

Standard Operating Procedure (SOP) - RFID Windshield Sticker Installation and Gate Access

Purpose

To establish a standardized process for issuing, installing, and using RFID windshield stickers for secure and efficient vehicle access through community gates.

Scope

This SOP applies to all residents, Lifestyle staff, and other authorized personnel who require vehicular access to gated areas within the community.

Responsibilities

- **District Management:** Oversee distribution, maintain access records, and manage system updates, act as primary POC for gate function and maintenance issues.
 - **Lifestyle Team:** Assist in distribution upon request by District Management, have FAQ accessible for residents, incorporate distribution and FAQ into new resident orientations.
 - **Residents/Users:** Properly install RFID stickers and report any issues.
-

Procedure

1. RFID Sticker Issuance

- All existing residences will receive one RFID sticker per household.
 - Residents requesting an additional sticker must complete a **Gate Access Request Form** by contacting District Management at krista.baptist@claconnect.com or 719-284-7221. Form is also available on the District's website at <https://www.banninglewisranchmetrodistrict.com>.
- Provide vehicle details: make, model, color, license plate number.
- Sticker(s) are non-transferable and linked to the vehicle's information and ownership.

2. Installation Instructions

- Clean and dry the inside of the windshield thoroughly.
- Place the RFID sticker:

- **Location:** Inside the windshield, in the upper-left corner (driver's side) only.
- Ensure the sticker is flat and fully adhered.
- Do not tamper with or remove the sticker once installed. If replacements become needed, instructions can be obtained on the above-mentioned **Gate Access Request Form**.

3. Gate Access Usage

- Approach the gate slowly (5–10 mph).
- RFID reader will automatically scan the sticker.
- Gate will open if the sticker is valid and active.
- If the gate does not open:
 - Back up slightly, wait 10 seconds, and try again.
 - Contact Management if the issue persists at krista.baptist@claconnect.com or 719-284-7221.

4. Lost, Damaged, or Replaced Stickers

- Report immediately to District Management at krista.baptist@claconnect.com or 719-284-7221.
- A \$10.00 replacement fee may apply.
- The old sticker will be deactivated in the system.

5. Deactivation and Revocation

- Stickers will be deactivated if:
 - Resident moves out.
 - Vehicle is sold or replaced.
 - Misuse or violation of gate access policies.
 - District Management reserves the right to revoke access at any time for security reasons.
-

Safety and Security

- Do not tailgate other vehicles through the gate.

- Report suspicious activity or gate malfunctions to District Management at krista.baptist@claconnect.com or 719-284-7221.
 - RFID data is encrypted and securely stored.
-

Recordkeeping

- All issued stickers are logged in the community access database.
 - Records include resident name, vehicle info, sticker ID, and activation status.
-

Review and Updates

- This SOP will be reviewed annually or as needed by District Management.
- Updates will be communicated to all residents as needed.