



Back in December we received the results of the 2008 Boater Satisfaction Survey you filled out and sent into SkipperBud's. Thank you for taking the time to submit your thoughts and feelings about the facility, staff, and management. It means a lot to all of us. This year I jotted down some of the questions you sent in and have written an answer. Please appreciate that SkipperBud's is the management company for the Marina. We work closely with City Staff on many issues you have questioned.

1) *It would be nice to have a Marina swimming pool.*

Answer: Yes it would. SkipperBud's client, The City of Daytona Beach has considered it in the past; however, don't look for one anytime soon, especially in these tough budget times.

2) *Webcam's are cheap. Why can't we have one?*

Answer: The City's Information Technology (IT) Department is "in charge" of such items. I imagine the marina would need at least four cameras in order to gain good coverage. It may be cost prohibitive, however I will check into the possibility.

3) *Electrical service on J-dock needs updating.*

Answer: Here's a much needed project that we brought to the City Engineer's table back in 2003. Much to the City's credit, the project was approved and funded for work to begin in 2004. Hurricane Charley saw to it that the start would be delayed for months, as we took a backseat to the many FPL outage priorities. There has been several cordial disagreements since then, however, the project is still on the table; the table of many litigators.

4) *Lower the dockage rates at Halifax Harbor.*

Answer: Each year we carry out a survey of dockage rates for marinas from St. Augustine to Titusville. HHM continues to have the lowest rates in the area. Our rates remained firm from 2005 – 2008. The City Commission approved a rate increase effective July 2008. I'm a believer in small annual increases. This eliminates the need for big catch-up increases.

5) *WiFi! We need WiFi!*

Answer: The City IT Department and private enterprise have tried on three different occasions to make WiFi work within the marina. (The hardware remains in place.) As the management company, we'd really like to have WiFi available for you and our guest boaters. The WiFi "wizards" feel that the signal bounces off of the basin water thereby reducing signal strength. It's not for a lack of trying.

6) *North Basin Docks need rebuilding.*

Answer: This project was started on November 4, 2008. We want to continue until all docks have been completely rebuilt. It's a very time consuming job.

7) *Dock boxes need to be replaced.*

Answer: We've been in the process of replacing boxes in the South Basin for four years. Our plan is to continue to replace the outdated boxes.

8) *Marina gas prices are too high.*

Answer: On the whole, marina fuel prices have always been higher than street gas stations. Gas stations move their product much more rapidly than the marina, thereby receiving new product more often. This allows them to drop and/or raise their prices with greater frequency. We price average our new and old load prices, which can lead to little or no pump price movement. When gas prices skyrocketed last year, our prices stayed low due to slow sales and price averaging. We will continue to beat any marina in the area when it comes to fuel prices!

9) *Boat contractors' blast radios while working.*

Answer: Don't put up with it! Call the marina office when it's happening and we'll put an end to it.

10) *Have more organized activities, parties etc.*

Answer: Dingy poker runs, Sunday coffee, and customer appreciation dog days were held for five years. The turn-out was sadly disappointing.

11) *Improve security.*

Answer: Since Security Concepts took over a year ago, there have been zero incidents within the marina. This is the most "gung ho," conscientious group of security guards we've ever seen.

12) *My dock faucet leaked for a long time.*

Answer: Anytime you're experiencing a problem, please pick up the phone and report it to the marina office. We'll fix it pronto! We often rely on your assistance to help us keep things good for you.

13) *Management could do better getting to know customers.*

Answer: I've met a lot of HHM customers and I'm certain I'd like to meet "you!" There are times that you enjoy visiting the marina and your boat. I'm not privy to those times, so it's tough to meet people. I'll offer up an invite! Next time you're around the marina, come by the office, grab a cup of coffee and introduce yourself. I look forward to it!

14) *Nothing and no one goes above & beyond to make things easier or better for the owners.*

Answer: It's hard to give an answer to such a broad general statement, even if I disagree.

15) *Bright House cable is a rip-off.*

Answer: Please tell me why it's a rip-off. If it's a reception issue, we can help!

There were also many nice testimonials written pertaining to the Marina and Staff. The Survey percentages shown on the back of this page are moving! Surveys always generate both positive and negative feedback, something I find healthy for the Surveyor and Surveyed. We want to get it right, and with your help (phone calls & emails!) we can continue to improve on those negatives.

Write me anytime at phillipsm@codb.us, or call 1-800-343-2899 ext. 3603, or local, 386-671-3603. Thanks again for your support and enjoy February!
Marc