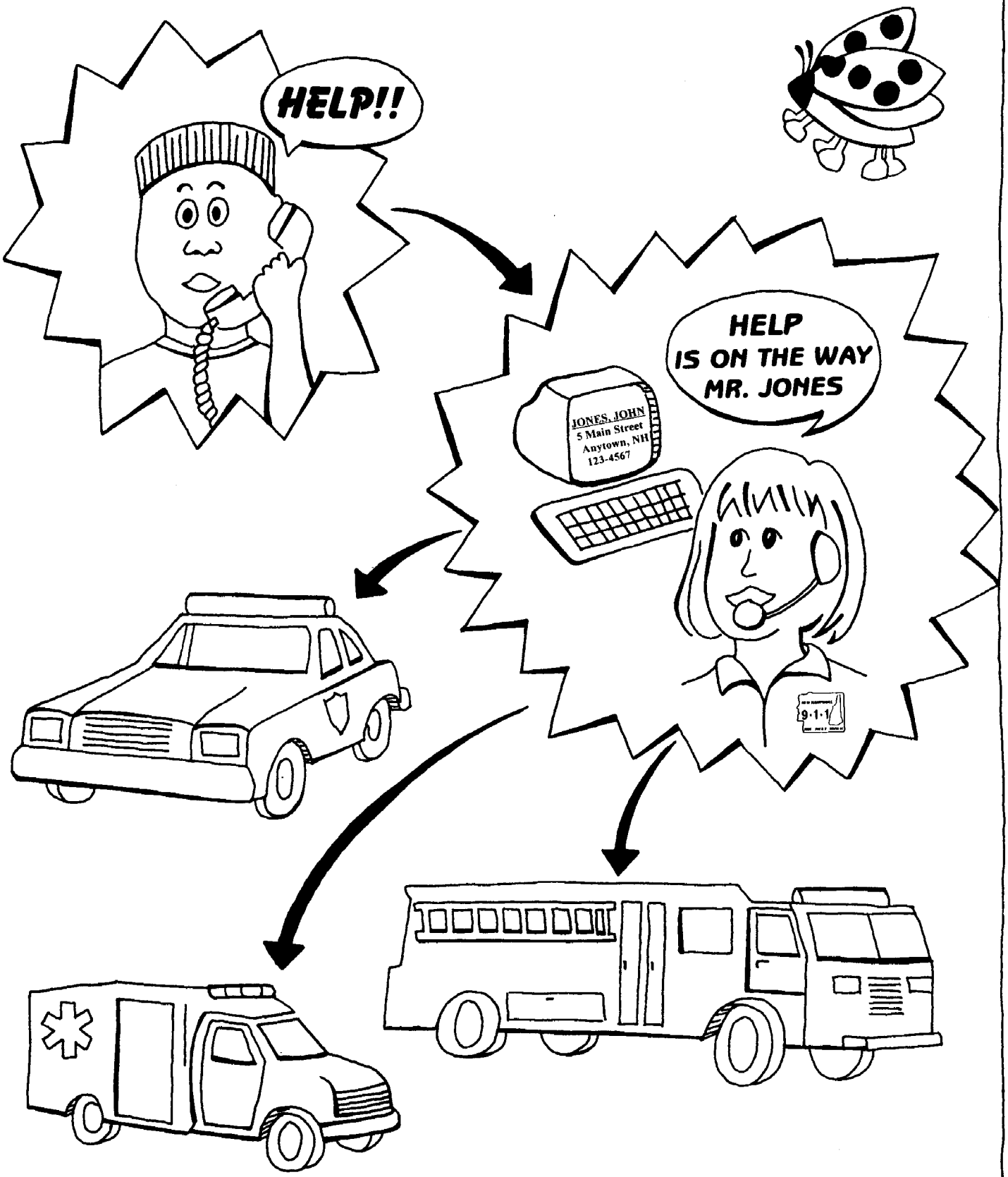HOW DOES 9-1-1 WORK?