

From: j[REDACTED] on behalf of Jonah Bjorkman [jborkman@platescan.com]
Sent: Tuesday, May 11, 2010 5:04 PM
To: Glenn Cavin
Cc: Jeff Willis (PD); support@platescan.com; Glen Brashear; Mike Letzelter
Subject: Re: PlateScan
Jeff will you be around tomorrow after noon, around 4ish your time for me to look at the GPS coordinates?

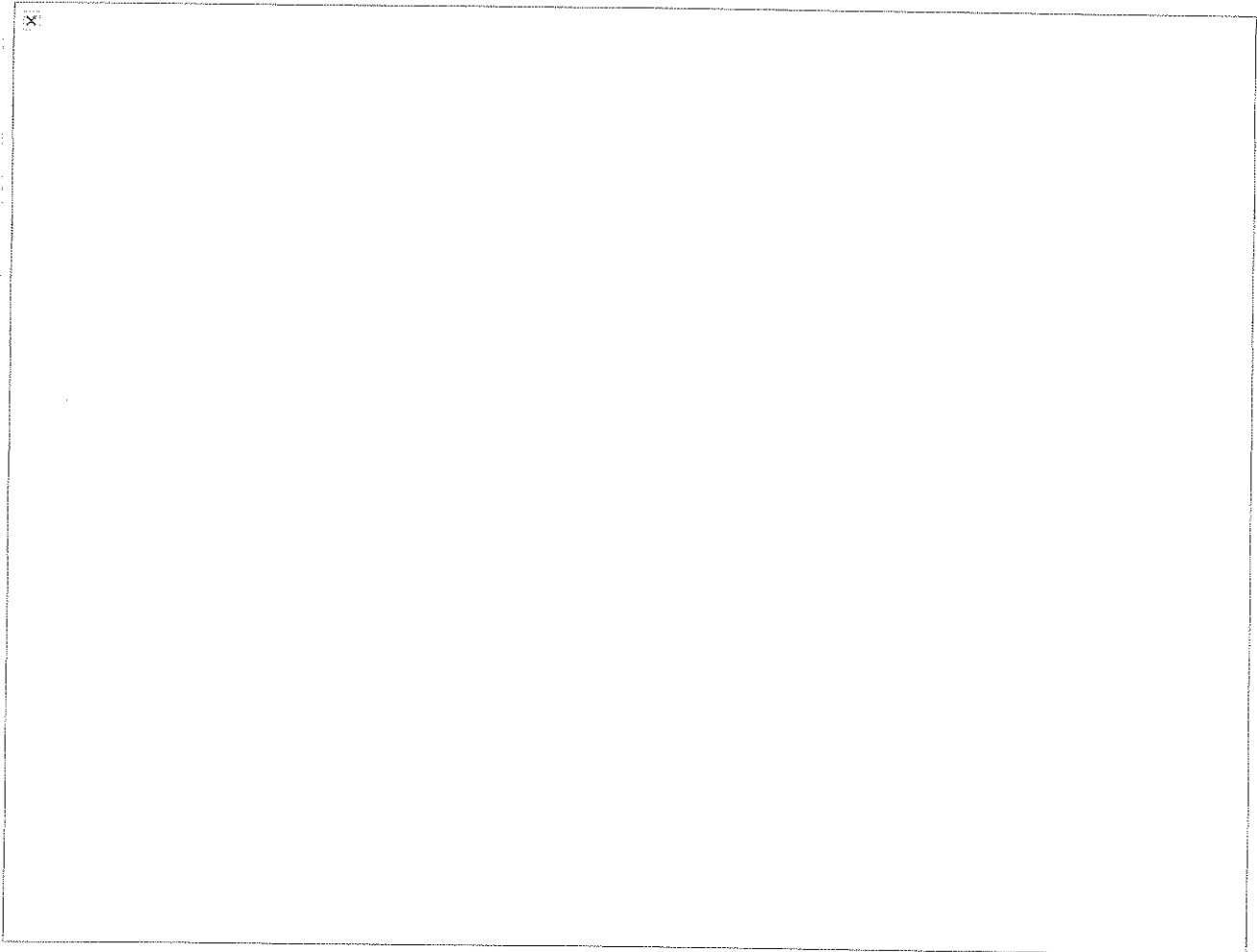
Glenn, I will need to get with you about the Backoffice issues and upgrading you.

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

On Tue, May 11, 2010 at 2:49 PM, Glenn Cavin <GlennC@plano.gov> wrote:

Jeff / Jonah,

I just checked BackOffice and found that the last recognitions available were recorded last night. Didn't you say you uploaded some today? Also, it seems that the GPS coordinates are not working properly (see screenshot below).



Sincerely,

Lieutenant Glenn Cavin

Plano Police Department

Office of the Chief

(972) 941-2242

glennnc@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

From: [REDACTED] on behalf of Jonah Bjorkman [jbjorkman@platescan.com]
Sent: Tuesday, May 11, 2010 5:33 PM
To: Glenn Cavin
Cc: Jeff Willis (PD)
Subject: Re: PlateScan
sounds good

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

On Tue, May 11, 2010 at 3:20 PM, Glenn Cavin <GlennC@plano.gov> wrote:

OK - Thanks Jonah - I will be back on Friday and will try to reach you then.

Glenn

From: [REDACTED]
To: Glenn Cavin
Cc: Jeff Willis (PD); support@platescan.com; Glen Brashear; Mike Letzelter
Sent: Tue May 11 17:03:52 2010
Subject: Re: PlateScan

Jeff will you be around tomorrow after noon, around 4ish your time for me to look at the GPS coordinates?

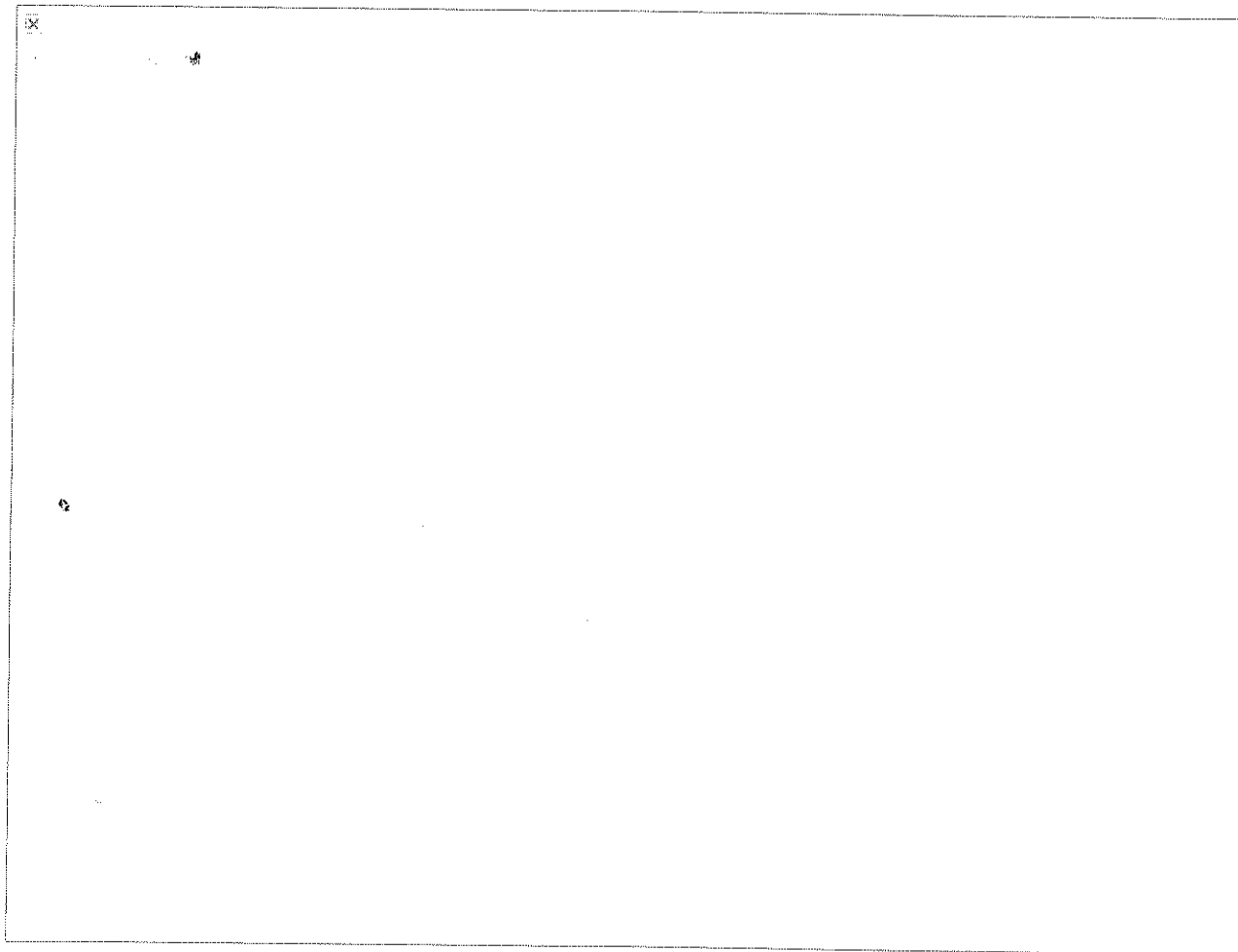
Glenn, I will need to get with you about the Backoffice issues and upgrading you.

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

On Tue, May 11, 2010 at 2:49 PM, Glenn Cavin <GlennC@plano.gov> wrote:

Jeff / Jonah,

I just checked BackOffice and found that the last recognitions available were recorded last night. Didn't you say you uploaded some today? Also, it seems that the GPS coordinates are not working properly (see screenshot below).



Sincerely,

Lieutenant Glenn Cavin

Plano Police Department

Office of the Chief

(972) 941-2242

glenncc@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

From: Gunny Gant [ggant@platescan.com]
Sent: Wednesday, July 06, 2011 8:45 AM
To: Glenn Cavin
Cc: Mike Letzelter; Jeff Willis (PD); Glen Brashear
Subject: RE: Platescan

Hi Lt,

Here is what I got late yesterday. Before the end of this week, we will send 2x Cobra 810's and 1x Frame Grabber Card to Lt. Cavin and provide tracking number.

If we need help from a field tech we are working to figure out dates of availability.

Thanks,
Gunny

From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Tuesday, July 05, 2011 1:46 PM
To: Gunny Gant
Cc: Mike Letzelter; Jeff Willis (PD); Glen Brashear
Subject: RE: Platescan

Gunny,

Any word on these cameras yet?

Sincerely,

Lieutenant Glenn Cavin
Plano Police Department
Office of the Chief
(972) 941-2242
glennC@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]] On Behalf Of Gunny Gant
Sent: Friday, July 01, 2011 3:46 PM
To: Glenn Cavin
Subject: Platescan

Lt Cavin,

Hope you had a nice vacation after LEIM. I am still responsible for Platescan. Then when I do move in an arraignment with John I will still be the face of Platescan for Texas. Service support. I did speak with john yesterday concerning the City and he has you on his schedule to chat with early next week concerning software. I will find out where the cameras are and or eta.

Thanks and have a great weekend.

Sent from my iPhone

Gunny Gant

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Wednesday, February 17, 2010 1:00 AM
To: Glenn Cavin; 'Jonah Bjorkman'
Cc: David Stephens; Earl Atencio; Greg Rushin; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Chad Blumrick; mkelly@platescan.com
Subject: RE: PlateScan Backoffice
 Mike,

Thank you for the information on the technical problems with your ALPR vehicle. I have generated a work ticket for PlateScan and they should be reaching out to you within 48 hours. In the future, whenever you have any time of equipment or software problem, simply contact support@platescan.com or you can call 949-851-1600, ext 23. PlateScan doesn't have any technical support personnel physically located in Texas, however, due to its design, most problems can be corrected remotely or if a part needs replacing, they can ship the part and then align the part remotely.

If you have a problem reaching PlateScan, I would be happy to assist, however, I am no longer employed full-time with PlateScan, since I have decided to return to police work. During a transition period, I am doing PlateScan correspondence and training at night and on weekend.

The work ticket that I generated was for the camera malfunction that you described yesterday in an email:

Front left camera casing has a bad seal, condensation has formed on the lens, camera does not read at all.

As for the readability problem that you describe below:

Parking camera interprets about 80 or 90% of Z's as 7's. Rear camera still unstable, video wavers, hardly hitting on LP's at all. Also, program is interpreting 0's (zeros) as O's, so unless the program doesn't differentiate b/t 0's and O's, then we're missing a lot of accurate LP's.

This is the problem that I told Lt. Cavin that all ALPR vendors are having in Texas with the new 7 digit license plate context. This problem isn't unique to PlateScan. ALPR system context checkers were designed to be programmed to check license plate formats. They are designed to check a certain number of digits on a plate. The PlateScan context check has no problem reading either 6 digit or 7 digit plates. They were not designed to check context on both 6 digit and 7 digit license plates. We read 90-95% of the 6 digit plates and personally, I believe it reads even higher on the new black 7 digit flat plates. The problem starts when you try to check both of them at one. It tries to read the state seal and cowboy in the center as a 7th digit or tries to throw in a 7th digit. This is what you are seeing now and all ALPR systems are seeing this problem in Texas.

Since PlateScan uses Neural networking, it should read better than most until we get the upgrade, but our engineers are working on the update.

Here is the latest from our CTO, Mark Kelly.

We are working on it now - it not was straight forward as just a context issue - there are several problems relating to the drop in performance. The key factors are.

- *New plates have additional character, new font and different separation than older plates. This makes it very difficult for the system to correct extract the characters when you are dealing different sizes and dimension, either of which could be valid*
- *New plates are good and Bad for IR and Color. The more detailed*

lonestar plate is better in IR but almost impossible in color, and vice versa with the other new print plates (white BG) these are almost invisible in IR but great in color.

- *The different font style means we have to effectively run multiple versions of conflicting NN are the same time, which create the increase in false positives (B & 8, etc)*
- *Getting the Contexts right . having added an additional character means that ABC 123 from an old plate could easily be seen as ABC 1231 (the additional 1 at the end coming from the edge of the plate) in the past this would be easily removed, not the system have to try and work out is it a 1 or the edge*
- *The Older Talon systems . we have no control over their NN making it more difficult to get the system to deal with the new fonts and the segmentation of the characters due to the new spacing.*

We are working on and have been for several months - we are getting very close. We anticipate having a new version that we will be testing next week when the guys are doing some installs in the Houston area next week.

That was written a couple of weeks ago. Since then, they are actually bringing the software designer to Texas sometime this month to address the issue of the 6 and 7 digit plates. Believe me, the accuracy of the Texas context is PlateScan's highest priority. We hope to have a new software version to beta test in the near future.

If you have any specific questions involving this issue, please feel free to call Mark Kelly at 949-851-1600, ext 14.

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: Tuesday, February 16, 2010 2:03 PM

To: Jonah Bjorkman

Cc: David Stephens; Earl Atencio; Greg Rushin; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Ken Mackenzie

Subject: RE: PlateScan Backoffice

Jonah,

We recently discussed this regional data sharing project, and I will certainly be in contact with Mr. Springfield soon to help coordinate the process. We are, however, currently experiencing some significant issues with our PlateScan equipment and are still awaiting a response from Ken regarding a local support visit. We probably need to get the car working properly again before we move forward with the BackOffice transition. I assume the software would be updated via remote assist?

Ken,

Any update on when we can expect a site visit?

Sincerely,

Lieutenant Glenn Cavin
Plano Police Department
Office of the Chief
(972) 941-2242
glennnc@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Tuesday, February 16, 2010 1:49 PM
To: Glenn Cavin
Subject: PlateScan Backoffice

Glenn,

Steve,

Collin County is ready to set you up on the Fiber Ring for the Backoffice. You will need to contact Jeff Springfield with the Collin County SO @ 972-548-4533 to get you access.

You guys are a bit different from the other agencies that are participating since you already have a backoffice. We will need to import all your data to their server. Also, we will need to upgrade the software in your car to make it work with the new Backoffice. We will need to setup a time to update the vehicle software.

If you have any questions, please let me know.

thank-you

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x23
E: support@platescan.com

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Wednesday, February 17, 2010 1:00 AM
To: Glenn Cavin; 'Jonah Bjorkman'
Cc: David Stephens; Earl Atencio; Greg Rushin; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Chad Blumrick; mkelly@platescan.com
Subject: RE: PlateScan Backoffice
Mike,

Thank you for the information on the technical problems with your ALPR vehicle. I have generated a work ticket for PlateScan and they should be reaching out to you within 48 hours. In the future, whenever you have any time of equipment or software problem, simply contact support@platescan.com or you can call 949-851-1600, ext 23. PlateScan doesn't have any technical support personnel physically located in Texas, however, due to its design, most problems can be corrected remotely or if a part needs replacing, they can ship the part and then align the part remotely.

If you have a problem reaching PlateScan, I would be happy to assist, however, I am no longer employed full-time with PlateScan, since I have decided to return to police work. During a transition period, I am doing PlateScan correspondence and training at night and on weekend.

The work ticket that I generated was for the camera malfunction that you described yesterday in an email:

Front left camera casing has a bad seal, condensation has formed on the lens, camera does not read at all.

As for the readability problem that you describe below:

Parking camera interprets about 80 or 90% of Z's as 7's. Rear camera still unstable, video wavers, hardly hitting on LP's at all. Also, program is interpreting 0's (zeros) as O's, so unless the program doesn't differentiate b/t 0's and O's, then we're missing a lot of accurate LP's.

This is the problem that I told Lt. Cavin that all ALPR vendors are having in Texas with the new 7 digit license plate context. This problem isn't unique to PlateScan. AIPR system context checkers were designed to be programmed to check license plate formats. They are designed to check a certain number of digits on a plate. The PlateScan context check has no problem reading either 6 digit or 7 digit plates. They were not designed to check context on both 6 digit and 7 digit license plates. We read 90-95% of the 6 digit plates and personally, I believe it reads even higher on the new black 7 digit flat plates. The problem starts when you try to check both of them at one. It tries to read the state seal and cowboy in the center as a 7th digit or tries to throw in a 7th digit. This is what you are seeing now and all ALPR systems are seeing this problem in Texas.

Since PlateScan uses Neural networking, it should read better than most until we get the upgrade, but our engineers are working on the update.

Here is the latest from our CTO, Mark Kelly.

We are working on it now - it not was straight forward as just a context issue - there are several problems relating to the drop in performance. The key factors are.

- *New plates have additional character, new font and different separation than older plates. This makes it very difficult for the system to correct extract the characters when you are dealing different sizes and dimension, either of which could be valid*
- *New plates are good and Bad for IR and Color. The more detailed*

lonestar plate is better in IR but almost impossible in color, and vice versa with the other new print plates (white BG) these are almost invisible in IR but great in color.

- *The different font style means we have to effectively run multiple versions of conflicting NN are the same time, which create the increase in false positives (B & 8, etc)*
- *Getting the Contexts right . having added an additional character means that ABC 123 from an old plate could easily be seen as ABC 1231 (the additional 1 at the end coming from the edge of the plate) in the past this would be easily removed, not the system have to try and work out is it a 1 or the edge*
- *The Older Talon systems . we have no control over their NN making it more difficult to get the system to deal with the new fonts and the segmentation of the characters due to the new spacing.*

We are working on and have been for several months - we are getting very close. We anticipate having a new version that we will be testing next week when the guys are doing some installs in the Houston area next week.

That was written a couple of weeks ago. Since then, they are actually bringing the software designer to Texas sometime this month to address the issue of the 6 and 7 digit plates. Believe me, the accuracy of the Texas context is PlateScan's highest priority. We hope to have a new software version to beta test in the near future.

If you have any specific questions involving this issue, please feel free to call Mark Kelly at 949-851-1600, ext 14.

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: Tuesday, February 16, 2010 2:03 PM

To: Jonah Bjorkman

Cc: David Stephens; Earl Atencio; Greg Rushin; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Ken Mackenzie

Subject: RE: PlateScan Backoffice

Jonah,

We recently discussed this regional data sharing project, and I will certainly be in contact with Mr. Springfield soon to help coordinate the process. We are, however, currently experiencing some significant issues with our PlateScan equipment and are still awaiting a response from Ken regarding a local support visit. We probably need to get the car working properly again before we move forward with the BackOffice transition. I assume the software would be updated via remote assist?

Ken,

Any update on when we can expect a site visit?

Sincerely,

Lieutenant Glenn Cavin
Plano Police Department
Office of the Chief
(972) 941-2242
glennnc@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Tuesday, February 16, 2010 1:49 PM
To: Glenn Cavin
Subject: PlateScan Backoffice

Glenn,

Steve,

Collin County is ready to set you up on the Fiber Ring for the Backoffice. You will need to contact Jeff Springfield with the Collin County SO @ 972-548-4533 to get you access.

You guys are a bit different from the other agencies that are participating since you already have a backoffice. We will need to import all your data to their server. Also, we will need to upgrade the software in your car to make it work with the new Backoffice. We will need to setup a time to update the vehicle software.

If you have any questions, please let me know.

thank-you

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x23
E: support@platescan.com

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Wednesday, February 17, 2010 1:12 AM
To: Glenn Cavin
Cc: Mike Letzelter; support@platescan.com; mkelly@platescan.com; 'Mila Kelly'
Subject: RE: PlateScan Backoffice
Glenn,

Mike finally sent me a list of the problems on the vehicle and I have responded. One of them is a defective camera issue, which Jonah at PlateScan report can have a new camera sent out and the other problem is the context checker which I addressed in my previous email . I also wrote up a work ticket for the unsteady rear camera mount. They should have a technician in the area sometime in the near future, who should be able to look at that camera mount.

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: Tuesday, February 16, 2010 2:03 PM
To: Jonah Bjorkman
Cc: David Stephens; Earl Atencio; Greg Rushin; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Ken Mackenzie
Subject: RE: PlateScan Backoffice

Jonah,

We recently discussed this regional data sharing project, and I will certainly be in contact with Mr. Springfield soon to help coordinate the process. We are, however, currently experiencing some significant issues with our PlateScan equipment and are still awaiting a response from Ken regarding a local support visit. We probably need to get the car working properly again before we move forward with the BackOffice transition. I assume the software would be updated via remote assist?

Ken,

Any update on when we can expect a site visit?

Sincerely,

Lieutenant Glenn Cavin
Plano Police Department

Office of the Chief
(972) 941-2242
glennnc@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Tuesday, February 16, 2010 1:49 PM
To: Glenn Cavin
Subject: PlateScan Backoffice

Glenn,

Steve,

Collin County is ready to set you up on the Fiber Ring for the Backoffice. You will need to contact Jeff Springfield with the Collin County SO @ 972-548-4533 to get you access.

You guys are a bit different from the other agencies that are participating since you already have a backoffice. We will need to import all your data to their server. Also, we will need to upgrade the software in your car to make it work with the new Backoffice. We will need to setup a time to update the vehicle software.

If you have any questions, please let me know.

thank-you

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x23
E: support@platescan.com

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Wednesday, February 17, 2010 1:12 AM
To: Glenn Cavin
Cc: Mike Letzelter; support@platescan.com; mkelly@platescan.com; 'Mila Kelly'
Subject: RE: PlateScan Backoffice
Glenn,

Mike finally sent me a list of the problems on the vehicle and I have responded. One of them is a defective camera issue, which Jonah at PlateScan report can have a new camera sent out and the other problem is the context checker which I addressed in my previous email. I also wrote up a work ticket for the unsteady rear camera mount. They should have a technician in the area sometime in the near future, who should be able to look at that camera mount.

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: Tuesday, February 16, 2010 2:03 PM
To: Jonah Bjorkman
Cc: David Stephens; Earl Atencio; Greg Rushin; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Ken Mackenzie
Subject: RE: PlateScan Backoffice

Jonah,

We recently discussed this regional data sharing project, and I will certainly be in contact with Mr. Springfield soon to help coordinate the process. We are, however, currently experiencing some significant issues with our PlateScan equipment and are still awaiting a response from Ken regarding a local support visit. We probably need to get the car working properly again before we move forward with the BackOffice transition. I assume the software would be updated via remote assist?

Ken,

Any update on when we can expect a site visit?

Sincerely,

Lieutenant Glenn Cavin
Plano Police Department

Office of the Chief
(972) 941-2242
glennnc@plano.gov

IMPORTANT/CONFIDENTIAL: This message is intended only for the use of the individual or entity to which it is addressed. This message contains information from the City of Plano, Plano Police Department, which may be privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee, or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately at our telephone number set forth above. We will be happy to arrange for the return of this message via the United States Postal Service to us at no cost to you.

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Tuesday, February 16, 2010 1:49 PM
To: Glenn Cavin
Subject: PlateScan Backoffice

Glenn,

Steve,

Collin County is ready to set you up on the Fiber Ring for the Backoffice. You will need to contact Jeff Springfield with the Collin County SO @ 972-548-4533 to get you access.

You guys are a bit different from the other agencies that are participating since you already have a backoffice. We will need to import all your data to their server. Also, we will need to upgrade the software in your car to make it work with the new Backoffice. We will need to setup a time to update the vehicle software.

If you have any questions, please let me know.

thank-you

Jonah Bjorkman
PlateScan, Inc.
O: 949-851-1600 x23
E: support@platescan.com