

CAPISTRANO BAY DISTRICT
AGENDA REPORT
March 27, 2012

Security Reports

ITEM F.3

Proposed Password Policy for Homeowner Call-In Identification

(Continued From Previous Month):

It is being recommended that the Board establish a policy that would require homeowners to provide a password to confirm their identity to the gate officer when they call in a guest or service person. At the previous meeting the Board requested further information that addressed the problem of how to deal with a caller who has forgotten his/her password and to study what other communities are doing with this issue (*the following has been suggested by Securitas*):

In the event that a resident/caller should forget their *call-in password*, the gate officer can conduct the following verification procedure:

1. *gate officer can verify the caller's phone number and check to see that it matches one of the phone numbers shown on the property owner's information in the computer and/or,*
2. *gate officer can ask the caller to confirm some other owner-data in the computer such as, addresses, family names, vehicle types, license plate numbers, etc.*

The actual minimum or maximum number of questions to the caller should be clearly established to avoid the caller feeling he/she is being harassed or having their privacy infringed upon. And also, the amount of time taken to determine ID should be brief to keep things moving along at an acceptable pace at the community entrance.

The *DwellingLIVE* gate access system currently has a call-in password management feature built into the system and is ready now to be put to good use, as some homeowners already have.

To publicize this security policy and encourage property owners to provide a call-in password, it is recommended that a notice be sent out that explains the policy and establishes a deadline date for submitting a call-in password. Homeowners would have to log onto the *dwellingLIVE* system and enter the password independently OR submit it to the District in writing. It would not work to simply call the gate and have the attendant take your password over the phone.

Once the notice goes out, the gate attendants on the various shifts would begin promoting the password requirement as they receive calls from homeowners. After the established cut-off date closes (perhaps 30-45 days), the gate attendants would not be allowed to continue taking guest/service names over the phone UNLESS the caller provides his/her password.

If this is acceptable to the Board, a draft policy and homeowner notice can be developed and submitted to the Directors for approval.