From: ████████████ on behalf of Jonah Bjorkman [jbjorkman@platescan.com]
Sent: Monday, April 12, 2010 5:23 PM
To: Mike Letzelter
Cc: Glenn Cavin; Jeff Willis (PD); Mila Kelly; Jeff Haynes
Subject: Re: PlateScan Cameras
Mike,

Happy Monday and hope all is well.

Following up with the vehicle. Any word?

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

On Thu, Apr 1, 2010 at 11:07 AM, Glenn Cavin <Glennc@plano.gov> wrote:

> Mike,
>
>
> Please ensure that Sergeant Haynes is also kept in the loop with regard to installation of the
> new system and the status of our existing LPR-equipped Impala. He tracks PlateScan activity
> and provides related reports during the monthly Crime MAPS meetings.
>
>
> Thanks,
>
>
> Glenn
>
>
> ---
>
> **From:** ████████████ [mailto:████████████] **On Behalf Of** Jonah Bjorkman
> **Sent:** Thursday, April 01, 2010 11:30 AM
> **To:** Mike Letzelter
> **Cc:** Glenn Cavin; Jeff Willis (PD); Mila Kelly
> **Subject:** Re: plate scan cameras
>
>
> Mike,
>
> Great to hear from you and we are happy to hear that you have the green light to move forward with

3355

the PlateScan system.

Mila Kelly, who is CC'ed on this email, will be able to assist you with installation questions and scheduling.

If there is anything I can do to help, please do not hesitate to contact me.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

On Thu, Apr 1, 2010 at 8:32 AM, Mike Letzelter <mikele@plano.gov> wrote:

Hello again Jonah,

I have been given the "go ahead" to install the new Plate scan unit into one of our cars. I have the unit in my office but I do not know who does the installation. Is it your group or do I have the techs at our shop install it?

Thanks,

Mike Letzelter

972-816-8212

From: ▮▮▮▮▮▮▮▮▮▮ [mailto:▮▮▮▮▮▮▮▮▮▮] **On Behalf Of** Jonah Bjorkman
Sent: Friday, March 26, 2010 4:06 PM
To: Mike Letzelter
Subject: Re: plate scan cameras

Not a problem. We would rather get both back at the same time as well. Thank-you and have a good weekend.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

On Fri, Mar 26, 2010 at 12:00 PM, Mike Letzelter <mikele@plano.gov> wrote:

Hi Jonah,

I have not been able to install the new camera yet because the car is in the transmission shop. I hope to get it back next week. Sorry for the delay on the other camera but I was waiting for the car to come back from the shop and I was going to ship both defective cameras back to you at the same time. Thanks for the follow up and I will ship these back as soon as possible.

Mike

3357 -

From: ███████████ on behalf of Jonah Bjorkman [jbjorkman@platescan.com]
Sent: Thursday, May 20, 2010 4:37 PM
To: Glenn Cavin
Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell
Subject: Re: PlateScan Policy & Question
Glenn,

Can we schedule Thursday the 27th to upgrade your backoffice? We would like to start in the AM (PST).

As for sending hotlists to the car, it can be done now, the files would just need to be placed on the server for the car to grab. And we would need to set the database up in the car.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

On Thu, May 20, 2010 at 9:01 AM, Glenn Cavin <Glennc@plano.gov> wrote:

Thanks for the heads up Clark – I certainly agree that we need to manage the manual hot list entries, so only currently valid information is retained. I would like to see a retention schedule in place, so that entries would delete after a designated amount of time unless otherwise specified. I am awaiting a call from Jonah to discuss upgrade of our BackOffice software and am hopeful that this functionality might be included in the new version, as well as the ability to enter tags from the desktop for submission to both cars. In the meantime, if you don't mind and can determine that an entry is no longer valid, please remove it. The categorization might also be helpful in keeping things better organized.

Glenn

From: Clark Miller
Sent: Thursday, May 20, 2010 9:39 AM
To: Glenn Cavin
Subject: PlateScan Policy & Question

Hey Lt, just thinking out loud here.... but when the PlateScan policy is put together, we should consider including a paragraph on deleting the "Hot List" entries. I went through it the other day while driving PlateScan and noticed there are some pretty old entries that may not be valid anymore, and could alert the user causing him or her to act on outdated info. I've taken the initiative (hope you dont mind) to organize the Hot List items into subgroups, and I've been keeping an eye on the entries for valid info. I'm wondering if we'll need to give the responsibility to one or two people per vehicle in order to keep the info organized and confirm its validity

(making sure the entries are uniform and have the necessary descriptions / contacts, etc). I'd hate for someone to get an alert and take action on invalid info, or hits that don't have the necessary info. Anytime I enter an LP into the Hot List, I put the date entered, my name and ID, who to contact, etc. Since we've not got two vehs in service, we probably need to keep the Hot Lists synced as well.

Finally, do you know if LP's can be entered via desktop, or do they have to be physically entered into each vehicle's PlateScan system? There are not many entries and I don't think we're taking advantage of its capabilities. CID should be able to enter the info, or if that's not possible, forward any LP's they want entered to me or whoever so it'll get entered.

From: Aaron Benzick
Sent: Friday, May 21, 2010 10:17 AM
To: Glenn Cavin; 'Jonah Bjorkman'
Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell
Subject: RE: PlateScan Policy & Question

If their software doesn't have anything in place to generate the hotlist .txt files for us, I bet one of our IT guys can whip up a simple .Net script to create them. Any changes made using the script would update the .txt file on the server which would be picked up by the cars on their schedule.

Aaron

-----Original Message-----
From: Glenn Cavin
Sent: Fri 5/21/2010 9:03 AM
To: 'Jonah Bjorkman'
Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell; Aaron Benzick
Subject: RE: PlateScan Policy & Question

Hello Jonah,

I will unfortunately be out of the office next week; however, I am available in the morning on the following Wednesday, June 2nd. Let me know and I will make a note in my calendar. I am anxious to get the new software in place.

With regard to the manual hotlists: I understand that we could establish a process for upload of those .txt files as we do the others now; however, I am hopeful that this can be made a very simple process for the users. It would be problematic if we have to move files around each time an entry is made. Can this be done where it is automated and seamless?

_____

From: ███████████████ [mailto:███████████████m] On Behalf Of Jonah Bjorkman
Sent: Thursday, May 20, 2010 4:37 PM
To: Glenn Cavin
Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell
Subject: Re: PlateScan Policy & Question

Glenn,

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Page 1

- 3360 -

be placed on the server for the car to grab. And we would need to set the database up in the car.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

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Page 2

From: ▓▓▓▓▓▓▓▓▓▓▓▓▓▓ on behalf of Jonah Bjorkman [jbjorkman@platescan.com]
Sent: Friday, May 21, 2010 12:37 PM
To: Glenn Cavin
Cc: Aaron Benzick; Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell
Subject: Re: PlateScan Policy & Question

Attachments: PlateScan_Sample_Hotlist.txt
Glenn,

June 2nd will be perfect.

I attached a sample hotlist. If you have any questions, let me know.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

On Fri, May 21, 2010 at 10:26 AM, Glenn Cavin <Glennc@plano.gov> wrote:
  Sounds like we should be able to put something together to accomplish
  the shared hotlist one way or another; although automatic purging of
  expired files might be a bit more complicated.

  -----Original Message-----
  From: Aaron Benzick
  Sent: Friday, May 21, 2010 10:17 AM
  To: Glenn Cavin; 'Jonah Bjorkman'
  Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike
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  If their software doesn't have anything in place to generate the hotlist
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  script to create them. Any changes made using the script would update
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  their schedule.

  Aaron

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  Sent: Fri 5/21/2010 9:03 AM
  To: 'Jonah Bjorkman'
  Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike
  Letzelter; Dave Howell; Aaron Benzick
  Subject: RE: PlateScan Policy & Question

Hello Jonah,

I will unfortunately be out of the office next week; however, I am available in the morning on the following Wednesday, June 2nd. Let me know and I will make a note in my calendar. I am anxious to get the new software in place.

With regard to the manual hotlists: I understand that we could establish a process for upload of those .txt files as we do the others now; however, I am hopeful that this can be made a very simple process for the users. It would be problematic if we have to move files around each time an entry is made. Can this be done where it is automated and seamless?

From: ███████████████ [mailto: ██████████████] On Behalf Of
Jonah Bjorkman
Sent: Thursday, May 20, 2010 4:37 PM
To: Glenn Cavin
Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell
Subject: Re: PlateScan Policy & Question

Glenn,

Can we schedule Thursday the 27th to upgrade your backoffice? We would like to start in the AM (PST).

As for sending hotlists to the car, it can be done now, the files would just need to be placed on the server for the car to grab. And we would need to set the database up in the car.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

- 3364 -

On Thu, May 20, 2010 at 9:01 AM, Glenn Cavin <Glennc@plano.gov> wrote:

Thanks for the heads up Clark - I certainly agree that we need to manage the manual hot list entries, so only currently valid information is retained. I would like to see a retention schedule in place, so that entries would delete after a designated amount of time unless otherwise specified. I am awaiting a call from Jonah to discuss upgrade of our BackOffice software and am hopeful that this functionality might be included in the new version, as well as the ability to enter tags from the desktop for submission to both cars. In the meantime, if you don't mind and can determine that an entry is no longer valid, please remove it. The categorization might also be helpful in keeping things better organized.

Glenn

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Subject: PlateScan Policy & Question

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Finally, do you know if LP's can be entered via desktop, or do they have to be physically entered into each vehicle's PlateScan system? There are not many entries and I don't think we're taking advantage of its capabilities. CID should be able to enter the info, or if that's not possible, forward any LP's they want entered to me or whoever so it'll get entered.

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Sunday, May 23, 2010 11:02 PM
To: Glenn Cavin
Subject: RE: PlateScan Policy & Question

Glenn,

Has Plano PD definitely made a decision not to be part of the Collin County Regional ALPR database? Your Chief mentioned something about it at the TX Chiefs Conference in Addison, but I didn't understand why. Many agencies around the country are moving towards sharing databases to increase their clearance rate. Richardson just got approved to join it.

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
www.platescan.com

From: Glenn Cavin [mailto:Glennc@plano.gov]
Sent: Friday, May 21, 2010 9:03 AM
To: Jonah Bjorkman
Cc: Clark Miller; Glen Brashear; Jeff Willis (PD); Ken Mackenzie; Mike Letzelter; Dave Howell; Aaron Benzick
Subject: RE: PlateScan Policy & Question

Hello Jonah,

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From: ▓▓▓▓▓▓▓▓▓▓▓▓▓[mailto:▓▓▓▓▓▓▓▓▓▓▓] **On Behalf Of** Jonah Bjorkman
Sent: Thursday, May 20, 2010 4:37 PM
To: Glenn Cavin
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Subject: Re: PlateScan Policy & Question

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Can we schedule Thursday the 27th to upgrade your backoffice? We would like to start in the AM (PST).

3367

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Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

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From: ████████████████ on behalf of Jonah Bjorkman [jbjorkman@platescan.com]
Sent: Friday, April 30, 2010 11:27 AM
To: Glenn Cavin
Cc: Ken Mackenzie; Mike Letzelter; Jeff Willis (PD); Mila Kelly; Clark Miller
Subject: Re: PlateScan rear camera calibration

If you are talking about the color camera (driver side rear deck), the setup is done on the camera itself. You do need view of the MDT though so you can see the settings through PlateScan.

Hope this helps.

Jonah Bjorkman
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OK – Thanks Ken.

Jonah,

Can you help with this?

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Friday, April 30, 2010 12:01 AM
To: Glenn Cavin
Cc: Mike Letzelter; Jeff Willis (PD); 'Mila Kelly'; Clark Miller; 'Jonah Bjorkman'

Subject: RE: PlateScan rear camera calibration

Hi Glenn,

Not sure that I understand the question, but I am not aware of any on-screen calibration button. I am including Jonah in this email, so feel free to reach out to him, if you and Clark still have any questions.

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

www.platescan.com

From: Glenn Cavin [mailto:Glennc@plano.gov]
Sent: Wednesday, April 28, 2010 12:27 PM
To: kmackenzie@platescan.com
Cc: Mike Letzelter; Jeff Willis (PD); Mila Kelly; Clark Miller
Subject: RE: PlateScan rear camera calibration

Ken,

Can you offer any insight regarding this calibration tool? I assume the new software being installed tomorrow should have the same functionality availability?

Sincerely,

Lieutenant Glenn Cavin

Plano Police Department

Office of the Chief

(972) 941-2242

glennc@plano.gov

-----Original Message-----
From: Clark Miller
Sent: Wednesday, April 28, 2010 12:21 PM
To: Glenn Cavin
Subject: PlateScan rear camera calibration

Hey Lt, per our conversation the other day about the desktop icon for the rear camera calibration, I was unable to find any such icon on the desktop or program menu on the "Start" menu. What you may have seen is the MDC's LCD screen calibration, which is only for the MDC itself, not PlateScan. The PlateScan manual shows the camera calibration icon to be part of the PlateScan desktop, within the PlateScan program itself. This calibration button is not visible in PlateScan as currently configured.

3371 -

From: ████████████████on behalf of Jonah Bjorkman [jbjorkman@platescan.com]
Sent: Friday, April 30, 2010 11:48 AM
To: Glenn Cavin
Cc: Clark Miller; Mike Letzelter; Ken Mackenzie
Subject: Re: PlateScan rear camera calibration
Ahhh, yes the Setup window. That window is used as a guide when aligning the cameras. It doesn't actually do anything.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
E: support@platescan.com

On Fri, Apr 30, 2010 at 9:32 AM, Glenn Cavin <Glennc@plano.gov> wrote:

OK – Thanks Jonah – Isn't there some sort of integrated calibration application? I thought Ken demonstrated one that had a rectangle to line the plate up with...

Sincerely,

Lieutenant Glenn Cavin

Plano Police Department

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glennc@plano.gov

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To: Glenn Cavin
Cc: Mike Letzelter; Jeff Willis (PD); 'Mila Kelly'; Clark Miller; 'Jonah Bjorkman'

Subject: RE: PlateScan rear camera calibration

Hi Glenn,

Not sure that I understand the question, but I am not aware of any on-screen calibration button. I am including Jonah in this email, so feel free to reach out to him, if you and Clark still have any questions.

Ken MacKenzie

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Subject: Re: PlateScan rear camera calibration
Sure,

On the main PlateScan screen with the camera windows (after selecting the "Start of Watch" button), you will see "Camera Setup" at the very top. Select that and that will bring you to your desired camera alignment screen.

If that button is not there, call me so I can walk you through getting that button back.

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x123
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On Fri, Apr 30, 2010 at 9:48 AM, Glenn Cavin <Glennc@plano.gov> wrote:

> That is probably what Clark is looking for – Can you direct him to it?

From: ████████████████ mailto:████████████████ **On Behalf Of** Jonah Bjorkman
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www.platescan.com

From: Glenn Cavin [mailto:Glennc@plano.gov]
Sent: Wednesday, April 28, 2010 12:27 PM
To: kmackenzie@platescan.com
Cc: Mike Letzelter; Jeff Willis (PD); Mila Kelly; Clark Miller
Subject: RE: PlateScan rear camera calibration

Ken,

Can you offer any insight regarding this calibration tool? I assume the new software being installed tomorrow should have the same functionality availability?

Sincerely,

Lieutenant Glenn Cavin

Plano Police Department

Office of the Chief

(972) 941-2242

glennc@plano.gov

-----Original Message-----
From: Clark Miller
Sent: Wednesday, April 28, 2010 12:21 PM
To: Glenn Cavin
Subject: PlateScan rear camera calibration

Hey Lt, per our conversation the other day about the desktop icon for the rear camera calibration, I was unable to find any such icon on the desktop or program menu on the "Start" menu. What you may have seen is the MDC's LCD screen calibration, which is only for the MDC itself, not PlateScan. The PlateScan manual shows the camera calibration icon to be part of the PlateScan desktop, within the PlateScan program itself. This calibration button is not visible in PlateScan as currently configured.

From: Glenn Cavin
Sent: Wednesday, September 01, 2010 1:40 PM
To: Xavier Badillo
Cc: Ed Drain; Harry Manning; Mike Glisch; Jon Britton
Subject: RE: PlateScan recognition data retention

Thank you very much for the heads up Xavier – I appreciate that you took the time to address this issue and applaud your efforts in solving the mentioned ID Theft case.

As you are probably aware, during the past couple of years, ALPR has emerged as one of the most commonly desired technologies for use in law enforcement, and records retention has become a hot topic for debate among the many agencies with these systems in operation. The problem is not so much hard drive space, as this could be fairly easily rectified. It is more so related to questions about citizen privacy impacts that have been raised by organizations such as the ACLU and The Constitution Project. Unfortunately, perspectives vary greatly and no law enforcement consensus has yet been reached on this issue. Some agencies retain this data indefinitely, citing investigative value, while others purge files within as few as 24 hours to prevent any potential misuse. After much discussion, it was decided that Plano PD will retain these local files for two years, seemingly providing investigators with a significant window of opportunity for data review. If it is decided, however, that a longer period is justifiable, the retention policy could certainly be modified as necessary. As of this time, no data has been deleted since the first Plano PlateScan equipment was installed in April 2008; although this will likely change in the near future as the BackOffice software is configured to accommodate such purges. For reference, I have also included links below to a couple of IACP documents related to ALPR.

http://sdisolutions.com/PDF/IACPpresentation.pdf

http://www.theiacp.org/LinkClick.aspx?fileticket=N%2bE2wvY%2f1QU%3d&tabid=87

Please do not hesitate to contact me with any additional questions or comments.

From: Xavier Badillo
Sent: Wednesday, September 01, 2010 10:44 AM
To: Glenn Cavin
Cc: Jon Britton; Mike Glisch; Harry Manning
Subject: Plate Scan

I hear that the data in Plate Scan may be purged to save hard drive space... I'd like to offer case 10-148649 as a success story with plate scan. It is an ID Theft case reported this month in which a Suspect leased an apartment using the ID of my victim. The apartment was leased in October 2008 and discovered this month. Using RMS, Visinet, and Plate Scan I have been able to gather evidence that places the Suspect at the apartment. Not to mention, the apartment manager has identified the Suspect in a photo lineup. Just yesterday I queried the LP in Plate Scan and it produced a hit at the apartment parking lot for November 8, 2008. Using all of this information will allow me to secure a warrant and forward the case to the D.A. for their review and aid in prosecution. Below are e-mails sent to me from the Complainant over a course of a few days to this morning describing the hardship this has had on her; basically, she is being denied an apartment because of a collection notice for money owed to the apartment that was fraudulently obtained:

--- On **Fri, 8/27/10, Xavier Badillo <*Xavierb@plano.gov*>** wrote:

From: Xavier Badillo <Xavierb@plano.gov>
Subject: RE:
To: ▆▆▆▆▆▆▆▆▆
Date: Friday, August 27, 2010, 8:29 AM

Where did you apply for an apartment? What came of it?

at indigo apartments they said i couldnt get the apartment because of the apartment being in my name

hey Xavier i wanted to knw if you can fax my report to indigo apartment by monday or tuesday i really have to get a roof over my kids head im homeless right now and i need an apartment bad. you can call me or e-mail me back and let me knw as soon as you can that would be great. thanks a lot the fax number to indigo apartments are 972)437-1660

hey xavier tyteanna evans here i wanted to knw if or when can u seen the report papers to indigo apartments because i really need to move as ive said be for im homeless n i need to get a roof ove my kids head asap n rite now u r the only one that can help me do that. so if you can email me back or give me a call back or just fax the paper work over to indigo apartments so i can move by this weekend or n the week thats would a great blessin to me please help my out thank you so much ▆▆▆▆▆▆▆

hey xavier it me▆▆▆▆▆▆▆the paper work you sent over to the indigo apartments didnt work at all so im wanted to knw if you can send paper work to the renter history people just saying no it wasnt me i had nothing to do wit custer park apartments because as of today im really homeless i have no where to go and i have my babies to look out for i need to move bad please help me as much as you can please the number to the Onsion is 866 266 7483 and the fax number to them is 888 774 0144. i really need your hlep i have no one else please i cant n dont want to be in the streets wit my kids so if you can email me back and let me know that would be great thanks n god bless

hey xavier ive been on the phone wit indigo all day and they no longer work wit Onsit so they told me to get a trancrip number from you to get this taking off my credit/renter history. as ive told you before i have no where to go and i have my kids out here wit me if there is anything you can do to get this of my credit/renter history so i can move in by friday or sat please let me knw because they wont let me move in until this is takin off my credit/renter history so if you can give me a call back or email me back ASAP they would be great Xavier you are really the only one that can help me and i really need your help because i gotta get a roof over my kids head thats the most important thing to me rite now so please just help me as much as you can that would be a blessing to me and here is the number for indigo apartments again if you need to talk to them 972 644 2445 thank you so much

hi xavier i got a lil bit of good news i need you to fax over anything sayn it was not my to TransUnion so they can remove this off my credit the fax number is 714 525 0668 and the ref. number is 226593256 if you can get them in to them today that would be great i can move by friday thank you for all your help

Xavier Badillo, Detective
Plano Police Department
Forgery/Financial Crimes
909 14th St. Plano, Texas 75074
972.941.2518 (Fax) 972.941.2531
Xavierb@plano.gov