Search by Plate

> The Search by Plate feature is a powerful tool for locating vehicles within the system. Its primary purpose is to allow administrators to quickly identify a vehicle's owner, review its permit and violation history, and perform related actions directly from a single centralized interface. This article is intended for OPS-COM administrators and enforcement personnel.

Setup and Configuration

This feature is a standard part of the vehicle management module and does not require any special configuration to function.

Admin Side: Administrators do not need to configure any system settings. The search results are automatically drawn from existing user, vehicle, permit, and violation data already present within the system.

Using this Feature

Administrators and enforcement personnel can use the following instructions to perform targeted vehicle searches and interact with the resulting data.

Performing a Vehicle Search

1. Hover over **User Management**, hover over **Vehicles**, and click **Search by Plate**.
2. Enter your criteria into one or more of the standard search fields:

- **Plate**: Enter the full or partial license plate number.
- **Make**: Enter the manufacturer of the vehicle (e.g., Honda, Ford).
- **Type**: Enter the body style of the vehicle (e.g., Sedan, SUV).
- **Colour**: Enter the primary color of the vehicle.

3. Enable the **Fuzzy Search** checkbox if you are using a partial plate number to broaden the results.
4. Enable the **Electric Vehicle** checkbox to filter results specifically for electric vehicles.
5. Select a **Date Range** to filter for LPR events or pay station permits within a specific timeframe. Leave this field completely blank to search the vehicle's entire historical record.
6. Click the **Search** button to execute the query.

Interpreting Search Results and Available Actions

The search results will dynamically appear in a list below the search form. Each row provides specific information and quick-access icons for a vehicle record.

- **History Icon**: Click to view the vehicle's complete history, including LPR scans and past permit associations.
- **User Profile Icon**: Click to navigate directly to the owner's user profile page.
- **Vehicle Details Icon**: Click to view detailed information about the vehicle itself, such as the specific make, model, and year.
- **Username**: Click the linked username of the vehicle's registered owner to navigate directly to their profile.

- **Email Icon**: Click to open a new email composition window addressed to the vehicle owner.
- **Violations Count**: Click the displayed number indicating how many violations are associated with this vehicle to view the specific list of violations.
- **Incidents Count**: Click the displayed number indicating how many incidents are associated with this vehicle to view the specific list of incidents.
- **Add Violation Icon**: Click to immediately open the violation issuance screen for this specific vehicle.
- **Pay Station Status**: Review this column to view information about temporary permits purchased from a pay station for this license plate.

> Be extremely cautious when using the **Add Violation Icon**. Always ensure you have identified the correct vehicle and associated user from the results list before issuing a new ticket to prevent enforcement errors.

> A single license plate may appear in multiple rows if it is registered to different users (e.g., family members sharing a car) or has a separate pay station history not formally linked to a registered user account. Review all results carefully to ensure you are acting on the correct record.

Best Practices and Considerations

- **Utilize fuzzy search for partial plates: Use Fuzzy Search if you are unsure of the full plate number or its exact sequence.** Enabling this option will perform a broader search and significantly

improve your chances of finding the target vehicle.

- **Filter strategically by date: Use the Date Range filter primarily when investigating recent LPR sightings or temporary pay station activity.** For a comprehensive overview of a vehicle's permits and violations, ensure the date range fields are left completely blank.

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