

Dear WLR Resident:

March 28, 2016

In October 2015 WLR residents voted whether to limit access of non-residents into our community through improved and increased gate infrastructure alone or in combination with an attendant ("guard"). Voter turnout was an impressive 80+ % (249 households). Although no one option garnered the required votes from at least 156 WLR households, over 2/3's of WLR households did vote for increased limited access.

***The WLR Board has therefore authorized the closure of the WLR gates 24/7, targeted for June 1, 2016.***

In order to make this happen, the Board initiated minimal infrastructure improvements, utilizing hydraulic gate actuators with cantilever gate panels to handle the daily traffic load through the gates. The Board formally re-established the Gate Committee at the January 2016 Board / Homeowners' meeting to develop the "protocol" for the gates.

The Committee has worked with many service providers to the WLR community on protocol development and will present the "draft" protocol to WLR residents for their input. ***The Committee will host five (5) community meetings at the WLR pool area starting at 7 PM on:***

**Thursday, April 28th**  
**Friday, April 29th**  
**Saturday, April 30th**  
**Tuesday, May 3rd**  
**Wednesday, May 4th**

*The DRAFT gate protocol is attached for residents' perusal, prior to the community meetings.*

The Gate Committee has established an email address where you can provide, input, ideas or concerns regarding impending 24 / 7 gate closure and the protocol under development:

**[wlr-gates@. gmail.com](mailto:wlr-gates@gmail.com)**

We thank you for your interest and support.

WLR Gate Committee

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# Whispering Lakes Ranch - Entry Gate "Protocol" II . DRAFT

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## Overview:

The enclosed gate "Protocol" for the Whispering Lakes Ranch (WLR) community deals with issues of WLR resident and non-resident access through the entrance gates which are targeted for closure 24 / 7; June 1, 2016. The current operating parameters of the recently revitalized gate operating system and Access Board operation are summarized below, followed by the gate Protocol.

## Revitalized gate operating system:

Upgrades to the gates, track system and actuators were approved by the WLR Board to improve the reliability of the gate opening and closing needed to handle the daily and peak hourly traffic flow into and out of the WLR community. The Board chose to stay with an actuator speed equivalent to the prior, less-reliable chain-driven actuators. The new hydraulic actuators open and close at a rate of 1.2 feet per second (ft/sec) with a cycle time from opening to full closure of 30 seconds. The Board also chose to install the lower cost "fixed speed" actuators versus the higher cost variable speed actuators (closure speeds from 2 ft/sec to a maximum of 3 ft/sec, with cycle time as short as 18 seconds) at a savings of \$24,000. Due to lack to 156+ residents consistently voting for infrastructure, no additional features (e.g. anti-tailgating, etc.) were installed.

## Access Board System:

The Access Board ("dial-up" board) has remained unchanged and will work by activation of a transmitter device (e.g. current "clickers", etc.), use of Access Codes that will open the gate from the Access Board, as well resident codes that "dials-up" the resident.

- The transmitting devices can be restricted to operate during specified hours of each day ("Time Zones"), left operational 24 / 7 or turned off. Linking these transmitting devices to the Access Board software is managed by the system administrator, currently Houston Community Management Services (HCMS).
- The Access Codes do not allow for "Time Zones" to be set and only work in the "On" or "Off" mode, also managed by the system administrator. Access Codes require entering the code at the Access Board, but also allow for uncontrolled dissemination of the code for use by anyone who knows the code.
- Each residential address has resident "dial-up" code. This code is displayed as a unique name on the Access Board and is linked to one phone number provided by the resident. A visitor may obtain the "dial-up" code from the Access Board listing. Upon entering the code into the Access Board, the resident will be "dialed-up" at the resident provided phone number. The resident holds down the "9" button on their phone and activates the opening of the gate. The resident can choose whether to have their resident code show up on the Access Board. The Board has recently had telephone access supplied to the Access Board that enables the resident phone to be any US-based phone number; land-line or mobile phone.

# Whispering Lakes Ranch - Entry Gate "Protocol"1 -DRAFT

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## **Protocol:**

The WLR gate "Protocol" outlines the separate protocols for residents versus non-residents. Non-residents are also broken down into 4 categories: EMS, guests/ visitors/ relatives (i.e. guest, et al.), community service providers and service providers (entrepreneurs). This is currently an initial draft approved by the WLR Board for WLR resident review and comment. Community meetings are planned to facilitate resident feedback on the Protocol to the WLR Gate Committee (evenings April 28-30 & May 3 & 4).

## **Residents:**

Residents have purchased "clickers" that are loaded into the system database by the system administrator in order to properly operate the gates. When residents sell and move out of WLR, the "clickers" for that resident will remain operational for 30 days then deactivated, unless the new resident visits with the system administrator to keep the "clicker" active or purchase new "clickers".

The resident is solely responsible for reporting any lost or stolen "clickers". These "clickers" will be immediately deactivated by the system administrator and a replacement "clickers" can be purchased at the resident's expense.

If the resident is replacing a damaged or non-functioning "clicker", the "clicker" in question must be returned to the system administrator and verified against the system software database before the "clicker" is replaced.

## **EMS (Emergency Management Services)**

Police (League City and Galveston County Sheriffs), Fire and Ambulance can open the gates with a key they already have and would use in an emergency. The gates would become non-operational staying in the open position until the EMS unit returns and "unlocks" the gate system operation, enabling it to fully function again.

## **Resident guests, et al.:**

For short term guests (et al.), it is recommended that the guest utilize the resident "dial-up" code at the Access Board. The code can be displayed in a listing at the Access Board or provided by the resident.

For long-term guests (et al.), it is recommended that the resident secure an added "clicker" from the system administrator for a cost of \$50 that is activated only for the period in which the guest intends to stay at the residence. The "clicker" can be returned to the system administrator for a refund of the money, less \$10 for handling/ processing.

## **Community Service Providers:**

This particular group of service providers serves the entire WLR community, such as the US Postal Service and the garbage collectors. A list of these service providers is provided in Table 1. Two nationally recognized express mail/ package delivery companies are also provided in this list.

The system administrator will provide the community service provider with their "unique" Access Code or "clicker" to WLR. If codes are provided, the codes will be changed randomly during a 2- 6 month

# Whispering Lakes Ranch - Entry Gate "Protocol"<sup>11</sup> - DRAFT

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window and the service provider notified by the system administrator a minimum of 10 days in advance of the code change. The system administrator may also establish short term Access Codes for specified WLR work, e.g. electrical or irrigation work for the WLR community, realtors with properties for sale in WLR, etc.

The use of these codes and "clickers" is logged automatically in the system software and will be monitored initially on a weekly basis by the system administrator. Any unauthorized or after normal business hour use will be reported by the system administrator to the Board and WLR Gate Committee, who will determine appropriate actions to be taken, which may include, but not be limited to:

- ), Immediate change of code and deactivation of current Access Code and/or "clicker"
- ), Committee to meet / discuss with the service provider management regarding unauthorized use for corrective action
- ), Potential discontinuation of providing WLR access via Access Code or "clicker" to that service provider.

## **Table 1 - WLR Community Service Providers**

1. CCISD (School buses)
2. US Postal Service
3. Republic Waste (garbage & recycle collection)
4. League City Utilities (Water)
5. CenterPoint Energy -Texas/New Mexico (gas line and electricity infrastructure within WLR)
6. Comcast (telecommunication cable infrastructure within WLR)
7. WLR contracted landscaping maintenance company
8. WLR contracted lake fountains & light maintenance company.
9. UPS
10. FedEx

## Service Providers (Entrepreneurs):

Collectively, WLR residents utilize many services providers. These may include; lawn, maid or even pool service to name a few. They may only work for one resident or several. In all cases, the resident is responsible and liable for their service provider they choose to allow in the WLR community, similar to their guests, visitors and relatives. The resident has options to enable access to their service provider:

- Have their service provider use the Access Board "dial-up" feature. Residents would want the resident code directed to a phone number which they have immediate access. (e.g. mobile number). This is viewed as the predominant means of entry access for the service provider.
- Find other WLR residents who utilize the same service provider and have the service provider enter WLR via them.

***The WLR Gate Committee welcomes your input, concerns, as well as your potential solutions to your concerns. Please forward your input to the Committee e-mail address: [wlr gates@gmail.com](mailto:wlr gates@gmail.com).***

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## Whispering Lakes Ranch - Entry Gate & "Protocol" II - FAQ

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The WLR Gate Committee has generated a list of anticipated "Frequently Asked Questions" (FAQ) in advance of the planned WLR community meetings regarding the entry gates and protocol. If you have questions not covered, please feel free to e-mail the Committee at [wlr-gates@gmail.com](mailto:wlr-gates@gmail.com).

- A. Why has the Board decided to close the WLR entry gates 24 / 7 ?  
*Over 2/3's of the WLR household voted for increased limitation of non-resident access into the WLR Community, although no one option obtained the 156 (minimum) WLR household votes to install full infrastructure, with or without a guard.*
- B. What has been installed?  
*A more reliable, robust gate system has been installed at a total installed cost of \$72,000, replacing the unreliable chain-driven gate actuator system, gate track and panels. The new hydraulic actuators, pumps and motors can handle the peak daily traffic flows that were recorded back in September 2015, utilizing cantilever gate panels.*
- C. Can the speed of opening and closing the gates be sped up?  
*No. The Board decided to install lower cost, equivalent "fixed" speed gates (closure rate 1.2 ft/sec). New capital for new pumps, motors and brakes would be required to increase the speed of operation.*
- D. The indicated improvements do not seem to address the tailgating issue. Is this correct?  
*Correct. The infrastructure option that provided for anti-tailgating features did not garner the required 156+ votes from WLR households to pass back in October 2015.*
- E. Will WLR need a guard at the gates?  
*The Gate Committee is recommending a gate attendant I guard for the first 4 weeks of closure (basically the month of June) to assist residents dealing with the changes and particularly the non-residents to whom the Gate Committee has minimal lines of communication. Vehicles accidentally striking the gates will require a technician to come out to check and repair any damage. The cost of one a technician call-out is roughly equivalent to 4 days of gate attendant I guard coverage.*
- F. Are there other costs that the associated with closing the gates 24 I7 of which the community should be aware?  
*Yes. Long distance phone service has been provided so the Access Board can "dial-up" any US-based phone has been installed. Appropriate signage before entering the community is needed, e.g. "Do Not Enter" signs at the exit, in addition to other signs. Landscaping out the green control boxes is planned.*
- G. Who responsible for damage to vehicles by the closing gates?  
*The driver of the vehicle is solely responsible. Signage will indicate this.*
- H. Is the gate "Protocol" a final document?  
*No. The Protocol is an initial DRAFT which requires input from the WLR residents.*

## Whispering Lakes Ranch - Entry Gate & "Protocol" - FAQ

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I When will the "Protocol" be final?

*The Committee is targeting issuance of the final Protocol 2 weeks before gate closure so that it can be mailed to all WLR residents in advance of closure.*

J Are there any areas of the "Protocol" where the Committee feels resident input is most needed?

*Yes. Without proliferating the distribution of Access Codes or "clickers", the Committee is most concerned with viable ways to handling long-term guests and service providers (entrepreneurs) when the resident is not home AND is not able to utilize their mobile phone to activate the gate opening when "dialed-up".*

K How can I give input now regarding the "initial DRAFT Protocol"?

Send your thoughts, ideas and potential solutions to the Gate Committee at [Wlrgates@gmail.com](mailto:Wlrgates@gmail.com) .

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