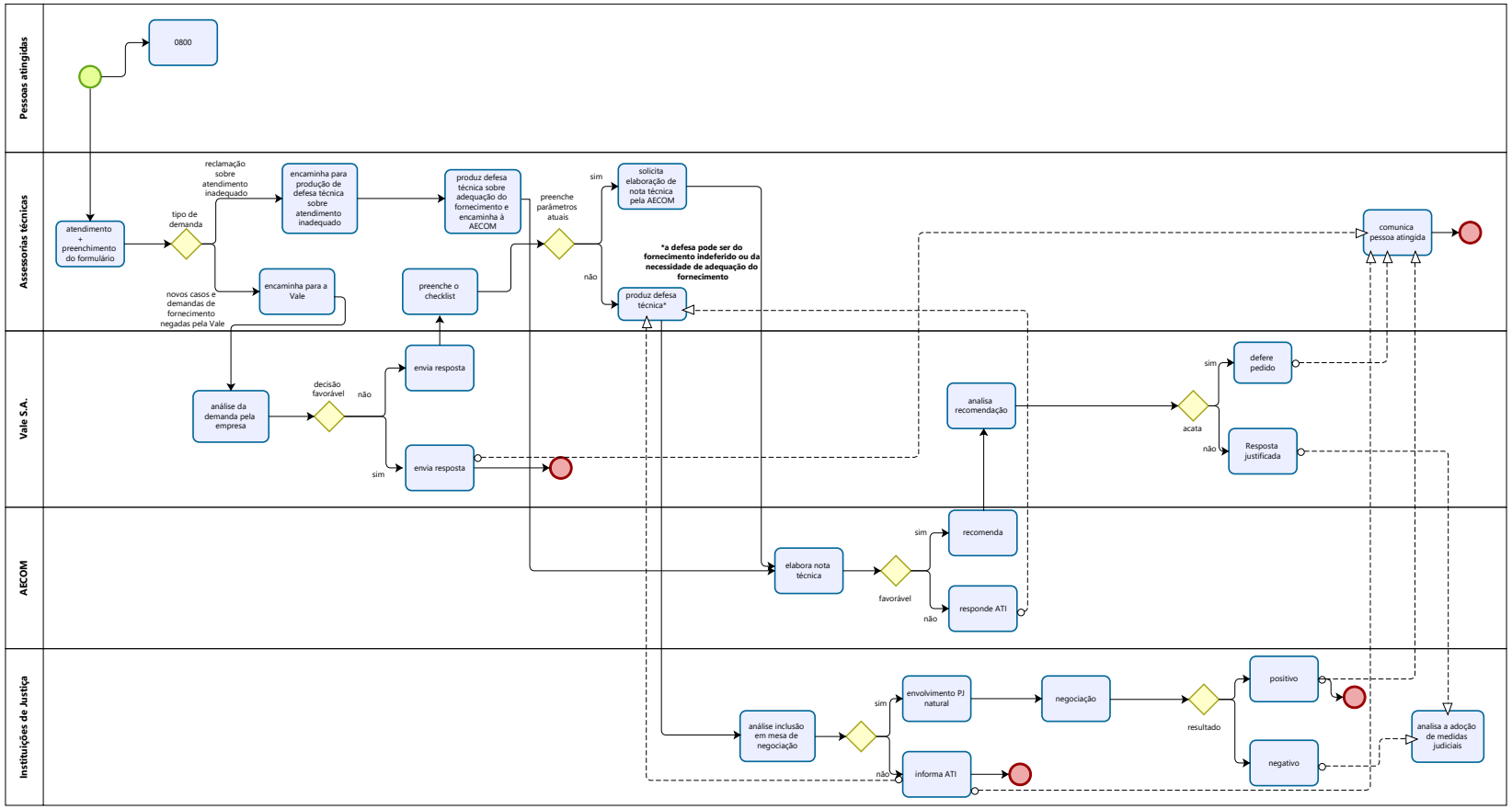1 FLUXO DE DEMANDAS EMERGENCIAIS