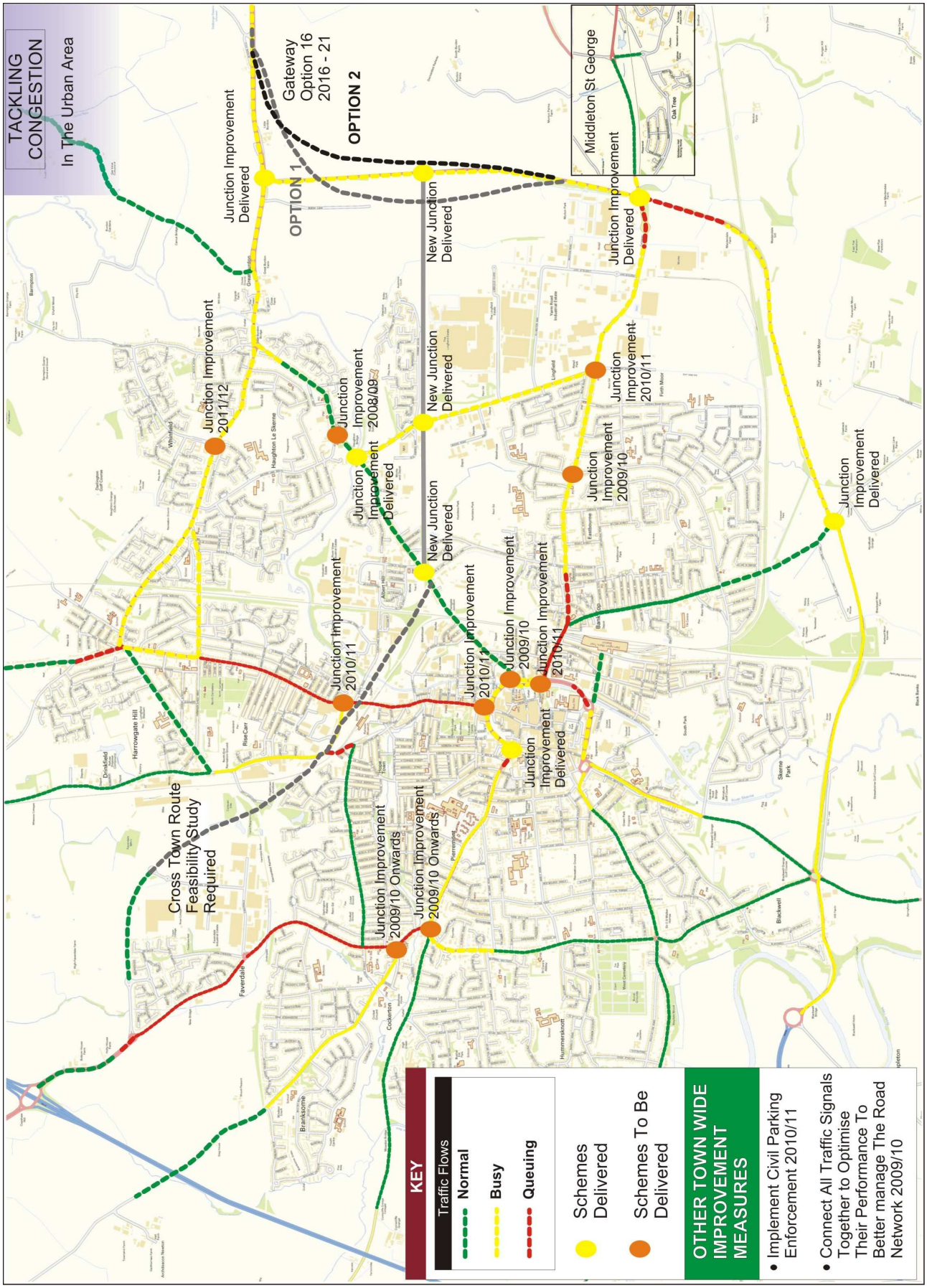Appendix 8 – Tackling Congestion