

Whispering Lakes Ranch – Entry Gate “Protocol”

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; August 10, 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.
- 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 4-digit 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, followed by the pound sign (“#”) 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”

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 Protocol has been approved by the WLR Board.

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.

Residents will be issued a unique 4-digit Access Code via the system administrator. The code will be changed randomly and the resident will be notified by the system administrator a minimum of 10 days in advance of the code change. The Access Code is unique to a homeowner and is the responsibility of that homeowner. Issues arising from the use or distribution of your code could create liability for the associated homeowner. Additionally, the Association may remove or change a code if irregularities appear.

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 either:

- 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.
- An Access Code at the Access Board which is provided from the resident they are visiting.

For long-term guests (et al.), it is recommended that the resident secure an added “clicker” from the system administrator at the resident’s cost for their long-term guest’s use.

Whispering Lakes Ranch – Entry Gate “Protocol”

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 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 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. Frontier (telecommunication cable infrastructure within WLR) – *formerly serviced by Verizon*
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 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.
- Have the service provider use an Access Code at the Access Board which is provided from the resident they are providing services.