



URBAN95 Phase II

1st Capacity Building Workshop

Site Identification & Finalization

22nd Dec '22



Objective of CBWs



**Preparing Udaipur
(It's Development Agencies, Service
Providers & other Stakeholders)**

In

**Imbibing Urban95 principles
in all the**

**Urban Built Environment
Projects/ Activities (New or Retrofit)**
it undertakes w.r.t

**Needs & Aspirations of
Children & their Care- givers,
Pregnant and Lactating Women**

**Convergence of Urban95 Lens
in all the**

**Stakeholders Activities
For**

**Scalability and Long- Term
Sustainability,
Enabling**

**Udaipur to transform
itself into an**

**Infant, Toddler and their Care-
giver (ITC) Friendly City**
in its true sense

**Capacitate
The**

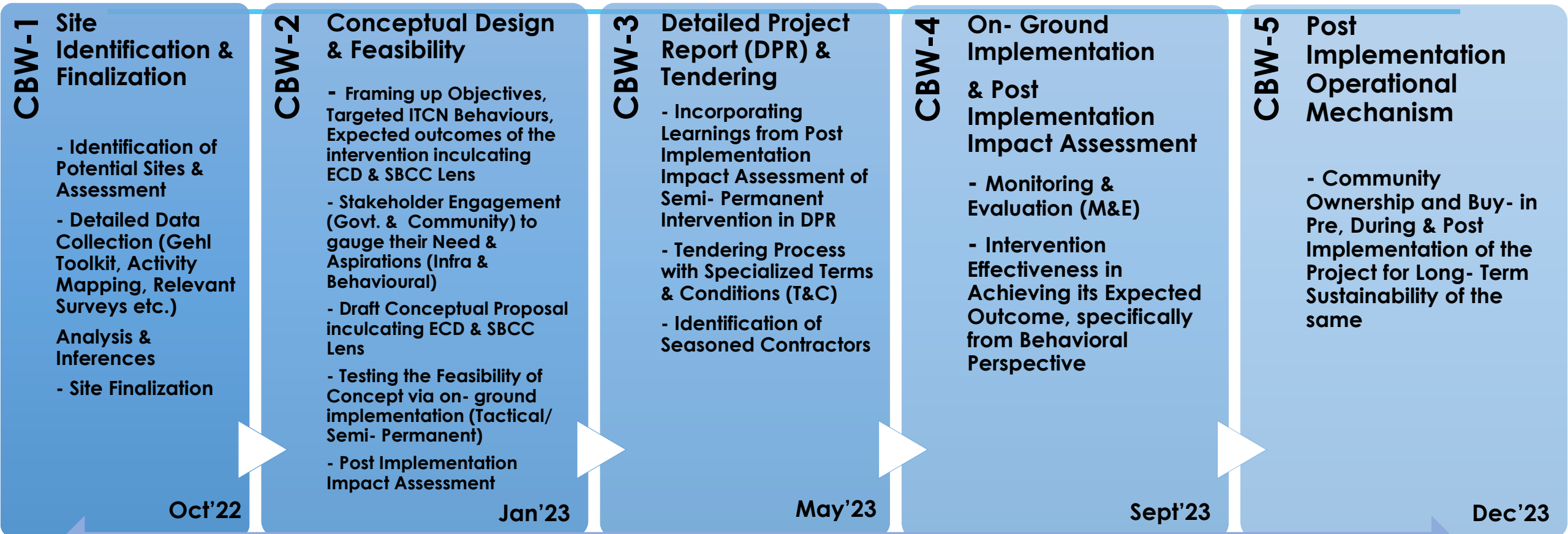
**Technical Knowhow
of all the**

**Development Agencies, Service
Providers &
Urban Practitioners- Architects,
Urban Planners, NGOs, CBOs,
Domain Experts etc.**
From

**Urban95 Lens
Via**

various Stages of Projects

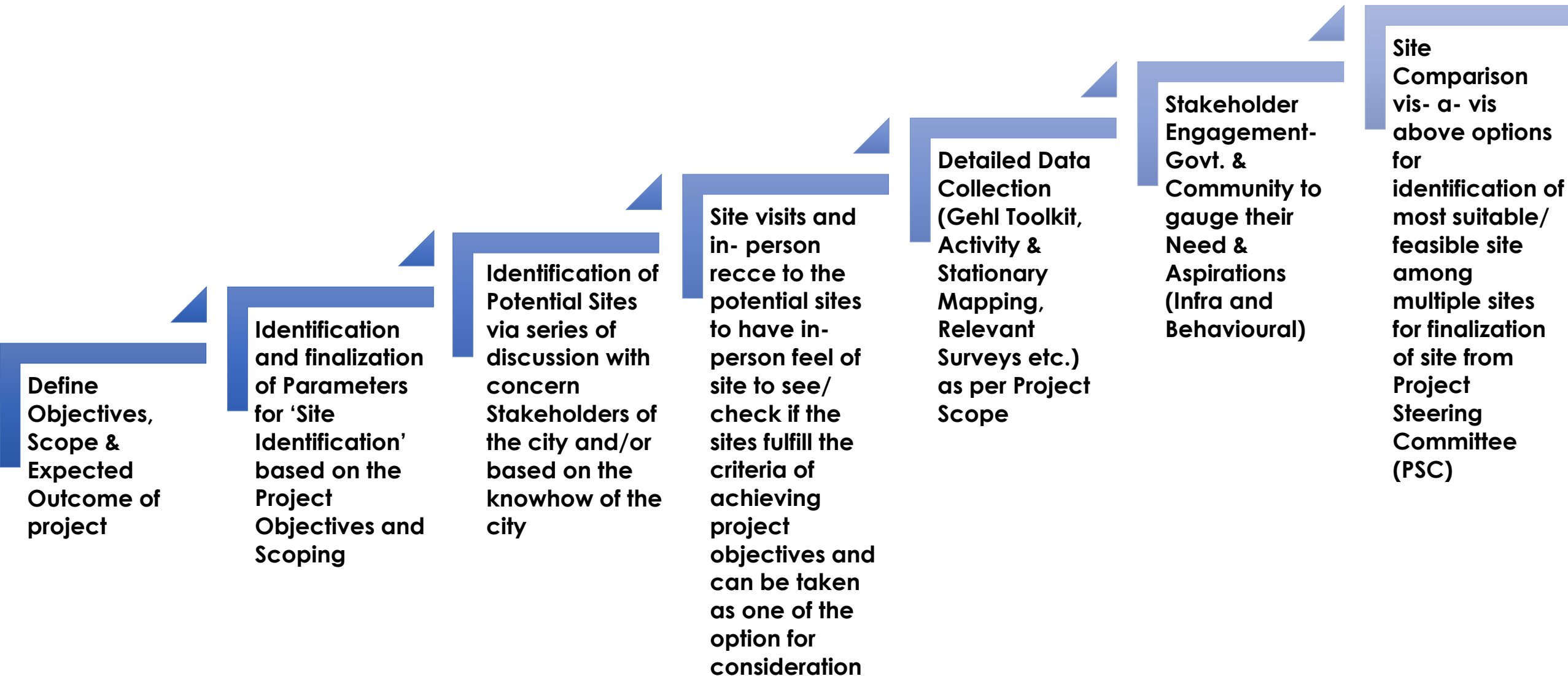
Themes, Capacity Building Workshop **URBAN95**



Expected Outcome/ Participants Learnings



Site Identification & Finalization Approach/ Methodology



For the Benefits of the Audience, this Process Shall be Explained with one of the On- going Urban95 Project, known as Children Priority Zone



Children Priority Zones



What- Children Priority Zone (CPZ)



An Children and their Care- givers Dedicated Zone,
which is a mix of

‘Anchor Institute’

Around a

Periphery/ Catchment of 600m radius or 20 mins walk

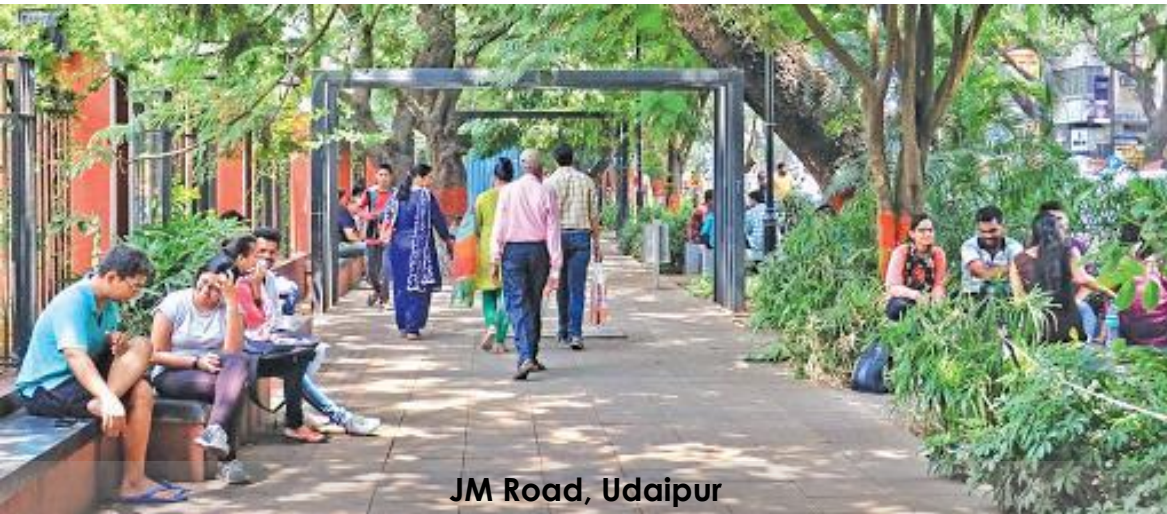
which is

**Interactive, Engaging & Playful yet Safe,
Motivating**

Positive Behavioural Change

in

Children and their Care- givers



Anchor Institute & Catchment of 600m or 20 mins Walk



Anchor Institute is an **Infant, Toddler and their Care-giver (ITC) Destination-**

- **Recreational Facilities-** Neighbourhood and/ or City or Level Park(s), **Public Chowk/ Plaza;**
- **Educational Facilities-** Aanganwadi Centers (AWCs), Private Play Schools & Pre- Primary Schools;
- **Health Facilities-** Primary Healthcare Centers (PHCs), Clinics, Hospitals etc.;
- **Socializing & other ITC Stop Points-** Day Care, Crèche, Religious Places, Community Halls, Public Library, Vegetable Market, Grocery Stores, Supermarkets and many more;

Why Periphery/ Catchment of 600m radius or 20 mins walk- Comfortable Walk Distance for Children with her Care-giver;

A Govt. owned Establishment is Preferable as an Anchor Institute



Neighbourhood Park



Aanganwadi Center (AWC)
(ICDS, Madhya Pradesh)



Primary Healthcare Centers (PHCs),
(Health Dept, Raipur Chhattisgarh)

Why- Children Priority Zone (CPZ)



The Experience of Space

for

Children

is Dependent on the Stage of their

Sensory, Physical, Cognitive, Social & Emotional Development

and Starts with her

Immediate Neighbourhood Scale

hence it is inevitable that the same should be

Transformed

for the

Benefits of Children

By Bringing

Vibrancy in their Life

via Suitable

Transformation of Built Environment

Resulting in Improving the

Frequency and/or Duration of Outdoor Time spent In Playful Activities

between

Children and their Care- givers



Where- Children Priority Zone (CPZ) **URBAN95**

At any Neighbourhood
having
High Presence of Children
and an
Anchor Institute



Naiyon Ki Talai Chowk, Urban95 Phase I

Objective, Scope, Expected Outcome

Objective

Transforming any of the **Anchor Institute**

and the

Catchment of 600m or 20 mins

into an

Interactive, Engaging, Inclusive, Safer & Comfortable

one to make the

Daily Commute & the Overall Journey of ITC to these Destinations Lively & Engaging

Via (Scope)

Creation of Safe, Continuous, Unobstructed, Interactive and Engaging Footpaths/ Sidewalks

by inclusion of Interactive & Engaging Road Surfacing (Floor Games, Maze), Playing Equipments (Slides, See- Saw and any other- if possible);

Interactive and Engaging Road Side Façade

in form of Visually Compelling Boundary Walls, Vertical Gardens etc. on Boundary Walls of Anchor Institutes & Govt. Owned Buildings on the Way to the Anchor;

Creation of Shaded Resting Areas

in form of 'Chabutras', Benches and other Interactive yet Durable Seatings such as Tyre Seatings (Playing cum Resting Elements);

Addition of other Necessary Amenities, Facilities & Infra Provision for Increased Sense of Safety and Usage

Adequate Traffic Calming Measures- Road Markings & Signages, Street Lightings, Covered Drains, Water ATMs, Breastfeeding Room, Toilets (if possible), Interactive Way Findings, Landscaped Zones/ Planters etc.

Leading to (Expected Outcome)- Behaviour Change

- Increase in **Use of Anchor Institute by ITC**;
- Increase in the **Frequency and/or Duration of ITC** in **Outdoor Playful, Physical/ Engagement Activities**;
- Increase in **Number/ Percentage of the ITC** Moving within the CPZ using **Sustainable Mobility Options (Walking, Cycling, Intermediate Public Transport and/ or Public Transport)**;

Parameters for Site- Selection



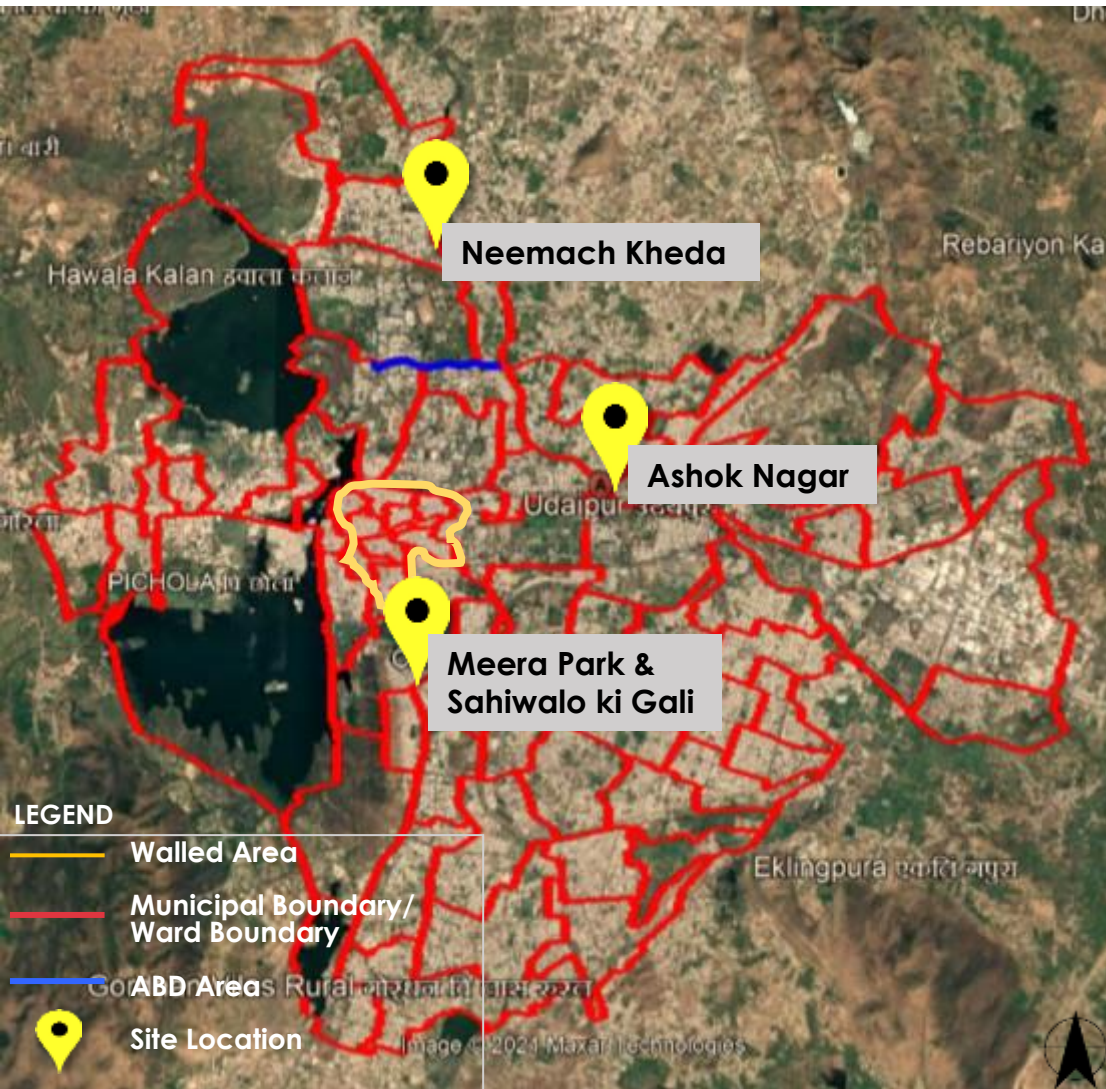
S/n	Parameters	Details
1	Pedestrian walkway	Should be Easily Accessible on all the Streets, with Adequate Width for Easy Usage
2	Availability of Intermediate Public Transport (IPT) within the Close Proximity, Space for Organized Parking	Should be Easily Accessible from all parts of the Neighbourhood & should be well Connected via IPT with Organized Parking as an Added Advantage for Sustainable Mobility
3	Dedicated Spaces For Children & Care- givers	Easy Accessibility & Visibility of the Identified/ Dedicated Space shall Attract more Targeted Audience
4	Children Playing Equipment's	Age- wise categorization of Playing Zone Motivating Children to Engage in Park (Outdoor Engagement Zone) without any Resistance
5	Available of Active Facades to Engage Children	Making the Journey within the Neighbourhood Playful, Interactive and Engaging motivating ITC to Engage in Outdoor Engagement Activities
6	Adequate Lighting & Safety Signages	For Easy Accessibility & Visibility Adequate Lighting in the Neighbourhood for Increased sense of Safety within the Zone
7	Shaded Areas, Seating/ Resting Places	Enabling Transformation of the Space and Providing Shaded Resting Spaces for ITC Comfort
8	Proximity to other ITC Destinations & Services	Good to have High no. of other ITC Destinations in close proximity, such as - Garden & Parks - Schools (Govt.- AWC, Private- Play, pre, pre- primary Schools etc.), Crèche - Health Facilities (Govt.- PHC, Hospitals, Private- clinics, hospitals, As an added Advantage with the Assumptions of extra footfalls of the Targeted Audience



Source: VLF

Children Priority Zones

Proposed sites for CPZ



S/n	Particulars	Ashok Nagar	Neemach Kheda	Meera Park & Sahiwalo Ki Gali
1	Ward No.	61	1	52
2	Total Population	6779	9112	6538
3	Total Child Population (0-6 Age)	235	318	115
4	Area Typology	MIG, HIG & Mixed Use	MIG, HIG & Mixed Use	MIG, HIG within the Walled City
5	Scalability/ ITC Behaviour	Potential spaces and activities, which facilitates ITC elements will improve behavioral change	Available potential space can be improved for active user group and hence experiential journey can be improved	Due to limited available space, the obtainable patches can be recalibrated



Ashok Nagar



Neemach Kheda



Sahiwalo ki Gali

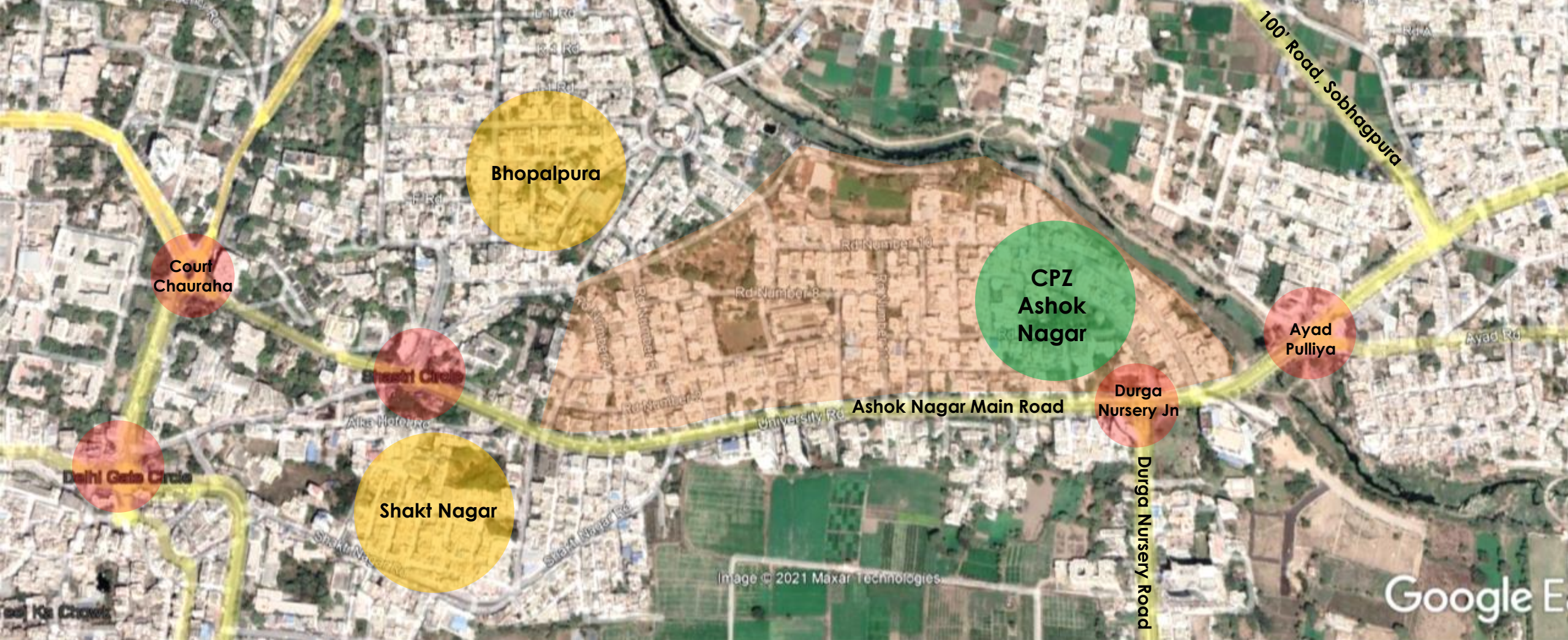




Children Priority Zones- Ashok Nagar (Hanuman Park)- Option 1

Site Context

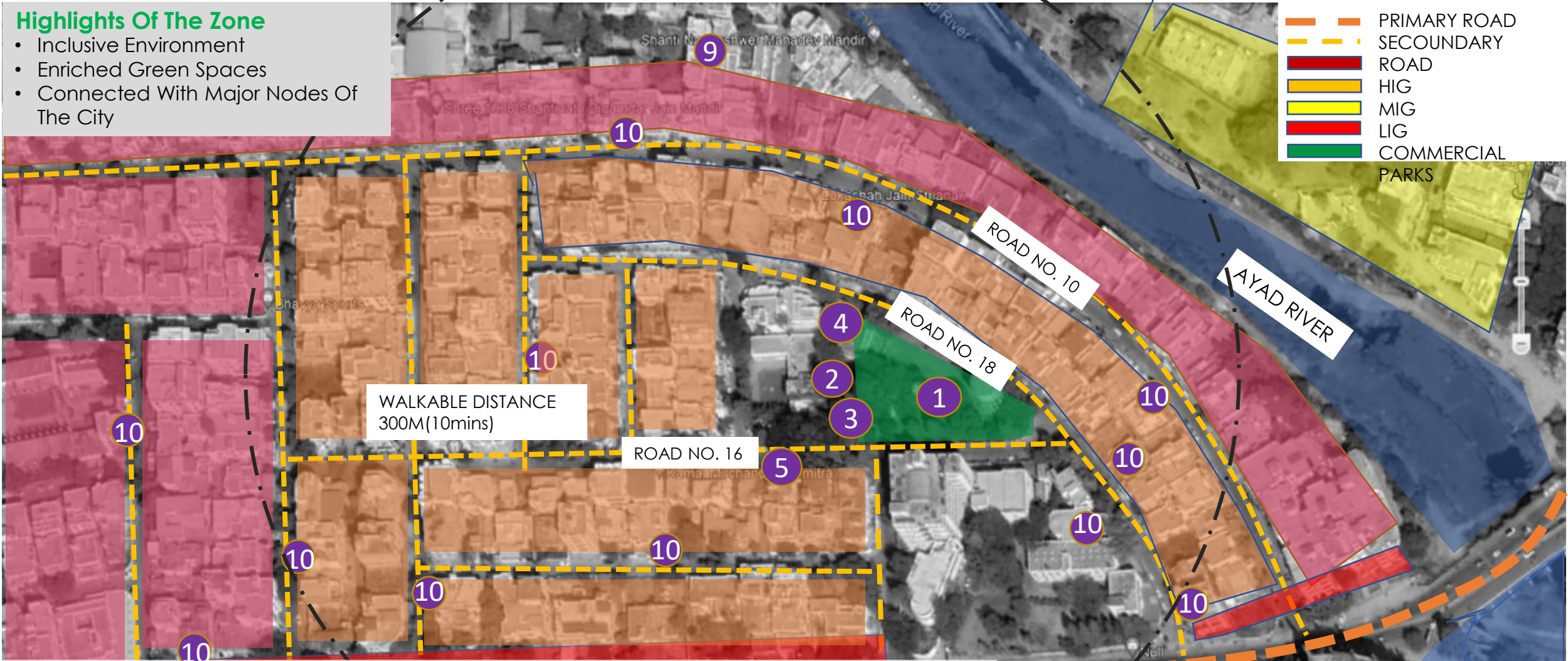
- The CPZ is well connected with other Parts of the city via Major Roads & Junctions- Durgar Nursery Chauraha, Shastri Circle, Ayad Pulliya etc.
- The Adjoining Major Road are Ashok Nagar Main Road, Durga Nursery Road, 100' Road, Sobhagpura etc.
- Major Residential areas around the selected CPZ are Bhopalpura, Shakti Nagar



Area Mapping- ITC Destinations Within 600M

Highlights Of The Zone

- Inclusive Environment
- Enriched Green Spaces
- Connected With Major Nodes Of The City



WALKABLE DISTANCE
300M(10mins)

- | | | |
|---------------------|----------------------------------|------------------------------------|
| 1. Hanuman Park | 5. Little Lamp(day Care School) | 9. Shantinath Digamdar Jain Mandir |
| 2. Hanuman Mandir | 6. Sukhadiya Memorial | 10. Community Retail Shops |
| 3. Library | 7. Baps Shri Swaminarayan Temple | |
| 4. Community Centre | 8. Curious Kids(day Care School) | |



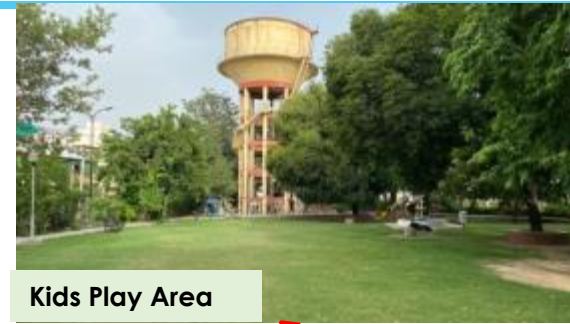
Site Appreciation, Anchor Institute- Hanuman Park



Landscape Area



Community Centre



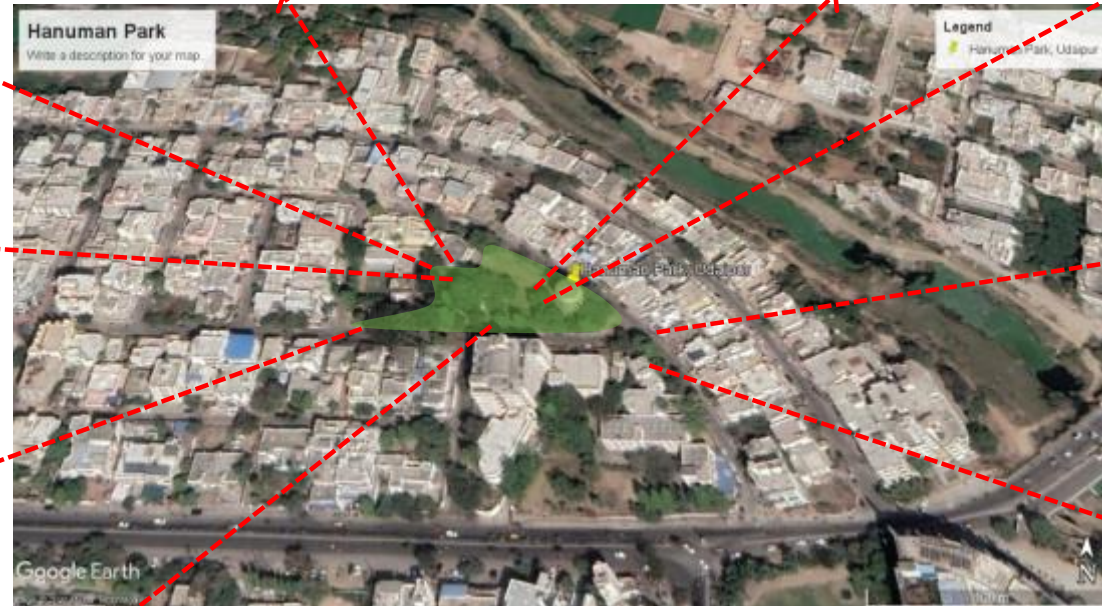
Kids Play Area



Open Gym



Temple



Play Equipment



Library



Shaded Resting Spaces



Entrance Of The Park

POTENTIAL SUPPORT

- Potential to attract more ITCN footfall and encourage their activities.
- Ample space to develop a playful and learning environment for the young kids.
- Support facilities like toilets, adjoining community centre, enclosed with the boundary wall and gate and peripheral lighting provisions for safety and security.



ITC Motivators & Barriers- Hanuman Park

ITC Motivators

Children Friendly Infrastructure

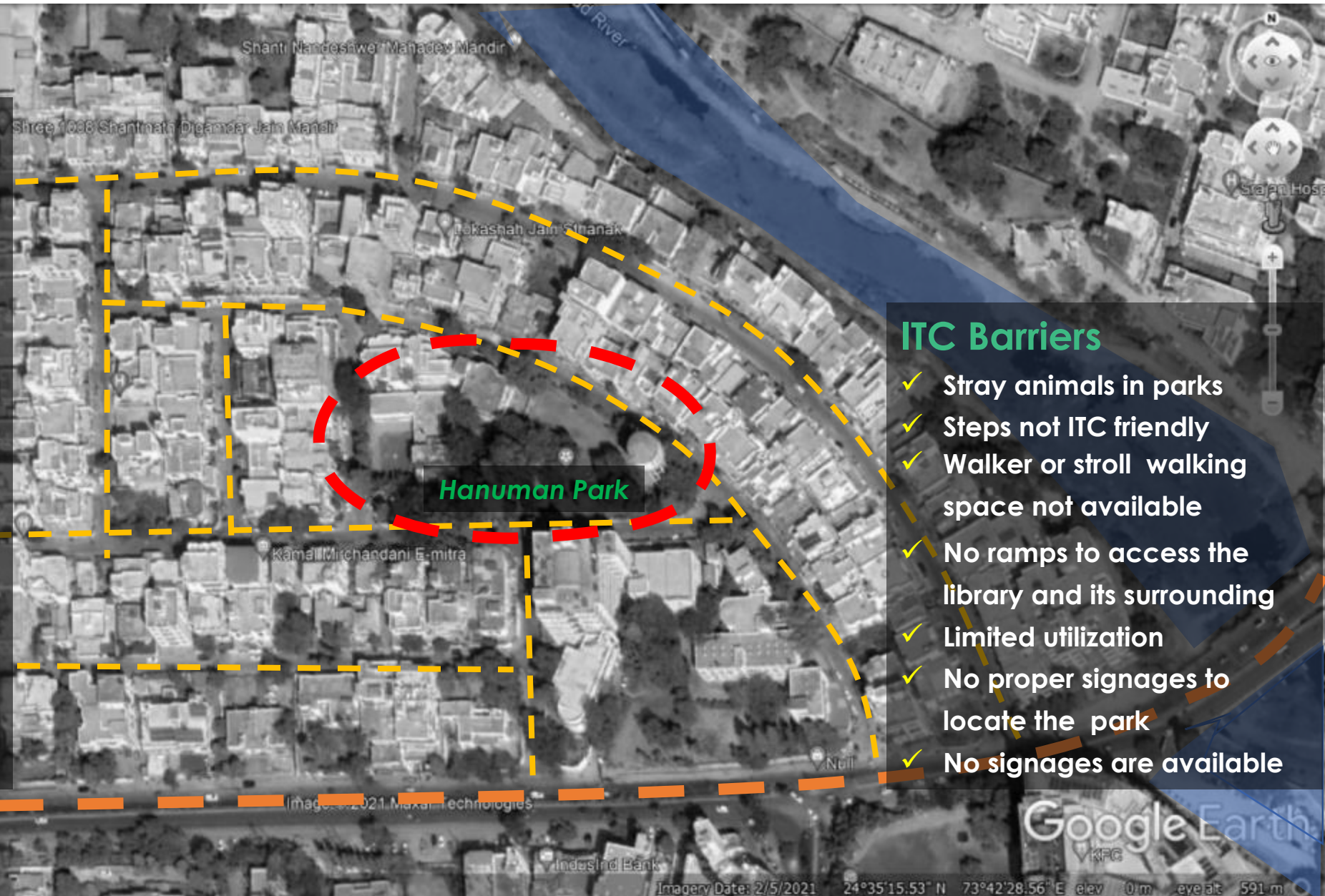
- ✓ Existing Play Area within the Park
- ✓ Organized Green Space
- ✓ Open Gym
- ✓ Shaded Resting Spaces
- ✓ Pedestrian Walkway
- ✓ ITC Friendly Destinations within Vicinity

Safety

- ✓ Adequate Lighting

Public spaces

- ✓ Library and Community Centre
- ✓ OITC Specific Activity zones



ITC Barriers

- ✓ Stray animals in parks
- ✓ Steps not ITC friendly
- ✓ Walker or stroll walking space not available
- ✓ No ramps to access the library and its surrounding
- ✓ Limited utilization
- ✓ No proper signages to locate the park
- ✓ No signages are available

Data Collection Techniques

1. Visual Survey (Site Appreciation- Identification of ITC Motivato

Primary Survey via Specially Designed Questionnaires



Specially Designed Questionnaires



Approach for Anchor Institute and Surroundings- ITC Motivators & Barriers



- Nearby Play school having ITC footfall.
- Adequate Street Lights promoting Pedestrian Safety
- Wider approach road to the Anchor Institute
- Shaded Approach due to Presence of numerous Trees



Approach for Anchor Institute & Surroundings- ITC Barriers



Area Context – Mobility situation



Area appreciations/ Barrier

- Well shades street
- Roads are well maintained
- Certain trees can be trimmed and aligned with the road (for safety purpose)



- Green corridor
- Shading effect for pedestrians



- Thick residential colony having good development potential for ITCN
- Safety elements on the roads are missing

- Road condition is fair
- On-street parking

Visual Survey- Hanuman Park



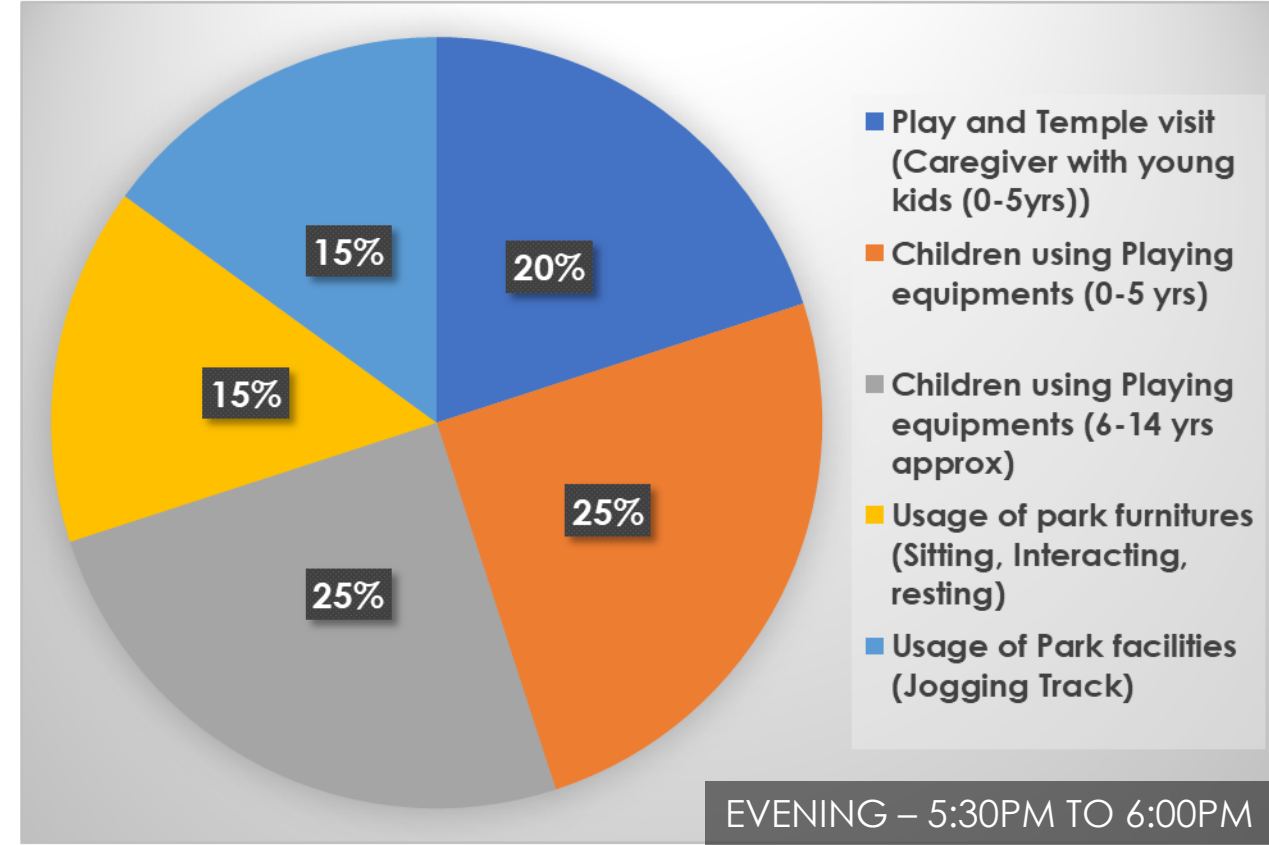
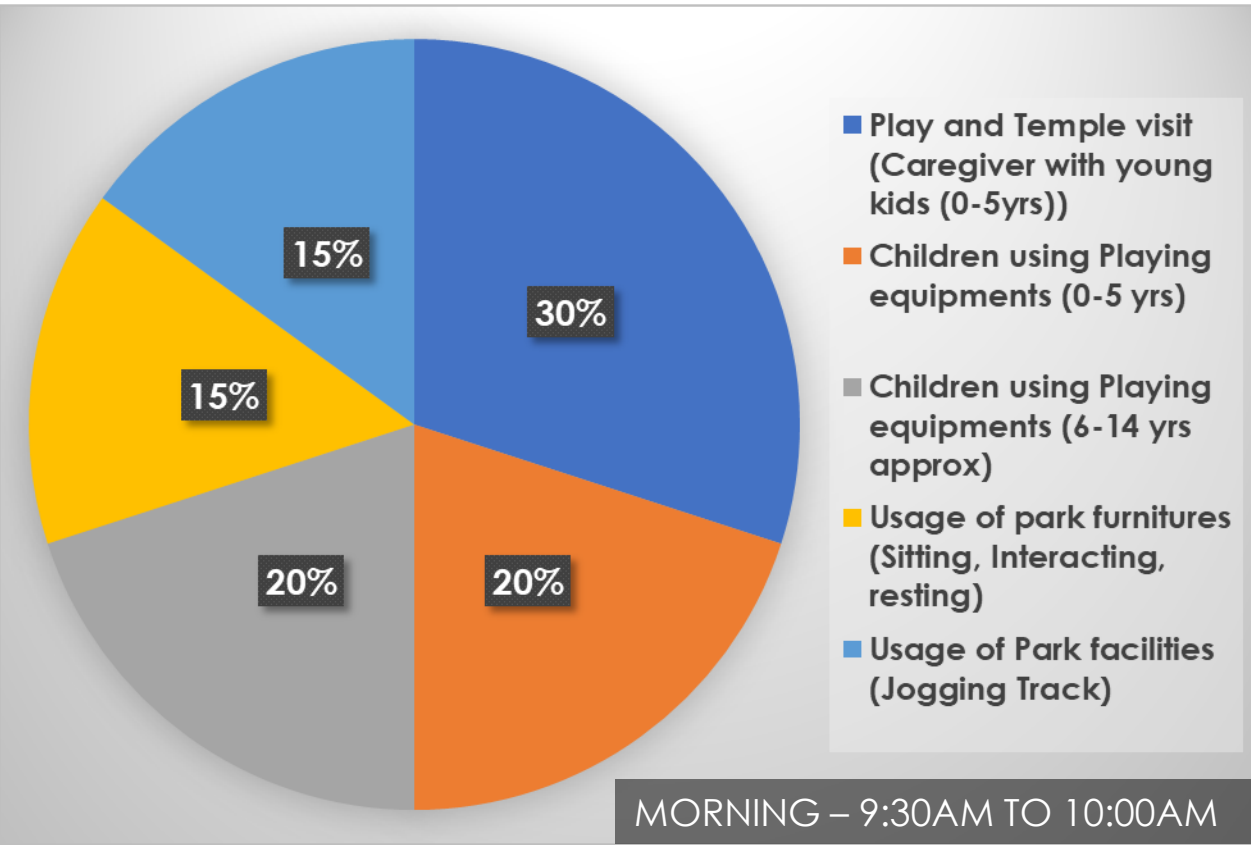
Stationary Activity Mapping (Ashok Nagar)

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
GENDER																					
OTHER/UNSURE																					
MALE		✓		✓		✓	✓				✓			✓	✓	✓		✓			✓
FEMALE	✓		✓		✓			✓	✓	✓		✓	✓					✓		✓	✓
AGE																					
BABY																	✓				
TODDLER				✓								✓									✓
CHILD UP TO 5		✓									✓								✓	✓	
6-15 YOUTH					✓	✓	✓				✓										
16-24 YOUNG ADULT																					
25-64 ADULT		✓	✓					✓	✓	✓				✓	✓	✓		✓			
65+																					
POSTURE																					
STANDING											✓				✓	✓					
SITTING - PUBLIC		✓	✓																		
SITTING - COMMERCIAL																					
SITTING - INFORMAL								✓	✓	✓		✓						✓			
LYING DOWN											✓		✓								
MULTIPLE (MOVING AROUND)			✓	✓	✓	✓	✓											✓	✓	✓	✓

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
WAITING FOR TRANSPORT																					
EATING/DRINKING			✓										✓								
ENGAGED WITH COMMERCE																					
CULTURAL ACTIVITY																					
USING ELECTRONICS											✓									✓	✓
ACTIVITIES																					
Using Playing Equipments							✓	✓	✓	✓										✓	✓
Assisting Child							✓													✓	
Chatting											✓	✓	✓								
Sleeping														✓							
Playing with toy																				✓	
GROUPING																					
ALONE																					✓
PAIR																					
- Child - child																					
- Child - caregiver																					
- Caregiver - other adult																					
3-6																					
- Children																					
- Adults																					
- Mixed																					



Visual Survey- Hanuman Park (Morning & Evening), Nos. & Activities



- 70% of overall Visitors are ITC;
- Engaged in Multiple Activities



Community Engagement via Primary Survey



बच्चों के साथ CPZ, अयोध्या नगर आये केयरगिवर्स के साथ सर्वे प्रपत्र

S/n	A सामान्य
1	मोहल्ले नाम: Ashok Nagar
2	गाईड नंबर:
3	पार्क का नाम: Hanuman Park

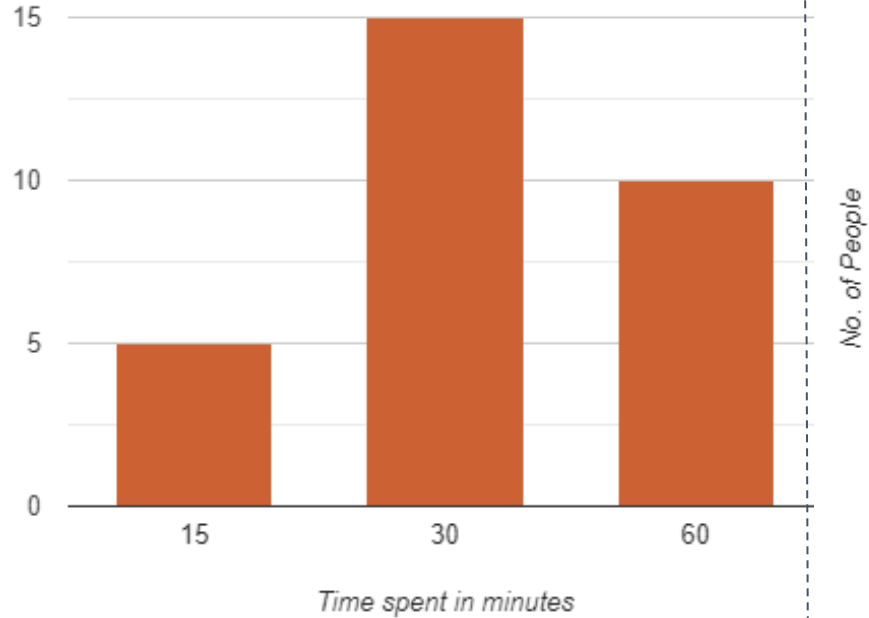
S/n	B. पार्क अथवा गार्डन सम्बंधित
1	आपके घर से पार्क जाने में कितना समय लगता है? (अनुमानित) 5 मिनट से कम b) 5-10 मिनट c) 10-15 मिनट d) 15-20 मिनट e) 20-30 मिनट f) 30 मिनट से अधिक
2	आमतौर पर आप हफ्ते में कितनी बार पार्क या खेल मैदान आते हैं? a) Everyday b) Once a week c) 2-3 times a week d) More than 3 times a week
3	आमतौर पर आप पार्क कब आते हैं? a) Morning b) Afternoon c) Evening d) Morning and evening both
4	आमतौर पर वे पार्क में बच्चे कितना समय बिताते हैं? सोमवार से शुकवार 5 मिनट से कम b) 5-10 मिनट c) 10-15 मिनट d) 15-20 मिनट e) 20-30 मिनट f) 30 मिनट से अधिक शनिवार, रविवार या अवकाश के दिन
5	क्या आप घर से पार्क तक पैदल चल कर जाते हैं? हाँ नहीं
6	यदि हाँ, तो आप घर से पार्क तक के रास्ते के अनुभव को क्या रेटिंग देना चाहेंगे? (1-बहुत बेकार, 2- बेकार, 3- साधारण, 4- अच्छा, 5- बेहतर)
7	हाल ही में पार्क के आस पास के क्षेत्र में कुछ नवचार किये गए हैं, क्या आपको लगता है कि इस से आपके रास्ते के अनुभव में सुधार आया है? अनुभव संबंधी चर्चा बिंदु 1. बच्चे की बिराह और उम्रकी कृषि में बदलाव 2. पार्क तक जाने के लिए पैदल चलने के क्षेत्र के अनुभव 3. पार्क तक जाने के लिए वाहन से पार्क के सीशन का अनुभव 4. अन्य हाँ
8	अगर आप पार्क तक वाहन से आते हैं तो इन नवचारों के बाद क्या आप पैदल आना पसंद करेंगे? अनुभव संबंधी चर्चा बिंदु (यों क्या तब हैं, जो उन्हें पैदल या साइकिल पर आने को प्रेरित करते हैं) Safety concerns, Nali

9	यदि नहीं तो क्या कारण है? फुटपाथ नहीं नालियाँ बूली हुई हैं आकारा गवैली टार्निक बहुत ज्यादा पा वाहनो की तेज स्पीड बोरी/ लुटपाट का डर प्रदूषण (कोई खास प्रकार का- बताएं) अन्य - लगातार चलने वाली निर्माण सम्बन्धी गतिविधियाँ कामकाजी है, इतना वक्त नहीं मिलता आराम/अस्थानी रहता है
10	घर से पार्क आते समय रास्ते पर चलने के दौरान सुरक्षा को ध्यान में रखते हुए कृपया 1-5 के बीच रेटिंग दीजिये, (5 बहुत अच्छा और 1 बहुत बेकार) 5 Excellent 4 Good 3 Satisfactory 2 Poor 1 Very poor
11	जब आप घर से पार्क तक आते हैं, तो रास्ते में चलने के दौरान आप बच्चे के साथ क्या करते हैं? अनुभव संबंधी चर्चा बिंदु • उनके साथ बातचीत, कहानी सुनाना • आस पास के रंग/ चित्र/ वस्तुओं पर आधारित बातचीत • कुछ नहीं - चलने पर ध्यान केंद्रित करना/ बच्चे के साथ ज्यादा बातचीत नहीं करते अन्य, बताएं-
12	क्या पुराने अनुभवों और हात ही में हुए नवाचार के बाद इसमें कोई बदलाव आया है? यदि हाँ, तो किस प्रकार का, कृपया बताएं. NO
13	बच्चे/बच्चों के साथ नियमित रूप से जुड़ना और खेलना क्यों महत्वपूर्ण है? Child needs care & concern from early age
14	क्या किसी प्रकार का कोई और सुझाव, जो हमारे लिए उपयोगी हो? Kachua jo phelka jata hai road par use band karunge

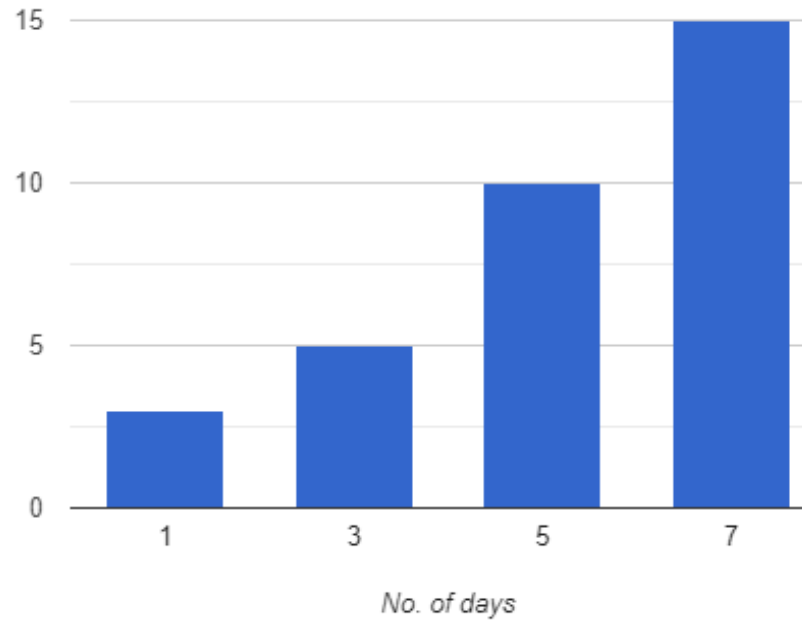


Community Engagement via Primary Survey

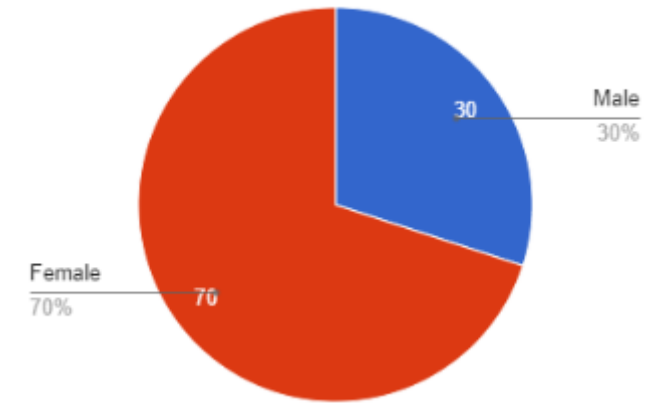
Average time spent by caregiver in the park



Average visit to the park in a week



Caregivers



Conducted to develop insights on their visiting Patterns, Time Spent in the Park, Activities they are engaged in etc. via specially Designed Questionnaire

Inferences

- The visiting hours are similar and coordinated amongst caregivers so that their children can socialize and play with other children;
- People who visit the park from far away locations (more than 1 km) are irregular and visit the park once or twice a week;
- Mostly the caregivers were female.



Community Engagement via Primary Survey (User Feedback)- Hanuman Park



SITE ADDITIONS

- Road signages to alert people approaching the site about Hanuman park
- Park equipment to be maintained and sanitized regularly to foster hygiene
- Elements for road safety to slow-down the fast-moving traffic

SITE BARRIERS

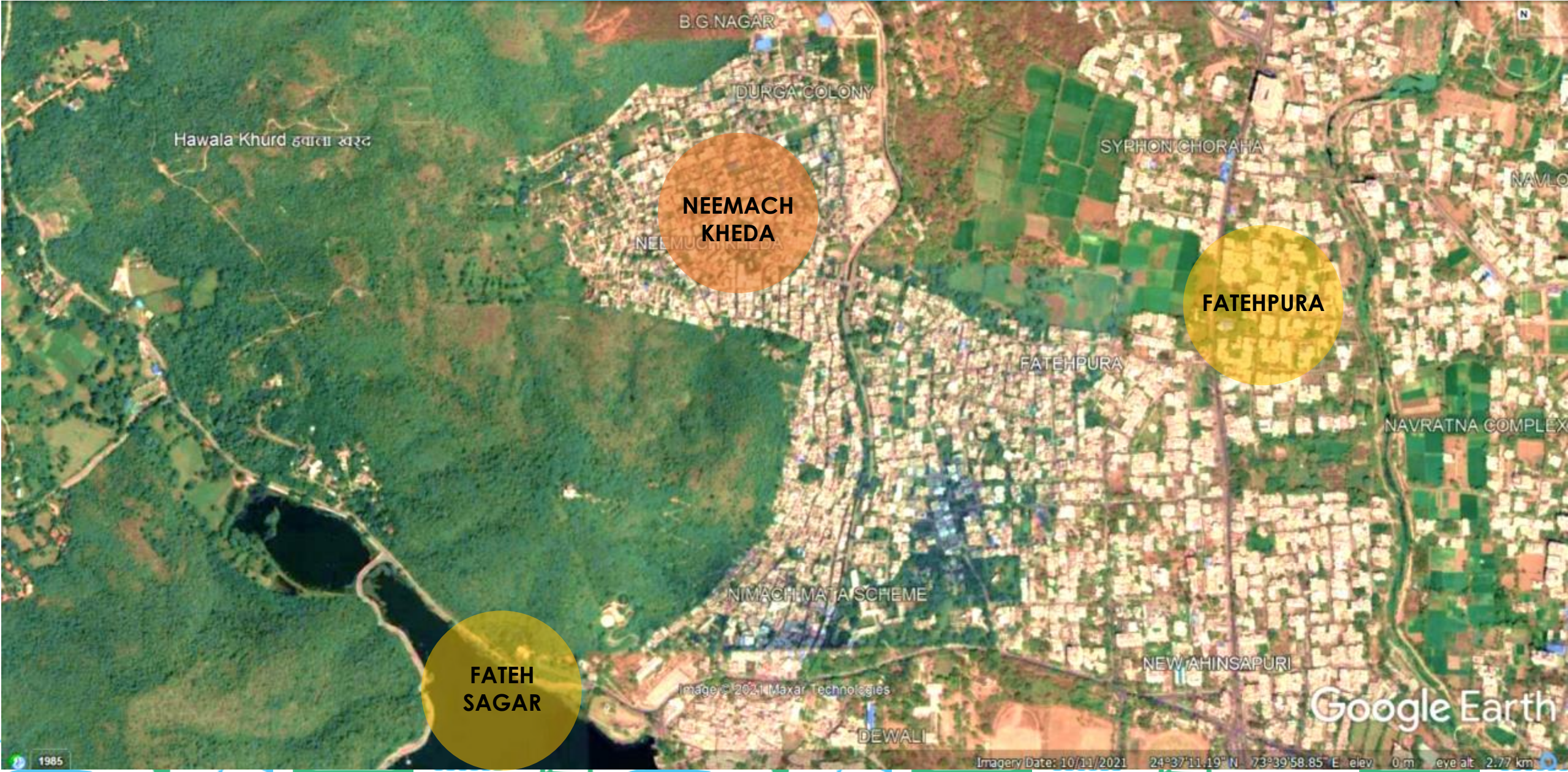
- Children are not motivated enough to use the park, instead they prefer to gather and play in internal streets outside their homes, because of
 - ✓ Safety hazards like open drains, theft, etc.;
 - ✓ Limited availability of infrastructure in the park



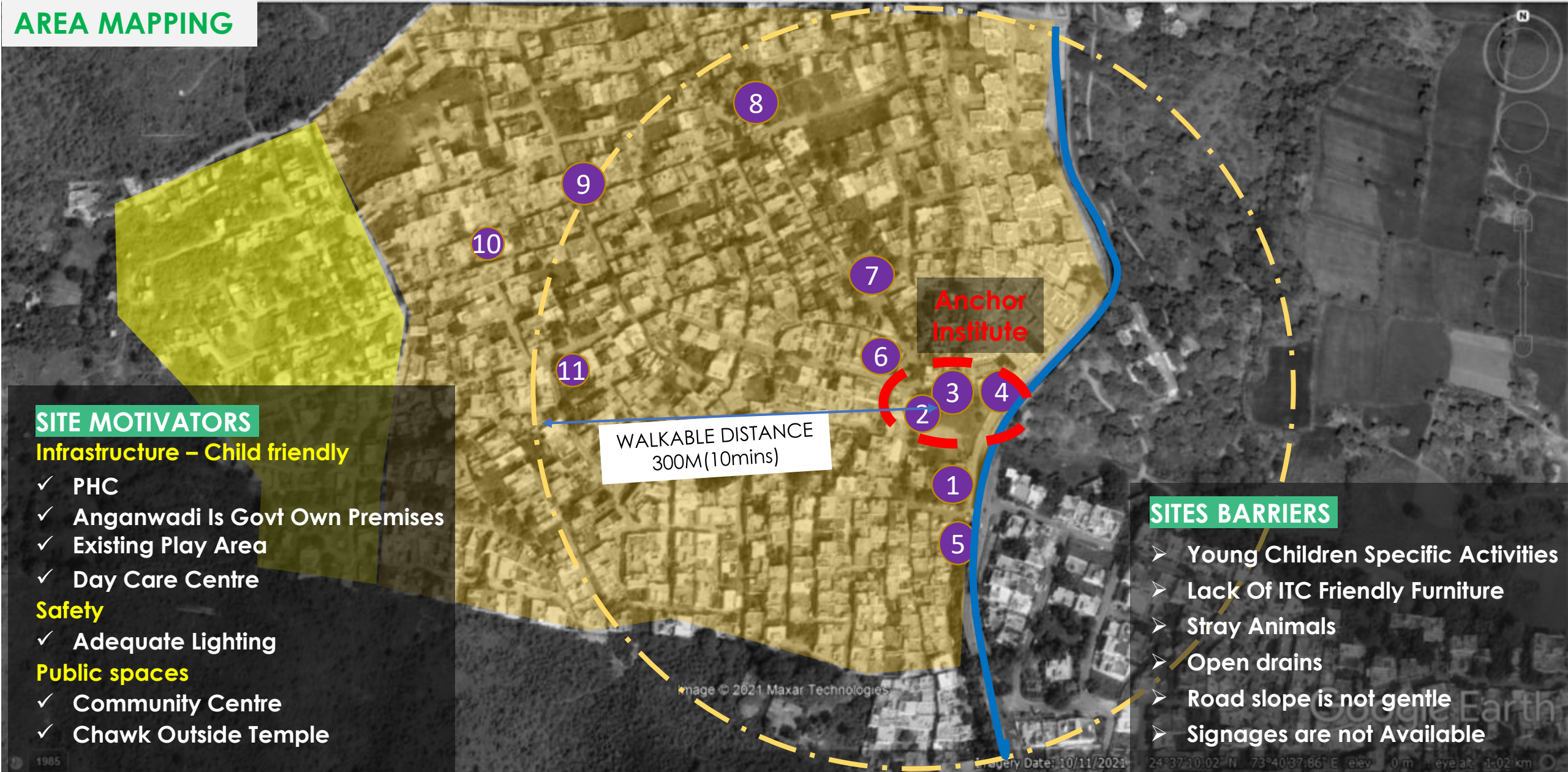


Children Priority Zones- Neemuch Kheda- Option 2

Site Context



AREA MAPPING



SITE MOTIVATORS

Infrastructure – Child friendly

- ✓ PHC
- ✓ Anganwadi Is Govt Own Premises
- ✓ Existing Play Area
- ✓ Day Care Centre

Safety

- ✓ Adequate Lighting

Public spaces

- ✓ Community Centre
- ✓ Chawk Outside Temple

SITES BARRIERS

- Young Children Specific Activities
- Lack Of ITC Friendly Furniture
- Stray Animals
- Open drains
- Road slope is not gentle
- Signages are not Available

- 1. UPPER PRIMARY SCHOOL + PLAYGROUND
- 2. PHC
- 3. ANGANWADI CENTRE(NEEMACH KHEDA)
- 4. BATESHWAR MAHADEV TEMPLE

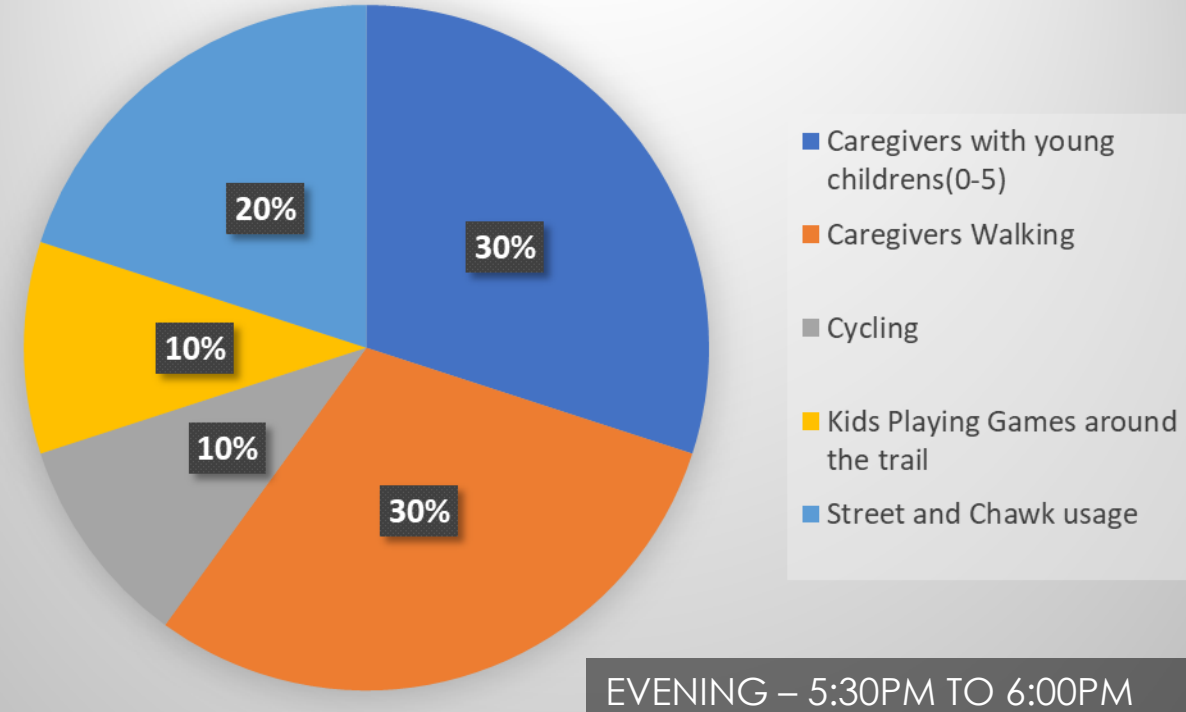
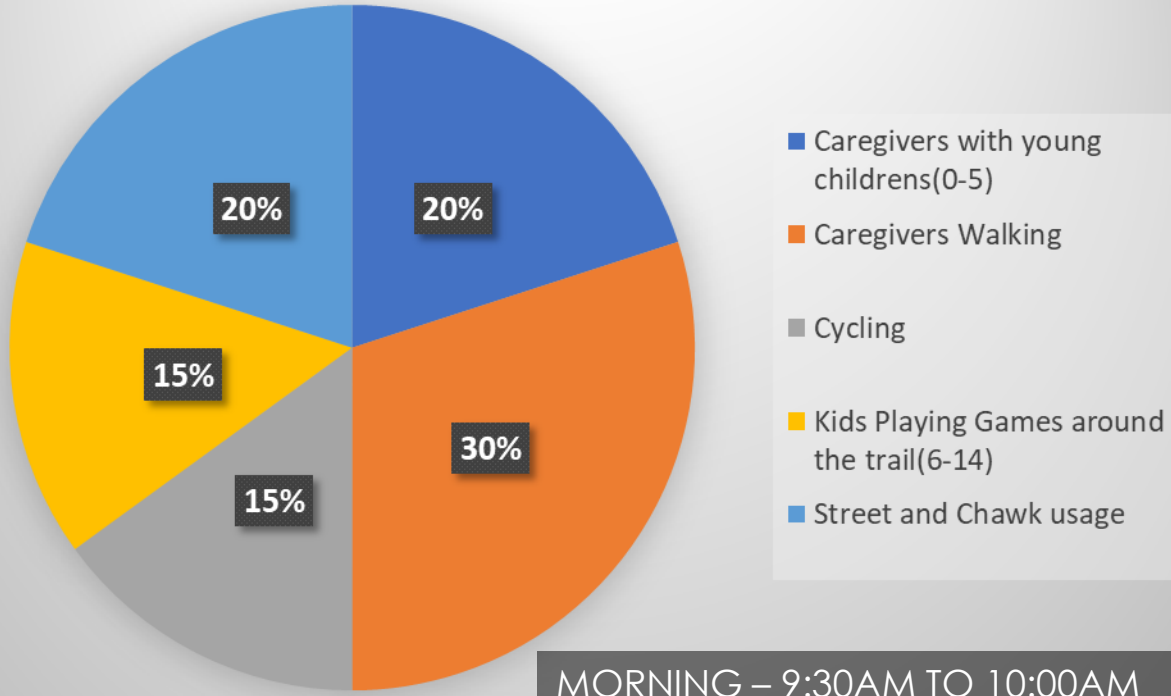
- 5. SHIV TEMPLE
- 6. COMMUNITY CENTRE
- 7. HANUMAN JI TEMPLE
- 8. ANGANWADI CENTRE(MANOHARPURA)

- 9. HANSAWAS PRIMARY SCHOOL
- 10. APNA JATAN CENTRE(CRECHE)
- 11. YASH ACADEMY(PRIMARY SCHOOL)

LIG
 MIG
 CANAL



Visual Survey- Gavri Chowk to Anchor (Morning & Evening), Nos. & Activities

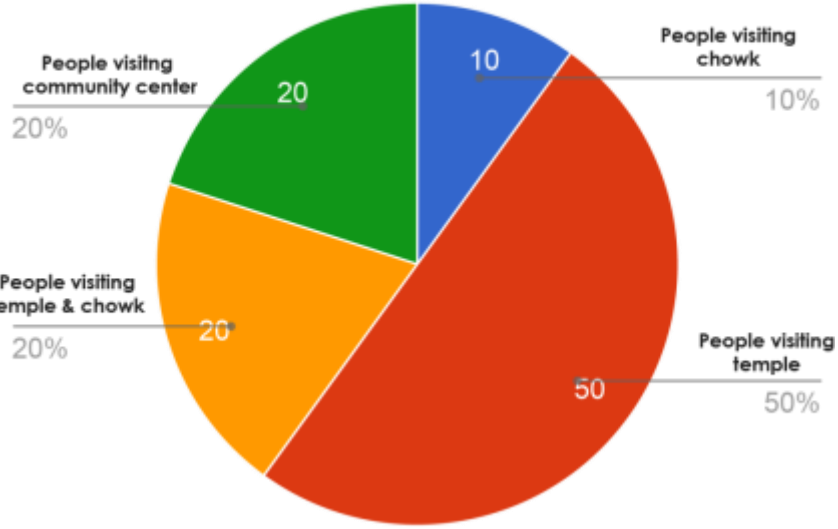


• 50% of overall Visitors are ITC;

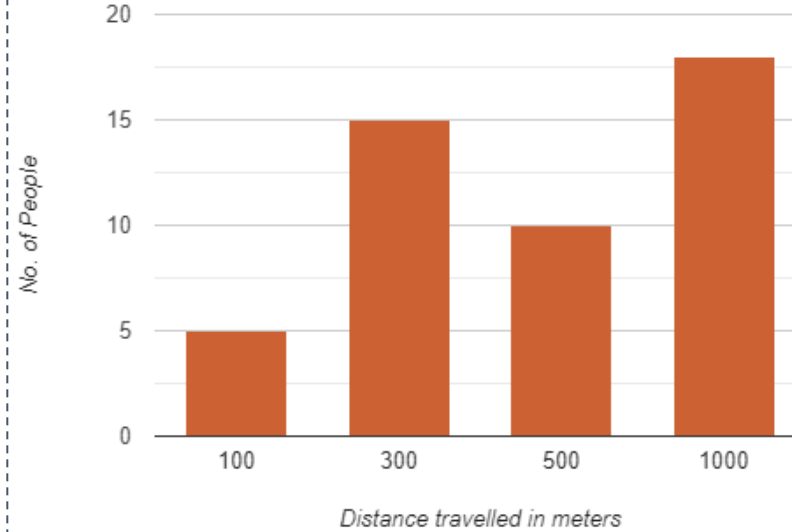


Community Engagement via Primary Survey

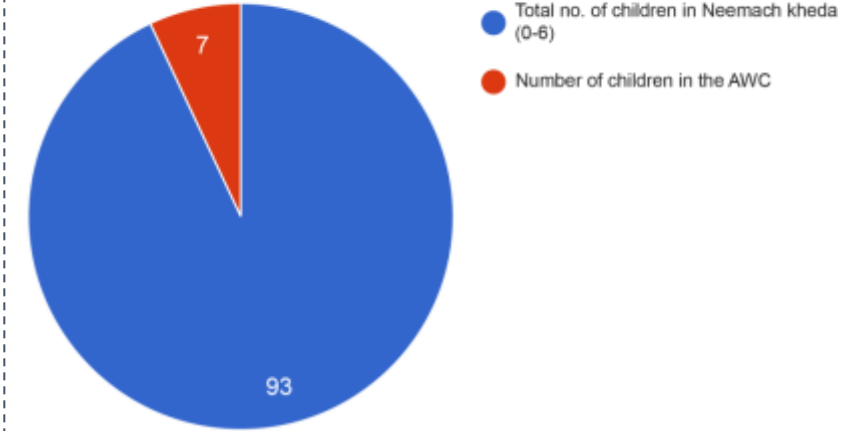
Usability of chowk



Average distance travelled by people visiting PHC



AWC



Conducted to develop insights on their visiting Patterns, Time Spent in the Park, Activities they are engaged in etc. via specially Designed Questionnaire

Inferences

- The footfall in public spaces like chowk have comparatively reduced due to COVID
- Strong community with multiple ITC destinations creates a safe neighborhood
- Walkability should be improved as it is a hassle due to stray animals and hawkers
- Small cycle track to demarcate cycling lane to make it safe for kids cycling on street
- From 93 students, only 7 go to AWC, showing lack of accessibility & knowledge amongst caregivers
- Narrow streets and unorganized parking

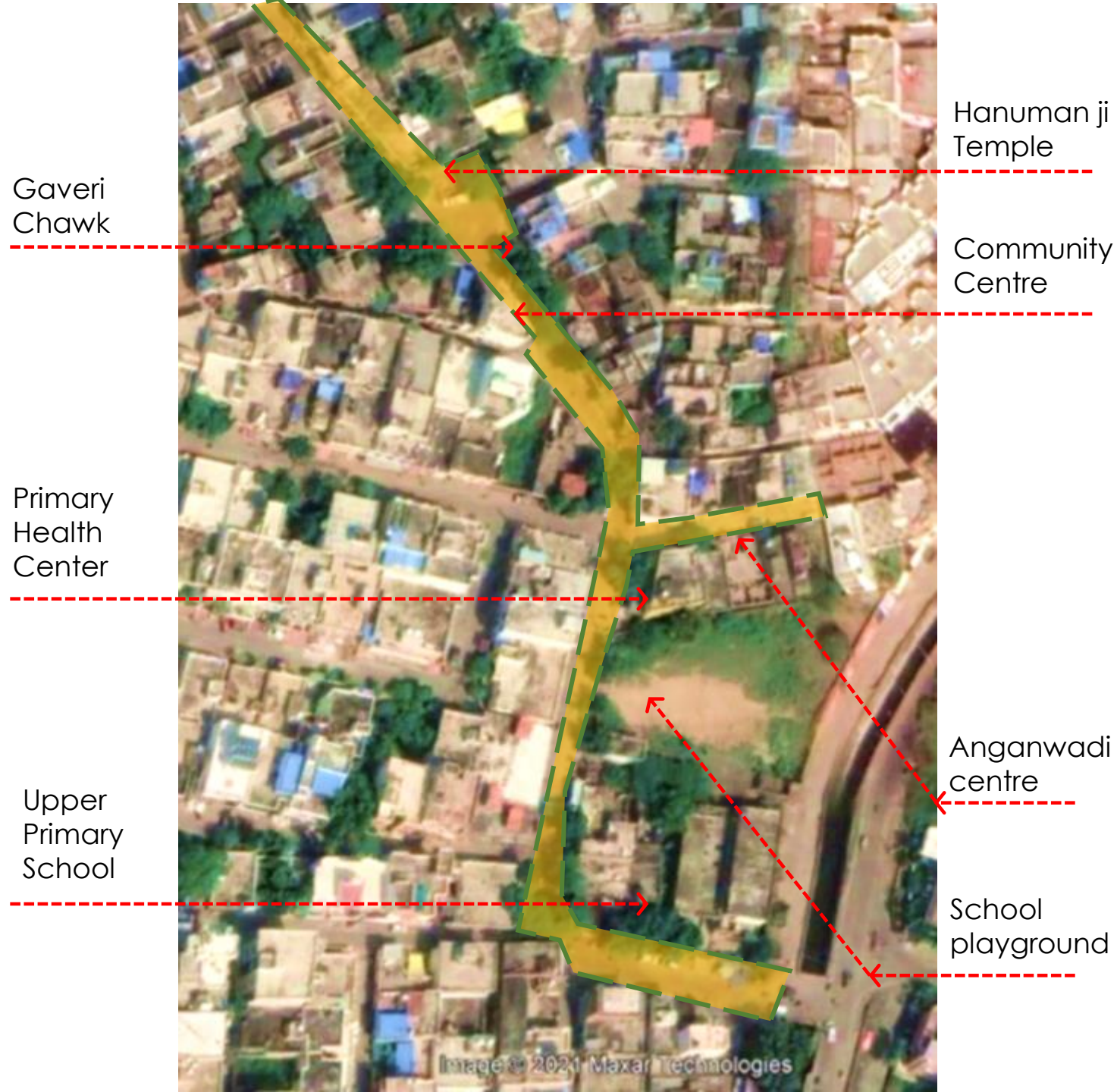


TRAIL CONTEXT



**Area appreciations/
Barrier**

- Here CPZ is taken as a trail rather than a peer institute
- This serves as a connection to all the major ITC destination



Site Approach



Area appreciations/ Barrier

- The Chawk can used as holding area in making the journey to reach the ITC destination more interesting



Zone Approach- Connected Roads



A Narrow street in front of PHC



B Connected road to APNA JATAN CENTRE(CRECHE)



C Trail connecting PHC & Aanganwadi



Children Priority Zones- Meera Park & Shaiwalo ki Gali- Option 3

Area Mapping

SITE MOTIVATORS

Infrastructure – Child friendly

- ✓ Aganwadi
- ✓ Chawk Available for Kids Play

Safety

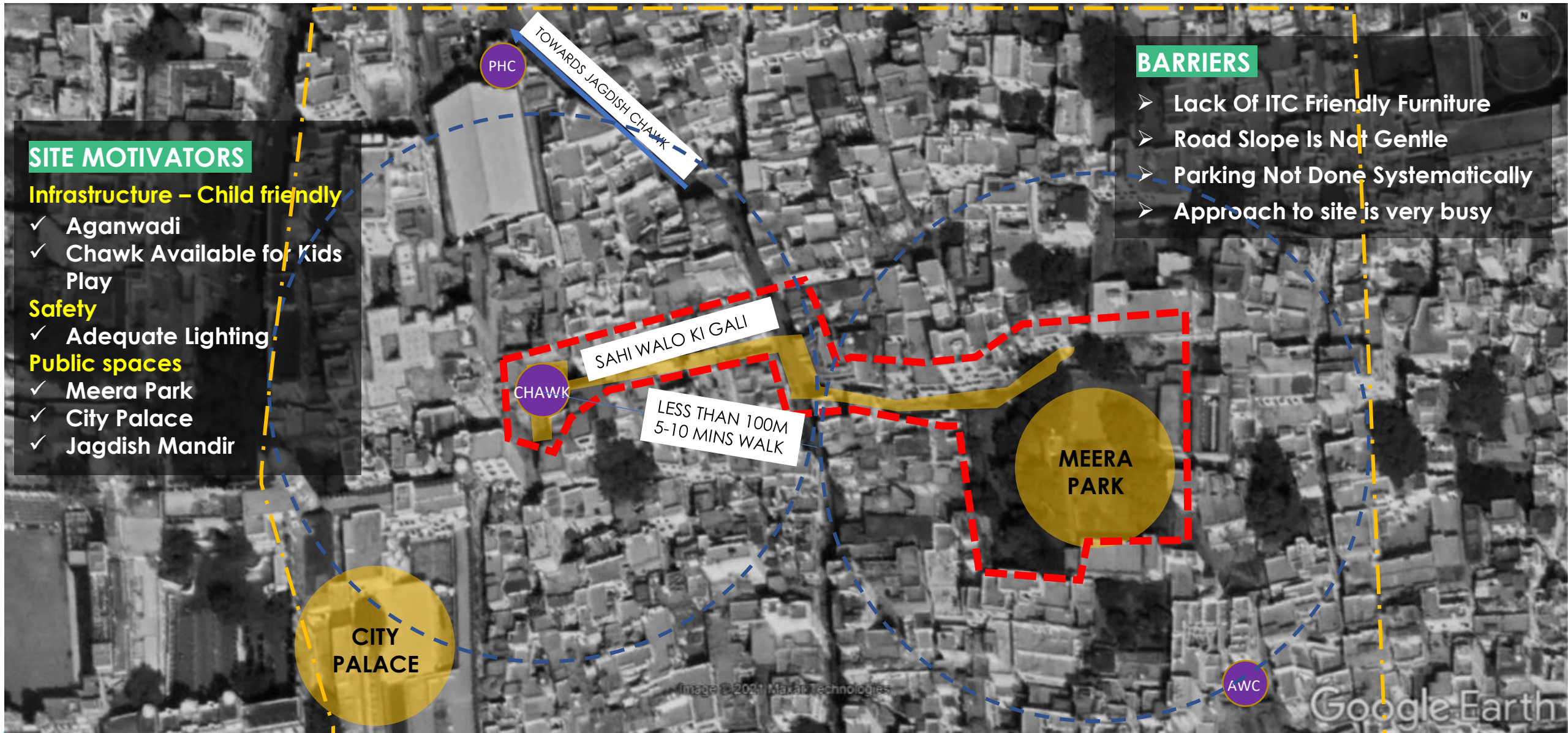
- ✓ Adequate Lighting

Public spaces

- ✓ Meera Park
- ✓ City Palace
- ✓ Jagdish Mandir

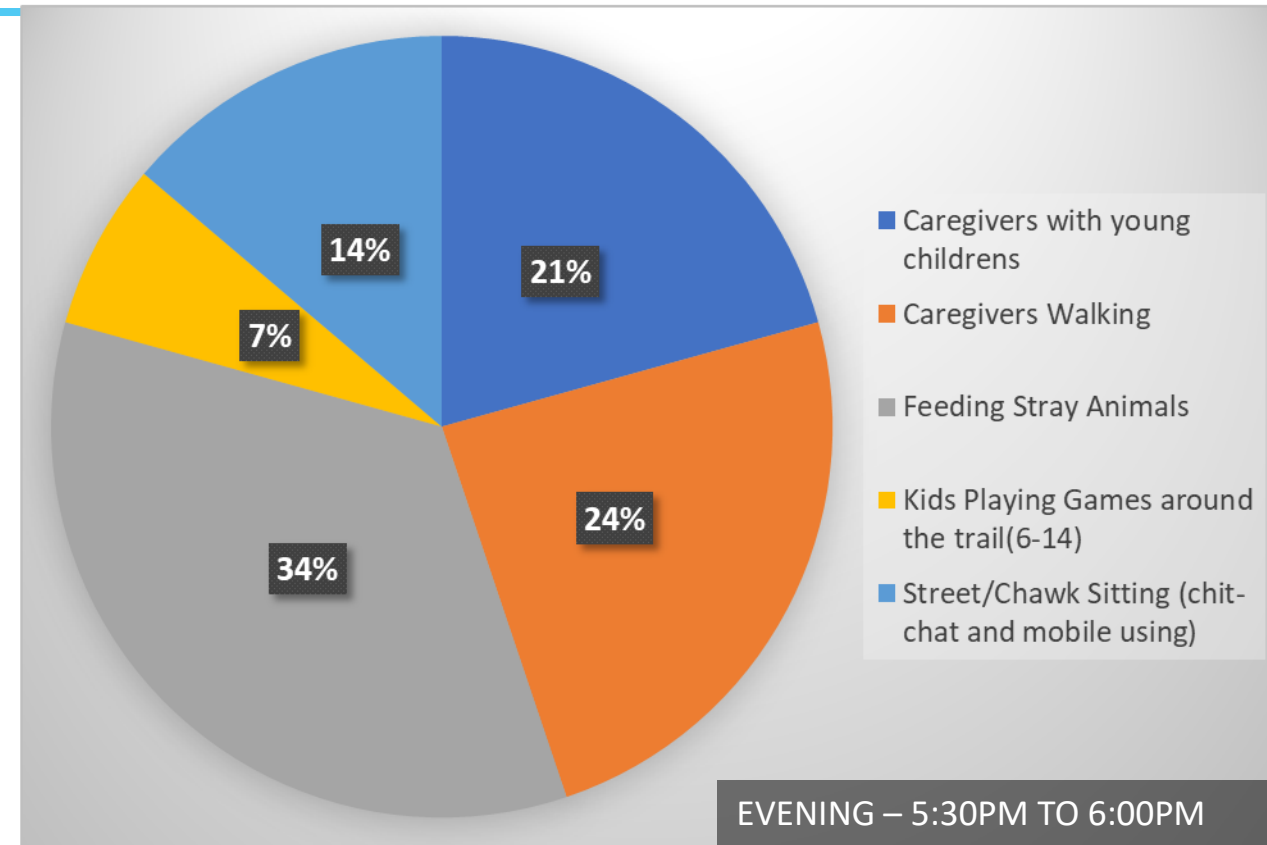
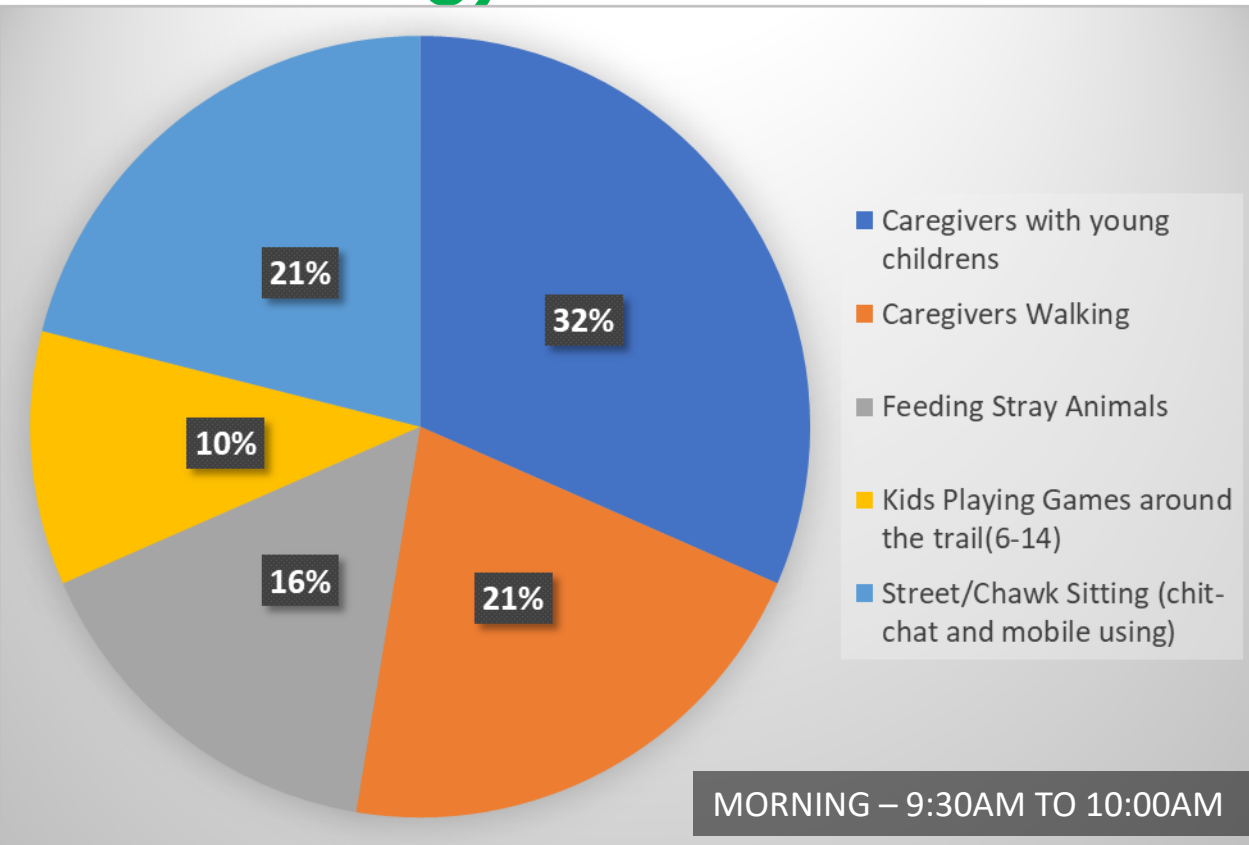
BARRIERS

- Lack Of ITC Friendly Furniture
- Road Slope Is Not Gentle
- Parking Not Done Systematically
- Approach to site is very busy



Here The Walking Radius Wouldn't Be Same, As The Site Has Great Variation In Slope

Visual Survey- Sahiwalo ki Gali (Morning & Evening), Nos. & Activities



• 50% of overall Visitors are ITC;



Visual Survey- Sahiwalo ki Gali

ITC Barriers



Barriers

- Unorganized Parking
- Electricity Panel Close To Ground



Area Appreciations/ Indicators

- Wider Road
- Covered Drains
- Shaded Area



Visual Survey- Sahiwalo ki Gali

ITC Barriers



Barriers

- Unorganized Parking
- Electricity Panel Close To Ground



Area Appreciations/ Indicators

- Wider Road
- Covered Drains
- Shaded Area



Visual Survey- Sahiwalo ki Gali

ITC Barriers



Barriers

- Stray Animal in the hawk
- Unorganized parking
- Open manhole
- Construction Debris on Site



Visual Survey- Meera Park, ITC Barriers



Area Appreciations/ Indicators

- The playing equipment's are not well maintained.
- Due to lot of stray the footfall has decreased



Visual Survey- Meera Park, ITC Barriers



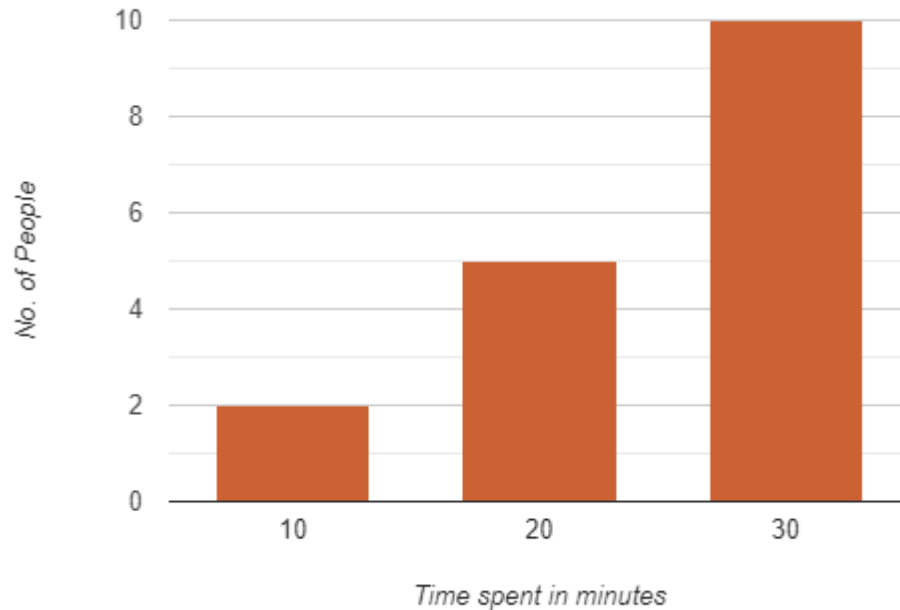
Area Appreciations/ Indicators

- Large park / green open space in city center
- Space for young children & caregivers
- Park caretaker is active

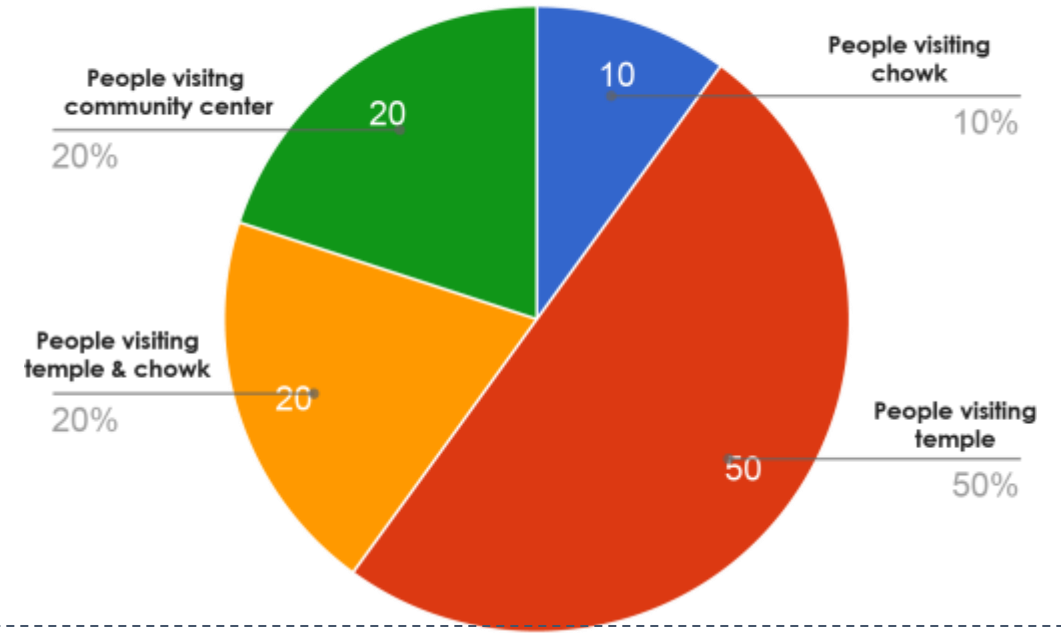


Community Engagement via Primary Survey

Average time spent by caregiver in Meera Park



Usability of chowk



Conducted to develop insights on their visiting Patterns, Time Spent in the Park, Activities they are engaged in etc. via specially Designed Questionnaire

Inferences

- The site has multiple ITC attractors but is highly unsafe due to steep slopes and heavy traffic on narrow streets
- Interventions will facilitate not only to locals but also tourists due to multiple tourist attractions nearby
- Stray animals on street are a hurdle while walking with kids
- If parking is organised, ample space can be created for child- friendly activities
- Garden lacks hygiene, has equipments but they are not maintained and hygienic so less footfall
- Steep slopes lead to water logging which restricts ITC from leaving home during monsoon
- Heavy congestion due to tourist spots in the vicinity which leaves no space to walks safely



Site Comparison & Finalization

Site Comparison vis-a- vis Parameters

Parameters	Ashok Nagar	Neemach Kheda	Sahi Walo Ki Gali/ Meera Park
Pedestrian walkway	Available	NA	NA
Availability of Intermediate Public Transport (IPT) within the Close Proximity, Space for Organized Parking	Available	Available	Available
Dedicated Spaces For Children & Care- givers	Available (In Anchor Institute)	NA	Available (In Meera Park)
Children Playing Equipment's	Available (Can be ITC oriented)	Partially Available (A Large School Playground)	Available (In Meera Park)
Available of Active Facades to Engage Children	Available	NA	NA
Adequate Lighting & Safety Signages	Available	Available	Partial
Safety Signages	NA	NA	NA
Shaded Areas, Seating/ Resting Places	Available (Seating Space Needs To Be Created)	Available (Seating Space Needs To Be Created)	NA (No space to create Additional Seating Spaces)
Proximity to other ITC Destinations & Services	Available	Available	Partial
Feasibility	Highly Feasible	Feasible	Less Feasible

Based on the Above Parameters Checklist Ashok Nagar and Neemuch Kheda can be seen as Feasible site, given already 'Available' ITC Friendly Parameters

THANK YOU

Contact-
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