Troubles & Violations Reports

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Violations by Location/Officer Report

> The Violations by Location and Officer Report allows administrators to analyze enforcement activities by summarizing ticket data based on specific parking zones and the ticketing officers. Its primary purpose is to help management track citation volume, evaluate officer performance across different areas, and optimize patrol deployment over a selected date range. This article is intended for OPS-COM administrators.

Setup and Configuration

This report is a standard feature within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and violations management permissions assigned to their user role to access this page. Ensure that your parking lots and field staff user profiles are accurately configured within the system so their activity is properly captured and categorized in the final report.

Using this Feature

Administrators can use this tool to filter violation data by specific timeframes and toggle between issuance dates and payment dates to review enforcement coverage.

Generating the Report

1. Hover over **Violations**, hover over **Reports**, and click **Report by Location / Officer**.
2. Enter the desired date parameters into the provided search fields to define the reporting period.

3. Select whether the date range applies to the violations **Issued date** or the violations **Paid date**.
4. Click the **Display Summary** button to generate the report at the bottom of the screen.

Key Information Displayed

Once generated, the report categorizes the data to help administrators visualize enforcement activity:

- **Location Stats:** The total number of violations issued within specific parking lots or designated enforcement zones.
- **Officer Stats:** The total number of violations issued by specific enforcement officers within those designated locations.

Available Actions and Buttons

- **Display Summary:** Click this button to execute your query based on the selected date range and display the results on the screen.

> When filtering your search, selecting the **Paid date** option will automatically exclude all unpaid violations from the generated report. If you are attempting to audit an officer's daily patrol productivity, it is highly recommended to search by **Issued date**.

Best Practices and Considerations

- **Keep date ranges concise: When selecting your date parameters, keep the range concise (e.g., monthly or quarterly).** This helps identify specific seasonal or operational trends accurately and ensures the report generates quickly without overloading the system.

- **Conduct performance reviews: Use this report during performance reviews to discuss enforcement coverage with officers.** It provides concrete data on where individual staff members are spending their time and issuing citations.
- **Optimize resource allocation: Analyze location data regularly to determine if specific parking zones require more or less enforcement frequency.** A consistently high violation volume in a particular lot may indicate the need to assign dedicated patrol units to that area.

Paid Violations Summary by Type Report

> The Paid Violations Summary by Type Report provides a consolidated financial overview of all paid parking citations, categorized by the specific payment method used. Its primary purpose is to help administrators audit revenue streams, track collection trends, and reconcile violation payments over a defined date range. This article is intended for OPS-COM administrators.

Setup and Configuration

This report is a standard system feature within the violations module and requires no specialized setup to generate. However, administrators must have the appropriate reporting and financial viewing permissions assigned to their user role to access this page. Ensure that your system's payment types (e.g., cash, credit card, payroll deduction) are accurately configured to guarantee reliable categorization in the final report.

Using this Feature

Administrators can use this tool to quickly review violation revenue broken down by payment method for a specific time period.

Generating the Report

1. Hover over **Violations** and click **Reports** then **Paid Summary By Type**.
2. Select the desired timeframe by entering your date parameters into the provided search fields.

3. Click the **Display Summary** button to execute the query and generate the report at the bottom of the screen.

Key Information Displayed

Once generated, the on-screen report displays a summary table containing:

- **Payment Type:** The specific method used by the violator to settle the citation (e.g., online credit card, cash, check).
- **Totals:** The cumulative financial revenue collected and the total number of violations processed for each respective payment type during the selected timeframe.

Available Actions and Buttons

- **Display Summary:** Click this button to run the report based on your selected date parameters and display the results on the screen.

Best Practices and Considerations

- **Reconcile finances regularly: Organizations should run this report at the end of each billing cycle to reconcile violation revenue against their primary accounting software or bank deposits.**
- **Understand the reporting date: Keep in mind that this report pulls data based on the date the violation was paid, not the date the violation was issued.** This is critical for accurate financial tracking, as a ticket issued in October but paid in November will correctly appear on the report run for November.

Violations by Officer Report

> The Violations by Officer Report allows administrators to generate a detailed list of citations issued by specific patrol staff within a defined timeframe. Its primary purpose is to help management audit individual officer performance, review ticket categories, and track specific violation details like warnings or spoiled tickets. This article is intended for OPS-COM administrators.

Setup and Configuration

This report is a standard feature within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and violations management permissions assigned to their user role to access this page. Ensure that your field staff are accurately configured as ticket writers within their user profiles so their activity is properly captured in the report.

Using this Feature

Administrators can use this tool to filter violation issuance data by specific personnel, date ranges, and ticket statuses, and then export the results for performance reviews or external audits.

Generating the Report

1. Hover over **Violations** and click **Reports** then **Report by Officers**.
2. Select the desired officer from the **Ticket Writer** drop-down menu, or choose to list all violations grouped by officer.

3. Select a specific spoiled state from the **Spoiled** drop-down menu, if applicable.
4. Select a specific citation type from the **Ticket Category** drop-down menu (e.g., Private Property).
5. Enable the **Include Archived Categories** checkbox to apply this filter to your search.
6. Select the appropriate option from the **Warnings** drop-down menu to hide, include, or strictly show warning tickets.
7. Enable the **Show Only Due** checkbox if you only want to see unpaid, active violations.
8. Select either Due Date or Issued Date from the **Date Search By** drop-down menu.
9. Set the reporting date range using the **Start Date** and **Up To and Including** calendar fields.
10. Click the **Search** button to view the report onscreen.

> Selecting to search by Issued Date rather than Due Date is generally recommended when strictly auditing an officer's daily patrol productivity, as ticket due dates can fluctuate significantly based on appeal statuses and grace periods.

Key Information Displayed

The generated onscreen report displays a data table listing each ticket that matches your search criteria. It includes critical details such as the violation number, license plate, user description, fine amount, appeal status, and issued date.

Available Actions and Buttons

- **Violation Number:** Click the hyperlinked ticket number within the report table to open a detailed view of that specific violation.
- **Camera Icon:** Click the camera icon associated with a violation to view any evidentiary pictures attached to the ticket by the issuing officer.
- **Search:** Click this button to execute your query and display the results at the bottom of the screen.
- **Export:** Click the **Export** button to download the onscreen report data as a .CSV file, allowing you to manipulate and format the data in Excel.

Best Practices and Considerations

- **Audit spoiled tickets regularly: Management should routinely run this report filtered by the Spoiled state.** This helps identify officers who may be frequently voiding tickets or making entry errors, which could indicate a need for additional system training.
- **Preserve historical productivity data: Always use the Export button to save historical enforcement data for performance reviews.** Saving these files externally ensures you maintain accurate records for personnel files or legal auditing purposes, even if an officer's system profile is later modified or deactivated.

Summary Report by Officer

> The Summary Report by Officer provides administrators with a high-level overview of parking violations issued by specific ticket writers within a defined date range. Its primary purpose is to help management track officer productivity, monitor enforcement trends, and audit ticket issuance volume across the patrol team. This article is intended for OPS-COM administrators.

Setup and Configuration

This report is a standard feature within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and violations management permissions assigned to their user role to access this page. Ensure that your field staff are accurately configured as ticket writers within their user profiles to guarantee their activity is properly categorized in the final report.

Using this Feature

Administrators can use this tool to filter violation issuance data by specific personnel and export the results for performance reviews or team audits.

Accessing and Generating the Report

1. Hover over **Violations**, hover over **Reports**, and click **Summary Report By Officer** from the drop-down menu.
2. Select the desired **Ticket Writer** from the drop-down menu on the Violation Summary by Officer screen. You can search for an individual officer, or select one of the full list options: **Summary Only** (for a

cumulative total) or **By Officer** (to group the data by individual staff members).

3. Enter the desired date parameters for the search.
4. Click the **Display Summary** button to generate the report at the bottom of the screen.

Key Information Displayed

- **Ticket Writer:** The name of the enforcement staff member who issued the violations, or a consolidated summary depending on the dropdown selection.
- **Issuance Totals:** The data table will display the total number of violations recorded by the selected user(s) during the defined date range.

Available Actions and Buttons

- **Display Summary:** Click this button to execute the query and view the results on the screen based on your criteria.
- **Export:** Click this button to download the generated report as an Excel spreadsheet for external formatting, analysis, and record-keeping.

Best Practices and Considerations

- **Monitor team performance: Organizations should use the By Officer group setting on a monthly basis to compare enforcement productivity across the entire team.** This helps management quickly identify highly active officers and those who may require additional deployment guidance.

- **Leverage exports for reporting: Always use the Export button to save historical productivity data.** Because this report is frequently used for staff performance reviews, having an archived Excel spreadsheet ensures you retain an accurate record of activity if an officer's system profile is later modified or deactivated.

Violations by Pay Type by Month Report

> The Violations by Pay Type by Month Report allows administrators to generate a financial summary of parking violations paid during a specific month, categorized by the payment method used. Its primary purpose is to assist with financial reconciliation and help staff track how users are settling their citations. This article is intended for OPS-COM administrators.

Setup and Configuration

This report is a standard feature within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and financial viewing permissions assigned to their user role to access this page. Ensure that your system's payment gateways and manual payment types are accurately configured to guarantee reliable categorization in the final report.

Using this Feature

Administrators can use this report to quickly review monthly violation revenue broken down by specific payment methods (such as cash, credit card, or check) and export the data for external auditing.

Accessing the Report

1. Hover over **Violations** and click **Reports** then **List By Type By Month**.
2. Select the specific month and year you wish to report on from the drop-down menu.

3. Click the **Retrieve** button to generate the report data on the screen.

Key Information Displayed

The resulting on-screen report displays a summary table containing:

- **Payment Type:** The specific method used by the violator to settle the citation (e.g., online credit card, cash, check).
- **Totals:** The total number of violations processed and the cumulative financial revenue collected for each respective payment type during the selected month.

Available Actions and Buttons

- **Retrieve:** Click this button to execute the query for your selected month.
- **Export:** Click the Excel icon to download the generated report as a spreadsheet for offline formatting and analysis.

Best Practices and Considerations

- **Reconcile finances monthly: Organizations should run this report at the end of each billing cycle to reconcile violation revenue against their primary accounting software or bank deposits.**
- **Understand the reporting date: Keep in mind that this report pulls data based on the date the violation was paid, not the date the violation was issued.** This is critical for accurate financial tracking, as a ticket issued in October but paid in November will correctly appear on the November report.

List Overdue Report

> The List Overdue Report allows administrators to identify and track unpaid parking violations within a specific date range. Its primary purpose is to assist in the collection of outstanding fines by providing quick access to offender details and built-in bulk email capabilities. This article is intended for OPS-COM administrators.

Setup and Configuration

This feature is a standard reporting tool within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and violations management permissions assigned to their user role to access this page.

To fully utilize the integrated emailing functions, ensure that your user profiles mandate valid email addresses during registration.

Using this Feature

Administrators can use this tool to search for overdue records, directly contact offenders, and export financial data for reconciliation.

Accessing and Generating the Report

1. Hover over **Violations** and click **Reports** then **List Overdue**.
2. Enter your desired date range into the search criteria fields on the Overdue Violation Payments screen.
3. Click the **List Overdue Records** button to generate the report at the bottom of the screen.

Key Information Displayed

Once generated, the report provides a detailed table containing the following data points:

- **Violation Number:** The unique, system-generated identifier for the ticket.
- **Details:** Specific information regarding the nature and location of the offense.
- **Amount:** The outstanding financial balance owed for the violation.
- **Offender Details:** Identifying information for the user or vehicle associated with the overdue ticket.

Available Actions and Buttons

- **User Email Address:** Click an individual user's hyperlinked email address within the report table to send a direct message regarding their specific overdue violation.
- **Email Listed Users:** Click this button at the bottom of the report to automatically send a mass email to all users currently displayed in your search results.
- **Generate Excel Report:** Click this button to create and download an Excel document containing the on-screen data.

> When you click an individual user's email address, the system will open your default email client (e.g., Outlook, Gmail) to compose the message, allowing you to manually tailor the communication to that specific offender.

Best Practices and Considerations

- **Verify search results before bulk emailing: Organizations should establish a clear business rule regarding mass communications.** Before clicking the **Email Listed Users** button, carefully review your date range and search results to ensure you are not accidentally contacting users whose violations are actively in the appeals process or pending manual payment clearance.
- **Utilize exports for external collections: Use the Generate Excel Report function to export data when working with external collections agencies or performing financial audits.** This provides a clean, easily manipulated spreadsheet of all outstanding debts for the selected timeframe.

Towed Vehicles Report

> The Towed Vehicles Report allows administrators to generate a detailed list of all parking violations that resulted in a vehicle being towed within a specific date range. Its primary purpose is to help management track towing activities, review associated fees, and audit enforcement locations where tows frequently occur. This article is intended for OPS-COM administrators.

Setup and Configuration

This report is a standard feature within the violations module and requires no specialized system setup to run. However, administrators must have the appropriate reporting and violations management permissions assigned to their user role to access this page. Ensure that your field staff are trained to properly enable the vehicle towed flag when issuing citations so the data accurately populates in this report.

Using this Feature

Administrators can use this tool to filter violation data to isolate towing incidents, view specific citation details, and export the results for external reconciliation.

Accessing and Generating the Report

1. Hover over **Violations** and click **Reports** then **Towed Vehicles**.
2. Set the desired reporting timeframe using the **Start Date** and **End Date** calendar fields.

3. Select a specific lot or area from the **Offense Location** drop-down menu, or choose All Locations to run a system-wide search.
4. Choose the appropriate option from the **Warnings** drop-down menu to hide, include, or strictly show warning tickets that resulted in a tow.
5. Select a specific status from the **Spoiled** drop-down menu to include or exclude nullified records from your search.
6. Select a specific status from the **Appeal State** drop-down menu to filter the report based on whether the ticket is pending, upheld, or canceled.
7. Click the **Search** button to view the report results at the bottom of the screen.

> This report exclusively filters and displays violations where the vehicle towed flag was explicitly set by the issuing officer. Tickets without this flag enabled will not appear in these search results, even if a physical tow occurred.

Key Information Displayed

Once generated, the report displays a data table containing the following details for each towed vehicle:

- **Ticket Number:** The unique system identifier for the citation. Click the ticket number to open and view the full violation details.
- **Issued Date/Time:** The exact timestamp the violation was recorded by the officer.
- **Towing Charge:** The specific financial fee associated with the tow.

- **Offense Location:** The parking zone or lot where the vehicle was towed from.
- **Plate Number:** The license plate of the towed vehicle.
- **State/Province:** The registered region or jurisdiction of the vehicle.
- **Drivers:** The name of the user associated with the vehicle plate, provided an active account exists in the system.

Available Actions and Buttons

- **Copy:** Click this button to copy the raw table data directly to your computer's clipboard.
- **CSV:** Click this button to download the results as a comma-separated values file.
- **Excel:** Click this button to download the results as a formatted Excel spreadsheet for offline analysis.
- **Print:** Click this button to open a clean, printer-friendly version of the generated report.

Best Practices and Considerations

- **Reconcile towing invoices: Organizations should regularly export this report to Excel to reconcile external towing company invoices against the towing charges recorded in the system.** This ensures financial accuracy and helps identify any undocumented tows.
- **Audit field enforcement: Use the Offense Location data to identify high-frequency towing zones.** If specific lots consistently generate a large volume of tows, management may need to evaluate

the clarity of signage in those areas or adjust patrol routes.

PDF Report Generation Issues

> The PDF Report Generation troubleshooting guide provides instruction on identifying and resolving common problems related to generating and downloading PDF documents, including system reports, incidents, emails, and notices. Its primary purpose is to help staff resolve broken downloads, unopenable files, and malformed text layouts to maintain consistent document exports. This article is intended for OPS-COM administrators.

Setup and Configuration

There are no specific system configurations required to enable PDF generation. However, administrators should understand that many download-related issues are tied directly to the web browser being used.

Chromium-based browsers (such as Google Chrome, Microsoft Edge, Brave, and Opera) handle security verifications during file transfers differently than non-Chromium browsers (such as Mozilla Firefox or Safari). A failed security verification that occurs after a download starts, but before it completes, can result in a file that appears finished but remains blank or unopenable.

Using this Feature

Administrators may occasionally encounter issues when the system generates PDF files for incidents, emails, printable hangtags, or notice letters. If you encounter a malformed or failed PDF, follow these steps to resolve the issue:

1. Click the **Download** or **Generate** button again to retry the request, as a second attempt will often successfully pass the browser's security verification.
2. Open the system in a non-Chromium browser, such as Mozilla Firefox, if the issue persists across multiple different files.
3. Review the source text formatting in the **Email Template** or **Incident Description** fields, as complex formatting pasted from external word processors can sometimes interfere with the PDF generator's layout.
4. Remove any hidden HTML or unusual characters from the text input field and click the **Save** button before re-attempting the export.

> Switching browsers is typically not required for everyday use. If the downloading issue is infrequent, it is likely a temporary communication glitch between your current browser and the server.

Best Practices and Considerations

- **Keep software updated: Regularly update your browser to the latest version** to ensure the highest compatibility with PDF generation engines.
- **Verify document layouts: Test new templates by generating a sample PDF immediately** after creating a new notice letter or email template to ensure the layout appears exactly as intended.
- **Clear hidden formatting: Seek technical support if text remains shifted or malformed after clearing your formatting**, as this may indicate a need for a generator adjustment on the server side.

If you continue to experience downloading issues after trying a secondary browser and clearing your text fields of hidden HTML, please reach out to the ***OPSCOM Support*** team for further investigation.