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 OperationsCommander (OPSCOM) 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 one or more officers from the **Ticket Writer** list (grouped by **Active** and **Deactivated Accounts**), or choose a summary option:
   - **List All Violations - Summary Only** (for a cumulative total)
   - **List All Violations - Grouped by Officer** (to break down data by individual staff members)
3. Select your preferred date type under **Date Type**: **Due Date**, **Issued Date**, or **Infraction Date**.
4. Set the reporting date range using the **Start Date** and **Up To and Including** calendar fields.
5. 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 a .CSV file 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.

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