Issuing a Person Violation

> The Issuing a Person Violation feature allows parking enforcement officers to write citations directly to individuals, rather than just to vehicles, using the legacy Android application. Its primary purpose is to enable enforcement actions for non-vehicular infractions or situations where a driver is explicitly known and present. This article is intended for OPSCOM administrators and field enforcement personnel.

Setup and Configuration

In order to successfully issue violations to people, the system requires both backend categorization and local hardware preparation.

Admin Side: Administrators must ensure that a specific ticket category is configured in the backend system that explicitly applies to users (person violations).

User Side (Enforcement Staff): Before a physical ticket can be printed in the field, enforcement officers must ensure their Bluetooth printer is actively paired to their handheld device and correctly selected within the **System Settings** menu.

Using this Feature

Enforcement personnel can query the database for existing users, create new user profiles on the fly, and issue direct violations.

Searching for a Person

1. Tap **Person Search** from the main menu of the OPSCOM Parking Enforcement app.
2. Enter the user's details into the **Name Search** field and tap **Search**.
3. Perform a wildcard search instead if you only have partial information, allowing you to search based on a phone number, student/staff ID, or driver's license.

Creating a New User

If a person is not already known in your system, you can quickly create a profile so the violation can be properly associated with an account.

1. Tap the **Create** button from the search interface.
2. Enter the individual's personal details manually into the provided fields.
3. Tap the **Failed to Identify** checkbox above the user details if the user refuses to supply their personal information, allowing you to continue issuing the violation anonymously.

Issuing the Violation

1. Tap the person's name from the search results to open the Add Violation Record window.
2. Select the appropriate **Ticket Type** and **Offense Type**.
3. Tap the person tab to review the profile and correct any outdated information.
4. Tap **Save** to log the violation, or tap **Save & Print** to log the violation and immediately print the physical ticket.

Visual Cues and Status Indicators

- **People Alarms:** When searching for an existing user, any people alarms associated with that specific profile will prominently display on the screen, and a sound notification will trigger on your tablet. This allows officers to gather crucial details or warnings about a user before approaching them.

Printed Ticket Details

When you issue a person-only violation, the license plate field will automatically be excluded from the printed ticket.

Explanation of the Front of the Ticket/Warning:

Field	Description
Ticket Number	A system-assigned number that identifies each individual violation or warning.
Date	The exact date the violation was issued.
Ticket Type	Identifies the broad category of the violation.
License Plate	The license plate number of the vehicle involved (if applicable).
Province	The issuing province or state for the license plate.
Offense Type	The specific infraction that occurred.
Location	The physical location where the violation took place.
Writer	A unique system-assigned identifier for the enforcement officer. This provides security for the officer in the field, while administrators can use it backend to verify the ticket writer's actual name.

Field	Description
Fine	The amount owed for the violation. *(Note: On a warning ticket, the amount is followed by "*Warning*", *indicating it is not owed but shows what would be due if a real ticket was issued).*
Towing	The amount due if the vehicle that incurred the violation had to be towed.
Comments	Any additional notes the enforcement officer chose to include.

Explanation of the Back of the Ticket/Warning: The back of the ticket provides details about the issuing organization and clear policies on how the violator can pay or formally appeal the ticket. It includes a section for the violator to identify themselves and sign off, as well as office hours and contact information.

Best Practices and Considerations

- **Synchronize your device promptly: Make sure to sync your tablet as soon as possible after issuing violations.** This ensures the offline data is securely pushed to the administrative database and reflects accurately on the user's account.
- **Recovering from accidental searches: If you tap the Person Search button while actively filling out a violation, it may appear that the violation process was canceled.** Do not panic; simply tap the physical back button on your handheld device to return immediately to your active violation information.

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