

Violations and Chalking

This article will discuss how to write violations, to either a person, or vehicle, and how chalking works in OPSCOM.

Violations

You can issue two (2) types of violations in OPSCOM: one is assigned to a person, the other is assigned to a vehicle, where the driver may not be known.

Chalking Violation

Chalking is a useful tool that can help quickly identify vehicles that are eligible for violations.

In order to issue virtual chawks to vehicles, which will let you know if a vehicle has moved since the last chalk, and how long ago it was chalked, making writing provable violations easy to do, without physically chalking cars.

- Go to **Vehicle Search**, search for the plate of the offending vehicle, and tap on **Chalk**.
- You will be asked to enter a plate province/state, and type (Passenger/Commercial/Government) and set a custom chalk grace period if desired, the default is controlled in system settings.
- After tapping **Save**, the vehicle's timer has been started, and you can come back later to get the violation.

If you would like to understand the purpose of virtual chalking more, [see this article!](#)

Person Violation

To issue a Person Violation, open the handheld app and log in to an account.

This must be done by a system administrator. If you need help with this step on the admin side, [see this article](#).

You will need to know the person's name, and that they are registered as a user in our system to issue a person violation.

- From the main screen, tap on **Person Search**.
- Once you enter a name that is found in the system, tapping that entry will bring you to a violation entry screen. If there is no vehicle involved, select **Private Property - Person**. If a vehicle is involved, see the Vehicle Violation section below.
- You will need to enter ticket type, offence location, and the offence reason (or reasons, if multiple apply).
- You can now add files, such as photo or video evidence, and private (internal staff only) or public comments (user visible). When you are done, tap **Save** to issue this violation.

Vehicle Violation

To issue a vehicle violation, go back to the main screen, and tap on **Vehicle Search**.

In the search field, you can enter a known plate, or a plate that has never been entered before, and this plate will automatically be added to the vehicle data.

Searching a plate can bring a variety of result types:

This chart provides a reference for symbols and sounds you'll see returned from search:

Icon	Audio Notification	When/Why Is This Combo Used?
Black Cross	None	Plate is not found in database. Tap to add new vehicle.
Red X (with Red permit pill)	None	Plate found in database, but no valid/active permit or partially valid (prior to chalking) or plate was chalked (manually or by LPR), grace period is expired, but still no valid permit. Eligible for violation/ticket
Green Check (with Green permit pill)	Bing (LPR)	Plate found in database, with at least one valid and active permit or plate was chalked, but a valid permit was added later.

Green Check (with Red dot)	None	Plate found in database, has permit(s) but vehicle is NOT active. (Rare)
Notification (Red !)	None	Plate has a specific warning for Do Not Ticket or Tow (DN TT)
Notification (Blue !) (with Blue permit pill)	None	Plate found in database, has a permit that is valid but is parked in the wrong lot/zone.
Chalk (Map)	Swoosh (LPR)	Plate has been chalked (manually or by LPR), grace period not expired
Flag	Buzz	Indicates that there has been an alert triggered on either a person or a vehicle.

In the below picture, we search for the plate TOMA92, and get a Map and Pencil icon, indicating a past chalk, and we can see the vehicle is 11 minutes over the 15 minute grace period, without a valid permit. This vehicle is eligible for a violation.

To issue a violation to the vehicle that over stayed the grace period, tap the Violation button after searching the vehicle plate. You will need to enter ticket

type, offence location, and the offence reason, or reasons if multiple apply, just like with a person violation. After entering the ticket information, you will need to enter more vehicle information, such as province/state, and plate type (Passenger/Commercial/Government), and enter any other known information about the vehicle. This time, only a vehicle is required, if the driver identity is not known. Go to the people tab, and tap on the toggle for **Failed To Identify**. If the identity is known, enter it like normal.

You can now add files, such as photo or video evidence, and private (internal staff only) or public comments (user visible). When you are done, tap save to issue this violation.

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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