



Subject: 2022 Marina Updates

To: Council

From: Corporate Services Department

Report Number: 2022-81

Meeting Date: April 26, 2022

Recommendation:

That Corporate Services Department Report 2022-81 be received for information.

Purpose:

The purpose of this report is to provide Council with updates on projects and enhancements at Sugarloaf Marina for the 2022 season.

Background:

Sugarloaf Marina is an important recreational hub in the City, providing access to the waterfront and associated activities for both residents and visitors. As a Self-Sustaining Entity, Staff have highlighted to Council that a commitment would be made to ensure marina operations support themselves through a comprehensive rate & fee structure that is on par with comparable marinas. Council has given recognition to the importance of maintaining the marina's position as a top choice for the boating community, and therefore supported re-investing in the marina to help ensure future sustainability. Several key projects for the 2022 season were shared with Council through both the 2022 Levy Budget and Capital and Related Project Budget.

Discussion:

Sugarloaf Marina opened docks back up to boaters on April 15th and started launching vessels on April 18th. As seasonal operations ramp up, Staff have identified salient updates below.

Capital Projects

- The lagoon shoreline repair and stabilization has been completed.
- The elevated fuel tank platforms have been completed and fuel tanks have been reinstalled. There are delays on parts required for the reinstallation of fuel pumps and early May is being targeted for installation.
- A fencing contract has been awarded, and grading operations have started in the new boat storage compound. Staff are targeting a completion by end of summer so that usage is available for the 2022-2023 winter storage season.
- A Request for Proposals (RFP) has been drafted for the procurement of a new Telehandler. The tender will be opened for submissions before the end of April. Acquisition of the new Telehandler is targeted for late summer pending supply chain issues.
- Upgraded hydro pedestal orders have been received, and installation is projected for completion in early May.
- Staff have initiated the process for acquiring a work permit required for dredging operations. A contract for completing a pre-dredging survey has been awarded, and Staff have begun to work in conjunction with the Niagara Peninsula Conservation Authority to complete the required permitting. Late fall is being targeted to start dredging pending approval of work permits. Staff will continue to provide Council with updates as they are available.

Operations

- Communications have been provided to customers regarding expectations surrounding spring launching, and docking. Staff highlight to Council that no vessels will be launched without having full payment received, and/or an up-to-date copy of valid insurance on file.
- The integration and alignment with City Hall's Customer Service Representative (CSR) program has been completed at the marina, and a cross training program for the Recreation Division's CSR positions has been initiated.
- A new marina management software system is being investigated and targeted for implementation by 2023.
- Updated and extended lease agreements with both Don Cherry's, and POCOMAR have been executed. Don Cherry's was specifically extended in accordance with the previously approved contract.
- Seasonal summer students have all been recruited and begin employment on May 2nd. A more comprehensive onboarding, training, and performance management program for students will be initiated this season.
- Cross training and seasonal support for marina launch operations will be realized through the re-deployment of Arena Facility Operator staff for several weeks in early May. Enhanced staffing levels are projected to translate into a greater efficiency in length of time to launch stored vessels on marina grounds.

- The Harbour Master Municipal canal docks were re-installed, and ready for use by the public on April 14th.
- At the time of this report, the public boat ramp will have been fully installed for the public to use.

Enhancements

- Renovations to the front office and lobby of the marina building have been completed.
 - An annual contract for power washing and insect spraying is set to begin following the Victoria weekend.
 - New decking, tables, benches, and hose systems are being upgraded at the fish cleaning station. A new method of disposal for waste at the station is being investigated to reduce the amount of material that is left within the station and the length of time it remains.
 - Various items around the marina and surrounding grounds will be repainted throughout the season.
 - All dated or unnecessary signage accumulated around the marina grounds has been removed.
 - All dead foliage around the harbour has been removed and Staff have initiated dialogue with the Parks department on a future replanting strategy.
 - Don Cherry's patio has been completely rebuilt with new lumber.
 - All summer students will receive training on equipment required to carry out consistent maintenance of the grounds throughout the season.
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Internal Consultations:

Staff continue to have open dialogue with departments that support marina operations.

Financial Implications:

There are no financial implications associated with this report. All work performed to date at the Sugarloaf Marina was included in the 2022 Levy Budget and Capital and Related Project Budget.

Public Engagement:

Staff provide important updates to customers via mass emails, as well as maintaining the marina's webpages, and Facebook account.

Strategic Plan Alignment:

The initiative contained within this report supports the following pillar(s) of the strategic plan:

- Service and Simplicity - Quality and Innovative Delivery of Customer Services
 - Attracting Business Investment and Tourists to Port Colborne
 - City-Wide Investments in Infrastructure and Recreational/Cultural Spaces
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Conclusion:

The annual boating season is taking shape and staff are satisfied with the progress. Staff continue to monitor opportunities for enhancements and efficiencies and will provide Council with important updates as they are available.

Respectfully submitted,

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Report Approval:

All reports reviewed and approved by the Department Director and also the City Treasurer when relevant. Final review and approval by the Chief Administrative Officer.