

# TPCA ACCESS CONTROL SOP

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**\*\*\* WHILE THERE ARE NO ACTIVE FIRE OR ACCESS ALARMS, THE TPCA'S SECOND PRIORITY IS TO MAINTAIN STRICT AND ACCURATE FRONT GATE ACCESS CONTROL OF VEHICLES ENTERING THE PROPERTY THROUGH THE VISITOR GATE.**

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## **ACCESS ALARMS:**

1. SPECIFIC SURVEILLANCE CAMERAS DETECT MOTION IN PREDEFINED AREAS OF THE GATES OR WALLS AND SOUND VERBAL ALERTS. ACCESS ALARMS ARE A TOP PRIORITY FOR THE TPCA. SAFETY PROFESSIONALS INSIDE THE GATEHOUSE WILL PAUSE FROM WHATEVER THEY ARE DOING AND VIEW THE SURVEILLANCE MONITOR COVERING THE ACCESS ALARM AREA AND RESPOND IF NECESSARY.

## **RESIDENT AND MEMBER GATE INGRESS:**

1. THE TOWERS ARE RESPONSIBLE FOR PROGRAMMING VEHICLE ACCESS INTO THE RESIDENT GATE.
2. THE STIRLING CLUB IS RESPONSIBLE FOR PROGRAMMING VEHICLE ACCESS INTO THE MEMBER GATE.
3. ONLY VEHICLES WITH PROGRAMMED RFID TAGS MAY ENTER THE RESIDENT OR MEMBER GATES WITHOUT SHOWING ID, BEING SIGNED IN, AND BEING GRANTED ACCESS BY THE TOWER OR THE STIRLING CLUB VIA RADIO.

## **VISITOR GATE INGRESS:**

1. ALL RESIDENT, MEMBER, GUEST, VISITOR, EMPLOYEE, CONTRACTOR, VENDOR, TAXI, RIDE SHARE OR LIMOUSINE DRIVERS ENTERING THE VISITOR GATE MUST SHOW TA CARD OR DRIVERS LICENSE, HAVE VEHICLE MAKE AND LICENSE LOGGED, AND BE GRANTED ACCESS BY THE TOWER OR THE STIRLING CLUB VIA RADIO. SAFETY PROFESSIONALS MUST REPORT THE NUMBER OF PASSENGERS WITH THE DRIVER.
2. ALL RESIDENTS OR MEMBERS WHO ARE PASSENGERS IN A TAXI, RIDE SHARE OR LIMOUSINE ENTERING THE VISITOR GATE, MUST SHOW ID, HAVE VEHICLE MAKE AND LICENSE LOGGED, AND BE GRANTED ACCESS BY THE TOWER OR THE STIRLING CLUB VIA RADIO. SAFETY PROFESSIONALS MUST REPORT THE NUMBER OF PASSENGERS WITH THE DRIVER.
3. BEFORE CONTACTING THE TOWER FOR ACCESS, SAFETY PROFESSIONALS MUST OBTAIN FROM GUESTS OR VENDORS : TOWER & UNIT #, RESIDENT'S LAST NAME, GUEST FIRST & LAST NAME (IF GUEST IS A VENDOR, LOG THE COMPANY NEXT TO THE VENDOR'S NAME IN PARENTHESES.)
4. SAFETY PROFESSIONALS MUST REFRAIN FROM GIVING OUT RESIDENTS' OR CLUB MEMBERS' NAMES. IF A GUEST DOES NOT KNOW THE RESIDENT NAME & UNIT # AND THE TOWER IS REQUIRING THE RESIDENT NAME OR UNIT # FOR ACCESS, SAFETY PROFESSIONALS ARE TO DIRECT THE DRIVER TO EXIT THE VISITOR LANE AND PARK IN THE WAITING AREA (LOCATED IN FRONT OF THE MAIN GATE), WHERE THE GUEST IS TO CONTACT THE RESIDENT, WHO WILL NOTIFY THE TOWER'S FRONT DESK TO GRANT ACCESS TO THEIR WAITING GUEST. SAFETY PROFESSIONALS WILL THEN NOTIFY THE DRIVER IN THE WAITING AREA IF/WHEN THE TOWER HAS GRANTED ACCESS VIA RADIO.
5. BEFORE CONTACTING THE CLUB FOR ACCESS, SAFETY PROFESSIONALS MUST OBTAIN FROM GUESTS OR VENDORS: GUEST FIRST & LAST NAME (IF GUEST IS A VENDOR, LOG THE COMPANY NEXT TO THE VENDOR'S NAME IN PARENTHESES.)
6. IF THE CLUB DOES NOT ANSWER ACCESS GRANTED REQUESTS VIA RADIO, SAFETY PROFESSIONALS WILL PHONE THE CLUBS RECEPTIONIST @702.732.9700 EXT 7 TO REQUEST ACCESS. IF NO ONE ANSWERS THE PHONE, SAFETY PROFESSIONALS WILL GIVE THE DRIVER A CLUB PHONE LIST AND DIRECT THE DRIVER TO EXIT THE VISITOR LANE AND PARK IN THE WAITING AREA (LOCATED IN FRONT OF THE MAIN GATE), WHERE THE DRIVER CAN CONTACT THE NAMES ON THE CLUB LIST. SAFETY PROFESSIONALS WILL THEN NOTIFY THE DRIVER IN THE WAITING AREA IF OR WHEN THE CLUB GRANTS ACCESS VIA RADIO OR PHONE.
7. IF A RESIDENT, VENDOR, TAXI, RIDE SHARE, OR LIMOUSINE DRIVER ENTERING THE VISITOR ENTRANCE CAN NOT OR REFUSES TO SHOW A VALID TA CARD OR DRIVERS LICENSE, SAFETY PROFESSIONAL WILL NOTIFY THE TOWERS OR THE CLUB WITH THAT INFORMATION AND THE TOWER OR THE CLUB WILL GRANT OR DENY ACCESS. EXCEPTIONS ARE ONLY GRANTED BY EACH TOWER'S FRONT DESK OR CLUB PERSONNEL.
8. CONTRACTORS OR VENDORS DRIVING OVER-SIZED VEHICLES MUST REMAIN IN LINE UNTIL ACCESS IS GRANTED OR SPECIFIC INSTRUCTIONS IS GIVEN BY THE TOWER OR THE CLUB.



9. WHEN A TOWER OR THE CLUB DENIES ACCESS TO A GUEST OR VENDOR ENTERING THE PROPERTY THROUGH THE VISITOR LANE, SAFETY PROFESSIONALS WILL DIRECT THE DRIVER TO PROCEED THROUGH THE VISITOR LANE, TURN LEFT AND EXIT THE PROPERTY.
10. IF A GUEST OR VENDOR WHO IS DENIED ACCESS INSTEAD CONTINUES TO A TOWER, SAFETY PROFESSIONALS ARE TO DIAL 911 AND REPORT THAT A TRESPASSER HAS ENTERED THE PROPERTY. A SAFETY PROFESSIONAL IS TO THEN OBSERVE AND FOLLOW THE VEHICLE TO ITS DESTINATION AND NOTIFY THE TOWER VIA RADIO INFORMING THEM THAT THERE IS A TRESPASSER HEADING THEIR WAY AND 911 HAS BEEN CALLED. IT IS UP TO THE TOWER IF THEY WANT TO HAVE THE TRESPASSER DETAINED AND/OR REMOVED BY LAW ENFORCEMENT.
11. IF A GUEST OR VENDOR WHO IS DENIED ACCESS INSTEAD CONTINUES TO THE STIRLING CLUB, SAFETY PROFESSIONALS ARE TO NOTIFY THE CLUB VIA RADIO THAT A TRESPASSER HAS ENTERED THE PROPERTY AND IS HEADING THEIR WAY. IT IS UP TO THE CLUB IF THEY WANT PHONE 911 TO HAVE THE TRESPASSER DETAINED AND/OR REMOVED BY LAW ENFORCEMENT.
12. THE TPCA WILL BE INFORMED IN WRITING OF ALL CHANGES TO THE GUEST/VENDOR ACCESS POLICY.

**VEHICLE WAITING AREA:**

1. VEHICLES ENTERING THE PROPERTY ARE NOT PERMITTED TO PULL IN THE WAITING AREA UNLESS DIRECTED BY SAFETY PROFESSIONALS.
2. VEHICLES MAY ONLY ENTER THE WAITING AREA FROM THE EXIT LANE OF THE PROPERTY.
3. IF SAFETY PROFESSIONALS DIRECTS A VEHICLE TO THE WAITING AREA, THE VEHICLE MUST BE ALLOWED TO ENTER THROUGH THE MAIN GATE, TURN LEFT AND IMMEDIATELY PROCEED THROUGH THE EXIT GATE AND THEN PULL INTO THE WAITING AREA.
4. VEHICLES IN THE WAITING AREA MUST BE PARKED FACING THE ENTRY LANES.
5. VEHICLES ARE NOT ALLOWED TO LOITER IN THE WAITING AREA LONGER THAN FIVE MINUTES. VEHICLES THAT IMMEDIATELY PARK IN THE WAITING AREA WILL BE REQUIRED TO MOVE.

**CENSUS WORKERS/PRIVATE INVESTIGATORS/PROCESS SERVERS:**

1. SAFETY PROFESSIONALS MUST WRITE DOWN THE INFORMATION AS IT APPEARS ON THE PHOTO IDENTIFICATION CARD OF THE CENSUS WORKER/PRIVATE INVESTIGATOR/PROCESS SERVER INCLUDING THE I.D NUMBER AND EXPIRATION DATE. THE EXPIRATION DATE MUST BE CURRENT.
2. SAFETY PROFESSIONALS MUST WRITE DOWN THE TOWER AND UNIT NUMBER.
3. SAFETY PROFESSIONALS MUST NOT TOUCH OR HANDLE PAPERWORK.
4. SAFETY PROFESSIONALS MUST PHONE THE APPROPRIATE TOWER OR THE CLUB AND ADVISE THEM THAT THERE IS A CENSUS WORKER/PRIVATE INVESTIGATOR/PROCESS SERVER AT THE MAIN GATE. THE TOWER OR THE CLUB WILL THEN GRANT ACCESS.

**FIRE/EMS/LAW ENFORCEMENT:**

1. WHEN FIRE/EMS/LAW ENFORCEMENT ARRIVES ON PROPERTY, SAFETY PROFESSIONALS SHOULD VERIFY THE ADDRESS AND DIRECT THEM TO THE APPROPRIATE TOWER OR THE CLUB, THEN PHONE THE APPROPRIATE TOWER OR THE CLUB AND INFORM THEM THAT FIRE/EMS/LAW ENFORCEMENT IS HEADED TO THEIR BUILDING.
2. UNDER COVER OFFICERS MUST SHOW THEIR CREDENTIALS IF THEY ARE ON PROPERTY IN AN OFFICIAL CAPACITY.
3. SAFETY PROFESSIONALS DO NOT WAIT FOR A TOWER OR THE CLUB TO GRANT ACCESS. SAFETY SIMPLY NOTIFIES THE TOWER OR THE CLUB OF FIRE/EMS/LAW ENFORCEMENT'S ARRIVAL.