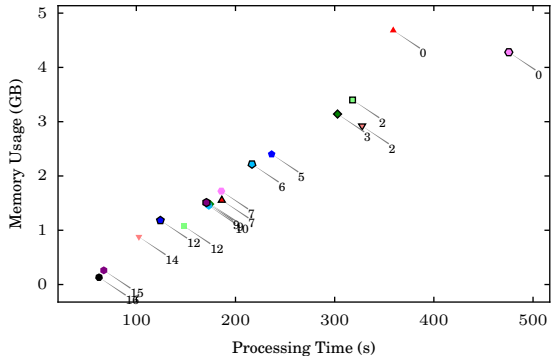


e) First Response Quality Objectives (COLIN)



f) First Response Cost Objectives (COLIN)