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To: VolusiaExposed.Com <volusiaexposed@cfl.rr.com>

Cc: Bernice Wendland <BWendland@volusia.org>

Subject: Re: Jail Visitation System

Date: Thu, 03 Aug 2017 14:37:06 -0400

Hi,

On Saturday, July 22, Lightning struck the Branch Jail and caused several network issues. As a result, the video visitation system crashed. All prescheduled visits were immediately canceled.

Technicians with the contractor TEMS were called and attempts were made to fix the problem remotely. Those attempts failed. A technician then was dispatched to the jail and found an integral part of the system was damaged by the strike. The equipment was removed and sent to a third-party dealer for assessment.

We are expecting to receive a report any time as to whether the equipment needs to be repaired or replaced. If it needs replaced, the vendor will need to purchase the part, rebuild the database, and install new software on the computer. At the latest, we hope to have the system functioning by August 11 or sooner.

Phone calls and letters are the forms of visit communications currently.

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