

Customer Management Report (Highland) All Detection Types

01-Jan-2011 to 31-Jan-2011

Operator Id: %

	HIG-HV/L-01	HIG-STBA-01	TOTAL
Total Processed Incidents	0	144	144
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	0	6	6
Plate Obstruction	0	19	19
Vehicle Obstruction	0	2	2
Police Emergency Vehicle Responding	0	5	5
Rejects Safe Turn On Red	0	9	9
Policy/Weather Sun Glare	0	3	3
Registration Paper Plates Issues	0	2	2
Total	0	46	46
Sub Total Violations	0	98	98
Less in Progress	0	0	0
Available For Prosecution	0	98	98
Less Rejects			
Camera Rear Plate Flash Inappropriate Malfunction	0-00%	5-05%	5-05%
Total	0-00%	5-05%	5-05%
Approved Violations	0-00%	93-95%	93-95%

Customer Management Report (Highland) All Detection Types

01-Apr-2011 to 30-Apr-2011

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Total Processed Incidents	66	173	239
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	1	10	11
Plate Obstruction	9	19	28
Vehicle Obstruction	0	1	1
Police Rejects			
Emergency Vehicle Responding	0	5	5
Invalid Offense	0	2	2
Safe Turn On Red	1	0	1
Policy/Weather Extended Vehicle	1	0	1
Sun Glare	9	24	33
Weather/Nature	0	1	1
Registration Paper Plates	0	6	6
Issues			
Total	21	68	89
Sub Total Violations	45	105	150
Less in Progress	0	0	0
Available For Prosecution	45	105	150
Less Rejects			
Camera Face Camera Flash	0-00%	1-01%	1-01%
Camera Malfunction			
Face Camera Focus Blurry	0-00%	1-01%	1-01%
Face Not in Frame	0-00%	1-01%	1-01%
Misc Camera Issue	0-00%	1-01%	1-01%
Rear Plate Camera Blurry	0-00%	1-01%	1-01%
Rear Plate Flash Inappropriate	1-02%	3-03%	4-03%
Rear Plate No Flash	1-02%	0-00%	1-01%

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Customer Management Report (Highland) All Detection Types

01-Apr-2011 to 30-Apr-2011

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Scene Image No Flash	0-00% 2-04%	1-01% 9-09%	1-01% 11-07%
Approved Violations	43-96%	96-91%	139-93%
Total Notices Printed	43-96%	96-91%	139-93%

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Customer Management Report (Highland) All Detection Types

01-Jul-2011 to 31-Jul-2011

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Total Processed Incidents	359	175	534
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	28	13	41
Plate Obstruction	29	11	40
Vehicle Obstruction	7	1	8
Police Rejects			
Emergency Vehicle Responding	6	2	8
Gender Mismatch	1	0	1
Incorrect/Incomplete DMV	1	1	2
Multiple vehicles in frame	1	0	1
Police Discretion	1	1	2
Safe Turn On Red	4	8	12
Policy/Weather			
Extended Vehicle	0	2	2
Sun Glare	60	28	88
Registration Issues			
Out of Country Plate	0	1	1
Paper Plates	15	5	20
Wrong or No DMV	1	0	1
Total	154	73	227
Sub Total Violations	205	102	307
Less in Progress	0	0	0
Available For Prosecution	205	102	307
Less Rejects			
Camera Malfunction	9-04%	1-01%	10-03%
Face Camera Flash	2-01%	0-00%	2-01%
Face Camera Focus Blurry	1-00%	0-00%	1-00%
Face Not in Frame	0-00%	2-02%	2-01%
Image Missing			

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Customer Management Report (Highland) All Detection Types

01-Jul-2011 to 31-Jul-2011

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Plate Not in Frame	0-00%	1-01%	1-00%
Rear Plate Camera Blurry	6-03%	1-01%	7-02%
Rear Plate Flash Inappropriate	3-01%	0-00%	3-01%
Scene Image No Flash	1-00%	0-00%	1-00%
Sun Glare	1-00%	0-00%	1-00%
Unclear Scene Image	2-01%	0-00%	2-01%
Total	25-12%	5-05%	30-10%
Approved Violations	180-88%	97-95%	277-90%
Total Notices Printed	180-88%	97-95%	277-90%

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Customer Management Report (Highland) All Detection Types

01-Oct-2011 to 31-Oct-2011 Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Total Processed Incidents	357	225	582
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	18	11	29
Plate Obstruction	36	27	63
Vehicle Obstruction	6	1	7
Police Rejects			
Emergency Vehicle Responding	2	10	12
Safe Turn On Red	3	5	8
Policy/Weather			
Extended Vehicle	1	0	1
Sun Glare	25	20	45
Registration Paper Plates	15	4	19
Issues Wrong or No DMV	1	1	2
Total	107	79	186
Sub Total Violations	250	146	396
Less in Progress	0	0	0
Available For Prosecution	250	146	396
Less Rejects			
Camera Malfunction			
Face Camera Flash	6-02%	0-00%	6-02%
Face Camera Focus Blurry	2-01%	0-00%	2-01%
Face Not in Frame	2-01%	0-00%	2-01%
Rear Plate Camera Blurry	8-03%	3-02%	11-03%
Police Rejects			
Plate Unclear	1-00%	0-00%	1-00%
Total	19-08%	3-02%	22-06%
Approved Violations	231-92%	143-98%	374-94%

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Customer Management Report (Highland) All Detection Types

01-Oct-2011 to 31-Oct-2011

Operator Id: %

Operator Id	Count	Percentage
TOTAL	354	89%
HIG-STBA-01	137	94%
HIG-HIVI-01	217	87%

Total Notices Printed

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Customer Management Report (Highland) All Detection Types

01-Jan-2012 to 31-Jan-2012

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Total Processed Incidents	214	194	408
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	11	9	20
Plate Obstruction	30	16	46
Signal Obstruction	1	0	1
Vehicle Obstruction	1	3	4
Police Rejects			
Emergency Vehicle Responding	3	4	7
Invalid Offense	1	0	1
Safe Turn On Red	2	3	5
Policy/Weather			
Sun Glare	10	10	20
Weather/Nature	2	1	3
Registration			
Out of Country Plate	1	1	2
Issues			
Paper Plates	7	5	12
Total	69	52	121
Sub Total Violations	145	142	287
Less in Progress	0	0	0
Available For Prosecution	145	142	287
Less Rejects			
Camera			
Face Camera Focus Blurry	0-00%	3-02%	3-01%
Malfunction			
Face Not in Frame	1-01%	2-01%	3-01%
Plate Burn Out	1-01%	0-00%	1-00%
Rear Plate Camera Blurry	13-09%	0-00%	13-05%
Rear Plate Flash Inappropriate	4-03%	1-01%	5-02%
Rear Plate No Flash	0-00%	4-03%	4-01%
Scene Image Flash Inappropriate	0-00%	1-01%	1-00%

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Customer Management Report (Highland) All Detection Types

01-Jan-2012 to 31-Jan-2012

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Police	0-00%	3-02%	3-01%
Rejects			
Total	19-13%	14-10%	33-11%
Approved Violations	126-87%	128-90%	254-89%
Total Notices Printed	126-87%	128-90%	254-89%

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Customer Management Report (Highland) All Detection Types

01-Feb-2012 to 29-Feb-2012 Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Total Processed Incidents	191	200	391
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	18	11	29
Plate Obstruction	34	17	51
Vehicle Obstruction	2	6	8
Police Rejects			
Emergency Vehicle Responding	2	0	2
Invalid Offense	1	2	3
Safe Turn On Red	0	1	1
Policy/Weather			
Sun Glare	12	16	28
Weather/Nature	1	0	1
Registration Paper Plates	9	11	20
Issues Wrong or No DMV	1	0	1
Total	80	64	144
Sub Total Violations	111	136	247
Less in Progress	0	0	0
Available For Prosecution	111	136	247
Less Rejects			
Camera Malfunction			
Face Camera Flash	2-02%	1-01%	3-01%
Face Camera Focus Blurry	2-02%	1-01%	3-01%
Face Not in Frame	1-01%	3-02%	4-02%
Rear Plate Camera Blurry	2-02%	1-01%	3-01%
Rear Plate Flash Inappropriate	1-01%	4-03%	5-02%
Police Rejects			
Plate Unclear	2-02%	2-01%	4-02%
Unclear Scene Image	1-01%	0-00%	1-00%
Total	11-10%	12-09%	23-09%

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Customer Management Report (Highland) All Detection Types

01-Feb-2012 to 29-Feb-2012

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Approved Violations	100-90%	124-91%	224-91%
Total Notices Printed	100-90%	124-91%	224-91%

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Customer Management Report (Highland) All Detection Types

01-Mar-2012 to 31-Mar-2012 Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Total Processed Incidents	265	193	458
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	23	11	34
Plate Obstruction	26	15	41
Vehicle Obstruction	7	1	8
Police Emergency Vehicle Responding	6	5	11
Rejects Safe Turn On Red	7	2	9
Policy/Weather Extended Vehicle	1	0	1
er Sun Glare	12	19	31
Weather/Nature	1	0	1
Registration Paper Plates	9	13	22
Issues			
Total	92	66	158
Sub Total Violations	173	127	300
Less in Progress	1	0	1
Available For Prosecution	172	127	299
Less Rejects			
Camera Face Camera Focus Blurry	1-01%	0-00%	1-00%
Malfunction Face Not in Frame	1-01%	1-01%	2-01%
Image Missing	0-00%	1-01%	1-00%
Plate Burn Out	1-01%	0-00%	1-00%
Plate Not in Frame	1-01%	0-00%	1-00%
Rear Plate Camera Blurry	10-06%	0-00%	10-03%
Rear Plate No Flash	0-00%	2-02%	2-01%

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Customer Management Report (Highland) All Detection Types

01-Mar-2012 to 31-Mar-2012

Operator Id: %

	HIG-HIVI-01	HIG-STBA-01	TOTAL
Police	1-01%	0-00%	1-00%
Rejects	1-01%	0-00%	1-00%
Process	16-09%	4-03%	20-07%
Issues	156-91%	123-97%	279-93%
Total	156-91%	123-97%	279-93%
Approved Violations	156-91%	123-97%	279-93%
Total Notices Printed	156-91%	123-97%	279-93%

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Customer Management Report (Highland) All Detection Types

01-Apr-2012 to 30-Apr-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Total Processed Incidents	274	200	474
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	16	8	24
Plate Obstruction	26	13	39
Signal Obstruction	1	0	1
Vehicle Obstruction	4	1	5
Police Rejects			
Emergency Vehicle Responding	6	5	11
Incorrect/Incomplete DMV	1	0	1
Safe Turn On Red	7	1	8
Policy/Weather			
Extended Vehicle	1	0	1
Sun Glare	13	7	20
Weather/Nature	0	1	1
Registration Issues			
Out of Country Plate	0	1	1
Paper Plates	14	8	22
Wrong or No DMV	1	2	3
Total	90	47	137
Sub Total Violations	184	153	337
Less in Progress	0	0	0
Available For Prosecution	184	153	337
Less Rejects			
Camera Malfunction	1-01%	0-00%	1-00%
Rear Plate Camera Blurry	3-02%	0-00%	3-01%
Rear Plate Flash Inappropriate	0-00%	2-01%	2-01%
Rear Plate No Flash	0-00%	1-01%	1-00%
Total	4-02%	3-02%	7-02%

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Customer Management Report (Highland) All Detection Types

01-Apr-2012 to 30-Apr-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Approved Violations	180-98%	150-98%	330-98%
Total Notices Printed	180-98%	150-98%	330-98%

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Customer Management Report (Highland) All Detection Types

01-May-2012 to 31-May-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Total Processed Incidents	269	203	472
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	18	10	28
Plate Obstruction	15	13	28
Vehicle Obstruction	7	0	7
Police Rejects			
Emergency Vehicle Responding	2	2	4
Incorrect/Incomplete DMV	0	1	1
Safe Turn On Red	4	1	5
Policy/Weather			
Extended Vehicle	1	0	1
Sun Glare	27	11	38
Registration Issues			
Paper Plates	4	8	12
Wrong or No DMV	1	1	2
Total	79	47	126
Sub Total Violations	190	156	346
Less in Progress	0	0	0
Available For Prosecution	190	156	346
Less Rejects			
Camera Malfunction	45-24%	0-00%	45-13%
Misc Camera Issue	31-16%	0-00%	31-09%
Plate Not in Frame	0-00%	2-01%	2-01%
Rear Plate Camera Blurry	1-01%	0-00%	1-00%
Rear Plate Flash Inappropriate	0-00%	1-01%	1-00%
Rear Plate No Flash	0-00%	1-01%	1-00%
Process Issues			
Too Old	0-00%	2-01%	2-01%

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Customer Management Report (Highland) All Detection Types

01-May-2012 to 31-May-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Total	77-41%	6-04%	83-24%
Approved Violations	113-59%	150-96%	263-76%
Total Notices Printed	113-59%	150-96%	263-76%

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Customer Management Report (Highland) All Detection Types

01-Jun-2012 to 30-Jun-2012 Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Total Processed Incidents	335	57	392
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	12	0	12
Plate Obstruction	24	2	26
Vehicle Obstruction	7	0	7
Police Rejects	7	3	10
Emergency Vehicle Responding	5	4	9
Safe Turn On Red	3	0	3
Policy/Weather Extended Vehicle	63	1	64
Sun Glare	1	0	1
Registration Out of Country Plate	14	1	15
Paper Plates	136	11	147
Total	199	46	245
Sub Total Violations	0	0	0
Less in Progress	199	46	245
Available For Prosecution			
Less Rejects			
Camera Malfunction	4-02%	0-00%	4-02%
Face Camera Flash	2-01%	0-00%	2-01%
Face Camera No Flash	3-02%	0-00%	3-01%
Face Not in Frame	1-01%	0-00%	1-00%
Rear Plate Camera Blurry	0-00%	2-04%	2-01%
Rear Plate No Flash	1-01%	0-00%	1-00%
Scene Image Flash Inappropriate	1-01%	0-00%	1-00%
Process Issues	1-01%	0-00%	1-00%
Too Old	12-06%	2-04%	14-06%
Total			

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Customer Management Report (Highland) All Detection Types

01-Jun-2012 to 30-Jun-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Approved Violations	187-94%	44-96%	231-94%
Total Notices Printed	187-94%	44-96%	231-94%

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Customer Management Report (Highland) All Detection Types

01-Jul-2012 to 31-Jul-2012

Operator Id: %

	HIG-HIV1-01(P)	HIG-STBA-01(P)	TOTAL
Total Processed Incidents	331	127	458
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	25	2	27
Plate Obstruction	19	5	24
Vehicle Obstruction	5	1	6
Police Rejects			
Emergency Vehicle Responding	7	5	12
Incorrect/Incomplete DMV	1	1	2
Police Discretion	0	1	1
Safe Turn On Red	7	1	8
Yielding to an Emergency	1	0	1
Policy/Weather			
Extended Vehicle	3	0	3
Sun Glare	95	12	107
Yellow with Red Light	1	0	1
Registration Issues			
Paper Plates	17	8	25
Wrong or No DMV	0	1	1
Total	181	37	218
Sub Total Violations	150	90	240
Less in Progress	0	0	0
Available For Prosecution	150	90	240
Less Rejects			
Camera Malfunction	1-01%	1-01%	2-01%
Face Not in Frame	8-05%	0-00%	8-03%
Misc Camera Issue	1-01%	0-00%	1-00%
Rear Plate Camera Blurry	1-01%	0-00%	1-00%
Rear Plate No Flash	0-00%	1-01%	1-00%

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Customer Management Report (Highland) All Detection Types

01-Jul-2012 to 31-Jul-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Scene Image Flash Inappropriate	0-00%	4-04%	4-02%
Scene Image No Flash	0-00%	2-02%	2-01%
Red-light not visible in	1-01%	0-00%	1-00%
Too Old	1-01%	0-00%	1-00%
Total	13-09%	8-09%	21-09%
Approved Violations	137-91%	82-91%	219-91%
Total Notices Printed	137-91%	82-91%	219-91%

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Customer Management Report (Highland) All Detection Types

01-Aug-2012 to 31-Aug-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Total Processed Incidents	293	223	516
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	18	17	35
Plate Obstruction	7	4	11
Signal Obstruction	1	0	1
Vehicle Obstruction	13	8	21
Police Rejects	6	4	10
Emergency Vehicle Responding	8	2	10
Safe Turn On Red	3	0	3
Policy/Weather Extended Vehicle	58	18	76
Sun Glare	10	9	19
Registration Paper Plates Issues			
Total	124	62	186
Sub Total Violations	169	161	330
Less in Progress	0	0	0
Available For Prosecution	169	161	330
Less Rejects			
Camera Malfunction	0-00%	1-01%	1-00%
Face Camera Flash	1-01%	0-00%	1-00%
Image Missing	1-01%	0-00%	1-00%
Misc Camera Issue	1-01%	0-00%	1-00%
Plate Burn Out	1-01%	0-00%	1-00%
Plate Not in Frame	0-00%	1-01%	1-00%
Rear Plate Camera Blurry	8-05%	1-01%	9-03%
Rear Plate Flash Inappropriate	2-01%	0-00%	2-01%
Scene Image Flash Inappropriate	2-01%	9-06%	11-03%

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Customer Management Report (Highland) All Detection Types

01-Aug-2012 to 31-Aug-2012

Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Scene Image No Flash	0-00%	6-04%	6-02%
Sun Glare	1-01%	0-00%	1-00%
Too Old	0-00%	1-01%	1-00%
Total	16-09%	19-12%	35-11%
Approved Violations	153-91%	142-88%	295-89%
Total Notices Printed	153-91%	142-88%	295-89%

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Customer Management Report (Highland) All Detection Types

01-Sep-2012 to 30-Sep-2012 Operator Id: %

	HIG-HIVI-01(P)	HIG-STBA-01(P)	TOTAL
Total Processed Incidents	282	186	468
Less Uncontrollable Factors			
Obstruction Driver Obstruction/Duckers	12	4	16
Plate Obstruction	8	8	16
Vehicle Obstruction	17	10	27
Police Rejects			
Emergency Vehicle Responding	1	4	5
Incorrect/Incomplete DMV	0	1	1
Safe Turn On Red	5	0	5
Policy/Weather			
Extended Vehicle	1	0	1
Sun Glare	12	4	16
Registration Paper Plates	13	6	19
Issues			
Total	69	37	106
Sub Total Violations	213	149	362
Less in Progress	0	0	0
Available For Prosecution	213	149	362
Less Rejects			
Camera Malfunction			
Face Camera Flash	1-00%	0-00%	1-00%
Misc Camera Issue	0-00%	1-01%	1-00%
Plate Burn Out	3-01%	1-01%	4-01%
Rear Plate Camera Blurry	9-04%	0-00%	9-02%
Scene Image Flash Inappropriate	1-00%	4-03%	5-01%
Scene Image No Flash	0-00%	10-07%	10-03%
Total	14-07%	16-11%	30-08%
Approved Violations	199-93%	133-88%	332-92%

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Customer Management Report (Highland) All Detection Types

01-Sep-2012 to 30-Sep-2012

Operator Id: %

Operator Id	Count	Percentage
HIG-HIVI-01(P)	199	93%
HIG-STBA-01(P)	133	89%
TOTAL	332	92%

Total Notices Printed

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