
From: Mark Kelly <mkelly@platescan.com>
Sent: Tuesday, September 01, 2009 3:51 PM
To: Dasari, Manju; Degraffenreid, Calvin; Cochran, Pat; Tate, Oliver; Arevalo, Arthur; Boyds, Mark
Cc: 'Mila Kelly'; 'Ken Mackenzie'; 'Marco Spretke'
Subject: RE: On-Site Summary Report - Aug 28th
Attachments: Austin PD - Installed half cage and PC.jpg

Manju

Below is a summary of what actions were taken and implemented...

Changes and Updates

- New ventilation system purchased and installed in the vehicles (installation provided by Austin PS techs) While these proved to initial have an impact, due to the extreme heat wave and the cage system installed at that time, they were not able to generate enough cooling capacity for the systems. While in extreme conditions (170°F+) the ventilation fans were unable to make significant difference
- Installed a new Heat sink system on the Northbridge chipset. This is the internal controller system for the motherboard. While testing in the lab, this is the component that failed first under extreme heat. The component is rated to 50°C. With the new heatsink, the component remained stable, consistent and performed well for extended periods of time at 80+°C.
- PC was moved from trunk area to the rear seat area (behind the driver – see attached image)
- Half “cage” was installed. This will allow significant improve in air flow for the system, assisting with the extreme temperature issue that have been in effect.
- New filters were installed in the cameras. This allows the cameras to work consistently day and night without the need to change the settings.
- New Camera was installed per clients request. On review, the camera was good, there was an issue with the wiring.

Things that are being done different in the future

- All future PCs will have additional heatsinks installed on Northbridge system controller Chipset
- Where required, Ford’s Trunk ventilation system will be installed.
- Additional recommendations will be made to all clients to avoid using dark color trunks (where practical)
- Additional research will continue in new ways to cool the trunk space in vehicles.

Plans / Next Steps

- Jonah sent the revised content checker files to the staff for updating vehicles – awaiting final confirmation.
- We will be continually reviewing performance as the state rolls out new plates and formats. This is an ongoing activity as the diversity of plates changes as new vehicles and plates are introduced.

Performance

- On review, the system is now performing as it should. The filters played a significant part in hindering the readability.
- With the new filter in place, camera positions were adjusted slightly to improve readability.

- Ongoing results will be monitored from time to time to review system performance.

Outstanding Issues

- At this time, there are no additional outstanding issues.

If you require any additional information, please do not hesitate to contact me directly

Regards

Mark W J Kelly

Chief Technology Officer

[PlateScan, Inc.](#)

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Ken,

Could you please provide an on-site summary report for last week from the PlateScan Installer? We need the following:

1. What changes are performed for the Cameras, PlateScan PC, Heat Issue etc..
2. How things are being done differently now Vs in the past.
3. Resolved Issues and resolution (document step by step resolution)
4. Performance improvement
5. Any Outstanding Issues and ETA

Thank you and please feel free to reach me if you have any further questions.

Regards,

Manju Dasari, OCP, PMP

City of Austin - Wireless Communication Services Division

1006 Smith Road, Austin, Texas 78721

bus (512) 927-3245 fax (512) 927-3240 cell (512) 826-8752

From: Ken Mackenzie [mailto:kmackenzie@platescan.com]

Sent: Friday, August 28, 2009 11:28 AM

To: Dasari, Manju; Arevalo, Arthur; Boyds, Mark

Cc: Degraffenreid, Calvin; Cochran, Pat; Tate, Oliver; milakelly@platescan.com

Subject: RE: PlateScan Visit on Friday, Aug 28th

Jonah actually just arrived into Austin and is getting a rental car as we speak. He is enroute now. To the Smith Rd address, correct?

Ken MacKenzie
Southwest Regional Law Enforcement Liaison
3767 Forest Lane, Suite 124-1162
Dallas, TX 75244
214-882-3877
214-594-5588 (Fax)
kmackenzie@platescan.com
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From: Dasari, Manju [mailto:Manju.Dasari@ci.austin.tx.us]
Sent: Friday, August 28, 2009 10:57 AM
To: Arevalo, Arthur; Boyds, Mark; Ken Mackenzie
Cc: Degraffenreid, Calvin; Cochran, Pat; Tate, Oliver; McMullen, Tracy; milakelly@platescan.com; Jonah Bjorkman; Brewer, Larry
Subject: RE: PlateScan Visit on Friday, Aug 28th

Per PlateScan, they should be here around 1:00 or 1:30pm

From: Arevalo, Arthur [mailto:Arthur.Arevalo@ci.austin.tx.us]
Sent: Friday, August 28, 2009 10:47 AM
To: Boyds, Mark; Ken Mackenzie; Dasari, Manju
Cc: Degraffenreid, Calvin; Cochran, Pat; Tate, Oliver; McMullen, Tracy; milakelly@platescan.com; Jonah Bjorkman; Brewer, Larry
Subject: RE: PlateScan Visit on Friday, Aug 28th

Can anyone give a time as to when the tech will be at the shop today ????

From: Boyds, Mark [mailto:Mark.Boyds@ci.austin.tx.us]
Sent: Friday, August 28, 2009 7:44 AM
To: Ken Mackenzie; Dasari, Manju
Cc: Degraffenreid, Calvin; Arevalo, Arthur; Cochran, Pat; Tate, Oliver; McMullen, Tracy; milakelly@platescan.com; Jonah Bjorkman; Brewer, Larry
Subject: RE: PlateScan Visit on Friday, Aug 28th

Ken,
We will see what we can do.
Thanks,

Mark Boyds
Technical Services Manager / Shop Operations
Wireless Communication Services Division
City of Austin
1006 Smith Rd.
Austin, TX 78721
(512)927-3219 office (512)802-7189 pager (512)750-8081 cell

From: Ken Mackenzie [mailto:kmackenzie@platescan.com]

Sent: Thursday, August 27, 2009 9:05 PM

To: Dasari, Manju

Cc: Degraffenreid, Calvin; Arevalo, Arthur; Cochran, Pat; Tate, Oliver; Boyds, Mark; McMullen, Tracy; milakelly@platescan.com; 'Jonah Bjorkman'

Subject: RE: PlateScan Visit on Friday, Aug 28th

Hello Everyone,

We were just contacted by Jonah Bjorkman, our Tech that was enroute to Austin. His plane had a mechanical problem and was diverted to Phoenix for repairs. They apparently weren't able to repair the plane this evening and grounded the flight. He will be on the first flight out in the morning, however the earliest he will be able to get into Austin will be around 1 or 1:30pm. Hopefully he will be able to finish the repairs as quickly as possible, but he is worried that he may not be able to complete the task before your techs end for the day. Is there any possibility that arrangements can be made for Jonah to still have access to the shop, if he needs more time. Please call me at 214-882-3877 or you can call Jonah direct at 562-212-5084.

Ken

Ken MacKenzie

Southwest Regional Law Enforcement Liaison

3767 Forest Lane, Suite 124-1162

Dallas, TX 75244

214-882-3877

214-594-5588 (Fax)

kmackenzie@platescan.com

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From: Dasari, Manju [mailto:Manju.Dasari@ci.austin.tx.us]

Sent: Tuesday, August 25, 2009 12:05 PM

To: Ken Mackenzie

Cc: Degraffenreid, Calvin; Arevalo, Arthur; Cochran, Pat; Tate, Oliver; Boyds, Mark; McMullen, Tracy; milakelly@platescan.com

Subject: RE: PlateScan Visit on Friday, Aug 28th

Ken,

I just sent an email confirming our availability for Friday. Thank you.

Regards,

Manju Dasari, OCP, PMP

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From: Ken Mackenzie [mailto:kmackenzie@platescan.com]

Sent: Tuesday, August 25, 2009 8:41 AM

To: Dasari, Manju

Cc: Degraffenreid, Calvin; Arevalo, Arthur; Cochran, Pat; Tate, Oliver; Boyds, Mark; McMullen, Tracy;

milakelly@platescan.com

Subject: PlateScan Visit on Friday, Aug 28th

Good Morning All,

We still haven't heard anything back for any of you on whether Friday the 28th will work to send one of our Support Tech's out there to add the filters and adjust the cameras. Friday is only three days away and our business staff is worried about being able to make the flight reservations. Could someone please respond to Mila ASAP. We really need to hear something this morning, so we can make flight arrangements.

Thanks,

Ken

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