



# ActivityTracker.net

## Administrator's Reference

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## General Framework

**ActivityTracker** is an Internet-based program that promotes enforcement of parking and towing policies for private communities such as Homeowners Associations. Typically, local law enforcement agencies will enforce criminal or city code violations but fall short of enforcing the specific rules and regulations of a private community.

To successfully enforce parking and towing policies in a private community, the following areas must be addressed:

- ✓ Publish and distribute a clear statement of the community's rules and regulations
- ✓ Establish communication channels for members to achieve compliance
- ✓ Maintain databases to track vehicles, citations and eligibility for tow
- ✓ Generate up-to-date reports for security, property management or parking committees

It is up to the Association's Board of Directors to establish a Parking and Towing Policy that is clear, concise and consistent with the CC&Rs (Covenants, Conditions and Restrictions) and Bylaws of the Organization.

## How Does ActivityTracker Help?

Once the Association's Parking and Towing Policies are established, **ActivityTracker** facilitates enforcement of those policies in the following ways:

- **ActivityTracker** will track parking citations issued to vehicles on the property and indicate when those vehicles are eligible for tow
- **ActivityTracker** will allow residents to register their guest's vehicles (if guest parking is allowed)
- The **ActivityTracker** server provides 24/7 Internet access to register guests or check the tow eligibility of an improperly parked vehicle
- Users without Internet access can call the property manager during normal business hours to have their guests registered
- Security patrols (or parking enforcement committee members) can instantly access the **ActivityTracker** database using a mobile PC to determine tow-eligibility
- In lieu of a mobile PC, members of the enforcement committee can print **Tow** and **Guest** lists for reference during walk-throughs of the property.
- Property Managers can generate comprehensive documentation for dispute resolution and/or reporting in monthly board packets.

## The Community Home Page

**ActivityTracker.net** is the host domain that serves Associations subscribing to the **ActivityTracker** program. A **Community Login** area on the main page directs Association members to pages that contain customized content for each community.



**My Community Login**  
 Type in your community's name and click **Go Home!**

*Community Login Screen*

The community home page is the landing point for both administrators and users. Administrators submit their usernames and passwords to access authenticated pages –the pages that enable administrators to manage databases, view reports and change policy settings.



[Login](#) [Register Guests](#)

This area is reserved for administrators.

To register a guest vehicle, it is not necessary to log in. Click here to [Register Guests](#)

**Log In**

User Name:

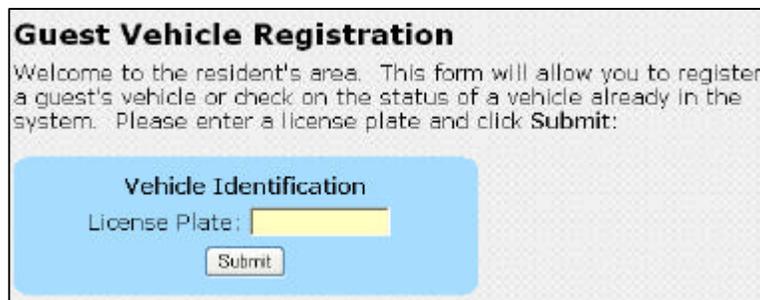
Password:

Remember me next time.

[Forgot your password?](#)  
[Mobile PC Login](#)

*Administrator and User's Login Page*

Anonymous users do not need passwords – they click on the “Register Guests” link (or menu item) to register their guests’ vehicles.



**Guest Vehicle Registration**

Welcome to the resident's area. This form will allow you to register a guest's vehicle or check on the status of a vehicle already in the system. Please enter a license plate and click **Submit**:

**Vehicle Identification**

License Plate:

*Guest Vehicle Registration Page*

### **Publishing Links for Subscribers**

Associations can distribute Internet links (also known as bookmarks or URLs) that direct users to their respective community home pages. Appending the “siteid” querystring parameter to the host domain name forms the link. For example, if the subscriber’s community name is “MyCommunity”, the link to the Association’s community home page is:

<http://www.activitytracker.net?siteid=mycommunity>

As part of the ActivityTracker subscription service, Associations are provided with a sub-domain that also directs users to their community home page. Using the example community name from above, the link to the Association's sub-domain is:

<http://www.activitytracker.net/mycommunity>

Similarly, Associations may publish links that point their anonymous users directly to the "Guest Vehicle Registration" page. As described above, the links can be formed either by appending the "siteid" querystring parameter or using the sub-domain name as follows:

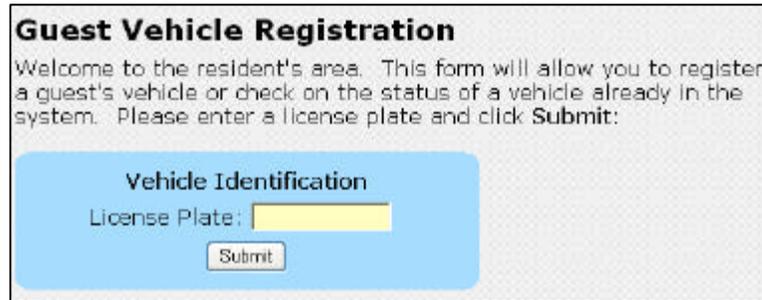
<http://www.activitytracker.net/resident.aspx?siteid=mycommunity>

or

<http://www.activitytracker.net/mycommunity/resident.aspx>

For maximum efficiency, the link using the "siteid" parameter is the preferred choice. The sub-domain version of the link simply redirects the browser to the community's site by generating the querystring version internally. The sub-domain link is easy to remember so it is offered as a convenience.

## Guest Vehicle Registration



**Guest Vehicle Registration**

Welcome to the resident's area. This form will allow you to register a guest's vehicle or check on the status of a vehicle already in the system. Please enter a license plate and click **Submit**:

**Vehicle Identification**

License Plate:

*Guest Vehicle Registration Page*

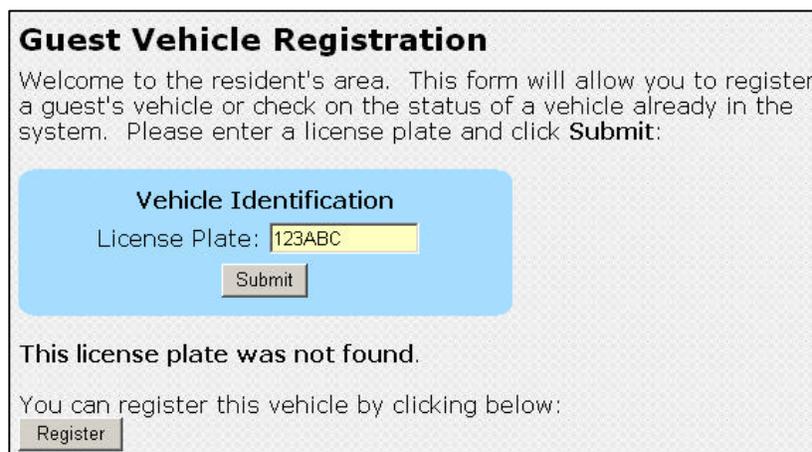
Anonymous users, such as residents, use this screen to register their guest's vehicles. Passwords are not required to access this part of the web site.

Allowing this screen to be accessed anonymously has advantages and disadvantages. The advantage lies in simplicity of use. The user does not have to remember any user names, passwords or special codes to register a vehicle. One of the design goals of **ActivityTracker** is to offer a tool that is actually useful. Usability is enhanced when the requirement for security protocols is kept to a minimum.

The disadvantage of anonymous access is the potential for abuse or denial of service. Without authentication, any user can plug in license plate numbers and potentially fill the database with bogus information. This could conceivably prevent valid license plates from being registered. In practice, this type of abuse is extremely rare. Publication of the links is limited to parties with a vested interest in maintaining compliance.

### Case 1: Vehicle License Plate Not in Database

When a license plate number is submitted in the Guest Vehicle Registration form, the system first checks to see if the license plate is recognized. If not, the following screen appears:



**Guest Vehicle Registration**

Welcome to the resident's area. This form will allow you to register a guest's vehicle or check on the status of a vehicle already in the system. Please enter a license plate and click **Submit**:

**Vehicle Identification**

License Plate:

This license plate was not found.

You can register this vehicle by clicking below:

*License Plate Not Found in Database*

To continue with the registration process, the **Register** button is clicked and the following screen appears (shown in two parts):

**Guest Vehicle Registration**  
Please provide the information in the form below and click **Submit**:

**Register a Guest's Visit**  
 License Plate: 123ABC  
 State:   
 Year:   
 Make:   
 Model:   
 Color:   
 Resident's Name:   
 Resident's Address:   
 Resident's Phone:   
 Resident's Email (required for future changes):

Select a Starting Date for Visit:

December 2007						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Duration of Visit: 1 day(s)

Submit Cancel

*Guest Vehicle Registration Form*

When this form is submitted, a special email is automatically sent to the user's email address. The user must click on the confirmation link that is contained in the body of this email to complete the registration process. A summary of these instructions appears as follows:

**Guest Vehicle Registration**  
 A confirmation email containing a special link was sent to [jsmith@mydomain.com](mailto:jsmith@mydomain.com).

Please open the email and click on the link (or cut and paste the link into a browser).

For security purposes, this confirmation step is required.

If you need further assistance, the property manager can help you with guest registration.

Return

*Registration Confirmation Instructions*

**Case 2: Vehicle License Plate Found In Database**

If the license plate number is recognized, the vehicle's tow status and a summary of its registered visits are displayed:

### Guest Vehicle Registration

Welcome to the resident's area. This form will allow you to register a guest's vehicle or check on the status of a vehicle already in the system. Please enter a license plate and click **Submit**:

**Vehicle Identification**

License Plate:

Status of 123ABC on 12/30/2007
Visit in progress until 12/29/2007
Visited 3 days within last 6 months
<b>Not eligible for tow</b>

Visits cannot be registered or deleted until your Email address is confirmed. Please click on the link in your confirmation Email.

Visit Begins	# Days
12/27/2007	3

Show my history of visits

*Vehicle's tow status and summary of visits*

Note the warning message stating the email address has not been confirmed. The user must click a special link enclosed in their confirmation email that was sent at the time of initial registration. Clicking the **Resend** button will resend a duplicate of the confirmation email to the address on file.

When the resident opens the confirmation email and the link is clicked, a browser window will open and display this message:

Congratulations!

Email address **jsmith@mydomain.com** is now registered for vehicle plate **123ABC**.

For security purposes, this address will be required to register or delete visits.

*Confirmation link successfully submitted to complete vehicle registration*

If the resident does not have the ability to receive a confirmation email, the resident may contact an administrator (such as the property manager) who can update the vehicle's database manually.

Once vehicle registration is confirmed, submitting a vehicle license plate will display the following status screen:

**Guest Vehicle Registration**

Welcome to the resident's area. This form will allow you to register a guest's vehicle or check on the status of a vehicle already in the system. Please enter a license plate and click **Submit**:

**Vehicle Identification**

License Plate:

Status of 123ABC on 12/30/2007		Visit Begins	# Days
Visit in progress until 12/29/2007		12/27/2007	3
<b>Not eligible for tow</b>			

Your Email address is required to register or delete visits:

Show my history of visits

*Vehicle status screen after the registration process has been completed*

Residents can return to this screen to register more visits. The Email address used to complete the vehicle registration process becomes a password to authenticate access for making changes.

**Case 3: Citations Were Found For Vehicle License Plate**

**Guest Vehicle Registration**

Welcome to the resident's area. This form will allow you to register a guest's vehicle or check on the status of a vehicle already in the system. Please enter a license plate and click **Submit**:

**Vehicle Identification**

License Plate:

Status of 123ABC on 12/30/2007		No registered visits
NOT Visiting as a Guest as of Today		<input type="checkbox"/> Show my history of visits
2 citations for parking older than 96 hours		
<b>ELIGIBLE FOR TOW</b>		

Your Email address is required to register or delete visits:

*Example illustrating tow eligibility of a vehicle with citations on record*

When citations are found for a vehicle, **ActivityTracker** evaluates the site's policies to determine if the vehicle meets the conditions for tow and displays a status message accordingly. Site policies are discussed in another section of this document.

## Authenticated Users and Administrators

Authenticated users and administrators have a username and password to log in to **ActivityTracker's** secure pages. Users have permission to edit the vehicle database and view reports but are restricted from changing the site's policies. Administrators have the same privileges as Users but can modify site policies. Typically, user accounts would be issued to members of the parking enforcement committee, security company and property manager. Administrative accounts would be reserved for Association board members.



The screenshot shows a web interface with a navigation bar at the top containing 'Login' (highlighted in orange), 'Register Guests', and 'Log In'. Below the navigation bar, there is a message: 'This area is reserved for administrators. To register a guest vehicle, it is not necessary to log in. Click here to [Register Guests](#)'. Below this message is a 'Log In' form with a title bar 'Log In'. The form contains a 'User Name:' label followed by a text input field, a 'Password:' label followed by a text input field, a checkbox labeled 'Remember me next time.', and a 'Log In' button.

*Login screen for Authenticated Users and Administrators*

## Vehicle Activity

The Vehicle Activity screen appears after a successful login. This screen is used to locate, view or modify information about a vehicle. A menu at the top of the screen provides navigation links to other administrative pages. To locate a vehicle, some or all of the license plate number is entered in the text area and the **Search** button is clicked. Alternatively, a license plate number can be selected from the drop down list:



The screenshot shows a web interface with a navigation bar at the top containing 'Login', 'Register Guests', 'Vehicle Activity' (highlighted in orange), 'Reports', and 'Setup'. On the right side of the navigation bar, it says 'dlieberman is logged in.'. Below the navigation bar, there is a text prompt: 'Enter all or part of a vehicle license plate:'. Below this prompt is a text input field containing '123abc', a 'Search' button, and the text 'or choose from a list:'. To the right of this text is a dropdown menu with '<Select>' and a downward arrow. Below the dropdown menu are three radio button options: 'Begins with' (selected), 'Contains', and 'Exact match'.

*Vehicle Activity Search*

If the search is successful, information about the vehicle, its registered visits and a list of activity reports are summarized. Activity reports document specific incidents such as issuing a citation or towing the vehicle. Digital photos can be attached to an activity report as supporting documentation. **ActivityTracker** uses these reports to check the vehicle's history of citations and determine its tow eligibility.

Vehicle Information		Status of 123ABC on 12/30/2007				
License:	123ABC	NOT Visiting as a Guest as of Today				
State:	CA	2 citations for parking older than 96 hours				
Year:	2002	<b>ELIGIBLE FOR TOW</b>				
Make:	Infiniti	No Registered Visits				
Model:	I-35					
Color:	Green					
Name:	John Smith					
Address:	123 Cherry Lane					
Phone:	209 555 1212					
E-Mail:	jsmith@mydomain.com					
Guest:	<input checked="" type="checkbox"/>					
Confirmed:	<input checked="" type="checkbox"/>					
<a href="#">Edit</a> <a href="#">Delete</a>						
Enter New Activity for 123ABC						
Activity Date	Location	Reason	Cited	Towed	Comments	Attach
<a href="#">Edit</a> 12/20/2007 5:59 PM	123 Cherry Lane	Parked on street and NOT registered as a guest	<input checked="" type="checkbox"/>	<input type="checkbox"/>		None <a href="#">Details</a>
<a href="#">Edit</a> 11/30/2007 5:58 PM	123 Cherry Lane	Parked on street and NOT registered as a guest	<input checked="" type="checkbox"/>	<input type="checkbox"/>		None <a href="#">Details</a>

*Display of Vehicle Information*

The vehicle database can be edited or deleted by clicking the **Edit** or **Delete** links in the Vehicle form. The **Details** link shows more information about an activity report and the **Edit** link allows the operator to modify information in the report. A new activity report can be added with the **Enter New Activity** button:

Fill in the form and click **Submit**:

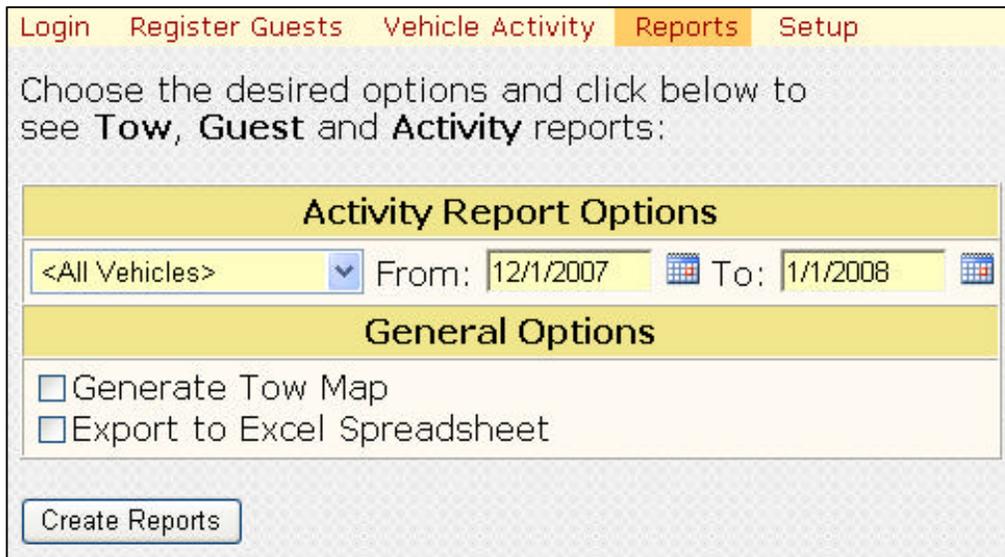
Add an Activity Report	
License Plate:	<input type="text" value="123ABC"/>
Activity Date:	<input type="text" value="12/31/2007 11:42:07 PM"/>
Logged By:	<input type="text" value="dlieberman"/>
Location:	<input type="text" value="123 Cherry Lane"/>
Reason for report (required)	<input type="text" value="Blocking alley (FIRE LANE) access"/> <input type="text" value="No commercial vehicle parking"/> <input type="text" value="Other (see below)"/> <input type="text" value="Parked in HOA parking area in excess of 12 hours"/> <input type="text" value="Parked in NO PARKING zone or RESERVED space"/> <input type="text" value="Parked less than 15 feet from a fire hydrant"/>
Cited?	<input type="checkbox"/>
Towed?	<input type="checkbox"/>
Citation #:	<input type="text"/>
Comments:	<input type="text"/>
Attachment:	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

*Adding a New Activity Report*

## Reports

**ActivityTracker** produces the following types of reports:

- ❑ Tow List – A list of vehicles eligible for tow
- ❑ Guest List – A list of vehicles that are visiting as guests
- ❑ Activity Reports – Reports issued within the specified time interval
- ❑ Tow Map – A Google mash-up charting the locations of towed vehicles within a specified time interval

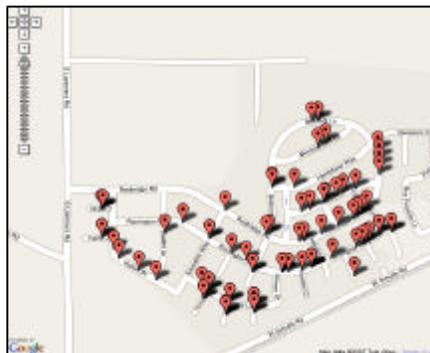


The screenshot shows a web interface for generating reports. At the top, there are navigation tabs: Login, Register Guests, Vehicle Activity, Reports (highlighted), and Setup. Below the tabs, a message reads: "Choose the desired options and click below to see **Tow**, **Guest** and **Activity** reports:". The main content area is titled "Activity Report Options" and contains a dropdown menu set to "<All Vehicles>", a "From:" date field with "12/1/2007" and a calendar icon, and a "To:" date field with "1/1/2008" and a calendar icon. Below this is a section titled "General Options" with two checkboxes: "Generate Tow Map" and "Export to Excel Spreadsheet". At the bottom of the form is a "Create Reports" button.

*Reporting Options*

There are several options that can be selected. Activity reports can be produced for all or a selected vehicle license plate and within a customized time interval by entering the desired date range. Clicking on the icons will pop up calendars for convenient date selection.

The Tow List, Guest List and Activity Report summary can be exported to an Excel Spreadsheet. This is a powerful feature as in spreadsheet form; the information can be formatted and printed for inclusion in monthly Board packets or distributed in electronic format. The reports are also vital as supporting documentation for violation hearings in executive sessions.



*Map charting locations of towed vehicles*

## Setup (Authenticated Users)

The **Setup** screen for authenticated users presents the following option:



*Setup Screen for Authenticated Users*

## Password

The **Password** screen allows an authenticated user to change his/her password.

A screenshot of a 'Change Your Password' dialog box. The dialog has a title bar with the text 'Change Your Password'. Inside, there are three text input fields: 'Password:', 'New Password:', and 'Confirm New Password:'. At the bottom of the dialog, there are two buttons: 'Change Password' and 'Cancel'.

*Password Screen*

## Setup (Administrators)

The **Setup** screen for administrators presents the following options:



*Setup Screen for Administrators*

### Password

The **Password** screen allows an administrator to change his/her password.

Change Your Password	
Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm New Password:	<input type="text"/>
<input type="button" value="Change Password"/>	<input type="button" value="Cancel"/>

*Password Screen*

### Site Policies

The **Site Policies** screen allows an administrator to manipulate settings that personalize **ActivityTracker** to be consistent with the Parking and Towing policies adopted by an Association.

Site Information	
Description:	<input type="text" value="Your Community Name"/>
Internet Link:	<input type="text" value="http://www.activitytracker.net"/>
Contact EMail:	<input type="text" value="activitytracker@computer-methods.co"/>
<b>Settings used to center the Google Maps:</b>	
Street Address:	<input type="text" value="Techology Drive"/>
City State Zip:	<input type="text" value="Fremont CA 94538"/>

*Site Information Setup*

The text information defined in the **Site Information** section populates the header portion of each **ActivityTracker** screen. The *Contact Email* address is the recipient of notifications from the server when announcements are broadcast regarding service or maintenance issues. The map fields are used to generate the **Tow Map** report. The address establishes a center point for the map display and should be an address centrally located within the property.

**Site Policies**

**Guest** vehicles are permitted to park  days within a rolling window of  month(s)

**Unregistered** vehicles are subject to tow when the following conditions are met:

- \* At least  citation(s) issued
- \*  hours elapsed since the initial citation

**Extend visits** to midnight of day before and after visit date

*Policies Relating to Parking and Towing Rules*

These policies establish the criteria that determine a vehicle's eligibility for tow. The algorithm used by **ActivityTracker** to determine eligibility for tow is as follows:

1. Check database to see if a guest's visit was registered and currently in progress. If yes, vehicle is NOT ELIGIBLE FOR TOW.
2. If a visit is not in progress, check to see how many citations have already been issued and the amount of time (in hours) that has elapsed since the first citation. If both conditions are met, the vehicle becomes ELIGIBLE FOR TOW.

The option to **Extend Visits** is a feature designed to overcome the ambiguity of "what happens at midnight?" If a visit were registered "today" for a single day, the vehicle would lose its guest status at one minute past midnight. If the user does not anticipate this possibility by scheduling the visit for two days, there is the possibility that the vehicle could be towed. By checking the **Extend Visits** option, the interval of a visit is automatically extended only for the purpose of evaluating tow-eligibility.

**Routine Database Maintenance**

**Clear citations** older than  month(s)

**Remove citations** older than  month(s)

**Remove old visits**

*Settings for Automated Database Maintenance*

**ActivityTracker** will routinely maintain the databases for citations and visits. If the *Clear citations* option is checked, any activity report older than the period specified will have its "citation" flag unchecked. This leaves the report in the database for historical reference but eliminates the citation from evaluation of tow-eligibility. When checked, the *Remove citations* option will cause activity reports older than the

specified period to be erased from the database. Similarly, checking the *Remove old visits* option will cause visits that are beyond the extent of the rolling window to be erased from the database.

<b>Property Management Contact Information</b>	
Company Name:	Your Property Manager Company
Representative:	Your Property Manager Name
Telephone:	999 555 1212
E-Mail:	activitytracker@computer-methods.co

*Property Manager Contact Information*

The property management contact information is presented on a number of screens and included in notification Emails sent to users. If a user has any difficulty with the registration process or makes a mistake that cannot be undone, it is important that contact information be provided to reach persons that have authenticated access and can resolve the issue.

### **Reason Codes**

Reason codes are pre-defined text strings that must be selected when entering an activity report. Pre-defining reason codes helps to standardize citations and is a valuable tool for dispute resolution. It enables board members to focus on the specific infractions to be enforced by security patrols or enforcement committee members. It also contributes to equal and consistent application of the rules.

<b>Reason Codes</b>		
<a href="#">Edit</a>	Blocking alley (FIRE LANE) access	<a href="#">Delete</a>
<a href="#">Edit</a>	No commercial vehicle parking	<a href="#">Delete</a>
<a href="#">Edit</a>	Other (see below)	<a href="#">Delete</a>
<a href="#">Edit</a>	Parked in HOA parking area in excess of 12 hours	<a href="#">Delete</a>
<a href="#">Edit</a>	Parked in NO PARKING zone or RESERVED space	<a href="#">Delete</a>
<a href="#">Edit</a>	Parked less than 15 feet from a fire hydrant	<a href="#">Delete</a>
<a href="#">Edit</a>	Parked on street and NOT registered as a guest	<a href="#">Delete</a>
<a href="#">Edit</a>	Violation of the 96 hour rule (previously cited)	<a href="#">Delete</a>

[Add Reason Code](#)

*An typical set of reason codes*

## User Accounts

Administrators can add new users or remove current user accounts. New users can be designated as Administrators by checking the **Administrator** option. If the **Administrator** option is unchecked, the account is considered to be an authenticated user. Authenticated users have access to vehicle information and activity reports but are restricted from changing any of the site's policies.

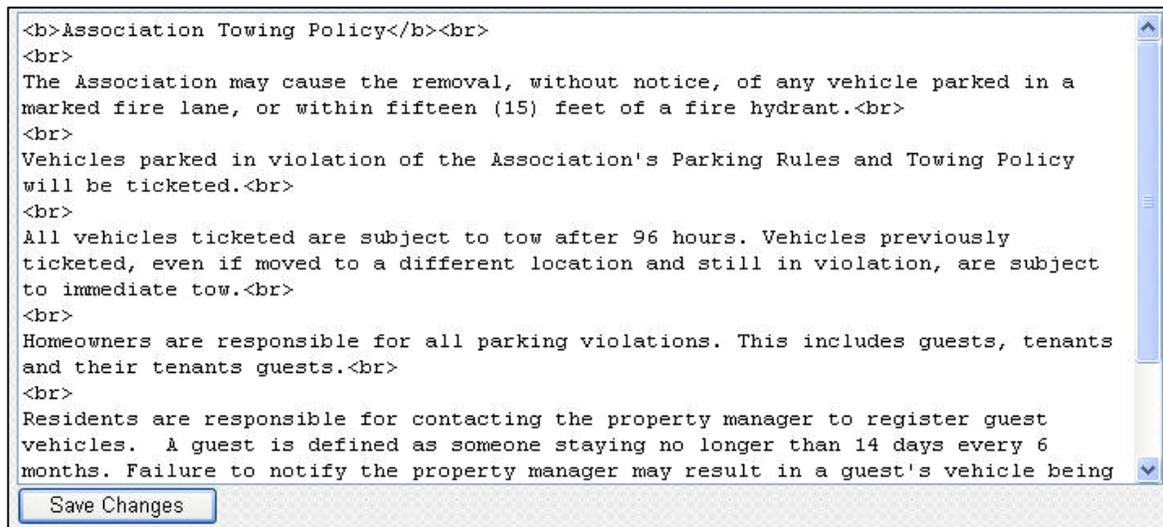


The screenshot displays two forms for user management. The top form, titled "Add a User", includes input fields for "User Name", "Password", "Confirm Password", and "E-mail". It also features a checkbox labeled "Administrator" and a "Create User" button. The bottom form, titled "Remove a User", contains a dropdown menu with "jsmith" selected and a "Remove User" button.

*User Account Management*

## Rules Document

This screen is used to input a document summarizing the Association's parking and towing rules. The rules document can be viewed from **ActivityTracker's** mobile PC pages (see **Mobile PC Support**). While they are not required, standard HTML tags can be used to format the document.



The screenshot shows a text area containing HTML-formatted text for a towing policy. The text includes bold tags for the title and line breaks. A "Save Changes" button is located at the bottom left of the text area.

```
<b>Association Towing Policy</b><br>
<br>
The Association may cause the removal, without notice, of any vehicle parked in a
marked fire lane, or within fifteen (15) feet of a fire hydrant.<br>
<br>
Vehicles parked in violation of the Association's Parking Rules and Towing Policy
will be ticketed.<br>
<br>
All vehicles ticketed are subject to tow after 96 hours. Vehicles previously
ticketed, even if moved to a different location and still in violation, are subject
to immediate tow.<br>
<br>
Homeowners are responsible for all parking violations. This includes guests, tenants
and their tenants guests.<br>
<br>
Residents are responsible for contacting the property manager to register guest
vehicles. A guest is defined as someone staying no longer than 14 days every 6
months. Failure to notify the property manager may result in a guest's vehicle being
```

*Sample Rules Document*

## Mobile PC Support

**ActivityTracker** hosts a special set of pages designed specifically for use on mobile PC-compatible devices. Mobile pages use a simplified browser interface that reduces download times and maintains compatibility with a wide range of mobile PC devices.

### Mobile PC Login Link

The link to access the **ActivityTracker** Mobile PC Login page is:

<http://www.activitytracker.net/mobile.aspx>



*Mobile PC Login Screen*

There are many varieties of mobile PC devices employing both keypads and miniature keyboards. When using a mobile PC device, it is desirable to minimize the number of keystrokes required to use the web site. A second form of the login link simplifies the login process by automatically submitting the username and password. The link can be saved as a favorite "Internet Shortcut":

<http://www.activitytracker.net/mobile.aspx?username=myname&password=pw>

where *myname* is the user's login name and *pw* is the user's password.

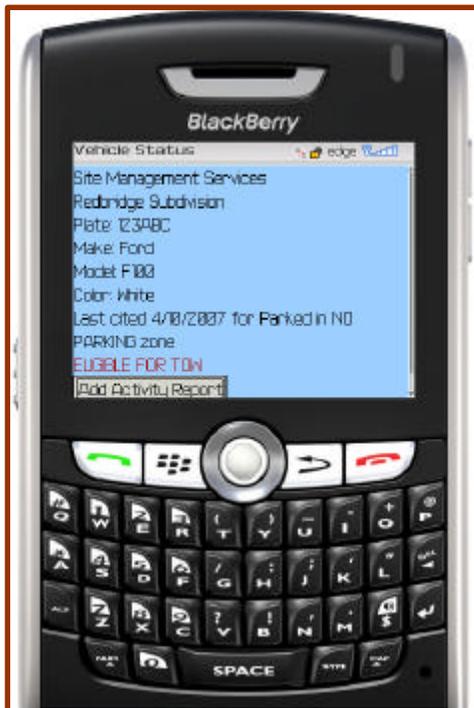
### Mobile PC Vehicle Search

After logging in successfully, the mobile vehicle search page will appear. From this screen, a vehicle's tow eligibility can be checked, guest and tow lists can be viewed, and the parking rules document can be displayed.



*Mobile PC Vehicle Search Page*

If the plate number is found in the database, vehicle information and tow eligibility is reported. An activity report (citation) can be added to the database by clicking the **Add Activity Report** Button.



*Mobile PC Vehicle Status Page*