



Community Services Division
Waterfront Operations Department
2020 Update



Staffing

- Numerous staff were reassigned from other Departments to prepare the waterfront for spring/summer, prepare facilities for opening and to help operate the facilities
- Students not hired until mid-June to help operate facilities that the Provincial Government allowed to open
- Government of Canada Summer Job Programs provided much higher grants than expected

COVID-19



Based on recommendations from the Emergency Planner and the Health Unit, procedures were developed to minimize COVID-19 exposure.

- Total number of slips was reduced to allow for spacing of seasonal boats and separation of transient boats
- Closure of washrooms in both the Marina and the Campground and installation of portable lavatories
- Limited guests permitted in the offices
- Closure of laundry facilities and vending machines

- Personal protective equipment and social distancing adhered to by all Staff
- Disinfection of high-touch surfaces three times daily in the Administration Building, on the docks and on waterfront grounds
- Guest sign-in upon entering the Marina building and Campground Office

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Seasonal Boaters

Waterfront Operations opened the Marina to seasonal boaters on June 13, 2020

Contract Holders

- Due to the late start of the season, and ongoing COVID-19 health concerns by some boaters, seasonal contract holders were offered the option to place their berth contracts on hold with a small deposit.
- As a result, there was slightly less than 50% occupancy of seasonal slips this year.
- There was a corresponding increase in summer storage use.

Communications

Waterfront Operations increased communications with Seasonal Boaters through newsletters and online videoconferences

- Spring Zoom meeting for an update on plans for Marina operations due to COVID-19
- August Zoom meeting to update boaters on Marina upgrades, operations and fall plans

Monthly newsletters and email updates were developed and sent on a regular basis to customers.



The Marina Building and facilities opened to registered seasonal and transient guests on July 1, 2020

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Transient & Guest Boaters

- Began accepting reservations for transients on June 22, 2020 and opened the Marina to transients on June 26, 2020
- Boat launch opened with fees on June 26, 2020
- Although the number of transient slips was reduced in 2020 to allow for COVID-19 spacing, greater use of the seawalls and Centre Pier helped to meet demand and allow total transient occupancy and revenue forecasts to achieve 2020 targets

Boarder Services

Due to an increased concern with potential cross border travelers, we worked closely with Canada Boarder Services

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Seasonal Boater Survey

Similar to past practices, a survey was distributed in August to all contract holders and 57 responses were received. Topics included COVID-19 protocols, satisfaction with services and future infrastructure improvements.

Stakeholder Key Performance Indicators

What type of contract holder best describes you? Please check all that apply.	Do you store your boat with the Town of Cobourg?	How would you rate the staff at the Cobourg Marina?	How long have you berthed at the Cobourg Marina?	Do you feel the new COVID-19 procedures have adequately addressed health & safety needs/concerns?	How do you rate communication with the Marina Customer Service Team?
Sail: 67% Power: 30% Fish/Pow: 4% Fishing: 2%	Yes: 56% No: 44%	4.51*	5+= 42% 3-5= 33% 1-2= 18% 2-3= 4% New= 4%	Yes 94% No 6%	4.30*

How would you rate the Marina dock maintenance?	How would you rate the Marina lighting?	How would you rate Marina security?	How would you rate Fuel Dock service?	How would you rate Pump-Out dock service
3.49*	3.76*	2.74*	4.23*	4.24*

*Average answer, out of 5

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Stakeholder Key Performance Indicators

What made you decide to berth your boat at the Cobourg Marina?

Location of marina relative to home	36%
The activities, beach, and events	12%
The layout and feel of the marina	13%
Facilities and services provided	11%
Other	7%
Location in terms of the municipality and what it has to offer	15%
Price and fee structure	0.85%
Location of the marina in terms of cruising area opportunities	0.85%
Recommendation from a fellow boater	3%

What are some areas of infrastructure you would like to see improved over the next few years?

Dock Ramps	29%
Dock Gates	47%
Washroom & Shower Facilities	18%
Marina Reception	2%
Fuel Dock & Pump Out Structure	7%



Completed:

- Cobourg Harbour mouth, sail path, launch area and a portion of the silted-in west arm. Removed 3800m³ of dredgeate from the Harbour and deposited on the beach with additional grading to help protect against future high lake levels.
- Contract completed to dredge Presquile Yacht Club - \$45,000 in revenue
- Contract completed to dredge Wellington Channel (Prince Edward County – held over from 2019) - \$100,000 in revenue



Dredging Operations

Several mechanical components had to be replaced in 2020.

Campground

After being designated as a first-responder relief facility, the Campground started accepting reservations and opened for operations June 26, 2020.

Total occupancy for the year will likely be 60% below the 2020 target.

