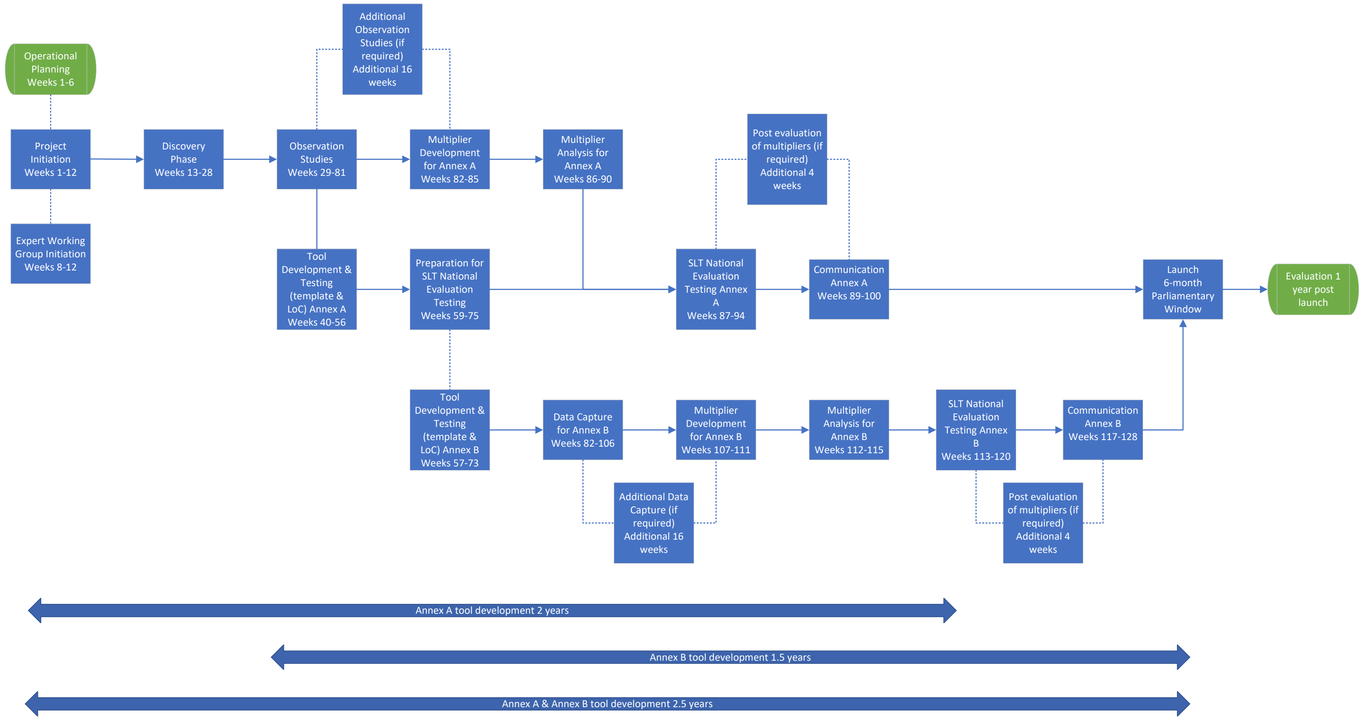Appendix 18 Staffing Level Tool Development Process