



# Rio Bravo Community Association Security Gate Protocols

## Article I: Administrative

### Section 1.01: Purpose

The Rio Bravo Community Association (RBCA) maintains and operates a security gate that is staffed by unarmed security guards at the entrance to the Rio Bravo Country Club gated community in order to enhance the security and safety of the homeowners and residents of the community. These guards operate under the control and direction of the RBCA Board of Directors solely to control vehicle traffic so as to allow entry of authorized vehicles, homeowners, residents, guests and country club members, and to refuse entry to vehicles and persons that are not authorized. The success of and the ability for the gate guards to provide the desired level of security for your community requires a cooperative effort of homeowners, residents, visitors, guests, employees and members of the country club.

**The security gate guards cannot and will not leave the security gate area. Should you detect criminal, suspicious or dangerous activity or situations you must contact the appropriate governmental agency or entity best suited to respond to what you have detected.**

### Windshield Decals

**All versions of windshield decals previously used for entry into the Rio Bravo Country Club Gated Community will no longer be authorized for entry into the community effective September 1, 2014.**

All concerns, complaints, suggestions, or notices regarding these Protocols by any person or organization shall be in writing and directed to:

Board of Directors  
Rio Bravo Community Association  
14500 Casa Club Drive  
Bakersfield, California 93306-9506  
Office Voicemail & Facsimile: 661-577-4345  
Email: [office@rbcahoa.org](mailto:office@rbcahoa.org)  
Website: [www.rbcahoa.org](http://www.rbcahoa.org)



## **Section 1.02: Protocol Revisions**

The Security Gate Protocols is a living document requiring updating as necessary and the only recognized revisions are those adopted by the RBCA Board of Directors. Changes to security gate procedures, technology and needs of RBCA will occasionally require revisions to the Protocols. The Security Gate Protocols along with other information for resident's use will be located at [www.rbcahoa.org/security.html](http://www.rbcahoa.org/security.html).

## **Section 1.03: Definitions**

**RBCA:** Shall mean the Rio Bravo Community Association.

**Rio Bravo Country Club Gated Community:** Shall mean all the annexed or non-annexed homeowner associations or other entities that represent owners within the boundaries of the gated private community accessible from the security gate.

**Person:** Any individual, legal entity, or association, or anyone acting on its behalf who enters or attempts to enter, whether authorized or unauthorized, is subject to these Protocols.

**Member:** Any active member and authorized additional members under a membership at Rio Bravo Country Club including a social membership.

**Visitor:** A visitor is a guest of a resident, member, or the Club. Club Visitors can be guest for the purposes of special functions, such as golfing and wedding events, but not limited to.

**Resident:** Any current and verifiable resident or owner of real property within the Rio Bravo Country Club Gated Community maintained in Dwelling Live systems or the records of RBCA.

**Club:** Shall mean the Rio Bravo Country Club.

**Employee:** Shall mean Club employees only.

**Essential Vendor:** Shall mean any Vendor that RBCA pre-authorizes access with a vendor pass, i.e., UPS, FedEx, etc.

**Vendor:** Vendor shall include any party not a Member or Resident that is entering for commercial purposes, such as gardeners, pest control, construction workers, or delivery vehicles.



**Transponder:** Is an electronic device attached to a vehicle or placard that has been activated and properly issued by RBCA and communicates with the security gate's transponder entry system. Visit <http://www.rbcahoa.org/documents/8-19-12%20RBCA%20Transponder%20Order%20Form%20FILLABLE.pdf> to order an RBCA transponder or you can call the security gate at 871-5613. Transponder entry frees up the Security Gate Guards to spend more time screening other vehicles to ensure unauthorized vehicles are not allowed entry into the community.

**Government Agency:** Any person representing the federal, state, county, city, or other governmental body in their official capacity.

**Security Gate:** Shall mean the 24-hour manned security gate at 14500 Casa Club Drive, Bakersfield, California 93306.

**Dwelling Live:** Shall mean the software and database of persons and vehicles authorized to have access to the Rio Bravo Country Club Gated Community and requires the completion of a Resident Data Sheet.

**Resident Data Sheet:** Is a form that must be filled out by residents in order to register for an account in the Dwelling Live system. Visit <http://www.rbcahoa.org/security/4-30-13%20RBCA%20Resident%20Data%20Sheet.pdf> for the form.

**Resident Entry Pass:** All residents that choose not to equip their vehicle(s) with a transponder will be issued a bar-coded resident entry pass that will be scanned by security gate guards.

#### **Section 1.04: Dwelling Live**

RBCA provides 24 hour security at the main gate and uses Dwelling Live for security gate personnel and residents to manage their visitors anytime online at [www.rbcahoa.org](http://www.rbcahoa.org) and selecting the Security Gate Website. Residents and Members can purchase a Transponder to allow quick entry through the Transponder lane without having to wait in the Visitor lane. Transponders are licensed for a fee. Additional information on obtaining a Transponder can be found at [www.rbcahoa.org](http://www.rbcahoa.org) under the Security tab.

#### **Section 1.05: Dwelling Live Setup**

After completing and submitting the Resident Data Sheet you will receive a password by e-mail. Visit [www.rbcahoa.org](http://www.rbcahoa.org) and select the Security Gate Website. Enter your e-mail and password. You will then be able to enter and manage your visitors, guests, services, vendors and party/event lists.



### **Section 1.06: Reports**

Security Gate Guards will administer and maintain various logs and other reports available to RBCA through the Dwelling Live system. The purpose of these reports is to assist with the management of the Security Gate in accordance to the instruction of RBCA.

### **Section 1.07: Inspection of Security Records:**

Inspection of security records must be requested by a Resident's homeowners' association and will be subject to a reasonable time for inspection by a director of the respective homeowner's association. Reports to homeowner's associations may be transmitted in abstract without individual owner information. It will be up to the homeowner's association to release security records under its rules to the Resident. Any copies provided will be subject to a fee. All other inspection requests will require a subpoena. If no homeowner's association exists for a Resident then the Resident may inspect the records under the same conditions as if a homeowner's association existed.

### **Section 1.08: Damage Reimbursement**

Any person or the vehicles and equipment owned or under their control that causes any damage to the Security Gate or the Security Gate infrastructure, will be subject to reimbursing RBCA for all costs, including actual damages, interest, and attorney's fees. RBCA may assess a flat minimum penalty fee of \$100.00 or actual damages, whichever is more to prevent future damage and to draw attention to these Protocols. Moreover, any incident that requires an emergency response where RBCA is subject to cost for a response, that event will be subject to an instant assessment of \$100.00 plus all fees associated with that response because of the emergency nature of such activity and to ensure the safety and welfare as best as possible to Owners of RBCA.

### **Section 1.09: Security Correction Notice**

This form is completed by security gate guards to document incidents or violations of the Security Gate Protocols requiring corrective action by homeowners, residents, members, guests or employees. The notices will be mailed to involved individuals and entities. Such incidents may be a violation of the Rio Bravo Community Association CC&Rs, i.e., unsafe driving, speeding, entering through the exit lane, etc. These violations may result in fines being levied on violators by the RBCA Board of Directors.



## **Article II: Operational**

### **Section 2.01: Entry**

The authority to enter the Rio Bravo Country Club Gated Community is either restrictive or non-restrictive. Any person that makes or attempts unauthorized entry into the Rio Bravo Country Club Gated Community or makes entry under false pretenses is subject to criminal and civil prosecution. To ensure the identity of those seeking entry into the community, the Security Gate Guards may scan, view or copy the driver's license, identification card or other form of governmental picture identification of individuals seeking entry.

### **Section 2.02: Non-Restrictive Entry**

Non-restrictive entry is for governmental agencies and essential vendors. Governmental agencies have duties that they must be allowed to fulfill and the Security Gate Guards will not question their entry. Emergency vehicles of any kind will never be given an entry pass. Non-emergency government vehicles will be given an entry pass that is not linked to a specific residence but will identify the driver and the agency. Essential Vendors will be allowed entry but will be given a Vendor pass. Should the employees of a governmental agency or an essential vendor abuse their access to the community then RBCA may complain to the employee's management.

- A. Fire, police, ambulance and governmental agencies will be granted access at any time.
- B. Essential vendors will be allowed entry at any time. They must check in with the gate guards and will be issued a vendor pass. This will include utility companies responding to urgent situations, i.e., gas leaks, power outages, lost phone service, water leaks, etc.

### **Section 2.03: Restrictive Entry**

- A. Residents are allowed entry when using a transponder, a resident entry card or upon residency verification. Residents are not allowed to obtain a resident pass to give to others not living in their home. See sub-section E.
- B. Non-Resident Members will only be allowed entry if they have a transponder or when authorization is validated by a Resident, Member or the Club. Unless the Club provides



information to the contrary, Non-Resident Member without a transponder will not be permitted entry before 5:30 am or after 9:00 pm or on any days the Country Club is closed, and will be given a gate issued Members pass. Non-Resident Members with a transponder will only have the ability to activate the transponder system and allow entry through the transponder lane during the time the Club is open as stated above. Non-Resident Members includes those with a Social Membership, however, to purchase a transponder will require them to properly identify themselves with a valid governmental identification that contains a photo of the individual.

- C. Vendors will be allowed when authorization is validated and must prominently display a Vendor's Pass in the lower left portion of the driver's side windshield. Vendors, once permitted access, are subject to random entry validation inspections, which will occur periodically from time to time. Vendor entry is not permitted before 6:00 a.m. or after 6:00 p.m., except for verifiable deliveries. A Vendor may not authorize additional visitors. This will include utility companies responding to routine matters, i.e., installations, disconnections, routine service, etc.
- D. Employees will be allowed entry when they present an employee entry card or until authorization is validated by the Club. Employees are subject to random entry validation inspections, which will occur periodically, from time to time. Employees must surrender their employee pass on demand. Employee entry is restricted to the operating hours of the Club as reflected in the monthly calendar issued by the Club. Unless the Club provides information to the contrary, Employee entry is not permitted before 5:30 a.m. or after 9:00 p.m.
- E. Visitors will only be allowed entry when authorization is validated and must prominently display a Visitor's pass in the lower left portion of the driver's side windshield at all times. Visitors, once permitted access, are subject to random entry validation inspections, which will occur periodically from time to time.
- F. Government Agencies will be allowed entry at all times. Emergency vehicles of any kind will never be given an entry pass. Non-emergency government vehicles will be given an entry pass that is not linked to a specific residence but will identify the driver and the agency. Postal service will have Non-Restrictive Entry while under official capacity from 6:00 a.m. to 6:00 p.m.
- G. Real Estate Professional is any real estate agent or broker and related service providers. They will be treated as Visitors subject to Restrictive Entry. Advanced Entry Authorization may be sought by the Resident for a limited period of time to facilitate home sales, home viewing or an open house. Homeowners must provide advanced entry



authorization through the gate guards or Dwelling Live. Real Estate Professionals cannot authorize their own Visitors but can communicate to the Security Gate Personnel events, such as Open Houses, to facilitate access to their anticipated Visitors. Prospective buyers will not be allowed entry unless they are accompanied by the Real Estate Professional, the Owner or are authorized by name through Dwelling Live. The only exception is an Open House previously arranged under an Advanced Entry Authorization. Signs or other advertising instruments are not allowed in any RBCA common areas.

- H. Process Servers and Private Investigators must be properly identified and licensed. This does not include employees of the Sheriff's Office Civil Division whom fall under Government Agency. Process Servers and Private Investigators will be allowed entry as a Visitor without notification to any person within the Rio Bravo Country Club Gated Community as required by law. A Process Server or Private Investigator must have a current driver's license or other identification. Additionally, there must be evidence of current registration as a process server issued by a county in California or of proper licensure as a private investigator issued by the State of California. The Summons must have an official stamp, signature, or other indicia of legitimacy. Whoever is driving into the Rio Bravo Country Club Gated Community must have a valid driver's license to be allowed entry with a vehicle. Guard personnel may not voluntarily accept service of process. Private individuals attempting to serve a process will not be allowed entry unless they fall within another authorized category in these Protocols.
  
- I. Construction Workers are contractors and their employees for construction work being conducted at a residence or within the community. Both the general contractor and the employees of the general contractor and sub contractors must be registered at the Security Gate as Vendors. The general contractor must provide these names in advance of their arrival. Employees of the general contractor or sub-contractors may not authorize their own entry or of others. Bakersfield Municipal Code section 9.22.0500 states that workers will not be allowed to work except from 6:00 am to 9:00 pm on weekdays or from 8:00 am to 9:00 pm on weekends. Construction Workers will be allowed entry after 5:45 am on weekdays and 7:45 am on weekends to allow for their arrival at their work-site.

#### **Section 2.04: Security Gate Guard Unavailability**

The Security Gate Guards work at a fixed post for an eight hour shift without relief or replacement. At times they need to use the restroom facilities inside the guard shack. When that occurs they will post a sign advising those in the visitor entry lane of the delay. The Security Gate Guards are not authorized and will not leave the visitor lane gate arm in the open position during this time. The transponder lane will operate normally during this time.



### **Section 2.05: Entry Signage**

Any person entering the Rio Bravo Country Club Gated Community must have a proper and current Visitor's Pass, Employee Pass or an active transponder. Any person found to be in non-compliance will be stopped, and if no authorization to enter is validated, that person will not be permitted to enter. If a person has gained access without an appropriate pass, or does not possess an appropriate pass, they will be asked to return to the Security Gate to register according to the Protocols.

### **Section 2.06: Advanced Entry Authorization**

Residents and Non-Resident Members are encouraged to register their Visitors in advance of their arrival to minimize congestion at the Security Gate. The preferred manner to register Visitors is through the Dwelling Live system on the internet at [www.rbcahoa.org](http://www.rbcahoa.org) under Security Gate Website. By phone, your Caller ID feature offered by the local phone service provider will help authenticate your call within the Rio Bravo Country Club Gated Community. If your call cannot be identified through Caller ID the security personnel will be required to ascertain your identity. This can be done with a verbal confirmation code listed for your home in the Dwelling Live system. All Visitors will be required to prominently display a Visitor's Pass at all times within the Rio Bravo Country Club Gated Community. In particular, the following will apply:

- A. Residents and the Club can designate a Visitor as Permanent, Temporary or on a Party List in their Dwelling Live account. It is recommended that your Dwelling Live account be reviewed and updated periodically. It is the obligation of a Resident to immediately make changes to their visitor list in the Dwelling Live account by doing so on-line or by notifying the security gate personnel of those changes.
- B. Members can designate a Visitor through the Club for a special event or to play golf up to two (2) weeks in advance. A Member's Visitor information is subject to validation with the Club at the time of the event or tee time before entry is permitted. The Club will provide tee time information every evening preceding the event date. It is the obligation of a Member to immediately notify the Club of changes to their Visitors to the Club. Members cannot add Visitors to be present in the Rio Bravo Country Club Gated Community unless the Member is also present at the time of the visit.
- C. Visitors of the Club can only be added by the Club for events such as weddings, golf tournaments, or other like events. A Visitor cannot authorize entry of another Visitor.





- D. Residents holding a large event can either use the Party List tab on the Security Gate website to enter their guests for the event or provide a written list of guests to the Security Gate guards specifying the date and time of the event. Guards are not allowed to grant entry to event guests without entry of that visitor into Dwelling Live or on a written list. Absent the entry into a Party list or providing a written guest list the Security Gate Guards will call residents for authorization as outlined in Section 2.06. The Security Gate Guards are not authorized and will not accept a resident's request to allow entry based on a "let anybody in" authorization.

### **Section 2.07: Entry Authorization**

Security Gate Personnel will call Residents, Members, or the Club to validate entry authorization of Visitors as needed or required any time of the day or night. Only one phone call will be made to each of the prioritized contact phone numbers listed in Dwelling Live for a Resident or Member. If there is no answer on any of these first calls then the Visitor will be turned away. No messages will be left. This is to ensure the visitor lane does not become clogged while excess phone calls are made.

### **Section 2.08: Current Contact Information**

All persons registered or entered into the Dwelling Live system or the records of RBCA are required to provide RBCA with any changes to their contact information in order to have current information to facilitate the orderly, safe, and efficient operation of the Security Gate. Resident information must be provided to RBCA. At times Resident information will be provided by the respective homeowner's association or other responsible party. Member information will be provided by the Club. For faster updating, Residents can update their information directly at [www.rbcaho.org](http://www.rbcaho.org) or with the Security Gate Personnel.

### **Section 2.09: Entry Data**

When a Resident or the Club seeks to add a Visitor, or when Security Gate Guards are validating entry, the following information will be obtained:

- A. Residents: Full name of Visitor, full name of authorizing Resident, residence address and phone (address and phone may not be requested if already established) and approximate duration of visit;

- B. Club: Full name of Visitor, number of Visitors, tee time, Member name and authorizing Club Employee. If for a special event, the full name of Visitor, number of Visitors, event time, event name or type and authorizing Club Employee.

