

PORT OF BELLINGHAM

**MAC (MARINA ADVISORY COMMITTEE) MEETING
TUESDAY, MARCH 11, 2014
SQUALICUM HARBOR OFFICE
BELLINGHAM, WASHINGTON**

Minutes

Committee Members Present:

Peter Border
Elizabeth Kilanowski
Brian Pemberton
Ian Puchlik
Jerry Writer
Jim Young

Committee Members Absent:

Terry Borneman
Bill Douglas
Jim Kyle

Port Representatives Present:

Andy Peterson
Chris Tibbe

Committee Members Excused:

Ron Kleinknecht
Doug Sterrett

Visitors/Guests:

N/A

Roll Call

The meeting was called to order at 6:00 pm.

February 11 Minutes

The February 11 minutes were approved unanimously. The motion to approve the minutes was made by Jerry Writer and seconded by Peter Border.

Dock Side Feedback

Ian Puchlik offered accolades to the installation of the safety ladders in Blaine, and commented that he thought their placement was well thought out.

Survey Discussion

Andy Peterson and Chris Tibbe continued the dialogue regarding the possible survey questions that will serve as outreach to our tenants in the coming months. A brief power point presentation was delivered by Andy Peterson, which engaged the MAC in offering some great suggestions for staff to incorporate into the survey. Further discussion of the content of the survey and the options available for delivery and participation will continue in future MAC meetings.

Janitorial Services Update

Andy Peterson provided an explanation and review of an improved process which allows staff to better track and report on the cleanliness and effectiveness of the Janitorial Service. Andy Peterson explained that there is now a daily complaint log that is populated by Port operations staff and is emailed directly to the Janitorial Service provider ABM. When these complaints are logged, payment for the deficient service is deducted for that incident.

Jim Young and Elizabeth Kilanowski noted that the process may be having a positive impact as they both noted that there was improvement in the washroom cleanliness. There was a discussion that followed about concerns in the approaching boating season, and if the trend of improved janitorial services would continue. The MAC encouraged staff to continue the effort and appreciated the work being done to monitor the Janitorial Service Provider.

Staff Updates

A short Q & A session ensued with the MAC.

Peter Border inquired if staff had a total cost for the new Multiparty Boathouse Fire line installation. Brian Pemberton asked that staff have an update on the costs of the MPBH fire line during the April MAC meeting.

Andy Peterson mentioned that Washington State Park's Clean Vessel Program recently advertised the availability of \$500,000 for recreational sewage pump-outs. Marinas around the state submitted over \$2 million in projects competing for the 100% funded grants. Squilicum and Blaine Harbors are fortunate to have 14 fixed and portable sewage pump-outs between the two harbors making pump-outs accessible and convenient to our boaters. Port Staff will continue to monitor annual grant opportunities and work towards matching those funds with future equipment replacement projects.

With there being no further business the meeting was adjourned at 6:55 pm.





Potential Boater Survey Questions

- Tell us about yourself:
 - How long have you been a tenant?
 - Which harbor do you moor your boat at?
 - How long have you been a boater?
 - What type of boat do you have?
 - How long is your boat?
 - Do you belong to a boating organization? If so which ones?



Administration

- Office hours – do the current hours allow sufficient access to complete business transactions
- General customer experience
- Online payment
- Do you read the Port's newsletter?
- Have you ever used the Port's sublease program?
- Have you used the Port's loan-a-slip program?



Facilities

- Do you have adequate dockside electrical service for your boat?
- Do you find the washroom facilities acceptably clean?
- How often do you use the pump-out facilities?
- How often do you use the laundry facilities?
- How often do you use the used oil collection facility?
- Do you feel the gates should be locked at all times?
- How visible is security after-hours?
- Do you find after-hours security courteous , professional and helpful?

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- Please rate the cleanliness of :
 - Washrooms
 - Showers
 - Laundry
 - Parking lots
 - Docks, floats finger floats, dinghy racks



Communications

Newsletter

- Do you read the newsletter?

Website

- What information would you find useful on the Port's website?
- Have you used the Port's online payment system?



General

- If a dry stack were available, would you be interested in storing your boat there?