Harbormaster's Report to the Village Council

March 2021

What I've been up to:

1. Seasonal Slip Contracts – I've placed two 32-foot slips and one 42-foot slip this season. Contracts have been returned with deposits on all three with full payment expected within 45 days, per policy.

   Fifteen days past the March 1st due date and we're still waiting for full payment on almost 9% of the previous seasonal contracts. Frankly, it's a little frustrating. I'd like the Committee to begin to consider instituting a fee for late payment. Apparently, the threat of losing their slip is not enough motivation.

2. Waiting Lists – I spent almost 4 hours in the basement archives searching for initial application details on a large number of waiting list applicants. We had no physical evidence in the Waiting List binder. I was able to uncover quite a number of applications, but not all. I've audited the list with what has been recorded over the years in MarinaWare and all the little notes and scribbles and feel about 95% confident it's accurate. At least it's as accurate as it's going to get with the available documentation. I've decided to go with what we have.

   With the data, I've built a couple mail merges to create a personalized letter and a renewal application with the data we have pre-filled. It's pretty slick if I do say so myself.

   Letters and renewal applications will be going out in the mail in the next couple weeks.

   You've all seen the proposed Waiting List Policy I pulled together. I made a couple minor changes to clarify a couple points. I'm including the updated version. I'm not sure how you want to handle "adopting" this as our working policy.

3. Dockhands – I've confirmed the return of one dockhand from last year – Dan Brown, Michigan State student. He's going to be my #2 this season. He's already been very helpful in figuring out how things were handled in the past. I've interviewed 2 local applicants. Both seem like fine young people, however both are looking for only part-time work. I also received 4 applications from children of seasonal slip holders. All of them would only be available part-time. This is going to be a struggle. I'll be talking with an adult applicant tomorrow. I've placed flyers at Northport and Leland schools and NMC and I've placed a help wanted ad in the Leelanau Enterprise. I'm seriously considering inquiring with MichiganWorks.

   Also, we had no job description for a Dockhand. I've pulled one together and included that for your consideration.

4. Policies & Guidelines – I've been devoting some time here and there into putting some administrative policies and guidelines into place. Items such as dockhand dress code, how to use a marine radio, safe fuel pumping guidelines, safe sanitary waste pump-out guidelines, proper docking guidelines. It's good to have things written down.
5. Kayak Rack – Surprisingly, we have no release of liability form for people who rent a spot on our kayak rack. We also don't have a way to gather names and contact information in the event they need to be contacted. I'm working on that. Almost done.
6. Dockhand Training – There is a company out of Traverse City that offers annual dockhand training for new hires. www.marinastafftraining.com. I spoke with the owner at length and have heard some nice things from people who have taken the training. Topics covered in a 8-hour day of training include: FCC Compliant Radio Operation, Proper and Safe Boat Docking Skills, Safe Fueling Practice, Sewage Pumping, Customer Relation Skills, Knot Trying and Line Handling, Harbor Supervision, Fire Safety, Restroom Cleanliness, Customer Service, ESD (electroshock drowning) Education. Especially with a crew of rookies, I'd like to send a few people to attend this training, including myself. Cost is $175/head. Between Conferences and Mileage line items, we have some training money in the budget.
7. Broadside Reservations – The DNR reservation system doesn't include Broadside reservations because we utilize the East Wall for larger boats and squeeze in where we can. As such, I was wondering how reservations have been managed on the East Wall in the past. There was nothing in MarinaWare. Returning dockhand, Dan Brown, told me this was done with a paper system, but since he didn't take any reservations, he didn't know the exact details and there aren't any notes I've been able to locate. Dan and I are working on a paper process that we'll employ to take and track reservations on the East Wall.
8. Jerry Spears – I'm hopeful that Mr. Spears will join us during the meeting to provide the Committee with a status update on his proposal.
9. Marina Entrance Buoys – See attached quote for entrance buoys from Roylan Buoys. We can discuss at the meeting.
10. Facebook Account – I took a dive and setup a Facebook account for the Marina. It's been a challenge figuring it out and I still haven't figured it all out. But I've had some interest and the audience will grow. I'll use it for pictures and news and general social media engagement, along with our Instagram account.
11. Beginning Season Project List – Chris and I need to do a walk-around together in the next couple weeks and start putting together a list of projects.
12. C-Dock Project – I'll rely on Chris to update the Committee about progress on the C-Dock Project.

Goals for next month:

- Start to develop a project list for beginning of the season.
- Continue to gather marina policies & procedures to flesh out guidelines.
- Continue to pursue summer Dockhands.

- Finalize buoy replacement.
- Power wash docks.
- Look into security camera coverage for marina (bath house, docks, harbor hut, & fuel dock), South Beach restroom, and Haserot restroom. (This will probably not happen until the April meeting, but I don't want to lose this item that was mentioned in January.)

Bill Rosemurgy, Harbor Master