

CAPISTRANO BAY DISTRICT
AGENDA REPORT
September 28, 2010

New Business

ITEM L.1

Possible Change from GateWorks Computer System

Staff has recently learned of a new gate computer software system that is now on the market and competing with the GateWorks system.

A property owner had brought in a sample of a guest pass from another private community that is using a company called DwellingLive. Staff checked it out, talked to a sales representative, arranged to have several property owners from our community give it a test, and would like to present this to the Board as a serious alternative to the current software system being used at the guardshack.

The current expense for GateWorks costs the District a flat fee of \$895 per month. This includes a computer, proprietary software system, monitor, pass printer and hand-held pass scanner.

DwellingLive monthly fee is only \$395 (basic program) but we have to buy all the hardware. Applying the difference in the monthly fee to offset the hardware cost would take about 7 months to break even. It could take a few months longer depending on the options we select.

The sales representative, Greg Coon, will be present at the board meeting to discuss the program, explain the proposal and the associated costs and answer any questions.

It was explained by DwellingLive that the barcodes on the transponder stickers that were recently purchased by the District can be easily uploaded into the new system. The transponder and automated gate operating system are not owned by GateWorks and are transferrable to the DwellingLive system.

Our current contract with GateWorks is subject to a 30-day cancellation by either party with no penalties.

The following nine pages are comments by a few property owners who have had an opportunity to test-drive the system and lastly is the DwellingLive proposal.

Property Owner Comments on the *DwellingLive* Software System

September 10, 2010

Dear All,

I would like to demo the new system. I actually had no problem using GateWorks. I think the key issue is: what will they charge? How do these charges compare between the two companies? What more are we getting for what?

Best,

Nadine Levinson

Don:

I will go through their demo but a visit to their web page would indicate that their program is much more robust with many more features including the RFID tag capability. The challenge as with any program is getting Management (present company excepted) is to use as many features as possible. I don't know what the initial 'buy-in' cost is but for half the monthly maintenance fees and all other things being equal, it seems like a 'no-brainer'.

thank you.

Jack Tarr

Hi Nadine,

In response to your comments, the cost, excluding getting all set up, is half of our fees for GateWorks. If you read Jack Tarr's comments, he is right, the website has much more to offer and I learned today that they are currently developing an iPhone application so you can access your file from your telephone – nothing for blackberry yet but that may be coming (Chris Miller had posed this question yesterday). Anyway, check out the site with Mr. Coon and then let me know what you think and I appreciate your effort to support a possible improvement to the quality of life on the road.

Donal S. Russell, General Manager
Capistrano Bay Community Services District

September 14, 2010

Hi Don,

The program that is offered is without a doubt superior over Gateworks and the future improvements along with the salesmans enthusiasm of the product is encouraging. After a brief online demo I will share just a few points of interest and suggestions:

1 of 9

1) DwellingLive is able to provide either direct access for the community via our own website or off of their site and if we use something like www.35000BeachRoad.com or something very easy for all residents to remember that links us directly to the login screen I believe more people will utilize the system. The current link of <http://capobay.mylifestyle.com/> is such that no one can remember it and it is not being utilized except by a few of us that have bookmarked the link.

2) Greg Coon told me they are adding a clock below the check in date and departure date where one enters the guest info. This is especially important when someone is not expected or entry should not be allowed before a certain time. On the DwellingLive program a guard can only print out a pass if they choose to manually override the time should someone show up early. This is important for the rentals as people checking in always want to get in asap and the guards let them in despite the notes section telling them otherwise.

3) The system comes with a bar code scanner so that the guard can scan the gate pass each time a guest enters the community and this will verify that the pass is still good along with tracking the date and time of arrival of each entry. They can also limit service people on the permanent list to just a given day of the week rather than carte blanche access to the community.

4) The system also provides either a text or email notification when more than "X" cars arrive to a particular home. The communication is only for the guard gate but Greg thought that they could tweak the program so a given property owner or manager would be instantly alerted if a party was taking place on their property. Due to the fact that Beach Road has an awful lot of second, third, fourth and even fifth homes along with rentals I believe that this is very important for the owners to know what is happening at their house.

5) The iPhone app is a blessing for all as it will provide great instant communication in our mobile lifestyle.

One item that I was going to find out regarding the software has to do with security. It would be great if something catastrophic was taking place or a crazy person running through the community that everyone or the people within a certain area could be notified instantly so they had a chance to lock their doors. The only reason I thought of this is a couple of weeks ago it looked like the entire Sherrifs department was at the entrance to Beach Road and all over the beach park. I had to call the gate to make sure someone was not on the loose as my kids were outside playing. It turns out that it was just a guy that had a warrant out for his arrest.

Thank you and good luck with the transition,
Chris Miller

September 15, 2010

Don:

I too just took the Demo. As I suggested in an earlier memo and concurring with Chris' thought, this is a greatly superior product to our existing product from both the homeowners as well as the management's perspective.

If people are having trouble remembering the web page name, I suggest the community sponsor the cost of having a 'entry level' tech create the shortcut for posting the Beach Road graphic 'Icon' on the 'desktop' of the user so all they have to do is 'double click' the 'icon' on their desk top and they are instantly to the web page. It takes about 30 seconds. I understand that the company does offer 'training' sessions upon request for the Community.

2 of 9

Respectfully,

Jack Tarr

September 16, 2010

Dear All,

I had the demo on the new gate computer software. As both Chris and Jack state, it is a no brainer. It is far superior to what we are using. We should get going on it, order the hardware and implement.

I will not repeat the comments made but have a few in addition:

1. The ID will be based on emails. Each person in a home can have their own logon/id. If password forgotten, the pw can be easily resent to the user. NO phone calls necessary.
2. Great security for those renting, as all in and outs are logged in and security by owner can be controlled.
3. Suggestion for shortcut: Beachroadgate.com
4. For the home/front page, get a great picture of the new entrance
5. Greg says that after the approval, it will take them no longer than 2-3 weeks to export the data from Gateworks. That will give Don time to set up the security parameters on the management side of the software.

I hope that the District Board will approve on Tuesday and full implementation can take place by October 20th at the latest.

Thanks Don for finding this option. It is so far superior to Gateworks.

Best regards,
Nadine

3 of 9



2010 Price List

dwellingLIVE is the industry leading community intelligence solution designed to effectively manage today's communities.

ACCESS CONTROL - Most Advanced Web-based Access Control

- | | |
|---|--|
| <input type="checkbox"/> Web-Based Access Control Software* (#15004) | Monthly Software Subscription \$ 149.00
Set Up & Activation Fee \$ 550.00 |
|---|--|

dwellingLIVE offers the nations premier system for the effective access control of any sized community. With dwellingLIVE's online system, management can set up access levels and schedules for all door and gates, as well as controlling restricted users.

Most Advanced Web-based Access Control for:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Clubhouse • Pool/Spa Access • Park Bathrooms • Pedestrian Gates • Vehicle Gates | <ul style="list-style-type: none"> • Key Fobs • Wallet Cards • Key Pads • Transponders • Transmitters |
|---|--|

* Compatible Access Control Hardware sold and installed by your local integrator

VISITOR MANAGEMENT - Ultimate Control for Manned and Unmanned Gated Communities

- | | |
|--|--|
| <input type="checkbox"/> Visitor Management Software (#15001) | Monthly Software Subscription \$ 395.00
Set Up & Activation Fee \$ 550.00 |
|--|--|

dwellingLIVE's visitor management software expedites guest entry and increases management efficiency. For manned gated applications the system offers residents online access to manage their guest online, knowing their information is secure and immediately available to gate attendants. All consumable paper items are sold through online order center.

- | | |
|---|---|
| <input type="checkbox"/> Gatehouse Hardware System - Standard (#15002)
Quantity required: _____ | System Hardware Cost \$ 2,950.00 |
|---|---|

Hardware System includes:

- PC, Monitor, Keyboard & Mouse
- Thermal Guest Pass Printer
- Local Software Applications and Configuration

- | | |
|---|---|
| <input type="checkbox"/> Gatehouse Hardware System - Professional (#15003)
Quantity required: _____ | System Hardware Cost \$ 3,450.00 |
|---|---|

Hardware System includes:

- PC, Monitor, Keyboard & Mouse
- Thermal Guest Pass Printer
- Wireless Barcode Guest Pass Scanner
- Gate Relay Output Terminal
- Audio Speakers
- Local Software Applications and Configuration

- | | |
|---|--|
| <input type="checkbox"/> 24/7 Guest Registration Center (#15015) | Per Minute Usage Fee \$ 1.35
Set Up Fee \$ 1,800.00 |
|---|--|

Secure call center with professional live guest registration agents for gatehouse overflow calls from community members.

Features:

- Available 24/7, unlimited as-needed use
- Guest Registration via 800 Number, Fax and Email

(4 of 9)

dwellingLIVE

2010 Price List

HIGH RISE SOLUTION – The most professional high rise software

High Rise Software (#15007)

Monthly Software Subscription \$595.00

Software Includes:

- Community Website
- Visitor Management
- Delivery Tracking
- Valet

Lobby Concierge Hardware Package (#15008)

System Hardware Cost \$ 1,450.00

Quantity required: _____

Hardware System includes:

- Thermal Guest Badge Printer
- Wireless Barcode Package Scanner
- Electronic Signature Pad
- Local Software Applications and Configuration

LICENSE PLATE RECOGNITION – Advanced vehicle tracking, management and access technology

License Plate Recognition (LPR) System (#15009)

System Hardware Cost \$ 4,550.00
Monthly Diagnostics Monitoring \$ 49.00

Quantity required: _____

dwellingLIVE's gated community license plate recognition (LPR) hardware and software can be integrated into all dwellingLIVE's software or be used stand alone. Package Includes:

- PC, Monitor, Keyboard & Mouse
- 1 Lane License
- Gate Relay Output Terminal
- System Expands up to 4 Lanes/Cameras
- Camera and Camera Installation Not Included with System

Additional LPR Lane Software License (#15010)

\$ 1,500.00

Quantity required: _____

High Definition LPR Camera (#15011)

\$ 2,950.00

Quantity required: _____

Camera installation by you local integrator not included

High Definition LPR Camera with Integrated Overview Camera (#15012)

~~**\$ 5,750.00**~~

Quantity required: _____

Camera installation by you local integrator not included

COMMUNITY WEBSITE - Inform, Engage and Interact with your Community

Community Experience Website (#15014)

Monthly Software Subscription \$ 195.00
Set Up Fee \$ 250.00

dwellingLIVE's simple to use website gives you full control to easily publish information with a professional image, automate email notifications and other features to thoroughly set up and manage your community.

Features Include:

- Updates & Announcements
- Newsletter
- Event Calendar
- Community Address Book
- Documents & Forms
- Amenities & Reservations

5 of 9



2010 Price List

- Photo Gallery
- Bulletin Board
- Local Information
- Real Estate Update
- HOA Contacts

- HOA Requests & Comments
- Board Member Tools
- Delivery Management
- Valet

And much More...

PATROLLIVE - Globally Renowned Guard Tour System

- PatrolLIVE Guard Tour System (#13030)**

Quantity required: _____

Features and Capabilities include:

- Mobile Handheld Phone & Accessories
- Unlimited Domestic Voice & Data Service Plan
- Instant Wireless Data Synchronization
- Photo and Voice Recording

Monthly Software Subscription and Voice & Data \$ 195.00

Mobile Hardware Cost \$ 1,495.00

- GPS Data Capture & Locator
- GeoTag Reader
- Manage Contacts, Checkpoints, Users
- Web-based Management Control

- PatrolLIVE GeoTags – 100 Pack (#13032)**

Pack Quantity: _____

\$ 95.00

ADDITIONAL SERVICES

- Artwork and Design (#15016)**

Custom login page, header and color scheme for resident's Visitor Management and/or Community Website account.

\$ 1,200.00

- Print & Mail Resident Welcome Letters (#15017)**

\$ 1.25 Each

- Domain Name Registration & Maintenance (#15018)**

Domain Name Requested: _____

\$ 7.00 Per Month

- Data Transition Service (#15019)**

Complete and seamless data migration from any prior system

**\$ 2.50 Per Homesite
(Minimum \$750.00)**

INCLUDED WITH ALL DWELLINGLIVE SERVICES

Automatic Upgrades

- New Features
- Upgraded Functionality
- Seamlessly Delivered

Support

- 6am to 6pm (PST) Mon-Fri Phone Support
- 7x24 email Support
- On-line Help Materials

SAS-70 Compliant Hosting

- High speed T3 Redundant Internet Connections
- Network and Server Performance Monitoring
- One of the Nation's Largest Hosting Facility

Disk Space

- 2 GB of Disk Space Included
- Real Time Data Backup
- Additional Space at \$10/mth per 1GB

6 of 9

dwellingLIVE

2010 Price List

APPROVAL

Terms

50% deposit required on hardware and activation fees 15 days prior to Service Start Date. Remaining 50% will be due on service start date. Monthly Software Subscription and Maintenance Fees terms are net 10 and are due on the 1st of each month. Any invoices subject to cancelation with written notice. A reactivation fee will apply for reinstatement.

Requested Service Start Date: ___ / ___ / ___

Actual start date will be dependent upon CLIENT providing payment and necessary setup information.

Bill To:

Community: _____

Attention: _____

Address: _____

City: _____

State: _____

Approved By: _____

Signature: _____ **Date:** _____

7 of 9

System Comparison

Features	dwellingLIVE	Gateworks
Resident Web Access	●	●
Continuous Operation in the Event of Internet Failure	●	●
Resident Autodialing	●	●
Access Control Integration	●	●
Automated License Plate Recognition Integration	●	X
Functional Reporting and Export Capabilities from System	●	X
No Additional Charges For All System Upgrades	●	X
Management of Vendors, Members and Facilities, Segregated From Home Information	●	X
Single Management Interface for all Features (Le Visitor Management, Access Control, Community Website, Administration Tools)	●	X
The Most Advanced Community Website Features	●	X
Unlimited Pass Types and Customization	●	X
Real Time Daily Activity Log for Gate Attendants and Patrol	●	X
Custom Incident Forms	●	X
Complete Management of Community Vendors	●	X
Community Watch List	●	X
Live Monitor for Visitor Management and Access Control Transactions	●	X
100% Client Retention	●	X
Ability to Print Thermal Transfer Ink or Direct Thermal Passes Depending on the Heat	●	X
Reliable Customer Support and Service	●	X

dwellingLIVE

Communities Where dwellingLIVE Has Replaced Gateworks

- Crystal Cove, Newport Coast
- Coto De Caza, Rancho Santa Marguerita
- Emerald Bay, Laguna Beach
- The Strand at Headlands, Dana Point
- Dove Canyon, Dove Canyon
- Newport Ridge North, Newport Coast
- Pacific Ridge, Newport Ridge North
- Marbella, San Juan Capistrano
- The Peninsula, Huntington Beach
- Palmilla, Laguna Niguel

Recent Accounts Won Over Gateworks

- PGA West, La Quinta
- Rolling Hills, Palos Verdes
- Ritz Pointe, Dana Point
- Santa Lucia, Newport Coast
- Irvine Cove, Laguna Beach
- Big Canyon, Newport Beach
- The Lakes at Discovery Bay, Discovery Bay
- Hunt Club, San Juan Capistrano
- Calabasas Park Estates, Calabasas
- Ironwood Country Club, Palm Desert