

LCPOA Noke' Boat Ramp Padlocks

Frequently Asked Questions

- ***Why is LCPOA changing to these new padlocks at the boat ramps?***

Despite spending more than \$50,000 on security measures over the past 9 years, it appears that these measures are inadequate. Our members are noticing more and more non-member watercraft on our lake each year. Many point to the boat ramp padlocks as a source of exploitation by non-members. The boat ramp padlock keys are being passed around. The keys also need to be changed out every other year because of change of ownership.

Several months ago, LCPOA became aware of a new type of padlock made by Geokey called the Noke' padlock. Like the name implies, this padlock uses no keys and it will communicate with the LCPOA member's cell phone to open it. Those that have tried the new padlocks have found them to be a positive move forward for Lake Columbia's privacy.

- ***How do the new padlocks work and how does LCPOA set me up to use them?***

Please read the handout and demonstration Video (coming soon) located on the LCPOA website. You can also go to the LCPOA office during regular business hours and get a demonstration on the Geokey padlock located there.

- ***Will my email address and cell phone number be secure?***

Geokey utilizes Microsoft Azure following industry-standard protocols to secure it using IP firewall rules and SQL Authentication. You can learn more at

<https://docs.microsoft.com/en-us/azure/azure-sql/database/security-overview> .

- ***What are the other advantages to these new Geokey Noke' padlocks?***

Besides the added security for Lake Columbia members (by not having boat ramp keys passed around), other advantages include:

- LCPOA being able to track unauthorized use of the boat ramps.
- It is projected that LCPOA will save over \$10,000 over the next 3 years because new keys will not have to be purchased.

- The new padlocks utilize a Bluetooth connection to the member's cell phone in order to operate, so neither cellular or internet service is needed at the boat ramp to open the new padlocks.
 - If a member sells their home and leaves Lake Columbia, their access can simply be turned off at the office. (Many times in the past keys were never returned.)
- ***I have an old flip phone that doesn't have any apps on it. How do I use the new padlocks?***

In 2022, cellular telephone providers will be stopping 3G service to their customers. For details on this, go to the following link on the FCC website: <https://www.fcc.gov/consumers/guides/plan-ahead-phase-out-3g-cellular-networks-and-service> . This means that old style "flip" phones will no longer have service. All newer cell phones will be either 4G or 5G compatible and should be able to operate the new Geokey Noke' padlocks.

If a LCPOA member either doesn't have a cell phone or can't operate the new padlocks, please contact the LCPOA office in advance and they will arrange to have someone meet them at a boat ramp.

- ***Why can't LCPOA keep an old padlock at one of the boat ramps?***

Having one boat ramp designated with the old mechanical padlocks and keys defeats the main purpose of going to the new padlocks; SECURITY. If members were given a choice of having access to one boat ramp with the old keys, the problem of having keys passed around to non-members would still exist.

- ***Can't a member just let someone else use their phone to open the new padlock like keys were passed around?***

That could happen, however, that member would be violating LCPOA Policy by letting someone else, member or non-member, use their access. The old Boat Ramp Key Policy did not permit members to loan their key to others either.

The LCPOA has adopted a new Boat Ramp Access Policy and Boat Ramp Access Agreement which now stipulates penalties for members who violate the policy. Copies of the new policy and agreement can be viewed on the LCPOA website.

- ***Will the company who professionally transports my watercraft be able to access the boat ramp without me being present?***

The simple answer is NO. Even with the LCPOA's key policy, the owner of the watercraft was required to be present and open up the ramp.

LCPOA recognizes that some members do not live in this area and it is difficult for them to meet a storage or maintenance company at a boat ramp. In these instances, LCPOA may be able to assign a volunteer to meet the company at the ramp. Please be advised that any watercraft coming onto our lake must have a current LCPOA sticker on it. The member who is not available to meet the company at the ramp must notify the LCPOA Office at least 1 week in advance.

- ***I am an off-lake LCPOA member and use the ramps frequently. Am I limited to the number of times I can use the ramp because of the new padlocks?***

The new padlocks are not about limiting the use of the boat ramps for members in good standing. If you are an off-lake member and your watercraft is registered at LCPOA, you can use the ramps as frequently as you wish.

- ***Will LCPOA still be issuing watercraft and vehicle decals to identify LCPOA member's vehicles? Will LCPOA still hire a Security Company to monitor the Boat Ramps & Parks?***

Yes, these costs are still being budgeted by LCPOA.

- ***I have heard that there will be penalties for individuals who do not follow the new LCPOA Boat Ramp Access Policy. What are the penalties?***

The new Boat Ramp Access Policy and Boat Ramp Access Agreement can be viewed on the LCPOA website. The agreement, which must be signed by each member receiving access, stipulates the following sanctions:

Minor violation:

Including, but not limited to; leaving cables down, leaving padlock unlocked, or allowing other Members to use your access

- 1st offense – Written reminder from LCPOA,

- 2nd offense – Written warning from LCPOA that next offense will result in 2 week suspension of ramp access to lake,
- 3rd offense – Written reprimand from LCPOA and 2 week suspension of ramp access, and
- 4th offense – Written reprimand from LCPOA and suspension of ramp access for the remainder of the year.

Major violation

Including, but not limited to; allowing non-members to use your access or destruction of LCPOA ramp equipment

- 1st offense - Written reprimand from LCPOA and suspension of ramp access for the remainder of the year.
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- ***Who do I contact if I am having a problem opening the new padlock?***

If you are activated and having difficulty opening a Geokey Noke' padlock, first try calling the LCPOA office during business hours to see if someone is available to help you.

If you're having difficulty when the office is not open or the office phone is not being answered, you may try one of following phone numbers (Contact Information to be added)

*phone numbers will be added