

CAPISTRANO BAY DISTRICT
AGENDA REPORT
APRIL MEETING
February 24, 2026

New Business

ITEM 11c

Guest Access Control System

Familiarly known as DwellingLIVE, this proprietary software system automates the entry of residents, guests, service workers, deliveries, etc., into the community.

The current system is one of the first to become a functional and useful tool for many private residential communities but as time goes on, new innovations in software features, functionality, etc., have left DwellingLIVE behind the curve. For this reason, some of the capabilities of this system are beginning to fail and we expect DwellingLIVE, at some unexpected point in the near future, to freeze and crash, leaving us with no ability to monitor who is entering the community.

Staff has been looking into newer, more up-to-date software programs that could replace DwellingLIVE in an organized and planned way to avoid a crisis when the system finally crashes.

Two competitors stand out as potential candidates for replacement:

- GoAccess
- Proptia

Staff has met each vendor for a presentation and Q&A opportunity, and with proposals coming soon, will be conducting site visits to 'test drive' the programs for ease of navigation and functionality.

The chance to test drive the programs and their eventual cost will tell us a lot about which program is best suited for our community.

It's better that we make the change on our terms than wait until DwellingLIVE dies on us in the middle of a busy summer Saturday, like the Fourth of July or Memorial Day.

No one likes change but this has to be done.