

Gates Go Into Operation November 1, 2011

Bar Codes issued October 17–30 October

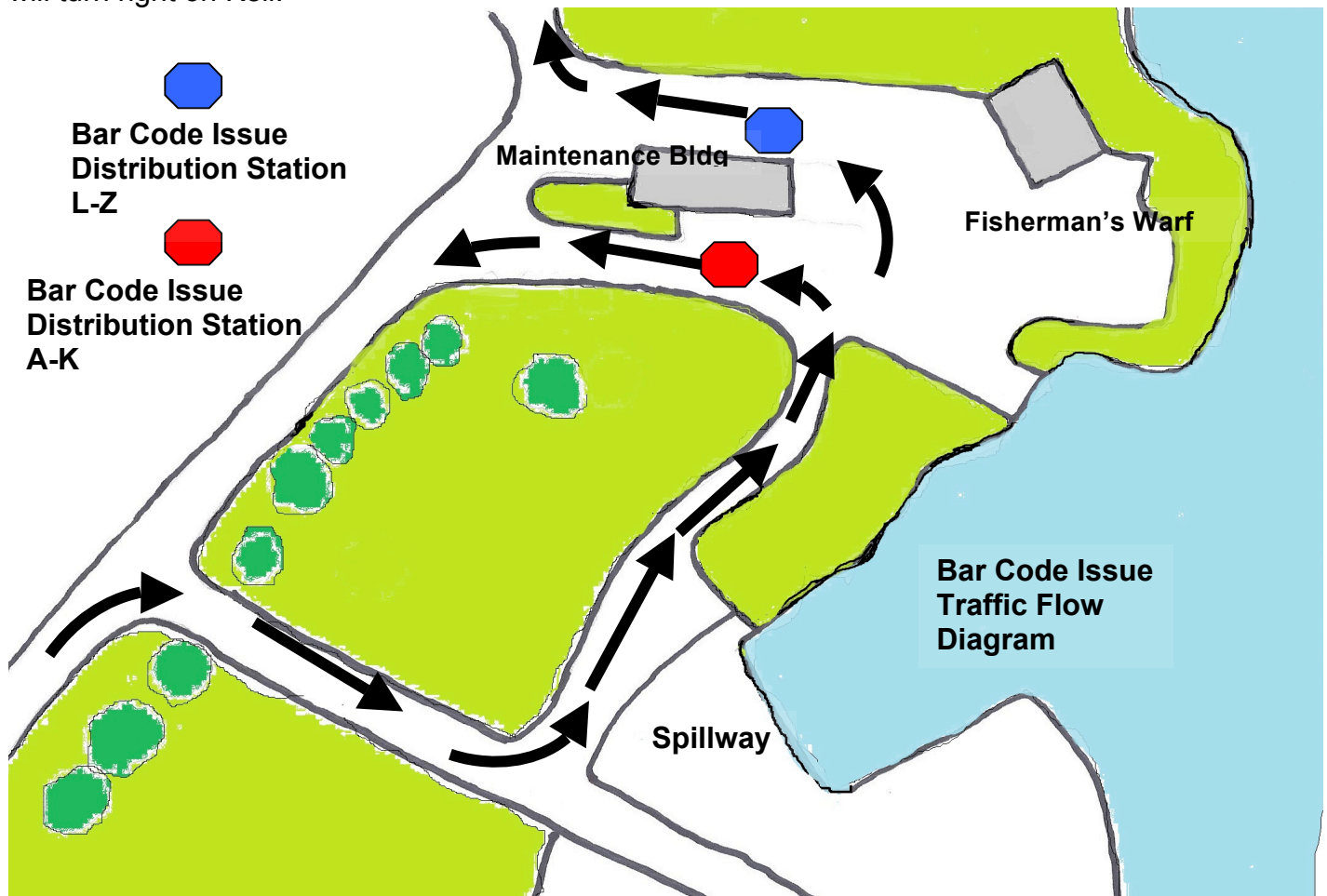
Bar Code Issue Plan

Who: Members and those for whom members have purchased a bar code.

What: Issue of bar codes.

When: Starting Monday, October 17, 2011 to Sunday, October 30, 2011 from 12 noon to 8:00PM each day

How: (See map). Vehicles will approach from Keil Drive, turn right on Lorelei, turn left on the drive past the spillway to the marina and then turn left on the north or south side of the maintenance building depending on the first letter of the last name of the member. Once the barcode has been issued south side vehicles will turn left on Keil, north side vehicles will turn right on Keil.



Gate Operations

How do I get in? There are three main ways to enter: bar code, telephone authorization, code (guest pass or answering service).

1. Bar Code. With the Bar Code affixed to the vehicle approach the gate in the right lane maintaining no more than posted speed limits. The bar code will be read and the gate will open. Movement through the right lane is regulated by the gate arm and red and green light mounted at the lane. All vehicles will stop at the painted stop bar on the road surface. Drivers may approach the bar code reader when the light is green. When the light is red waits at the stop bar until the light turns green.

2. Telephone Authorization. If you are in a vehicle with no bar code, or you have directed guests and visitors to use your phone entry option, the vehicle should approach from the left lane. At the phone pedestal there will be two options for telephone authorization to enter.

a. Scroll the names listed till the name of the member to be visited, or your own name appears. The call button is pressed and the member's phone will ring. This will allow conversation. In conversation the member identifies the visitor, presses "9" on the phone keypad and the gate will open. Scrolling will be time consuming.

b. Every phone number entered into the database has a name associated with it. The name will appear, the phone number will not. If the member has three phone numbers entered into the system the member name will appear three times. Each appearance will have a unique sequence number. Typing that number into the pad on arrival will immediately cause the phone call. Knowing the sequence number associated with a particular phone number and using it and sharing it with guests will speed the process of entry. The gate house can verify the phone and sequence number combination.

3. Pass. Guests entering the Lake will be able to enter on a pass basis as before. The pass will be electronic rather than paper.

a. Call the Security Gate as before and request a pass with start date, end date, number of persons. Remember the gate house will not be manned 24 hours in future. Hours will be subject to change but should be normal business hours Monday through Friday and some hours on Saturday. Because the data base is updated once a day at most you will be required to call no less than 24 hours in advance for a pass. **YOU WILL NOT BE ABLE TO CALL FOR SAME DAY SERVICE.** For instant access of a guest use telephone authorization.

b. The gate will provide you a number.

c. You will provide the number to your guest.

d. Upon arrival at the gate they will type the pound key (#) followed by the number and the gate will lift.

e. The number will no longer be effective after the end date.

Questions and Answers

Q. What happens to gate operations if the lake loses power?

A. The system includes a propane generator. The gate hardware includes short term batteries for operation. When an interruption of power is detected the system transfers to local supply, the generator kicks in and continues until on line power returns. If the gates detect declining power over a short period they are designed to fail in the open position.
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Q. Will there be an annual "re-up" fee for the bar code?

A. Yes.

Q. Without people manning the gates how can we say we are as secure as in the past?

A. You will note there are physical obstructions to "going around" the gates. All entry and exit points are under electronic observation. Images of activity are recorded and recoverable. Images can be viewed remotely. Images are sharp enough to read license plate numbers.

Q. Will a cell phone response to entry work no matter where the phone is?

A. Yes.

Q. If my vehicle is pulling a trailer is it possible the gate may drop on it and damage the trailer or what I am pulling?

A. No. While any mechanical or electronic system can fail there are two protections. Entry and exit points have magnetic loops below the road surface. As long as there is a vehicle within the loop the gate will not drop. The system is also equipped with a "Magnetic Eye" to prevent the gate from closing on a vehicle.

Q. Can a bar code be removed and applied to another vehicle?

A. No. Removal of the bar code destroys its capacity.

Q. How will emergency vehicles access the property?

A. All emergency responders will have access codes. The fire department has a "lock out key" locking the gates in the open position to allow free flow of emergency vehicles responding to a major event.

Q. How will I deal with contractors?

A. Use telephone entry or get them an electronic pass.

Q. How will routine access be given to providers like UPS, Fedex, Western Water, Duke Energy, Fisherman's Warf suppliers, Coconut Joe's supplies and the like?

A. They will have access codes. These codes can be attached to security levels to be effective only certain days and certain times within those days.

Q. I am at the gate. It is 3:00 AM. There is no manning. I have a car without a bar code. My cell phone battery is dead and we have no land line in the house - how do I get in?

A. As stated in previous communications "an answering service will be listed on the phone pedestal for members to call for a fee to open the gate if they cannot access their phone. Payment of this service is required within 15 days in order to continue to have access to Gate Implementation October 2011 Page 4 of 4

this service." You will be asked your security number associated with your (same number previously used to verify your identity when calling for passes) lot to verify your identity.

Q. If I become a member in bad standing is access affected with this new system?

A. Yes. Access remains as it always has. Ease of access with a bar code is lost during the bad standing time. The bar code is deactivated (not recognized).

Q. Why can't we affix the bar codes ourselves?

A. We must ensure the correct bar code is attached to the correct vehicle. If you incorrectly attach a bar code it will have to be removed and you incur the cost – if the association incorrectly attaches a bar code the association incurs the cost.

Q. What happens if I cannot get any or all of my vehicles presented for the Bar Code distribution.

A. Please call the office and make special arrangements for distribution.