



2020 RAPID ANNUAL REPORT

Prepared by the Maryland Department of State Police

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2020 Annual Report

Regional Automated Property Information Database

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RAPID IN THE NEWS

- Meets the Challenge
- New & Updated
- RAPID Continues to Expand Partnerships

RAPID Meets the Challenge

Regional Automated Property Information Database

RAPID is a result of a collaborative effort among government agencies, legislators, law enforcement (LE) and Maryland's business community to protect its citizens from being victims of property crimes. It has not only proven to be an outstanding tool in enhancing law enforcement's ability to recover stolen property but has also assisted in solving a variety of other crimes. Since its inception, RAPID has led to the recovery of an estimated \$55,891,892 worth of property leading to the arrests of 13,958 suspects and closed 19,247 criminal investigations.

COVID-19 brought its own challenges to RAPID in 2020. This unprecedented pandemic brought much uncertainty in determining the ability for licensees to operate and the ability of our business partners, LE and citizens to maintain their health and safety.

The RAPID Unit worked closely with allied law enforcement and local businesses required to report electronically to ensure they were operating within the recommendations and guidelines.

During 2020, RAPID also proactively created a public awareness bulletin for Maryland's citizens in an effort to reduce their risk of theft. The bulletin informed Marylanders of different

strategies and applications to help mark, protect and deter criminals from stealing their property. These techniques may also assist LE with recovering the victim's property if it were to be stolen. The bulletin was shared on multiple social media outlets to improve theft prevention awareness.

| RAPID GROWTH | | |
|--------------|-------------|---------------|
| Year | Total Users | Total Queries |
| 2010 | 1559 | 113,670 |
| 2011 | 2062 | 578,578 |
| 2012 | 2541 | 881,246 |
| 2013 | 3024 | 1,161,699 |
| 2014 | 4797 | 1,478,317 |
| 2015 | 5750 | 1,669,750 |
| 2016 | 5384 | 2,089,914 |
| 2017 | 5635 | 2,711,592 |
| 2018 | 5928 | 2,957,698 |
| 2019 | 6032 | 3,354,076 |
| 2020 | 6386 | 3,613,429 |

Maryland RAPID Laws and Acronyms

- Business Regulation Article Title 12** – Regulates the acquisition of pawn and precious metal transactions.
- Business Regulation Article Title 17, Sub-Title 10** – Regulates the acquisition of scrap metal transactions.
- Transportation Article Title 15, Sub-Title 5** – Regulates the licenses of Automotive Dismantlers, Recyclers, Scrap Processors and the acquisition of whole and vehicle part transactions.
- Transportation Article Title 25, Sub-Title 2** – Regulates the disposition of abandoned vehicles.

ADRS – Automotive Dismantlers, Recyclers and Scrap Processors
BWI – Business Watch International
DL – Department of Labor

LE – Law Enforcement
MVA – Motor Vehicle Administration
NCIC – National Crime Information Center

RAPID Report by Jurisdiction

"The Charles County Sheriff's Office is grateful to have had the opportunity to partner with RAPID since its inception over a decade ago. RAPID has proven to be a vital tool for law enforcement in our mission to protect and serve our citizens and their property. In 2020, nearly \$20,000 in property was recovered through the use of this program in Charles County alone. Having the ability to better connect us with our allied agencies has proven invaluable and is certainly reflected in the success we've seen not only here in Charles County but collaboratively as a region."

Sheriff Troy Berry
Charles County
Sheriff's Office

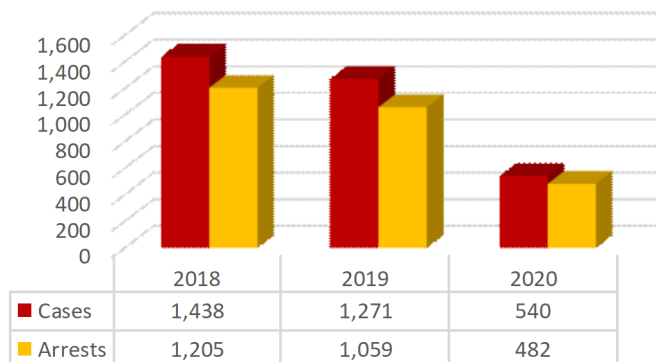
| County | Cases | Arrests | Recovery |
|------------------------|-------|---------|-----------|
| Allegany | 10 | 5 | \$2,185 |
| Anne Arundel | 7 | 6 | \$120,250 |
| Baltimore County | 194 | 194 | \$751,825 |
| Baltimore City | 52 | 52 | \$185,795 |
| Calvert | 2 | 2 | \$2,902 |
| Caroline | 3 | 3 | \$4,200 |
| Carroll | 34 | 5 | \$8,855 |
| Cecil | 5 | 3 | \$16,035 |
| Charles | 12 | 11 | \$19,317 |
| Frederick | 2 | 1 | \$435 |
| Garrett | 6 | 3 | \$3005 |
| Harford | 13 | 12 | \$12,195 |
| Howard | 50 | 44 | \$77,974 |
| Kent | 2 | 1 | \$1,500 |
| Montgomery | 7 | 2 | \$6,999 |
| Ocean City | 1 | 1 | \$3,000 |
| Prince George's | 45 | 85 | \$69,329 |
| Queen Anne's | 12 | 5 | \$32,484 |
| Somerset | 0 | 0 | \$0 |
| St. Mary's | 7 | 3 | \$5,339 |
| Talbot/Dorchester* | 5 | 7 | \$4,494 |
| Washington | 42 | 21 | \$12,425 |
| Wicomico | 4 | 4 | \$360 |
| Worcester | 0 | 0 | \$0 |
| Westminster | 4 | 4 | \$3,641 |
| Multi - Jurisdictional | 21 | 8 | \$948,925 |

* Statistics combined.

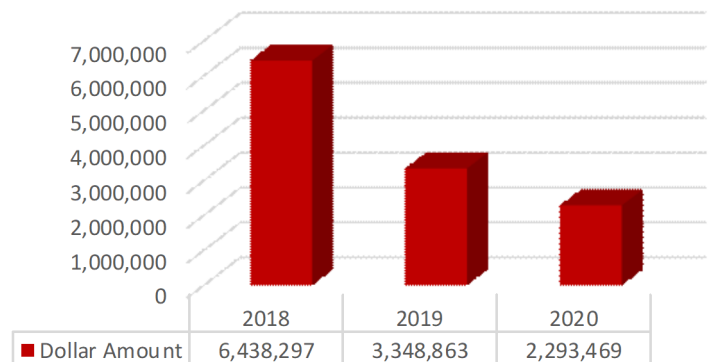
2020 Statistics

(Statistics and success stories are self-reported by the individual agencies.)
 (Not all agencies track these exact parameters or account for subsequent investigations.)
 (It is important to note many businesses were closed for a period of time due to the pandemic.)

RECENT YEARS



RECOVERY



RAPID Administration & Upgrades

Even through the challenges of 2020, RAPID and its LE partners were able to see the completion of a much anticipated, enhanced and user friendly platform. This platform provides LE with an updated look and more proficient and comprehensive results. The RAPID county administrators were instrumental throughout the development of the new platform. Administrators completed testing and provided feedback to ensure the best product for RAPID users. Once completed, the RAPID Unit and administrators were tasked with migrating all of its LE users from the previous version of RAPID to

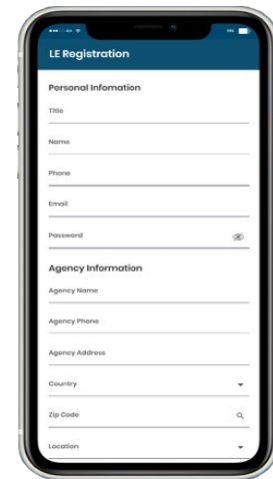
“Without RAPID, this theft would have been undetected.”

**RAPID Administrator
Anne Arundel County Police
Department**

the new platform. This would not have been possible without their assistance, cooperation and dedication. A huge thank you for those who assisted with this monumental task.

Along with the new platform, Business Watch International and their partner ProTech DNA launched a mobile app that provided LE with access to real-time searches and results. RAPID also completed a new server migration to help ensure the growth of the program into the future.

With all of the obstacles presented by COVID-19, RAPID was given the opportunity to alter the delivery of training. This adaptation resulted in the creation of on-line training sessions. The course was implemented to ensure the health of LE, all while providing them the ability to access vital records within RAPID to safeguard our citizens and their property. In 2020, 14 training sessions were conducted resulting in 248 new users being trained, bringing the overall total RAPID users to nearly 6,400.



Cross Border Partnerships

Throughout its growth, RAPID currently provides access to 260 allied agencies in Delaware, District of Columbia, Pennsylvania, New Jersey, Virginia and West Virginia.

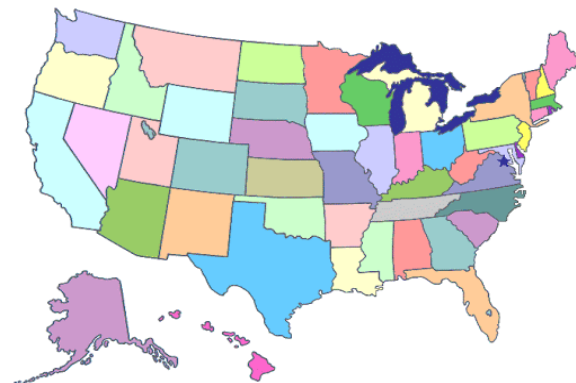
Since 2010, RAPID has continued to build strong partnerships to assist in solving cross border crimes. These types of investigations refer to crimes that are committed in one state and are continued in another.

| Partners | Users | Agencies |
|----------|-------|----------|
| DE | 1388 | 82 |
| DC/FED | 182 | 37 |
| PA | 201 | 106 |
| NJ | 3 | 2 |
| VA | 284 | 25 |
| WVA | 19 | 8 |

The value in maintaining border state partnerships is to further enhance LE capabilities in using the RAPID system to identify suspects who utilize statewide borders to frustrate apprehension and the identification and recovery of stolen property.

The ability of LE to network through information sharing is critical as criminal enterprises cross state lines to commit and profit from their crimes. RAPID administrators and LE employ numerous strategies to combat this with open lines of communication to include; in person/online meetings, educating licensees, trainings, bulletins both for LE and licensees and much more. While it may seem to be a nearly impossible goal to reach, Maryland continues to pioneer with its business partners to

foster a future where the criminals ability to cross state lines to avoid detection will no longer hinder LE and property owners. This is being done as RAPID grows ever closer to a possible national database/server where LE and businesses are working together for the benefit of our victims.



Cross Border Investigations

Cecil County, MD to DE:

The Cecil County Sheriff's Office investigated a theft of tools. A RAPID search located the stolen property in Maryland and Delaware. This case was closed by arrest.

SC to Dorchester County, MD:

A RAPID NCIC report identified a taser that had been stolen from South Carolina and was pawned in Maryland. Additional investigation revealed the suspect was wanted in South Carolina for numerous charges. The suspect was charged for the theft and as a prohibited person in possession of a firearm.

DC to Prince George's County, MD:

Jewelry stolen during a burglary that occurred in the District of Columbia was located in Prince George's County, Maryland. This resulted in the recovery of \$5,100 in stolen property and a case closure by arrest.

GA to Anne Arundel County, MD:

A RAPID NCIC hit revealed a stolen Xbox from a Georgia military base was later pawned in Maryland. Investigation revealed the suspect was recently transferred to a Maryland military base and sold the property at a pawn shop.

PA to Western, MD:

RAPID assisted with identifying a suspect involved in multiple thefts from a retail store. The suspect was arrested and charged with stealing \$4,789 worth of tools.

St. Mary's County, MD to VA:

The St. Mary's County Sheriff's Office investigated a series of burglaries. A RAPID check revealed the stolen property was located in Maryland and Virginia. This resulted in the closure of four cases by arrest and the recovery of nearly \$1,000 in property.

Eastern, MD to DE:

RAPID was used to identify suspects involved in a burglary and theft scheme where property was stolen from Maryland and being sold in Delaware. Due to the information learned from RAPID and the investigation, several search warrants were issued. As a result, four suspects were arrested and ten cases were closed between MD and DE. Two firearms and \$31,000 in property were also recovered.

WV to Washington County, MD:

A RAPID NCIC hit of stolen property from Martinsburg, West Virginia revealed it was pawned in Maryland. The property was recovered and the case was closed by arrest.

"The system is great. We use it a lot."
Detective
Pennsylvania State Police

RAPID Success with Business Crimes



Howard County, Anne Arundel County and Baltimore City - Theft of Electronics:

The Howard County PD Property Unit investigated seven commercial burglaries including the theft of 52 computers stolen from the US Army. The stolen property was located in Anne Arundel County and Baltimore City resulting in all cases being closed by arrest.

Harford County - Employee Theft:

With the use of RAPID, Harford County Sheriff's Office detectives identified two employees of a distribution center pawning thousands of dollars of stolen, new-in-box items. The stolen property was recovered and the case was closed with two arrests.

Anne Arundel, Baltimore and Harford Counties - Commercial Retail Theft:

MDSP detectives investigated a large theft scheme involving numerous retail stores in multiple jurisdictions. RAPID checks lead to the discovery of two suspects pawning the stolen items. Both suspects were arrested and admitted to stealing approximately \$68,000 worth of property resulting in the closure of twelve cases.

Montgomery County - Retail Theft:

An investigation was conducted by the Montgomery County PD of similar retail thefts. RAPID checks revealed the stolen items were pawned. Five cases were closed and two arrests were made.

WSSC PD - Employee Theft:

The Washington Suburban Sanitary Commission PD conducted an extensive theft investigation utilizing RAPID. Investigation revealed an employee was being assisted by a co-conspirator. After arresting both suspects, RAPID was used for a detailed history search which uncovered numerous transactions. RAPID was credited with leading to the successful prosecution of the two suspects who stole approximately \$250,000 of scrap metal.

"With the partnership of the Maryland State Police RAPID Unit, we have been able to identify and prosecute high velocity boosters. Quite a few of the individuals were unknown to our company, making the partnership we have extremely valuable to our company."
ORC Investigator
Mid-Atlantic Region

"I think the program is great and keeps everyone on the same playing field. RAPID is also very responsive to all questions."
ADRS Dealer
Southern Maryland

Cross Jurisdictional Accomplishments

Howard, Anne Arundel, Baltimore City:

Howard County PD completed a RAPID check for stolen property from a retail theft and a suspect was developed. During the investigation it was learned the suspect was operating a stolen vehicle reported through Anne Arundel County PD. The vehicle was recovered and the suspect was arrested.

Carroll, Anne Arundel and Baltimore:

Carroll County Sheriff's Office investigated a theft of catalytic converters stolen from a garage and located after a RAPID search. As a result of information sharing, it was learned the suspect was involved in several other thefts that occurred in multiple jurisdictions. The suspect was arrested and cases closed.

Anne Arundel, Baltimore, Baltimore City, Harford, Howard and Prince George's:

Multiple suspects were involved in a theft scheme of copper wire along roadways throughout central Maryland. Suspects were identified utilizing RAPID. It was later determined the Maryland Department of Transportation estimated a \$620,000 loss in materials alone. The investigation led to the arrest of four suspects and closed at least eight cases.

Montgomery and Prince George's:

A RAPID check was conducted and revealed property stolen from Montgomery County. Investigators recovered \$3,650 in stolen property from Prince George's County. Case closed by arrest.

Prince George's, Anne Arundel, Baltimore, Howard and Montgomery:

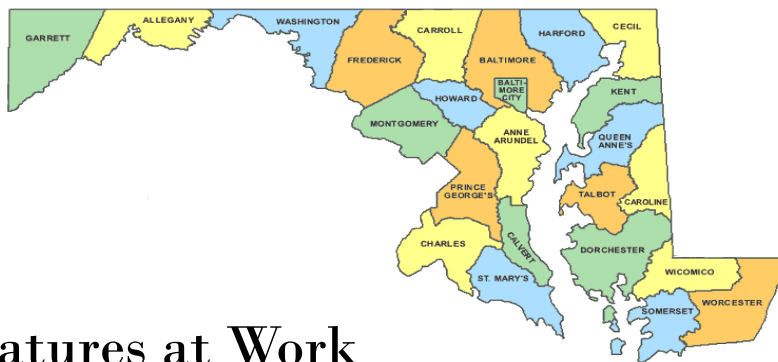
A check of RAPID led the Maryland-National Capital Park Police, Prince George's County Division to pawned items stolen during multiple thefts from vehicles. This led to three arrests and three cases being closed. Additionally, information provided to other jurisdictions led to the discovery of other thefts.

Charles and Prince George's:

Prince George's County PD checked RAPID as a result of a burglary where studio equipment was stolen. The property valued at \$599 was located in Charles County. The property was recovered and the case was closed by arrest.

"The tag number that you were able to provide me through RAPID was a tag number that was a missing piece during my investigation."

*Sergeant
Maryland State Police*



RAPID Features at Work

RAPID has many features that enhance law enforcement's ability to recover stolen property. These features are developed from suggestions provided by law enforcement using RAPID.

HIGHLIGHTED FEATURES

- eBay Search
- Tag Number Search
- Serial Search
- NCIC Smart Match
- Saved Search Alert
- NCIC Alert

Ocean City PD - eBay Search:

Stolen items from a victim in Ocean City, MD were located after a RAPID eBay search. Additional checks in RAPID were completed and led to the recovery of \$3,000 in stolen property at a pawnshop in Washington County. Case closed by arrest.

Kent County SO - Tag Search:

A suspect was identified stealing copper from a utility company on two separate occasions. A tag search revealed the suspect was selling the property in Delaware. The case was closed by arrest.

MDSP Harford County - Serial Search:

A serial search was completed for items stolen during a theft. The search led to the recovery of \$2,695 in stolen property and resulted in two cases being closed with two arrests.

Anne Arundel County PD - NCIC Smart Match:

A NCIC Smart Match where like numbers and symbols were cross referenced was investigated. The check revealed it was a valid NCIC hit, leading to the recovery of an unregistered weapon.

Anne Arundel County PD - Saved Search:

A saved search can be completed for an item description, address or phone number. A saved search led to the discovery of a class ring. In this case the investigation revealed the class ring was stolen from a victim in New York. The suspect who pawned the ring was a contractor who resided in Maryland.

Wicomico County SO - NCIC Alert:

A RAPID NCIC alert revealed a gaming system was stolen and pawned in Wicomico County. The property was recovered and the case closed.



RAPID Investigative Successes

"Thanks to your system it helped piece together this very complex felony theft case and was instrumental in the successful prosecution of two suspects."

Detective

WSSC Police Department

Westminster City - Theft:

During a theft investigation, a RAPID check identified two suspects. Investigators recovered \$1,515 in stolen property. The case was closed with two arrests.

Caroline County - Burglary:

A RAPID check was conducted and led to the recovery of \$9,500 in stolen property in Delaware. Three arrests were made and three cases were closed.

Pennsylvania - Theft:

RAPID was checked and stolen scrap items were located in Washington County. Investigation also revealed the seller's vehicle tags were switched and the vehicle was stolen. The suspect was arrested and two cases were closed.

Charles County - Assault/Theft:

During an assault and theft investigation, a RAPID check assisted with identifying the suspect and recovering \$9,000 worth of jewelry. The property was recovered and the case was closed by arrest.

MDSP Cecil County - Burglary:

RAPID was used during several burglary investigations and provided a suspect. This resulted in three cases being closed by arrest and the recovery of \$12,335 in stolen property.

Prince George's County - Jewelry Theft:

A retail store was the victim of a burglary where U.S. currency and jewelry were stolen. A RAPID check led to the recovery of the stolen property. The case was closed by arrest.

Baltimore County - Theft:

RAPID was used to develop a suspect involved in the theft of batteries valued at \$2,134. Three cases were closed by arrest.

MDSP Calvert County - Theft:

A RAPID check was completed in two separate theft investigations which led to the recovery of \$2,902 in stolen property. One case was closed by arrest.

Cecil County - Theft:

A RAPID NCIC alert was received and multiple power tools were confirmed as stolen through the Elkton PD. The property was recovered and the case was closed.

Anne Arundel County - Theft:

During a very intricate investigation by the Anne Arundel County PD, RAPID checks provided multiple investigative units with information leading to an arrest and the recovery of \$120,000 worth of stolen jewelry located in Baltimore County.

Charles County - Theft:

A search of RAPID revealed a stolen ring was pawned. An interview of the suspect revealed they stole the item at a residence while working for a cleaning company. The case was closed by arrest.

Howard County - Theft:

A suspect was developed from a RAPID search for the theft of numerous batteries. A suspect was identified, arrested and admitted to several other thefts occurring in the area. The case was closed by arrest.

MDSP MSAT - Warrant Services:

A RAPID search was completed in an attempt to identify and locate a suspect wanted on felony charges. The search revealed an additional tag number associated with the subject that ultimately led investigators to a location where the subject was arrested.

St. Mary's County - Burglary:

A RAPID check for scrap wire related to several burglary investigations was conducted. A suspect was identified and additional stolen property was discovered to have been pawned. As a result, multiple cases were closed by arrest.

Queen Anne's County - Burglary:

A RAPID search was conducted for a suspect involved in a burglary and theft of tools valued at \$1,370. The RAPID search led to the recovery of the tools and identified a suspect. The case was closed by arrest.

Baltimore City - Burglary:

RAPID queries of numerous stolen electronic items were conducted by investigators during three separate burglary investigations. The search revealed the items were pawned. Investigators were able to identify the suspects, recover the property and close the cases by arrest.

Wicomico County - Theft:

A suspect was checked through RAPID revealing they pawned jewelry related to a theft investigation. The property was recovered and the case was closed by arrest.

MDSP Frederick County - Burglary:

A RAPID check revealed a tool stolen during a burglary was later pawned. A suspect was developed and the property valued at \$375 was recovered. The case was closed by arrest.

MDSP Dorchester County - Burglary:

RAPID was used to locate property stolen during a burglary and pawned in Delaware. The property was recovered and the case was closed by two arrests.

Charles County - Burglary:

A person of interest in a burglary investigation was searched in RAPID and found to have pawned the victim's stolen ring worth \$5,000. The property was recovered and the case was closed by arrest.

"Thank you so much for telling me the good news. The picture with the ring and other stuff is all mine. I feel so much safer knowing he's in jail. Thank you for your diligent work! I really appreciate everything you've done."

Victim

Investigative Successes Continued

MDSP Cecil County - Burglary:

A RAPID check revealed hunting equipment stolen during a burglary had been pawned. A suspect was developed and the property valued at \$1,500 was recovered. The case was closed by arrest.

Baltimore City - Robbery:

Numerous robberies were investigated related to the theft of cell phones and electronic equipment. A check of RAPID revealed the stolen items were pawned. All items were recovered and six suspects were identified and arrested.

Harford County - Burglary:

During a burglary investigation, a suspect was identified through their pawn transactions. As a result, a search warrant was executed which led to the recovery of additional stolen property. The property was recovered and the case closed by arrest.

Wicomico County - Theft:

A check of RAPID revealed a suspect pawned a stolen gaming system from a victim in Wicomico County, Maryland. The property was recovered in Delaware and the case was closed by arrest.

Baltimore County - Grand Theft Auto:

A RAPID check led to the discovery of three iPads stolen during a first degree burglary. A suspect was identified and further investigation linked the suspect to a theft from a vehicle and a theft of a vehicle. The property valued at \$32,074 was recovered and three cases were closed by arrest.



More than Property Crimes

Over the years RAPID has proven to be a law enforcement tool that has assisted in solving a variety of crimes. RAPID has provided valuable information to investigators in a range of cases to include: weapon investigations, auto thefts, carjacking's, armed robberies (commercial and personal), locating wanted and missing persons, identifying accessories to crimes, homicides, fraud, identity thefts as well as other felonies and misdemeanors. Here are few examples from 2020 cases:



Howard County PD - Missing Person:

A missing person was reported to the Howard County PD. An investigation of the missing person report by the RAPID administrator found that the vehicle was recently scrapped. The information was provided to the detectives working the case. Subsequent investigation resulted in the victim, who was suffering from memory loss, being located at a hospital in Pennsylvania. Detectives were able to close the case after confirming the patient was the missing person.

Carroll County SO - Fraud:

The Carroll County Sheriff's Office investigated a theft of checks and jewelry from a residence. It was learned that during the investigation a stolen check had been fraudulently cashed. The name of the recipient listed on the check was searched through RAPID. Further investigation revealed the recipient's name was actually a person of interest. This resulted in identifying and charging a contractor who had recently completed work within the residence. Property was recovered and the case was closed by arrest.

Baltimore PD - Carjacking:

A carjacking was reported to the Baltimore PD and the investigation revealed the suspect pointed a gun at the victim forcing them to give up possession of their vehicle. It was later learned that the victim's cellular phone was left inside the vehicle at the time of the crime. A search of RAPID for the victim's cell phone revealed it was pawned at a local business. The cell phone was recovered and returned to the owner.

Baltimore County PD - Homicide:

The RAPID Unit identified a NCIC alert for a felony vehicle used during a homicide. The vehicle was entered into NCIC by Baltimore County PD. Upon confirming the NCIC alert, the Baltimore County PD was notified of the date, time and location for the vehicle transaction. The felony vehicle NCIC alert led investigators to identifying and recovering the vehicle associated with the homicide. The use of RAPID was instrumental in solving the investigation.

Regulatory Partners



The Comptroller of Maryland provides high quality, efficient, timely financial and administrative services. The Comptroller’s Office has been a valued partner to our scrap metal and junk dealers. Law enforcement has been partnering with them for not only scrap cases, but also investigations relating to secondhand transactions.

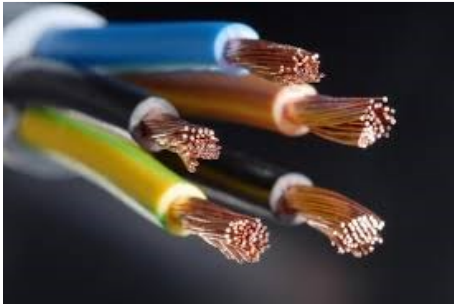
The Comptroller also provides information for new dealers applying for a junk/scrap business license. RAPID administrators check with the Comptroller’s Office and/or the Clerk of the Circuit Court to ensure that businesses in their jurisdictions have a valid license.



The Maryland Department of Labor continues to change Maryland for the better by providing a predictable and inclusive regulatory environment. One of the missions of the Department of Labor is to license and regulate individuals who buy or otherwise acquire from the public secondhand gold, silver, platinum and other precious metal objects or otherwise trade with the public in secondhand precious metal objects. The program also regulates pawnbrokers in counties that do not have local laws that regulate those businesses.



The Maryland Department of Transportation, Motor Vehicle Administration developed broad goals that focus on five key elements of their vision: customer service, safety, stewardship, security and workforce. These elements assist RAPID in our efforts to partner with the MVA for pro-active compliance and enforcement issues. When issues are discovered, the local, county or MDSP jurisdiction responsible for that area are notified and requested to assist. In addition to law enforcement; during many occasions, zoning officers, Office of the State Fire Marshall, environmental protection agencies and other jurisdictions are invited to participate in the collaborative investigations.



TRANSACTION COUNT BY INDUSTRY

| Industry | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 |
|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Jewelry | 860,868 | 1,396,100 | 622,908 | 616,777 | 572,198 | 540,015 | 334,387 |
| Scrap Metal | 2,462,050 | 3,906,610 | 2,119,474 | 2,472,050 | 2,292,464 | 2,011,225 | 1,462,248 |
| Vehicles | 138,940 | 203,068 | 122,964 | 399,922 | 118,012 | 110,363 | 85,049 |
| Others* | 1,544,173 | 2,740,054 | 2,507,101 | 2,081,759 | 1,958,104 | 1,769,748 | 162,519 |

*Pawn and Secondhand transactions not specified under State law.

RAPID

Points of Contact



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As we look back on the many challenges of 2020, it is important to remember when facing them as a team RAPID continues to be successful. Throughout the years RAPID has transformed from a stand-alone database reporting pawn and precious metal transactions to a statewide multi-industry database.

The commitment from our law enforcement users and RAPID administrators was key in contributing to the migration of the much anticipated and enhanced RAPID platform. The updated version will be instrumental to our users' future success not only helping in solving various types of crimes but also protecting our citizens' property.

A special thanks is extended to the administrators, legislators, regulatory bodies, allied law enforcement agencies, dealers and Business Watch International for all their efforts, hard work, support and perseverance through the years.

As evidenced in this publication and many others, it is clear these partnerships are beneficial; not only for law enforcement, but victims alike. Our partnerships have brought us to the success we see today and have proven to get us through challenging times such as we all experienced in 2020.

We look forward to a successful and healthier 2021.