

From: James Harbor
Sent: Wednesday, December 16, 2009 7:53 AM
To: Glenn Cavin
Subject: RE: PlateScan "Back Office" services restored
Glenn-

First, how do we log into this database? I have no clue what log-in and password to use.

Second, several months ago, Clark Miller used the database through mesh to get vehicle and plate info from a partial and gave out that information after a bank robbery, which allowed me to locate the suspect vehicle. I worked deep nights on OT recently, and while we were looking for a suspect vehicle with a partial tag, I asked 3 or 4 officers if they knew how to access the database (I don't since the mesh is disconnected in our cars and to access the network would lead to a global meltdown in compromised network integrity). No one on nights knew how to access it. It might be a good idea to let the deep night officers know about the capabilities of the database and how to get to it, so they can get more information on possible suspect vehicles for in-progress and just-occurred calls.

Just a thought.....

From: Glenn Cavin
Sent: Tuesday, December 15, 2009 3:08 PM
To: PD Sworn Personnel
Cc: Glen Brashear; Barbara Kvale
Subject: PlateScan "Back Office" services restored

Access to the PlateScan "[Back Office](#)" database has now been restored.

From: Aaron Benzick
Sent: Tuesday, July 06, 2010 3:34 PM
To: Glenn Cavin
Subject: RE: Platescan Back-end
Seems to be working fine from 802.

Aaron

From: Glenn Cavin
Sent: Tuesday, July 06, 2010 1:53 PM
To: Aaron Benzick
Subject: RE: Platescan Back-end

10/4 – Thanks Aaron

From: Aaron Benzick
Sent: Tuesday, July 06, 2010 9:49 AM
To: Glenn Cavin
Subject: Re: Platescan Back-end

Yes, we have been submitting AFR reports on it no prob.

On Jul 5, 2010, at 11:28 PM, "Glenn Cavin" <GlennC@plano.gov> wrote:

OK - Thanks - It does not seem that the recognitions are all making it back to the server. Is the Mesh connecting properly in that vehicle?

From: Aaron Benzick
To: Glenn Cavin
Sent: Mon Jul 05 23:02:16 2010
Subject: RE: Platescan Back-end

I'm driving it today and day shift drove it earlier. Officer McBean has been driving it the past few weeks regularly.

I'm at the jail and just logged in and don't have a problem. It was doing it to me at 802 and Sgt. Schaffer said he saw the problem there too. I will check tonight when I get back there and see if it is just an 802 thing.

Aaron

From: Glenn Cavin
Sent: Monday, July 05, 2010 10:21 PM
To: Aaron Benzick
Subject: Re: Platescan Back-end

I don't seem to be having any problems getting into BackOffice; however, there are no tags from 09243 in the database since 6/30/10. Is anyone in C or D-Sector driving that car?

From: Aaron Benzick
To: Glenn Cavin
Sent: Mon Jul 05 21:10:10 2010
Subject: Platescan Back-end
Are you experiencing any problems using the back-end interface for Platescan?

Benzick

From: Clark Miller
Sent: Friday, September 04, 2009 8:51 PM
To: Glenn Cavin
Subject: RE: PlateScan "BackOffice" Software Issue

Lt, I drove PlateScan today w/ little trouble but I have noticed a couple of things that probably need to be addressed:

The rear dash camera is coming loose from its mount and needs to be tightened or the entire mount replaced.

Also, I thought we were set up to get hits on sex offender LP's but apparently not. I tested one the other day and it did not hit. As you probably know, TCIC hits for sex offender LP's are just like stolen hits and should be an easy download, but maybe a money thing.

Also, the internal clock that the PlateScan software uses is off by about 1/2 an hour, sometimes more. For whatever reason, it doesn't use the MDC / Network's internal clock. Not really a big deal unless you need to know the exact time of a vehicle's location during future searches.

Also, the only times I've ever had problems with the software is when the vehicle has been out of range from the mesh network for several minutes, which interferes with the download of the updated LP's. This causes the entire MDC to lock up until you get back in range and receive the update, so no other functions work until it updates. Just a nuisance if you know what's going on but to the casual user, it probably causes them to think the entire system has failed and needs to be downed.

Finally, on a minor note... the GPS (MS MapPoint?) system has never worked in PlateScan. It gives you an error message when you try to start live tracking, something to the effect of "port is already being used."

Other than that, its been working great.

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

From: Glenn Cavin
Sent: Fri 09/04/2009 4:11 PM
To: PD Sworn Personnel
Cc: Glen Brashear (glenb@plano.gov); Ken Mackenzie; mspretke@platescan.com
Subject: PlateScan "BackOffice" Software Issue

We are currently experiencing a problem with the BackOffice <<http://planolpr/>> application that is used to search recognitions from the PlateScan vehicle. With the holiday weekend upon us, it is likely that this will not be corrected until next Tuesday. With the exception of some issues reading the new 7-digit Texas tags; it seems that the system is still recording registration information properly and checking it against the uploaded hotlists, so officers should continue to drive the vehicle and log into the Mesh to ensure timely uploads are completed. Unfortunately, however, no data collected since 8/27/09 will be available for review until this problem is resolved. I have also been advised that some officers have received error messages on the MDC while operating the PlateScan car. If you encounter this, please send me a brief description of what was observed, so I can pass the information along to the PlateScan support engineers. The 7-digit recognition issue should be resolved soon through a software patch.

From: Clark Miller
Sent: Friday, March 12, 2010 9:40 AM
To: Glenn Cavin
Cc: Mike Letzelter
Subject: RE: PlateScan Camera Alignment

In the PlateScan user manual, I found where the "Camera Config" button is supposed to be but when we start the program, this button is not available on our system. Im sure this is a customized user configuration, but is there a way to log into the system to get to this part of the program in the vehicle?

From: Clark Miller
Sent: Fri 03/12/2010 9:05 AM
To: Glenn Cavin
Cc: Mike Letzelter
Subject: PlateScan Camera Alignment

I read the below email from Jorkman but not sure what he's talking about with the "Camera Config" button. Can you guys advise? Also, LT, did you ever find the document or information that tells us how to do the alignment?

On Wed, Mar 10, 2010 at 9:26 AM, Jonah Bjorkman <jbjorkman@platescan.com> wrote:

I am sure it wasn't anything you did on your end, unless it was opened, which I highly doubt. The seals may not have been properly sealed.

Basically for alignment on the front left camera, you want the bottom of the targe plate to be 2ft off the ground. From the camera, the plate needs to be 9' over 27' out. In PlateScan, at the top of the program you will see a Camera Configuration button, click on that. You want the plate the size of the red box and in the red box to be aligned. If you need any help during the process I can remote into the MDT and see what is going on and support over the phone.

Let me know if you need anything else.

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

From: Mark Kelly [mkelly@platescan.com]
Sent: Monday, October 19, 2009 8:38 PM
To: Glenn Cavin
Cc: 'Ken Mackenzie'; 'Mila Kelly'; 'Jonah Bjorkman'; 'Marco Spretke'
Subject: RE: PlateScan Car
Lt Cavin,

Sorry about the confusion and mix-up in getting back to you regarding the updated Context Checker and the XML data recovery request.

I will get with our tech team in the morning to get a full update and then get back to you. With regards to the new Context Checkers for the 7 Character plate formats – we have been testing new versions of the Context Checker system. I understand that we have been making solid progress with this but there are a few minor issues that have to be overcome. These relate to the decision making system when they system “sees” an extra character (plate edge or similar) that results in a Six character plate coming back as 7 and vice versa.

In short, we are very close but not quite there yet. As mentioned, I will get an update from the team tomorrow and get back to you. I will also check in with them about the data recovery request.

Regards

Mark W J Kelly

Chief Technology Officer

[PlateScan, Inc.](#)

20101 SW Birch St, Suite 250, Newport Beach, CA 92660

O: (949) 851-1600 x14 | F: (949) 851-1930

M: (949) 510-5157 | GV: (949) 242-0320

www.platescan.com

From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Monday, October 19, 2009 5:35 PM
To: Ken Mackenzie
Cc: Dave Howell; Mila Kelly
Subject: RE: PlateScan Car

Ken,

My contact information is included below, and unfortunately we do not have a designated TS representative for PlateScan. I believe Duey Poempipatana and Mark Simants might have been involved when the unit was installed here, but I have been trying to handle the tech side of this myself. In fact, about two weeks ago, I sent some corrupted .xml recognition files to Minh, Jonah, and Marco so they could try and recover the data; however, I have not yet received any response. I thought they might be busy with maintenance on the new Collin County installs.

Thanks,



From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Monday, October 19, 2009 5:25 PM
To: Glenn Cavin
Cc: Dave Howell; 'Mila Kelly'
Subject: RE: PlateScan Car

Glenn,

They still haven't contacted you with the contest update? The support guys keep telling me they have called numerous times and left voicemails. Wonder who they are calling? Can you please send me your current contact information along with contact information for you IT guy that is coordinating PlateScan. Thanks

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
www.platescan.com

From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Monday, October 19, 2009 5:16 PM
To: Dave Howell
Cc: Mike Letzelter; Jeff Willis (PD); kmackenzie@platescan.com
Subject: RE: PlateScan Car

That is correct – We have to wait for it to return from the shop. I am hopeful that it will not be much longer.

Mike,

Please make sure we are notified when the car comes back – I need to ensure the latest updates from PlateScan get installed as soon as possible (7-digit tag reader). I have not yet heard back from Ken or the tech folks about getting this upgrade completed while the car is down for repair, but it seems to be a good time to take care of it.

- 14208 -

Ken,

Any word yet?

From: Dave Howell
Sent: Monday, October 19, 2009 5:10 PM
To: Glenn Cavin
Subject:

I keep getting asked and have no idea what the answer is.

Is the Platescan unit we have, not allowed to be put on another car because of the pending lawsuit?

From: Mila Kelly [milakelly@platescan.com]
Sent: Friday, January 08, 2010 1:10 PM
To: 'Ken Mackenzie'; Glenn Cavin
Subject: RE: PlateScan Car
Glenn

Once Jonah completes his call with Jeff we will be able to take it from there. Jonah is calling Jeff now. As for yourself being LUCKY that you don't know me..too late here I am, ☺ haha welcome to the club...Its ok I'll be gentle.

All the best
Mila

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Friday, January 08, 2010 10:29 AM
To: 'Glenn Cavin'
Subject: RE: PlateScan Car

Then you are LUCKY!!!! She will wear you out. Actually it is her voice that does the Alerts. We have some guys in town in near future, so she should be able to get someone over soon, depending on their workload.

Ken MacKenzie
Southwest Regional Law Enforcement Liaison
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214-882-3877
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kmackenzie@platescan.com
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From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Friday, January 08, 2010 12:21 PM
To: Ken Mackenzie
Cc: Jeff Willis (PD)
Subject: RE: PlateScan Car

OK – Thanks – I don't believe I know her.

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Friday, January 08, 2010 12:18 PM
To: Glenn Cavin
Subject: RE: PlateScan Car

Mila should be reaching out to you shortly

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From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Friday, January 08, 2010 10:48 AM
To: Ken Mackenzie
Cc: Glen Brashear; Jeff Willis (PD); Chad Blumrick; Clark Miller; Pam Haines
Subject: PlateScan Car

Hello Ken,

We are having some difficulty with our PlateScan equipment and I was wondering if you could help. The CPU has now crashed for the second time in as many weeks, and Jeff is going to work with Jonah today to try and get it back running again. It seems to be a BIOS problem, where it hangs up and won't boot properly past the first screen. The biggest problem is that it has no monitor or keyboard attached, so we have to drag an LCD and interface devices to the trunk and work on it that way. This is time-consuming and we certainly don't want to keep going through this every 2-3 weeks. The other issue we have is the rear camera, which apparently now has a loose bracket and is also not recording recognitions properly. It might simply be in need of adjustment again; however, if the bracket is loose, the configuration is not going to hold. Is there someone with support staff that could stop by here sometime and check on these items for us?

From: Mila Kelly [milakelly@platescan.com]
Sent: Friday, January 08, 2010 1:33 PM
To: Glenn Cavin
Cc: 'Ken Mackenzie'
Subject: RE: PlateScan Car

I feel your pain, and will update you shortly Glenn, as soon as Jonah reports back to me

All the best
Mila Kelly
949-851-1600 ex 212

From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Friday, January 08, 2010 11:17 AM
To: Mila Kelly
Cc: Ken Mackenzie
Subject: RE: PlateScan Car

Ha! Thank you ma'am – I will be leaving here in a few minutes, but please feel free to e-mail me anytime – I have been burdened with a Blackberry and usually check it throughout the day.

Glenn

From: Mila Kelly [mailto:milakelly@platescan.com]
Sent: Friday, January 08, 2010 1:10 PM
To: 'Ken Mackenzie'; Glenn Cavin
Subject: RE: PlateScan Car

Glenn

Once Jonah completes his call with Jeff we will be able to take it from there. Jonah is calling Jeff now. As for yourself being LUCKY that you don't know me..too late here I am, ☺ haha welcome to the club...Its ok I'll be gentle.

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From: Glenn Cavin [mailto:GlennC@plano.gov]
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Cc: Glen Brashear; Jeff Willis (PD); Chad Blumrick; Clark Miller; Pam Haines
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From: Mike Letzelter
Sent: Thursday, January 21, 2010 6:36 PM
To: Glenn Cavin
Subject: Re: PlateScan Car

I have not seen one nor did anyone mention it was down

From: Glenn Cavin
To: Michael Patin
Cc: Mike Letzelter; Jeff Willis (PD); Chad Blumrick
Sent: Thu Jan 21 17:24:39 2010
Subject: FW: PlateScan Car

Mike,

Did you know if a written work order was received for service to the PlateScan car (#06241)? We were not aware it was down for the past several days and could not locate a service request for it.

From: Dave Howell
Sent: Thursday, January 21, 2010 3:46 PM
To: PD Sworn Personnel
Subject:

ATTN: PATROL

The Platescan car, 06241, has been repaired and is back at 800.

Have no idea what sector the schedule shows it be in, but is at 800 ready to go.

Detective Howell

CHECK VINS!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Monday, October 19, 2009 5:25 PM
To: Glenn Cavin
Cc: Dave Howell; 'Mila Kelly'
Subject: RE: PlateScan Car
Glenn,

They still haven't contacted you with the contest update? The support guys keep telling me they have called numerous times and left voicemails. Wonder who they are calling? Can you please send me your current contact information along with contact information for you IT guy that is coordinating PlateScan. Thanks

Ken

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From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Monday, October 19, 2009 5:16 PM
To: Dave Howell
Cc: Mike Letzelter; Jeff Willis (PD); kmackenzie@platescan.com
Subject: RE: PlateScan Car

That is correct – We have to wait for it to return from the shop. I am hopeful that it will not be much longer.

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Please make sure we are notified when the car comes back – I need to ensure the latest updates from PlateScan get installed as soon as possible (7-digit tag reader). I have not yet heard back from Ken or the tech folks about getting this upgrade completed while the car is down for repair, but it seems to be a good time to take care of it.

Ken,

Any word yet?

From: Dave Howell
Sent: Monday, October 19, 2009 5:10 PM
To: Glenn Cavin
Subject:

I keep getting asked and have no idea what the answer is.

Is the Platescan unit we have, not allowed to be put on another car because of the pending lawsuit?

- 14220 -

From: Clark Miller
Sent: Wednesday, November 11, 2009 11:32 AM
To: Glenn Cavin
Subject: RE: PlateScan context issue - 7's and Z's transposed

Sorry to hit you again with this, but now that I've had the chance to sit and watch the LP's being recognized, I've noticed that its only recognizing about 65 to 75% correctly. Mostly seems to be the 7's and Z's but there are other recognition problem characters such as O's and 0's. Hopefully the system sees both characters as the same like NCIC does. Im correcting a lot of the entries as they come in with manual entries.

From: Glenn Cavin
Sent: Wed 11/11/2009 11:29 AM
To: Clark Miller
Cc: PlateScan (kmackenzie@platescan.com); support@platescan.com; Glen Brashear; Jeff Willis (PD); Chad Blumrick
Subject: RE: PlateScan context issue - 7's and Z's transposed

Thanks Clark – I am not sure anything can be done to correct that problem right now, as PlateScan is still trying to perfect the context; however, I am copying Ken and the PlateScan support staff for their response. It is, however, good to hear we are capturing 7-digit tags correctly now.



From: Clark Miller
Sent: Wednesday, November 11, 2009 11:16 AM
To: Glenn Cavin
Subject: PlateScan

Lt, one more thing I forgot to mention, PlateScan is having a pretty hard time with "Z's" and "7's." Its transposing of lot of them during recognition, ie 7's as Z's and Z's as 7's. I've cleaned all the camera lenses, still doing it quite a bit.

On the positive side.... the 7 character recognition update is working fairly well.

From: Clark Miller
Sent: Friday, February 19, 2010 6:29 AM
To: Glenn Cavin
Subject: RE: Platescan Equipment

Lt, looks like we still have all of the below problems with the platescan vehicle, just FYI.

From: Glenn Cavin
Sent: Thu 02/11/2010 8:10 AM
To: Clark Miller; 'kmackenzie@platescan.com'
Cc: Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Dave Howell; Michael Patin; Pam Haines; 'support@platescan.com'
Subject: Re: Platescan Equipment

Thanks Clark

From: Clark Miller
To: Ken Mackenzie ; Glenn Cavin
Cc: Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Dave Howell; Michael Patin; Pam Haines; support@platescan.com
Sent: Thu Feb 11 07:35:13 2010
Subject: RE: Platescan Equipment

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

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Wed 02/10/2010 9:15 PM
To: Glenn Cavin
Cc: Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Dave Howell; Clark Miller; Michael Patin; Pam Haines; support@platescan.com
Subject: RE: Platescan Equipment

Lt. Cavin,

Can you give me a little bit more detail on the problems, so I can write the work ticket.

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From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Wednesday, February 10, 2010 5:26 PM
To: Ken Mackenzie
Cc: Mike Letzelter; Jeff Willis (PD); Chad Blumrick; Dave Howell; Clark Miller; Michael Patin; Pam Haines; support@platescan.com
Subject: FW: Platescan Equipment

Hello Ken,

Could we possibly get someone to stop by here soon and take a look at our PlateScan-equipped vehicle (#06241)? Officer Miller has reported several problems that we need to get resolved ASAP (see comments below). Mike Letzelter will act as point-of-contact and can be reached at (972) 941-2534 or (972) 816-8212 (cell).

Please let me know as soon as possible.

Thanks,

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.

PD Service Requests: The reliability of this veh (in particular the rear camera) has been dramatically reduced over the last several months.

New Item Edit Item Delete Item Manage Permissions Workflows Alert Me Version History	
Date & Time	2/10/2010 10:00
Reporting Employee	Clark Miller
Employee Contact Number	VM 6208
Station	800
Sector	N/A
Watch	N/A
Problem Category	PlateScan
PM	N/A
Equipment Tag #	
Equipment Serial #	
MDVR Port #	
Vehicle Number	06241
Vehicle Down	No
Supervisor Notified	

	Patrick Clark
Location of Vehicle	800
Vehicle Mileage	60,102
Problem Details	Clark Miller (2/10/2010 9:31): Front left camera casing has a bad seal, condensation has formed on the lens, camera does not read at all. 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.
Request Status	Active
Assigned to:	
First Echelon Response	Clark Miller (2/10/2010 9:31):
Technology Liaison Response	Clark Miller (2/10/2010 9:31):
Technology Services Reponse	Clark Miller (2/10/2010 9:31):
Quartermaster Response	Clark Miller (2/10/2010 9:31):
Facilities Response	Clark Miller (2/10/2010 9:31):
Date Returned to Service	
Additional Comments	The reliability of this veh (in particular the rear camera) has been dramitically reduced over the last several months.

From: Mike Letzelter
Sent: Wednesday, February 10, 2010 9:55 AM
To: Glenn Cavin
Subject: platescan

Lt Cavin,

There is a service request for the platescan car from Officer Miller. He said the reliability is decreased and there is condensation on a camera. Is there a service contract with platescan that I can rely on or where do we have the service work done? He also states the computer is misreading some characters on the plates.

From: kmackenzie@platescan.com
Sent: Wednesday, July 07, 2010 10:35 AM
To: Glenn Cavin
Subject: Re: PlateScan Equipment Transfer
Really??? RPD is having GREAT success since the calibration and update

Sent from my BlackBerry® smartphone with SprintSpeed

From: "Glenn Cavin" <GlennC@plano.gov>
Date: Wed, 7 Jul 2010 10:22:06 -0500
To: Ken Mackenzie<kmackenzie@platescan.com>
Subject: PlateScan Equipment Transfer

Ken,

We also need a quote for upgrading the cameras to the newer style, as we are experiencing inaccuracy problems. Please let me know how much that would cost as well.

Thanks,

Glenn

From: Matthias Jezek [mjezek@platescan.com]
Sent: Thursday, August 19, 2010 5:04 PM
To: Mike Letzelter
Cc: Jeff Willis (PD); Glenn Cavin; Mila Kelly; Bob Pinzler
Subject: Re: Platescan extended warranty
Mike,

Regarding the "older" System:

Installation Date Mid of May 2008, warranty expired 05/31/2010

Unfortunately, we are not able to extend the warranty on that system. The main reason is, that the camera manufacture went out of business and by now there are no spare parts left at all.

We would like to refer also to official quotes from our Sales and Marketing Department regarding extending warranty on systems of 2 years or older:

"Due to circumstances beyond our control, PlateScan can offer Police Departments warranty service on all aspects of the PlateScan system except the cameras, for which only limited support can be provided.

The company that supplied them to PlateScan has gone out of business (liquidation) and has offered no means of obtaining replacement parts. Should something requiring repair of existing cameras occur, for which no parts are necessary, then we can perform those repairs."

"Normally, we do not extend warranty coverage beyond three years. The way we have priced our warranty coverage is much like an insurance company does: we determine the chances of a system failure based on experience and we price it so that the hardware and software is covered. The level we have come to on an annual basis is 13.5% of the original hardware and software costs. Over time, that level has covered us properly since our replacement requirements, when they do occur, tend to occur in the "out years," at which time sufficient coverage has been "banked" to cover the costs involved. As with insurance payments, one cannot start up the process late in the life cycle without jeopardizing that actuarial structure. (That's just like initially paying for health insurance once you had a diagnosis of a serious disease.) Therefore, if we were to "reinstate" warranty payments for the years left uncovered, plus a forward looking year, the cost to the agency would be 54% of the original system cost which was about \$20,000. That would mean a cost per system of \$10,800. However, as mentioned above, we do not normally warranty past the third year. A good reason why is that the cameras you have were discontinued two years after their installation and replacement parts are now, for the most part, unavailable.

it our understanding, that you already have the quote for the equipment transfer.

Regarding the "2nd Unit":

Shipping Date Mid of August 2009, Installation Date last week of April 2010, warranty will expire 04/30/2011

For this system, to extend the warranty will cost 13.5% of the initial system price per year with a maximum of 2 years of extended warranty.

regards

Matthias Jezek

Operations

[PlateScan, Inc.](#)

20101 SW Birch St, Suite 250, Newport Beach, CA 92660

O: (949) 851-1600 Ext. 151 | M: (714) 478-9929 | F: (949) 851-1930

www.platescan.com

On Aug 19, 2010, at 8:54 AM, milakelly@platescan.com wrote:

Mike,

Matthias will respond to you upon his return to the office today.

All the Best
Mila Kelly
Platescan Inc
949-851-1600 ex 212

Sent from my BlackBerry® wireless device

From: "Mike Letzelter" <mikele@plano.gov>
Date: Thu, 19 Aug 2010 08:52:02 -0500
To: Mila Kelly<milakelly@platescan.com>
Cc: Jeff Willis \ (PD)\<Jeffwil@plano.gov>; Glenn Cavin<GlennC@plano.gov>
Subject: Platescan extended warranty

Hello Mila,

I recently sent you a request for information regarding extended warranties on the Plate-scan units we have at Plano PD. I have not heard back from you. I am delaying transferring our older Plate-scan to a new unit until we have warranty information. Could you please advise on the cost of extending the warranty on our older unit as well as costs on extending the warranty on our second unit. As I explained, time is critical for me since I am delaying action on transferring the older unit into a newer car.

Thanks,

Mike Letzelter, TLO 2
Plano Police Department
972-941-2534
Cell 972-816-8212

From: milakelly@platescan.com
Sent: Thursday, August 19, 2010 10:55 AM
To: Mike Letzelter; Matthias Jezek
Cc: Jeff Willis (PD); Glenn Cavin
Subject: Re: Platescan extended warranty
Mike,

Matthias will respond to you upon his return to the office today.

All the Best
Mila Kelly
Platescan Inc
949-851-1600 ex 212

Sent from my BlackBerry® wireless device

From: "Mike Letzelter" <mikele@plano.gov>
Date: Thu, 19 Aug 2010 08:52:02 -0500
To: Mila Kelly<milakelly@platescan.com>
Cc: Jeff Willis \ (PD)\<Jeffwil@plano.gov>; Glenn Cavin<GlennC@plano.gov>
Subject: Platescan extended warranty

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Thanks,

Mike Letzelter, TLO 2
Plano Police Department
972-941-2534
Cell 972-816-8212

From: milakelly@platescan.com
Sent: Monday, August 23, 2010 10:09 AM
To: Mike Letzelter; Matthias Jezek
Cc: Jeff Willis (PD); Glenn Cavin
Subject: Re: Platescan extended warranty
Mike

Many thanks for the update

Mila

Sent from my BlackBerry® wireless device

From: milakelly@platescan.com
Date: Thu, 19 Aug 2010 15:54:55 +0000
To: Mike Letzelter<mikele@plano.gov>; Matthias Jezek<mjezek@platescan.com>
ReplyTo: milakelly@platescan.com
Cc: Jeff Willis \((PD)\)<Jeffwil@plano.gov>; Glenn Cavin<GlennC@plano.gov>
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Thanks,

Mike Letzelter, TLO 2
Plano Police Department
972-941-2534
Cell 972-816-8212

From: Jeff Willis (PD)

Sent: Tuesday, May 18, 2010 5:57 PM

To: Glenn Cavin

Subject: RE: PlateScan hotlists

Np...I'm waiting for Officer Smith (he currently has it out, although this is only the second time he's been in it) to give me a thumbs up whether he got the update or not...

From: Glenn Cavin

Sent: Tuesday, May 18, 2010 5:55 PM

To: Jeff Willis (PD)

Cc: Aaron Benzick

Subject: RE: PlateScan hotlists

10/4 - We just need to make sure both the svsbulk.txt and plano_warrant.txt files are refreshing in both cars.

Thanks for working on this...

From: Jeff Willis (PD)

Sent: Tuesday, May 18, 2010 5:47 PM

To: Glenn Cavin

Cc: Aaron Benzick

Subject: PlateScan hotlists

They are located under Mobile_DTA...I believe.

JJ Willis

TLO1

972-816-6519

Go Navy

From: Jeff Willis (PD)
Sent: Tuesday, May 18, 2010 6:10 PM
To: Glenn Cavin
Subject: RE: PlateScan hotlists

Just looked at 6241 and both listed were updated at the 6 o'clock hour! Looks like its working...keep your fingers crossed.

From: Glenn Cavin
Sent: Tuesday, May 18, 2010 6:03 PM
To: Jeff Willis (PD)
Subject: Re: PlateScan hotlists

10/4

From: Jeff Willis (PD)
To: Glenn Cavin
Sent: Tue May 18 17:56:34 2010
Subject: RE: PlateScan hotlists
Np...I'm waiting for Officer Smith (he currently has it out, although this is only the second time he's been in it) to give me a thumbs up whether he got the update or not...

From: Glenn Cavin
Sent: Tuesday, May 18, 2010 5:55 PM
To: Jeff Willis (PD)
Cc: Aaron Benzick
Subject: RE: PlateScan hotlists

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Cc: Aaron Benzick
Subject: PlateScan hotlists

They are located under Mobile_DTA...I believe.

JJ Willis
TLO1
972-816-6519
Go Navy

From: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Monday, August 24, 2009 6:05 PM

To: 'Ken Mackenzie'; 'Kelley Stone'; bwillis@friscotexas.gov; scott.stowers@wylietetexas.gov; lsmart@collincountytx.gov; nbroughton@friscotexas.gov; knevil@collincountytx.gov; rreden@mckinneytexas.org; rjones@mckinneytexas.org; DStevens@ci.frisco.tx.us; brushing@cityofallen.org; gfowler@cityofallen.org; rflores@cityofallen.org; 'Carol Strickland'; 'Caren Skipworth'; 'Casey Stone'; Ed Drain; Glenn Cavin; 'Chuck Ruckel'; 'Gina McFarlin'; 'Johnny Thomason'; egray@co.collin.tx.us; 'Tommy Walters'

Cc: 'Mike Mc Coy'

Subject: RE: PlateScan Information needed by Friday, Aug 7th

Just for clarification, I was incorrect, the new filters will arrive on Thursday and hopefully be installed that day. The systems won't be ready for use until we have the lens installed and set up the download process within your department. Each agency has now picked up their vehicles from the Collin County Shop, so feel free to use the vehicles if need, just not the PlateScan system until the above is completed.

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: Ken Mackenzie [mailto:kmackenzie@Platescan.com]

Sent: Monday, August 24, 2009 5:33 PM

To: 'Kelley Stone'; bwillis@friscotexas.gov; scott.stowers@wylietetexas.gov; lsmart@collincountytx.gov; nbroughton@friscotexas.gov; knevil@collincountytx.gov; rreden@mckinneytexas.org; rjones@mckinneytexas.org; DStevens@ci.frisco.tx.us; brushing@cityofallen.org; gfowler@cityofallen.org; rflores@cityofallen.org; 'Carol Strickland'; 'Caren Skipworth'; 'Casey Stone'; edd@plano.gov; 'Glenn Cavin'; 'Chuck Ruckel'; 'Gina McFarlin'; 'Johnny Thomason'; egray@co.collin.tx.us

Cc: 'Mike Mc Coy'

Subject: RE: PlateScan Information needed by Friday, Aug 7th

Hello all,

Great news. The vehicle installations for Wylie, Allen, McKinney and Frisco are complete, except for installing some new camera filters on Wednesday. I think everyone will be happy with how low-profile their new cameras are. (See attached pics) The installers are now beginning the process of establishing the server databases connections from your station to the vehicle. Due to the Collin County Database Server not being delivered until sometime in late September, we are trying to set up a temporary working solution. Over the past couple of months, each of your agency IT specialists should have already been contacted by Jonah Bjorkman of PlateScan Tech Support or Casey Kelly of Collin County, insuring that everyone had a workstation set up to communicate with the ALPR vehicle.

There seems to be a little bit of confusion on what the set-up is. Hopefully, Casey Kelly, the IT Team leader for Collin County has already reached out to you with this information, but if not, this is the general gist of how things will go:

The Fusion center will host the PlateScan Connect Back-office server once it is delivered. In the mean time, each agency will just store the xml files (exports) on the workstation in their dept.

As for the hotlists. temporarily each dept will download their own TCIC hotlists until the Fusion Center is up. Once the fusion center is up, it will push the TCIC hotlists down to each dept on an hourly basis, who will then push it out to the vehicles. Each

- 14246 -

dept will be responsible for their own local custom hotlists, which they will do at their dept and will push down to the vehicles.

Like we said in the beginning, this is the first of it's kind, so naturally there are some glitches as we all learn. At the first couple of meetings we had, I believe each agency advised that they would like to be able to push out their own BOLOs, traffic warrants and other databases, in addition to the TCIC database that will eventually be pushed out by the Fusion Center. That is one of the reasons each workstation is needed, but until the regional server is set up, each agency will also have to obtain their own downloads from TCIC. This is actually a very simple process and our installers will get it all set up this week, however, if your agency hasn't already done so, I need for you to contact DPS to obtain an ALPR download "User Name" and "Password". See the instructions below. **Please obtain this ASAP and then contact our Mike McCoy at mmccoy@platescan.com**, our lead installer, who will come to your station to set everything up.

Contact Pam Pierce, TCIC/NCIC Systems Analyst at TLETS at (512) 424-2898 or Pam.Pierce@txdps.state.tx.us.

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: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Monday, August 24, 2009 5:33 PM

To: 'Kelley Stone'; bwillis@friscotexas.gov; scott.stowers@wylitexas.gov; lsmart@collincountytx.gov; nbroughton@friscotexas.gov; knevil@collincountytx.gov; rreden@mckinneytexas.org; rjones@mckinneytexas.org; DStevens@ci.frisco.tx.us; brushing@cityofallen.org; gfowler@cityofallen.org; rflores@cityofallen.org; 'Carol Strickland'; 'Caren Skipworth'; 'Casey Stone'; Ed Drain; Glenn Cavin; 'Chuck Ruckel'; 'Gina McFarlin'; 'Johnny Thomason'; egray@co.collin.tx.us

Cc: 'Mike Mc Coy'

Subject: RE: PlateScan Information needed by Friday, Aug 7th

Attachments: IMG_0376.JPG; IMG_0384.JPG; IMG_0397.JPG; How to download the Stolen License Plate file automatically.doc

Hello all,

Great news. The vehicle installations for Wylie, Allen, McKinney and Frisco are complete, except for installing some new camera filters on Wednesday. I think everyone will be happy with how low-profile their new cameras are. (See attached pics) The installers are now beginning the process of establishing the server databases connections from your station to the vehicle. Due to the Collin County Database Server not being delivered until sometime in late September, we are trying to set up a temporary working solution. Over the past couple of months, each of your agency IT specialists should have already been contacted by Jonah Bjorkman of PlateScan Tech Support or Casey Kelly of Collin County, insuring that everyone had a workstation set up to communicate with the ALPR vehicle.

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- 14258 -

Dallas, TX 75244
214-882-3877
214-594-5588 (Fax)
kmackenzie@platescan.com
www.platescan.com

From: Glenn Cavin

Sent: Thursday, May 20, 2010 11:02 AM

To: Clark Miller

Cc: Glen Brashear; Jeff Willis (PD); Ken Mackenzie; 'Jonah Bjorkman'; Mike Letzelter; Dave Howell

Subject: RE: PlateScan Policy & Question

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.

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From: Clark Miller
Sent: Thursday, May 20, 2010 11:24 AM
To: Glenn Cavin
Subject: Re: PlateScan Policy & Question
Will do, thanks.

From: "Glenn Cavin" <GlennC@plano.gov>
Date: Thu, 20 May 2010 11:01:35 -0500
To: Clark Miller<Clarkm@plano.gov>
Cc: Glen Brashear<glenb@plano.gov>; Jeff Willis \ (PD)\<Jeffwil@plano.gov>; Ken Mackenzie<kmackenzie@platescan.com>; Jonah Bjorkman<jbjorkman@platescan.com>; Mike Letzelter<mikele@plano.gov>; Dave Howell<daveh@plano.gov>
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From: Scott Stowers [scott.stowers@wylitexas.gov]
Sent: Saturday, May 30, 2009 12:48 PM
To: Ken Mackenzie; Glenn Cavin
Cc: Kelley Stone; Carol Strickland; Matthias Jezek; Tommy Walters
Subject: RE: PlateScan Pre-Planners
Hi Ken,

I thought that this information had already been given to you but I guess not. Tommy Walters is working here to get this to you asap. Once again I'm sorry for the delay in this getting back to you.

Scott Stowers
Patrol Lieutenant
Wylie Police Department
Voice: 972-442-8174
FAX: 972-442-8173

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Friday, May 29, 2009 1:08 PM
To: Scott Stowers; 'Glenn Cavin'
Cc: 'Kelley Stone'; 'Carol Strickland'; 'Matthias Jezek'
Subject: PlateScan Pre-Planners

Gentlemen

We are hoping to start installation at the end of June or early July. We need to make sure that we have all the equipment needed. We still haven't received your Vehicle pre-planner or your back-office pre-planners. Can you please send these to me ASAP and copy everyone on this email.

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: Aaron Benzick
Sent: Monday, August 24, 2009 7:47 PM
To: Glenn Cavin
Cc: Glen Brashear; Mike Letzelter
Subject: RE: Platescan Question

Thanks for the reply. I was wondering if the "Save at the end of shift" was the only way they were being saved. I think this explains some of the hang-ups I've been getting when scanning a large amount of plates at the time. The 25 is the magic count and after I hit that number it locks up and is unresponsive. However, if I keep driving around it is scanning plates behind the scenes and whenever I get back on the network it will start beeping crazy and parsing all of the tags I have driven by while it was frozen up.

I especially noticed this problem last week when driving a few of the Dallas apartment complexes on the Plano border at 190. We've had several crimes with LPs come back near our city limits so we were doing some pro-active recording of license plates outside of the network connectivity and it was locking up horribly.

When did you do these updates? I'm curious if it was after I noticed the problems.

Aaron

From: Glenn Cavin
Sent: Friday, August 21, 2009 2:10 PM
To: Aaron Benzick
Cc: Glen Brashear; Mike Letzelter
Subject: RE: Platescan Question

Sorry for the extended delay Aaron – It has been unbelievably busy here.

The Talon software in the PlateScan-equipped car is now set to automatically export the recognitions every 10 minutes or when 25 new ones have been added to the list. Of course, these will only transfer to the server when the MDC is connected via NetMotion to the Mesh network. Although it should not be necessary for officers to "save" the daily recognitions prior to logging off, it is recommended that they do so to ensure they are retained, and "C:/" should be selected as the default storage location. We experienced a recent problem with the automatic exports that might have been related to the existing configuration, which included instructions for data seek from a thumb drive. The PlateScan tech support engineer advised that the software sometimes "hangs" when it cannot establish a link to the pre-determined storage address. I updated the configuration and have not been made aware of any issues since. Please let me know if you experience any problems with this equipment.

Thanks,

Glenn

From: Aaron Benzick
Sent: Wednesday, July 29, 2009 9:07 PM
To: Glenn Cavin
Subject: Platescan Question

How does the LPR website get populated with the license plates from the platescan? Is that happening when we export our tags at the end of the day? Is there an automatic job setup to upload that info? Just curious. Thanks!

Aaron

From: Glenn Cavin
Sent: Friday, August 21, 2009 2:10 PM
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Cc: Glen Brashear; Mike Letzelter
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Aaron

From: Ken Mackenzie [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

- 14266 -

program itself. This calibration button is not visible in PlateScan as currently configured.

From: Ken Mackenzie [kmackenzie@platescan.com]

Sent: Saturday, August 07, 2010 3:05 AM

To: Glenn Cavin; Kristina Knight

Subject: Re: PlateScan Regional Users

I will happily do that for you. I will be back in the States on the 21st. In Norway on Vacation and leaving for Iceland on Monday, then Ireland.

Ken MacKenzie

Southwest Regional Law Enforcement Liaison

PlateScan, Inc

3767 Forest Lane, Suite 124-1162

Dallas, TX 75244

214/882-3877

214/594-5588 (Fax)

kmackenzie@platescan.com

From: "Glenn Cavin" <GlennC@plano.gov>

Sent: 6. august 2010 11:04

To: "Kristina Knight" <kristinak@plano.gov>

Subject: Re: PlateScan Regional Users

I can't open the attachment on BB. Is it an Outlook distribution list? If so, you should be able to import it into your contacts. Ken Mackenzie can possibly also help get the word out if needed.

From: Kristina Knight

To: Glenn Cavin

Sent: Fri Aug 06 10:41:36 2010

Subject: FW: PlateScan Regional Users

I have this but I'm not sure how I can email them all at once, can you help?

From: Michelle Sanders

Sent: Wednesday, December 30, 2009 3:29 PM

To: PD CISD Family Violence

Subject: FW: PlateScan Regional Users

This is helpful when looking for your suspects in other cities.

Michelle Sanders, Sergeant

Plano Police Department

Family Violence Unit

michell@plano.gov

972-941-2524 Office

972-816-8306 Cell

bade2



From: Harry Manning
Sent: Tuesday, December 29, 2009 1:16 PM
To: Mike Moreland; Mike Glisch; Chris Manthei; Jeff Haynes; Jon Britton; Ken Scott; Michelle Sanders; Ron Flanagan; Sandra Tomeo; Tim Hughes
Subject: FW: PlateScan Regional Users

FYI

From: Glenn Cavin
Sent: Tuesday, December 29, 2009 12:26 PM
To: Harry Manning
Cc: Ed Drain
Subject: FW: PlateScan Regional Users

Sir,

Here is a list of participating PlateScan agencies in Texas, and I have attached the distribution list I used to send out the inquiry. It seems to be a regional list only.

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Tuesday, December 29, 2009 12:03 PM
To: Glenn Cavin
Subject: FW: PlateScan Database Inquiry

Let me know you got this. Jonah's number is 949-851-1600, ext 23. If no answer, that simply means he is on another service call, so leave a message. His email is support@platescan.com



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: Kristina Knight
Sent: Friday, August 06, 2010 11:01 AM
To: Glenn Cavin
Subject: RE: PlateScan Regional Users
K, thanks@!

From: Glenn Cavin
Sent: Friday, August 06, 2010 11:00 AM
To: Kristina Knight
Cc: 'kmackenzie@platescan.com'
Subject: Re: PlateScan Regional Users

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To: Glenn Cavin
Sent: Fri Aug 06 10:41:36 2010
Subject: FW: PlateScan Regional Users
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Sent: Wednesday, December 30, 2009 3:29 PM
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Subject: FW: PlateScan Regional Users

This is helpful when looking for your suspects in other cities.

*Michelle Sanders, Sergeant
Plano Police Department
Family Violence Unit
michell@plano.gov
972-941-2524 Office
972-816-8306 Cell
bade2*



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kmackenzie@platescan.com
www.platescan.com

From: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Friday, October 02, 2009 7:03 AM

To: Glenn Cavin

Subject: RE: PlateScan Update

Good Morning Glenn,

I really apologize. It was my understanding after our last email about this issue, that the context had been updated. I have complained big time to my CEO, so hopefully this will be resolved today. As for the Pinpoint Back-Office Searches, I know that our programmer was wanting to put some finalizing touches on it, before they release it to our clients. Our CTO is checking on it's current status and I will let you know as soon as I do.

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: Thursday, October 01, 2009 2:27 PM

To: Ken Mackenzie

Cc: glenb@plano.gov; Dave Howell; Jeff Willis (PD)

Subject: RE: PlateScan Update

Ken,

Is there any additional news available regarding the updated software for both reading 7-digit tags and pinpoint BackOffice searches? Although our car is still down for repairs, we should be able to access it as needed to install software, etc. In fact, this might actually be a good time to get the updates installed, while it is not being used in patrol.

Let me know,

Glenn

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

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

Sent: Tuesday, August 25, 2009 1:59 PM

To: 'ken'

Subject: PlateScan Update

Good Morning All,

It has been a while since I have sent out a "PlateScan" Update and a lot of things have been happening that I wanted to make you aware of.

FIRST AND FOREMOST, many of you have been curious if you are going to be able to read the new Lone Star 7-digit flat plate. As you have probably noticed, your cameras easily see them, but just don't

- 14288 -

seem to be reading them correctly. Not to worry! Ever since the new issue began, PlateScan has been developing an updated context checker. As with anything new, we wanted to test it on our demo in Texas first to make sure all the "bugs" were worked out of it, before we released it to our valued PlateScan Client Agencies. Jonah Bjorkman of our Tech Support Unit should be contacting your agency's IT contact with the new software update sometime this week or next.

- FOR THOSE OF YOU THAT STILL HAVEN'T INSTALLED THE PLATESCAN CONNECT BACK-OFFICE SOFTWARE, YOU ARE MISSING OUT ON CLEARING CASES. Plano PD recently cleared a Bank Robbery thanks to quick action by one of their patrol officers, who ran the suspect vehicle's partial plate through PlateScan Connect, viewed the photos of the vehicles matching the profile and located a possible match to the suspect vehicle. Shortly after he transmitted the correct license and the locations where they had previously scanned the vehicle, officers located the vehicle, still mobile and arrested the suspect. Great Work Plano PD!

- YOU ASKED FOR IT, YOU GOT IT! PlateScan will soon be releasing its updated PlateScan Connect Back-Office Software. This new update will also include a map search, where you can pinpoint an offense location, then search for all plate scans within a certain radius and date parameter.

- Collin County Fusion Center to implement the first regional ALPR database in Texas, that will initially include all the Collin County ALPR agencies. Homeland Security Director Kelley Stone hopes to expand this database to all of North Texas, once it is successful in Collin County.

- PLATESCAN++: Our program designers are putting the finishing touches on our new PlateScan++ software and it will officially be released very soon. Check out the attached Flyer about the new software.

- PlateScan Everywhere is one of the most inexpensive ALPR systems on the market, starting at \$4,495 and can be loaded on an existing MDC or laptop. (Check out attached software)

- Panasonic Arbitrator In-Car Video system doubles as a PlateScan ALPR, allowing department's to use the in-car video camera as an ALPR system, when the camera is not in the record mode. Allows Departments to equip numerous vehicles for the cost of a full infra-red system.

- PlateScan and RedFlex entered into a partnership, where Redflex agencies can now also obtain PlateScan ALPR systems through RedFlex for no initial cash outlay.

- PLATESCAN HAS DEBUTED ONE OF THE SMALLEST INFRARED CAMERAS AVAILABLE. All new installations are now receiving the new Rapier 850nm infrared camera. It is 5" wide, 2" tall and 3" deep. See attached photos:

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: Christi Blazo
Sent: Friday, June 05, 2009 4:25 PM
To: Glenn Cavin
Cc: Glen Brashear; Jeff Willis (PD)
Subject: RE: platescan

I, too, have been out of the loop since the initial set up. I do know this much:

The files are automatically downloaded from TCIC hourly now. At first myself, or Asa Morse, went to the TCIC website: http://www.txdps.state.tx.us/crs/lp_ftp/ and downloaded the stolen files several times a day until it could be set up on the server to download automatically. The user id & password were Barbara's, and I can't remember what they are.

Once it was set up automatically, I was out of it. Barbara and Asa took it from there, and added automatic downloads from the Municipal courts as well. If there are other files, I'm not aware of them.

So, to answer the question- we receive our files from the State through TCIC at http://www.txdps.state.tx.us/crs/lp_ftp/ , and from the Municipal Courts. As far as having a copy of either "hot file", they are constantly updated but IT might be able to provide a copy of what is being downloaded to the server, or we need Barbara's password to download it manually.

I hope that helps...and Asa Morse would also be a good resource.

Christi Blazo
Terminal Agency Coordinator
Plano Police Records
(972) 941-2154

From: Glenn Cavin
Sent: Friday, June 05, 2009 3:30 PM
To: Christi Blazo
Cc: Glen Brashear; Jeff Willis (PD)
Subject: FW: platescan

Christi,

Can you help with this question regarding the PlateScan "hot sheets"? I am not yet familiar enough with the updates to answer it. If possible, we probably need to sit down together and make sure Mike, Jeff, and I understand all of the details regarding the uploading of data to the Plate Scan car.

Thanks,



From: Mike Letzelter
Sent: Friday, June 05, 2009 2:25 PM
To: Glenn Cavin
Subject: platescan

Lt. Cavin,

I don't know the answer to this question. I asked Dave Howell and he said he was taken out of the platescan loop a long time ago and did not know the answer. He said Barbara was the lead on this project. Could you please guide me on this?

Mike

The DOJ only supplies us with California license plate information, if you are not in the state of California, where and how will you be receiving your hotlist updates (we will need a copy of the hotlist file):

-

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Friday, January 08, 2010 12:55 PM
To: Glenn Cavin; David Schaffer
Cc: Glen Brashear
Subject: RE: question...

Attachments: Plano, TX PD 10-001A.pdf; Plano, TX PD 10-001B.pdf
10-4, but when he is ready to start budgeting, here are the quotes.

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From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Friday, January 08, 2010 10:15 AM
To: Ken Mackenzie; David Schaffer
Cc: Glen Brashear
Subject: RE: question...

Sounds like a good idea; however, we are still subject to a patent infringement lawsuit and cannot expand our use of ALPR technology at this time.

Thanks,

Glenn

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Thursday, January 07, 2010 9:59 PM
To: David Schaffer
Cc: Glenn Cavin
Subject: RE: question...

Sgt. Schaffer,

I have attached our catalog of our different systems. The system that I believe best fits your needs is SYS-F-1-R or SYS-F-2-R. This is a fixed IR system that operates off Electricity or can be converted to battery. This unit is small enough that you can use it in almost any application that you wish. It can be mounted to a light or telephone pole, it can be placed inside of containers or the most practical application is to mount it inside a regular traffic radar trailer. In most cases, these have power converters and even solar power, which will extend the life of the system. IR cameras tend to drain regular batteries very quickly. With a system like this, you would only be limited to your imagination. They are on page 10 and 11 of the attached catalog. I can send you a quote if you like. The SYS-F-1-R would be \$14,800, while a SYS-F-2-R would be \$17,000. Depending on the lighting conditions, another possibility might be the color camera systems that connect to a Panasonic Toughbook. A one color camera system starts at \$4,495.

Let me know if I can be of any further assistance.

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From: David Schaffer [mailto:Davidsc@plano.gov]
Sent: Tuesday, January 05, 2010 10:16 PM
To: kmackenzie@platescan.com
Subject: question...

Mr..Mackenzie, when you gave a presentation here at Plano PD you mentioned you had some platescan equipped construction barrels that were good for deployment. Can you give me some details on that equipment. We are getting hit hard on business burglaries on evenings. They're hitting places in the same general area. I was thinking it would be useful to deploy one of these to capture the plates during the offense times. Thanks in advance.

-Sgt. DC Schaffer #1278
Plano PD patrol
972-742-0257

From: David Schaffer
Sent: Sunday, January 10, 2010 3:37 PM
To: Glenn Cavin
Subject: RE: question...

FYI- I wasn't trying to usurp the chain on this. When he gave a presentation to the patrol Sgts. a while back he mentioned we could "borrow some of that equipment" if we needed it. I wasn't trying to get a quote on buying something..Just thought if they were "lending it" , I'd ask for its use. Sorry for the confusion.

From: Glenn Cavin
Sent: Friday, January 08, 2010 1:18 PM
To: 'Ken Mackenzie'; David Schaffer
Cc: Glen Brashear
Subject: RE: question...

10/4 – Thanks again Ken

From: Ken Mackenzie [mailto:kmackenzie@Platescan.com]
Sent: Friday, January 08, 2010 12:55 PM
To: Glenn Cavin; David Schaffer
Cc: Glen Brashear
Subject: RE: question...

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To: Ken Mackenzie; David Schaffer
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Sounds like a good idea; however, we are still subject to a patent infringement lawsuit and cannot expand our use of ALPR technology at this time.

Thanks,

Glenn

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-Sgt. DC Schaffer #1278
Plano PD patrol
972-742-0257

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Thursday, January 07, 2010 9:59 PM
To: David Schaffer
Cc: Glenn Cavin
Subject: RE: question...

Attachments: Product catalog July, 2009 v1.0.doc
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-Sgt. DC Schaffer #1278
Plano PD patrol
972-742-0257

From: Ed Drain
Sent: Tuesday, June 03, 2008 10:44 AM
To: Henrik Melen
Cc: Glenn Cavin; Barbara Smith; PD Captains
Subject: RE: System Configuration

Patrol Captains will identify patrol officers to serve as power users for others in Patrol. This group should be identified and trained fairly quickly. However, the system does not appear to be operationally viable as is. Much of the City does not have 4.9 Ghz coverage and if the system is constantly going down, officers may lose confidence in the system. If the problem is with Plate Scan's software, we need to get them to fix, preferably before we pay them.

Thanks for the update.

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

From: Henrik Melen
Sent: Tuesday, June 03, 2008 9:20 AM
To: Ed Drain
Cc: Glenn Cavin; Barbara Smith
Subject: Fw: System Configuration

Sir,

Here is a brief update in regard to the platescan vehicle that I promised you yesterday and I am forwarding the e-mail from platescan to you.

The issue is what I suspected and its in their software and how it is network aware. They have made it their priority and will let me know how soon they can have a fix.

I recommend we find a few power users that are willing to test and evaluate the car in the mean time to determine extent of issue, maybe identify other issues and also serve as train the trainee once deployed fully.

Henrik Melen
Technical Liaison Officer
Plano Police Department
(972) 941-2559

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

From: Mark Kelly <mkelly@platescan.com>
To: Henrik Melen; Barbara Smith
Cc: mspretke@platescan.com <mspretke@platescan.com>; jelder@platescan.com <jelder@platescan.com>; Pam Haines; milakelly@platescan.com <milakelly@platescan.com>
Sent: Mon Jun 02 17:34:32 2008
Subject: RE: System Configuration

Barbara,

Marco and Henrik have identified the issue on the PlateScan vehicle. It appears that when the network connection is lost, the system will "pause" until the connection restarts. This essential halts all actions on the main MDT until the connection is restored. As soon as it is restored, the two systems will return to number and the PlateScan interface will update.

The issue appears to be within the central recognition core which we have engineers looking at now. As soon as we have an update on what this is happening and a solution, we will contact the group.

In the meantime, we will continue to work on this here until we have a successful solution. If there is anything else that you need from us in the meantime, just let is know.

Regards

Mark W J Kelly

Chief Technology Officer

PlateScan, Inc.

20101 SW Birch St, Suite 250, Newport Beach, CA 92660

O: (949) 851-1600 x14 | M: (949) 510-5157 | F: (949) 851-1930 www.platescan.com

From: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Wednesday, April 21, 2010 8:54 PM

To: 'Ken Mackenzie'; Dave Howell; 'Christopher Newell'; brian.ray@cor.gov; 'Coleman1, Michael'; 'Todd Dover'; 'David Faaborg'; CLee@cityoflewisville.com; 'Casey Stone'; 'Kelley Stone'; 'Glen Fowler'; 'Johnny Thomason'; Chuck Ruckel; 'Chuck Ruckel'; Billy Willis #3112; jinmon@friscotexas.gov; 'Russel May'; 'Ron Jones'; Glenn Cavin; 'Tommy Walters'; David W. Nabors SCSA; 'DAVID HALE'; 'Steven Cherry'; 'Rocky Bailey'; 'Greg Hutson'; 'Raj Vattakunnel'; J.R. "Ric" Sadler; Stella Green; 'Villarreal, Andy'; 'Alsabrook, Carl'; 'Steve Ferrie'; 'Jeff Freeman'; 'Lamar Evans'; 'Jeremy English'

Cc: "'Sandra Tomeo "'

Subject: RE: URGENT ASSISTANTANCE NEEDED BY PLANO PD

The vehicle listed below has been located and the suspect was arrested. Please remove it from your plate scan hot list.

Thank you for your assistance.

Sandy Tomeo

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: Sandra Tomeo [mailto:sandrat@plano.gov]

Sent: Friday, April 16, 2010 3:44 PM

To: kmackenzie@platescan.com

Cc: Cliff Turrubiarte

Subject: Vehicle for Entry into Plate Scan

Please enter the following vehicle on your plate scan hot list:

Texas Reg 178FBG registered to a Green 1998 Nissan Altima.

On April 15, 2010 this vehicle was used during the commission of a bank robbery in Plano, Texas (Service # 2010-68859). The driver, identified as Shannon Thomas Pitts, W/M 10/03/1977 has an active arrest warrant for Robbery out of this agency and is a suspect in three other banks robberies.

If located, please call Detective Cliff Turrubiarte, 972-816-0569.

Sandy Tomeo, Sergeant

Plano Police Department

Crimes Against Persons & Sex Crimes Unit

972-941-2444

sandrat@plano.gov

From: kmackenzie@platescan.com

Sent: Wednesday, September 23, 2009 7:17 PM

To: Glenn Cavin; Carol Strickland

Cc: Ed Drain; Glen Brashear; Mila Kelly; Ken MacKenzie

Subject: Re: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Only thing I would worry about is losing the grant funds before installation is made. We can handle however you want.

Sent from my BlackBerry® smartphone with SprintSpeed

From: "Glenn Cavin"

Date: Wed, 23 Sep 2009 18:07:28 -0500

To: <cstrickland@co.collin.tx.us>

Subject: RE: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Hello Carol,

Due to the patent-infringement lawsuit against PlateScan, in which we have also been named, Plano is currently prohibited from installation or use of the PlateScan equipment we recently acquired. It has, however, been received here and is being stored for future use. I am not sure how we should handle the billing for installation at this point, since we will likely not be able to engage in this part of the process for quite some time; however, it should be okay to sign for the equipment itself. I am copying Ken Mackenzie for his input.

Thanks,



From: Carol Strickland [mailto:cstrickland@co.collin.tx.us]

Sent: Wednesday, September 23, 2009 2:24 PM

To: Ed Drain

Subject: FW: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Can you please confirm that the equipment installation has been completed on the Plano Police Vehicle? We would like to sign off on the PlateScan Purchase Order for payment. The servers and their installation are on different purchase orders.

Thank you in advance for your reply.

Carol Strickland

Homeland Security

972-548-5537

Good Morning Everyone,

I am pleased to announce that we are ready to begin the PlateScan installation process for the ALPR vehicles. Collin County won't have the regional back-office server delivered until September, however Kelley and I decided that we didn't want to wait on the server, before we got the vehicles operational. The vehicles can hold their data for 30 days, so we shouldn't lose any data and it can be transferred to the server once it is installed.

The installation process will begin at the Collin County Shop, 700A Wilmeth Road on Monday, August 17th. They will be doing the installation on all six agencies vehicles that week. The Collin County Shop has given PlateScan after-hours access, so that they can get all six vehicles done that week. Knowing the average install time, they will probably work over the weekend and hopefully have the vehicles completed the following Monday.

To complete this task on time, we need for each agency to deliver their designated ALPR vehicle to the Collin County Shop no later than Friday, August 14th by 4:30pm. Please make sure that it is the same vehicle that you spec'd in the pre-planner. Any surprises will only slow down the install process. The actual shop is closed on Fridays, but the ladies in the front shop office will be there and will take your keys from you until 4:30pm on that Friday.. Liz Gray at the Shop is coordinating this for us, so if you have a question about delivering you vehicle, she should be able to help you. Her number is 972-548-3734.

Please take a look at the attached photos of the new cameras installed. I think you will all be pleased at the new low profile of the cameras and see that it was worth the wait, rather than getting the previous model cameras.

Start thinking about training. I have blocked off most of the week of August 24th to train all the Collin County Agencies. For the vehicle training, I will need a classroom with a projector for my laptop. Each class will take 1.5 to 2 hours and you can send as many officers as the room will hold. I can do a couple of classes for each agency to meet their shift requirements. For the back-office training for dispatchers, investigators, crime analysts and anyone else that you want to have access, those classes only take about 30 minutes per class. The more classes I can do at one agency on one day, the more time it give me for the other five agencies. Don't worry though, we can do additional classes, as my schedule allows.

Please double-check this email to insure that I sent it to everyone at your agency that needs it.

As always, if you have any questions, feel free to call me at any time.

Ken MacKenzie
Southwest Regional Law Enforcement Liaison
3767 Forest Lane, Suite 124-1162
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214-594-5588 (Fax)
kmackenzie@platescan.com
www.platescan.com

From: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Thursday, September 24, 2009 10:16 AM

To: Glenn Cavin; cstrickland@co.collin.tx.us

Cc: Ed Drain; Glen Brashear; milakelly@platescan.com; Kelley Stone

Subject: RE: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

No problem what-so-ever. Installation will be pre-paid and then you just need to let us know when to come out to do it. I will send Carol and invoice with that information on 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: Wednesday, September 23, 2009 9:13 PM

To: kmackenzie@platescan.com; cstrickland@co.collin.tx.us

Cc: Ed Drain; Glen Brashear; milakelly@platescan.com

Subject: Re: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Can we pay for the installation now with a guarantee that it will completed at no additional cost later?

From: kmackenzie@platescan.com

To: Glenn Cavin; Carol Strickland

Cc: Ed Drain; Glen Brashear; Mila Kelly ; Ken MacKenzie

Sent: Wed Sep 23 19:16:54 2009

Subject: Re: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Only thing I would worry about is losing the grant funds before installation is made. We can handle however you want.

Sent from my BlackBerry® smartphone with SprintSpeed

From: "Glenn Cavin"

Date: Wed, 23 Sep 2009 18:07:28 -0500

To: <cstrickland@co.collin.tx.us>

Subject: RE: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Hello Carol,

Due to the patent-infringement lawsuit against PlateScan, in which we have also been named, Plano is currently prohibited from installation or use of the PlateScan equipment we recently acquired. It has, however, been received here and is being stored for future use. I am not sure how we should handle the billing for installation at this point, since we will likely not be able to engage in this part of the process for quite some time; however, it should be okay to sign for the equipment itself. I am copying Ken Mackenzie for his input.

Thanks,



From: Carol Strickland [mailto:cstrickland@co.collin.tx.us]
Sent: Wednesday, September 23, 2009 2:24 PM
To: Ed Drain
Subject: FW: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Can you please confirm that the equipment installation has been completed on the Plano Police Vehicle? We would like to sign off on the PlateScan Purchase Order for payment. The servers and their installation are on different purchase orders.

Thank you in advance for your reply.

*Carol Strickland
Homeland Security
972-548-5537*

Good Morning Everyone,

I am pleased to announce that we are ready to begin the PlateScan installation process for the ALPR vehicles. Collin County won't have the regional back-office server delivered until September, however Kelley and I decided that we didn't want to wait on the server, before we got the vehicles operational. The vehicles can hold their data for 30 days, so we shouldn't lose any data and it can be transferred to the server once it is installed.

The installation process will begin at the Collin County Shop, 700A Wilmeth Road on Monday, August 17th. They will be doing the installation on all six agencies vehicles that week. The Collin County Shop has given PlateScan after-hours access, so that they can get all six vehicles done that week. Knowing the average install time, they will probably work over the weekend and hopefully have the vehicles completed the following Monday.

To complete this task on time, we need for each agency to deliver their designated ALPR vehicle to the Collin County Shop no later than Friday, August 14th by 4:30pm. Please make sure that it is the same vehicle that you spec'd in the pre-planner. Any surprises will only slow down the install process. The actual shop is closed on Fridays, but the ladies in the front shop office will be there and will take your keys from you until 4:30pm on that Friday.. Liz Gray at the Shop is coordinating this for us, so if you have a question about delivering you vehicle, she should be able to help you. Her number is 972-548-3734.

Please take a look at the attached photos of the new cameras installed. I think you will all be pleased at the new low profile of the cameras and see that it was worth the wait, rather than getting the previous model cameras.

Start thinking about training. I have blocked off most of the week of August 24th to train all the Collin County Agencies. For the vehicle training, I will need a classroom with a projector for my laptop. Each class will take 1.5 to 2 hours and you can send as many officers as the room will hold. I can do a couple of classes for each agency to meet their shift requirements. For the back-office training for dispatchers, investigators, crime analysts and anyone else that you want to have access, those classes only take about 30 minutes per class. The more classes I can do at one agency on one day, the more time it give me for the other five agencies. Don't worry though, we can do additional classes, as my schedule allows.

Please double-check this email to insure that I sent it to everyone at your agency that needs it.

As always, if you have any questions, feel free to call me at any time.

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: Leslie Harper [lharper@co.collin.tx.us]
Sent: Thursday, September 24, 2009 11:04 AM
To: Glenn Cavin
Cc: Carol Strickland; Kelley Stone; Janna Benson-Caponera
Subject: RE: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th
Dear Mr. Cavin,

Collin County won't be able to pay for the installation of the Platescan systems to any vehicle until the installation is actually completed. That said, we are in a position to pay for the equipment, if it has been received. The cost of installation will not increase since this product and installation is under a contract for completion.

Best regards,
Leslie Harper
Contract Administrator
Collin County Purchasing Office
(972) 548-4122

From: Janna Benson-Caponera
Sent: Thursday, September 24, 2009 9:11 AM
To: Leslie Harper
Cc: Carol Strickland; Kelley Stone
Subject: FW: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th
Importance: High

Leslie,
Can you please answer Kelley as soon as possible regarding the PlateScan payment?
Thanks,

Janna M. Benson-Caponera
Grant Administrator
972-548-4638
Fax 972-548-4751
jcaponera@collincountytexas.gov

From: Carol Strickland
Sent: Thursday, September 24, 2009 9:09 AM
To: Janna Benson-Caponera
Subject: FW: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

Janna,

Can you answer?

Carol Strickland
Homeland Security
972-548-5537

From: Kelley Stone
Sent: Thursday, September 24, 2009 8:57 AM
To: Carol Strickland
Subject: Re: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

- 14312 -

This is an auditor question. Kelley

On Sep 24, 2009, at 7:50 AM, "Carol Strickland" <cstrickland@co.collin.tx.us> wrote:

Answer this please?

*Carol Strickland
Homeland Security
972-548-5537*

From: Glenn Cavin [mailto:GlennC@plano.gov]
Sent: Wednesday, September 23, 2009 9:13 PM
To: kmackenzie@platescan.com; Carol Strickland
Cc: Ed Drain; Glen Brashear; mlakelly@platescan.com
Subject: Re: URGENT-PLATESCAN INSTALLATION SET FOR WEEK OF AUGUST 17th

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To: Glenn Cavin; Carol Strickland
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Thanks,

<image002.jpg>

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To: Ed Drain
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Can you please confirm that the equipment installation has been completed on the Plano

- 14313 -

Police Vehicle? We would like to sign off on the PlateScan Purchase Order for payment. The servers and their installation are on different purchase orders.

Thank you in advance for your reply.

*Carol Strickland
Homeland Security
972-548-5537*

Good Morning Everyone,

I am pleased to announce that we are ready to begin the PlateScan installation process for the ALPR vehicles. Collin County won't have the regional back-office server delivered until September, however Kelley and I decided that we didn't want to wait on the server, before we got the vehicles operational. The vehicles can hold their data for 30 days, so we shouldn't lose any data and it can be transferred to the server once it is installed.

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Please double-check this email to insure that I sent it to everyone at your agency that needs it.

As always, if you have any questions, feel free to call me at any time.

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: Greg Skelly [greg@vigilantvideo.com]
Sent: Monday, February 15, 2010 8:59 AM
To: Glenn Cavin
Subject: Referred by Will Mortensen

Attachments: Plano.LPRHits.2.15.10.pdf
Lieutenant Cavin,

Will Mortensen gave me your contact info and suggested I reach out to you. In fact, you and I previously met in Nashville a couple years ago at the LEIM show. Will and I were partners for our SafeTics portable traffic light project.

Please review the attached LPR Mapping Alert Service Reports for 2/15/10. Note, these are not samples! They are actual 'hits' to the NCIC hotlists and should be acted upon. Fyi, we recently provided Ft Worth PD with similar info and they went 3 for 3 in finding the stolen vehicles. Let me know if you have any questions. I'll be in the Dallas area tomorrow and would be more than glad to give you a demo our services.

I am now the Regional Manager for Vigilant Video, one of the premier License Plate Recognition(LPR) technology and solutions companies. While you may be familiar with LPR technology, I'm sure you haven't seen our unique solutions for finding "bad guys." Vigilant Video, thru its asset recovery partners, collects over 100Million license plate scans in its national data base. Currently we receive almost 1.5million scans per month just from the state of Texas. The Event Density print screen shows the level of LPR scanning taking place in your area over the last 60 days.

Vigilant Video makes these records/scans available to LEAs for crime investigations to locate vehicles of interest. The attached reports come from our latest offering the "Mapping Alert Service" (MAS). We can match NCIC Hotlist data against our private data and provide you with the map and satellite location of these direct hits. The 'print screen' below shows the summary view for the locations of the "HITS" to the NCIC hotlist.



Are you available sometime tomorrow to visit and demo our new LPR technology?

Please feel free to call me on my cell,

Greg Skelly
Regional Sales Manager



770-683-2578 Office
404-664-7605 Cell
greg@vigilantvideo.com

From: Gunny Gant [ggant@platescan.com]
Sent: Wednesday, March 09, 2011 12:39 AM
To: Glenn Cavin; 'Andrew Tanis'
Cc: Jeff Willis (PD); Jason Christensen; Keith Ellis; Aaron Benzick; David Tilley; Gay Schaffer; Aimee Storm; Jeff Haynes; Glen Brashear; Mike Letzelter; Dave Howell; Scott Kermes; Paul Phillips
Subject: Review current deployment of PlateScan LPR. - Action Items

Hi Lt Cavin,

Thank you very much for allowing me to speak with you and your team on the current 2 systems deployed. Per our discussion we have a

Item 1.

Issue - legacy system with Cobra Cameras. The Cobra solution has a couple of issues.

1. Cameras that are having issues with internal moisture.
2. 1 of the cameras is not operational. The City is trying to move a rear camera to the front to account for this.
3. The system success rate is in the 70% range at best.

Action Item

Work to come up with a replacement strategy that factors in all considerations. I will be working with my management staff to come up with a plan/offer

Item 2.

Issue - Hotlist single entries issue. The city would like to achieve the ability to enter in single hot list entries and have an automatic retention policy attached to it. Or possibly request owner of the entry to either continue with the single entry or deleted after a period of time.

Action Item

Provide a gui interface to the back end to enable the ability to enter in single hotlist issues – I will meet with our CTO to provide an answer concerning this and a response.

Item 3

Issue - Delayed hits based on updated hit list. Scenario is a plate is captured today but next week it is reported stolen. The ability to have the system retro scan legacy reads to alert the City that they have seen a stolen.

Action item

Work with our engineering team to investigate if this feature already exists and or if this needs to be escalated.

Item 4

Issue - Purging old information. How can the system automatically deleted information based on retention policy.

Action items

Work with Jonah and the engineering team on how to implement a retention policy within the system

Other items of discussion is

1. Calibrating a cobra to help resolve item 1.

2. The ability to add meta data field with free form text that could be searchable
3. Also schedule time to have engineering help set up private notifications. The example given is Narc or Gang units be emailed on specific plates hit. The officer in the car would not be alerted to the hit.
4. Work to have a local installation / support option available to the City of Plano.

If there are any items I missed and or needs to be addressed, please feel free to let me know and I will add it to the current list of action items. I am confident we can bring resolution to these items in a timely manner and continue a working relationship with the City of Plano.

Best regards,
Gunny

Gunny Gant
National Sales Account Manager
PlateScan. LLC
E: ggant@platescan.com
O: (817) 898-0436
C: (817) 239-7565

From: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Thursday, June 11, 2009 8:19 AM

To: 'Kelley Stone'; bwillis@friscotexas.gov; scott.stowers@wylietetexas.gov; lsmart@collincountytx.gov; nbroughton@friscotexas.gov; knevil@collincountytx.gov; rreden@mckinneytexas.org; rjones@mckinneytexas.org; DStevens@ci.frisco.tx.us; brushing@cityofallen.org; gfowler@cityofallen.org; rflores@cityofallen.org; 'Carol Strickland'; Ed Drain; Glenn Cavin

Cc: 'Mila Kelly'; 'Marco Spretke'; 'Matthias Jezek'; mmcco@platescan.com; 'Jonah Bjorkman'; 'Casey Stone'; 'Chuck Ruckel'; 'Gina McFarlin'; 'Johnny Thomason'

Subject: REVISED: PlateScan Camera Configuration

Attachments: Camera Configuration Guide.pdf; Camera Positioning Form.pdf

Good Morning Everyone,

I appreciate everyone's hard work on getting all pre-planners back to us ASAP. Our support team is going over everything and if they have any questions, they may reach out to you directly. If you haven't yet turned in all of the requested items, please send them in by the end of this week.

Now I want to talk about your camera configuration. Collin County Homeland Security purchased PlateScan's 3+1 system for each agency. That basically consists of three "dual" infrared/color cameras and one color camera. PlateScan wants to configure these cameras to fit each agency's needs and preferences.

I have attached two .pdf files. The first is the Platescan Configuration Guide and the second is the Camera positioning form. The later, you will fill out and return to us with your camera positioning preferences.

Now, open up the first attachment (Platescan Configuration Guide). On the first page, you will notice six cameras drawn on the vehicle. Three are white and three shaded. The white cameras designate the "dual" IR/color cameras and the shaded cameras represent the color camera.

The white cameras, the "dual" IR/color cameras must be mounted on the outside of the vehicle, due to IR cameras not transmitting through U.S. window glass, which is filtered. In addition to the locations shown on the left front (LF) of the light bar, the right front (RF) of the light bar and the right side or right alley light position (R-Parking), there is the possibility of also mounting a dual camera on the left side (L-Parking) or left rear (LR) of the light bar. There are advantages and disadvantages to each camera location, which I will discuss in a minute.

The single color camera can be mounted in any of the three locations shown by the shaded camera symbols.

Now look at page two. The LF IR camera is mainly for traffic in the left lane, adjacent to the patrol vehicle, to capture both oncoming (with front plates) and passing vehicles. The focal point is 27 feet in front of the cameras. This camera is focused at the center of the left lane and doesn't see across a divider. This camera may also capture vehicles on the left side in a parking lot, if they are angled in.

The RF camera will capture vehicles passing you on the right, parallel parked vehicles and vehicles parked at an angle on your right side.

The Right Parking camera will be one of your most used cameras and capture vehicles parked on your right at 90 degrees. A similar camera can be parked on your left side, however, I recommend that you train you officers how to use the right side parking camera for both sides and not waste an IR camera on the left side parking.

Another alternative would be to place one of the dual IR/color cameras on the LR of the light bar to capture those vehicles that didn't have a front plate, but considering the low percentage, that is a waste of such a camera.

As for the placement of the color camera, you have three choices: front dash, left rear or right rear. This camera is mounted inside. Most of the agencies in the Metroplex mount the color camera on the rear deck, facing to the left. At

night, this camera doesn't receive any ambient lighting, so it isn't of much use after dark. The color camera mounted on a visor mounting in the front windshield receives enough ambient lighting at night to work with existing headlights, streetlights, etc. With proper training, this camera can be adjusted to capture vehicles in the second left or right lane and can also be adjusted to capture vehicles across a median. Flip to the last page to see how a color camera can be focused. It is a very flexible camera and remember, that many agencies use systems that just use one or two color camera systems and no infrared.

The rest of the pages on that first attachment show the camera angles for the Arbitrator In-car video system, which can host one or two ALPR cameras on that system for a fifth of the cost of an infrared system. I know that some of your agencies have Arbitrators, so this may be a solution in the future to equip additional units on the street for a fraction of the price.

OK, now you have all the information, so the selection should be easy. NOT! Feel free to contact any of the existing agencies about the pros and cons of their camera configurations. Having been an end-user myself, feel free to call me also and we can discuss the pros and cons of each camera before you make your final decision.

Once that decision is made, I will need for you to go to the second attachment and designate your camera locations, by initialing the blocks of the selected cameras or if a box isn't present, draw one in. Please print your name and contact number at the bottom of the page. Once completed, please fax or email it back to me. If I can be of any service, please don't hesitate to call me.

As always, feel free to call me with any questions or for assistance in your decision.

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: Ed Drain
Sent: Friday, May 01, 2009 4:14 PM
To: Gay Schaffer; Dan Curtis
Cc: Glen Brashear; Glenn Cavin
Subject: Second Plate Scan

Need to know which vehicle you would like to use for the new Plate Scan equipment we should be receiving soon. We need to let the vendor know so they can ship the proper brackets. If either of you feel strongly we should use a Tahoe let me know, but otherwise let me know on Monday which type sedan so we can pass on to vendor.

Thanks

From: Ken Mackenzie [kmackenzie@Platescan.com]

Sent: Tuesday, June 15, 2010 11:50 PM

To: 'Saul Delgado'

Cc: Glenn Cavin

Subject: Seperate Quotes for Plano PD

Saul,

Would you please send a quote to Lt. Glenn Cavin at Plano PD using GSA pricing. Could you send him quotes for the 3+1CR, the 4R and also a quote for the P-2-C. They bought their first unit under the Mesquite Contract which is now expired, but your GSA pricing is very close to what they paid. His email is above.

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



P.O. Box 10713
979.690.2811
College Station, TX 77842
www.brazostech.com

April 20, 2009

Sheila Heugel
City of Plano
900 E. 15th Street
Plano, TX 75074

RE: Software Maintenance Agreement and Software License Agreement

Dear Ms. Heugel:

Attached are the Software Maintenance Agreement and Software License Agreement from Brazos Technology. Please provide us with two (2) signed original copies of both agreements. These can be mailed to:

Brazos Technology
P.O. Box 10713
College Station, TX 77842

OR

Brazos Technology
707 Texas Ave. South, Suite 103D
College Station, TX 77840

We will sign them both and return one original copy to you. If you would prefer originals that are not faxed documents, I can mail original copies of these documents for you to sign and forward to us. Please let me know if this is your preference.

In order to immediately move forward on placing orders and organizing your implementation, please fax the signature pages to me at (713) 583-9323.

If you have any questions, please let me know.

Sincerely,

Jackie Pokora
jpokora@brazostech.com
(979) 690-2811 x105



SOFTWARE LICENSE AGREEMENT

THIS AGREEMENT is entered into as of the 20th day of April 2009, (hereinafter referred to as the "Effective Date") by and between Brazos Technology Corporation, a Texas corporation, with its principal offices located at 707 Texas Ave., Suite 103-D, College Station, Texas 77840 (hereinafter referred to as "Brazos Technology"), and City of Plano, a Texas Municipality, with its principal offices located at 900 E. 15th Street, Plano, TX 75074 (hereinafter referred to as "Licensee").

This Agreement is made with respect to the following facts and objectives:

RECITALS:

- A. Brazos Technology has developed a proprietary software product, which is designed to extend data and processes across multiple platforms and technologies (hereinafter referred to as the "Software").
- B. Licensee desires to obtain a non-exclusive license to use the Software and Brazos Technology desires to grant Licensee such a license.

AGREEMENT:

NOW, THEREFORE, in consideration of the foregoing recitals, the mutual promises and covenants set forth herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

1. License. Brazos Technology hereby grants to Licensee a non-exclusive license to use the Software and the documentation, if any, provided in connection therewith (hereinafter referred to as the "Documentation") solely in connection with RDC and eCitation. Licensee may make one copy of the Software and Documentation for back-up and/or archival purposes.
2. Licensee Fee. Licensee agrees to pay Brazos Technology the license fee identified in Exhibit A to this Agreement. Such fee shall be due immediately upon execution of this Agreement by the parties.
3. Limitations of Use. Licensee acknowledges and agrees that Licensee will not timeshare, modify, sublicense, transfer, assign, copy, reverse engineer or decompile the Software, Documentation or any portion thereof except as expressly set forth herein. Licensee further acknowledges and agrees that Licensee will limit its use of the Software and Documentation to the number of users and/or the site location identified in Exhibit A to this Agreement.

4. Non-disclosure. Licensee acknowledges and agrees that the Software and Documentation contain trade secrets and/or confidential information (hereinafter collectively referred to as "Confidential Information") and that Licensee will take reasonable efforts to prevent the disclosure of such Confidential Information to any third party.

5. Ownership. Licensee acknowledges and agrees that Brazos Technology is the sole owner of all right, title and interest in and to the Software and Documentation and that nothing contained herein shall grant Licensee any ownership interest in the Software or Documentation.

6. Upgrades. In the event that Brazos Technology, in its sole discretion, should provide Licensee with any upgrades, corrections or modifications to the Software or Documentation, such upgrades, corrections or modifications shall be considered, as applicable, "Software" or "Documentation" for the purposes of this Agreement. Notwithstanding the foregoing, nothing contained in this Agreement shall be construed as obligating Brazos Technology to provide Licensee with any upgrades, corrections, modifications, maintenance services or support services hereunder.

7. Warranty.

a. Brazos Technology warrants and represents that it is the owner of all right, title and interest in and to the Software and Documentation and that use of the Software and Documentation as contemplated herein shall not infringe upon any third party patent or copyright. This warranty and representation does not apply to any infringement arising out of any unauthorized modification of the Software or Documentation or any infringement arising out of the use of the Software or Documentation in combination with any third party product.

b. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION 7, THE SOFTWARE AND DOCUMENTATION IS PROVIDED "AS IS" AND BRAZOS TECHNOLOGY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, WRITTEN OR VERBAL, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BRAZOS TECHNOLOGY DOES NOT WARRANT OR REPRESENT THAT ANY USE OF THE SOFTWARE OR DOCUMENTATION WILL BE UNINTERRUPTED OR ERROR FREE. LICENSEE EXPRESSLY ASSUMES ALL RISKS AND LIABILITIES RESULTING FROM THE USE OR INABILITY TO USE THE SOFTWARE OR DOCUMENTATION, INCLUDING WITHOUT LIMITATION ANY ECONOMIC LOSS, PROPERTY DAMAGE, PHYSICAL INJURY, LOST PROFITS, LOST SAVINGS, LOSS OF RECORDS OR LOSS OF DATA.

8. Indemnification. Brazos Technology agrees to indemnify and defend Licensee from and against any third party claim arising out of a breach of the Warranty provisions set forth in this Agreement, provided that Brazos Technology is provided with prompt notice of any such third party

claim and Brazos Technology is allowed full control over the defense of such claim. Licensee acknowledges and agrees that Brazos Technology may fulfill its obligations hereunder by (i) obtaining from the third party claimant a license pursuant to which Licensee may continue its use of the Software and Documentation or (ii) providing Licensee with substitute software and/or documentation that does not infringe upon the rights of the third party claimant. Licensee further acknowledges and agrees that in the event that Brazos Technology, in its sole discretion, determines that neither of the options set forth above are reasonable, Brazos Technology may fulfill its obligations hereunder by terminating this Agreement and refunding to Licensee the license fees paid by Licensee to Brazos Technology hereunder, prorated over a period of five (5) years.

9. Limitation of Liability.

a. LICENSEE EXPRESSLY ACKNOWLEDGES AND AGREES THAT BRAZOS TECHNOLOGY SHALL NOT, UNDER ANY CIRCUMSTANCES, BE LIABLE TO LICENSEE OR ANY THIRD PARTY FOR ANY DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES OR LOSSES OR ANY KIND WHATSOEVER, INCLUDING WITHOUT LIMITATION, ANY ECONOMIC LOSS, PROPERTY DAMAGE, PHYSICAL INJURY, LOST PROFITS, LOST SAVINGS, LOSS OF RECORDS OR LOSS OF DATA, ARISING OUT OF THE USE OF THE SOFTWARE OR DOCUMENTATION, REGARDLESS OF WHETHER ARISING UNDER BREACH OF CONTRACT, WARRANTY, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY OR CLAIM, EVEN IF BRAZOS TECHNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGE OR IF SUCH LOSS OR DAMAGE COULD HAVE BEEN REASONABLY FORESEEN.

b. LICENSEE EXPRESSLY ACKNOWLEDGES AND AGREES THAT UNDER NO CIRCUMSTANCES SHALL THE ENTIRE LIABILITY OF BRAZOS TECHNOLOGY FOR ANY LOSS OR CLAIM ARISING OUT OF THIS AGREEMENT, ANY USE OF THE SOFTWARE OR DOCUMENTATION, OR ANY INABILITY TO USE THE SOFTWARE OR DOCUMENTATION, EXCEED THE SUM OF THE LICENSE FEE PAID BY LICENSEE TO BRAZOS TECHNOLOGY HEREUNDER.

10. Allocation of Risks. LICENSEE ACKNOWLEDGES AND AGREES THAT THE LICENSEE FEE PAID BY LICENSEE TO BRAZOS TECHNOLOGY FAIRLY AND ACCURATELY REFLECTS THE ALLOCATION OF RISKS BETWEEN LICENSEE AND BRAZOS TECHNOLOGY, INCLUDING WITHOUT LIMITATION, THE TERMS AND CONDITIONS SET FORTH IN THE WARRANTY AND LIMITATION OF LIABILITY SECTIONS OF THE AGREEMENT. LICENSEE FURTHER ACKNOWLEDGES AND AGREES THAT ANY MODIFICATIONS TO THE ALLOCATIONS OF RISK WOULD REQUIRE BRAZOS TECHNOLOGY TO CHARGE A HIGHER LICENSEE FEE FOR THE SOFTWARE AND DOCUMENTATION. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, LICENSEE ACKNOWLEDGES AND AGREES THAT EACH OF THE TERMS AND CONDITIONS SET FORTH IN THE WARRANTY AND LIMITATION OF LIABILITY

SECTIONS OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT, EVEN IF ANY REMEDY CONTAINED HEREIN IS DETERMINED TO HAVE FAILED OF ITS ESSENTIAL PURPOSE.

11. Term and Termination.

a. This Agreement shall commence as of the Effective Date and shall continue unless and until terminated as set forth herein.

b. Either party may terminate this Agreement in the event that the other party commits a material breach of this Agreement and fails to cure such material breach within twenty (20) days after receiving written notice of the same.

c. Brazos Technology may terminate this Agreement, immediately upon written notice to Licensee, in the event that Licensee fails to use the Software and Documentation for the purpose contemplated herein.

d. Immediately upon any termination of this Agreement, Licensee shall return to Brazos Technology any and all copies of any Software or Documentation in its possession.

e. The terms and conditions of this Agreement relating to Non-disclosure, Warranty, Limitation of Liability and Allocation of Risks shall survive any termination or expiration of this Agreement.

12. Assignment. Licensee acknowledges and agrees that it may not assign any right or obligation arising under this Agreement to any third party without the express written consent of Brazos Technology which may be withheld for any or no reason.

13. Governing Law. This Agreement, including its interpretation, performance and enforcement shall be governed by and construed in accordance with the laws of the State of Texas applicable to contracts entered into and performed in Brazos County, and exclusive jurisdiction over any dispute arising out of or relating to this Agreement shall be held by the appropriate state and/or federal courts located in Brazos County, Texas.

14. Binding Effect. This Agreement shall inure to the benefit of and binding upon the parties hereto and to their respective successors and legal representatives.

15. Nonwaiver. No provisions of this Agreement will be waived by any party except in writing. The parties hereto agree that the waiver by any party of a breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent breach of that provision by the same party, or any other provision or condition of this Agreement.

16. No Joint Venture. Nothing herein contained shall be construed to place the parties in the relationship of partners, joint venturers, or principal and agent and neither party shall have any power to obligate or bind the other party in any manner whatsoever.

17. Severability. If any provision or application of this Agreement shall be held invalid or unenforceable the remaining provisions and applications of this Agreement shall not be affected, but rather shall remain valid and enforceable.

18. Entire Agreement. This Agreement constitutes the entire agreement and supersedes any and all other understandings and agreements between the parties with respect to the subject matter hereof and no representation, statement or promise not contained herein shall be binding on either party. This Agreement may be modified only by a written amendment duly signed by persons authorized to sign agreements on behalf of the parties and shall not be supplemented or modified by any course of dealing or trade usage.

IN WITNESS WHEREOF, the parties have hereunder executed this Agreement effective as of the date last signed.

CITY OF PLANO, TX

BRAZOS TECHNOLOGY

Signed: _____

Signed: _____

Print Name: _____

Print Name: Michael S. McAleer

Title: _____

Title: President

Date: _____

Date: _____

EXHIBIT A

Thirty-Five (35) RunIT software license for PDA	\$22,750 USD
Software Includes:	
Unlimited number of logins to the PDA	
One-Year of Software Maintenance	
One-Year of Software Support	
Configuration/Installation Fee	\$7,500 USD
Configuration Includes:	
Customized PDA/Web screen layouts	
Customized citation receipt for defendant	
Customized citation report for court and PD	
Integration with INCODE	
Extended Training	\$3,000 USD
2 days of on-site training of officers	
1 day of administrator training	
Classroom and practical training	

* Brazos will deliver the equipment to eliminate shipping to customer.

SOFTWARE MAINTENANCE AGREEMENT

This Agreement ("Agreement") is made and entered into and effective 20th day of April 2009, by and between Brazos Technology Corporation, having its principal place of business at 707 South Texas Ave, Suite 103D, College Station, Texas 77840, USA ("Brazos Technology") and City of Plano, a Texas Municipality, having its principal place of business at 900 E. 15th Street, Plano, TX 75074 ("Licensee").

Licensee

WHEREAS, BRAZOS TECHNOLOGY has provided to Licensee certain software as specified in Exhibit A of this Agreement ("Covered Software") pursuant to a software license agreement between the parties (the "License Agreement"); and

WHEREAS, Licensee wishes to have BRAZOS TECHNOLOGY provide maintenance and support services pursuant to the terms and conditions of this Agreement;

NOW, THEREFORE, the parties agree as follows:

I. INCORPORATION OF DOCUMENTS

The following documents are attached hereto and, by this reference, incorporated in this Agreement:

Exhibit A	Covered Sites, Software & Configuration
Exhibit B	Authorized Licensee Contacts
Exhibit C	Services and Fees

II. COVERAGE

During the term of this Agreement, BRAZOS TECHNOLOGY agrees to provide maintenance and support services for the Covered Software operating at the site(s) and on the hardware configurations listed in Exhibit A ("Maintenance Services"). Unless specifically listed in Exhibit A, Section II, Covered Software does not include hardware vendor operating systems and other system software, Licensee-developed software, and third-party software (except any third party software embedded in the Covered Software).

III. DESCRIPTION OF MAINTENANCE SERVICES

A. Support Services. During the term of this Agreement, BRAZOS TECHNOLOGY will provide the services described herein so as to maintain the Covered Software in good working order, keeping it free from material defects so that the Covered

Software shall function properly and in accordance with the accepted level of performance as set forth in the License Agreement.

(1) Service Response. BRAZOS TECHNOLOGY will make available to Licensee a telephone number (the "Support Center HOTLINE") for Licensee to call requesting service of the Covered Software. The Support Center HOTLINE operates during business hours, 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding legal holidays. Extended coverage is available for an additional fee. The HOTLINE can also be used to notify BRAZOS TECHNOLOGY of problems associated with the Covered Software and related documentation.

B. Remedial Support. Upon receipt by BRAZOS TECHNOLOGY of notice from Licensee through the Support Center HOTLINE of an error, defect, malfunction or nonconformity in the Covered Software, BRAZOS TECHNOLOGY shall respond as provided below:

Severity 1: Produces an emergency situation in which the Covered Software is inoperable, produces incorrect results, or fails catastrophically.

RESPONSE: BRAZOS TECHNOLOGY will provide a response by a qualified member of its staff to begin to diagnose and to correct a Severity 1 problem as soon as reasonably possible, but in any event a response via telephone will be provided within one (1) hour. BRAZOS TECHNOLOGY will continue to provide best efforts to resolve Severity 1 problems in less than forty-eight (48) hours. The resolution will be delivered to Licensee as a work-around or as an emergency software fix. If BRAZOS TECHNOLOGY delivers an acceptable work-around, the severity classification will drop to a Severity 2.

Severity 2: Produces a detrimental situation in which performance (throughput or response) of the Covered Software degrades substantially under reasonable loads, such that there is a severe impact on use; the Covered Software is usable, but materially incomplete; one or more mainline functions or commands is inoperable; or the use is otherwise significantly impacted.

RESPONSE: BRAZOS TECHNOLOGY will provide a response by a qualified member of its staff to begin to diagnose and to correct a Severity 2 problem as soon as reasonable possible, but in any event a response via telephone will be provided within four (4) hours. BRAZOS TECHNOLOGY will exercise best efforts to resolve Severity 2 problems within five (5) days. The resolution will be delivered to Licensee in the same format as Severity 1 problems. If BRAZOS TECHNOLOGY delivers an acceptable work-around for a Severity 2 problem, the severity classification will drop to a Severity 3.

Severity 3: Produces an inconvenient situation in which the Covered Software is usable, but does not provide a function in the most convenient or expeditious

manner, and the user suffers little or no significant impact.

RESPONSE: BRAZOS TECHNOLOGY will exercise best efforts to resolve Severity 3 problems in the next maintenance release.

Severity 4: Produces a noticeable situation in which the use is affected in some way which is reasonably correctable by a documentation change or by a future, regular release from BRAZOS TECHNOLOGY.

RESPONSE: BRAZOS TECHNOLOGY will provide, as agreed by the parties, a fix or fixes for Severity 4 problems in future maintenance releases.

C. Maintenance Services. During the term of this Agreement, BRAZOS TECHNOLOGY will maintain the Covered Software by providing software updates and enhancements to Licensee as the same are offered by BRAZOS TECHNOLOGY to its licensees of the Covered Software under maintenance generally ("Updates"). All software updates and enhancements provided to Licensee by BRAZOS TECHNOLOGY pursuant to the terms of this Agreement shall be subject to the terms and conditions of the License Agreement between the parties. Updates will be provided on an as-available basis and include the items listed below:

(1) Bug fixes;

(2) Enhancements to market data service software provided by BRAZOS TECHNOLOGY to keep current with changes in market data services or as BRAZOS TECHNOLOGY makes enhancements;

(3) Enhancements to keep current with the current hardware vendor's OS releases, as available from BRAZOS TECHNOLOGY, provided that the current hardware vendor's OS release is both binary and source-compatible with the OS release currently supported by BRAZOS TECHNOLOGY; and

(4) Performance enhancements to Covered Software.

(5) Updates do not include:

(a) Platform extensions including product extensions to (i) different hardware platforms; (ii) different windowing system platforms; (iii) different operating system platforms; and

(b) New operating system updates or hardware bios updates.

Updates will be provided in machine-readable format and updates to related documentation will be provided in hard copy form. All such deliveries shall be

made electronically to the installed computers automatically during a sync process. Licensee agrees to sync each device no less than once per month to obtain any software or configuration changes. Duplication, distribution and installation of documentation updates are the responsibility of Licensee. If requested, BRAZOS TECHNOLOGY will provide on-site assistance in the installation of Updates on a time and materials basis, plus expenses.

BRAZOS TECHNOLOGY will provide support services for previous releases for a minimum period of six (6) months following the general availability of a new release or software update. After this time, BRAZOS TECHNOLOGY shall have no further responsibility for supporting and maintaining the prior releases.

BRAZOS TECHNOLOGY assumes no responsibility for the correctness of, performance of, or any resulting incompatibilities with, current or future releases of the Covered Software if the Licensee has made changes to the system hardware/software configuration or modifications to any supplied source code which changes effect the performance of the Covered Software and were made without prior notification and written approval by BRAZOS TECHNOLOGY. BRAZOS TECHNOLOGY assumes no responsibility for the operation or performance of any Licensee-written or third-party application.

D. Services Not Included. Maintenance Services do not include any of the following: (1) custom programming services; (2) on-site support, including installation of hardware or software; (3) support of any software not Covered Software; (4) training; or (5) out-of-pocket and reasonable expenses, including hardware and related supplies.

IV. ON-SITE SUPPORT

As requested by Licensee, and upon reasonable notice and approval by BRAZOS TECHNOLOGY, BRAZOS TECHNOLOGY shall maintain personnel at any of the covered Sites. On-site personnel will perform ongoing system administration, monitoring, reconfiguration and tuning, problem diagnosis, and resolution, and interfacing with Licensee personnel on production system issues, to the extent possible during normal business hours. These personnel shall also be responsible for the installation of new BRAZOS TECHNOLOGY software releases on the production system and the distribution of documentation updates. In addition, on-site personnel will provide training to Licensee personnel on the operation and administration of the Covered Software as time permits.

V. TIME AND MATERIALS SERVICES

A. For Non-BRAZOS TECHNOLOGY Problems. In the event that Licensee notifies BRAZOS TECHNOLOGY of a problem experienced by Licensee in connection with the operation of the Covered Software, BRAZOS

TECHNOLOGY shall respond as provided in Section III.B., above. If the cause of such problem is not an error, defect or nonconformity in the Covered Software, Licensee shall compensate BRAZOS TECHNOLOGY for all work performed by BRAZOS TECHNOLOGY in connection therewith, on a time and materials basis at Brazos Technology's then current standard rates, unless otherwise agreed by the parties in writing at the time, plus expenses. Expenses for travel and travel-related expenses and individual expenses in excess of US\$500 require the prior approval of Licensee.

B. For Non-BRAZOS TECHNOLOGY Software. Upon request and reasonable notice from Licensee, BRAZOS TECHNOLOGY will provide assistance in the installation of non-BRAZOS TECHNOLOGY software on a time and materials basis, plus expenses. Non-BRAZOS TECHNOLOGY software consists of any software not specifically listed in Exhibit A, Section II, including the following:

1. New releases and updates to hardware vendor operating systems and other system software not listed in Exhibit A;
2. Licensee-developed software; and
3. Third-party software (except third party software embedded in the Covered Software).

VII. ACCESS

Software Maintenance is conditioned upon provision by Licensee to BRAZOS TECHNOLOGY of reasonable appropriate access to the system(s) running the Covered Software, including, but not limited to, passwords, system data, file transfer capabilities, and remote log-in-capabilities. BRAZOS TECHNOLOGY will maintain security of the system and use such access only for the purposes of this Agreement and will comply with Licensee standard security procedures. Information accessed by BRAZOS TECHNOLOGY agents or employees as a result of accessing Licensee system shall be deemed confidential information pursuant to the terms of the Software License Agreement executed concurrently between the parties hereto.

Licensee shall also use commercially reasonable efforts to provide an active voice telephone line at each site which is available continuously when required for support access.

VIII. PROBLEM REPORTING AND TRACKING PROCEDURES

Licensee may use the services described herein only by making reference to the authorized support Agreement number. All such reports and requests will be made through the authorized individuals (up to two [2] per site), designated by Licensee in Exhibit B, who may be changed by Licensee from time to time by written notice to BRAZOS TECHNOLOGY. A twenty-four (24) hour Support Center HOTLINE is

provided for problem reporting outside of normal business hours.

IX. FEES

A. Maintenance Fees. Fees for Maintenance Services provided under this Agreement are contained in Exhibit C. Any time a site or software package is added or deleted from Exhibit A, BRAZOS TECHNOLOGY will automatically adjust and/or amend Exhibit A and Exhibit C accordingly. BRAZOS TECHNOLOGY will also perform a bi-annual audit of all sections in Exhibit A. If changes have occurred, BRAZOS TECHNOLOGY will adjust and/or amend Exhibit A and Exhibit C, and maintenance fees will be adjusted accordingly.

Rates will be reviewed and adjusted accordingly when another site is added and/or the workstation/server base increases (i.e., added equipment and/or installed software) and/or software to be supported exceeds the Covered Software.

B. Expenses. Licensee agrees to reimburse BRAZOS TECHNOLOGY for reasonable expenses related to the performance of services. Expenses may include, but are not limited to, charges for materials, freight, travel (including lodging and associated expenses), printing and documentation, and other out-of-pocket expenses reasonably required for performance. Expenses for travel and travel-related expenses and individual expenses in excess of US\$500 require the prior approval of Licensee.

X. PAYMENT

A. Maintenance fees and fees for on-site support, if applicable, will be invoiced annually, thirty (30) days in advance of the year.

XI. EXCLUSION OF LIABILITY

BRAZOS TECHNOLOGY MAKES AND LICENSEE RECEIVES NO WARRANTY EXPRESS OR IMPLIED AND THERE IS EXPRESSLY EXCLUDED ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. LICENSEE ACKNOWLEDGES AND AGREES THAT THE MAINTENANCE FEES AND OTHER CHARGES WHICH BRAZOS TECHNOLOGY IS CHARGING UNDER THIS AGREEMENT DO NOT INCLUDE ANY CONSIDERATION FOR ASSUMPTION BY BRAZOS TECHNOLOGY OF THE RISK OF LICENSEE CONSEQUENTIAL OR INCIDENTAL DAMAGES OR OF UNLIMITED DIRECT DAMAGES. ACCORDINGLY, BRAZOS TECHNOLOGY SHALL HAVE NO LIABILITY WITH RESPECT TO ITS OBLIGATIONS UNDER THIS AGREEMENT FOR CONSEQUENTIAL, EXEMPLARY, OR INCIDENTAL DAMAGES, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT IN THE CASE OF GROSS NEGLIGENCE OR WILFUL MISCONDUCT, IN NO EVENT SHALL BRAZOS TECHNOLOGY BE LIABLE HEREUNDER TO LICENSEE FOR CUMULATIVE DIRECT DAMAGES IN ANY AMOUNT GREATER THAN THAT PAID

BY LICENSEE TO BRAZOS TECHNOLOGY UNDER THIS AGREEMENT AS A MAINTENANCE FEE FOR THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE ACCRUAL OF THE CAUSE OF ACTION.

XII. General

A. Each party acknowledges that it is bound by the terms of this Agreement and further agrees that it is the complete and exclusive statement of the Agreement between the parties, which supersedes and merges all prior proposals, understandings and all other Agreement with respect to software maintenance, oral and written, between the parties relating to this Agreement. This Agreement may not be modified or altered except by a written instrument duly executed by both parties.

B. This Agreement and performance hereunder shall be governed by and construed in accordance with the laws of the State of Texas. Any and all proceedings relating to the subject matter hereof shall be maintained in the state or federal courts of Brazos County, Texas, which courts shall have exclusive jurisdiction for such purpose. Each of the parties waives any objection to venue or in personam jurisdiction, provided that service is effective.

C. If any provision of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall in no way be affected or impaired thereby.

D. Neither party may assign, without the prior written consent of the other, its rights, duties or obligations under this Agreement to any other person or entity, in whole or in part.

E. The waiver or failure of either party to exercise in any respect any right provided for herein shall not be deemed a waiver of any further right hereunder.

XIII. TERM AND TERMINATION

The term of this Agreement shall be for one (1) year. Software Maintenance service shall commence upon the expiration of the Warranty Period set forth in the License Agreement and shall remain in effect for the original one-year (1-year) term and, thereafter, for renewal terms on a year-to-year basis until terminated (i) by Licensee in the event the Covered Software is taken out of service and upon sixty (60) days' notice to BRAZOS TECHNOLOGY; (ii) by either party upon sixty (60) days' notice prior to the expiration of the original one-year (1-year) or any subsequent one-year (1-year) renewal term; (iii) by either party upon a default of the other party, such default remaining uncured for thirty (30) days from the date of written notice from the non-defaulting party to the other specifying such default; (iv) upon the bankruptcy or insolvency of BRAZOS TECHNOLOGY; or (v) the License Agreement is terminated.



v1.0

Upon such termination, BRAZOS TECHNOLOGY shall refund to Licensee a portion of the maintenance fee prorated to reflect the date of termination and neither BRAZOS TECHNOLOGY nor Licensee shall have any further obligations hereunder.

IN WITNESS WHEREOF, each party has caused a counterpart of the original of this Agreement to be executed as of the date first written above by its duly authorized representative.

CITY OF PLANO, TX

BRAZOS TECHNOLOGY

Signed: _____

Signed: _____

Print Name: _____

Print Name: Michael McAleer

Title: _____

Title: President

Date: _____

Date: _____

EXHIBIT A -- COVERED SITES, SOFTWARE AND CONFIGURATION**A. Covered Sites.**

This Agreement covers the following Licensee sites:

Plano Police Department
Plano Municipal Court

B. Covered Software.

This Agreement covers the following software components at each site listed in Exhibit A, Section A:

Brazos BuildIT Website for eCitation processing
Brazos RunIT Mobile software
eCitation processing for both Symbol MC70s

C. Covered Configuration.

This Agreement covers the following configuration:

Thirty-Five (35) workstation/PDA licenses of Covered Software purchased by Licensee.

EXHIBIT B -- AUTHORIZED LICENSEE CONTACTS

For purposes of this Agreement, the following individuals shall be designated per site as the authorized Licensee support contacts:

Plano PD Address:

Name	Title	Phone #
------	-------	---------

Contact: _____

EXHIBIT C -- SERVICES AND FEES**A. Maintenance Fee**

Maintenance Services for the applications and configuration listed in Exhibit A will be included in the software cost for the first year of this Agreement. This fee will be adjusted at each anniversary date of this Agreement to the then current pricing. Should additional software be licensed and installed at the Covered Site(s), the fee will be adjusted to reflect the additional software.

SOP models

From: Ken Mackenzie [kmackenzie@Platescan.com]
Sent: Saturday, June 20, 2009 11:34 AM
To: kstone@collincountytx.gov; bwillis@friscotexas.gov;
scott.stowers@wylietexas.gov; lsmart@collincountytx.gov;
nbroughton@friscotexas.gov; knevil@collincountytx.gov;
rreden@mckinneytexas.org; rjones@mckinneytexas.org;
DStevens@ci.frisco.tx.us; brushing@cityofallen.org;
gfowler@cityofallen.org; rflores@cityofallen.org;
cstrickland@co.collin.tx.us; cskipworth@collincountytx.gov; 'Casey
Stone'; Ed Drain; Glenn Cavin; cruckel@collincountytx.gov;
GMcFarlin@friscotexas.gov; Jthomason@cityofallen.org
Subject: SOP models

Attachments: VIP Platescan Policy.pdf; Mesquite VIP Plate Scan
Policy.doc; Model Platescan Policy (in progress).doc; Platescan Policy
(2).doc

Kelley Stone requested that I send everyone copies of some model SOPs in case you want to use them as a guide to develop your own. Here is one for Patrol (Plano's) and another two for Volunteers (Richardson's and Mesquites). Dallas just wrote one and I will try to get you a copy of theirs as soon as I get it.

Hope to have a confirmed installation date in the near future and each of you will know as soon as I do.

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

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LT:

Thank you for taking the time to meet with me earlier this week. I really enjoyed the exchange (and getting up on my soap box) and I am excited about working with Plano to improve our product offerings. You know how to get ahold of me if you need anything. I have attached a presentation I developed I hope you find it interesting.

Regards,

John R Dalinsky
 President
 PlateScan LLC.

From: Mila Kelly [milakelly@platescan.com]
Sent: Friday, January 08, 2010 3:40 PM
To: Glenn Cavin
Subject: Update on the PC and Mount Bracket on the rear camera
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CPA PLATE SCAN PROCEDURES

GENERAL:

- **Never Exit the Vehicle-** Never exit the vehicle while operating the Plate Scan unit unless a police officer is present and allows you to do so. You can stop to get something to drink or eat and use the restroom within the city limits.
- **Dress appropriately-**CPA shirt, I.D. Card, long pants
- **Contacts.** If for any reason you come in contact with a citizen, speak to them from inside the vehicle only. If police or fire assistance is needed call dispatch and remain in the vehicle. Advise the citizen that the police or fire have been notified.
- **Identify-**If you have contact with a citizen politely advise them that you are a citizen volunteer and not a police officer and you can notify police dispatch if they need police or fire assistance.
- **No Riders-**Only CPA members are allowed to ride in this vehicle.
- **Stay in the City-** This vehicle is not to leave the city limits without Police Department approval.
- **Never activate the overhead emergency lights.** State law currently prohibits civilians to operate the emergency red and blue lights.

CALL IN PROCEDURES:

The police dispatch number (972-285-6336) is only to be used in the following situations. If you have an emergency call 911 and in a life/death situation push the red emergency button on the computer.

1. **Stolen Vehicle-**The Plate Scan identifies a possible stolen vehicle; in this instance you would notify police dispatch of your location, the location of the vehicle with the hit, its description, (i.e.; color, car/truck ect..) and the license plate number.
2. **Crime in Progress-**If you observe any crime in progress or have been notified of a crime by a citizen, notify dispatch immediately. You would need to tell the dispatcher the nature of the crime, (theft, robbery, assault ect), the location of the crime, any weapons involved and where the complainant will be if known. Remember you are not to exit the vehicle. Be a good witness, if needed drive to a safe location and do not exit the vehicle until an officer has secured the scene and has notified you it is safe to exit the vehicle.
3. **Accident-**If you drive up on an accident or observe one notify police dispatch immediately. Notify dispatch of the exact location and if there

are known injuries. Due to the fact you cannot activate the red and blue lights make sure you and the Plate Scan vehicle are out of the roadway and out of harms way. If possible tell the victims that police dispatch have been notified, if there are not injuries.

4. **Safety**-Should an incident arise that you fell threatened or in danger, or need outside assistance, notify dispatch immediately. This could include any situation where the Plate Scan vehicle becomes inoperable for any reason. Let the police dispatcher know the nature of the problem, your location, and the type of assistance you need.

Vehicle Procedures:

- **Keys**-The key to the vehicle will be kept at the Front Desk of the Mesquite Police Department in the same location as the Skywatch.
- **Dispatch**-Notify Dispatch that you are checking out the Plate Scan Vehicle. This should be done before leaving the building, give dispatch your name and a cell phone number, (if available) they can call you at and an approximate time you will be in the vehicle.
- **Check Fuel**- Upon entering the vehicle, always check the fuel level. If the Vehicle needs fuel, the same gate/fuel card as the Skywatch will be used. As a reminder, this card will be located at the front desk with the key.
- **Log in**-Always log onto the computer using the login you were taught and shown on the card inside the vehicle.
- **End of Shift**-Be sure that the computer is logged off and all of the powered items are turned off. Look for any lights illuminating from the computer or vehicle. Call Dispatch and tell them you are finished.
- **Parking**-Park the vehicle in the front lot of the Police Department anytime it is not in use.