

2-26-2013

Wilma Hauser  
Missouri State Highway Patrol  
1510 E Elm Street  
Jefferson City, MO 65101

Re: 5 Day Course on Cell Phones: Investigations, Data Mapping and Presentation

Wilma -

Please find attached a proposal for a 5 day cell phone course, **Cell Phones: Investigations, Data Mapping and Presentation**

Our technical training courses are nationally recognized as among the best in the country, and I hope you'll find we offer a compelling option for training in this area.

The attached proposal actually is comprised of 3 different courses we present nationally, **Cell Phone Investigations™**, **Cell Phone Data and Mapping™**, and **PowerPoint for Public Safety™**. In their standard format each of these courses provide solid training in their own right while providing insights and techniques available from no other source; combined they make a powerful five day course which will put any attending personnel on the right course for obtaining, understanding and presenting cell phone related data.

In response to your initial request for a hands-on lab I have include some of our company's philosophy regarding hands-on training in computer or mobile labs. While it appears this would be the obvious choice for computer training, on closer examination it is actually less effective than having personnel bring and use their own computers. Everything "might" work perfectly in the lab, but valuable experience is lost by personnel not having contact with their own equipment.

Our process is simple: We will provide the appropriate personnel and materials to teach the course outlined in the document below. We have a successful history of law enforcement in-services with small departments to large federal agencies. Our personnel are uniquely qualified to teach in their area, each comes with a well matched background in law enforcement and in technical training, and each has completed a lengthy hiring and training process to work with Police Technical.

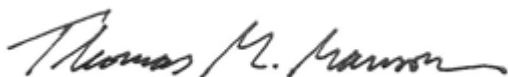
Police Technical will handle all instructor fees, travel arrangements, meals and lodging for our personnel, as well as training materials for your personnel, including training manuals and other class related materials. At the conclusion of the course students will receive a certification of completion and access to the Police Technical Course Materials site.

**Pricing is \$3000 a day for up to 25 students; total cost for the five day, Cell Phone Investigation course is \$15,000.00.**

Please contact me if I can answer any questions or provide additional information.

Thank you for the opportunity to provide technical training for your personnel.

Respectfully,



Thomas M. Manson  
Police Technical

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## History

In 2004 Police Technical LLC was established to further professionalize the law enforcement training processes created by Thomas M. Manson.

By 2007 Police Technical was recognized as a Sole Source Provider by federal law enforcement agencies, offering a level of training unavailable from any other source.

Police Technical incorporated in 2009 to provide a suitable structure to expand business operations. By 2010, Police Technical was scheduling over 50 courses a year (primarily PowerPoint® for Public Safety™) across North America.

In 2011, national announcements were made to develop additional Police Technical instructors to meet the needs of a deficiency in technical training among law enforcement.

By 2013 Police Technical offered a series of technical related courses including:

- [Applications for Public Safety™](#)
- [Cell Phone Investigations™](#)
- [Craigslisr Investigations™](#)
- [Data from Devices™](#)
- [Excel® for Public Safety™](#)
- [Emerging Technologies™](#)
- [Google for Public Safety™](#)
- [Online Investigations™](#)
- [PowerPoint® for Public Safety™](#)
- [Social Media Methods™](#)
- [Tablets and Smartphones™](#)
- [Word® & Adobe® for Public Safety™](#)

## Mission Statement

Police Technical provides superior quality training in computer applications, online investigations, web-based software, and digital forensics to law enforcement personnel facilitated by expert instructors using proprietary, validated methods of instruction.

Police Technical is Law Enforcement's Best Source for Technical Training

## Teaching Philosophy

Police Technical has provided technical training to law enforcement nationally for more than 15 years; in short, we provide better technical training to law enforcement personnel than anybody else. Through experience teaching (and taking) technical courses we've found that many commonly held beliefs about how to provide technical training are unfortunately wrong.

### Why is computer training so often bad?

Many people dread the idea of "computer training"; a brief examination reveals why training in this environment is so poorly perceived and why it is so often ineffective.

In a typical technical course held in a computer lab with 20 students, student ability can be represented by a Bell Curve. 25% of the students are likely to be advanced in the subject, having had previous experience or training, 50% are well suited to the course and pace of the course, 25% of the class are likely inexperienced and in need of additional instructor contact.

Instructors frequently teach to the largest common percentage of a class, in this case, the middle 50%. This well-intended method will unfortunately alienate close to 50% of the class. While 50% of the class is happy with the pace and material, 25% of the class will feel the progress is too slow (waiting for the slowest students to catch up), and the final 25% will feel the pace is too fast, wishing for more time with the instructor. By trying to "reach" the most students, even a well-intended instructor will typically leave half of their class dissatisfied, but this type of training persists.

### A Better Way

Police Technical believes a technical training course held in a computer lab with student's following along in lock step is not the best environment or methodology.

Our classes instead encourage the use of whatever devices a student will actually use in the performance of their duties (typically an agency or personal laptop or other device). This simple shift allows personnel to gain experience with THEIR own equipment rather than gaining experience on equipment which may be superior or inferior to what their department provides.

Our classes too, while maintaining overall performance objectives, follow a flexible model of instruction in which students are not limited by a single process, or single set of objectives. Typical of our classes, after a variety of topics are presented in classroom lectures and activities, students, during the hands-on sessions have the ability to pursue their own interests to gain additional knowledge in areas they feel is important to their duties and assignments. This flexibility allows students to determine the development of their own education, and for many it is a welcome departure from the "computer lab".

### Challenges and Rewards

Police Technical's teaching model is more challenging to the instructor, as it removes many of the safety features built into a computer lab course ("Everybody turn to page 10, everybody press F5...you should each see this screen..."). But these are known challenges which are well addressed in our instructor development process.

This model is also more rewarding to the students. Nearly everyone can relate to being taught in a computer lab on devices which didn't resemble the devices in the field, having to wait for the slowest student to catch up, or worse feeling as if we were the slowest in the room. To eliminate this, we encourage personal use equipment such as laptops in our classes, and teach in using flexible methods which allow student personnel to focus more attention on course objectives which mean more for their actual jobs.

## Course Overview

### *Cell Phones: Investigations, Data Mapping and Presentation*

#### **Description**

**Cell Phones: Investigations, Data Mapping and Presentation** is a comprehensive cell phone investigation course which begins with acquisition of cell phone data, proceeds with its management and interpretation, and concludes with proper techniques for presenting the evidence in court. In a five day course, students are exposed to numerous process and techniques which represent the current best practices within the field. During lectures and classroom activities personnel interact with instructors and their fellow students gaining knowledge through the shared experience. During hands-on activities students gain knowledge of how the lessons apply individually to their duties and assignments.

#### **Day One**

Legal Foundation  
Gathering the Information  
Warrants  
Companies and Providers

#### **Day Two**

Handsets  
Images and EXIF Data  
Apps and Tools  
Free methods when Cellebrite doesn't work

#### **Day Three**

Dealing with the Raw Data  
Pivot Tables – Record Analysis  
Call frequency Analysis cases  
Tower Location and Frequency Analysis cases

#### **Day Four**

Call Records and Maps  
Google Maps and others  
Matching calls with previously known persons and Cellebrite downloads  
Call Records - "Electronic Chain of Custody"  
Courtroom Testimony - Presentation of Call Records

#### **Day Five**

Case Management  
Visual depiction of call process and defendant location  
Cell Phone Mapping – Visual telephone toll analysis, and suspect/target location  
Integration with Intel Software – i2: Analysts Notebook, link analysis packages  
Photographs and Digital Imagery Effective and efficient management of digital images  
Title III Interception Audio – Combine TIII audio and transcripts together in PowerPoint®

## Day One

### *Aaron Edens*

- 8:00 AM The legal foundation for proper search and seizure of phones and phone company records  
Writing effective search warrants, court orders, and subpoenas
- 10:00 AM How to investigate a phone number from beginning to end, using free and open source tools
- Lunch
- 1:00 PM Who to contact when cellular companies fail to produce the records in a timely  
How to obtain "blocked" caller identification phone numbers
- 2:00 PM Dealing with suspects who use calling cards and what to do when your suspect "drops" their phone number  
International call records-what to do when your suspect calls overseas  
Disposable or "burner" phones-why they aren't as bad as most people think and how to investigate them
- Hands-On Activities  
Search warrants, court orders, phone number lookups and ported number lookups, phone serial number

## Day Two

### *Aaron Edens*

- 8:00 AM How criminals use free and low cost tools to conceal evidence and remotely delete the contents of their phones and how to prevent it from happening during your investigation
- 10:00 AM Cell phone handsets: Obtaining physical evidence from the device, what types of digital evidence are available, where to find and how to recover deleted information
- Lunch
- 1:00 AM Dealing with locked phones. Security code bypass techniques and how to still recover evidence when they don't work  
Where to find and how to use free and low cost tools when the expensive forensic devices don't work,
- 2:00 AM How to enhance low quality cell phone videos  
How to properly utilize 'hidden' EXIF data found in almost every cell phone photograph, and determining location if the GPS was turned off.  
How to properly request and use cell tower data in your investigations to locate suspects, fugitives, and missing persons.

### Hands-On Activities

Handsets, deleted file recovery, image EXIF data recovery, USB driven apps

## Day Three

### *Ashley Englefield*

8:00 AM Dealing with the raw data obtained from cell phone service providers

10:00 AM The use of pivot tables in spreadsheet applications for tower analysis and call analysis

Lunch

1:00 AM Call frequency analysis

2:00 AM Tower location frequency analysis

Hands-On Activities

Pivot table and data sets



## Day Four

### *Ashley Englefield*

8:00 AM Conversion of call records into KML files for use in Google Maps

10:00 AM Matching calls with previously known persons and Cellebrite downloads

Lunch

8:00 AM Call records "electronic chain of custody"  
Managing multiple cell phone records

8:00 AM Courtroom testimony for the presentation of call records

Hands-On Activities

Google maps, other mapping functions, courtroom preparation activities

## Day Five

### *Thomas Manson*

8:00 AM Non-Linear Timelines in PowerPoint® Visually manage timelines and processes.  
Custom Animation – Produce visual depiction of processes; collection to testing to the courtroom

10:00 AM Cell Phone Mapping – Visual telephone toll analysis, and suspect/target location

Lunch

1:00 AM Integration with Intel Software – i2: Analysts Notebook, link analysis packages  
Photographs and Digital Imagery - Effective and efficient management of digital images

3:00 AM Title III Interception Audio – Combine TIII audio and transcripts together in PowerPoint®  
Package for CD – Creating presentations that everybody can access...with security

Hands-On Activities

Case development, suspect movement animations, audio and image based evidence presentations

## Instructors

### ***Aaron Edens***

Aaron Edens is police officer in Northern California for 12 years. He spent six years as an Intelligence Unit Detective assigned to the FBI-Joint Terrorism Task Force. During that time he investigated international terrorism and Southwest Asian organized crime and major narcotics trafficking. Mr. Edens has been a certified mobile phone examiner since 2005 and has completed over 800 forensic examinations.

Mr. Edens has taught mobile phone investigative techniques to thousands of law enforcement officers, analysts, and attorneys. Mr. Edens lives in California with his wife and children.

### ***Ashley Englefield***

Ashley Englefield is a 10 year veteran of the Sacramento Police Department. Prior to becoming a police officer Mr. Englefield was a United States Marine and obtained a Bachelor's degree in Information Systems from California State University Sacramento.

After his time in the patrol division, Mr. Englefield joined the Detective division and worked as an investigator in the narcotics, gangs, and eventually the homicide division.

During his time as a homicide detective Mr. Englefield gained expertise in conducting investigations into cell phones, cell phone records, and many aspects of internet related technologies.

Mr. Englefield is currently a student at the University of Cambridge (UK) completing a Master's degree in Criminology. Mr. Englefield resides in California with his wife and daughter.

### ***Thomas M. Manson***

Thomas Manson speaks 50 weeks a year at national and international law enforcement conferences. For 13 years he has worked as a consultant on cases in Homicide, Narcotics, Crimes against Persons, Crimes against Property, Vehicular, and OIS/Administrative Discipline. He is experienced with training and case preparation at Federal, State, County and Municipal levels. His course, *PowerPoint® for Public Safety™*, has been presented to thousands of law enforcement personnel nationally.

Mr. Manson taught at, and received degrees from: Wichita State University (Master of Arts, 1996) and Indiana State University (Bachelor of Science, 1993). He began his law enforcement career with the United States Border Patrol in South Texas.

Mr. Manson lives in Indiana with his wife and children.

## Previous Evaluations

Please see attached evaluations from the previous 2 weeks:

Thomas Manson, Maricopa County Sheriff's Office, Phoenix, AZ

Aaron Edens, Fairfield Police Department, Fairfield, OH

## Previous Training Locations

|   |   |   |
|---|---|---|
| BATF Los Angeles '11  | LA HIDTA '09  | OACP '08  |
| APCO '06 '07 '08<br>Assn. of Public Safety Communication<br>Officials         | Lake County HIDTA '11 '12<br>Northern California HIDTA '10<br>Philadelphia HIDTA '11<br>PR/USVI HIDTA '10 '11<br>Rocky Mountain HIDTA '10 '11 | Ohio Assn. of Chiefs of Police *  |
| CALEA '07 '08<br>Commission on Accreditation for<br>Law Enforcement Agencies  | IACP '07 '08 '09 '10<br>Indiana Assn. of Chiefs of Police *   | Oregon Narcotics Enforcement<br>Association '12   |
| California Department of Justice '10 *  | IALEFI '06 '07 '08<br>International Association of Law<br>Enforcement Firearms Instructors  | OPOTA '07<br>Ohio Peace Officer<br>Training Academy *   |
| California POST Instructors Symposium *<br>'08 '09                            | ILEETA '05 '06 '07 '08 '09 '10<br>International Law Enforcement Educators<br>and Trainers Assn.   | Rutgers University Police '10   |
| CNOA '07 '08 '09 '10 '11 '12<br>California Narcotic Officers Assn.            | INIA '07 '08 '10<br>International Narcotic<br>Interdiction Assn.  | SACOP - IACP '08<br>State Association of Chiefs of Police - IACP                                      |
| CSOC and CACP '09<br>Colorado Sheriff's and<br>Chiefs of Police *             | KACP '07 '11<br>Kansas Assn. of<br>Chiefs of Police *   | SC/GA International Assn. for<br>Identification Conference '10  |
| Colorado Drug Investigators Assn. '09 '09                                     | KYDOCJT '07, '08<br>Kentucky Department of Criminal<br>Justice Training *   | SCCJA '07<br>South Carolina Criminal<br>Justice Academy *   |
| Colorado Bureau of Investigation '8 '09<br>'10 '11 *                          | LEIU/IALEIA Conference '10<br>Law Enforcement<br>Intelligence Units   | Tarrant County College '09 '10 '11  |
| Dallas Police Academy '07 '11   | LETOA Instructors<br>Conference '10 *   | TASER International '08   |
| Denver Police and Sheriff's Office '07 '09                                    | Louisiana State<br>Police Academy '10 *   | TCLEOSE '06, '07, '08 '10<br>Texas Commission on Law Enforcement<br>Officer Standards and Education * |
| FDLE '08<br>Florida Department of<br>Law Enforcement *                        | MAFS Conference '10<br>Midwestern Assn. of<br>Forensic Scientists   | US Border Patrol '07, 08<br>National Canine Training Facility *<br>BORTAC *                           |
| Federal Reserve Bank<br>Kansas City '10 *                                     | Miami Beach Police Department '10   | University of South Carolina Law<br>Enforcement and Safety '10 '11                                    |
| Florida Homicide<br>Investigator's Conference '10                             | Michigan Sheriff's Assn. '08 *  | UT Attorney General and<br>UT POST '09 *  |
| Ft. Worth Police Training Academy '10   | NCJA '08<br>North Carolina Justice Academy *  | WSIN-RISS '08<br>Western States<br>Information Network  |
| FBI NAA '09<br>FBI National Academy Associates TX                             | NLETC '07, 08<br>Nebraska Law Enforcement<br>Training Center *  | WY Law Enforcement Academy '10 '11 *  |
| GSRCP '08, 09<br>Gulf States Regional Center for Public<br>Safety Innovations |   |   |
| HIDTA Directors Meeting '09 *   |   |   |
| Atlanta HIDTA '10<br>Houston HIDTA '10 '11                                    |   |   |

\* Denotes a State or  
Federal Location

## Sample Letter of Agreement

February 26, 2013

Wilma Hauser  
Missouri State Highway Patrol  
1510 E Elm Street  
Jefferson City, MO 65101

Wilma,

This Letter of Agreement is to confirm the terms and nature of services to be performed by Police Technical for Missouri State Highway Patrol were it to engage Police Technical to perform training.

### Roles and Responsibilities

Police Technical will provide:

Multiple Instructors to the Missouri State Highway Patrol, location to be determined, on dates to be determined in 2013.

1. The subject of the training course will be: **Cell Phones: Investigations, Data Mapping and Presentation 5 Day**
2. Certificates of Completion, training manuals, and electronic post-course materials and will be provided to all attendees.

Missouri State Highway Patrol will provide:

1. Information to Police Technical needed to complete the above mentioned responsibilities.
2. A training facility suitable for the attendees typically classroom style seating including: LCD projector, 6' screen (minimum), desks, chairs, podium, light controls, internet connection.

### Responsibility of Costs

Police Technical will cover all expenses for travel, housing, instructor fees for all its personnel.

Missouri State Highway Patrol will issue payment in the amount of \$15,000.00 to Police Technical, Inc. upon the conclusion of training.

Checks are to be made payable to Police Technical Inc., Federal ID # 27-0476643.

I trust the terms of this agreement meet with your approval. To proceed with the project, please sign below and return this form to our office. Thank you for the opportunity to provide your technical services.

Respectfully submitted,



Thomas M. Manson  
Owner, Police Technical

Accepted by \_\_\_\_\_

Name

Date