

Frequently Asked Questions

HOW CAN A COMMUNITY REDUCE WAIT TIMES AT THE GATE?

BY BRIE PETERSON

t's a question and issue that almost everyone faces. Whether you are the property manager, a resident living in a gated community, a vendor, or a visitor who uses a community's gate often—it is easy to relate to the frustrations that come with long wait times at a community entrance. Many people refer to this as stacking, or

the buildup of vehicles at an entrance. While it is unlikely that this issue will be resolved at all times, with technological advancements, there are methods that can greatly decrease the chances of stacking.

Before a community discusses the options to alleviate wait times at the entrance, it's important to determine the cause, and there can be several explanations. First, a telephone entry system is a common culprit for stacking. Not only are these systems typically unreliable and antiquated, but the codes can be misused or time consuming as visitors search through a long list of names to find the resident he or she would like to see. Just one driver dealing with this can create a long back-up of vehicles at a community, especially during busy times of the day.

There are other instances with gate guards that can cause stacking at communities. If the guard does not have an updated system that allows him or her to quickly verify visitors and complete transactions, it is likely that stacking will frequently occur. While a revised method for verification would help expedite transactions, there are also cases where the drivers trying to enter a community create a backup. Unfortunately, this type of situation is



BRIE PETERSON, BUSINESS DEVELOPMENT CONSULTANT FOR ENVERA SYSTEMS

Brie Peterson is the Business Development Consultant for Envera Systems. She works closely with the sales and marketing departments to provide best-inclass service to the communities that Envera works with. Envera Systems specializes in security technology systems with remote guards to replace or enhance guards at communities. Contact info: (855) 380-1274 or www. EnveraSystems.com.

difficult to control. The visitor may not be approved to enter or cannot reach the resident he or she is trying to visit. This type of circumstance makes it even more important to have a quick transaction process that can speed up the verification of other guests after a backup.

Once a community determines the main cause or causes of stacking, then the options for expediting the process can be examined. The most efficient method to decrease stacking at a community is to





SliderEngineeringgroup

Consulting Engineers



- · Structural Inspections
- . Concrete Investigations
- Turnover Studies
- Concrete Restoration
- · Window Replacement
- · Roofing & Waterproofing
- · Failure Investigation · Condition Assessment
- Expert Witness
- · Forensic Engineering
- · Project Management

www.sliderengineering.com

866.7.SLIDER **TOLL FREE**

305.940.4077

MIAMI 813.221.7622 TAMPA

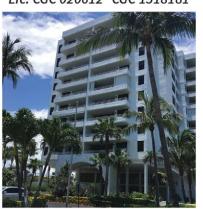
561.684.8813 WEST PALM BEACH

941.373.9044 SARASOTA

239.262.6100 NAPLES

CONCRETE RESTORATION **IMPACT WINDOWS & DOORS**

Daniello & Associates Inc. Lic. CGC 020612 CGC 1518181



We did the Complete Package CASUARINA CONDOMINIUM Highland Beach, FL

CONCRETE REPAIRS IMPACT WINDOWS PAINTING

Toll free: 888-370-4333 Office: 561-835-4788 www.concreterepairing.net

HI-RISE - COMMERCIAL & RESIDENTIAL | HALF THE COST OF A NEW ROOF | 10, 15, 20 YEAR WARRANTIES Absolute Waterproofing, Inc. offers over 35 years

STATE CERTIFIED PAINTING & WATERPROOFING ROOFING CONTRACTOR DADE LIC #98BS00210 LIC #CCC 1329837 BROWARD LIC #905592PUX



experience in South Florida. We specialize in

building restoration, painting, waterproofing, and

DADE: 305-949-0281 | BROWARD: 954-581-2401 | 954-391-9668



"Experience You Can Trust, Service You Can Count On!"

- Annual meetings
- · Assessment collections
- · Compliance issues
- Foreclosures
- Dispute resolution
- · Document drafts and amendments
- · Rules and regulations enforcement
- · Contract preparation/negotiation

Matthew Zifrony • Lindsay Raphael 954-525-7500

110 SE 6th St. Ste 1500 Fort Lauderdale, FL 33301 www.trippscott.com

BOTH TYPES OF AUTOMATED SYSTEMS ALSO INCREASE THE SECURITY OF A COMMUNITY

incorporate a form of automation at the entrance. The two main types of automation are automatic license plate recognition and automatic driver's license recognition. Both allow permanent and pre-registered visitors to quickly gain access to a community after immediate verification.

Automatic license plate recognition verifies visitors at a community when a license plate is associated with a registered visitor. When an image of the license plate is captured, the plate is cross-referenced with the database of approved vehicles, and the gate opens for permitted guests. Not only does this expedite wait times, but it easily verifies repeat visitors with a high capture of vehicle information to keep the community secure. If a vehicle's license plate is not recognized, the driver can speak with a virtual guard or gate guard, depending on what the community uses.

Automatic driver's license recognition easily recognizes verified guests by capturing an image of the name on the driver's state-issued identification. Typically, drivers insert their license into an ATMlike scanner that will verify the name and automatically open the gate for permitted visitors. If the driver's name is not recognized, the driver can speak with a virtual guard or gate guard, similar to the process with automatic license plate recognition.

Both types of automated systems also increase the security of a community. With simple tracking and recording of all visiting drivers entering, the community has the capability to recall identification information of guests should a problem ever occur at the gate or in the neighborhood. In addition, a virtual guard kiosk can record the audio of a transaction, and more cameras can capture angles of an entrance for added security.

While every community has different needs and preferences, both automated options are effective and efficient for reducing wait times at a gate. Allowing permanent and pre-registered visitors to have automatic entry expedites the entire transaction process and is easier for the guests, residents, and property managers at the community. Plus, the automation systems keep the entrances secure with a high capture of identification and/ or vehicle information. If you have security questions or concerns, please e-mail ask@enverasys tems.com.



Condominium and HOA Law Real Estate Litigation Construction Litigation Aviation Law and Litigation Complex Commercial Litigation Creditors' Rights and Bankruptcy



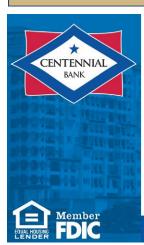






Responsive, Cost-Effective and Results-Oriented

Miami Center | Suite 1205 | 201 South Biscayne Boulevard | Miami, FL 33131 | T: 305.379.2400 www.dhaberlaw.com



Centennial's Got You Covered For Your Association Banking Needs

Lock Box Services/Payment Processing Easy and efficient method of collecting and depositing

owner's payments.

Financing Available

Providing funding for repairs, major renovations, reserve replenishment or short-term borrowing. CITATION™ i-View

Secure Online portal to view Lockbox transaction details, document images, data files and print reports.

Eliminate paper checks while saving time and revenue **Online Banking**

View bank account balances, transfer funds, view statements and pay hills.

Association Specialists

Team of knowledgeable associates with years of experience dedicated to banking services for Condo Associations.

Contact David Farrar - Vice President, Association Banking Manager 844.755.0488 or my100bank.com/associations

Some restrictions may apply to products and services listed above. See bank for details.

MY100BANK.COM A Home BancShares Company (Nasdaq: HOMB)

Save Up to **40%** on Utilities with Submetering!

The Submetering **Experts**



Established in 1957

Over 200,000 Meters Installed Nationally

- Accurately bill for individual utility usage
- · Residents only pay for what they use
- Reveals leaks minimizing damage
- Promotes conservation
- · Reduces property consumption saving thousands per year!

Call 888-My-Meter (888-696-3837) For a FREE Site Evaluation and Quote www.midwayservicesinc.com



- **✓ Dryer Riser Cleaning**
- ✓ Odor Control
- Family Owned
- ✓ State Licensed & Fully Insured



Now open in Hollywood & Ft. Myers!

CALL 866-475-9191

www.SouthernChute.com • www.TrashChuteParts.com