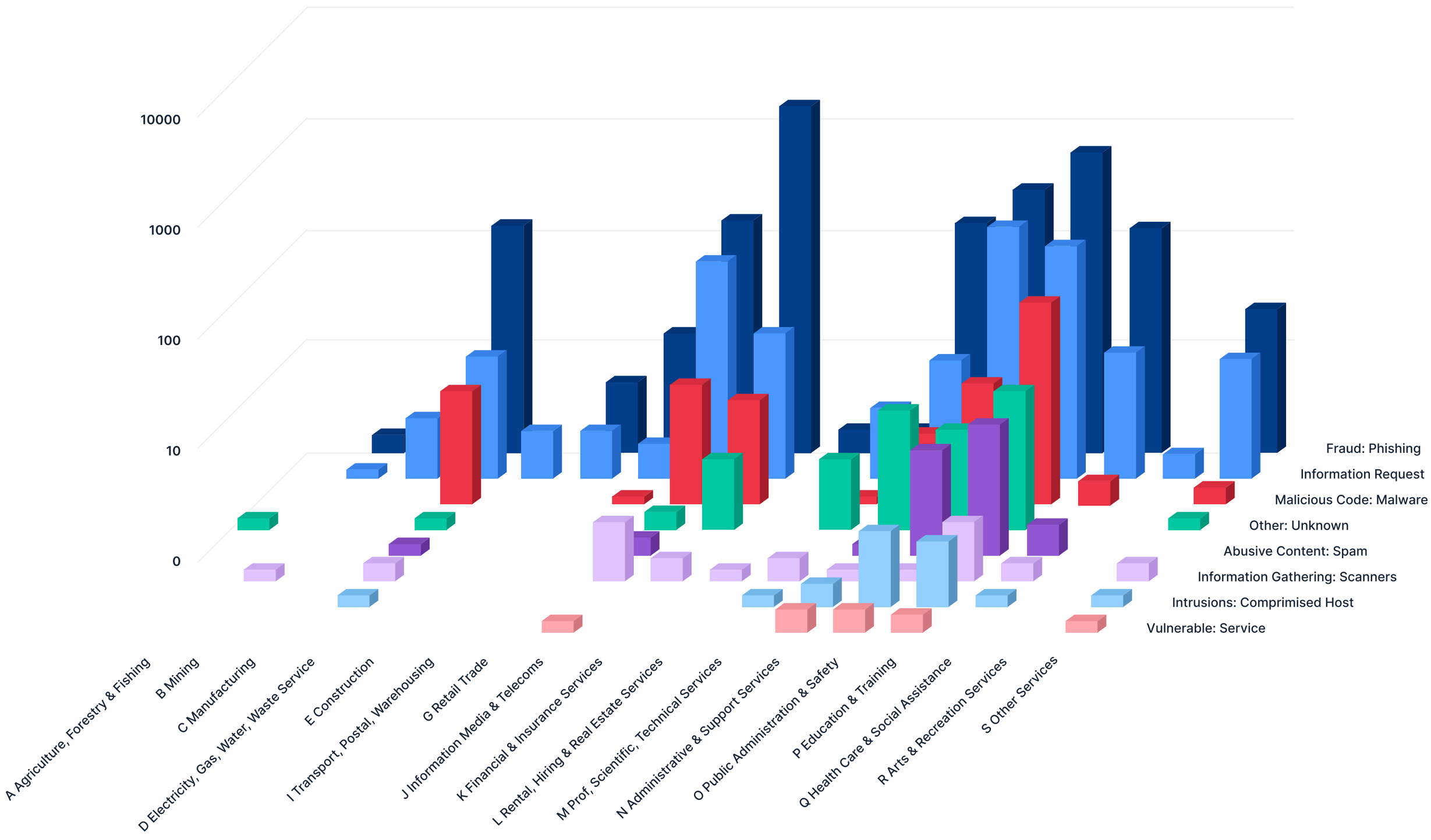INCIDENTS 2020: BY INCIDENT CLASSIFICATION