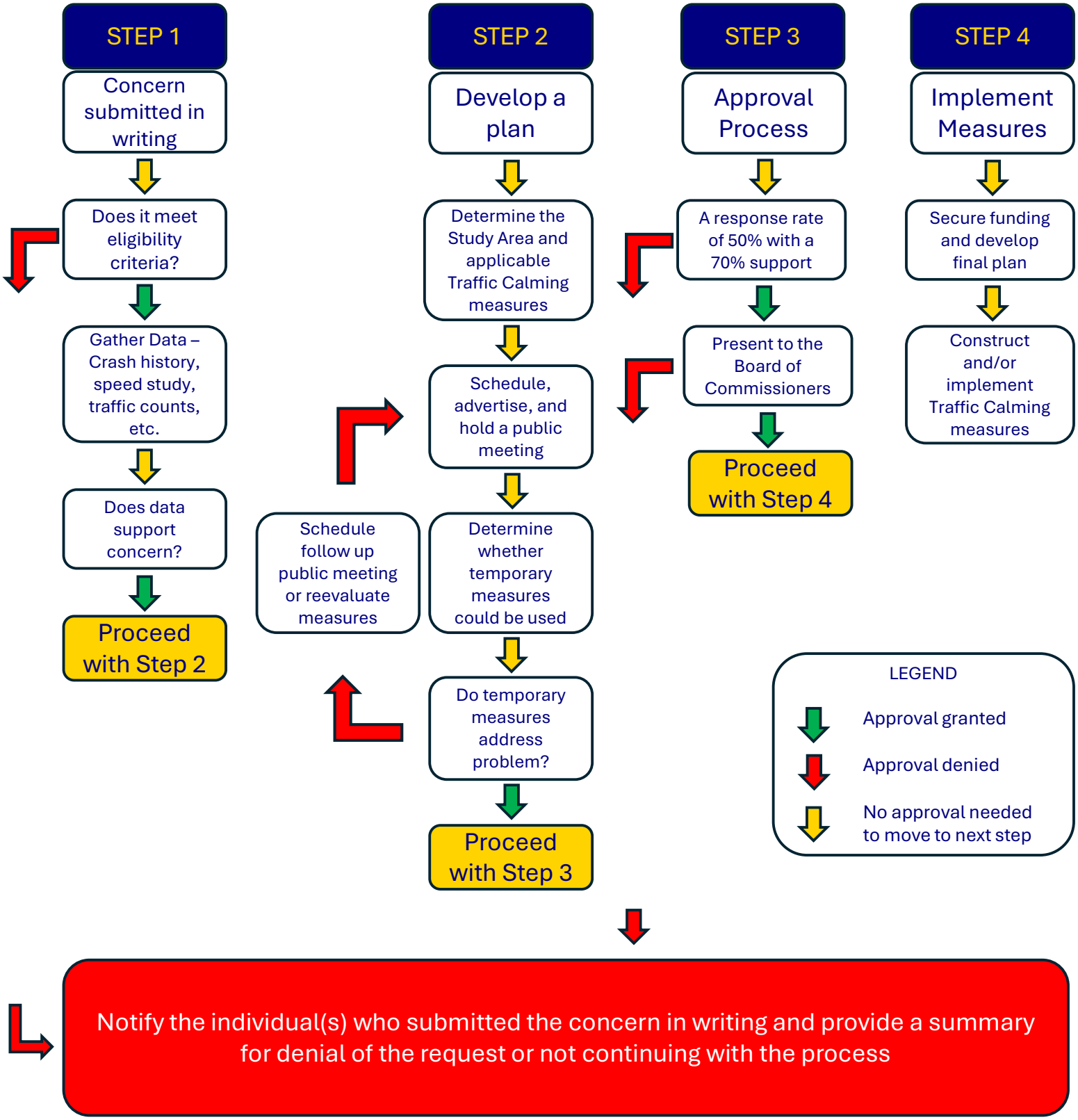TRAFFIC CALMING POLICY – PROCESS FLOW CHART