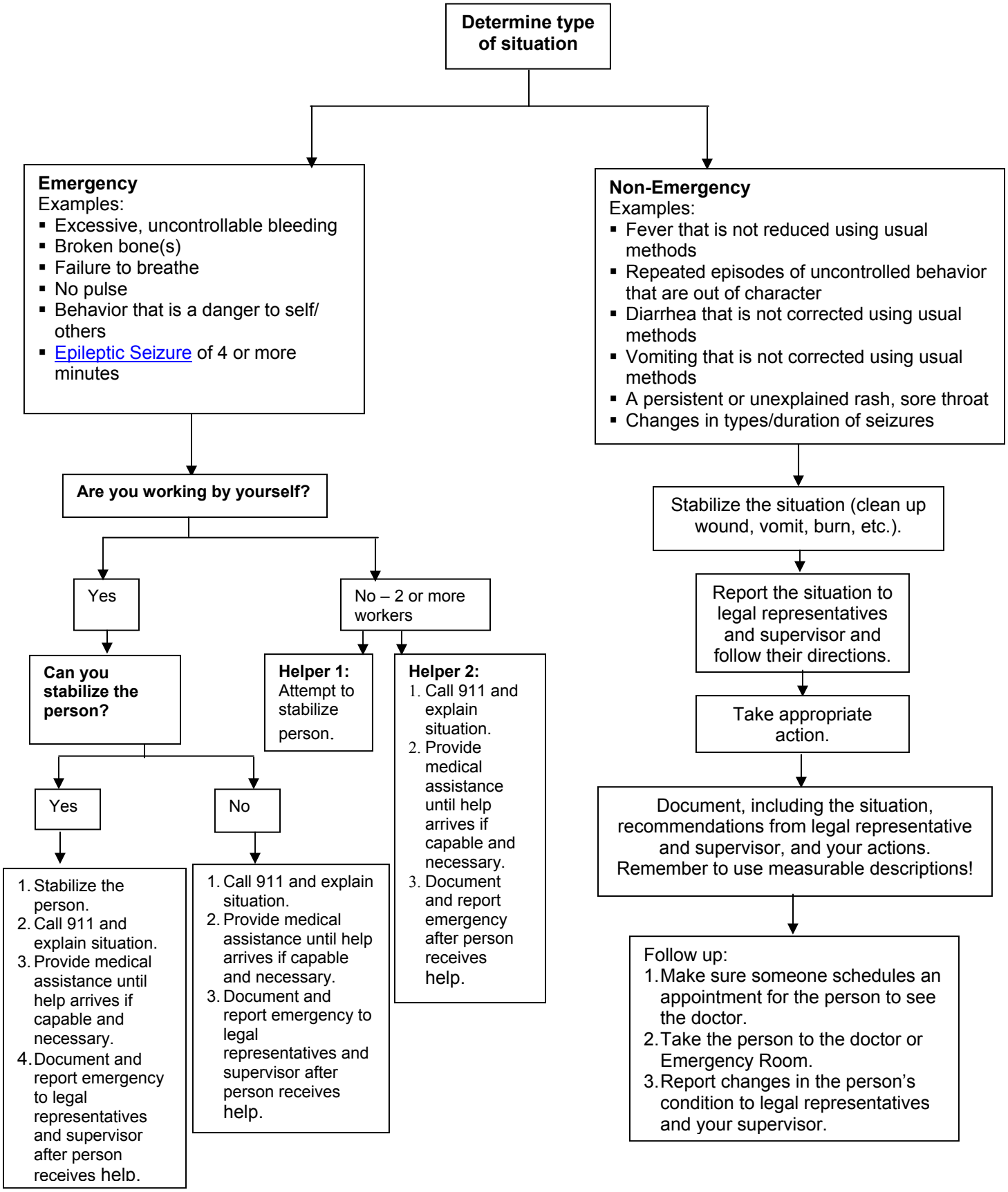Responding to Emergency and Non-Emergency Situations