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Subject: Viisage Equipment

At approximately 9:30 this morning, the Viisage equipment would not allow our office to retrieve the driver's image and ultimately print the driver's license. Dave Easley was immediately contacted to assist with this problem. He arrived at 11:30 A.M., checked the system (15 minutes) and indicated he would contact us later today. Therefore, we are utilizing both Unisys systems, which will only produce a little more than two hundred licenses each day. This is quite a contrast from the 450 licenses we processed on yesterday.

Our process date for license renewal requests is July 25, 2001. I am ensuring that all other job functions are current.

I will continue to keep you informed of this matter. Please let me know if you have any questions.

Thank you-
Rhonda Thompson