

CAPISTRANO BAY DISTRICT  
AGENDA REPORT  
*March 31, 2026*

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*New Business*

## **ITEM 11a**

### 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 and technology advances, new innovations in software features, functionality, etc., have left DwellingLIVE behind the curve. For this reason, some of the capabilities of the current 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 process to avoid a crisis when the system finally crashes.

Two competitors stand out as potential candidates for replacement:

- Proptia
- GoAccess

On the following pages are proposals from both program providers for your review and staff has arranged to have representatives present from both programs to provide brief presentations.

March 3, 2026

# Capistrano Bay District

## New Proptia Visitor Management - Access Control System

### Project Address

Capistrano Bay District  
35000 Beach Road  
Dana Point, CA 92624

### Proposal Contact

Carl Esparza  
Carl.esparza@cgsystemsinc.com  
(714) 632-8882  
1470 N. Hundley St., Anaheim, CA 92806

### Project Contact

Karen Morris  
cbd@capobay.org  
35000 Beach Road  
Capistrano Beach, CA 92624  
(949) 433-8329

## Executive Summary

Thank you for the opportunity for CG Systems to work with you on this project. We are proposing a new Proptia – visitor management system with access control. In summary, this proposal includes the following:

- **New Proptia – Visitor Management System with Access Control**
  - **Option #1: Attendant Station Visitor Management System**
    - One (1) Attendant Station Visitor Management Kiosk
      - Attendant Station Proptia Computer with monitor
      - Attendant Station Wireless Pass Scanner
      - Proptia Smart IA Server VMS Computer
    - Integration with existing RFID Reader
      - Integration of existing database
    - One (1) Bluetooth Enabled Reader for Resident Lane
      - For Smartphone Credentials and FOBS
  - **Option #2: Proptia Automatic License Plate Recognition**
    - Two (2) new Hanwha LPR Cameras
      - One (1) For Resident Entry Lane Capture
      - One (1) For Exit Lane Capture
      - Integration with existing Visitor Entry Lane



## Scope of Work

### Proptia Guardhouse Visitor Management System

- We will install a new Proptia visitor management server and kiosk station for the Main Guarded Gate
- System is designed for rapid guest processing and offline operations when necessary
  - The system allows residents to register visitors via their own customized login and password via the Internet, or they can call them into the guard on duty
    - Entries are automatically replicated to the guardhouse computer system via the Internet
    - Residents may e-mail or text guest passes—all guest pass types and limitations to be set by the board and property manager
- Includes a pass printer for automatically printing overnight passes for admitted visitors
  - Initial 2,000 passes are included with the printer
  - We will provide a guard barcode scanner for processing guests with valid passes
  - Proptia does allow the guard to “process” an entry without a pass if desired
- Management staff, guard staff and resident web training is included as part of this proposal
  - Training is completed via Proptia online knowledgebase
  - Proptia online Training: <https://www.proptia.com/client/management-training/>
    - Username: learn@proptia.com - Password: password
  - We are available for support training if any staff require such
- Resident login invitations are sent out via Email once the Proptia database is ready
  - Residents will be able to independently login and begin managing their profile
    - Management have ability to limit editing of vehicles by residents
- We will collaborate with your team to develop a new Proptia database import spreadsheet
  - The initial database information to be provided by the HOA
  - If the database is not complete or corrupted, then it will require some of your own staff time to correct or complete the database
  - We will export all resident profile information, including their property details:
    - Properties, Residents, Associated Residents, and Vehicles
    - Access Control Credentials and Access Level Information
    - Telephone Entry System Information and Entry Codes when required
  - The import process does NOT include the importing of Visitor Lists
    - Unable to export Visitor Lists with an association to a Resident
    - We can only export Visitor Lists associated to Properties
      - ❖ The List by Property can be provided to Residents for their re-entry
    - For liability reasons, we highly recommend against importing Visitor Lists
      - ❖ This is a good time to have Residents audit their Lists for accuracy
  - The import process does NOT include the importing of Staff or Global Settings
    - Proptia provides enterprise level granularity control for user roles and users
      - ❖ We will work with management to setup appropriate user roles
      - ❖ We will also work with your team to setup community global settings



- We will provide Management the finalized Import Spreadsheet for approval
  - Once approved by Management, we will Import the information into Proptia
    - ❖ The approval process must occur quickly, so data remains accurate
- Proptia also provides an online Knowledge Base with training materials for future use
  - This resource is kept up to date as new major software releases are implemented

Monthly Subscription Fees for this Proposal	Price	Qty	Extended
Proptia Guardhouse Visitor Management	\$208	1	\$208
Proptia Base Management Software	\$119	1	\$99
Proptia Credentialed Access	\$36	1	\$36
Proptia License Plate OCR integration (visitor lane)	\$105	1	\$105
Proptia License Plate OCR integration (resident and exit lane)	\$81	2	\$162
<b>Total Monthly Recurring</b>			<b>= \$ 610.00</b>

*Please note installation includes fees for first month*

### ICT Access Control Panels with Proptia (required)

- We will install new ICT access control panels and power supplies
  - All controllers and associated equipment will be installed onsite in a NEMA 3R cabinet
- All readers will be automatically updated from the Control Panels when database/programming changes occur
- This system is expandable if more access points are required
- Includes connections, configuration, and testing for a complete operational system



### Long Range Mobile-Ready (Bluetooth) Contactless Readers

- Benefits of switching to mobile credentials
  - New software includes Proptia “One and Done” process for issuing and programming the mobile credential
    - Mobile credential is automatically programmed into the access system after distribution
    - Easy Set-up wizards for residents
    - Users can utilize Siri and Google voice commands for hands-free operation
  - Can Replace supplement fobs, transponders, keycards, and remotes
  - One credential for doors and vehicle gates
  - Remotely assign and revoke credentials sent directly to a user’s smartphone
  - **Each Bluetooth credential can ONLY be assigned to one mobile device/user within the campus.**

- **Bluetooth credentials can NOT be shared, sent, or copied to any other device or user/visitor.**

### Option: Proptia LPR System and Integration

- We will install a new Proptia license plate recognition system for the front gate which includes One (1) Visitor Lane, One (1) Resident Lane, and One (1) Exit Lane
  - We will install one (1) Hanwha LPR Camera for resident lane and one (1) Hanwha LPR Camera for the Exit lane.
  - We will integrate the existing Visitor Lane LPR.
  - License plates recognized by the LPR computer will automatically appear on the visitor management computer for logging into the database and printing on the guest passes
- We will connect the newly proposed visitor lane LPR camera to the new Proptia LPR system
- Gate attendant has the option to make corrections when the OCR process does not auto input the correct plate information (a plate snapshot is displayed on computer)
- Includes required configuration, testing, and training for staff for a complete installation

### General Notes & Exclusions

- Approximately 6-8 weeks for material acquisition.
- We estimate approximately 1-2 weeks for installation completion.
- Internet fees/connection for the proposed system to be provided by others.
- Static IP Address required for Access Control and IP Surveillance Systems.
- We will use 120v power from existing power pedestals.
- Excludes plans, permits, and agency fees.
- With the current volatile pricing of materials due to imposed and pending tariffs, the pricing on this estimate is subject to change at any time without notice. Pricing will be finalized upon estimate approval and will reflect the original estimated price plus any added tariff as of approval date (if applicable).
- Proposal pricing is only valid for thirty days from the proposal date.
- After thirty days pricing is subject to increase due to material cost increases.
  - 10% deposit due upon receipt of signed proposal.
- See last page for standard disclaimers.

### Warranty

- 1-year new installation warranty by CG Systems for all parts and labor.
- 2-year warranty by the manufacturer for Proptia parts.
- 3-year warranty by the manufacturer for ICT Protégé parts.
- 4-year warranty by the manufacturer for Hanwha LPR Camera parts.



## Pricing & Signature

Thank you for taking the time to review our proposal. To move forward and approve this project, see the line item(s) and fees below. Please initial next to the line item you intend to approve, and then sign, print, and date. 50% deposit required upon acceptance of this proposal.

Description	Per Ea	Qty	Extended Price	Initials
Option #1 as described above for Proptia Attendant VMS	\$24,878.79	Lot	\$24,878.79	_____
Option #2 as described above for Proptia ALPR system	\$12,829.91	Lot	\$12,829.91	_____
<b>Total:</b>			<b>\$37,708.70</b>	_____

### Monthly Subscription Fees for this Proposal

	Price	Qty	Extended
Proptia Guardhouse Visitor Management	\$208	1	\$208
Proptia Base Management Software	\$119	1	\$99
Proptia Credentialed Access	\$36	1	\$36
Proptia License Plate OCR integration (visitor lane)	\$105	1	\$105
Proptia License Plate OCR integration (exit lane)	\$81	2	\$162
<b>Total Monthly Recurring</b>			<b>= \$ 610.00</b>

*Please note installation includes fees for first month*

### Access Devices (Fill-in Quantity and Extended Price)

	Price/ea.	Qty	Total Price	Initials
Proptia high security key fob style tag (quantities of 100 each)	\$15.50 x	_____	_____	_____
Proptia mobile credential for BLE enabled smartphones	\$13,.25 x	_____	_____	_____

Signature for Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Signed by: \_\_\_\_\_

Thank you for the opportunity to work with you on this project. We are confident the solution detailed in this proposal offers great value to your community. Should you have any questions whatsoever, please contact me via email: [carl.esparza@cgsystemsinc.com](mailto:carl.esparza@cgsystemsinc.com).

Kind Regards,

*Carl Esparza*

Estimator - IDEA Certified Automated Gate Systems Designer

**[CG Systems, Inc.](#)**

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[California Gate](#) | [California Camera Security](#) | [California Access Control](#)





# Capistrano Bay - Access Control, Visitor Management, & Community Software Proposal

## **GoAccess Representative:**

Brandon Oswalt - COO

[Brandon@goaccess.com](mailto:Brandon@goaccess.com)

559-905-1120

## GoAccess Overview

GoAccess is the next-generation security operations platform, developed by former Harvard and Google engineers, to enhance the privacy and efficiency at some of the nation's most coveted communities.



We have two core guiding principles at GoAccess:

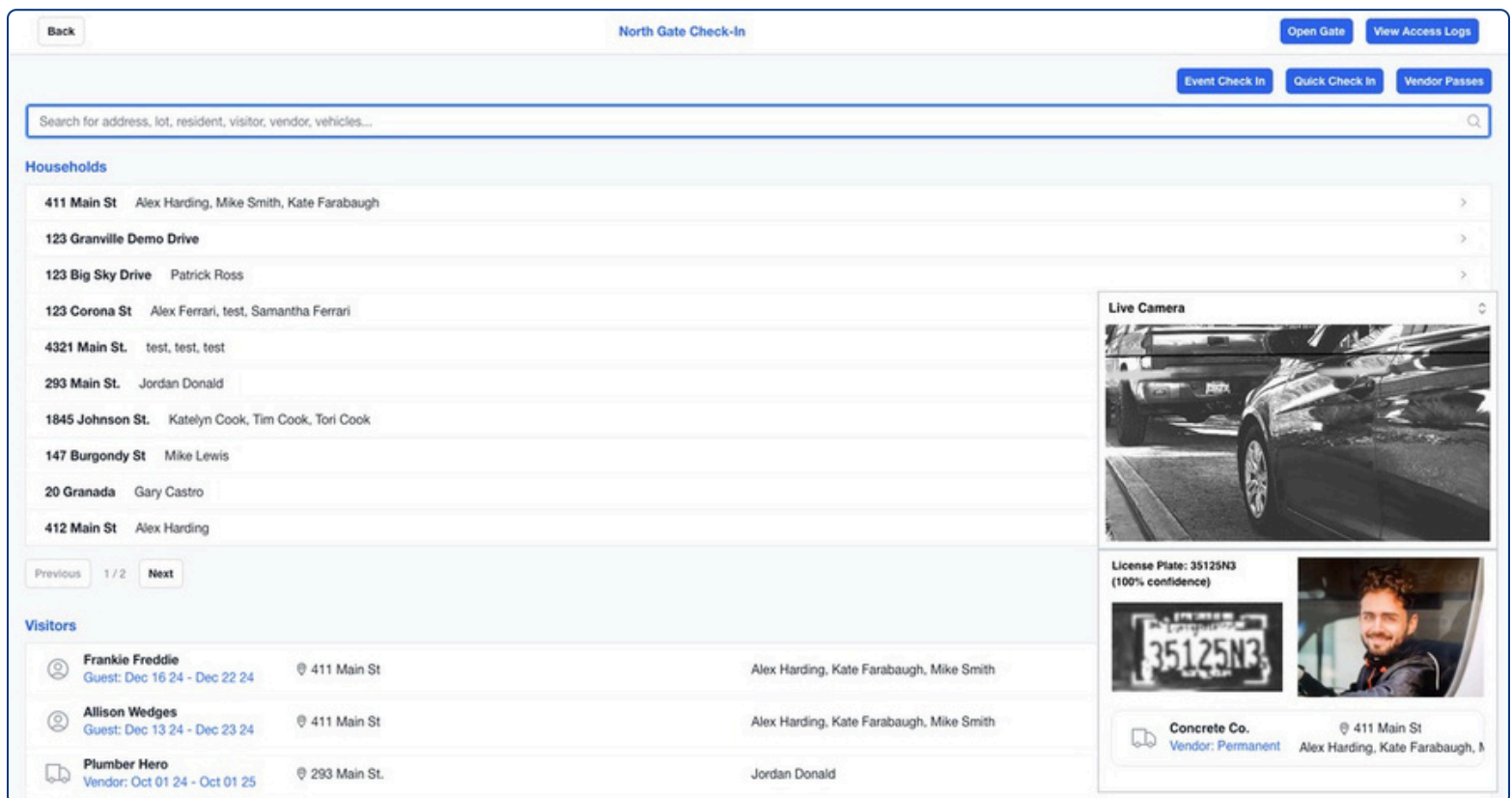
**Innovation:** We have built a visitor management and access control system that's unbeatable in terms of reliability, functionality, and ease-of-use—but why stop there? We have only scratched the tip of the iceberg in terms of what is possible, and we continue to innovate as technology, especially A.I., advances. For example, we are actively building exciting new functionalities such as visitor tracking within the community, automatic speed/stop-sign violation issuance, and visitor facial detection.

**Customer Service:** We understand that our base platform will service 90% of your needs, and it is the last 10% of custom functionality which can take our service from good to great. For every project there is always last-mile custom development to ensure your version of GoAccess is made specifically for you.

## Key GoAccess Functionality

GoAccess is your community's core technology used across all residents, security staff, and management. We have ensured that it is just as powerful and easy to use for all users.

## Security Check-In Platform



The screenshot shows the GoAccess Security Check-In Platform interface. At the top, there is a 'Back' button and the title 'North Gate Check-In'. On the right side, there are buttons for 'Open Gate' and 'View Access Logs'. Below the title, there are buttons for 'Event Check In', 'Quick Check In', and 'Vendor Passes'. A search bar is located below these buttons, with the placeholder text 'Search for address, lot, resident, visitor, vendor, vehicles...'. The main content area is divided into two sections: 'Households' and 'Visitors'. The 'Households' section lists several addresses and their corresponding residents. The 'Visitors' section lists several visitors, including 'Frankie Freddie', 'Allison Wedges', and 'Plumber Hero', along with their visit dates and the residents they are visiting. On the right side of the interface, there is a 'Live Camera' feed showing a car entering the gate. Below the camera feed, there is a license plate recognition section showing the license plate '35125N3' and a photo of the driver. At the bottom right, there is a section for 'Concrete Co.' with the vendor name 'Permanent' and the address '411 Main St'.


Most visitors are repeat visitors. With GoAccess, by the time a vehicle pulls up, security already knows who they are by tying license plates to previous entries (made possible by our A.I. LPR server). Furthermore, by incorporating the driver facing camera stream, security can ensure that the driver matches previous access log history and it is not a shared pass. *With GoAccess you have a photo of every vehicle, license plate, and driver entering your property.*

We've spent hundreds of hours in gate houses watching security use GoAccess and optimizing the check-in experience to be as efficient and intuitive as possible. GoAccess reduces lines by driving down the average transaction time and helps to better secure the community with more powerful access logs.


## Security Check-In Platform Cont'd

Auto-flag BANNED visitors. Ensure that unwanted visitors do not slip through the cracks. Any BOLO plates will automatically alert security to prevent entry.

**Live Camera**

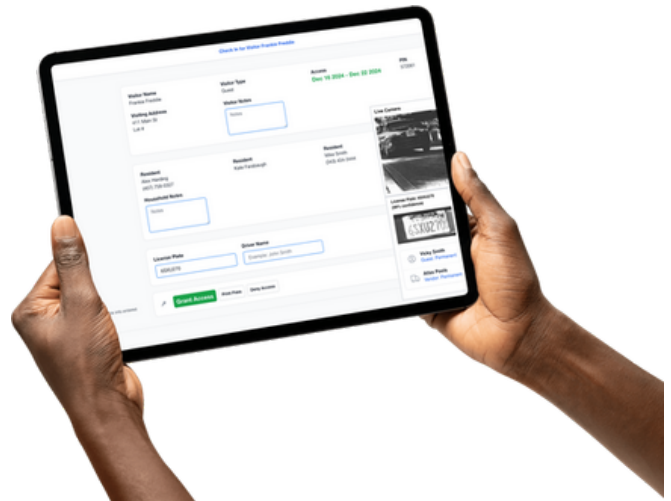


**License Plate: 7FFD892**  
(97% confidence)



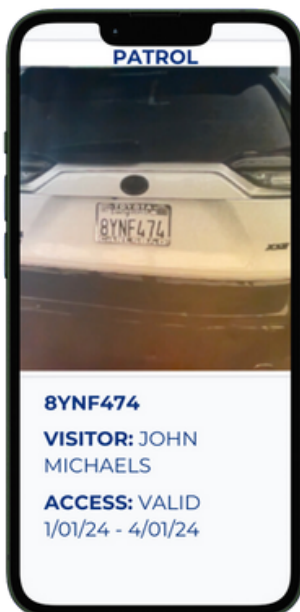
**Elizabeth Holmes**  
Guest: **Banned**

123 Corona St  
Alex Ferrari, Samantha Ferrari, test



GoAccess is compatible with your existing equipment for printing and scanning passes. Furthermore it can be used on a tablet to capture license plates using the tablet's camera.

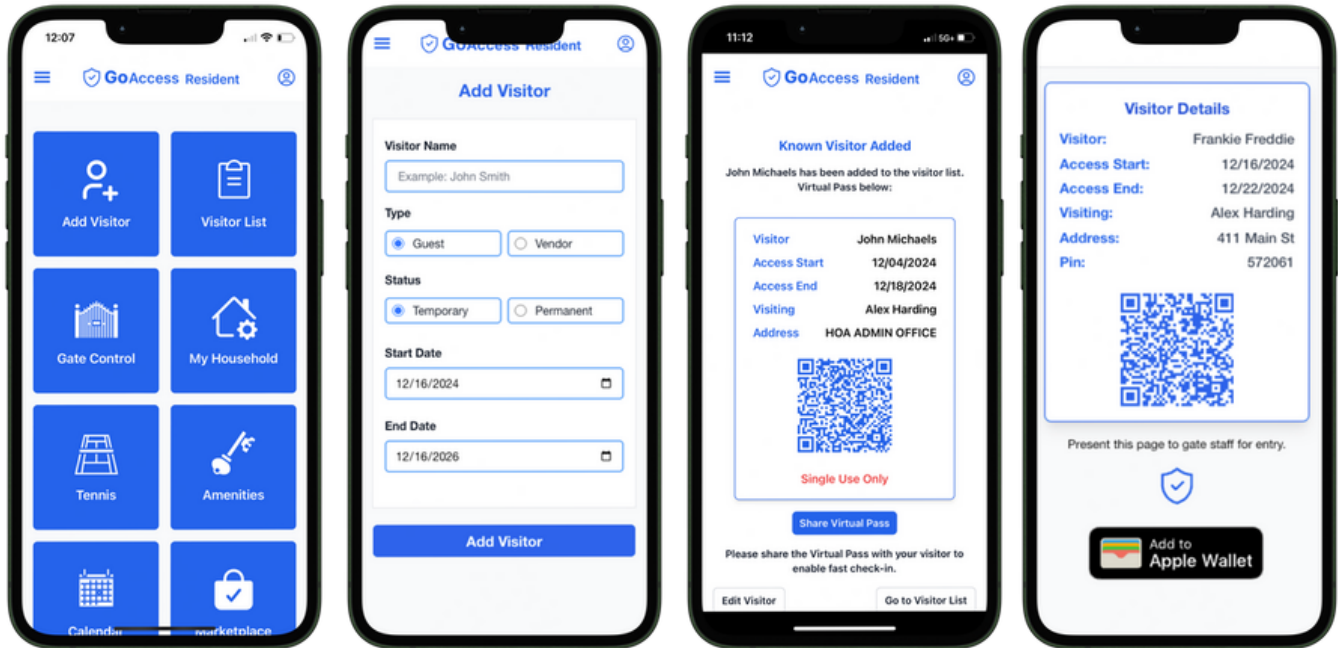
## Patrol



Give power directly to patrol staff to more vigilantly patrol the community. Instantly know to whom any vehicle on property belongs, versus your current manual process of radioing the gate house and running tedious reports.

Patrol can use their phone cameras to scan any plate and see that vehicle's entire access log history. This can be used to flag if a visitor is in an area of the property they shouldn't be, to track down the owner in the case of an incident, and to issue citations.

## Resident App



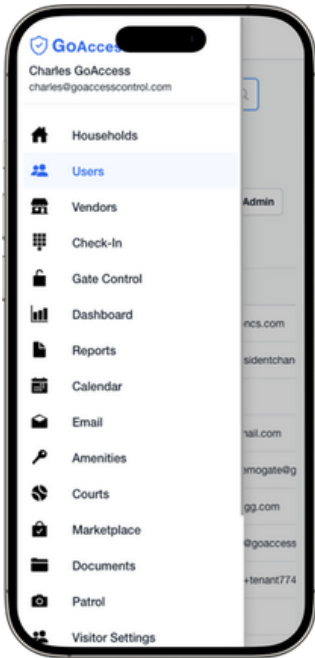
GoAccess is very intuitive for any resident to use - available on web, IOS, and Android. Easily add visitors with minimal clicks and share a single-use virtual pass that can be added with Apple or Google Wallet for expedited check-in. We also offer optional, no-cost-added functionality that is hidden if not used, such as a community calendar, HOA docs, and the ability to open the gate remotely.

## Visitor E-Pass



Residents can send their visitors e-passes which provide community branded instructions and a QR code for staff to scan to quickly check in visitors. Customize to your needs, such as providing instructions by visitor type, for example "vendors to park on right hand side of street"

## Admin Management

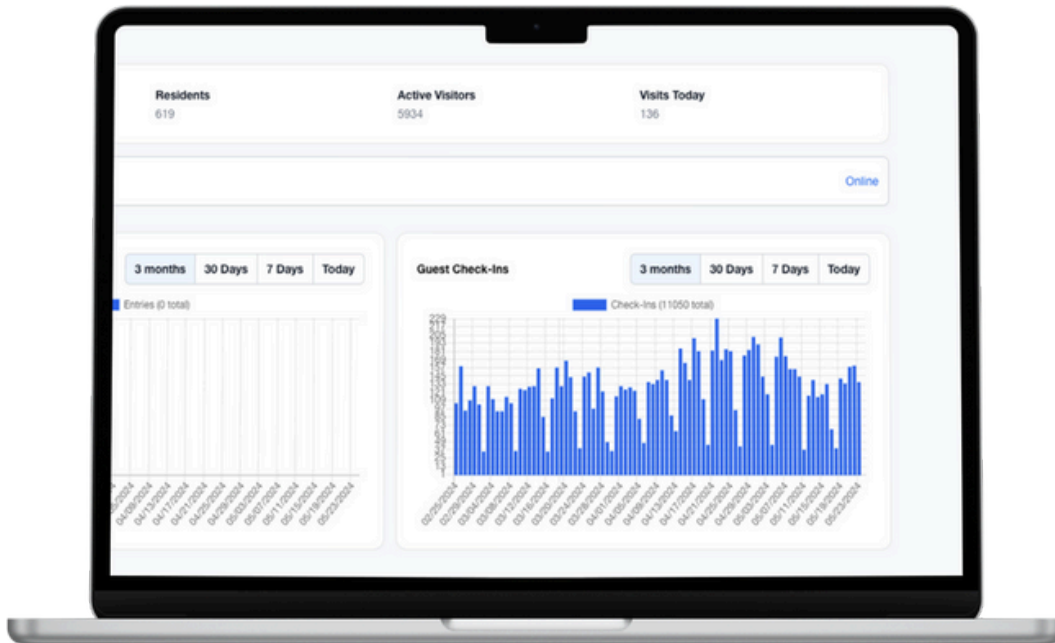


Administrators can effortlessly manage your community, most of which can even be done on-the-go from their smart phone.

Intuitively do everything needed to manage the entire system: run reports, create households, add resident accounts, assign transponders, create admin accounts with specific permissions, send email blasts, manage large event lists, etc.

Enable custom permissions to limit permissions for various levels and types of admins such as gate staff.

## Data Tracking and Reporting



GoAccess provides unique insights into your community's operation. Easily manipulate, track, and visualize your data to make more informed decisions in areas such as staffing and capital expenditure. Export custom reports for HOA presentations, audit suspicious visitors, and more.

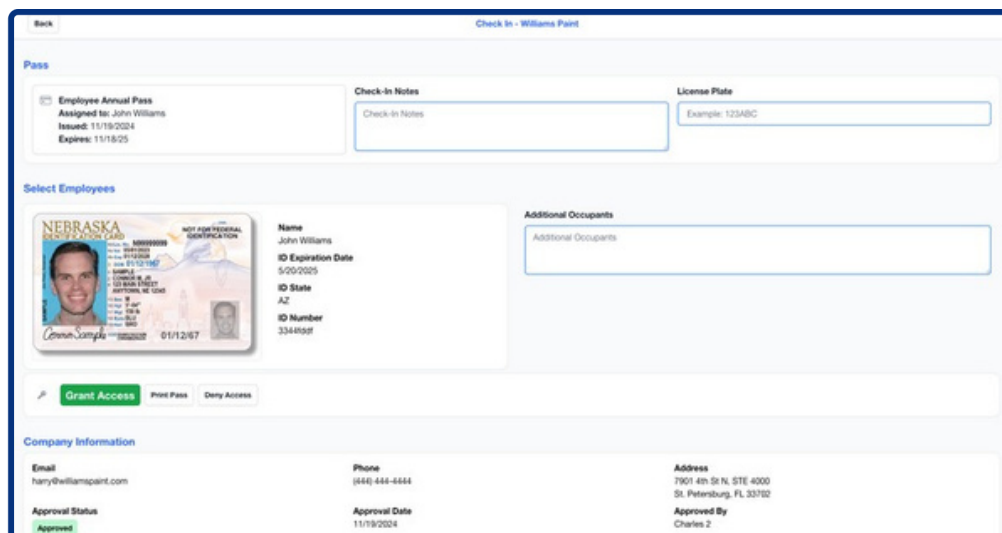
## Data Privacy, Always Online, Marketing, and Custom Features

There is nothing we take more seriously than data privacy. All data, encompassing personal details and access logs, undergo robust encryption protocols during both transit and storage phases. This is achieved utilizing HTTPS for secure transmission and Amazon Web Services' (AWS) enterprise-grade encryption for safeguarding the data within our database systems. Our database infrastructure is reinforced with an automated backup process, executed daily. These backups are preserved for a period of 30 days. Administrative system access is controlled via uniquely generated tokens, robust password protocols, and two-factor authentication.

Data is also stored locally to ensure that if internet service is ever interrupted, GoAccess will still work to check-in visitors. Once service is re-instated, GoAccess re-syncs to upload any transaction data and download any new data.

Finally, one of the biggest differentiators GoAccess has to our competitors is our willingness to create custom features. We understand every community's needs are different and we are willing to create custom solutions.

## Generate Revenue: GoAccess Vendor Program



The screenshot displays a web interface for a vendor program. At the top, it says "Check In - Williams Paint". Below this, there are several sections:

- Pass:** Includes an "Employee Annual Pass" section with fields for "Assigned to: John Williams", "Issued: 11/19/2024", and "Expires: 11/19/25". There is also a "Check-In Notes" text area and a "License Plate" field with an example "123ABC".
- Select Employees:** Shows a selection of an employee named John Williams. A Nebraska driver's license image is displayed. To the right, fields show: Name (John Williams), ID Expiration Date (5/20/2025), ID State (AZ), and ID Number (3344939F).
- Additional Occupants:** A text area for listing other people.
- Actions:** Three buttons: "Grant Access" (highlighted in green), "Print Pass", and "Deny Access".
- Company Information:** A section at the bottom with fields for Email (harry@williamsaint.com), Phone (844) 444-4444, Address (7901 4th St N, STE 4000, St. Petersburg, FL 33702), Approval Status (Approved), Approval Date (11/19/2024), and Approved By (Charles 2).

GoAccess has a vendor program which could be used to power new HOA policy of charging recurring service vendors for entry. This self service platform can generate substantial 6-figure revenue while reducing liability by insuring that all companies have property business, liability, and identification documentation.

## Pricing

### Gate Software

SERVICE	PRICE
Full GoAccess Platform subscription	\$1,249/month
License Plate and A.I. Recognition Enhancement - Including 1 Camera Channel	\$249/month
Implementation: Data Import/Export and Resident Onboarding Support and Marketing Services (All resident support, both for the transition and ongoing, is handled by GoAccess to ensure a high adoption rate)	\$9,998 (one time)

### Gate Hardware

ITEM	PRICE
1x NVIDIA A.I. LPR Recognition Server	\$4,883 (one-time)
1x Pre-Provisioned PDK Access Control Panels (3 year MFG warranty)	\$2,478 (one-time)

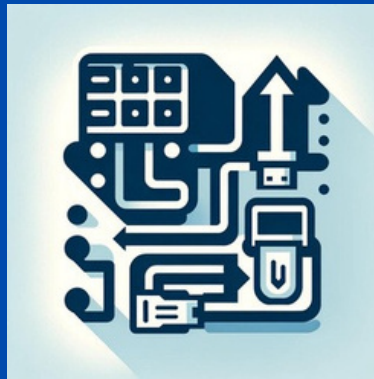
### Total GoAccess Investment

ITEM	PRICE
Total Monthly Membership	\$1,498/month
Total Hardware + Implementation	\$17,359 (one-time)

## Addendum: How We Make the GoAccess Transition Easy

We know that switching visitor management can seem daunting. However, we have a proven **white glove** method to ensure that all residents and staff, even those who are not tech-savvy, are able to seamlessly transition. We will handle all customer support during the transition to alleviate staff workload.

### 1. Data Export



We export all of your data (households, residents, visitors, etc.) into GoAccess and every piece of data is included. We have done complete and successful data exports from all of the legacy providers (Dwelling Live, ABDI, etc.).

## 2. Trial & Testing Period



Be confident that everything works! Before launching to the community, designated residents and administrators are able to trial the GoAccess app to make sure that everything works as expected, from the sign up email to adding visitors to custom account permissions.

## 3. Marketing and Onboarding



All residents will be sent out a series of emails to ensure they are able to download the GoAccess app (or access the web platform). We will track all sign up metrics and only send subsequent emails to residents who have not yet onboarded. See an example email below, that can be completely customized to your community's brand.