Orleans keeps growing.

Because together, we power life. entergyneworleans.com/reliability