

Harbormaster Report (Yard & Moorage)

- Kristian Ferrero, Harbormaster



Who are we?

Harbormaster

- Kristian Ferrero

CSR-II (Team Leaders)

- Shannon M, Brittany B, Jennifer M

CSR-I

- Kelsey S, Shannon W, Chuck F, Brian E

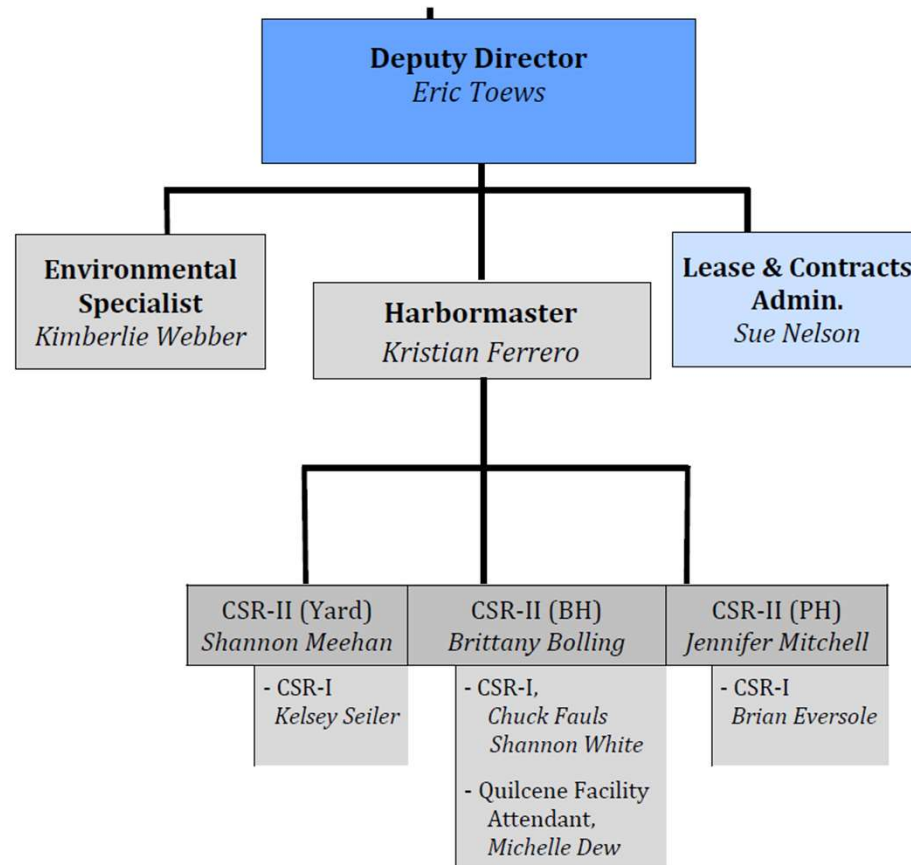
Quilcene Facilities Attendant

- Michelle

Reorganization Benefits

- Focused teams
- Better accountability
- Better customer service
- Ability to address customer concerns and implement resolutions

Reorganized Structure



Boat Haven Marina

Basics

- 297 Slips
- 2,850' of lineal space

Current Breakdown

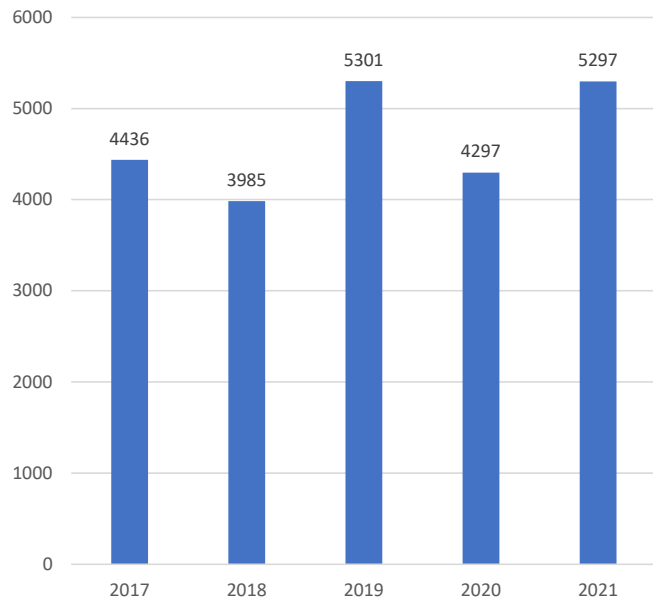
- 255 Permanents
- 47 Guest Monthly
- 30 Limited Access
- 10 Undesirable
- 10 Business
- 30 Credit System Users

Statistics

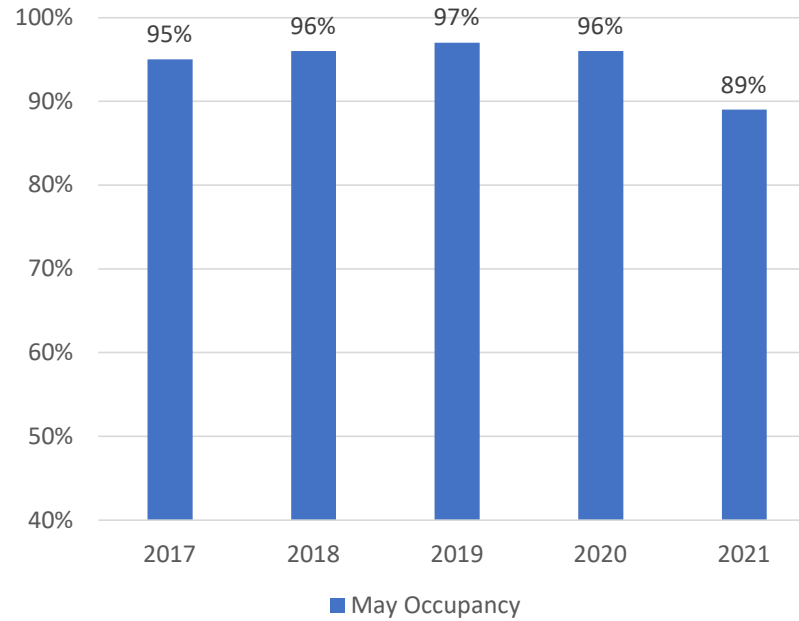
- 5297 Transient Nights in 2021
- 954 Transient Nights YTD
- Current Permanent occupancy 89%

5 Year Comparisons

Boat Haven Nightly Counts



Permanent Occupancy



Boat Haven Status Check 2022

- Marina continues to be in high demand and waitlists are longer than they have ever been
- Frozen waitlist
- Maintain customer accounts and vessel standards
 - Insurance/Registration/Update contact info
 - Develop/Implement “Buoy Test” program
- Take stock, update and refurbish/replace safety equipment on the docks
- Transition vessels for the Point Hudson Breakwater project
- Plan and prepare for implementation of the upcoming “Big Tier II” grant for Linear Dock

Point Hudson

Basics

- 32 Slips
- 848' of Lineal space
- 1169' of Limited access
- 46 RV Sites
- 70 Kayak spaces
- 20 Row Shell spaces

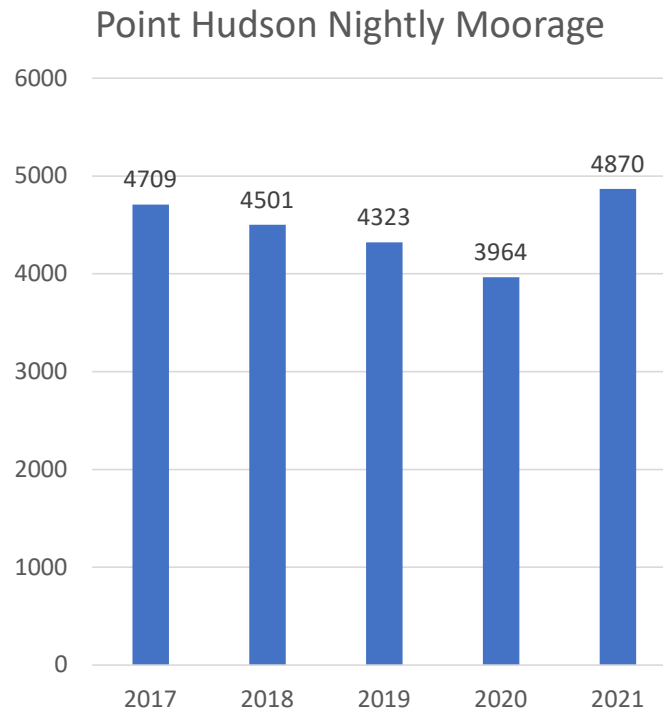
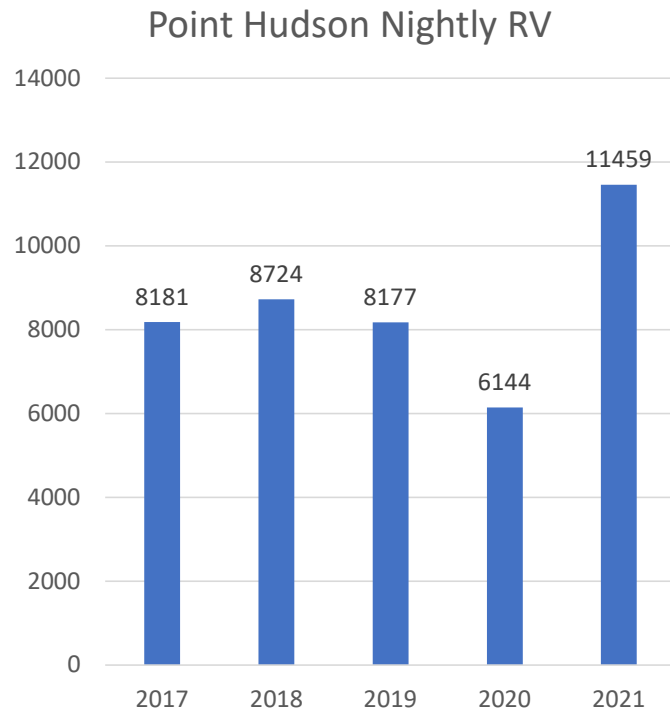
Current Breakdown

- 10 Businesses
- 1 slip guest monthly
- 33 Limited Access
- 61 Kayaks/Rowing Shells

Statistics

- 4870 Transient Nights in 2021
- 11459 Nights of RV

5 Year Comparisons



Point Hudson Status Check 2022

- Breakwater Project is front and center for operational concern
 - Strategically place current Point Hudson tenants in other locations with minimal disruption
- 2nd year of the Highschool Dockhand program
 - Assess possibility of bringing it to other marinas
- Strategizing future changes to the RV park
- Potential Rate structure adjustments to better accommodate guests
 - Weekly rates
 - Adjusted guest monthly allowances

Herb Beck Marina

Basics

- 32 Slips
- 210' of Linear space
- 190' of Limited Access space

Current Breakdown

- Slips are completely rented for most of the summer and beyond
- Limited access and constrained access are filled through the shrimp openers and expected book the rest of the summer

Quilcene Status Check 2022

- The marina is feeling a demand that it has never experienced previously
- Staff are working diligently to best fulfill the demand but are limited by the size of the marina
- We are anticipating hiring a marina host soon
- Revisiting rates to best facilitate Herb Beck Marina and the surrounding community

Boatyard

Basics

- 75T
 - 120 Workyard spaces
 - 35 Long-term spaces
- 300T
 - 22 Boatyard Spaces

Current breakdown

- Based on a 4-week rolling calendar, scheduled haul outs, launches and current vacancies are compiled to give the number of spaces available for scheduling
- As of Monday 5/16/22, the count was -14 on the 75T end and -2 on the 300T end
- 75T yard currently at 99% occupancy

Statistics

- 75T
 - 640 Lifts in 2021
 - Average occupancy in April 101%, Snapshot occupancy 92% for 5/17/22
- 300T
 - 129 Lifts in 2021
 - Snapshot Occupancy of 90% for 5/17/22

Boatyard Status Check 2022

- Demand for haul out continues and vessels are being scheduled in July
- Any vacancies in the yard are necessary to facilitate the haul out schedule, a full yard does not allow for preplanned haul outs.
 - Ideal occupancy is around 85% to 90%
- Rates continue to be a topic of discussion

JCIA

Basics

- 16 Hangars
- 14 on the waitlist

Current Breakdown

- 3 recent vacancies, awaiting reassignment
- 1 monthly tie down

Where We've Come From – Where We're Heading

Staff Restructuring:

- While the changes have been challenging – they are facilitating professional growth and a better customer experience
- More defined responsibilities allows staff to be more focused and productive
- Overall – customer service is improving

MOLO Marina Management Software:

- Although not without its flaws – MOLO is facilitating far more efficient customer service than TMP
- MOLO continues to be responsive to Port requests – improving the end-user experience

New Moorage Office – a better work environment is likely to lead to improved morale and better work product

Training Opportunities/Professional Development:

- These opportunities build staff cohesion and camaraderie
- The Friday Harbor/Anacortes trip boosted staff morale and ignited a myriad of ideas on how to improve our service
- Continued training opportunities facilitate a culture of learning, professional growth, and excellence

Questions or Comments?