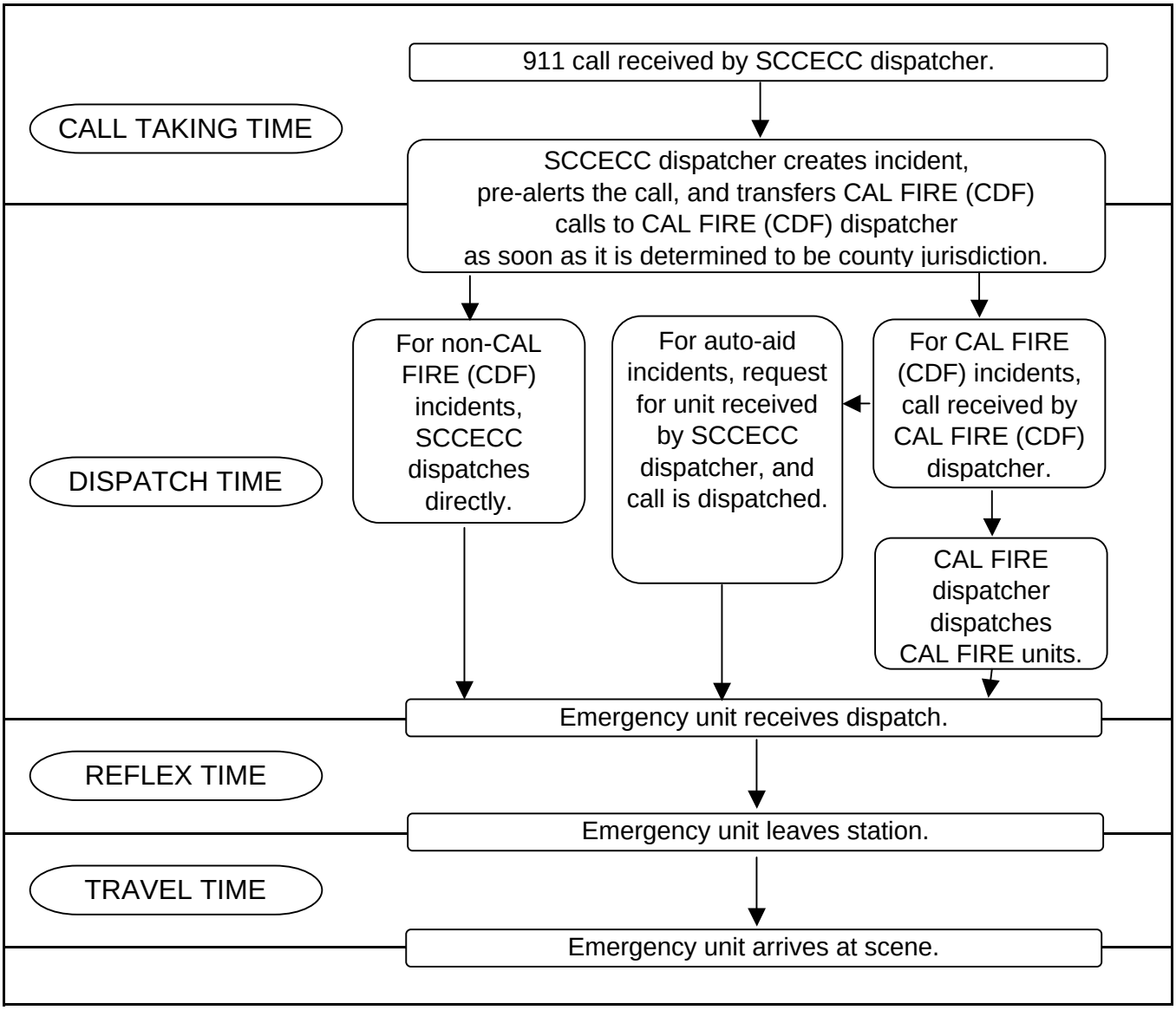RESPONSE PROCESS TO A 911 FIRE CALL