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Dock /Bathhouse Lock and Key Change

We will be changing the magnetic combination of the dock entrance gates and bathhouse LOCKS beginning February 13, 2011. New and currently held keys will work beginning February 13th to April 1st. After April 1st, **ONLY** a newly recoded key will operate the locks. Please come by the marina office between February 13th and April 1st to exchange your old key(s) for a newly recoded key(s). There's no cost involved.



Typical Lock and Key Set

North "A" Dock Receives a Fresh Face



Troy Kuszik, owner of Industrial Riggers Marine, LLC., is shown (left) cutting out a piece of the old decking from NA dock. We found that the stringers and the cross members to be solid and in good shape. Many years of constantly "screwing down" the dock boards took a toll on the top edge of the stringers, so much so that they took on the appearance of Swiss cheese! Troy attached sister 2 x 6's to the stringers in order to provide a new surface area for the deck screws. Boaters and the contractor worked together to avoid the temporary relocation of any boat. The job took less than three weeks to complete. Next up on the North Basin "to do" list is similar dock improvements for NB dock.

Boater Satisfaction Survey Results

We received the results of your 2010 Boater Satisfaction Survey just after the New Year. First, please allow me to personally thank each of you for taking the time to evaluate HHM's management, staff, buildings, and grounds. The overall grade is humbling, and all of your comments are taken to heart. Satisfaction Surveys have always provided us with "end user" comments that help to make the marina a better facility for everyone. We address every boater's written concerns and requests that accompany the number grade. Admittedly, some "things" are easier to resolve than others. However, we see boater comments as rewarding opportunities vs. nagging problems. Given the chance to tackle an issue or fix a flaw has its rewards. That said, there's no need to wait for a survey to offer up suggestions, request assistance, or ask for a repair. I hear from our boaters mainly via email, phillipsm@codb.us, on subjects from A thru Z throughout the year. If you'd like to comment, don't be bashful!

Boater Satisfaction Survey Results (continued)

The following are a few items that were mentioned in the survey:



The electrical system on J-dock needs upgrading - We've been working toward a resolution for eight years. This project has taken us, and you, on a rollercoaster ride since the first upgrade contract was issued in 2005. After months and months of mediation and litigation, followed by the economic downturn, we may, just may, be starting to see some light at the end of the tunnel, or dock.



The lack of a boaters' lounge. Our Boaters' Lounge (351 Basin Street – next to the USCG Auxiliary building) is available for get-togethers every day until mid-night. The Lounge has been used for everything from yoga classes to law enforcement meetings to anniversary's and birthday parties. We have folding tables and chairs, a refrigerator, wet bar, TV, etc. The Lounge is permitted for 49 occupants and can be accessed simply by using your dock/bathhouse key. The Lounge can be reserved by speaking with the marina office staff.



No picnic tables to use. If you enjoy packing a lunch and eating next to the river, you need to check out our five picnic pavilions in Halifax Harbor Park. There's also a non-picnic table pavilion at the north end of the park that will get you that much closer to the water. We also have picnic tables in the North Basin between the Boaters' Lounge and USCG Aux building.

WiFi – WiFi is now provided by **Maricom**s. **Maricom**s owns all of the hardware, maintains the software, and is the sole contact for help desk type issues.

Deep clean bathhouse floors. Bathhouse floors have been scheduled to be steam cleaned on a quarterly basis.

Docks are dirty– tracks filth to boat. Concrete docks will be pressure washed.

Has security been cut back? No way! The guards continue to walk the docks utilizing a *data collection device* to read *checkpoints* that are strategically placed throughout the marina. Security Concepts has proven to be a great asset to the boating community of HHM.

Once again, thank you very much for participating in the 2010 survey! If you didn't see your item listed above – believe me when I say, "I did!" Marc



Captain William "Bill" Ortlip

On a sad note...William Ortlip, the Owner and Captain of *A tiny Cruise Line* since last winter past away suddenly in December while in New Jersey. Bill was enjoying his new adventure in Daytona Beach and recently brought his "big" boat south for permanent dockage. Bill's presence will be missed around HHM.

