Search Vehicles & Tabs

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Search Vehicles

> The Search Vehicles feature in the OperationsCommander (OPSCOM) Android application allows enforcement officers to instantly look up vehicle information using text, voice, or License Plate Recognition (LPR). Its primary purpose is to quickly retrieve live permit status and violation history to assist officers in making accurate enforcement decisions in the field. This article is intended for OPSCOM administrators and field enforcement personnel.

Setup and Configuration

The vehicle search functionality is a core component of the handheld application and requires no specialized backend setup.

Admin Side: Enforcement officers simply need to ensure they have an active session in the application and have granted the device necessary microphone and camera permissions to utilize voice and LPR search methods.

> **Connection Status Indicator** A colored dot on the search panel indicates your real-time connectivity: **Green Dot:** The unit is actively connected to a Wi-Fi or cellular (3G/LTE) network, providing real-time data. **Yellow Dot:** The unit does not have an active connection. Searches can still be performed using the device's local cache, but data may not be fully up to date.

Using this Feature

Enforcement personnel can query the database using three distinct methods: manual text entry, voice dictation, or the device's LPR camera.

Tap **Search Vehicles** from the main application menu to begin. *(Note: If you are connecting to a preview system, an additional menu item at the top of the list will indicate that the device is in Preview Mode).*

Performing a Text Search

1. Tap the search field and enter the full license plate number or Vehicle Identification Number (VIN) using the on-screen keypad.
2. Tap the **Search** button.

Performing a Voice Search

1. Tap the **microphone** icon.
2. Wait for the Google Voice Recognition prompt to appear.
3. Speak the license plate number clearly out loud to populate the search field.

Performing an LPR/OCR Camera Search

1. Tap the **camera** icon to enter LPR Search mode.
2. Line up the physical license plate within the on-screen rectangle.
3. **Tap and Hold** the screen to capture a shot. The screen will refresh with a list of possible plate numbers.
4. Tap the specific plate number that matches the image (e.g., BDHE385) to execute the search.

Reviewing Results and Available Actions

Selecting the vehicle from the search results expands a yellow ribbon detailing the available enforcement options.

- **Virtual Chalk:** Tap this button to initiate a time-stamped digital chalk record for time-limit enforcement.
- **Issue Violation:** Tap this button to proceed directly to the ticket issuance screen for the selected vehicle.
- **Details:** Tap this button to open the comprehensive Search Vehicle Results screen, detailing the full permit and violation history.
- **Permit Pill:** Tap the specific permit name appearing directly underneath the license plate number to quickly review its expiration details without opening the full history.

Best Practices and Considerations

- **Maintain an active connection: Always try to maintain a Wi-Fi or 3G/LTE connection (Green Dot) when actively patrolling.** While the yellow dot indicates cached searches are possible, real-time connectivity guarantees you are seeing the most recent permit purchases and user updates.
- **Optimize LPR conditions: Hold the device steady and ensure the license plate is well-lit and centered within the rectangle** when using the LPR/OCR camera to guarantee the highest accuracy and avoid manual corrections.
- **Minimize environmental noise: Speak clearly and shield the device's microphone from wind or heavy traffic noise** when using the voice search feature to prevent incorrect plate transcriptions.

Search Vehicle Results

> The Search Vehicle Results screen in the legacy OperationsCommander (OPSCOM) Parking Enforcement application displays comprehensive vehicle information after a plate search is performed. Its primary purpose is to give patrol officers immediate access to permit, violation, and chalking history so they can make informed enforcement decisions directly in the field. This guide is intended for OPSCOM administrators and field personnel using the legacy Android application.

Setup and Configuration

Viewing vehicle results is a core, native function of the legacy enforcement app and requires no backend administrative configuration.

Admin Side: No setup is required. You simply need to be logged into the enforcement app and successfully perform a standard vehicle search.

Using this Feature

During a typical plate search, a wealth of actionable information is placed right at the patrol officer's fingertips.

Viewing Extended Details

Tap the specific plate read from the initial search results list to expand the record and view more detailed information. Expanding this record reveals the core enforcement action buttons.

Available Actions and Buttons

- **Chalk:** Tap this button to instantly initiate a virtual chalk record for time-limit enforcement.
- **Issue Violation:** Tap this button to begin writing a new violation for the vehicle.
- **Details:** Tap this button to drill deeper into the vehicle's complete parking history within your system.

Reviewing History Tabs

After tapping the **Details** button, the application presents three distinct tabs containing the vehicle's historical records. You can tap each tab header or swipe left and right across the screen to navigate seamlessly between them.

- **Permits:** Displays any active or past permits associated with the license plate.
- **Violations:** Displays the historical log of violations previously issued to the vehicle.
- **Chalks:** Displays a history of virtual chalking events for the vehicle to assist with time-limit enforcement tracking.

Best Practices and Considerations

- **Review all tabs before ticketing: Always check the Permits, Violations, and Chalks tabs before issuing a new violation.** Taking a moment to understand the full vehicle history and current permit status prevents issuing invalid tickets and greatly reduces user appeals.
- **Use swipe navigation: Take advantage of the swipe gesture to quickly move between the three detail screens.** Swiping back and

forth saves time in the field compared to manually reaching up to tap the top tab headers.

> **Legacy Application Notice** This article pertains specifically to the legacy OPSCOM Parking Enforcement app. If your organization has recently updated to the modern OPSCOM Enforce application, the interface, button placement, and expanded details views will differ from what is described here.

Permits Tab

> The Permits Tab is a specific section within the *Search Vehicle Results* screen on the legacy OPSCOM Parking Enforcement app. Its primary purpose is to provide field officers with detailed information regarding a vehicle's active and historical permit validity, including specific zone assignments, days, and time restrictions. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

The Permits Tab automatically pulls its data directly from the user and permit profiles configured in the backend database.

Admin Side: No specific configuration is required on the handheld device. Administrators manage all permit rules (such as valid days, hours, and zones) within the core OPSCOM administrative portal.

User Side (Enforcement Staff): No setup is required. Enforcement officers simply need to be logged into the legacy enforcement app and successfully perform a standard vehicle search.

Using this Feature

Enforcement personnel use this tab to verify if a vehicle is parked legally based on its specific permit rules, rather than just checking if it generally has a permit.

Accessing the Permits Tab

1. Perform a plate or VIN query using the **Search Vehicles** function.
2. Tap the specific plate read from the initial search results list.
3. Tap the **Details** button to open the extended vehicle record.
4. Tap the **Permits** tab (or swipe left/right across the screen to navigate to it).

Key Information Displayed

- **Permit Expiry Date:** Displays the exact expiration date of the permit. The system supports custom expiration dates (e.g., Sep-01-2018) that will accurately reflect here.
- **Zone Association:** Displays which specific zones the vehicle is authorized to park in (e.g., the "Day Care" zone or "Centrum and Test Zone").
- **Valid Days and Times:** Outlines the specific days of the week the permit is valid, as well as the exact times the vehicle is allowed to park on those particular days (e.g., from 4:00 PM to midnight).

Visual Cues and Status Indicators

- **Green and Red Bars:** These color-coded bars visually represent whether the vehicle is currently valid to park in specific zones at the time of the search. A green bar indicates active validity for the zone, while a red bar indicates the vehicle is either in the wrong zone or outside of its permitted timeframe.

Best Practices and Considerations

- **Check time and zone restrictions carefully: Always review the specific days, times, and zone associations listed on the**

Permits tab before issuing a violation. A vehicle may have a valid permit, but if they are parked in the wrong zone or outside of their designated hours, they are still subject to a citation.

- **Ensure data synchronization: Always check your connection status indicator on the main search screen.** The permit details rely on recent data syncs; if you are operating entirely offline for extended periods, recently updated custom expiry dates or newly purchased permits may not immediately display on this tab.

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Permit Misuse Notification

> The Permit Misuse Notification feature alerts parking enforcement officers when multiple vehicles sharing the exact same permit are scanned within a specified timeframe. Its primary purpose is to help identify and deter fraudulent permit sharing on-site, ensuring users are not abusing multi-vehicle permit privileges. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the Android handheld application.

Setup and Configuration

This feature is configured directly on the handheld enforcement device. Setting a timer dictates exactly how long the system "remembers" the first vehicle's capture before resetting the misuse window.

Admin Side:

1. Tap **System Settings** from the main menu of the handheld application.
2. Scroll to the **Advanced Settings** section and tap **Permit Sharing and Misuse**.
3. Tap the **Permit Sharing and Misuse Timer** menu to open the duration options.
4. Choose the desired length of time (e.g., 1 Hour). Setting this time immediately activates the function.

Using this Feature

Enforcement personnel do not need to perform any special actions to use this feature; it operates seamlessly alongside standard vehicle searches.

Triggering a Misuse Alert

1. Perform a standard plate or VIN query using the **Search Vehicles** function while on patrol.
2. Acknowledge any on-screen pop-ups before proceeding with standard enforcement actions.

Visual Cues and Status Indicators

- **Permit Misuse Alert Popup:** If you search for a vehicle that shares a permit with another vehicle that was recently scanned within the active timer window, a prominent alert will appear directly on the device screen. This immediately notifies the officer of possible permit misuse.

> **Understanding the Timer Cycle** If your timer is set to one hour, the system will present a warning if the second vehicle is scanned within 60 minutes of the first vehicle's scan. After that hour has passed, the first read is effectively forgotten by the handheld's local cache, and the monitoring process starts over.

Best Practices and Considerations

- **Establish a clear enforcement policy: Organizations should develop a strict business rule for how officers handle a misuse alert.** Officers need clear directives on whether to issue a standard parking violation, write a specific "Permit Misuse/Fraud" citation, or

attempt to verify the presence of both vehicles before ticketing.

- **Tailor the timer to your environment: Carefully consider the length of your misuse timer based on your lot turnover and specific permit policies.** A timer that is too short may miss abusers who stagger their arrival times, while a timer that is excessively long may capture legitimate instances where family members swap parking spots halfway through the day.

LPR Scanning Information

> The LPR Scanning Information interface provides real-time data and visual cues when using the handheld's License Plate Recognition (LPR) capabilities. Its primary purpose is to help field officers quickly identify vehicles in violation, track chalked vehicles, and effectively monitor their active scanning status during patrols. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the Android application.

Setup & Configuration

The LPR scanning interface relies on core system settings established in the backend, but the interface itself is ready to use natively within the app.

Admin Side: Administrators should ensure that lot grace periods, permit rules, and any "vehicles of interest" (hotlists) are accurately configured within the core OPSCOM administrative portal, as the handheld relies on this data to display the correct flags.

User Side (Enforcement Staff): No specific device setup is required. Enforcement officers simply need to be logged into the OPSCOM Android app and navigate to the LPR scanning section with their device's camera or external LPR hardware active.

Using this Feature

The LPR screen is designed to present crucial enforcement data rapidly as the officer moves through a lot.

Key Information Displayed

- **Running Scan Total:** Located on the right side of the screen, just above the recent read list. This number indicates the total amount of plate reads successfully captured during your current patrol session.
- **Camera Directional Arrow:** An orange arrow displayed beside the plate image indicates exactly which camera (e.g., the right-side camera) captured the recent plate read.

Visual Cues & Status Indicators

The system uses colored flags to instantly communicate the status of a scanned license plate:

- **Red Flag:** Indicates the scanned plate is currently in violation.
- **Green Flag:** Indicates the scanned plate holds a valid permit or authorization.
- **Orange Flag:** Indicates the vehicle has been chalked and is currently still within its allowed grace period.

> **Valid Plate Logging** While Valid Plates (Green Flags) will temporarily list on the handheld unit's screen for the officer's situational awareness, they will **not** be chalked or permanently passed into the backend system as part of the formal LPR events report.

Available Actions & Buttons

- **Scanner Toggle:** When an officer stops to manually edit a plate read, the system automatically enters offline mode, and the scanning status button will change from green to red. Tap the **ON** button to return it to

green and resume active scanning.

- **Plates-of-Interest Toggle:** Tap this toggle located at the top of the PL8-RDR LPR Scanning panel to initiate alert-only scanning. Once selected, the system behaves differently:
  - No standard permit validation will be performed.
  - Vehicles will continue to be chalked normally.
  - Loud alert notifications will be presented on the device only if a specific "vehicle of interest" is seen.

Best Practices & Considerations

- **Always resume scanning after edits: Remember to tap the ON button after manually editing a plate read.** Failing to toggle the scanner back to green means the system remains in offline mode, and subsequent plates will not be scanned as you continue your patrol.
- **Utilize alert-only mode for targeted patrols: Use the Plates-of-Interest toggle when specifically hunting for scofflaws, stolen vehicles, or banned users**, rather than performing general parking enforcement. This streamlines the patrol process and prevents the officer from being distracted by standard permit validation alerts.

Updating Incorrect LPR Reads

> The Updating Incorrect LPR Reads process allows officers to manually correct license plate numbers that were misread by the device's camera. Its primary purpose is to ensure accurate enforcement and maintain reliable database records by fixing optical character recognition (OCR) errors directly in the field. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

This correction feature is native to the LPR scanning module and does not require any specialized backend setup.

Admin Side: No manual setup is required. Enforcement officers simply need to be logged into the legacy Android application and actively conducting patrols using the LPR scanning tool.

Using this Feature

Enforcement personnel can seamlessly correct misread plates without having to exit their active patrol session.

Correcting a Plate Read

1. Tap the **LPR Scanning** menu item to open the **PL8-RDR LPR Scanning** window.
2. Locate the incorrectly read plate from the active list of plate reads generated during your patrol.

3. Tap the text field of the incorrect plate and manually type the correct alphanumeric characters (e.g., if the camera read *VZ7281*, but the actual plate is *BVZT282*, type the missing letters).
4. Tap the **Search & Update** button. The record will refresh to display the updated, correct plate number.
5. Tap the red **OFF** button to toggle it back to the green **ON** state to resume your patrol.

Visual Cues and Status Indicators

- **Offline Mode Indicator:** The moment you tap into a field to adjust a plate read, the LPR system automatically enters an offline state to prevent the camera from overwriting your work. This is indicated by the main scanning button changing from a green **ON** state to a red **OFF** state.

> **Database Synchronization** Once you tap the **Search & Update** button, the correction is not just local to your screen. The record is immediately updated within the core database to reference the newly corrected plate data.

Best Practices and Considerations

- **Remember to resume scanning: Always remember to toggle the scanner back to ON after updating a plate.** If you leave the button in the red OFF state, the system will not capture any subsequent plates as you continue to move through the lot.

- **Verify against context images: Take a moment to verify the physical plate or the captured context image before submitting a fix.** This ensures that you do not accidentally introduce a secondary typo while correcting the initial OCR error.

Message Alerts

> The Message Alerts feature provides a centralized communication channel for pushing important news, updates, and urgent notifications directly to patrol officers' handheld devices. Its primary purpose is to help administrators ensure field staff are immediately aware of changing situations, safety notices, or operational directives. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

The messaging system is native to the application and requires no specialized configuration on the mobile device itself.

Admin Side: Administrators create and push alert messages to all active units or individual specific handhelds via the core OPSCOM administrative portal.

User Side (Enforcement Staff): No setup is required. Enforcement officers simply need to be logged into the legacy Android application and maintain an active network connection (Wi-Fi or cellular) to receive incoming messages.

Using this Feature

Enforcement personnel can receive alerts in real-time or review previously sent messages at their convenience through the application interface.

Reviewing Message Alerts

1. Tap **Message Alerts** from the main menu of the OPSCOM application to open the message center.
2. Review the list of recent alerts sent to your device.

Message Notifications

When a new message is pushed to the device, officers are notified through several standard Android OS methods even if the app is running in the background:

1. Look at the device's top header bar to see new message icons as they arrive.
2. Swipe down on the header bar to open the notification shade for a quick preview of the alert text.
3. Tap the specific alert notification to automatically open the OPSCOM application and navigate directly to the Message Alert list.

> **App Icon Badges** If you are on the device's home screen, the OPSCOM application shortcut icon will display a notification badge (a small numbered dot) indicating that you have unread messages waiting.

Visual Cues and Status Indicators

Alerts are categorized into three distinct types, indicated by color, to help officers instantly gauge the priority of the message:

- **Blue Alerts:** These alerts are for general informational purposes (e.g., a reminder about an upcoming shift change).
- **Yellow Alerts:** These alerts are used to inform users of events or situations that should be actively monitored (e.g., a large event causing

lot congestion).

- **Red Alerts:** These alerts are reserved for high-priority situations that require immediate action or response from the officer.

Best Practices and Considerations

- **Acknowledge notifications promptly: Officers should routinely check their notification shade and the Message Alerts menu while on patrol.** Ensuring timely review of incoming messages is critical, especially when Red Alerts are dispatched for immediate action.
- **Prevent alert fatigue: Administrators should reserve Red Alerts strictly for genuine emergencies or time-sensitive directives.** Overusing the highest priority alert for standard informational updates can cause officers to become desensitized to actual urgent situations.

Dispatch Log

> The Dispatch Log feature allows administrators and dispatchers to record and track all inquiries or communications that come into the office directly from the handheld device. Its primary purpose is to maintain a formal, time-stamped record of field inquiries, which can later be linked to specific incidents for further tracking and resolution. This article is intended for OperationsCommander (OPSCOM) administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

The dispatch logging functionality is native to the handheld application and requires minimal backend configuration to use in the field.

Admin Side: Administrators must ensure that appropriate Log Categories are established within the core OPSCOM administrative portal so that field staff can accurately categorize their entries.

Using this Feature

Enforcement personnel can use this tool to quickly document interactions, dispatch calls, or field inquiries, complete with supporting photographic evidence.

Adding a Dispatch Log Entry

1. Tap **Dispatch Log** from the main application menu.
2. Tap the **Log Category** drop-down menu and choose the appropriate classification for the inquiry.

3. Tap the text field and enter detailed notes related to the dispatch or inquiry.
4. Tap one of the **camera** icons (represented by a vehicle with a camera) towards the bottom of the screen to attach a supporting image.
5. Tap the **shutter button** (the circle with a camera in it) to take the picture.
6. Tap the **check mark** to accept the image, or tap the **arrow** to go back and retake the picture. *Note: You can attach up to two supporting images per log entry.*
7. Tap the **Save** button at the bottom of the screen once all information and images are entered.
8. Tap **OK** on the confirmation pop-up message to complete the process and return to the main menu.

Best Practices and Considerations

- **Provide detailed context: Always enter clear, descriptive notes in the text field.** Comprehensive notes make it significantly easier for administrators to understand the context of the inquiry when reviewing logs or linking them to complex incidents on the backend.
- **Utilize image attachments: Attach relevant photos whenever applicable.** Visual evidence (such as a photo of a hazard, a damaged sign, or a specific vehicle) is highly valuable when a standard dispatch inquiry escalates into a formal incident or dispute.

> **Linking to Incidents** While the handheld device creates the initial Dispatch Log entry, the process of formally linking these logs to larger,

ongoing "Incidents" is managed by administrators or dispatchers within the main OPSCOM web portal.

Violations Tab

> The Violations Tab is a specific section within the *Search Vehicle Results* screen on the legacy OPSCOM Parking Enforcement application. Its primary purpose is to provide field officers with a detailed historical log of all past violations issued to a specific vehicle, assisting them in making informed and escalated enforcement decisions. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

The Violations Tab automatically retrieves its historical ticket data directly from the central database.

Admin Side: No specific configuration is required on the handheld device. Administrators manage all violation histories, payment statuses, and escalation policies within the core OPSCOM administrative portal.

Using this Feature

Enforcement personnel use this tab to review a vehicle's citation history and current payment compliance before issuing new tickets.

Accessing the Violations Tab

1. Perform a plate or VIN query using the **Search Vehicles** function.
2. Tap the specific plate read from the initial search results list.
3. Tap the **Details** button to open the extended vehicle record.

4. Tap the **Violations** tab (or swipe left/right across the screen to navigate to it).

Key Information Displayed

- **Violation Date:** The exact date the previous ticket was issued.
- **Offense Location:** The specific lot or zone where the infraction occurred.
- **Violation Type:** The nature of the offense (e.g., Parked in No Parking Area).
- **History Summary:** A high-level count of the vehicle's past violations (e.g., within the last 18 months), including a breakdown of paid, unpaid, and warning counts.

Visual Cues and Status Indicators

- **Payment Status Text:** Each individual violation record features a clear, color-coded status indicator on the right side of the screen.
  - **PAID** (typically displayed in green) indicates the citation has been resolved.
  - **UNPAID** (typically displayed in red or orange) indicates there is still an outstanding balance for that specific infraction.

Best Practices and Considerations

- **Review unpaid violations before ticketing: Always check the Violations tab for a history of unpaid tickets or repeated offenses.** Identifying a pattern of unpaid or frequent violations is critical for enforcing escalation policies, such as initiating a tow or applying a boot.

- **Ensure data synchronization: Always verify your device has an active connection when reviewing violation history.** If your device is operating strictly from its offline cache, recent ticket payments or newly issued citations from other officers may not be immediately reflected on this tab.

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Chalks Tab

> The Chalks Tab is a dedicated section within the *Search Vehicle Results* screen on the legacy OPSCOM Parking Enforcement application. Its primary purpose is to display a historical log of virtual chalking events for a specific vehicle, assisting officers in accurately enforcing time-limited parking zones. This article is intended for OPSCOM administrators and field enforcement personnel using the legacy Android application.

Setup and Configuration

The Chalks Tab automatically compiles its data directly from previous virtual chalking events performed by enforcement officers in the field.

Admin Side: No specific configuration is required on the handheld device to view this tab. Administrators manage global chalking grace periods and settings within the core OPSCOM administrative portal.

Using this Feature

Enforcement personnel use this tab to review past chalking records to determine if a vehicle has overstayed its allowed time in a specific location.

Accessing the Chalks Tab

1. Perform a plate or VIN query using the **Search Vehicles** function.
2. Tap the specific plate read from the initial search results list.
3. Tap the **Details** button to open the extended vehicle record.
4. Tap the **Chalks** tab (or swipe left/right across the screen to navigate to it).

Key Information Displayed

- **Chalk History:** Chalk records are listed chronologically, displaying from the most recent event at the top to the oldest at the bottom.
- **Time Stamp:** The specific date and exact time the chalk event occurred.
- **Map Location:** A visual map snippet illustrates exactly where the vehicle was parked when it was chalked.
- **Chalk Comments:** Any notes or comments entered by the patrol officer at the time of the initial chalking.
- **Distance Calculation:** A distance reading (in meters) indicating exactly how far your present physical position is from the location of the first chalk record.

Available Actions and Buttons

- **Camera:** Tap the camera icon on a specific chalk record to display the full-size image captured during that initial chalking event.

Best Practices and Considerations

- **Review chalk images before ticketing: Always tap the camera icon to verify the chalk image is clear and the vehicle has not moved.** Ensuring the evidence is solid and time-stamped correctly is crucial for defending against potential parking appeals.
- **Leverage chalk comments: Encourage officers to add descriptive comments when initially chalking a vehicle.** Notes providing valuable context (e.g., valve stem positions, specific parking bays, or vehicle damage) are highly visible on this tab and can assist

the same or other officers upon their return patrol.

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