Parking Configuration

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Lot Groups Management

> The Lot Groups feature allows administrators to logically group similar parking lots together, treating them as a single entity for specific system configurations. Its primary purpose is to simplify parking administration by enabling shared settings—such as free parking time and vehicle count limits—across multiple lots simultaneously. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing parking inventory and lot configurations.

Setup and Configuration

This feature is a core administrative tool used to structure and streamline parking lot management.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the parking configuration menus. A lot may only belong to one group, and assigning a lot to a group is strictly optional.

1. Hover over **System Configuration**, click **Parking**, then **Manage Lot Groups**.
2. Click the **Add Lot Group** button.
3. Enter a descriptive name into the **Lot Group** text box.
4. Enter a value in minutes for the **Free Parking Time Limit** if applicable. This is typically used for pay-by-plate meters to provide a grace period for users to register their license plate.
5. Configure the **Offence Location** field. These locations are used in conjunction with static cameras to automatically associate the correct

location when a violation is written via a camera report.

6. Enter a numerical value into the **Vehicle Counts Limit** field to set a maximum vehicle count for the entire group of lots.
7. Click the **Save Changes** button. The newly created lot group will immediately appear in the management list.

User Side: This feature is strictly a backend administrative configuration. End-users do not interact directly with lot groups on the parking portal.

Using this Feature

Once a lot group is successfully created, administrators must individually assign their existing lots to the new group.

Assigning a Lot to a Lot Group

1. Hover over **Parking Management**, click **Lot Administration**, then **Pricing & Lot Admin**.
2. Click on the **Lot Name** of the specific lot you wish to assign to a group.
3. Navigate to the **General** tab and locate the **Lot Group** drop-down menu.
4. Select the desired lot group from the list.
5. Click the **Update Lot** button to apply the assignment.

> Deleting a lot group is a permanent action from the management list. However, while the group will no longer appear, its associated data (such as connections to specific permits and historical parking lot data) remains securely stored in the system. This ensures complete data integrity for all past transactions.

Best Practices and Considerations

- **Implement logical grouping: Group lots that share similar operational characteristics or pricing rules.** For instance, placing all visitor lots in one group and all faculty lots in another makes overarching management much easier.
- **Integrate carefully with pay-by-plate: Ensure the Free Parking Time Limit provides adequate time for users to complete their registration.** This setting is crucial for lots using pay-by-plate systems to prevent unwarranted violations while users are actively paying.
- **Leverage centralized control: Use lot groups to centralize the management of your settings.** This drastically reduces the administrative overhead of manually configuring time limits or capacity restrictions individually for every single lot.

Managing Lot Zones

> The Managing Lot Zones feature allows administrators to define specific geographical or logical areas within a single parking lot. Its primary purpose is to provide granular control over pricing variations, access rules, and enforcement strategies tailored to different sections of a larger lot. This article is intended for OPSCOM administrators responsible for configuring parking environments and lot infrastructure.

Setup and Configuration

This feature is a core administrative tool used to structure parking locations within the system.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the parking configuration menus and manage lot zones.

User Side: End-users do not directly interact with lot zone backend configurations. However, the pricing and access rules applied to these zones dictate where users are permitted to park and how much they are charged.

Using this Feature

Administrators can use the following instructions to navigate the management interface to seamlessly add, edit, view linked lots, or delete lot zones.

Accessing the Management Interface

1. Hover over **System Configuration**, click **Parking**, then **Manage Lot Zones**.

Adding Lot Zones

1. Click the **Add Lot Zone** button.
2. Enter the full, descriptive name of the zone into the **Name** field (e.g., Day Care Center).
3. Enter a shortened identifier into the **Short Name** field. This is typically used for optimized display on handheld enforcement devices (e.g., DAY).
4. Click the **Save Changes** button to add the new zone to the list.

Editing Lot Zones

1. Locate the specific lot zone you wish to modify in the list.
2. Click the **Edit** button next to the entry.
3. Enter the desired changes into the name fields.
4. Click the **Save Changes** button to apply your updates.

Viewing and Unlinking Lots (Active and Archived)

Administrators can see all lots associated with a specific lot zone directly on the Manage Lot Zones page.

- **Archived Lots Visibility:** Archived lots linked to a zone are displayed alongside active lots, styled with a distinct visual icon to differentiate them from active ones.
- **Removing Associations:** To remove a lot association, locate the specific lot tag next to the record count, click the **Zone & Location** tab, click **Remove Zone** to detach the zone, and click **Update Lot**.

Deleting Lot Zones

1. Locate the specific lot zone you wish to remove from the list.
2. Click the **Delete** button next to the entry.
3. Click the **Delete** button in the confirmation window to permanently remove it from the system.

> A lot zone can only be deleted if no records are currently associated with it. **If deletion is blocked due to remaining records, review the associated lot tags—including any archived lots—and remove the zone from those lots before proceeding with deletion.**

Best Practices and Considerations

- **Implement granular control: Use lot zones to apply different rules, prices, or restrictions to sub-sections within a single large parking lot.** This prevents the need to create entirely separate lots in the system when they physically share the same location.
- **Use clear naming conventions: Use descriptive names for your lot zones that clearly indicate their specific purpose or physical location.** Utilizing clear names like "North End Hourly" or "Permit Holder Zone A" drastically reduces confusion for enforcement staff.
- **Check archived lots prior to deletion:** If a lot zone cannot be deleted, check for linked archived lots that may still be referencing the zone. Unlinking the zone from these archived records will allow you to delete the zone successfully without data conflicts.
- **Integrate with mapping features: If your system includes mapping features, ensure your defined lot zones can be**

visually represented. Clearly drawn and labeled zones on a digital map improve clarity for both administrators managing the system and users navigating the physical lot.

Common Lots

> The Common Lots feature allows administrators to categorize parking lots based on shared characteristics or administrative distinctions. Its primary purpose is to provide a way to organize lots beyond their physical location, facilitating better management and reporting across the environment. This article is intended for OperationsCommander (OPSCOM) administrators responsible for configuring parking operations and lot categorizations.

Setup and Configuration

This feature is a core administrative tool used to group parking lots logically.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the parking configuration menus and manage lot types.

User Side: This feature is strictly a backend administrative configuration. End-users do not interact directly with common lot types on the parking portal.

Using this Feature

Administrators can use the following instructions to navigate the management interface to add, edit, or delete common lot types.

Adding or Editing Common Lot Types

1. Hover over **Admin Options**, then **Parking**, and click **Common Lots**.

2. Click the **Add Common Lot Type** button at the top of the page to create a new entry, or click the **Edit** button next to an existing lot type to modify it.
3. Enter or change the name in the **Common Lot Type Name** field.
4. Click the **Save Changes** button.

> Be aware that editing an existing common lot type will immediately update all lots currently assigned to that type. Making changes to lot types that are actively in use will reflect across the entire system instantly.

Deleting Common Lot Types

1. Hover over **Admin Options**, then **Parking**, and click **Common Lots**.
2. Locate the specific common lot type you wish to remove from the list.
3. Click the **Delete** button next to the entry.

> You are unable to delete common lot types that are currently being used by lots within the system. You must first reassign or remove the lot type from any associated lots before the **Delete** button becomes available.

Best Practices and Considerations

- **Create meaningful categories: Create common lot types that genuinely help categorize and distinguish your parking lots.** Utilizing clear groups such as "Student Resident Lots," "Staff Permit Lots," or "Hourly Pay Lots" makes administration and reporting much more intuitive.

- **Verify deletion prerequisites: Always ensure that no active lots are assigned to a common lot type before attempting to delete it.** Reassigning lots to another type, or removing the type assignment entirely, is a necessary step to maintain data integrity.
- **Maintain naming consistency: Maintain consistent naming conventions for your common lot types.** Using a standardized format for names ensures clarity and ease of use for all administrators working within the system.

Permit States

> The Permit States feature allows administrators to define and manage the various statuses a parking permit can have within the system, such as Active, Expired, Voided, or Lost. Its primary purpose is to accurately track the lifecycle of permits, facilitating efficient management and providing clear reporting on permit validity and usage. This article is intended for OperationsCommander (OPSCOM) administrators responsible for managing parking configurations and permit workflows.

Setup and Configuration

This feature is a core administrative tool used to establish the lifecycle statuses available for parking permits.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the parking configuration menus and manage permit states.

User Side: This feature is strictly a backend administrative configuration. End-users do not create permit states, but they will see their permit's current state (e.g., Active or Expired) when viewing their profile on the user portal.

Using this Feature

Administrators can use the following instructions to navigate the management interface to seamlessly add, edit, or delete permit states.

Accessing the Management Interface

1. Hover over **System Configuration** and click **Parking** then **Manage Permit States**.

Adding Permit States

1. Click the **Add Permit State** button.
2. Enter the desired name into the **Permit State Name** field.
3. Enable or disable the **Valid** checkbox to define whether this state represents a valid, active parking privilege.
4. Click the **Save Changes** button to add the new permit state to the list.

Editing Permit States

1. Locate the specific permit state you wish to modify in the list.
2. Click the **Edit** button next to the entry.
3. Make the necessary updates to the state fields.
4. Click the **Save Changes** button to apply your updates.

Deleting Permit States

1. Locate the specific permit state you wish to remove from the list.
2. Click the **Delete** button next to the entry.
3. Click the **Delete** button in the confirmation window to permanently remove it from the system.

> In order to delete a permit state, it must not currently be in use by any permits in the system. Administrators must first ensure that no active or archived permits are currently assigned this permit state before it can be removed. This prevents permit records from having blank or invalid state information.

Available Actions and Buttons

- **Add Permit State:** Click this button to create a new permit status in the system.
- **Edit:** Click this button to modify the configuration of an existing permit state.
- **Delete:** Click this button to permanently remove a permit state from the system.
- **Save Changes:** Click this button to commit your new or updated permit state to the database.

Best Practices and Considerations

- **Define comprehensive states: Define a set of permit states that accurately reflect the entire lifecycle of a permit within your operations.** Having states that cover everything from creation to expiration or invalidation ensures no permit falls through the cracks.
- **Use clear naming conventions: Use clear, concise, and easily understandable names for your permit states.** Designations like Active, Pending Payment, Revoked, or Expired are instantly recognizable to both administrators and enforcement officers.
- **Ensure data integrity before deletion: Always ensure that no permits are currently assigned to a specific state before attempting to delete it.** Reassigning permits to another valid state is crucial to prevent data inconsistencies across the system.
- **Understand the impact on reporting: Accurate state management ensures reliable reporting.** Permit states are fundamental for various reports, such as active permit counts, expired

permit analysis, or voided permit reconciliation.

- **Plan workflow integration: Consider how different permit states fit into your operational workflows.** For example, clearly map out exactly what automated or manual actions trigger a permit to change from a Pending status to an Active status.

Standard vs. Temporary Permits

> This article explains how standard term permits and temporary permits handle vehicle assignments and plate scanning in OPSCOM. It outlines how administrators can configure vehicle activity limits so enforcement officers can verify permit validity across multiple vehicles on a single user account. This article is intended for OperationsCommander (OPSCOM) administrators.

Intro

Standard permits are long-term, account-based passes that can cover all vehicles registered to a user profile, making them ideal for regular staff, faculty, and students. Temporary permits are short-term passes bound strictly to a single specific license plate, designed for visitors, contractors, or brief parking needs, and intended to be used up to 30 days (though, this can be changed in settings, allowing them to be used indefinitely). This guide explains the core functionality differences between standard and temporary permits within OPSCOM.

Setup and Configuration

Admin Side Setup

Hover over **System Configuration, Users,** then click **User Types**. Click the **Edit** button next to the target user type. Locate the **Extra Active Vehicles** field. Enter the desired number of additional active vehicles allowed per account (this is in addition to the default, of 1 vehicle) to match the total registered vehicles allowed, or set a higher value if lot capacity is not

restricted. Click the **Save** button to apply the changes.

> The **Extra Active Vehicles** field represents how many *additional* active vehicles a user may have on their profile, beyond their first required active vehicle. To view that wiki article on limiting active vehicles, click here!

User Side Setup

Log into the user portal and register all vehicles under the user profile. Instructions can be found on the *User Experience page*.

Using this Feature

Standard Permits and Vehicle Validity

Standard term permits are account-based rather than plate-specific. When a user holds an active standard permit, the permit covers the user profile and its associated vehicles.

Administrators can handle multi-vehicle accounts under standard permits in two ways:

- **Default Profile Behavior**: When an enforcement officer scans a plate that is linked to a profile with an active standard permit but is not marked as the primary active vehicle, the system alerts the officer that the profile holds a valid permit.
- **Multi-Active Vehicle Allowance**: By increasing the **Max Active Vehicles** limit for a user type, administrators allow users to maintain multiple active vehicles simultaneously. Every vehicle registered on the

account will scan as active without requiring the user to switch active plates in the portal.

> Standard permits apply to the user account level. If space and lot capacity are not concerns, increasing the allowed active vehicles per user type ensures that any vehicle registered on an account will scan as valid for enforcement personnel.

Temporary Permits and Vehicle Validity

Temporary permits are strictly plate-specific and cannot be shared across multiple vehicles on an account.

Key characteristics of temporary permit vehicle assignments include:

- **Single Plate Binding**: A temporary permit applies exclusively to the specific license plate selected during the purchase process.
- **No Account-Level Coverage**: Scanning a secondary vehicle on the same user account will not display temporary permit validity unless a separate temporary permit was purchased for that specific plate.

> Temporary permits are bound strictly to a single vehicle plate. If a user drives a secondary vehicle, a separate temporary permit must be issued for that license plate.

Best Practices and Considerations

- **Increase the Max Active Vehicles setting for user types if lot capacity is not a concern** so that users with multiple vehicles do not need to manually toggle their active vehicle in the portal.
- **Evaluate potential permit misuse before enabling high active vehicle limits** if your organization has limited parking space or wants to prevent users from parking multiple vehicles simultaneously on a single permit.
- **Ensure users register all potential vehicles in the portal prior to parking** so enforcement officers can match scanned plates back to the valid account permit.