

OperationsCommander - <https://opscom.wiki>

## Search Incidents

The **Search Incidents** feature allows OPS-COM administrators to locate and review recorded security and parking incidents within the system.

Administrators can look up detailed files using specific parameters across three distinct search modules: incidents, people, and vehicles. This utility is essential for tracking ongoing investigations, updating case statuses, and managing officer task assignments.

## Setup and Configuration

While the search module is ready for use out of the box, administrators must configure underlying data models to maximize its effectiveness.

- ***Incident Categories and Locations:*** Ensure that operational locations and compliance classifications are pre-populated. Setup and management instructions can be found on the *Incident Configuration* page.
- ***Admin Access Permissions:*** To view or modify search results, administrative accounts must possess the required security clear level toggled within their *User Profile*.

## Using this Feature

Administrators interact with three tailored search tabs on this screen. Each tab queries a distinct data subset within the incident management database.

## Accessing the Search Screen

1. Hover over the **Incidents** icon and select **Search Incidents**.
2. Identify the appropriate search section on the **Search Incidents** screen: **Incident Search**, **People Search**, or **Vehicle Search**.
3. Fill in the desired parameters within that chosen module.
4. Click the **Search** button at the bottom of that specific section to execute the query.

## Incident Search Criteria

The **Incident Search** module filters files based on system metadata, investigative context, and operational timelines.

- **Occurrence #** - A unique ID number designated to the incident automatically upon creation.
- **Police Occurrence #** - A reference number assigned by partner police forces for cross-agency tracking.
- **Reported by (Officer)** - A drop-down menu used to narrow searches to incidents filed by specific personnel.
- **Reported Dates** - Calendar fields to look up the exact date an incident was officially logged.
- **Status** - A drop-down menu to filter records that are currently **Open**, **Closed**, or marked as **Close Requested**.
- **Summary** - A text field to scan short descriptions written during intake.
- **Between Dates** - A date range filter capturing when the physical event occurred.
- **Location** and **Sub-Location** - Drop-down menus to isolate events by campus quadrants, properties, or specific parking lots.

- **Room Number** – An alphanumeric field to pinpoint incidents inside specific building interiors.
- **Category** – A drop-down menu classifying the general nature of the incident.
- **Sub Category** – A contextual drop-down menu that changes dynamically based on the selection made in the general **Category** field.
- **PON/Summons Issued** – A drop-down selection to filter based on whether a Provincial Offence Notice or legal summons was distributed.
- **Arrest/Apprehension Made** – A drop-down selection isolating cases where security or police took individuals into custody.
- **Violence Involved** – A selection filter to flag or exclude files involving physical altercations.
- **Weapons Involved** – A selection filter to locate files involving hazardous instruments.
- **Text** – A keyword index search that checks both the comprehensive narrative text and the custom location descriptions simultaneously.
- **Last Updated Between Dates** – A date range filter tracking historical modifications or administrative edits.
- **Has Been Read** – A filter with **Yes**, **No**, or **Either** parameters to separate newly submitted reports from audited ones.
- **Case Manager** – A drop-down menu to filter files assigned to specific administrative supervisors.
- **Primary Investigator** – A drop-down menu isolating files assigned to the lead field officer.
- **Task Assignments** – A drop-down menu sorting records by specific backup or support personnel tasked with secondary actions.

- **Requires a Checklist** – A selection filter checking if the incident layout demands a compliance checklist.
- **Include Checklist Details** – A checkbox that, when enabled, appends the detailed line-item checklist outcomes directly into the visual search results table.

## People Search Criteria

This module isolates incident records based on the profile data of involved subjects, including complainants, witnesses, or suspects.

Administrators can search using standard identity fields, including first name, last name, phone number, employee or student ID number, or driver's license details.

Note: A dynamic information banner automatically generates at the top of the search results to summarize user profile metrics under strict conditions:

- The search parameters include at least one complete identifier (e.g., full first and last name, exact phone number, or government ID).
- The database returns exactly one distinct user profile matching the criteria.
- The input data matches the profile field exactly.

This banner will not display if the query results in multiple partial matches or returns multiple distinct individuals.

## Vehicle Search Criteria

This module locates incident files linked to specific automotive property. Administrators can track down records by entering descriptive vehicle parameters, such as license plate states, makes, models, colors, or permit identifiers associated with the vehicle at the time of the event.

## Best Practices and Considerations

- **Establish keyword naming conventions.** Organizations should develop strict internal business rules for entering summaries and text narratives. Consistent terminology improves the accuracy of the **Text** search filter over multi-year lookups.
- **Combine parameters cautiously.** Combining highly specific criteria—such as a precise **Room Number** alongside a narrow **Between Dates** window—can over-filter results. If a known incident is missing, strip away secondary filters and search using the **Occurrence #** alone.
- **Audit unread files regularly.** Utilize the **Has Been Read** drop-down menu set to **No** as a weekly operational check to ensure all newly logged field incidents are triaged in a timely manner.

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