

COUNTY OF SAN MATEO
Parks Department



DATE: July 20, 2015

COMMISSION MEETING DATE: August 6, 2015

TO: Parks and Recreation Commission
FROM: Ed Hallett, Harbormaster, Coyote Point Marina
SUBJECT: Marina Activities Report

RECOMMENDATION:

Review and accept report.

BACKGROUND:

This report covers Marina activities since the Commission's June 2015 meeting.

DISCUSSION:

Fuel Dock Completion

The concrete pour of the revetment wall protecting the transition sump below the monitoring panel was completed and inspected this past month. The new gas and diesel dispensers were also calibrated and tested by staff. Staff was trained on the operations of the new system and completed their annual UST monitoring training from TEC Accutite in July. The new fuel dispensers were inspected and certified by County Weights and Measures on Friday, July 10 with the Fuel Dock reopening the morning of Saturday, July 11. It has been over two years since the Fuel Dock was last operational. The new fuel dock will provide a tremendous service to Marina tenants and Bay Area boaters. The fuel sales and fuel dock will also provide additional revenue to the Marina and may steer new tenants to us. The fuel dock will be open from 8:30 am – 4:00 pm, seven days per week including holidays and will be operated by Marina staff.

Harbor Office Improvements Update

Leaks in the Harbor Office windows and deteriorating roof flashing over the years have caused damage to the modular buildings framing, siding and insulation. To preserve the structure for another five to 10 years, Marina staff has been assigned to restore the structure of the building. To date, four new windows, additional studs, insulation, flashing and siding have been installed on the west facing side of the building. The new siding

and trim were primed and painted by Marina volunteers. Staff is currently finishing the interior window trim work on the west side. Once finished, staff will begin work on the east side of the building, replacing the original windows, flashing, damaged framing, insulation and siding.

The temporary portable structure was purchased in “used” condition and has served as the Harbor Office since 2008 when engineers determined the original Harbor Office had structural issues and needed to be removed. The double wide modular structure was originally manufactured in 1984 and has been in service now for over 30 years.

Customer Surveys

Our customer survey results are in and are being tallied for 2015. The surveys were mailed to all Marina tenants with the May newsletter and invoices and are used as one of the Marina’s OBM measures. The survey categories include areas of service, safety, security, facilities, and overall perceptions. Higher customer ratings reflect better customer satisfaction with staff, facilities, and services. Lower ratings determine areas where improvement is needed. Of the 400 surveys mailed out, 22 or approximately 5% were completed and returned by the June 30 deadline. Although the small number of surveys returned was somewhat disappointing, (also making the survey less accurate), the overall results were very good in general. A copy of the survey results will be forwarded to the Commission once the results are finalized.

Marina Wi Fi Update

The Marina Wi Fi is nearly up and running. Our ISD Department has informed us that continual service should be available to the public and Marina tenants by the end of the month. All of the equipment has been installed and is being tested. Intermittent service has been available to tenants this past month as the engineers have been adjusting and fine tuning the system. Wi Fi will also be available to the public in various areas of the Recreation Area.