Notifications from Permit Misuse

> 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 OPS-COM administrators and field enforcement personnel using the Enforce 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: Administrators or supervisors must configure the specific duration of the misuse timer on the device itself.

1. Tap **System Settings** from the main menu of the handheld application.
2. Scroll to the **Violations and Chalking** section and tap **Permit Misuse Window**.
3. Tap the **Permit Sharing and Misuse drop-down** 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 during an active patrol.

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 fraud citation, or attempt to verify the physical presence of both vehicles on-site 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 legally swap parking spots halfway through the day.

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