

COUNCIL – AGENDA REPORT

Meeting Date: 2 May 2022

Subject: Current Allocation Practices – Recreation Facilities

Boards Routed Through: Community Services Advisory Board

Date: 11 April 2022

Issue:

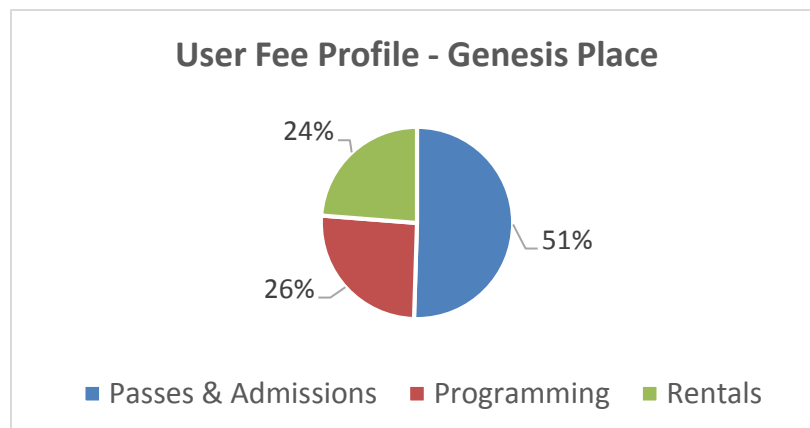
Council is being provided with information on current allocation practices across City of Airdrie recreation facilities.

Background:

Administration is presenting information on current allocation practices across City of Airdrie recreation facilities. It is recommended that a framework be developed to facilitate the space allocation process to ensure transparency and consistency when addressing the broadest needs of the community both currently and into the future. Space allocation practices/principles are also important to consider given the planning underway for Airdrie investments in recreation and parks assets.

Public Access to Recreation Facilities in Airdrie

Across all recreation facilities, found in Airdrie or elsewhere, there is but three ways individuals gain access. The first being spontaneous use of facilities and amenities as an individual or with family and friends (passes and admissions). The second option for participation is through



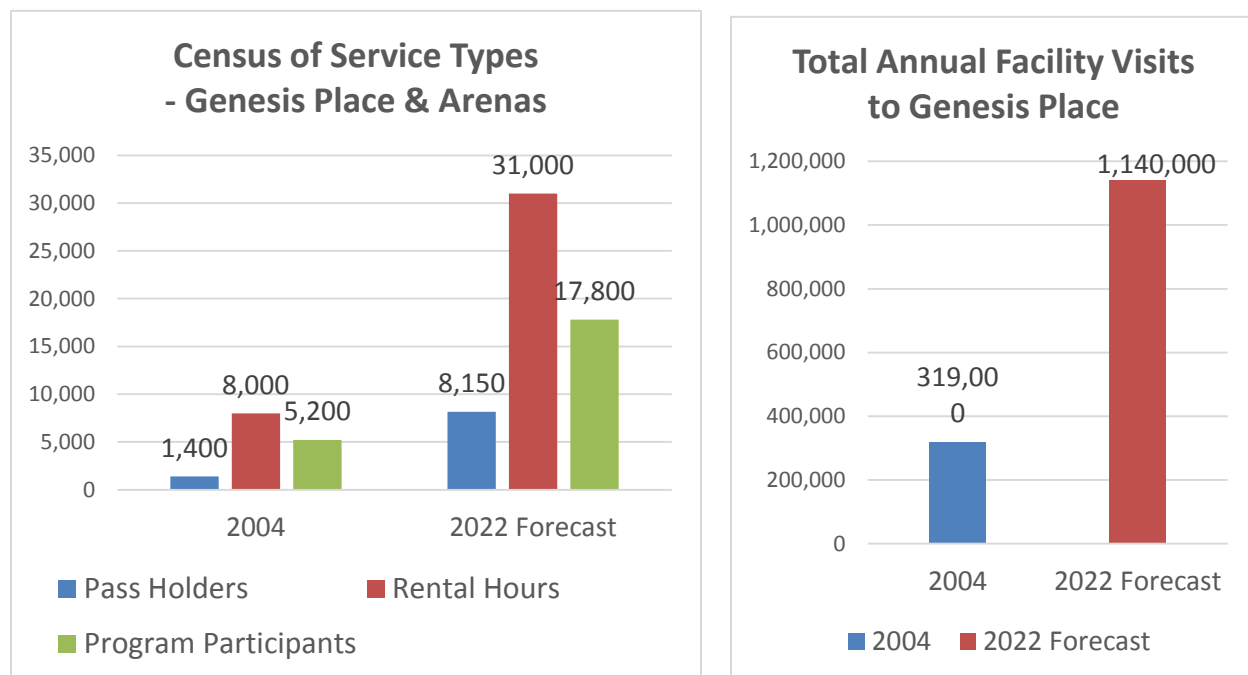
registered programming and courses (swim lessons, day camps, etc.), while the third way public gains access to recreation facilities is through user group rentals (clubs, leagues, etc.).

Since Genesis Place first opened its doors to the public in 2004 there has always been a mix of utilization between the three core services/uses. In 2004 when the population of Airdrie was around 25,000 it was simpler to balance between various uses as capacity existed for each service type to grow. But as the number of residents in Airdrie expanded so did the demand on recreation facilities in each of the core service types. Compounding the strain on facility resources is the fact that all service types prefer and expect time allocated in prime time. Prime time, as defined commonly in the recreation facilities community, is 4:00pm to close Monday to Friday and open to close on the weekends. Outside of those hours most children and post-secondary aged adults are in school while working age adults are typically engaged in their employment. Additionally, indoor recreation facilities see a prime season from September to April and a secondary season from May to August. Because of Alberta's climate almost all recreation activities, across the three service types, move indoors during the prime season putting enormous pressure on amenities within those aforementioned prime hours.



Figure 1: Prime Season Crowd Calendar - Weekdays (left) and Weekends (rights)

Evidence of the growth across all three service types in Airdrie recreation facilities is found below in the graphs which visualizes the growth from 2004 to present day.



As Airdrie's population approaches 80,000 the ability for recreation facilities to balance and fulfill the demands voiced across the three core service types is impossible. For any extra hour allocated to programming to accommodate growth of lessons there is an inversely negative

impact on the number of hours available for rental groups who already feel a facility deficit based on their membership size. A tournament or special event booked within the primary season garnering positive economic spin-off/impact also has equal potential to displace thousands of planned resident visits who already voice their frustration of inability to access taxpayer funded facilities during prime time.

Navigating the overall space allocation process has become very challenging for Administration over the past number of years as rapidly increasing number of voices, both internal programming teams and external groups, vie for a finite amount of space. The inability to accommodate the demand of all service types leads to dissatisfaction of pass holders and residents, frustration of program participants who often find themselves or their dependents on waitlists, and rental groups having to cap numbers of members and/or move larger events and tournaments to other facilities or municipalities. Adding to the space allocation challenge is the fact that there are no documented policies or guidelines on how decisions are to be made or how priorities are to be set. Council recently adopted Indoor Recreation Facilities Rental Allocation Policy No. P-COM-64-C which greatly assists in allocating space between various user groups, but no such policy exists for deciding how much space rental groups should receive versus protecting time/space for programming or general resident spontaneous access.

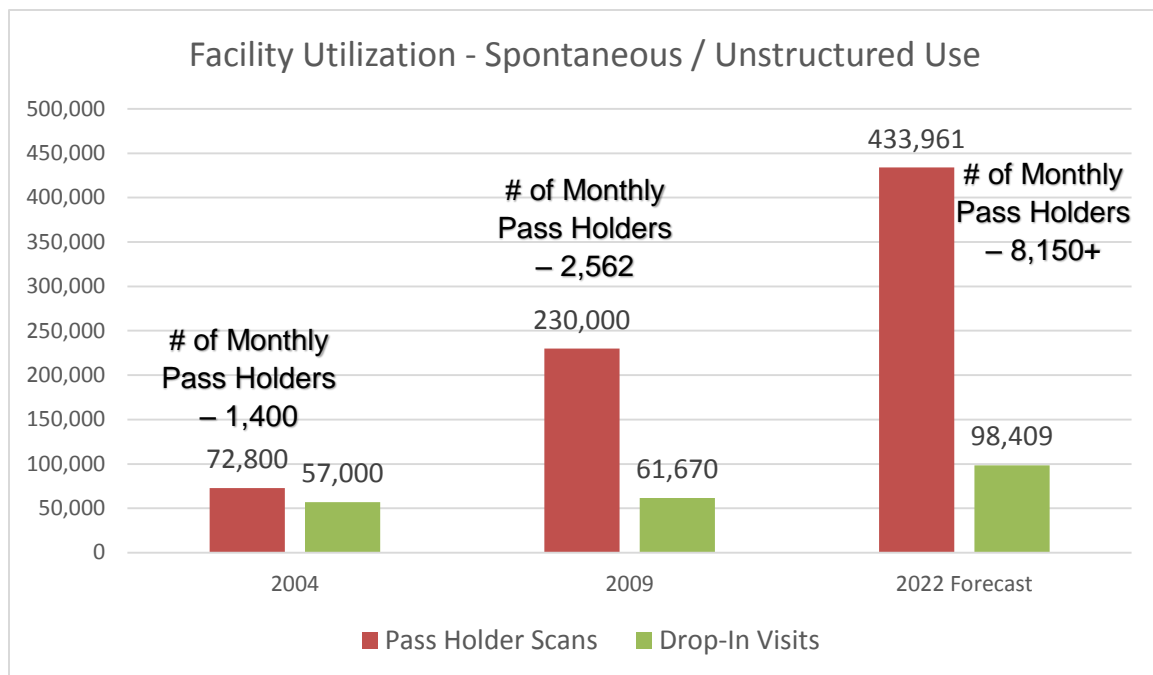
To provide a more detailed view of current allocation practices each of the following sections will focus on one core service type and feature an overview of utilization trends, prime seasons/times, how the recently undertook community recreation needs assessment represents itself within that service type, current allocation practices alongside successes and challenges, and key considerations for future facility development as well as changes that may be required today.

Spontaneous Use (Drop-In Admissions / Passes)

Spontaneous use, defined as a core service type, is when any individual in the community accesses a recreation facility or amenity in an unstructured way. Witnessed in physical form this could be a family playing together in the pool, a senior participating in an aquafit class, a group of youth playing pickup basketball, a toddler skating with a parent during public skate in an arena, or a couple utilizing the fitness centre and running track. This is the most accessible type of recreation access as there is no registration or sport organization membership required and individuals determine their own frequency. Some individuals and families may wish to participate often and find value in holding a pass to Genesis Place while another family may only access the facility a few times per year and thus pay the drop-in admission fee each time.

Growth / Demand

The growth of the spontaneous user in Airdrie has been dramatic over the past couple of decades. As this report is written (March 2022) there are currently 8,250+ Genesis Place pass holders which is 10.5% of the total Airdrie population. Additionally, over the past 30 days there were 7,500+ visits by non-passholders for drop-in opportunities and 32,000+ pass holder visits. Provided below are visuals that provide evidence of the spontaneous use demands and growth.



Relevancy to Community Recreation Needs Assessment

Spontaneous or unstructured activity dominated the top 10 list by percentage of Airdrie resident participation in the latest community recreation needs assessment. Specific to indoor recreation facilities the following unstructured activities ranked higher than any other type of active living program or organized sport:

1. Swimming for pleasure or leisure – 51% of residents
2. Fitness training using cardio & weight training equipment – 49% of residents
3. Ice Skating – Public skating for pleasure or fitness – 43% of residents

As aquatics was a key priority identified throughout the community recreation needs assessment, there was further data collected to understand how residents would wish to access a new aquatics facility if it were to be built in Airdrie. Highlighted in the table below are activities that would be classified as unstructured or spontaneous.

Interests in New Aquatics Facilities in Airdrie	
	% of Respondents
Take swimming lessons (F)	34
Generally have fun in the water	34
Sit in a hot tub/steam room	33
Play in a wave pool (L)	32
Swim laps for fitness (F)	25
Use water slides (L)	23
Participate in aquasize or other group fitness activities (F)	21
Use for therapeutic purposes (F)	15
Play in a lazy river (L)	14
Play in a spray, play shower, tipping water bucket area (L)	7
Be a member of competitive swimming, synchronized, waterpolo, etc. club (F)	4
Be a member of a diving club (F)	1

Note: F represents flatwater and L leisure water.
Data source: Residents Survey.

Figure 2: Source - 2021 Community Recreation Needs Assessment

Overwhelmingly, as presented by the authoring consultant of the community recreation needs assessment (Airdrie City Council – March 7th, 2022) and found within the full data set of the report, the largest needs identified by residents are for unstructured or spontaneous opportunities. The needs assessment findings are verified by current utilization trends of Genesis Place and Arenas where nearly 40,000 visits/month are made by Airdrie residents to swim, skate, recreate in the gymnasium/field house, or take part in a fitness class.

Current Allocation Practices / Successes and Challenges

As with the other core service types and demonstrated in the graphs previously, the greatest demand for spontaneous opportunities is during prime hours (M-F 4pm-close and Sa-Su open-close) as well as during the primary fall/winter season (September-April). Listed below is the approximate % of time available for spontaneous use across major indoor amenities.

- Aquatics Leisure Pool – 69%
- Aquatics Lane Pool - 52% (majority of this time is on weekends)
- Arenas - 2%
- Field House – 7%
- Fitness Centre - 100% (mix of general access and group fitness classes)
- Gymnasium – 68%

Within the informal allocation process there are several successes to be celebrated. Beyond the typical prime hours, the facility has been able to attract and grow the older adult segment during off-peak weekday hours who participate in pickleball, lane swimming and aquatic/dryland fitness classes. Administration has also held the line on eroding any more space away from spontaneous use during prime time over the past few years and has even clawed time back in the field house and gymnasium. This has resulted in pass holder and drop-in growth especially in the youth and student categories. The Fitness department has also increased the variety and frequency of group drop-in fitness classes to over 70 per week, predominantly in non-prime times, which has resulted in higher pass sales and visits.

Due to the finite amount of space available there are considerable amounts of challenges when striving to accommodate unstructured use. The arenas, gymnasium, and field house all have a much lower % of spontaneous allocation than what should be expected when reviewing the demand found through the community recreation needs assessment. Families have also voiced their desire for more unstructured dryland times in the gymnasium and field house to play games, sports, or simply to let little ones run around. The aquatics amenities are also very limited Monday-Friday from 4pm-7pm when the use is dominated by programming and rentals. This leads to frustration from residents on the ability to utilize the lanes (see example feedback below) as well as most families only being able to swim with their young families on the weekends.

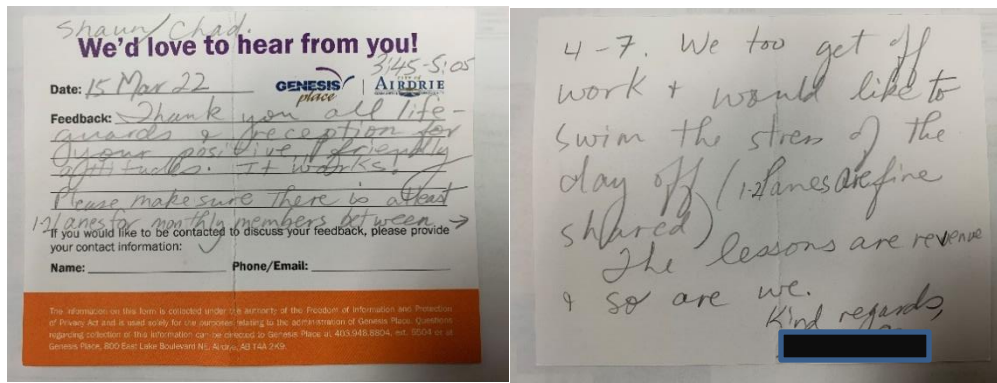


Figure 3: Comment Card: "Thank you all lifeguards and reception for your positive and friendly attitudes. It works! Please make sure there is at least 1-2 lanes for monthly members between 4-7(pm). We too get off work and would like to swim the stress of the day off (1-2 lanes are fine shared). The lessons are revenue and so are we."

Key Considerations for Future Facility Development

As Airdrie embarks on planning for a new facility there are a number of points to consider and engage further with residents on in regard to addressing the spontaneous and unstructured activity needs of residents and the community. These include:

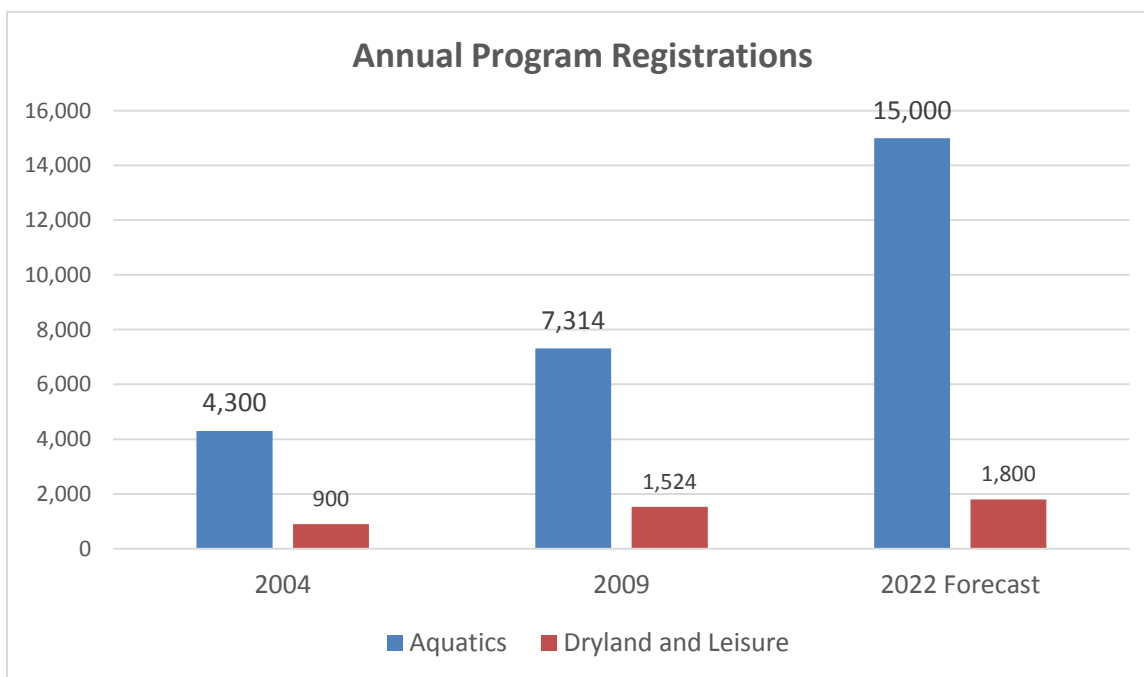
- Unstructured and spontaneous users, although the largest user segment of recreation facilities by population, often are not able to collectively advocate for themselves as they are not organized like sport organizations and service providers. Often, the only way dissatisfaction is quietly made known is through pass cancelations or the City's satisfaction survey.
- Determining what share of prime time is appropriate and sufficient for public unstructured use, specifically in aquatics, arenas, gymnasiums, and field house. This should be undertaken both for current and future facilities.
- 50% of the Airdrie community has demonstrated their intent of accessing unstructured activities in future recreation facilities while over 70% of current Genesis Place use comes through pass and admission visits. Future facilities are recommended to be designed to consider broadest needs, or risk overspending on special interest groups which would reduce capacity and put even more pressure on existing facilities.
- Future facility development may provide opportunity to accommodate various service types at multiple facilities while protecting time daily or at all hours for spontaneous and unstructured use (i.e., public swim is offered on alternating weeknights during prime time both at a new facility and Genesis Place to ensure a young family could go any night of week to recreate together).

Programming (Lessons / Classes / Day Camps)

Programming, the second of the core service types, is defined as any type of City of Airdrie developed/led recreation activity that requires pre-registration. Registered programming at the City of Airdrie is available to any resident or non-resident and having a pass to Genesis Place is not a prerequisite. Commonly found programming at Genesis Place includes swimming lessons, aquatic certifications, personal training, summer day camps, and preschool, child and youth sports.

Growth / Demand

Since Genesis Place opened in 2004 the number of programs offered to the community has risen alongside the population growth. In 2004 there were 8,150 program registrants over the course of a year while that number is forecasted to be 17,800 in 2022. Alongside the number of actual program participants, Genesis Place is also witnessing much higher numbers on waitlists with an example of such being the launch of 4Sport in winter 2022 which saw 3 individuals on a waitlist for every 1 spot available. Aquatics programming is also extremely popular, and many lessons/courses are sold out within minutes of registration windows opening. Provided below are visuals that provide evidence of programming use demands and growth.



Relevancy to Community Recreation Needs Assessment

Community desire for recreation programming scored high across some categories of the community recreation needs assessment but did not see the same level of universal buy-in as the unstructured and spontaneous uses received. Specific programming that was identified as top need in the survey included:

1. Fitness exercise instruction – 27% of residents
2. Swimming lessons – 26% of residents
3. Day Camps – 12% of residents
4. Introduction to Sport – 5% of residents

Further data was gathered in the survey specific to future aquatic amenities and 34% of residents did respond that taking swimming lessons would be of interest and 21% would take part in aquasize or other water fitness activities.

Current Allocation Practices / Successes and Challenges

The greatest demand for programming, which is dominated by child and youth age segments, is during prime hours (M-F 4pm-close and Sa-Su open-close) as well as during the primary fall/winter season (September-April). Listed below is the approximate % of time allocated to programming across major indoor amenities.

- Aquatics Leisure Pool – 35%
- Aquatics Lane Pool - 13%
- Arenas - 0%
- Field House – 0%
- Fitness Centre - 46% (personal training, youth strength training, and group fitness classes all run harmoniously with spontaneous access)
- Gymnasium – 7%

In terms of success, the City of Airdrie has recently identified its role with the recreation system in terms of what programming will be delivered by the City and what types will not. The City of Airdrie believes in the evidence-based Long-Term Development Framework (LTD) model developed by the Canadian Sport for Life Society which provides a framework for developmentally appropriate activities in all stages of life. In alignment to the LTD model, the City of Airdrie will deliver programming in the LTD stages of Active Start, FUNdamentals, Learn to Train and Active for Life (development and maintenance of physical literacy). This leaves the delivery of programming spanning the LTAD stages of Train to Train, Train to Compete and Train to Win (excellence pathway) to be facilitated by community user groups and sport organizations.

Evidence of the success and relevancy of programming within Genesis Place can be found when reviewing programming offerings and fill rates. In aquatics, almost all prime-time lessons fill, including waitlists, within minutes of registration opening. Aquatics has also increased offerings in the non-prime for preschool aged participants as well as school swim lessons. The fitness and leisure team also maximize all prime-time space they are allocated in activity spaces and have expanded into non-prime hours with preschool and homeschool programming. The facility has also recently launched a 4Sport program, in partnership with Airdrie Skating Club and Airdrie Edge Gymnastics, that sees children and youth rotate through four various activities throughout a single session in the pool, gymnasium, arena, and gymnastics space.

The largest challenges in terms of programming is the inability to satisfy community demand. Being able to register oneself or a dependent for a prime-time swim or sport program is increasingly difficult if not completed within minutes of registration opening. Additionally, the City of Airdrie witnesses increasing amounts of registrations from residents in Calgary and Rocky View County as their borders and populations creep closer to Airdrie's.

Key Considerations for Future Facility Development

As Airdrie embarks on planning for a new facility there are a number of points to consider and engage further with residents on in regard to addressing the programming needs of residents and the community. These include:

- Determining what share of prime time is appropriate and sufficient for programming, specifically in aquatics, gymnasiums, and field house. This should be undertaken both for current and future facilities.
- Airdrie continues to attract and house young families. Preschool, children and youth require fundamental physical literacy development in order to have the best chance of being active for life. As the City of Airdrie focuses its programming on the early LTD stages, any new facility should consider the design of amenities that facilitate early skill development and exposure to a variety of activities.

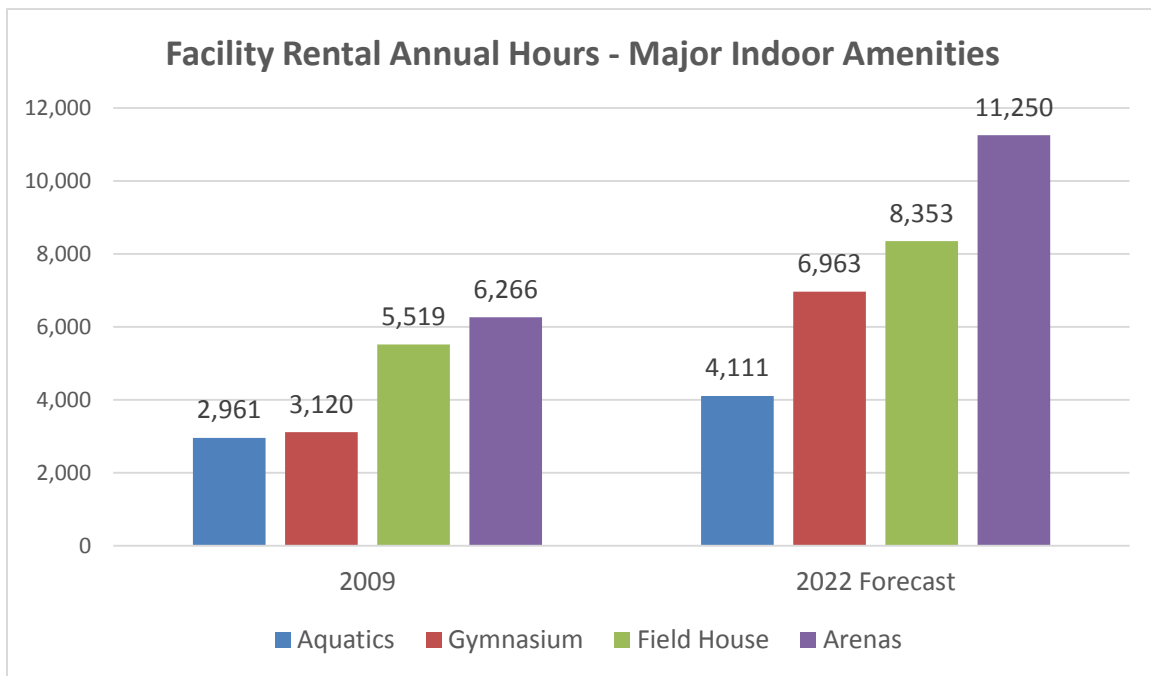
- Airdrie should work with its regional municipalities to address overall programming service gaps. With the expansion of population within Airdrie's region, multi-use facilities must be consciously designed to consider secondary catchment areas. Options include collaboration on operating and capital costs OR reducing access to those who reside outside of municipal boundaries.

Facility Rentals (Leagues, Clubs, Organizations)

Many Airdrie residents gain access to City recreation facilities through a sport or community organization. The City of Airdrie provides space for the facilitation of those leagues, clubs and organizations through facility rental contracts. This service type ensures space is allocated to organizations who demonstrate the capacity to produce quality programming and target specifically Airdrie residents.

Growth / Demand

Not unlike the other service types, facility rental demand on recreation facilities and amenities has risen sharply over the past two decades. In 2004 the total rental use of City owned facilities was under 8,000 hours annually. Currently, and as the City assumed operations of additional Genesis Place phases and facilities, the facility rental department coordinates requests and contracts for over 60 separate sport and community organizations with total rental hours approaching 30,000 per year. Provided below are visuals that provide evidence of facility rental demand and growth in City of Airdrie recreation facilities.



Relevancy to Community Recreation Needs Assessment

There was substantial data collected and analyzed through the recently completed community recreation needs assessment that speaks to resident participation in organized activities and sports. Although participation is strong, the overall % of interest in individual sports/activities is much lower than both unstructured and programmed services. Residents who participate in organized sports which make use of indoor recreation facilities and identified as top interests in the survey include:

1. Hockey/Ringette – 17% of residents

2. Gymnastics – 14% of residents
3. Dance – 13% of residents
4. Soccer – 10% of residents
5. Martial Arts – 7% of residents
6. Curling – 6% of residents
7. Swimming for competition – 5% of residents
8. Basketball – 5%

The community recreation needs assessment also captured insight from organized sport or activity service providers in Airdrie. While 80% of the service providers agreed that existing facilities are adequate to accommodate tournaments for their organization, nearly half of organizations indicated more facilities are required to meet their core program needs in the next 5 to 10 years.

Current Allocation Practices / Successes and Challenges

The greatest demand for facility rentals is placed on recreation facilities during prime hours (M-F 4pm-close and Sa-Su open-close) as well as during the primary fall/winter season (September-April). Listed below is the approximate % of time allocated to rental user groups across major indoor amenities during the prime season.

- Aquatics Leisure Pool – 6%
- Aquatics Lane Pool – 35% (majority of rental use is M-F)
- Arenas - 98%
- Field House – 93%
- Fitness Centre - 0%
- Gymnasium – 25%

Although the times allocated to rental groups during prime is maximized, Administration has had massive success over the past number of years filling the secondary season or off-peak periods with major events and tournaments which both fill underutilized time and produce economic spinoffs for the community. Relationships continue to be built across the sport landscape to procure more events that maximize space use while not necessarily impacting regular resident use or programming. Examples of major events and tournaments secured by the bookings department in 2022 include:

- February 7: Francophone School Basketball Tournament
- February 11 to 13: AMHA Hockey Tournament
- February 18 to 20: Skate Canada Competition
- February 18 to 20: Badminton Alberta Provincial Championship
- March 4 to 6: Airdrie Ringette Tournament
- March 11 to 13: AMHA Hockey Tournament
- March 18 to 20: Airdrie Stars Hockey Tournament
- March 25 to 27: Ringette Provincial Championship
- April 23 to 24: Airdrie Home and Lifestyle Show
- April 29 to May 1: Provincial Trampoline and Tumbling Gymnastics Competition
- May 6 to 8: Airdrie Stars Hockey Tournament
- May 26 to 28: High School Graduations
- June 3: Genesis Land Development Drive-in-Movie
- June 25: Ed Eggerer Movie-in-the-Park
- July (*pending*): National Badminton Tournament

- July (*pending*): National Gymnastics Competition
- August 4 to 7: Alcan Lacrosse Tournament

The City of Airdrie has recently adopted an Indoor Recreation Facilities Rental Allocation Policy that provides consistency and transparency on the priority in which user groups are able to secure space. The policy ensures that user groups that demonstrate the broadest community relevancy and quality are those who receive the largest share of municipally operated space during the primary seasons of each amenity.

A major challenge encountered in the facility rental service type is the increasing number of requests for tournaments and special events, specifically within the primary season. Many of the tournaments and events are regional in nature which see visitation from other areas of the province which is ideal for local tourism and hospitality businesses. The events do, however, greatly impact regular resident or user group use who already voice their displeasure in their ability to get into programming or access facilities spontaneously by themselves or with their families. Another challenge is the voiced frustration by user groups on the deficit of space to accommodate their growing needs. As the population of Airdrie has increased, along with the rise in number of young families, it puts increased pressure on user groups to grow their programming scope while the space provided in rented amenities remains finite.

Key Considerations for Future Facility Development

As Airdrie embarks on planning for a new facility there are a number of points to consider and engage further with residents on in regard to addressing the requirement of sport user groups and service providers. These include:

- Determining what share of prime time is appropriate and sufficient for facility rentals across all major amenity types. In some cases, such as the field house, there may need to be a decrease in facility rental allocation to accommodate the other service types who currently are underrepresented in the amenity use mix.
- Historically, user groups who contribute capital funding to new recreation facility development are given priority of use both inside their own service type and across others. Council must consider if this is the model desired into the future or if consideration of both capital funding and proportionate evidence of need for space should be reviewed.
- Investment into amenities should consider the ability to host tournament and special events. More importantly than the design, there needs to be structured conversations on how much space is protected for regular sport user groups and resident use during the primary season versus how much time in taxpayer funded facilities/amenities is leveraged to accommodate regional events and economic benefit uses. Growing tournaments and events in both existing and future facilities during secondary and off-peak remains a priority in either case.

Top Overall Space Allocation Considerations (existing facilities and new)

Administration has summarized below what it sees as the top principles in terms of overall allocation of space within existing facilities and considerations to be given for both the physical and programmatic design of future amenities. These principles would be utilized in the formation of a Space Allocation Framework to assist Administration in the fair distribution of space between the three core service types. This framework would ensure consistency and transparency of the allocation process in existing recreation facilities and also into future

amenities as they come online. Key principles to guide the design of future facilities and the formation of a space allocation framework:

1. Diversity and Inclusion – Design and allocation of space and time reflects the fabric and faces of residents.
 - a. Allocation strategies must span between both existing and future facilities. This ensures that if certain service types are dominant during one time/season then another facility shoulders other service types to ensure all needs are being met.
 - b. Facility design and allocation practices consider opportunities for participation by age, gender, inclusive of all in each service type, ability to subsidize low-income, accommodation for all abilities, etc.
2. Connectedness – Design and usage of community facilities builds a sense of belonging and longer-term participation.
 - a. A space allocation framework is developed to guide the fair distribution of space between the three core service types across all major amenity types. This would ensure space is allocated in a consistent and transparent manner that aligns best with the evidenced need in the community and the desires of City Council.
 - b. Allocation practices consider local resident use versus out-of-town use, ability to grow and progress beyond a single year, passive and active participation opportunities, etc.
3. Equitable Access to Quality Services – Allocation of space and time is prioritized to services that demonstrate the broadest level of need and evidence in garnering quality outcomes.
 - a. Consideration of the Community Recreation Needs Assessment data, current utilization trends in community facilities, programs/services which align with evidenced based recreation frameworks (i.e., Canadian Sport for Life, Long-term Development Model).
 - b. Priority setting between public use and tournaments / events within the primary season. Understanding that capacity exists to further build upon the success of securing regional events in the secondary season that won't necessarily displace regular residents and groups.
4. Proactivity – Design of recreation assets but more importantly the allocation of use and activities within them are intended to shift and respond to changes in population, trends, and behaviours.
 - a. Utilization and registration data informs allocation allotment; future community needs assessment may identify services that may need to either be prioritized or contracted.
 - b. Design of future facilities should consider the broadest community needs and interests as decisions and budget tradeoffs are being contemplated. The investment in 'wow' or 'unique' features that attract niche audiences may result in dissatisfaction of the broader taxpayer, limit capacity, and put even more pressure on existing facilities. Investment in broad public use amenities and features will appease the general resident population but could limit the ability to land Airdrie as a key sports tourism mecca.

Alignment with South Saskatchewan Regional Plan and AirdrieONE:

The City of Airdrie articulates in its AirdrieONE Sustainability Plan that arts, culture and recreation are key pillars in the sustainability of Airdrie. It states, a “community that is connected to art, culture and recreation is a community that cares for and stewards its people and environments. Arts, culture and recreational events and facilities are vital to making social connections between various groups in the community and contribute to Airdrie’s sense of identity, place and community.” Central to achieving this pillar within the AirdrieONE Sustainability Plan is community use of city owned recreation facilities. As the City of Airdrie grows there is increasing demand on recreation facilities which in turn demands that Council and administration ensure effective management, allocation and distribution of space and time in civically owned facilities that best aligns with Airdrie’s recreation principles and values.

Boards Routed Through:

April 11, 2022 – Community Services Advisory Board Meeting

Community Services Advisory Board moved unanimously to endorse Administration’s recommendation to Council.

Alternatives/Implications:

1. Council could choose to accept the recommendation of CSAB to accept information in this report and endorse the set of principles below that will assist in directing staff to research and prepare a Space Allocation Framework to guide the fair distribution of space between the three core service types across all major amenity types.
 - a. Diversity and Inclusion – Design and allocation of space and time reflects the fabric and faces of residents.
 - b. Connectedness – Design and usage of community facilities builds a sense of belonging and longer-term participation.
 - c. Equitable Access to Quality Services – Allocation of space and time is prioritized to services that demonstrate the broadest level of need and evidence in garnering quality outcomes.
 - d. Design of recreation assets but more importantly the allocation of use and activities within them are intended to shift and respond to changes in population, trends, and behaviours.
2. Council could choose to accept this report for information.

The implication of this option is that the space allocation process would remain undocumented and not necessarily aligned to the broadest evidenced needs of the community.

3. Council could choose to request further information from Administration.

Public Engagement and Communications Plan:

Further engagement on amenity mix and allocation found therein, will be mapped out in the planning processes for both the new recreation facility as well as northeast regional park.

Recommendation:

That Council endorses the recommendation of the Community Services Advisory Board to accept the set of principles below that will assist in directing staff to research and prepare a Space Allocation Framework to guide the fair distribution of space between the three core service types across all major amenity types:

1. Diversity and Inclusion – Design and allocation of space and time reflects the fabric and faces of residents;
2. Connectedness – Design and usage of community facilities builds a sense of belonging and longer-term participation;
3. Equitable Access to Quality Services – Allocation of space and time is prioritized to services that demonstrate the broadest level of need and evidence in garnering quality outcomes; and
4. Design of recreation assets but more importantly the allocation of use and activities within them are intended to shift and respond to changes in population, trends, and behaviours.

Brad Anderson
Manager, Genesis Place and Arenas

Presenter:	Brad Anderson
Department:	Community Services – Genesis Place
Reviewed by:	Michelle Lock
Attachments:	N/A
Appointment:	N/A