

DNTT - Do Not Ticket or Tow

This article describes the Do Not Ticket or Tow (DNTT) feature, which allows administrators to apply a temporary condition on a vehicle to prevent ticketing or towing. This is used to grant parking exceptions for specific time frames, such as for VIPs, special events, or temporary service vehicles. This guide is intended for OPSCOM administrators.

Using this Feature

The DNTT feature is enabled by default. However, to access the **Vehicle DNTT Report**, an administrator's user role must have the **Manage Vehicle** permission enabled. No other special configuration is required. The DNTT workflow includes applying the flag from a user's profile, managing it, and reviewing its usage through reports and handheld devices.

Applying a DNTT Flag to a Vehicle

1. Go to **User Management**, then **User Search**.
2. Once on the user's profile page, click the **Vehicles** tab.
3. Locate the specific vehicle in the list and click the **Add DNTT** button.
4. In the pop-up window, configure the DNTT details:
 - **From Date / To Date**: Set the exact start and end date/time for the parking exception.
 - **Location** (Optional): Specify a particular lot or area where the exception is valid. If left blank, the DNTT applies to all locations.

- **Note** (Required): Enter a clear and concise reason for the DNTT.

This note will be visible to enforcement officers.

5. Click **Save Changes**.

Editing or Deleting an Active DNTT

1. Return to the **Vehicles** tab on the user's profile.
2. Click the **Edit DNTT** button for the vehicle with the active flag.
3. From here, you can either click **Modify** to update the details or **Delete** to remove the DNTT exception entirely.

Viewing DNTT Status on Handheld Units

Enforcement officers can easily see active DNTT flags in the field.

1. On the OPSCOM App, tap **Search Vehicles**.
2. Enter the license plate to perform a search.
3. In the vehicle results list, any vehicle with an active DNTT will be clearly indicated. **Tap** the vehicle record to view the details, including the expiry time and the administrator's note.

Using the Vehicle DNTT Report

This report provides a searchable history of all DNTT flags issued.

1. Go to **User Management**, then **Vehicles**, and click **Vehicle DNTT Report**.
2. Enter a **Date Range** to find DNTTs that were active during that period.
3. Optionally, you can filter by **Number of Instances** to find vehicles with a history of multiple DNTT records.

4. Click **Search**. The report will display the **Username**, **Plate**, and the number of **Instances**, all of which are clickable for more details.

Keep in mind: The **Note field is required** and is the most critical piece of information for enforcement officers. Always write a clear, concise note explaining why the DNTT was issued (e.g., "Guest of Dean for event in building A until 4 PM").

Best Practices & Considerations

- **Set the DNTT time frame to be as specific as possible.** Avoid creating open-ended or excessively long exceptions. This practice maintains the integrity of your parking enforcement program.
- **Use the optional Location field** to add clarity if a parking exception is only valid in a specific lot or area. This helps prevent confusion for both the vehicle owner and the enforcement officer.
- **Regularly use the Vehicle DNTT Report to audit** active and past exceptions. This helps ensure the feature is being used correctly and provides a clear history of all granted exceptions.