



**City Council Study Session Agenda
December 16, 2024 - 6:00 PM
City Council Chambers, City Hall, 3rd Floor,
1528 Third Avenue, Rock Island, IL**

[Click Here to Watch Live](#)

- 1. Call to Order**
- 2. Roll Call**
- 3. Public Comment**
- 4. Presentations**
 - a. Rock Island Downtown Alliance (RIDA) Presentation
 - b. Presentation from the Quad Cities Chamber of Commerce
- 5. Adjourn**
 - a. Motion: Motion to adjourn.
VV Voice vote is needed.

This agenda may be obtained in accessible formats by qualified persons with a disability by making appropriate arrangements from 8:00 am to 5:00 pm, Monday through Friday, by contacting the City Clerk's Office at (309) 732-2010 or visiting in person at: 1528 Third Avenue, Rock Island, IL 61201.

ROCK ISLAND

downtown alliance

A joint effort
between the
public and
private sectors to
strengthen
livability and
quality of place
in downtown
Rock Island.

Est. 2023

RENDERING A NEW REALITY



ROCK
ISLAND
downtown alliance



Photo: Katelyn Metzger, Quad-City Times

PARTNERSHIPS MAKE ALL THE DIFFERENCE



SSA BOUNDARIES

Roughly the area between 1st and 7th Avenues and 13th and 28th Streets. Services performed supplement those provided by the City government and general property owner responsibilities.

SSA GUIDANCE

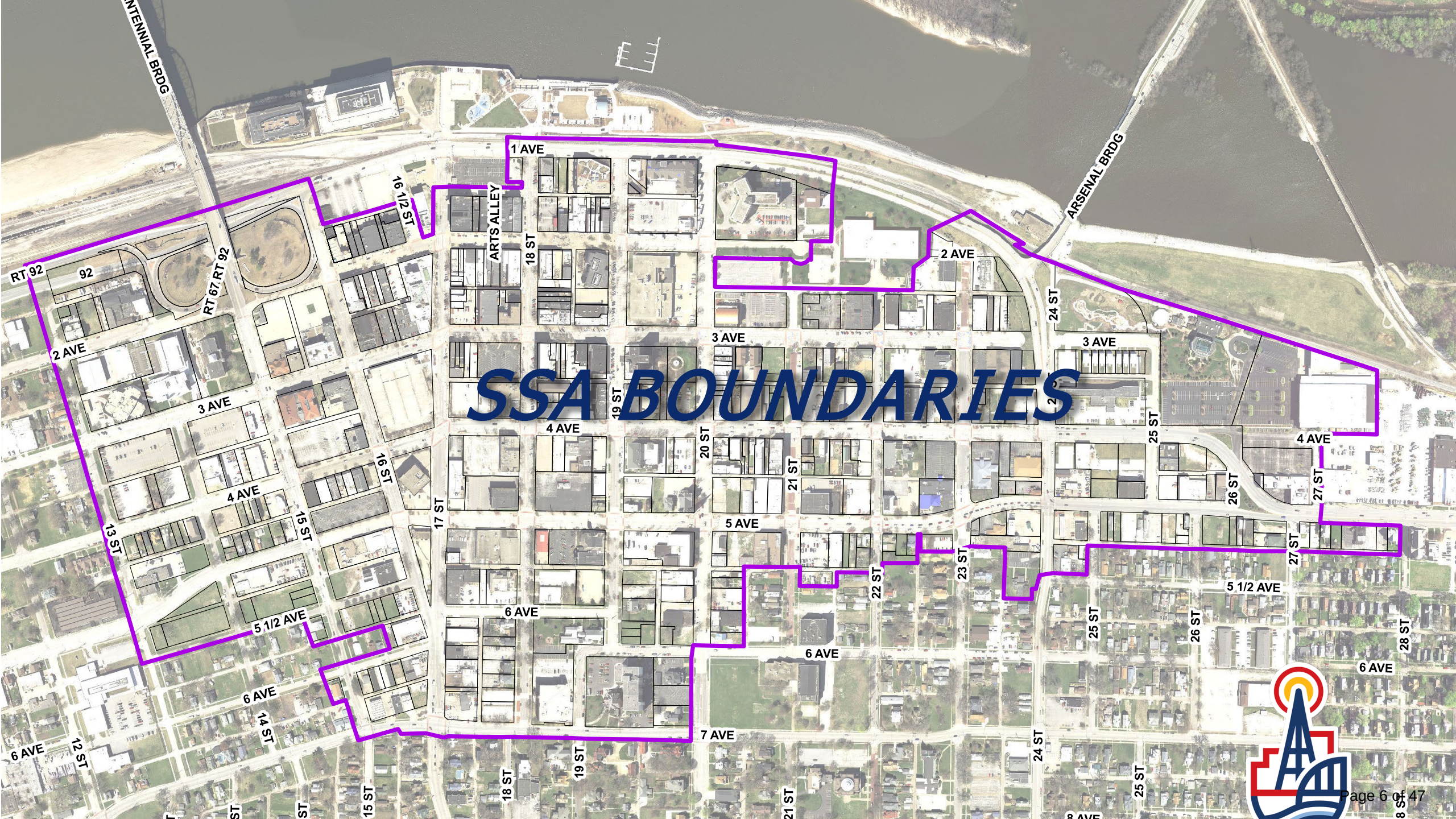
A 13-person Board of Directors and four Committees help govern and guide the use of the funds generated by the SSA. Total of 25 engaged stakeholders.

Approx. 215 individual property owners, 430 parcels & 65 blocks.

\$29,523,946

**2024 TOTAL EQUALIZED
ASSESSED VALUE (EAV)**





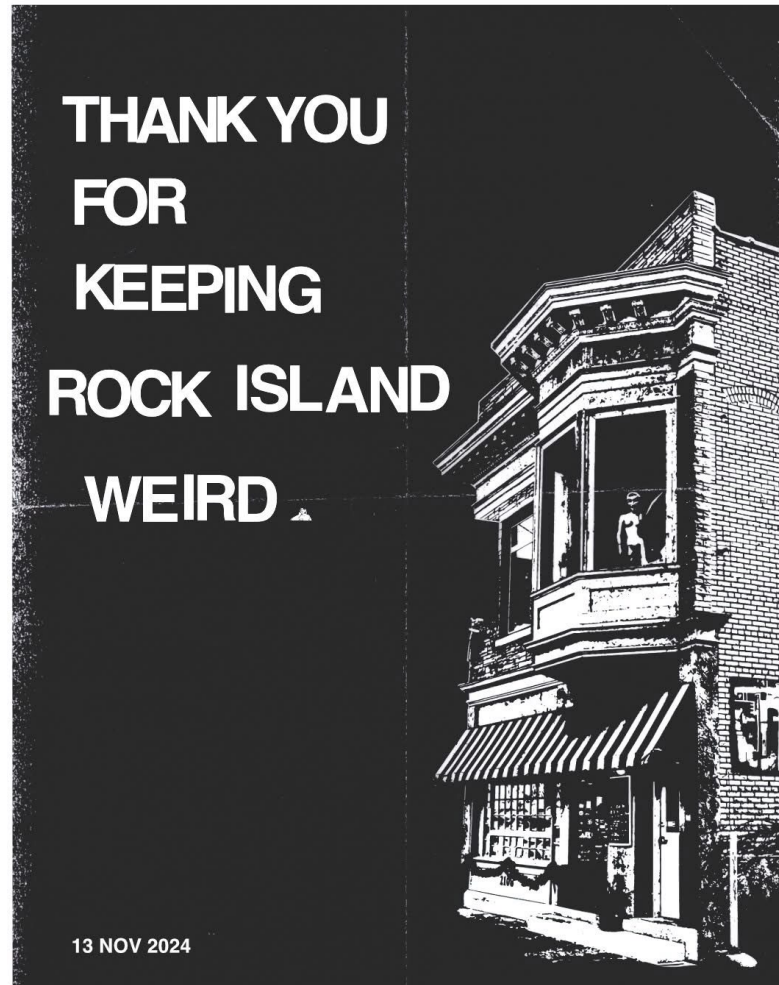
SSA BOUNDARIES



MISSION

To deliver services and programs for the City of Rock Island's Downtown Special Service Area that enhance public spaces, encourage private investment and improve quality of life in downtown Rock Island.

BUSINESS & ECONOMIC GROWTH



13 NOV 2024



INFRASTRUCTURE & LIVABILITY



**ROCK
ISLAND**
downtown alliance



RI
ROCK ISLAND
ILLINOIS

ADVOCACY & PROMOTIONS



<  **Quad City Food Lovers** ❤️
Zach Bacon · Nov 23 · 🌐

El Patron

Had lunch today at El Patron downtown Rock Island as a last stop during the Holiday Train scavenger hunt. Great food, great service and the mango margarita tower just hit the spot! 🍹



 **Lisa Mahar**
5d · 🌐

I did the train scavenger hunt in downtown Rock Island! Always a fun time! ❤️





DowntownRockIsland.org



INSIGHT

A place to raise a family: Chamber CEO Peter Tokar on what drew him to the Quad-Cities

Gretchen Teske | Oct 7, 2024

"There's just so much to do and so much more to give and it's such easy access for us to get to that," Quad Cities Chamber President and CEO Peter Tokar said.



BUSINESS

QC Chamber launches Grow Quad Cities, a new economic development organization

Gretchen Teske | Aug 7, 2024

Grow Quad Cities will be a parallel organization to the Chamber, with a sole mission of seeking out and continuing economic development for the region.



2024 NEW LEADER – NEW VISION



- *Career Economic Developer*
- *20 years experience in regional & local economic development*
- *Innovation focused*
- *Father, golfer, snowboarder*

**QUAD CITIES
CHAMBER**

+

**GROW
QUAD CITIES**



BUSINESS DEVELOPMENT



**TALENT & WORKFORCE
DEVELOPMENT**



**QUALITY OF PLACE
DEVELOPMENT**

VALUE PROPOSITION ALIGNMENT

GROW QUAD CITIES EXPANDED PORTFOLIO

Industrial - CONTINUING

Mixed Use - NEW

Retail - NEW

COMPLETE regional economic development organization

Public / private partnership

Announced at Annual Meeting August 2024

EXPANDED SERVICES BEGIN 7/1/25

EXPANDED PORTFOLIO

NEW TARGETED ECONOMIC DEVELOPMENT PRIORITIES



Headquarters & Professional Services

HQ Operations
Financial Services
Healthcare
Business Support
Customer Care



Advanced Manufacturing

Supply Chain
Logistics
Fabrication
Bio/Life Science
Energy Tech



Riverfront & Mixed-Use Development

Destination
Residential
Tourism/ Hotel
Office
Lifestyle



Entertainment and Retail Development

Sports
Entertainment
Local Shopping
Redevelopment
Restaurant



Aerospace & Defense

Engineering
Defense Contracting
Aviation
Arsenal Support
Manufacturing

VALUE PROPOSITION ALIGNMENT

The background of the slide features a blue-tinted photograph of several business professionals in a meeting. Some individuals are holding documents, and others appear to be engaged in discussion. The image is partially obscured by text overlays.

BUSINESS &

ECONOMIC GROWTH

WINS

ECONOMIC IMPACT FY 24



INDUSTRIAL SUCCESS



\$123 MILLION TOTAL
ECONOMIC IMPACT

ECONOMIC IMPACT FY 24

F
Y
2
0
2
2

72

New Active Projects

59 Business Attraction
13 Business Retention

7 Successful Projects

1 Business Attraction
6 Business Expansion

Total Economic Impact:

\$195,239,005

RICO: \$30,898,922

F
Y
2
0
2
3

79

New Active Projects

70 Business Attraction
9 Business Retention

4 Successful Projects

1 Business Attraction
3 Business Expansion

Total Economic Impact:

\$72,596,712

RICO: \$8,647,509

F
Y
2
0
2
4

86

New Active Projects

86 Business Attraction
9 Business Retention

5 Successful Projects

0 Business Attraction
5 Business Expansion

Total Economic Impact:

\$122,742,949

RICO: \$70,025,683

REGIONAL WINS

TOP 5 CORE INDUSTRIES:



Defense



Ag Innovation



Logistics



Corporate
Operations &
Support Services



Advanced
Manufacturing

CURRENT FOCUS

REGIONAL MARKETING

Out of Market
Marketing Campaigns &
Media Buys
Site Selector eNews
Social Media Campaigns

Economic Research &
Analysis
Lead Generation
Quarterly Market Reports

BUSINESS ATTRACTION

Site Selector Relationships
Lead Generation
FAM Tours
Site Visits

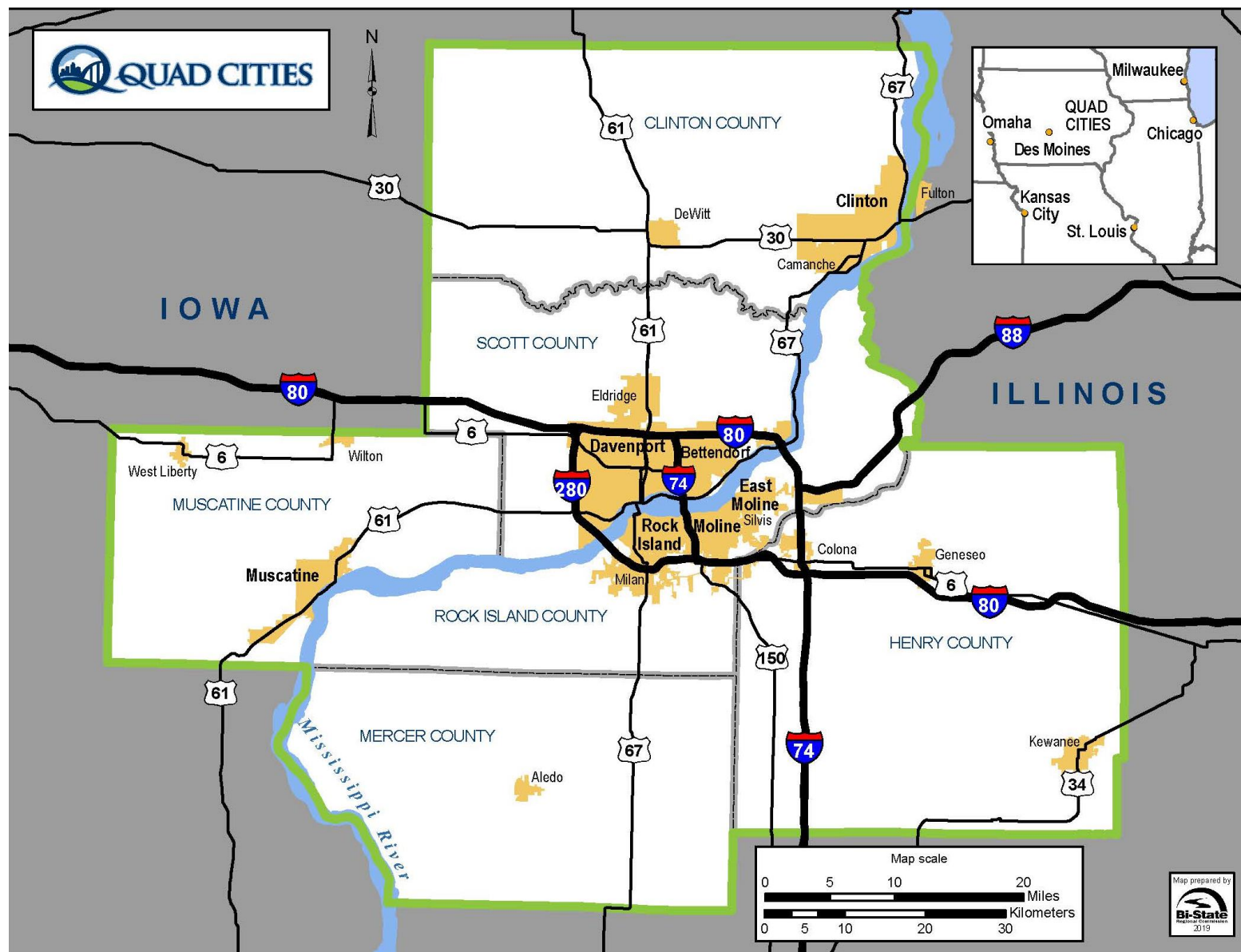
Regional RFI Response
Project Management
Industrial Site Inventory

BUSINESS RETENTION & EXPANSION

BRE Outreach &
Expansion Project
Identification

Resource Assistance
Workforce Development
Assistance
Financial Assistance
Options

CURRENT SERVICES



6-COUNTY REGION



QC, THAT'S WHERE!

REGIONAL MARKETING



QC, THAT'S WHERE

The Quad Cities Intelligence Report

by ADAM BRUNS
adam.bruns@siteselection.com



FIELD TO FAME

SITE SELECTION MAGAZINE

Iowa-based national architecture and engineering firm Hickey recently named this new office in Bettendorf.

Photo by A. Brown. Design courtesy of Hickey.

of living," said Valentin Enzuga, director of site maintenance at Exelon Nuclear. "So, your income goes a long way, which really allows you to advance your family."

Advancing goods where they need to go is literally central to the area's value proposition, positioned as it is within 300 highway miles of Chicago, Indianapolis, Des Moines, Kansas City, Omaha, St. Louis and Milwaukee. Five freight railroads serve the area, as does the world's largest truck stop on busy I-80 in Walcott, Iowa. As it happens, Iowa 80 Truckstop, which every year hosts the Walcott Truckers Jamboree, this year is celebrating its 60th anniversary with its own facility expansion: a 251,000-sq-ft e-commerce distribution center that opened in February to ship out truck parts, accessories and much more, with half the space available for rent.

As more global companies every day diversify their location portfolios to places where they get more bang for their buck, QC and the global companies already there are happy to welcome them to a place that's not such a secret anymore. Three recent conversations shed light on why this region is positioned to sustain the momentum.

'A Place Here for Everyone'

Before she became president of nationally prominent architecture and engineering firm Shive-Hartney, based in Cedar Rapids, Jennifer Bennett served as vice president and office director of the company's Quad Cities location. The company recently invested in a gleaming new office in the area in Bettendorf after a truly region-wide site selection process.

"We looked at dozens of locations including Bettendorf and Davenport in Iowa and Moline, East Moline and Rock Island on the Illinois side," she tells me. "In the end, the Bettendorf site won

out. It's a beautiful site. The location is easily accessible for our clients and our employees who live throughout the Quad Cities. Most of our employee commutes are under 15 minutes regardless of where they live in the QC. We also enjoy being collocated on site with the site developer Geifman First Equity, a long-time trusted partner on many projects."

It's natural to wonder how a bi-state area's economic development strategy works out when one state's policies differ from its neighbor's. Asked to characterize the level of regionalism in the area today vs. when she first started working there, Bennett says, "Over my career, I've enjoyed being a part of the evolution of the Quad Cities from somewhat siloed individual cities to a true region. Today, the Quad Cities is a region that works together for economic development, placemaking, and attraction and retention of workforce. Each city in the Quad Cities has its own 'personality' and these personalities are embraced as part of the diversity of the region. Many of the challenges and opportunities faced by the individual cities are overcome with a collaborative approach that involves an active business community working together with the municipalities. It truly is a special place."

As for the state dynamics, "Most businesses in the Quad Cities have employees who live on both sides of the river, so navigating the different employment laws in both states just comes with the territory," she says. "The region, through its organizations like the Quad Cities Chamber, is good at identifying changes in employment law in one state or the other and offering seminars on how to best navigate the change. This was especially helpful during Covid." Likewise, depending on business needs, one community or state may be more advantageous for a given project when it comes to tax considerations, permitting requirements and incentives, she says.

Barry Matherly, President and CEO, Hickey Global

"We really enjoy working with our clients and their site selectors to find the right site for them considering all aspects of the site, including the day-to-day operating environment. There is a place here for everyone."

The Site Consultant's Viewpoint

Barry Matherly, president and CEO of Hickey Global, is leading the effort to develop a regional site readiness strategy and economic development implementation plan for the Quad Cities Chamber. After an initial visit to the area with David Hickey, managing director of Hickey & Associates, he professed admiration for the region's success with speculative development and shell buildings. When I spoke with him in the spring, his enthusiasm had not faded.

"One thing we love about the region is its commitment to manufacturing has been unwavering," he says. "As the U.S. de-prioritized manufacturing, we're spending billions of dollars and a lot of time trying to get back what we lost for decades. Here is a region that undermanned and built

Building on a regional reputation for transportation connectivity, Quad Cities International Airport in April broke ground on the first project in its Project GATEWAY expansion and modernization plan. New daily flights to Charlotte helped boost QCA's February 2024 passenger count by 25% over the previous February.

Rendering courtesy of QCA

training programs."

Among the programs:

- Black Hawk College's Ignite program for advanced manufacturing was founded in

QUAD CITIES REAL ESTATE LEADER SINCE 1862

- Leading full-service commercial real estate firm in the Quad Cities region
- Team of 15 experienced Brokers offering all specialties including site selection, office, retail, industrial, investment & property management
- Visit the website to download our Market Report summarizing market pricing for all disciplines

RUHLCOMMERCIAL.COM
563.355.4000

NA Ruhl Commercial Company
COMMERCIAL REAL ESTATE SERVICES, WORLDWIDE

f t i n x

68 MAY 2024 SITE SELECTION

SITE SELECTION MAY 2024 69

FIELD TO FAME

PRINT ADS



QC, THAT'S WHERE?
THAT'S WHERE YOU CAN **TAKE YOUR**
BUSINESS FROM FIELD TO FAME!

QC, That's Where small businesses grow big and big dreams take flight. Building on the legacy of companies like John Deere, Sears Seating, Whitey's Ice Cream, Nestlé Purina and ADM, our region has evolved into a global hub of innovation, where over 1,200 manufacturers thrive. From agriculture to industry, the QC is where creativity and craftsmanship meet opportunity and entrepreneurs are transformed from field to fame.

Our central Midwest location in a vibrant region on the Mississippi River offers unmatched multi-modal transportation, connecting companies with national and global markets. The QC boasts a technically skilled workforce, a low cost of doing business and a collaborative business ecosystem where success is shared.

Discover QC, That's Where we balance progress with potential and where your company can become the next big name on the global stage.

SCAN ME  **& LEARN MORE**

QUADCITIESCHAMBER.COM



Tami Pettsche

563.823.2655
tpettsche@quadcitieschamber.com



QC, THAT'S WHERE?
THAT'S WHERE YOU CAN **TAKE YOUR**
BUSINESS FROM FIELD TO FAME!

QC, That's Where our agricultural roots run deep and we're building on the legacy of John Deere. This global giant has transformed our region into a hub of innovation and growth, where local businesses flourish and connect with the global market. More than 1,200 manufacturers from all industry sectors support each other in a thriving ecosystem and call the QC home.

QC is the heart of the Midwest and where two states and the mighty Mississippi River are home to a family of communities. It's the sweet spot for industry and creativity, where there's an ease of doing business with multi-modal access to the coasts and a supply chain flush with materials. Our strong work ethic and the quality craftsmanship of our generational ag and manufacturing workforce are the primary reasons companies choose our region.

Discover more and become a part of the next wave of innovative companies in the Quad Cities.

SCAN ME  **& LEARN MORE**

QUADCITIESCHAMBER.COM

FIELD TO FAME

DIGITAL & SOCIAL

Digital

294,735 impressions

LinkedIn

803,868 impressions

May 1 – June 18



Quad Cities Chamber of Commerce

7,417 followers

1mo •

QC, That's Where? That's where you can take your business from field to fame! 🍷👏

Our region has a vibrant food manufacturing ecosystem, where production facilities, equipment hubs, and packaging giants converge to shape the future of food. 🍷 With abundant resources and a workforce renowned for its craftsmanship and dedication, the Quad Cities stand tall as the premier destination for industry leaders. Learn more <https://bit.ly/3QP1T2W>

#QCThatsWhere #FieldToFame #Manufacturing





QC, THAT'S WHERE!

BUSINESS ATTRACTION

ATTRACT NEW INVESTMENT

- *lead generation & familiarization tours*
- *outreach to site selectors & companies*
- *trade show & conference representation*



BUSINESS ATTRACTION

SITE SELECTOR & COMPANY OUTREACH

- *235 Out of Market Conversations*
- *7 - Site Consultant Conferences*
- *6 - Trade Show Representation*
- *Foreign Direct Investment at SelectUSA Conference*



***4 National Site Selectors
Industrial Focus
Business Advantages * Regional Laborshed***

FAM TOUR – SUMMER 24



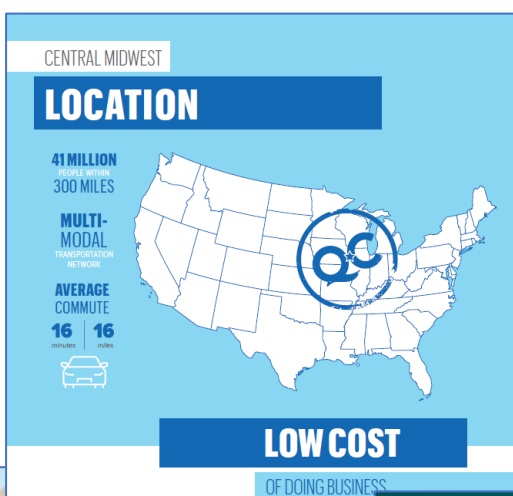
WHY CHOOSE

THE QUAD CITIES?

Where is the Midwest sweet spot for industry and creativity? QC. That's Where!

In the QC, there is an ease of doing business, a workforce skilled in manufacturing, a central location with multi-modal transportation access and a supply chain flush with materials for Fortune 500 companies in the region.

The Quad Cities attracts investors and entrepreneurs because it holds an inventive imagination that embraces entrepreneurship and global aspirations. QC offers an open-minded network and drive that make the region a hub of ambition and innovation for a new generation.



ANSWER RFIs FOR REGION

CENTRAL MIDWEST

LOCATION

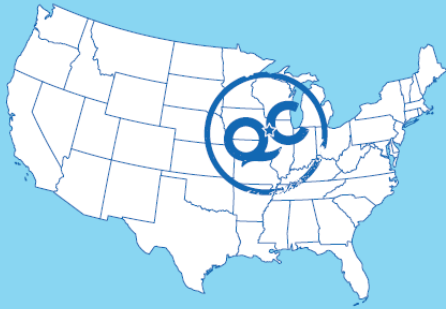
41 MILLION
PEOPLE WITHIN
300 MILES

MULTI-
MODAL
TRANSPORTATION
NETWORK

FOREIGN
TRADE ZONE

#133

SITE & BUILDING PERMITS
APPROVED WITHIN
8-10
WEEKS



LOW COST

OF DOING BUSINESS



COST OF DOING
BUSINESS
#28
(Forbes, 2020)



COST OF
LIVING
11% below U.S.
average
(C2ER, Q4 2022)



8th
LOWEST ELECTRIC
RATES IN U.S.
(MidAmerican Energy)



AVERAGE
COMMUTE
16 minutes | 16 miles

MANUFACTURING LABORFORCE

The QC's manufacturing workforce is well-known for their quality deliverables, keen attention to detail, low margin for error and institutional knowledge. Retention of these employees is a high priority for our regional manufacturers. In the last 5 years, companies have been awarded nearly \$20 million to spend on customized training for upskilling and reskilling new and existing employees.



LABORFORCE STATS

OCCUPATION (SOC)	TOTAL EMPLOYED IN QC REGION	MEDIAN PAY	LOCATION QUOTIENT
CNC Operator 51-9161	480	\$18.17	2.53
CNC Programmer 51-9162	50	\$29.01	1.44
Misc. Assemblers/ Fabricators 51-2090	2,080	\$17.48	1.29
Heavy Tractor Trailer Truck Drivers 53-2022	3,050	\$23.35	1.32
Industrial Machine Mechanic 49-9041	740	\$29.16	1.63
Welder 51-4121	1,420	\$17.67	2.93
Machinist 51-4041	730	\$22.95	1.80

NOTE: A Location Quotient greater than 1 indicates a larger share of employment than the nation.
(U.S. Bureau of Labor Statistics, May 2021 Occupational Employment & Wage Statistics)

WORKFORCE ROADMAP

IN THE QUAD CITIES

The Quad Cities Chamber can help you gain a better understanding of bi-state workforce partners that have direct access to individuals looking for employment opportunities. Once operational, we can collaborate to develop your workforce recruitment strategy and guide you in leveraging the right resources that will have the biggest impact.

YOUTH OUTREACH

- QC Youth Apprenticeship Consortium
- QC Internship Network
- High school work-based learning
- Dual credit and Career & Technical Education (CTE) academies
- Post-secondary training

2023 BEGINNING 71 HIGH SCHOOL APPRENTICES

STATE WORKFORCE SYSTEMS

- InvestWorks & Illinois American Job Center
- One-stop employment services
- Workforce Innovation & Opportunity Act (WIOA) – Iowa & Illinois workforce
- Company-specific job fairs
- Applicant screenings
- Job postings
- Training, funding and services

COMMUNITY COLLEGES & HIGHER EDUCATION

- 40 colleges & universities in a 90-mile radius
- Community college tuition support for manufacturing
 - Last Dollar Scholarship – Eastern Iowa Community Colleges
- Pre-apprenticeship course for advanced manufacturing
 - IGNITE Program – Blackhawk College
- Customized training, adult education and ESL support
 - 260E & 260F – Eastern Iowa Community Colleges

SPECIAL POPULATIONS LABOR POOL

- Veteran recruitment and incentive program
 - Home Base Iowa
 - SkillBridge
- Agency support serving job seekers
 - World Relief – immigrant, refugees & migrant worker population
 - Vocational rehabilitation – individuals with disabilities
 - Safer Foundation – justice-involved citizens

IOWA

INCENTIVES & FINANCIAL ASSISTANCE



The Quad Cities Chamber can help companies gain a better understanding of available programs within the bi-state region. Companies choosing to locate in the Quad Cities have access to financial assistance programs through several local, regional, state and federal economic development funds. Funding available is typically based on the cost of building improvements and/or construction of a new facility and the level of high-quality job creation.

PROGRAM	TYPE OF ASSISTANCE	PROGRAM DESCRIPTION
High Quality Jobs Program (HQJP)	Traditional Economic Development Incentives	The Iowa Economic Development Authority (IEDA) provides qualifying businesses assistance to offset some of the costs incurred to locate, expand or modernize an Iowa facility. This flexible program includes loans, forgivable loans, tax credits, exemptions and/or refunds.
Revitalize Iowa's Sound Economy (RISE)	Road & Rail Infrastructure Grants	The Iowa Department of Transportation promotes economic development in Iowa through the construction or improvements of roads and streets.
Industrial New Jobs Training (260E) & Iowa Jobs Training Program (260F)	Workforce Development Training Grants	Eastern Iowa Community Colleges (EICC) assists businesses in creating new positions with new employee training. Training is available at essentially no cost to the company. The community college finances the training through the sale of bonds, then retires the bonds by the company diverting 15% or 3% of their Iowa withholding taxes. EICC also has training funds available to upskill existing employees through the 260F program.



SUBMIT RFI RESPONSES

INDUSTRIAL PROJECT ACTIVITY – FY 24

- 95 projects; 76 considering *Illinois*
- Submitted 15 Rock Island buildings/sites for 10 projects

INDUSTRIAL PROJECT ACTIVITY – FY 25 to date

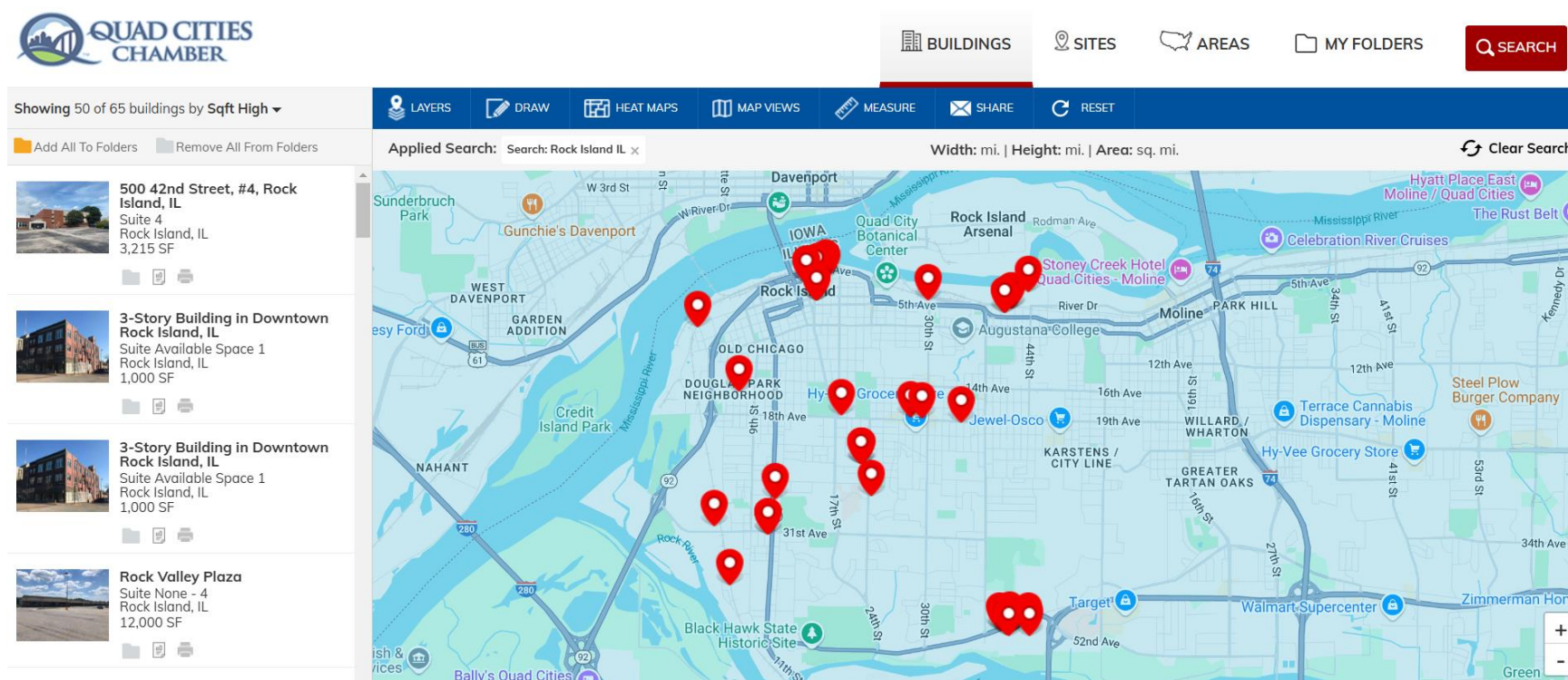
- 43 projects; 32 considering *Illinois*
- Submitted 6 Rock Island buildings/sites for 4 projects

PENDING: 6

CLOSED: 8

(As of 12/10/24)

ROCK ISLAND PIPELINE



QUAD CITIES
CHAMBER

BUILDINGS SITES AREAS MY FOLDERS SEARCH

Showing 50 of 65 buildings by Sqft High

Add All To Folders Remove All From Folders

Applied Search: Search: Rock Island IL x Width: mi. | Height: mi. | Area: sq. mi. Clear Search

500 42nd Street, #4, Rock Island, IL
Suite 4
Rock Island, IL
3,215 SF

3-Story Building in Downtown Rock Island, IL
Suite Available Space 1
Rock Island, IL
1,000 SF

3-Story Building in Downtown Rock Island, IL
Suite Available Space 1
Rock Island, IL
1,000 SF

Rock Valley Plaza
Suite None - 4
Rock Island, IL
12,000 SF

**Quad Cities
Chamber
website elevates
awareness &
promotes
70 properties in the
City of Rock Island:
59 buildings
11 sites**

SHOWCASE AVAILABLE PROPERTIES

Lawson Bost Site

- *Enhanced marketing brochure*
- *Additional promotion*



32 Regional Sites Studied

Analysis Included Per Site:

- *Industry Feasibility*
- *Labor Profile*
- *Tiered Readiness*
- *Staged action plans*



SITE CHARACTERIZATION TIER LEVELS

In today's fast-paced site selection landscape, enhancing your site's marketability is crucial to landing business investment. Companies and site selectors are looking for sites that will effectively mitigate risks and speed up their time to market. In working with a consultant, we have developed a five-tier system to characterize sites as they progress from initial site awareness to true site readiness, giving property owners and potential users a more granular perspective on a site's current status and the steps required for industry use.

Tier 1

- Owner(s) is/are agreeable to marketing the site for economic development purposes.
- Owner(s) will allow access to the property for site assessment and marketing purposes.

Tier 2

- Documented price and terms via an option agreement or other acceptable documentation.
- Comprehensive Plan reflects that the site is intended for industrial or commercial development land use, but the site is not zoned as such.

Tier 3

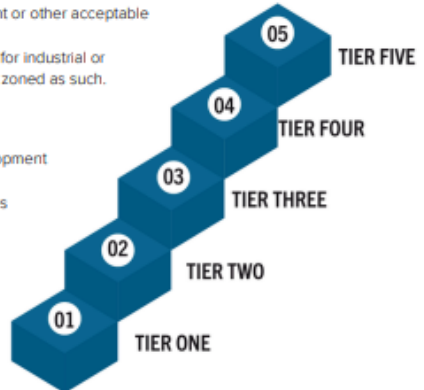
- The site is zoned for industrial or commercial development land use.
- Boundary survey with easements and encumbrances identified.
- Geotechnical Report.
- Topographic Survey.
- Completed Phase I Environmental Site Assessment.

Tier 4

- Archeological Report.
- Endangered Species Report.
- Completed waters of the US (wetlands and streams) delineation.
- Master Development Plan.

Tier 5

- Must be served or plan to be served with electrical service within 12 months.
- Must be served or a plan in place to be served with water service within 12 months.
- Must be served or a plan in place to be served with wastewater service within 12 months.



01 TIER ONE

02 TIER TWO

03 TIER THREE

04 TIER FOUR

05 TIER FIVE



Contact: Jenelle Wolber, EDFP | Quad Cities Chamber | 563.823.2679 | jwolber@quadcitieschamber.com

REGIONAL SITE READINESS REPORT PROVIDES PLAN FOR GROWTH

August 28, 2024



2 sites in Rock Island studied:

- ***Lawson Bost***
- ***Cramer***

*Industry Feasibility * Labor Profile * Tiered Readiness*



QC, THAT'S WHERE!

BUSINESS RETENTION & EXPANSION

GROWING EXISTING INDUSTRY

- *resource facilitation*
- *business development introductions*
- *outreach to primary industry businesses*
 - *identify expansion projects*



***ALM Positioners
Alter Logistics
Berge Plating
Crawford Company
Cummins Sales & Services
Illinois Casualty Company
IMEG
Liberty Packaging
Mandus Group
Performance Food Group***



Plant Equipment Co.
QC Blasting
Tibor Machine Products
Green Thumb Industries
RIA Garrison
RIA JMTC
Boetje Foods, Inc.
GTI
McLaughlin Body
Dohrn

BUSINESS OUTREACH

Business Assistance & Referral

***20 Business Connection calls; 10 additional company assists
78 Total Assists & Referrals***

Workforce Resource Assistance

Right Now Workforce Resources

Workforce training grants

Additional Resource Referrals

Business to Business Referrals

Export Assistance

Business Consulting

BUSINESS SUPPORT

***Chamber Hosted Tony Davis,
National Director of the
Manufacturing Institute's FAME Program
July 30, 2024***

Convened 60+ manufacturers to discuss the
formation of a local chapter focused on
developing a talent pipeline for
Maintenance Technicians



WORKFORCE SOLUTIONS



ILLINOIS
WORKFORCE
INNOVATION
BOARD



MISSISSIPPI VALLEY
WORKFORCE DEVELOPMENT BOARD

WORKFORCE BOARD REPRESENTATION



