

From: Jeff Willis (PD)
Sent: Monday, August 09, 2010 12:13 PM
To: Glenn Cavin
Subject: RE: Backoffice

LT,
Officer McCanns put in a service request stating the NEW platescan vehicle is missing LPs and other recognition issues. Bill is going to bring the vehicle here to 800 as soon as he can so I can take a look at it.

From: Glenn Cavin
Sent: Monday, August 09, 2010 12:03 PM
To: 'Jonah Bjorkman'
Cc: support@platescan.com; Mike Letzelter; Jeff Willis (PD)
Subject: RE: Backoffice

Hello Jonah,

The new back office software seems to be working properly; however, the officers have reported continued problems with degraded accuracy in the first car. We are trying to determine now if the issue might be related to the hardware (cameras) or more so the software itself. We are also dealing with vehicle maintenance concerns that have kept the car down much more than it should be during the past several weeks.

Thanks for checking on us,

Glenn

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Monday, August 09, 2010 11:28 AM
To: Glenn Cavin
Cc: support@platescan.com
Subject: Backoffice

Hello Lt.,

Hope you had a good weekend.

I want to follow up with you on how the Backoffice is treating. Everything good?

Talk to you soon.

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

From: Jeff Willis (PD)
Sent: Monday, August 09, 2010 2:47 PM
To: Glenn Cavin
Subject: RE: Backoffice
Will do.

From: Glenn Cavin
Sent: Monday, August 09, 2010 2:43 PM
To: Mike Letzelter; Jeff Willis (PD)
Cc: support@platescan.com; 'Jonah Bjorkman'
Subject: RE: Backoffice

Mike / Jeff,

Could one of you please coordinate a time for a remote session with Jonah when you have the vehicle available?

Sincerely,

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

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From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Monday, August 09, 2010 1:44 PM
To: Glenn Cavin
Cc: support@platescan.com; Mike Letzelter; Jeff Willis (PD)
Subject: Re: Backoffice

Ok. We can set up a time for me to remote in and check it out. When will you have the car available?

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

On Mon, Aug 9, 2010 at 10:02 AM, Glenn Cavin <GlennC@plano.gov> wrote:
Hello Jonah,

The new back office software seems to be working properly; however, the officers have reported continued problems with degraded accuracy in the first car. We are trying to determine now if the issue might be related to the hardware (cameras) or more so the software itself. We are also dealing with vehicle maintenance concerns that have kept the car down much more than it should be during the past several weeks.

Thanks for checking on us,

Glenn

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Monday, August 09, 2010 11:28 AM
To: Glenn Cavin
Cc: support@platescan.com
Subject: Backoffice

Hello Lt.,

Hope you had a good weekend.

I want to follow up with you on how the Backoffice is treating. Everything good?

Talk to you soon.

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

From: [REDACTED] on behalf of Jonah Bjorkman [bjorkman@platescan.com]
Sent: Wednesday, December 16, 2009 3:58 PM
To: Glenn Cavin
Subject: Re: Backoffice Manual
Glenn,

the current manual that you have for PlateScan is current. Not much has changed on the front end, which is what the officers see.

On Wed, Dec 16, 2009 at 10:56 AM, Glenn Cavin <GlennC@plano.gov> wrote:

Please send me the latest user guide as well, since this one might be an older version.

Thanks again,

Glenn

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Wednesday, December 16, 2009 12:52 PM
To: Glenn Cavin
Subject: Backoffice Manual

If you need anything else, let me know.

--

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

--

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

From: Clark Miller
Sent: Friday, April 16, 2010 7:23 AM
To: PD Sworn Personnel
Subject: RE: Bank Robbery Suspect

Attachments: Pitts Bank Robbery Susp Veh.jpg; ps_search.xls
Attached is pic of suspect vehicle from PlateScan database. Looks like it was parked at Whataburger (Central & Spring Creek S/E) two times in early 2009, morning hours. He probably worked there back then.

From: David Schaffer
Sent: Thu 04/15/2010 9:37 PM
To: Clark Miller
Subject: RE: Bank Robbery Suspect

You would be correct. I sent McCreary by there to look for it a few minutes ago... Love that platescan

From: Clark Miller
Sent: Thursday, April 15, 2010 9:36 PM
To: David Schaffer
Subject: Re: Bank Robbery Suspect

PlateScan database puts the car near the MHP on NB Central S/O Spring Creek in 09. Looks like it was parked there in the two pics I found earlier today.

From: "David Schaffer" <Davidsc@plano.gov>
Date: Thu, 15 Apr 2010 21:15:19 -0500
To: Cliff Turrubiarte<cliff@plano.gov>; PD Sworn Personnel<PDSwornPersonnel@plano.gov>
Subject: RE: Bank Robbery Suspect

It looks like [REDACTED] was cited by Officer Carey on 02/09/10 and was driving a Green 1998 Nissan Altima with Texas Reg [REDACTED] Listed a home address of [REDACTED] in Wylie, with a cell # [REDACTED]

From: Cliff Turrubiarte
Sent: Thursday, April 15, 2010 7:26 PM
To: PD Sworn Personnel
Subject: Bank Robbery Suspect

Be on the look out for [REDACTED] He is a suspect for Bank Robberies in Plano and Dallas. [REDACTED] is driving a four door Green 1998 Nissan Altima possibly missing a few hubcaps. Pitts might have red dye on his hands or person and may have burns to his leg from the dye pack going off. Pitts has an active warrant for Robbery out of our city. If an arrest is made please contact Detective Turrubiarte at 972- 816- 0569 after warrant confirmation. Pitts may have \$20.00 bills with dye on them if so check the money on NCIC for stolen securities.

RE Bank Robbery Suspect

Cliff Turrubiarre, Detective

Crimes Against Persons Unit

Plano Police Department

909 14th St Plano, TX 75074

Office: (972) 941 2294

Page 2 of 2

From: [REDACTED] on behalf of Jonah Bjorkman [bjorkman@platescan.com]
Sent: Tuesday, June 15, 2010 2:52 PM
To: Glenn Cavin
Cc: Jeff Willis (PD); Mike Letzelter
Subject: Re: Follow Up
Sounds good. Keep me posted

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

On Tue, Jun 15, 2010 at 11:48 AM, Glenn Cavin <GlennC@plano.gov> wrote:

Hello Jonah,

As far as I know, the new PlateScan equipment / software is currently working fine; however, our Impala is experiencing some mechanical issues that seem to keep it down for service more than we desire. I still need to speak with you about setting a time for automatic data purges and setup a shared manual hotlist; however, I will need to get back with you after I have completed this priority project I am currently working on.

Thanks,

Lieutenant Glenn Cavin

Plano Police Department

Office of the Chief

(972) 941-2242

glennC@plano.gov

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From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Tuesday, June 15, 2010 1:19 PM
To: Glenn Cavin
Subject: Follow Up

Glenn,

Hope all is well.

I am just following up with you to make sure all is well with both PlateScan vehicles.

Let me know if there is anything I can do for you.

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

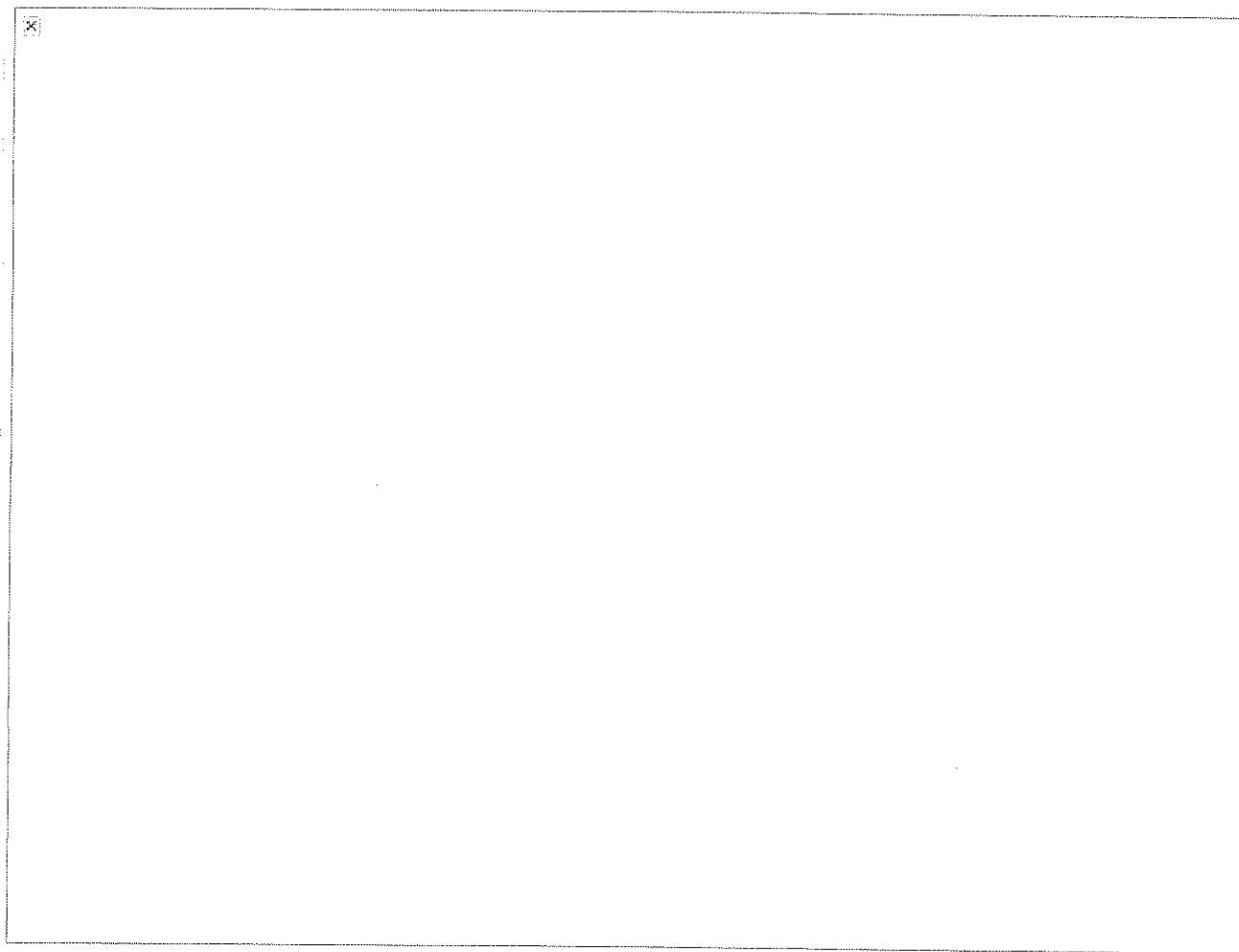
From: [REDACTED] on behalf of Jonah Bjorkman [bjorkman@platescan.com]
Sent: Tuesday, December 28, 2010 11:08 AM
To: Glenn Cavin
Cc: Minh Do; support@platescan.com; Ed Drain; Glen Brashear; Mike Letzelter; Jeff Willis (PD); Clark Miller; Dave Howell
Subject: Re: FW: PlateScan Back Office
I haven't heard of any other complaints, but I will pass this along. I will keep you posted.

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

On Tue, Dec 28, 2010 at 8:05 AM, Glenn Cavin <GlennC@plano.gov> wrote:

Hello Jonah / Marco / Minh,

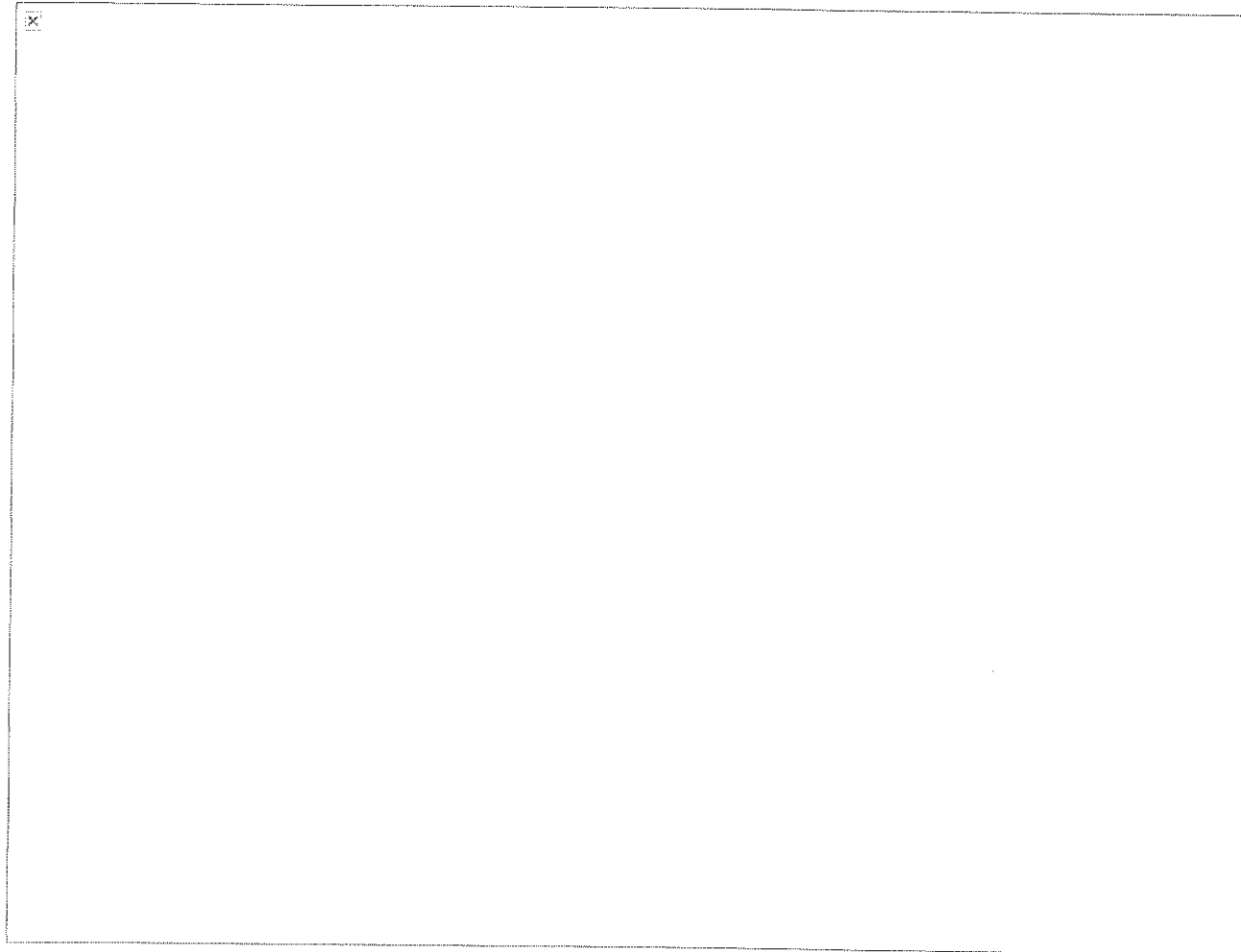
Please note the message below from Officer Miller, who operates the PlateScan vehicle on a regular basis. It seems that the system is sometimes interpreting various combinations as "Q", and that the database now has 471 reads containing this character. Has this problem been reported by other Texas agencies? I have attached a few screenshots as examples of misreads. These plates each look fairly clean and readable, so I am not sure why the characters were not properly recognized.



From: Clark Miller
Sent: Friday, December 24, 2010 10:16 AM
To: Glenn Cavin
Subject: PlateScan Back Office

Hey Lt, I was checking the back office database today and noticed that both PS vehicles are incorrectly recording a lot of "Q's," which in almost all cases is impossible since TX doesn't use Q's. For example, go into back office and enter ""Q"" in the LP field. You should get about 2900 hits. I'd be willing to bet that about 90% of these are misreads. I looked at several of the entries and noticed that some are valid, out of state reads; but most seem to be just flat out bad reads all together when its a TX LP.

Remember back when PS was reading the letter "O" instead of the number "0"? It seems they fixed that problem in programming by making the vehicles almost always default to the number "0." So I was wondering if they could do the same with Q's. Im thinking that 90% of the LP's we capture don't have the letter Q (with the rare exception of an out of state LP), so eliminating Q altogether would probably work.

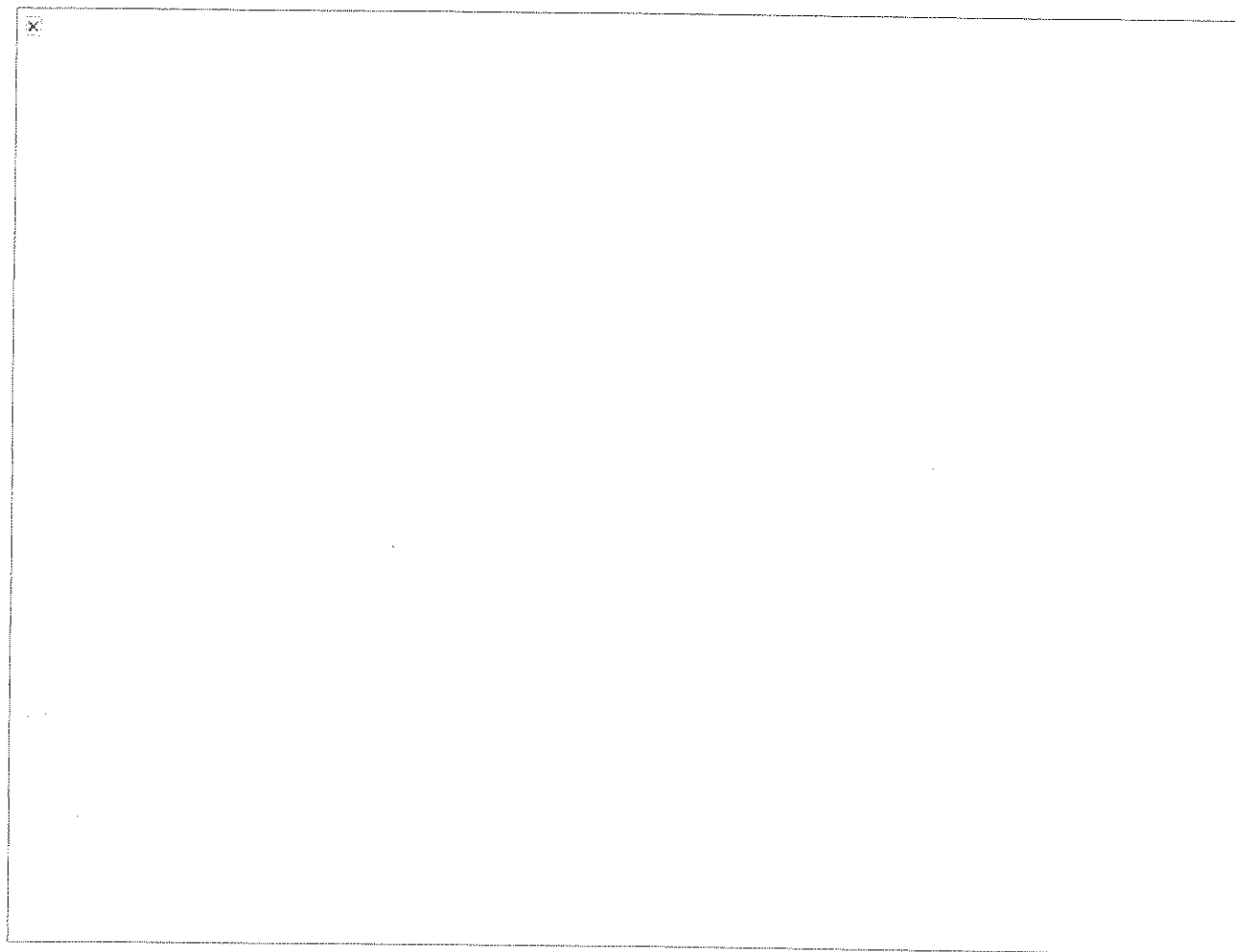


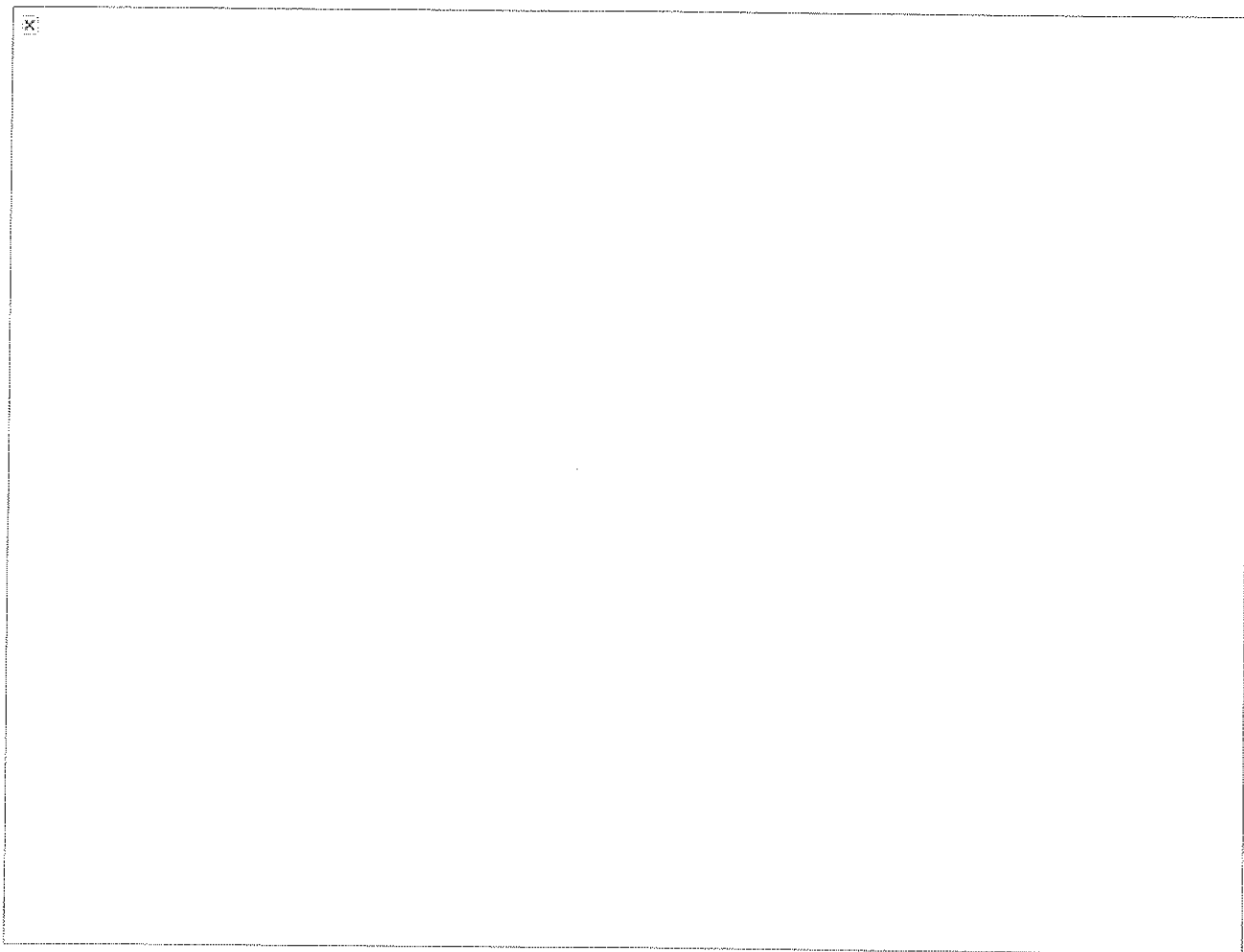
Please let us know if this issue is already being researched, or what steps might be taken now to address it.

Sincerely,

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

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From: [REDACTED] on behalf of Jonah Bjorkman
[bjorkman@platescan.com]
Sent: Wednesday, March 09, 2011 3:24 PM
To: Glenn Cavin
Cc: support@platescan.com; Gunny Gant; Gay Schaffer; Jeff Willis (PD); Mike Letzelter; Earl Atencio
Subject: Re: FW: TCIC License Plate Reader data

We will be looking into this change and keep you posted.

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

On Wed, Mar 9, 2011 at 10:13 AM, Glenn Cavin <GlennC@plano.gov> wrote:
We will likely need some help with necessary modifications to the server batch files, so we can receive these updated hotlists. Can we go ahead and pre-schedule a session for the 14th?

Sincerely,

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

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From: Pierce, Pam [<mailto:Pam.Pierce@txdps.state.tx.us>]
Sent: Wednesday, March 09, 2011 9:54 AM
To: [REDACTED]; JANDERSON@CI.PASADENA.TX.US;
KANDERSON@LUBBOCKCDA.COM; ARTHUR.AREVALO@CLAUSTIN.TX.US;
SUPPORT@CITYOFMEADOWSPLACE.ORG; Aud, Joel; RBAILEY@CITYOFIRVING.ORG;
KBALLARD@GRAPEVINETEXAS.GOV; LARRY.BARCLAY@ARLINGTONTX.GOV;
RUBEN.BARROW@CO.GALVESTON.TX.US; Batten, Randy; LARRY.BENAVIDEZ@CO.JIM-HOGG.TX.US; jbevering@wspd.us; JBLACKWELL@CITYOFGALVESTON.ORG;
BBOGGS@WILCO.ORG; Glen Brashear; MAX_BRILL@ITC.CO.HARRIS.TX.US; Brown, Paul;
RBROWN@BELLAIREPOLICE.COM; KENTB@CL.SHERMAN.TX.US;
JULIANCAVAZOS@KINGSVILLEPD.US; Glenn Cavin; OIC;
DAVID.CLEVELAND@BEXAR.ORG; PAT.COCHRAN@CLAUSTIN.TX.US;
jcottongame@highlandvillage.org; MAX.BRILL@SHERIFF.HCTX.NET;
GCOX@SUGARLANDTX.GOV; JCOX@CI.PEARLAND.TX.US; [REDACTED];
RCRUM@BURLESONTX.COM; Dansby, Jeremy; Dansby, Jeremy; addeleon@mcallenpd.net;
DDEAN@CL.BEAUMONT.TX.US; TOD@TXSHERIFFS.ORG; TDOVER@CI.MESQUITE.TX.US;

FDUNLOP@ROCKWALL.COM; CDYKES@SEAGOVILLE.US; Early, Todd;
JELLISON@ROWLETT.COM; JIMF@CL.RICHMOND.TX.US; AFLORES@HORIZONCITY.ORG;
FORMAN385@BALCHSPRINGSPD.COM; MARK.FOUGEROUSSE@CITYOFHOUSTON.NET;
 Fulgham, Roger; EGARCIA2@CL.LAREDO.TX.US;
LEANDRO.GARZA@DPD.DALLASCITYHALL.COM; MICHAEL.GARZA@CO.HIDALGO.TX.US;
AGENTRY@LUBBOCKCDA.COM; GOMEZR@ELPASOTEXAS.GOV;
SGREEN@LITTLEELM.ORG; CGRIZZAFFI@CITYCLEVELAND.NET;
DAVID.HALE@FARMERSBRANCH.INFO; JHAYLES@PORTOF GALVESTON.COM;
DHEFLIN@ROUND-ROCK.TX.US; LPR.DATA@LISTS.CL.BEDFORD.TX.US;
SGTHINES@COB.US; RHOOPER@CL.ROSENBERG.TX.US; JHUDNALL@TYLERTEXAS.COM;
 Iselt, Jessica; [REDACTED]; TKIEFER@SHENANDOAH.TX.COM;
mkilling@mesquitelapd.org; SEAN.KIRK@CITYOFDENTON.COM;
RKLAERNER@CL.SELMA.TX.US; Kumar, Vidhya; Leopold, Dennis;
BMAGEE@DEERPARKTX.ORG; DMAI@PORTARTHURPD.COM;
 [REDACTED]; NMARTINEZ@CITYOFROMA.NET;
rumartinez@webbcountytx.gov; RMAY@MCKINNEYTEXAS.ORG;
CMCCASLIN@CL.GREENVILLE.TX.US; DMERCIER@CITYOFDELRIO.COM;
MMILLER@KATYPD.COM; DAVID.MOORE@MCTX.ORG;
CHRISTOPHER.NEWEILL@COR.GOV; TOLIVER@GOLIADCOUNTYTX.GOV;
DOSBORNE@HARLINGENPOLICE.COM; DAWN.PEARSON@SANANTONIO.GOV;
RPENNY@NBTEXAS.ORG; ltperry@hutchinspd.org; [REDACTED] Pierce, Pam;
JPOWELL@CITYOFLEWISVILLE.COM; MREDICK@TOMBALLPD.COM;
PHILIP.REICH@CO.NUECES.TX.US; JERRY.REYNA@FRIOSHERIFF.ORG;
RIENDLAR@CO.FORT-BEND.TX.US; LT.RIVAS@DOUBLE-OAK.COM;
WARD.ROBINSON@FORTWORTHGOV.ORG; RAUL@COB.US;
JROGERS@FRIENDSWOOD.COM; wryan@pharrpd.net; CHRIS.RYMER@BAYTOWN.ORG;
JOSE.SALAZAR@CO.CAMERON.TX.US; IRSANDOVALJR@STARRCOUNTYISO.ORG;
CSAUTER@DEERPARKTX.ORG; ESCHEITL@GPTX.ORG; ADAMS@CL.WACO.TX.US;
ISILVA@CL.LAREDO.TX.US; Ryan.Smith@lcpd.com; SPSMITH@DALLASCOUNTY.ORG;
TSMITH@COLLINCOUNTYTX.GOV; JAMES.SNYDER@CITYOFCARROLLTON.COM;
ROBERT.WALKER@CO.JASPER.TX.US; lstephens@humblepolice.com;
SCOTT.STOWERS@WYLIETEXAS.GOV; Sweet, Taffy; Sweet, Taffy; jthomason@cityoffallen.org;
Gerald.Todd@wfpd.net; HTUCKER@VCTX.ORG; upchurchm@laportetx.gov;
MVOJVODICH@BEXAR.ORG; TVRANA@CITYOFKYLE.COM;
RICKY.WARWICK@MCTX.ORG; LAURENW@CCTEXAS.COM;
BWILLIS@FRISCOTEXAS.GOV; CAPTZEPEDA@KAUFMANCO.COM; Campbell, Mike

Subject: TCIC License Plate Reader data

You are receiving this email because you are the designated point of contact at your agency for the TCIC License Plate Reader data file. Conversely, if you are no longer the person responsible for the LPR system data, please send us an email indicating the name, along with contact information, for the current point of contact at your criminal justice agency.

On **Monday March 14, 2011** the TxDPS TCIC license plate reader data file system again will begin receiving vehicle and license plate data associated with Sexual Offender records currently active in TCIC, while TxDPS will begin posting NCIC vehicle datasets as well. Since the TCIC data file was modified some years ago to also include any vehicle and license plate data associated with Wanted or Missing Person records, this addition of Sexual Offender data means virtually any TCIC record that contains license plate data will be listed within the TCIC license plate information posted on the TxDPS LPR sites.

TxDPS is now receiving similar data from NCIC and on **March 14, 2011** will begin posting the NCIC data also on the TxDPS TCIC LPR site where the TCIC license plate data is posted. If your agency wishes to also populate your system with the NCIC data, a change in your software used to pull the data from TxDPS and store it within your local systems will be

necessary. Unlike TCIC, the NCIC data file is only updated at the federal level twice a day. If a "wave file" or visual cue has been configured for your agency's LPR system, a configuration change may be appropriate based upon the new data layout. To assist with the ready identification of the actual record type, the TCIC and NCIC data will now contain the unique record identifier for each database/repository. For TCIC records, the TIC# will be included in the TCIC LPR datasets. Similarly for NCIC record sets, the NIC# will be included in the NCIC LPR dataset.

For the TCIC data set "standard", an example of the new file layout is:

TW0024648518,LPRTEST,TX,1997

For the TCIC data set "expanded", an example of the new file layout is:

TV1335186855,LPRTEST,TX,1997,DODG,R15,PK,GRY/GRY

For the NCIC data set, an example of the new file layout is:

V323783863,TX00000000,20100818,LPRTEST,CA,2010,1991,HOND,ACC,2D,BR0/WHI

While those who manually update their LPR data sets will continue to access the data, including the new NCIC data, at <http://www.txdps.state.tx.us/crs/lpftp/> automated system access should be directed to <http://www.txdps.state.tx.us/CRS/lpftp/autodownload.aspx> as both sites will receive updates simultaneously from TCIC and NCIC at the appropriate times.

Please take this opportunity to remind appropriate staff that a **"hit" on the LPR data MUST BE FOLLOWED BY A LIVE TLETS STOLEN VEHICLE INQUIRY** as stated in the MOU your agency signed with TxDPs. TCIC data is updated hourly. As previously stated, NCIC data is posted at the federal level twice a day. Many local agency systems have been configured to pull the LPR data from TxDPs just once or twice a day; some only once a week. With the lapsing time between the live TCIC and NCIC system record entry and removal, as compared to the time when the license plate/vehicle data is extrapolated for the automated LPR files at TxDPs, FBI NCIC, or at the local agency, it is **VITAL** that the TLETS/Nlets stolen vehicle inquiry occur **prior** to any police action.

Since many email systems prohibit the transmission of .zip files or .exe files, please send an email to tcicqc@txdps.state.tx.us to request electronic documentation and sample script created by the TxDPs technical staff to assist your agency with making changes to pull the new NCIC data set if needed.

For ease of translation of the TCIC record identifier number (TIC#) the *second* character designates the record type:

- P – License Plate
- V – Vehicle
- W – Wanted Person with license plate information
- M – Missing with license plate information
- N – Capias Warrant with license plate information
- O - Protection Order with license plate information
- T - Threat Against a Peace Officer with license plate information
- X – Sexual Offender with license plate information

For ease of translation of the NCIC record identifier number (NIC#) the *first* character designates the record type:

- B - Stolen Boats

- C - Supervised Release with license plate information
- H - Protection Orders with license plate information
- M - Missing Persons with license plate information
- N - Deported Felons with license plate information
- P - Stolen License Plates
- R - Canadian Vehicle Index Records
- T - Gang Members and Terrorists with license plate information
- V - Stolen Vehicles, Vehicle/Boat Parts
- W - Wanted Persons with license plate information
- X - Sexual Offenders with license plate information

Pam Pierce, TCIC/NCIC Systems Analyst

Texas Department of Public Safety

Law Enforcement Support Division, Crime Records Service

(512) 424-2898 Office

(512) 424-7164 Fax

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From: Jeff Willis (PD)
Sent: Friday, February 19, 2010 2:41 PM
To: Glenn Cavin
Subject: RE: Moisture in PlateScan Camera
LT,

Mike sent the serial number to Jonah yesterday and still has not received an answer. I just placed a call to Jonah, but got his voicemail. The Platescan vehicle is up and working with the exception of the front left camera (condensation). The DVR is up and running, so the Officers can utilize the vehicle if they would like.

From: Glenn Cavin
Sent: Wednesday, February 17, 2010 1:51 PM
To: Mike Letzelter; Jeff Willis (PD); Chad Blumrick
Subject: FW: Moisture in PlateScan Camera

Could one of you please grab that camera serial number and send it to Jonah?

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Wednesday, February 17, 2010 1:30 PM
To: Glenn Cavin
Subject: Moisture in Camera

Lt. Cavin,

Can you get me the serial number off the from left camera with condensation?

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

From: Jeff Willis (PD)

Sent: Friday, February 19, 2010 3:39 PM

To: Glenn Cavin

Subject: RE: Moisture in PlateScan Camera

No... haven't heard anything from Jonah or Platescan. Mike hasn't heard anything either. I'm hoping they will contact us first thing Monday.

From: Glenn Cavin

Sent: Friday, February 19, 2010 3:29 PM

To: Jeff Willis (PD)

Cc: Mike Letzelter

Subject: RE: Moisture in PlateScan Camera

Have the other issues Clark reported already been addressed?

From: Jeff Willis (PD)

Sent: Friday, February 19, 2010 2:41 PM

To: Glenn Cavin

Subject: RE: Moisture in PlateScan Camera

LT,

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From: Glenn Cavin

Sent: Wednesday, February 17, 2010 1:51 PM

To: Mike Letzelter; Jeff Willis (PD); Chad Blumrick

Subject: FW: Moisture in PlateScan Camera

Could one of you please grab that camera serial number and send it to Jonah?

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman

Sent: Wednesday, February 17, 2010 1:30 PM

To: Glenn Cavin

Subject: Moisture in Camera

Lt. Cavin,

Can you get me the serial number off the from left camera with condensation?

Jonah Bjorkman

PlateScan, Inc.

O: 949-851-1600 x23

E: support@platescan.com

From: Jeff Willis (PD)
Sent: Friday, February 19, 2010 3:40 PM
To: Glenn Cavin
Subject: RE: Moisture in PlateScan Camera
Will do.

From: Glenn Cavin
Sent: Friday, February 19, 2010 3:40 PM
To: Jeff Willis (PD)
Cc: Mike Letzelter; Clark Miller
Subject: RE: Moisture in PlateScan Camera

OK – Thanks – Please let me know when you do hear back from them.

From: Jeff Willis (PD)
Sent: Friday, February 19, 2010 3:39 PM
To: Glenn Cavin
Subject: RE: Moisture in PlateScan Camera

No... haven't heard anything from Jonah or Platescan. Mike hasn't heard anything either. I'm hoping they will contact us first thing Monday.

From: Glenn Cavin
Sent: Friday, February 19, 2010 3:29 PM
To: Jeff Willis (PD)
Cc: Mike Letzelter
Subject: RE: Moisture in PlateScan Camera

Have the other issues Clark reported already been addressed?

From: Jeff Willis (PD)
Sent: Friday, February 19, 2010 2:41 PM
To: Glenn Cavin
Subject: RE: Moisture in PlateScan Camera

LT,
Mike sent the serial number to Jonah yesterday and still has not received an answer. I just placed a call to Jonah, but got his voicemail. The Platescan vehicle is up and working with the exception of the front left camera (condensation). The DVR is up and running, so the Officers can utilize the vehicle if they would like.

From: Glenn Cavin
Sent: Wednesday, February 17, 2010 1:51 PM
To: Mike Letzelter; Jeff Willis (PD); Chad Blumrick
Subject: FW: Moisture in PlateScan Camera

Could one of you please grab that camera serial number and send it to Jonah?

From: [REDACTED] [mailto:[REDACTED]] **On Behalf Of** Jonah Bjorkman
Sent: Wednesday, February 17, 2010 1:30 PM
To: Glenn Cavin
Subject: Moisture in Camera

Lt. Cavin,

Can you get me the serial number off the from left camera with condensation?

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