

70 RETURNED

2010 BOATER SURVEY

WITH A RATING OF (10) AS THE HIGHEST LEVEL OF APPROVAL AND (1) THE LOWEST LEVEL, PLEASE RATE THE FOLLOWING HARBOR SERVICES.

- 8.9 BOAT SECURITY
- 9.4 PUMP OUT SERVICE
- 9.6 RESTROOM AVAILABILITY AND CLEANLINESS
- 9 SHOWER AVAILABILITY AND CLEANLINESS
- 9.4 FIRE SAFETY
- 9.6 BATH HOUSE DAYROOM
- 9.2 DOCKS/FINGER PIERS
- 9.4 LIGHTING OF HARBOR PREMISES
- 9.4 PICNIC FACILITIES, GAZEBOS AND GRILLS
- 9.8 FUEL DOCK SERVICES
- 10+ HARBOR STAFF
- 9.4 HARBOR ENTRANCE NAVIGATIONAL AIDS
- 8.9 RAMP AVAILABILITY AND SAFETY
- 9.1 NEATNESS OF GROUNDS AND LANDSCAPING
- 9.3 TRASH REMOVAL
- 9.8 MARINE RADIO MONITORING BY HARBOR STAFF
- 9.6 JACK BLESMA PAVILION
- 9.8 HARBOR FACILITY AS A WHOLE

ADDITIONAL COMMENTS

Please use back of survey or additional paper if necessary.

2010

## Boater Survey Comments

1. Inform transients upon arrival that there is no grilling on boats
2. WIFI needs work, reliability, and signal strength needs upgrading
3. Restroom- it just hasn't seemed as clean as in the past. The fan high on the wall is dirty, the toilets on the outside not always clean and built up crud around the back of sinks (could be hard water) but still all in all quite good.
4. Our Harbor ER is the best we have seen. We are lucky to call it home.
5. Harbor Staff-well trained, friendly and always helpful
6. Could be more bike racks, mid season there is no room on the racks to place and lock bike.
7. A+ facility!
8. Elk Rapids is superior in every way to any other harbor we visit.
9. Portable pump out would be nice.
10. Bathhouse Dayroom- could use blinds to block out sun in evening
11. Jack Blesma Pavilion-loud
12. Jack Blesma pavilion- Sound still a slight problem
13. Encourage transient boater's education on "Dog Run" Area and Rules.
14. Cheryl and her crew are Fantastic!
15. We love the harbor; it's secure, neatly kept and beautiful! Many thanks to Cheryl Werth and staff.
16. Parking in the lot on weekends- Seasonal slip holders-only allow 1 car in lot (Thursday-Sunday). All weekends not just Harbor Days.
17. Harbor Entrance Navigational Aids- Cheboygan Channel ahs very bright (LED?) lights- even visible in daylight. Need better lights on range markers.
18. Ramp Availability and Safety- Congested in service dock area
19. Jack Blesma Pavilion- Still needs better acoustics.
20. Boat Security- Docks are open to anyone
21. Pump out Service-Should provide Bilge pump out service
22. More fun to have boat lighting same night as fireworks!
23. Any chance for more bike rack space?
24. It's great that kids are made welcome at the marina
25. Great facilities with excellent staff
26. Jack Blesma Pavilion- Noise

27. The Fire extinguisher by our slip was not charged. I reported it to staff (mid season) when we left for the end of the season, the problem was not resolved.
28. Keep up the great work!
29. The pavilion isn't available when the boaters want to use it on many weekends because it is rented out. This makes it very inconvenient plus the parking in mid-summer is crazy. Can't there be a cut off o weekend rentals from like June 15<sup>th</sup> through Labor Day weekend?
30. On security-didn't see staff covering the docks at night after closing as in the past years.
31. Dock boxes should not be allowed for transients.
32. Superb harbor and staff-there is none better from here to Milwaukee.
33. Islands looked great this year-Thank you Sara
34. Best Harbormaster by far and we travel a lot!
35. Boaters blocking docks (sitting in chairs). Not a problem if they move for passing but generally don't. Passer needs to accommodate them to get by.
36. Since we did not get to launch last summer, I cannot be of much help with the survey. We did visit (by car) the marina at Menominee. We had heard very good reports about this marina, but it paled in comparison to your operation at Edward C. Grace Memorial Harbor. Thanks for having an internet connection available in the dayroom. For those of us who pay the full fee and are unable to use the dock for the season, it would be nice to receive a partial refund. Something to think about.
37. Love the flowers and bushes
38. We really don't appreciate dogs running loose (owners have leash in their hands) in our area east docks by walk and grass.
39. Picnic facilities- Clean but need more places
40. We enjoy Cheryl and the entire staff! They always go above and beyond to help boaters and to keep everything clean.
41. Thank you for such a great job and making this the best marina on the Great Lakes.
42. I believe it is the most well run and cleanest marina I have been in on Lake Michigan and Lake Huron. The staff is very well trained, polite and friendly as well as knowledgeable about what needs to be done.
43. Cheryl needs to take her talents to Lansing.
44. Cheryl and her staff had another outstanding season managing harbor. As usual, the staff was attentive to the needs of the boaters, and seemed to be better trained in providing docking assistance. Please be sure that the new staff receives training in how to assist an arriving vessel and how to properly cleat down a line.
45. I encourage the staff to consider beefing up security on the docks, particularly at night.
46. A six percent increase in 2011 slip fees was an unwelcome surprise, particularly in these tough economic times.

47. Could use more picnic tables
48. Your staff does the best job of any marina I have ever used, anywhere!
49. The only time I used it was on haul out and although the staff worked diligently, the pump wasn't working. To the employee's credit, she chased after my car to return my \$5.00. Only staff trained by Cheryl would do that! You can't get any better than Cheryl and her staff. No wonder we're the best marina ever!
50. Pump out service- Dockside?
51. Harbor Entrance –Raise Rear Range Finder
52. Jack Blesma Pavilion-Loud at times
53. Newspaper vending?
54. As always, dock staff/help most appreciated! You are the best. Thank you.
55. Bathhouse Dayroom- Could use carpet update
56. Harbor Entrance –Breakwall extension needed
57. Neatness of Grounds and Landscaping-Tom and Sara do a great Job.
58. Harbor Facility as a Whole-Simply Paradise
59. Boat Security-This probably needs attention and more obvious indicators of surveillance
60. Lighting-All shore station night lights should be maintained and lit
61. Marine Radio Monitoring –Close too early after labor Day
62. Jack Blesma Pavilion-Needs Acoustical Help- Can't carry on conversation!
63. It's the best harbor we've been in-clean, friendly, and well organized, Your crew is Great!
64. Majority of items listed are TopNotch! As is the Harbormaster & Staff. Just one thing, some folks won't put their dogs on leashes.