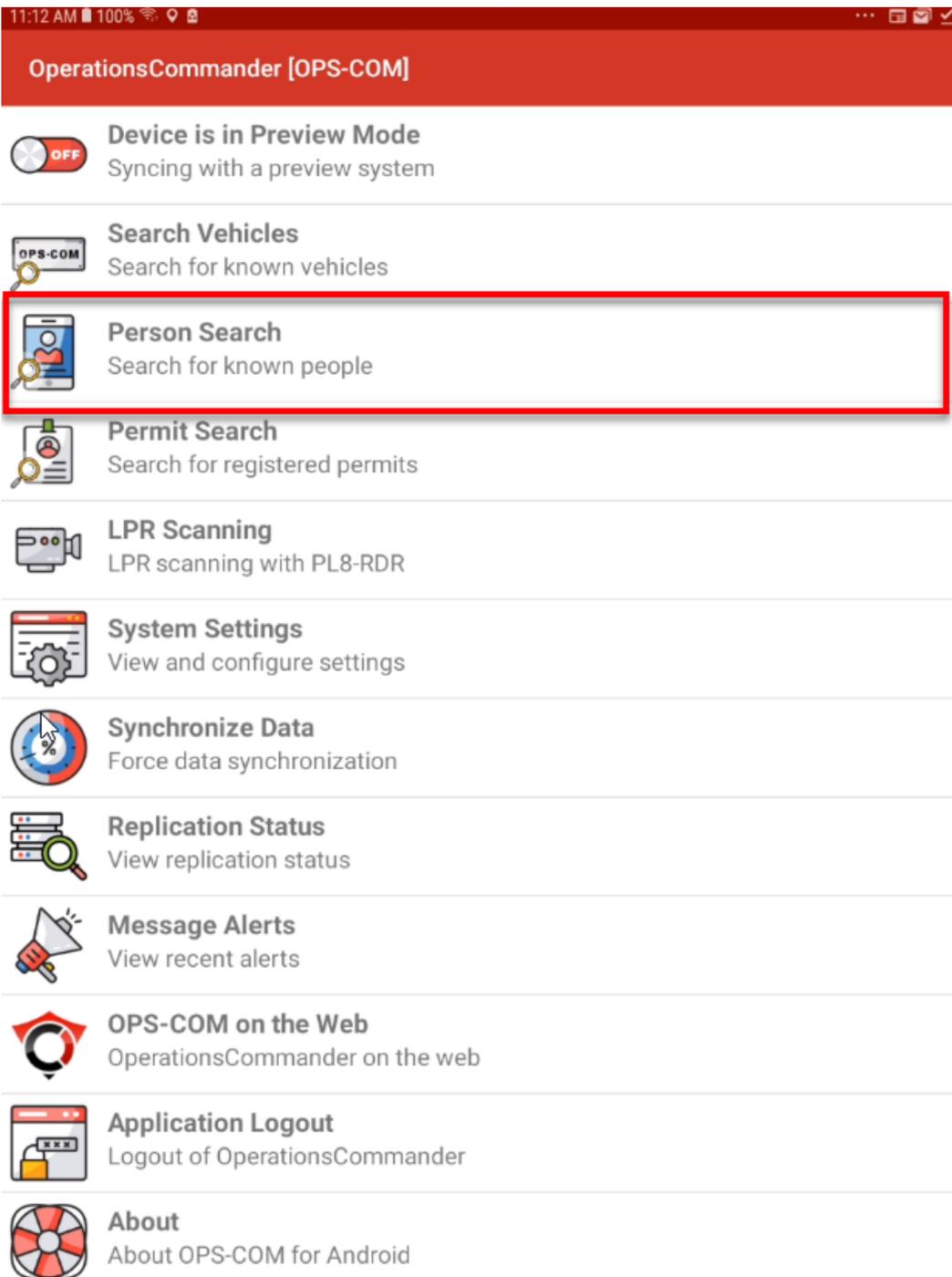


# Issuing a Person Violation

## Person Search

To issue a violation to a person tap on **Person Search** from the main menu of the OPS-COM app.



This will bring up the Person Search interface which will allow you to search an existing user or create a new one.

## Person Search

SEARCH

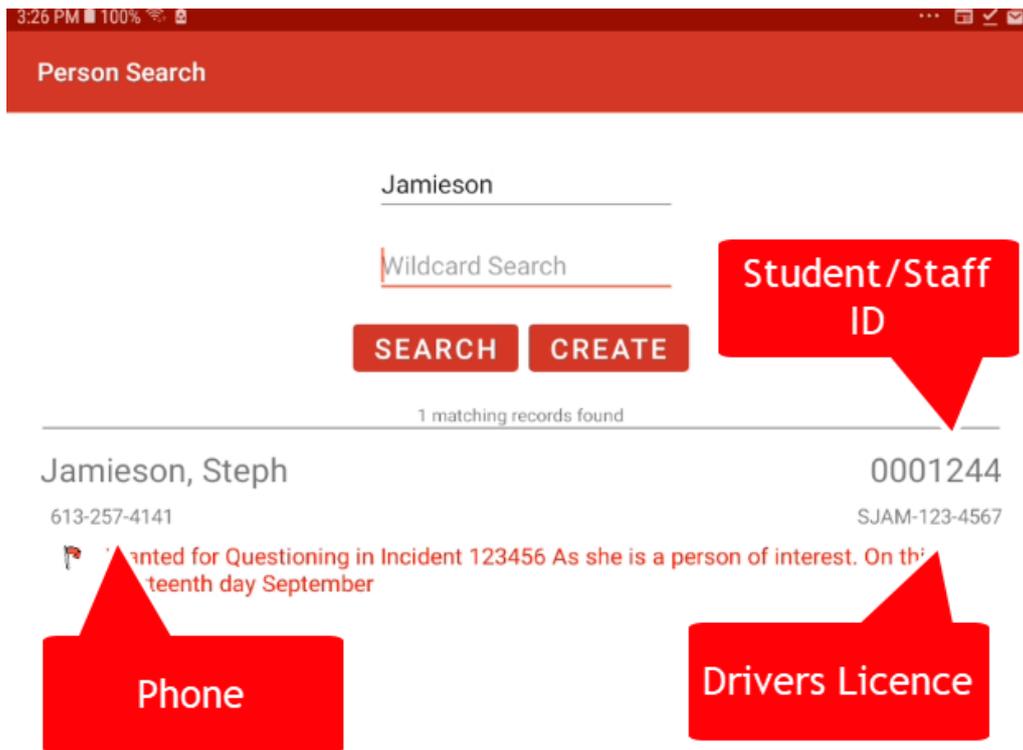
CREATE

0 matching records found

## Name Search

Supply an existing user in the **Name Search** and tap **Search** to find the person you are looking for. If supplied by the user their full name, phone number, driver license and student/staff id will be shown here. You will also see the people alarms associated with that user which will let off a sound notification from your tablet. This allows you to perform a search on a user without issuing a

violation to gather additional details about them.



## Wildcard Search

You can also perform a wildcard search that will allow you to search users based on their phone number, student/staff ID or drivers licence.

# Person Search

Name Search

257

SEARCH

CREATE

4 matching records found

Birch, Patricia

613-257-4141

00900125

DJ-12345-85964

Jamieson, Steph

613-257-4141

0001244

SJAM-123-4567

 **Wanted for Questioning in Incident 123456 As she is a person of interest. On this fourteenth day September**

Jones, Shannon

613-257-4141

dj

Stanley, Tim

8552574141

31465635454

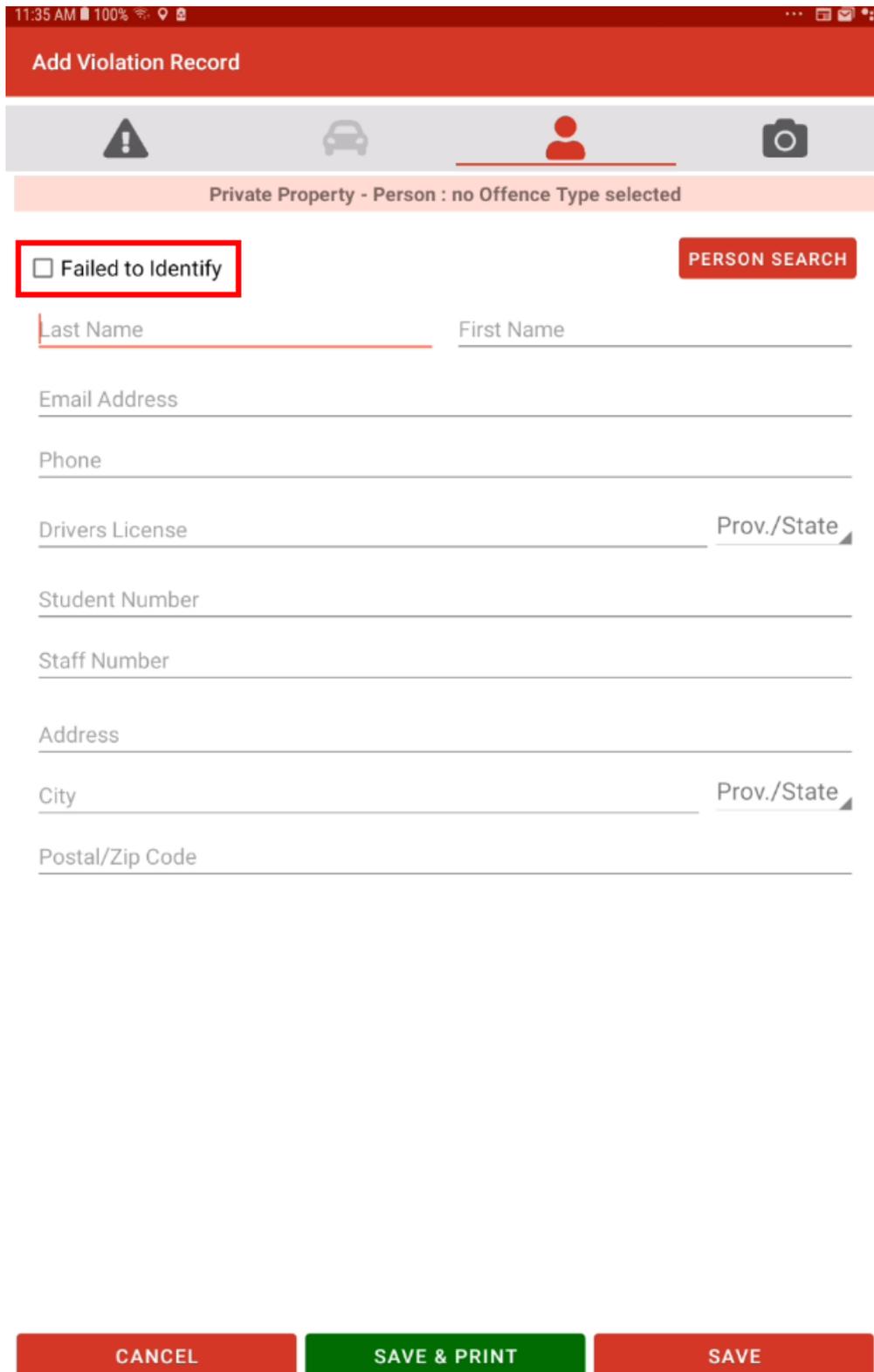
DSANJ43KKFND321KF

## Creating Users

If a person is not known in your system you are able to use the **Create** button to create a new user. The violation will then be associated to that users account.

To create a user you will need to add their personal details manually.

If the user fails to supply their personal information you can select the **Failed to Identify** box above the user details to continue issuing the violation.



11:35 AM 100% 100% 100%

**Add Violation Record**

Private Property - Person : no Offence Type selected

Failed to Identify **PERSON SEARCH**

Last Name First Name

Email Address

Phone

Drivers License Prov./State

Student Number

Staff Number

Address

City Prov./State

Postal/Zip Code

**CANCEL** **SAVE & PRINT** **SAVE**

## Issuing Person Violations

## Setting up Person Violations

The system allows you to issue personal, vehicle or both personal and vehicle violations. This allows officers to write tickets with both plate and personal information or issue violations unrelated to vehicles.

In order for these violations to be issued you must have a ticket category that applies to users.

To begin issuing a violation to a person tap their name on the **Person Search** interface. This brings up the **Add Violation Record** window where you can begin recording your violation details.

3:42 PM 100%

### Add Violation Record

no Ticket Type selected

Warning only

Select Ticket Type

Select Offence Location

Primary Offence Type (Ticket Type required)

Additional Offence Type

Additional Offence Type

0.00

Towing Fee

Public Comments

Private Comments

**CANCEL** **SAVE & PRINT** **SAVE**

Supply the **Ticket Type** and **Offence Type**.

Next we can move to the person tab to get more information about the user and correct anything that might not be correct.

If the user fails to supply their personal information you can select the **Failed to Identify** box above the user details to continue issuing the violation.



## Person Search "Cancels" Violation

It may seem like searching for a person from the violation screen cancels the process however hitting the back button on your handheld device will take you back to your violation information.

## Printing a Person Violation

### Printer Setup

Before you can print a ticket you must have the printer connected by Bluetooth and selected in your printer settings under **System Settings**.

Unlike vehicles, personal violations allow you to display the users name and drivers license on the ticket. This also allows you to conveniently issue violations that aren't relate to vehicles.

To print a person violation follow the steps above on searching the user and tap **Save & Print**.

# Add Violation Record



Private Property - Person : Mischief

Failed to Identify

PERSON SEARCH

Stanley Tim

tim.stanley@fakemail.com

8552574141

DSANJ43KKFND321KF ON

31465635454

4324365654

92 Bridge St.

Carleton Place ON

K7C2V3

CANCEL SAVE & PRINT SAVE

This will print the ticket on your Bluetooth printer and take you back to the person search interface.

# Printer Ticket Example

Below is an example of a ticket that with both person and vehicle information.

If you issue a person only violation then the license plate will not be included on the ticket.



**OPERATIONS**COMMANDER  
PARKING VIOLATION NOTICE

Tomahawk University  
Notice of Violation

---

Ticket: **31-01004-77**

Date: Jun 16, 2020 9:47:47 AM

Ticket Type: Moving Violation

Offender: James Rockwood

DL Num.: L8J2K-L8S21-S9J4K

License Plate: JROCK

Province: Ontario

Offence: Careless driving

Location: Arena

Writer: 33

Fine: **\$100.00**

This parking ticket is due within 14 days.  
Failure to settle this parking ticket will  
result in the account becoming delinquent and  
subject your vehicle to collections and/or  
towing.



# Explanation of the Front of the Ticket/Warning

**Ticket Number** - This is a system assigned number that identifies each individual violation/warning.

**Date** - This is the date that the violation/warning was issued on.

**Ticket Type** - This identifies the type of violation that occurred (broad range category).

**License Plate** - This is the license plate number for the vehicle that incurred the violation.

**Province** - This is the province that the license plate is issued in.

**Offense Type** - This identifies the specific violation that occurred.

**Location** - This identifies the location where the violation occurred.

**Writer** - This is a system assigned number that identifies the enforcement officer that issued the violation. Each enforcement officer has their own unique number and can be verified by administrators. The writer is identified by a unique identifier to provide security to the enforcement officer. If you require more information about the ticket writer you can search the violation on the admin side and get an actual name for the person who wrote the ticket.

**Fine** - This is the amount owed for the particular violation. Note, on the warning ticket the amount is followed by "\*Warning". This indicates that the amount on the ticket is not owing, but this is the amount that would be due if a ticket for the same violation was issued.

**Towing** - This is the amount due if the vehicle that incurred the violation had to be towed.

**Comments** - This section includes any additional notes that the enforcement officer wants to include.

# Explanation of the Back of the Ticket/Warning

The back of the ticket provides details about the organization that issued the ticket and the policies and procedures regarding the ticket. The back **clearly identifies how the violator can pay or appeal the ticket** with a section for the violator to identify themselves and sign off on the ticket. The back also identifies where to find additional information on the organization and the office hours.

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Revision #3

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