

BEAR BRAND RANCH COMMUNITY ASSOCIATION

NEW SECURITY SYSTEM – LICENSE PLATE RECOGNITION MODULE

POTENTIAL QUESTIONS AND BOARD RESPONSES

1. What information do I need to provide to the system in order to have it recognize my vehicles and those of others whom I regularly allow to enter the complex?
 - a. A minimum is the license plate number. On the form, the car make/model and color are requested for ease of identification.
2. I don not have a front license plate. How will that effect the automated system?
 - a. Not a problem. The cameras are located sufficiently behind the vehicle's position to recognize and record the rear license plate.
3. During what time periods will I not be able to enter via the automated license recognition system?
 - a. No time period restrictions at either gate. If you or your guest has had the license number registered in the system (either by you or by Management), you can enter and exit 24 hours a day, 7 days a week.
4. What is the maximum number of license plate numbers I can enter into the system?
 - a. Ten
5. Should I include the license plate number of the cars driven by my maid, gardener, pool maintenance worker and others who regularly come to my home for maintenance?
 - a. **Yes and No.** You can put them on a list of “authorized guests” or add their license numbers to the file – your choice. Submitting your maid's or maintenance personnel's license numbers will allow them entry at all hours, even when you are not in residence. They may inadvertently share their car (a relative, friend, or others whom you would not know) and they would have automatic access whether you are home or absent from home. It would be far better to simply add their names to the “authorized guest list” and have them utilize the “guest lane”. This will not only allow them entry but will provide you with a record of when they entered the complex. If you wanted to make certain that you are home when a vendor/maintenance individual comes in, then don't put their license number OR submit their name on the “authorized guest” list. In this way, when they attempt to enter, the guard will call the phone number you indicate and will not allow entry if there is no answer.
6. How will this system expedite entry for me and those on my permanent list?
 - a. There will be two lanes and 4 cameras at each gate. By automating the entry of all vehicles whose license plate numbers have been inputted, this will allow the security guards to devote their full attention to non-resident (such as construction

workers, domestic help, maintenance personnel) and allow owners (and their license plate registered guests) unfettered entry 24/7 via the “resident lane” without having to wait for the guards to verify the entry permission of non-residents.

7. I just purchased a new car and did not transfer my old license plate number. What should I do in regards to the old license number and the new one?
 - a. Go into the system, delete the old license plate number, then enter the new license plate number when you receive the new plates. Until you receive the new plates, you will need to inform the guard (they will probably recognize you as a resident). Exiting will not be delayed as the system does not require license plate number recognition to operate the exit gate but the number and time of exit is recorded. Since it is the belief of some that the recent break-ins could have been the work of construction workers who stayed beyond quitting time, the system can be utilized by the Police to identify cars that exited after the hours set for construction.
8. My pool maintenance (laundry-pick-up, domestic helper, newspaper deliverer, gardener, etc.) state that they have already had their vehicle’s license plate number inputted by another resident. Do I also need to insert their number?
 - a. **No.** It would be a good idea to place their name on your “authorized guest” list (which you should immediately update). That way, should they no longer be employed by the other resident who has deleted their number, they would still have access via the guest lane as you have them listed on your “authorized guest” list - but they would have to use the guest lane.
9. I have discharged my maintenance person but realize that he/she has permission to enter granted by other residents. Do I need to inform the other residents that I have removed his license plate number from the system?
 - a. **No.** It is his/her responsibility to seek permission from the others. You are only responsible for updating your own license plate numbers and guest lists. Again, it is best to have the names of these workers on your “authorized guests” list.
10. On occasion, I utilize a limousine service. Do I have to input all the license plate numbers for that limousine service in order to gain entry for the vehicle they send?
 - a. **No.** For the seldom utilized service (especially one that uses several vehicles), you should have them use the guest lane. If you have notified the guard that they are expected, he/she will grant them entry and provide them with directions to your home. On returning, when the guard recognizes you as a resident, he will grant entry. If you know the license plate number, you can input it via the Internet prior to their arrival to allow automated entry. But it far better to simply call the guard gate and alert them of their expected arrival.
11. I have scheduled a large party. Do I need to collect all of the license plate numbers from my guests and input them into the system?

- a. **No.** For party guests, it is far better to produce a listing of names of your guests and provide that to the guards. Inform them to use the guest lane so that they can be allowed entry.
12. I failed to complete the form requesting identifying data for my vehicles. Will I be inconvenienced when I attempt to enter through the resident lane?
- a. **YES.** Recognizing the fact that some of our resident owners are too busy to complete forms, read e-mails, or vote, for the first month of operation the guards will be authorized to provide recognized residents with the license plate recognition forms to complete. With newly employed guards, that presents a problem for you. Until you complete and submit the form (internet completion is available to you) you will continue to be inconvenienced. If you attempt to enter through the "resident only" lane, the system will not activate the arm and the guard cannot override the system. Waving or yelling at the guard will be to no avail. You will have to back-up, re-enter the guest lane, provide proof of residence (driver's license) in order to enter your own complex – all because you haven't taken the few minutes to submit a license plate number form. This will continue to occur until you do so. Before you consider this punitive or unnecessary, stop and think what a resident who has just been burglarized will tell you.
13. On several occasions, I have noticed that cars are tail-gating in order to gain entry. Will this practice be allowed to continue?
- a. **No.** The system will allow only one car to enter beyond the arm.
14. I have a guest following me as I pull up to the arm. Can he/she be allowed to enter through the resident lane?
- a. **No.** As you gain entry, you should inform the guard that you are authorizing his entry. The guard will allow entry through the guest lane.
15. Do I have to update my guest and license plate lists at specified periods?
- a. **Yes and No.** The license plate numbers you enter remain in the system until you delete them. The guest list should be updated periodically.
16. I presently provide my infrequent guests with specific directions to my home. Will I need to continue to do provide this?
- a. **No.** If you have informed the guard via phone of the name(s) of guests that you are expecting, as they identify themselves the system will print directions to your home that the guard will hand to your guest along with the entry permission pass.
17. I've been away and my teenager held a party at my home. Can I find out who and how many people attended the party?
- a. **Yes.** Simply sign on with your password and you will be able to obtain a listing of all license plate numbers and guests who gave your address as their destination.

18. I would like to see the system in operation. Where can I view it?

- a. The two closest sites are at Ritz Point and Monarch Beach Associations. They are located on either side of Niguel Road just south of Camino del Avion.

19. Will this system eliminate my need for a home security system?

- a. **No.** The Board recommends that all residents install security devices (home alarms, cameras, etc.). This system will allow owners and their guests unfettered entry, hopefully eliminating entry delays, and allowing our security guards to become more efficient by focusing on non-residents.

20. I failed to alert the guards that someone I asked is coming to the gate. Will they be allowed entry?

- a. **No.** In this situation, the guard will call the resident member. If there is no affirmative response from an adult member at the listed phone number of the owner, the guards are instructed to deny entry. Realize however, the guards cannot determine the age of the person answering the call.