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## ADDENDUM

**RFP-1001-RA-2022**

**Monday, May 2, 2022**

**Request for Proposal (RFP): Cloud-Based Integrated Parking Management System (PMS) for Citation Issuance, Back Office,  
and a Digital Permit System**

### **Section I: Amending the Scope of Work in Section III, 3.4**

#### **1. Citation Issuance:**

- a. Citations issued during CY 2021: **100,212** Citations for **\$6,622,375.00** Gross Revenue.
- b. Citations issued during CY 2022 (January– March): **23,939** Citations for **\$1,722,520** Gross Revenue.
- c. Push updates to the app in real-time, which can be downloaded in the field. Docking a device overnight should not be required to download.
- d. Support - requiring an End-User Support Team to assist the staff.
- e. Requesting the Digital Chalking Software and Hardware.

- f. Outstanding Citations (Immobilization and/or Towing):
  - i. Two or more outstanding citations over 90 days
- g. The proposer must establish Performance Metrics for this project.
- h. Must establish various priority levels for all three programs (Back Office/Collections, Citation Issuance & Digital Permits Program) from Critical Events to low Priority Events.

**2. Copy of a Citation:**

**PARKING VIOLATION NOTICE**  
 PRINCE GEORGE'S COUNTY, MD  
 (301) 772-2060

**TO THE OWNER/OPERATOR OF THE DESCRIBED VEHICLE**

Citation No. <b>2000526818</b>	Time <b>11:10AM</b>	
Date <b>TUE 01/18/2022</b>	Officer ID <b>1011</b>	
Officer Name <b>JEONG</b>	Agency <b>District7</b>	
Location <b>EDGEWORTH DR CAPITOL HEIGHTS, MD (D7)</b>		

Violation

Code: <b>26-162.C</b>		
<b>WRECKED/DISMANTLED OR JUNKED VEHICLE PARKED ON ROADWAY</b>	Due Now <b>\$ 50.00</b>	After <b>\$ 100.00</b>
	02/17/2022	03/19/2022
	<b>\$ 200.00</b>	

Vehicle

License No. <b>5BT9045</b>	State <b>MD</b>	Exp <b>10/2018</b>
Make <b>HYUNDAI</b>	Model <b>SONATA</b>	Body Style <b>4 DOOR</b>

Remarks

**PHOTOS TAKEN.**

I, the undersigned attest and certify, under penalty of perjury, that the matters set forth are to the best of my knowledge true.

  
 \_\_\_\_\_  
 Signature

See reverse side for important information.

3. Parking Enforcement Stat Report: March 27, 2022 – April 2, 2022

Officer	Shift	Previous Week	Current Week	Comparison	Notes
Lt. Bond	7am-3:30pm	0	0	0	
M. Lee	Day Shift	161	152	-9	
Jeong	Day Shift	90	85	-5	
Reed	Day Shift	0	121	+121	
P. Smith	Day Shift	92	65	-27	
Cooke	Day Shift	54	0	-54	
Latonya Johnson	Day Shift	88	91	+3	
Lewis Johnson	Training/Quality	200	225	+25	
F. Thompson	Residential Parking	56	125	+69	
M. Ellerbee	Residential Parking	73	46	-27	

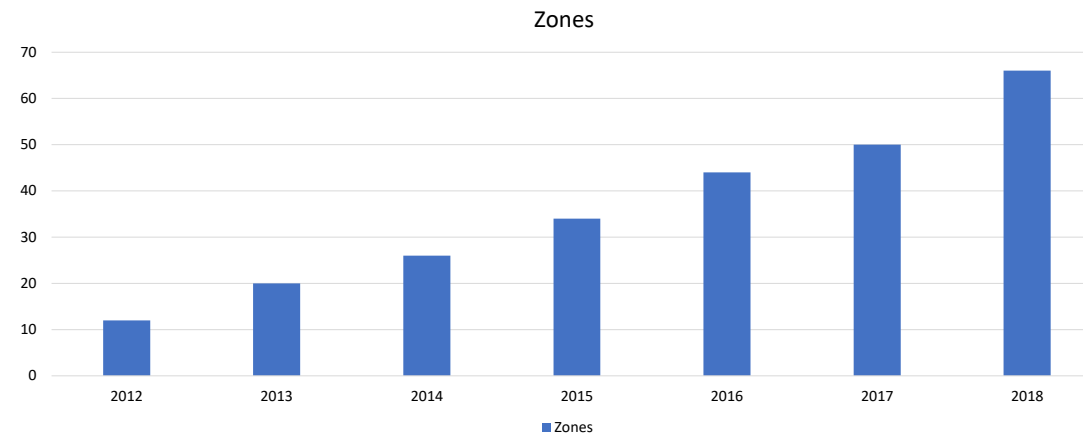
Officer	Shift	Previous Week	Current Week	Comparison	Notes
Lt. Johnson	2pm-10pm	0	0	0	
Holton	Evening Shift	32	48	+16	
Fox	Evening Shift	35	38	+3	
T. Lee	National Harbor	138	98	-40	
Valentine	National Harbor	35	39	+4	

#### **4. Additional Scope of work:**

##### **A. Digital Permit Program:**

- a. Total Permits Currently – 4526
- b. Residential Parking Zones – 116
- c. Types of Digital Permits:
  - i. Residential Permits
  - ii. Visitor Permits
  - iii. Metro/Purple Line Permits (Proposed Legislation)
  - iv. Handicap Placard Permits (Proposed Legislation)
  - v. Service Worker Permits (Propose Legislation)
  - vi. Commercial Vehicle Permits (Proposed Legislation)
  - vii. Support - requiring an End-User Support Team and a Client Support Team.
  - viii. All permits will require address verification

## RPP Zones 2012 - 2018 to date



### Residential Parking Zones 2012-2018

#### 5. Back Office/Collections:

##### A. Fine Escalations

a. What is the average cost of our tickets? \$60.00

What the escalating cost for an unpaid ticket. **Tickets double at 30 days and redouble at 60 days.**

b. When do letters go out for unpaid tickets? **1st notice 10 days from issuance, 2nd notice 26 days from notice 1, and 3rd notice 25 days from notice 2**

c. When is the ticket sent to collections? **Day 181 account forwarded to Penn Credit Tickets are flagged at 90 days of the issuance date**

B. Back Office Information:

- a. Require PCI-DSS Level 1 compliance for payment processing
- b. Unlimited logins for back-end system.
- c. Reporting - allow for real-time reporting to analyze all data. Custom reports based on the Revenue Authority's needs.
- d. Prefer one (1) central vendor and backend reporting system to handle enforcement, letters, payments, and residential permits.
- e. Lifecycle of a Citation – requesting the ability to track the lifecycle of a ticket from issuance, payment or non-payment, escalation, letters being sent, and registration holds being placed all in the backend system.
- f. Allow for different users to have specific roles and permissions based on their role.
- g. We are planning to submit a recommendation to our County Council that we would like to monetize out permit process as soon as possible.
- h. The proposer should have various means of co-opting data, whether it's file sharing, FTP, Cloud etc.
- i. We need a vendor that could provide a Court Docket as well as integrate with the new software utilized by the Court House. We don't have the name of the new Court House software, so far. We currently do our Court Dockets by hand. In addition, we have two Court Houses. One Court House is in Hyattsville and the other is in Upper Marlboro.

C. As for integration, vendor will need to transfer all current data and be equipped to share data between the following:

- a. Enforcement to Processing Back Office.
- b. Processing Back Office to Paylock.
- c. Paylock to Processing Back Office.

- d. Citation Processing Back Office to MVA.
- e. MVA to Citation Processing Back Office.
- f. Citation Processing Back Office to Penn Credit.
- g. Penn Credit to Citation Processing Back Office.

- D. Outstanding Citations - Impoundment:
- a. Two or more outstanding citations over 90 days

**6. Operations Plan:**

**5-Year Strategic Plan (2022 – 2027)**



**EDUCATION**

**ENGINEERING**

**ENFORCEMENT**

**Section II**

**A.**

**IPS Questions: Etta Callahan – QUESTION SUBMITTAL FROM IPS GROUP, INC. FOR RFP-1001-RA-2022**

1. Under Citation Issuance (3.4.3) Page 15. Question: 1 - Please define or further explain the need according to the following "The LPR's must be synced with the LPR's of other contractors to identify all violators."  
*Answer – We were thinking in terms of the Digital Chalking, which should allow other Parking Enforcement Officers to see when the vehicle was previously chalked by another Parking Enforcement Officer.*
2. In reference to the Summary Statement on Pages 4 & 5 - Please provide the total amount of permits issued for 2017, 2018, 2019, 2020 and 2021.



Year	Permit Type	Number of Permits Issued
2021	Visitor Permit	1722
2021	2 Year Residential Permit	2438
2021	New Carrollton Garage Permit	9
2021	60 - Day Residential Permit for Non-Maryland Vehicles	308
2021	72 Hour Visitor - 1 Visitor and 3 Resident	12
2021	2 Year Resident - 3 Permits	31
2021	72 Hour Visitor Permit - 1 Visitor and 4 Resident	1
2021	2 Year Residential Permit - 4 Permits	5
<b>Total</b>		<b>4526</b>

B.

**Questions: Passport - Anthony Caddle & Allison**

Passport would like to submit the following questions regarding RFP-1001-RA-2022 for a Cloud-Based Parking Management System:

1. When does the Revenue Authority intend on launching the system?

**A. Projected date: Monday June 20, 2022.**

2. On pg. 81 of the RFP it says “SUBMIT THIS FORM WITH PROPOSAL” but there is no corresponding form following this statement. Can the County please clarify what needs to be submitted in reference to this statement?

A. Please disregard this page. It should have been deleted.

3. Can the County please confirm if Appendix I (pg 89) and Appendix J (pg 90-91) need to be included in Vendors' proposals+?

A. No, the Appendices shall be filled out by the awardee.

4. For the supplier diversity requirement, are Vendors able to get partial credit for utilizing subcontractors but not meeting 20% of the total contract revenue?

A. We would like for the vendors to comply with the RFP Requirements.

5. Are CBSB suppliers the only category of suppliers that will qualify for any points or will other categories such as MBE, CBB, and CLB also count?

A. We would like for the vendors to comply with the RFP Requirements.

6. Do any CBSB, MBE, CBB, or CLB suppliers have to be registered with the County prior to the proposal being submitted?

A. We would like for the vendors to comply with the RFP Requirement.

7. Has the County considered CBSB or other supplier requirements as bonus points rather than 20 out of the total 100 points?

A. Please refer to the RFP.

8. Does the current provider charge a convenience fee for online payments?

A. Yes, \$3.

9. Will the County accept pass-through fees for the violator?

A. The fee should be passed to the motorist.

10. Should the vendor include pricing for merchant processing and gateway fees associated with taking online payments?

A. Yes

11. Does the City serve as the Merchant of Record or would they like the Vendor to serve as the Merchant of Record?

A. We can negotiate either way on the Merchant of Record depending on the rate.

12. What percentage of citations go uncollected each year?

A. In State: 20% Out of State: 40%

13. What is the escalation schedule for citations? (For example, a \$50 ticket increases to \$100 after 30 days, and \$200 after 45 days.)

a. Tickets double at 30 days and redouble at 60 days.

b. When do letters go out for unpaid tickets? 1st notice 10 days from issuance, 2nd notice 26 days from notice 1, and 3rd notice 25 days from notice 2

c. When is the ticket sent to collections? Day 181 account forwarded to Penn Credit Tickets are flagged at 90 days of the issuance date

14. What percentage of citations are handwritten?

A. Zero Percent for the Revenue Authority, however there are other agencies that would like to utilize out ticket writing capability. A small percent of county agencies that write hand-written tickets.

15. How many letters/notices will the County want to send to collect delinquent payments? (For example, a letter is sent at 30 days when the fine increases, and a letter at 45 days when the fine increases again)

A. 1st Notice at 10 Days, second notice the 26th and 25 days after the second notice.

16. What is the average fine for each citation and the penalty fine for each escalation period?

A. Average cost is \$60. Tickets double at 30 days and redouble at 60 days., 1st notice 10 days from issuance, 2nd notice 26 days from notice 1, and 3rd notice 25 days from notice 2, Day 181 account forwarded to Penn Credit Tickets are flagged at 90 days of the issuance date.

17. What type of handheld units is the County currently using?

A. We are currently using Android Phones to write citations.

18. Can the County provide a full breakdown of any permit types that it issues, with their associated costs and durations (e.g. monthly, annual)?

A. Residential Permit, Visitors Permit. We are planning to also include other permits through our County Council. We also recommend that we monetize all our permits.

B. Monthly: \$7500.00

C. After 2000 Permits the surcharge is \$6.80

D. We are planning to submit legislation recommending to monetizing each of the permits.

19. Regarding requirement 3.2.2. (Mapping and reporting of all program data with drop-down windows for the date, location, Councilmanic Districts (9), Civic Associations (10) and, for a Charts/Graphs for the Board of Directors (BOD) monthly meetings.) Can the RAPGC provide more detail on its requirements for these reports?

A. The Revenue Authority Staff would like the three programs listed in this RFP to have the ability to prepare various reports on a daily, weekly, and monthly basis, which include graphs, charts and analytics.

20. Regarding requirement 3.4.2 (Integrations – The Offeror should have the ability to integrate each of the programs listed below in an API Platform within the Parking Management System, along with others (PMS). Can the RAPGC specify the technology/vendors that Proposers would need to integrate with?

A. In regards to the integration, the vendor will need to transfer all current data and be equipped to share data between the following

i. Enforcement to Processing Back Office.

ii. Processing Back Office to Paylock.

iii. Paylock to Processing Back Office.

- iv. Citation Processing Back Office to MVA.
- v. MVA to Citation Processing Back Office.
- vi. Citation Processing Back Office to Penn Credit.
- vii. Penn Credit to Citation Processing Back Office.
- viii. Paylock to New Contractor

21. Regarding requirement 3.4.3 (Provide an Immobilization Program for large vehicles such as Tractor-Trailers, Dump Trucks, Cement Trucks, Recreational Vehicles, Large box Trucks, or any vehicle observed being parked in violation of the County Code). Can the RAPGC provide more detail around the type of immobilization program it is looking for?

A. We want to find out if there is a way to immobilize large trucks and tractor-trailers as well as other types of vehicles.

22. Regarding 3.4.3 (Flag any vehicle and location along with the officer's name and type of citations that have three (3) or more citations, so officers are not piling citations on vehicles). Does the RAPGC simply want officers alerted to vehicles that have 3 or more outstanding citations? Or are there additional capabilities the RAPGC would like to perform once a vehicle has 3 or more citations?

A. We would like for the officers to be alerted when there are three (3) or more citations pending on the vehicle.

23. Can the RAPGC specify if any of the forms listed in RFP Section VII - Appendices are required to be included with proposal submissions?

A. The forms in the Appendices Section VII will be filled out by the Awardee of the proposal.

24. Regarding, Section III - Is the RAPGC looking for exceptions to any provision or requirement of this RFP including the Sample Agreement?

A. No, the Appendices will be filled out by the awardee for this proposal.

**A. Aims Parking - Ellen Genung (Guest)**

1. What current system(s) are you using for citation and permit management as pertains to data migration?

A. gTechna

2. What meters and paystations are used within Prince George's County?

A. IPS Meters and Paystations

3. Integrations – You mention the system having the ability to integrate with several programs. Is it your desire to have the offeror provide these programs? I.e. back-office financial reporting, parking issuance program, digital permit program, abandoned vehicle program, etc.?

A.

i. Enforcement to Processing Back Office.

ii. Processing Back Office to Paylock.

iii. Paylock to Processing Back Office.

iv. Citation Processing Back Office to MVA.

v. MVA to Citation Processing Back Office.

- vi. Citation Processing Back Office to Penn Credit.
- vii. Penn Credit to Citation Processing Back Office.
- viii. Paylock to New Contractor

3. Please describe your desired integration with the 311 Complaint System.

A. Integration with the 311 System is not needed at this time.

4. Do you currently have LPR cameras installed on vehicles? If so, what hardware and software is currently in use?

A. Yes

6. How many vehicles do you want to outfit with LPR cameras?

A. 20 Vehicles

7. Please describe your desired integration with Court Dockets/Informal Adjudication Process (Proposed Development)

A. We are not pursuing this request.

8. Please describe your desired integration with "Previous Citation Program File Access". Will a data conversion eliminate the need for this integration?



A. We would like for all previous files to be upload to the Cloud.

9. What payment processor does RAPG currently use? I.e. Elavon, TSYS, Bank of America, etc.

A. Bank of America Check and Money Orders, Credit Cards go thru AMG Payment Solutions.

10. Could you please provide an example of a violation on private property for which you would like a ticket mailed with pictures? Would this be a parking violation or code enforcement violation?

A. Currently, we are not pursuing this type of enforcement.

**B. Questions: Conduent – Lauren Weintraut**

Q #	RFP Section	RFP Page #	RFP Language	Comment/Clarification/Question	Responses to Questions
1	Cost Proposal	49		<p>A. Is the vendor required to supply the County with ticket books for handwritten violations? If so, can the County please provide a proof of the existing book, as well as the quantity of books required per year?</p> <p>B. Is the vendor required to mail delinquent notices? If so, how many notices are there and at what points of the ticket lifecycle is each required to be mailed?</p> <p>C. May vendors propose that actual postage costs for delinquent noticing mailings be a reimbursable to the County, or should that cost be considered as part of the Notices/Letters Sent to Violators line item of the cost proposal?</p> <p>D. In order to check if a vehicle is paid or has a valid permit during enforcement, wireless connectivity on the handheld devices is required. Will the County be</p>	<p>A. We do not utilize ticket books.</p> <p>B. 1st notice 10 days from issuance, 2nd notice 26 days from notice 1, and 3rd notice 25 days from notice 2, Day 181 account forwarded to Penn Credit Tickets are flagged at 90 days of the issuance date.</p> <p>C. Any letters being mailed to the customers the cost of that process should be included in your price proposal. The Postage Bill for the month of March 2022 was 8,708 Stamps at \$0.58 = \$5,050.64</p> <p>D. Yes, the County will provide a wireless system to identify vehicles with outstanding tickets as well as valid permits.</p>

				providing the wireless plans, or are vendors required to provide twenty (20) wireless plans?	
2		19	Contractor shall provide the ability to provide maps and charts depicting enforcement within the County Councils nine (9) Districts, as well as various (20) community groups in Prince Georges County;	Can you please provide the boundaries and maps for the 9 City Councils and 20 community groups in Prince Georges County?	A. See the map below for the County Council's Boundaries. B. We don't have the boundaries for the 20 Community Groups. The Office of Planning would have the charts however there is an upfront cost to the maps.
3		19	The Parking Management System should have a Boot Notification and the notification should go to one of two booting officers for them to handle; the use of a second immobilization device should be integrated in this Parking Management System to immobilize large trucks, tractor-trailers or any oversized vehicles.	The requirement references a "second immobilization device". A. Can the County please clarify if vendors are required to provide equipment for two (2) immobilization programs - one for standard vehicles, one for large/oversized vehicles? Or is it only large/oversized vehicles? B. Can the County please identify how many units vendors must supply for each program (large/oversized and – if desired – standard)?	A. We currently have a Booting Contractor.  B. We currently have an immobilization Program.  C. We are searching for ways to immobilize various trucks and vehicles for different reasons.
4		19	"...The Revenue Authority would like to have an enforcement process, where we can take a picture of a violation on private property and have the violation notice sent to the owner in the mail with a picture of the violation is on the notice with date time, and location;"	Issuing parking violations by mail is often restricted by state code and/or municipality ordinances. A. Can the County please confirm that such issuance of parking violations is legally permissible? B. Can the County please further clarify the business rules around this process? For example, what are the violation code(s) that will be subject to this issuance process? C. What is the anticipated volume of tickets that would be issued under this issuance process? D. Will the County require members of its staff to review and approve violations before mailing, or will the vendor mail the violation automatically? E. Is this intended to apply to something other than parking violations, like code enforcement?	A. We are not going forward with this request.

5		14	<p>6. Vendor-hosted online payment website. Offeror must provide data flows and diagrams identifying the payment process from beginning to end.</p> <p>13. The Customer Portal shall display pertinent information — for members of the public — such as fees, charges, information about paying in person, online, and by mail with the corresponding convenience fees, if any, and shall include pertinent links and access to other systems in the ecosystem, including but not limited to the Revenue Authority’s main parking</p>	<p>Are vendors required to provide the merchant ID for web and IVR transactions, or will the County provide it?</p> <p>If the vendor will be supplying the merchant ID, are vendors permitted to charge violators a convenience fee per web/IVR transaction?</p>	<p>A. The Merchant ID can be handled by the Revenue Authority or by the vendor.</p> <p>B. This will be negotiable either way.</p> <hr/>
6					
7		15	<p>The Offeror must provide an Open API that allows for integration; All wireless communications will need to be Wi-Fi capable; The enforcement System must be able to communicate with the Revenue Authority Enforcement Officers as well as handheld, Cell Phones, pay Stations, mobile applications, LPR Systems (Hardware/software), mobile) in real time</p>	<p>Could the County please clarify what existing LPR vendor(s) from other contractors is in operations so that vendors can understand how many LPR integrations are required?</p>	<p>We currently have Genetec LPR’s for our Digital Permit Program. We would also like to have Genetec LPR’s on our Parking Enforcement Vehicles as well.</p>
8		19	<p>The Offeror must provide an Open API that allows for integration; All wireless communications will need to be Wi-Fi capable; The</p>	<p>Can that County please identify the vendors for each listed category (handheld, cell phones, pay stations, mobile applications, LPR systems, mobile) so that vendors can understand the scope of integrations</p>	<ul style="list-style-type: none"> <li>• Currently don’t use any handhelds.</li> <li>• Cellphone – Verizon Android Phones</li> <li>• Mobile Applications – gTechna</li> <li>• LPR – Paylock</li> </ul>

			enforcement System must be able to communicate with the Revenue Authority Enforcement Officers as well as handheld, Cell Phones, pay Stations, mobile applications, LPR Systems (Hardware/software), mobile) in real time	requested? Will the County require such existing vendors to comply with the PMS vendor's API schema?	<ul style="list-style-type: none"> <li>There will be some changes, however, if possible, we would like an integrated system that communicates well across all programs.</li> </ul>
9		19	"...must have the ability to integrate with a service that allows the violator information (hard ticket) to be identified prior to a letter being sent. "	Please clarify the definition of "hard ticket"? Additionally, can the County please clarify if this requirement is that the vendor must be able to obtain registered owner name and address information ("violator information") in order to send delinquent notices ("letter")? If that is an incorrect understanding of the requirement, could the County please elaborate further?	We would like to have more information from the MVA.
10			"...Display in real time status on any vehicles in which the citations have paid; the system will have the software capability to enter manually handwritten tickets; the	Could the County please confirm that the real-time status for vehicle citation payment is referencing the Back Office system (e.g. if a customer pays for their citation online, the Back Office will reflect that payment in real time)? If that is an incorrect understanding of the requirement, could the County please	Yes, we are referring to the back-office information when it's time to make payments.

**C. Cardinal Tracking, Inc. – Shawn Hiner**

1. Who is your current enforcement agency vendor?

A. GTechna

2. What are some of your requirements concerning the format and specifications needed to retain information from conversion?  
**A. A File Transfer to the Cloud.**
3. On page 12, 3-2-2, Mapping and reporting of all program data with drop-down windows for the date, locations, Councilmanic Districts (9), Civic Associations (10), and for a Charts/Graphic for the Board of Directors (BOD) monthly meetings. Please provide additional information on what the Councilmanic Districts and Civic Associations are and the process currently used for this KPI?  
**A. The Officer of Planning has the various maps of the County Council Districts, as well as various Civic Organizations.**
4. Does RAPGC have a current collection company they utilize?  
**A. Yes, Penn Credit.**
5. Please provide additional information on your expectations for the Parking issuance Program-Google Mapping Analytics.  
**A. Charting 311 Service Request, Cookie Trail for citations, etc.**
6. Are you currently utilizing this mapping tool and analytics? (Page 13, Integrations-b.)  
**A. Now we are not.**
7. What is your current process for assessing an abandoned vehicle? How do you currently utilize Google Maps with this process? (Page 12, Integrations-d.)  
**A. Vehicles parked over 48-hours with no tags or expired tags.**  
**B. We currently don't use Google Maps.**
8. Do you currently have meters and Paystations? If so, can you please provide the equipment you currently use, and are you keeping those Meters/Paystations. (Page 12, Integrations-h.)  
**A. Yes, we currently have Meters and Paystations.**

9. Please provide additional information pertaining to the 311 Compliant System. Is this an after-hours customer service solution and if so, who is the vendor? Do they provide an open API platform for integration? (Page 12, Integrations-i.)

A. Disregard this request.

10. Please explain what you mean by Flagging Program? Are you referring to a scofflaw list or a specific integration RAPGC already has? (Page 13, Integrations-l.)

A. Placing a hold on vehicles with MVA on vehicles with outstanding tickets.

11. Please clarify what you need in reference to integration for Previous Citation Program File Access? Is this in reference to the conversion information access? (Page 13, Integrations-m.)

A. We are still using citation files from previous citation issuance vendors.

12. Please provide the current vendor utilized for the LPR system. If LPR system is already utilized, please provide how many mobile and fixed cameras are being used and if there are additional items needed on the recommendation list? (Page 15, Citation Issuance-1)

A. Paylock currently provides the Genetec LPR's on the Booting, Abandoned and Residential Parking Vehicles.

13. Please provide additional information on your expectation for an immobilization program. Is it your expectation that the enforcement solution provides a way to boot large vehicles or integrate with a current company already in place? (Page 15, Citation Issuance-4)

A. Are there devices that can immobilize big truck as well as other vehicles?

14. Please provide the current vendor utilized for Mobile Payment App?

A. PayLock

**Charts and Graphs:**

Name	March 2021	December 2021	January 2022	February 2022	March 2022
<b>PARKING CITATIONS</b>	7792	7950	5661	8020	10,249
<b>BOOTING CAPTURES</b>	111	178	140	66	205
<b>ABANDONED VEHICLES</b>	62	113	70	53	82
<b>RED LIGHT</b>	4233	2671	2822	4493	4212
<b>AUTOMATED SPEED</b>	9256	2989	4415	5246	6636
<b>FALSE ALARM</b>	1699	1719	2503	2415	2078
<b>VALID ALARMS</b>	0	0	0	0	0
<b>TOTAL ALARMS CHARGED</b>	231	207	379	424	362
<b>% OF FALSE ALARMS</b>	9.8%	10.40%	11.13%	11.24%	11.32



