

## ActivityTracker.net

# A Real-Time Solution for Enforcement of Parking and Towing Policies

#### Introduction

**ActivityTracker.net** is an Internet program for Associations, Property Managers and Security Patrols to facilitate the enforcement of parking and towing policies. This program was developed specifically for use by Owners Associations to address these enforcement challenges:

- The Association enforces its own parking and towing policies
- Citations and guests are tracked daily to determine a vehicle's tow eligibility
- Paperwork for tracking becomes overwhelming
- The Association bears the expense of wrongful tows
- Towing mistakes create ill will
- Breakdowns in the tracking system result in reduced enforcement
- Reduced enforcement frustrates owners who make the effort to comply
- Documentation for dispute resolution is not readily available

**ActivityTracker.net** is software that runs from any standard Internet browser and offers these rich features:

- A centralized web server maintains a complete database of registered vehicles and related activities.
- Residents and Managers have instant access to register guests or check on a vehicle's tow status
- Board Members and Managers can download comprehensive activity reports, vehicle tow and guest lists
- Policies are adaptable to site-specific CC&Rs
- Mobile PC screens enable on-site personnel to check tow-eligibility or input citations in real-time
- Photographs can be attached to activity reports as valuable supporting documentation

The following sections offer quick-start tutorials for using the site in each of two identities:

- Logged in as an authenticated user (e.g. Property Manager, Board Member or Enforcement Patrol)
- An anonymous user (e.g. Owner or Resident)

#### **Administrators Tutorial**



Administrators can access the demonstration site with the following login information:

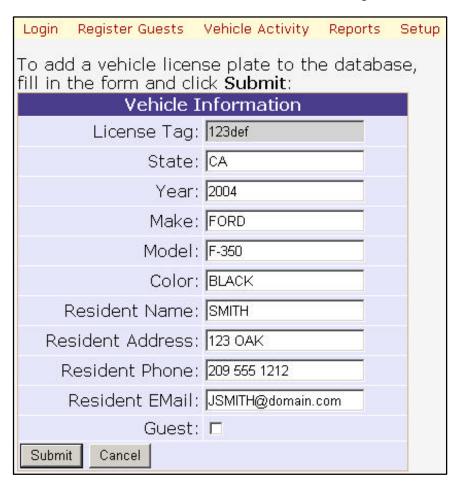
User Name: **administrator** Password: **password** 



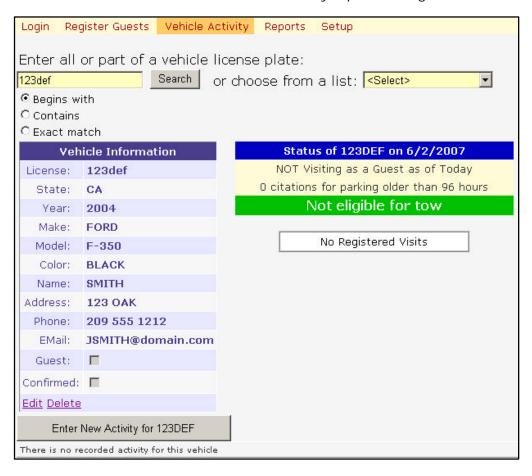
Enter a vehicle license number and click the **Search** button. If the vehicle is not found in the database, the following screen appears:



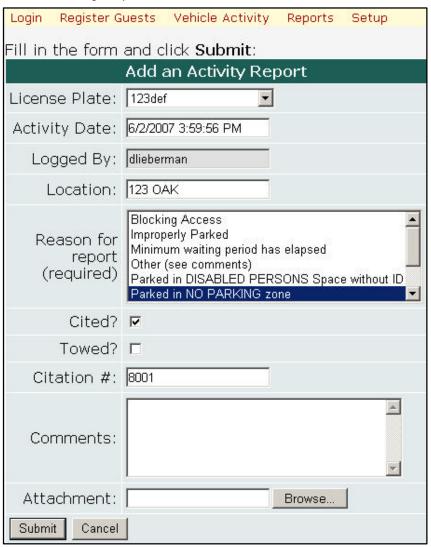
Click the Add Vehicle button and submit the following form:



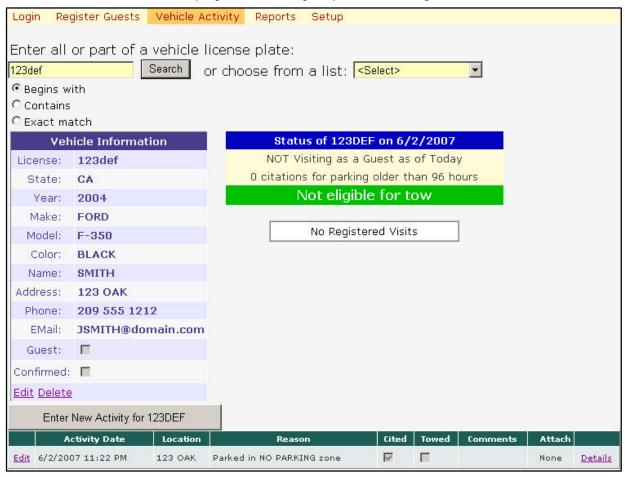
A status screen confirms that the vehicle has been added to the database. Note that since this is a new vehicle, there are no activity reports or registered visits.



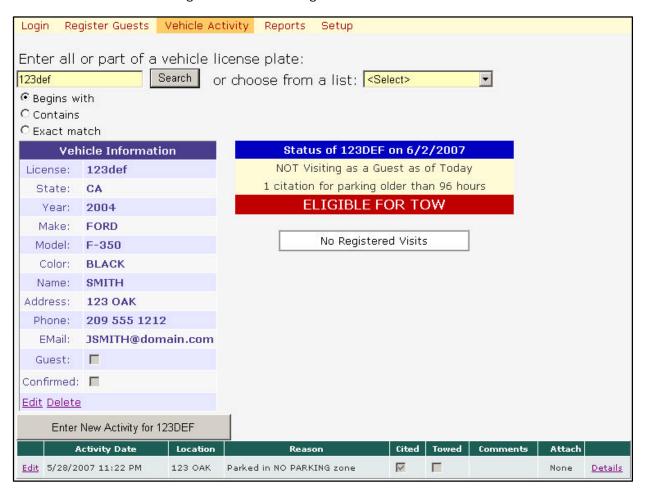
### Add an Activity Report:



The vehicle status screen displays the Activity Report that was just added.



If the citation is more than 96 hours old, the vehicle becomes eligible for tow and the vehicle status screen changes to the following:



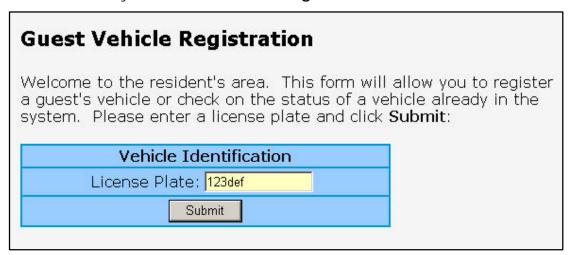
#### Other Things to Try as Administrator

- View a list of vehicles eligible for tow (Report link on menu bar)
- View the guest list (Report link on menu bar)
- Add a reason to the list of reason codes (Setup link on menu bar)
- Add a user account (Setup link on menu bar)
- Log in and browse the Mobile PC pages (link is available on the Login page)

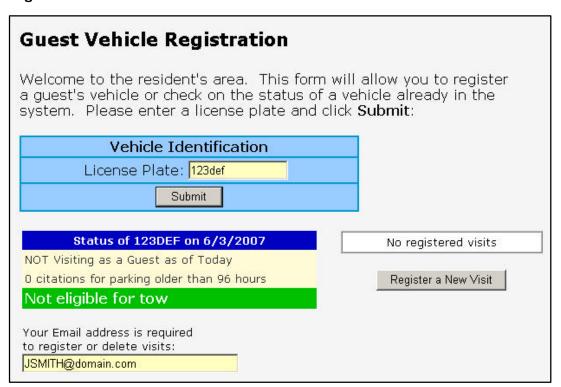
#### Residents (Anonymous) Tutorial



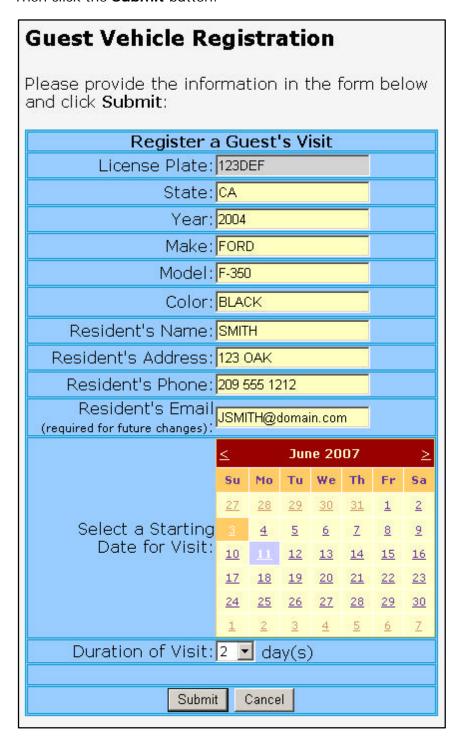
Residents and owners can register vehicles and guests on the **ActivityTracker** site without the need to log in. Users that access a site without logging in are sometimes referred to as *anonymous* users. Click the **Register Guests** link as follows:



Since the license plate used in the snapshot above was found in the database (see Administrators Tutorial), the current status of the vehicle is retrieved. To register a guest visit for this license plate, confirm the email address on file and click the **Register a New Visit** button:



Choose the starting date of the anticipated visit and the length of the visit in days. Then click the **Submit** button:



The status of the vehicle is updated to reflect the upcoming visit. While the visit is in progress, the vehicle license plate number will appear on the administrator's Guest list and will <u>not</u> be eligible for tow:

