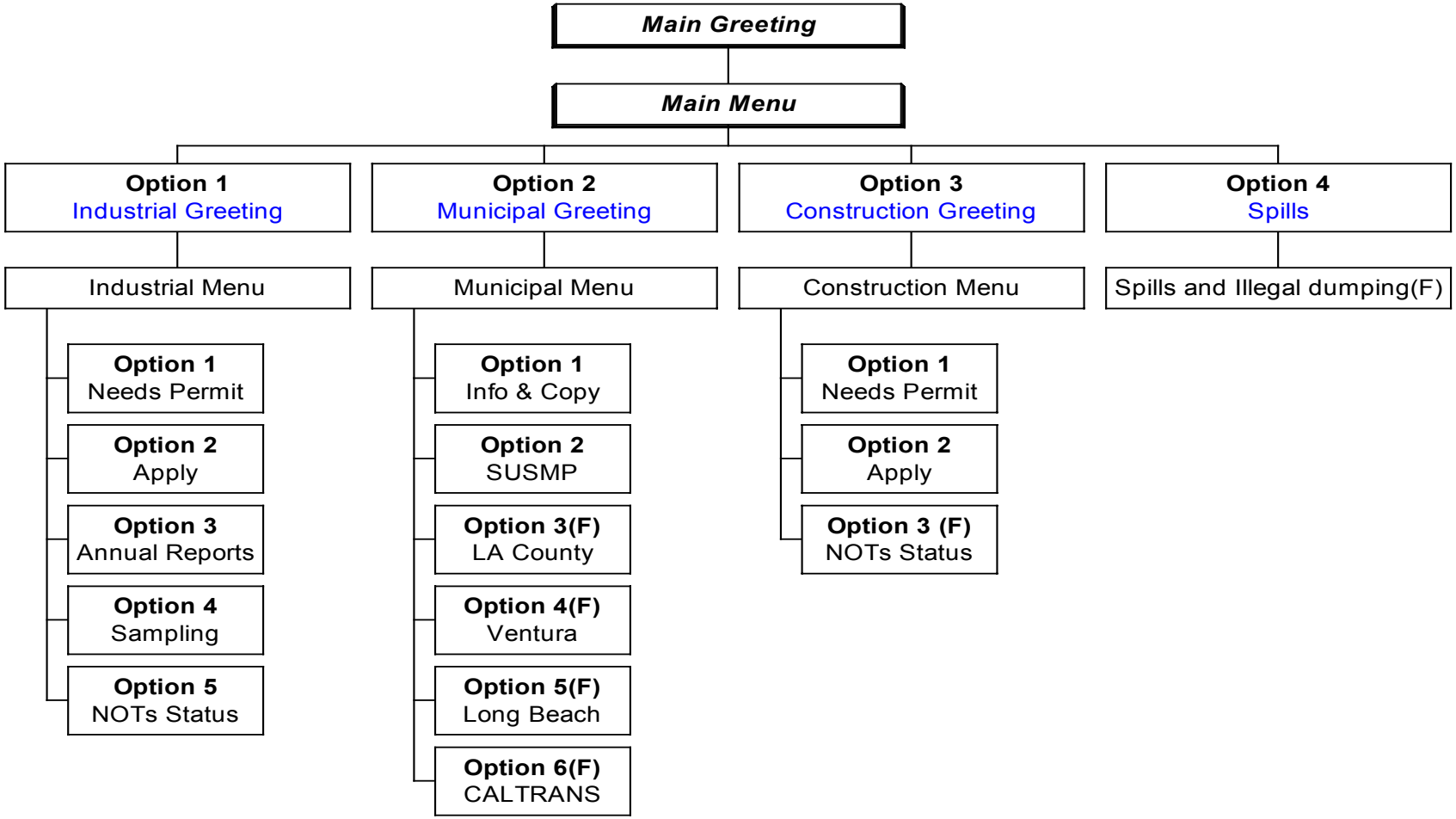Storm Water Hotline Answering System