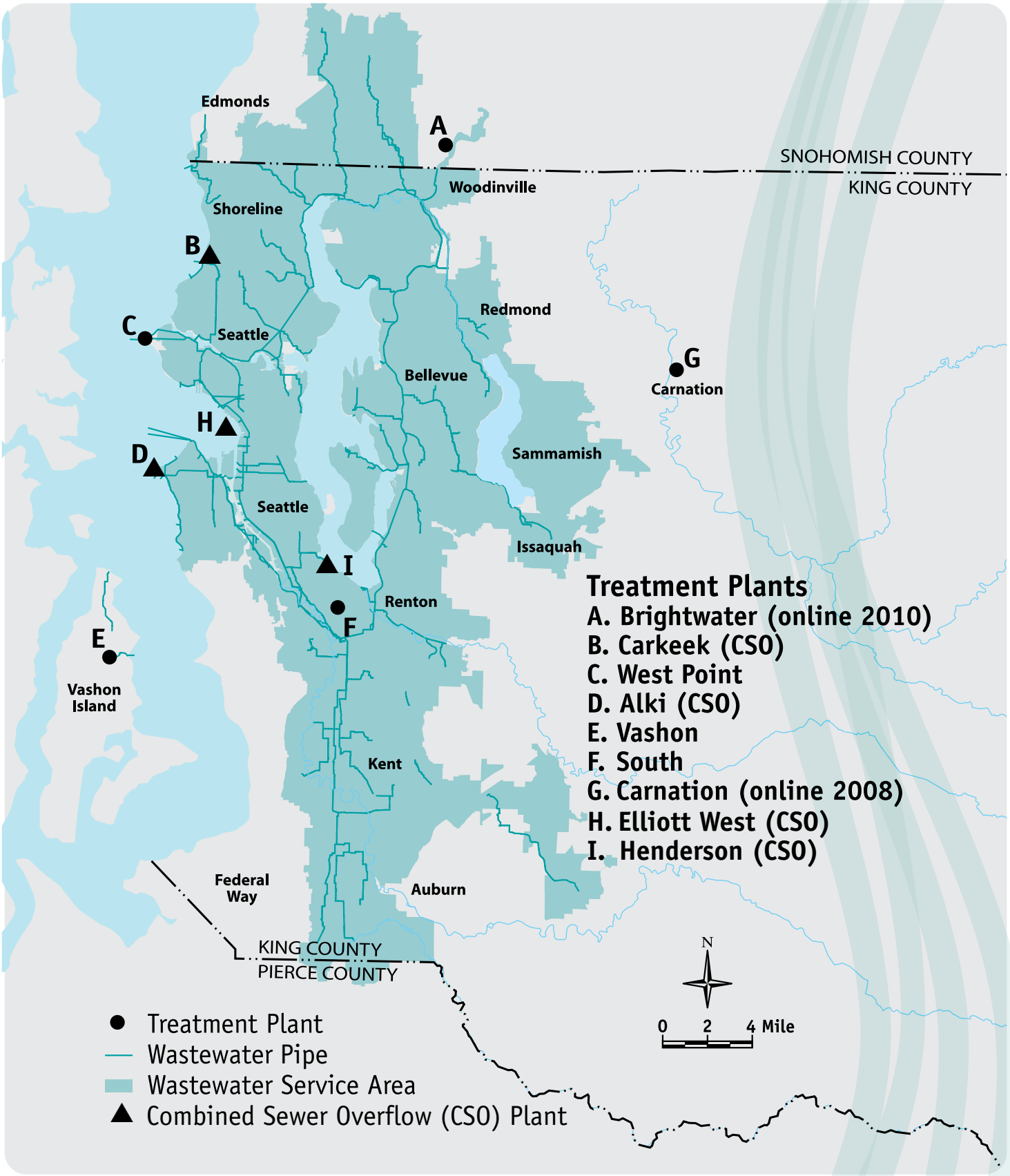Our service area and facilities