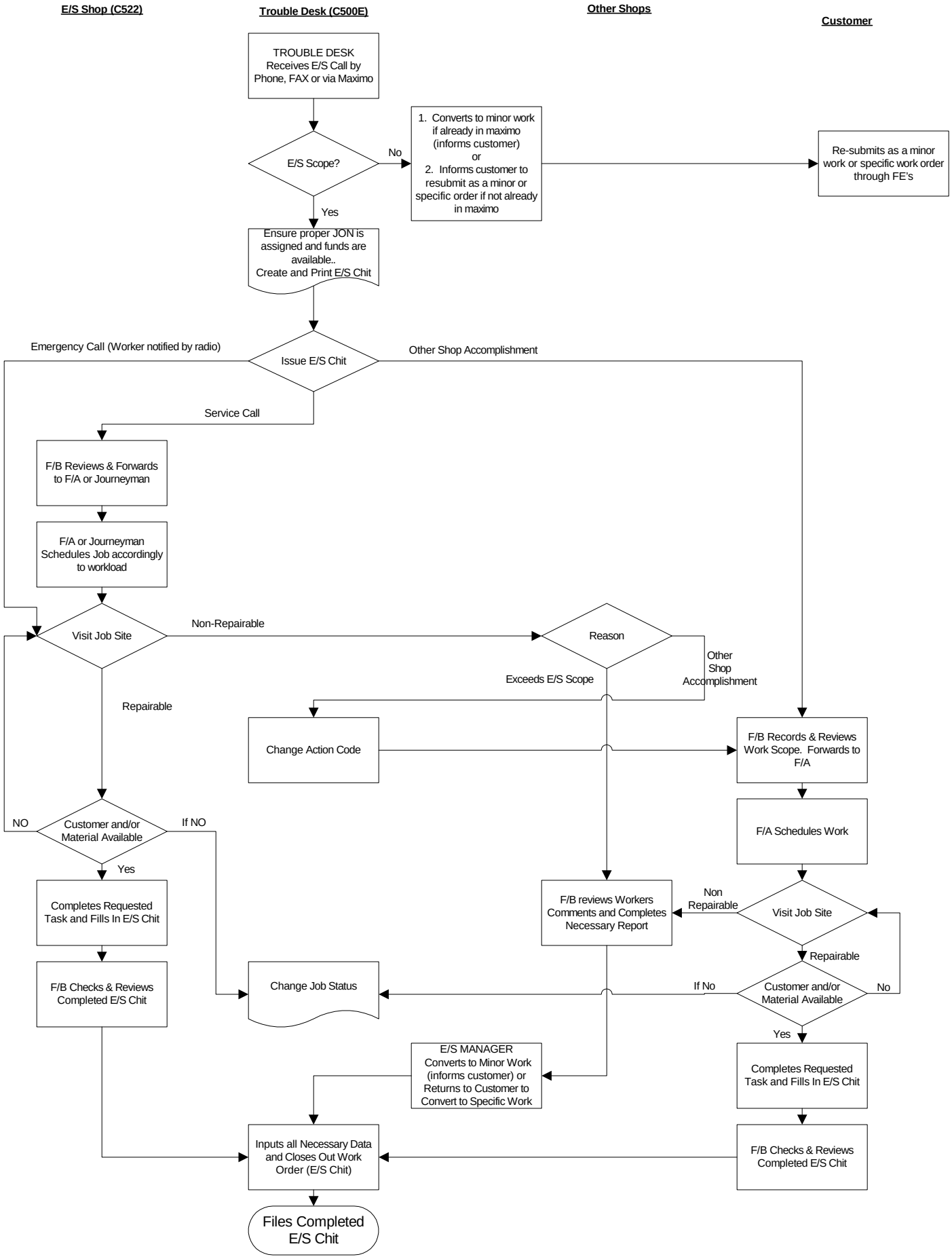
EMERGENCY & SERVICES WORK FLOW CHART

19 FEBRUARY 2002