

Bayport Marina

Owner and Renter Perception Study

June 10, 2013

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Biggest Challenges

If the owners collectively vote in favor of the renovation, the Executive Committee needs to ensure that the renovation plan is embraced and funded including:

- Method and preferences on what is most important for rehabilitation of the marina
- Cost and means to fund the rehabilitation of the Marina
- Cultivating acceptance of non-supporting members
- Generating awareness of the issues and options for the renovation
- Change management



Biggest Opportunities?

Ensuring that Slips Maintain and Grow in Value:

- Safety
- Marketability
- Features and benefits of the marina
- Longevity
- Reputation
- Amenities, features and function of the marina





Methodology

Research Overview

The overall objective of this research is to understand, from the perspective of Association Members, the attitudes, challenges and preferences associated with the marina, upgrades, replacements and financing.

Methodology

202 Association Members and Renters received an email introduction and link to the survey requesting feedback. Those that did not respond were called to complete the survey over the phone or prompted to send in a response. Several hard copies were submitted via phone and fax. 136 responded, including 76 owners and 60 renters, resulting in a Margin of Error of +/- 5. The sample size was balanced and within the margin of error for areas tracked, including renters versus owners, slip size, and boat type.

Statistical differences between owner and renters were tested at the 95% confidence level. These differences are outlined in the report.

Data gathering began on May 21, 2013 and ended on June 3, 2013.



Research Overview

Statement of Limitations

The margin of error reveals the imprecision inherent in survey data.

Related Documentation

- ✓ Bayport Marina Proposal dated May 3, 2013
- ✓ Bayport Marina Research Design dated May 8, 2013
- ✓ Bayport Marina Survey finalized May 20, 2013
- ✓ The Smith Group JJR Report
- ✓ Letters to the Owners
- ✓ The Comparison Matrix





Executive Summary

Executive Summary

Overall perception of Bayport Marina

- **Respondents overwhelmingly feel the Bayport Marina is better than other Marinas.** Owners and Renters like the well kept grounds, beautiful setting, amenities and staff/management.
- **Dock Electrical Services are the most important amenity/service** – however several amenities/services have top box scores at or above 90% and are clearly important. They include:
 - Onsite full service department
 - Seasonal maintenance services
 - Full service gas docking
 - Condition of docks
 - Condition of water/plumbing services
 - Support staff/admin
 - Ground maintenance/landscaping
- **Restaurant or food is the most often mentioned amenity missing** from Bayport Marina, while **Social Events and Tennis Courts were most often mentioned as unnecessary amenities.**



Executive Summary

Safety

- 27% of respondents have safety concerns, while another 73% do not. Those that have safety concerns often mention issues that revolve around the docks, including security, dock boards, and electrical.

An overwhelming majority (97%) of respondents wanted to remain compliant as an operational marina.

The most important renovation projects had top box scores over 80% and include (Note: Only owners were asked this series of questions) -

- Dock structure, including floats
- Full service dockside power pedestals
- Consistent and reliable electric service
- Condition of decking board
- Condition of dockside power and water



Executive Summary

86% of Owners answered the question: Please select the renovation option most important to you. Of those:

- 69% chose rebuild/replace electric, plumbing, decking and pedestal components in Bayport Marina.**
- 31% chose repair/replace marina and dock structures only under catastrophic failure.**

77% of Owners chose a finance option. Of those:

- 70% chose to maintain current dues at \$40/foot through 2015. Dues will increase over 4 consecutive years, beginning in 2016...revitalization project will be completed in 3 years.**
- 30% chose to raise dues beginning in 2014 to \$80/foot...revitalization project will be completed in 9 years.**

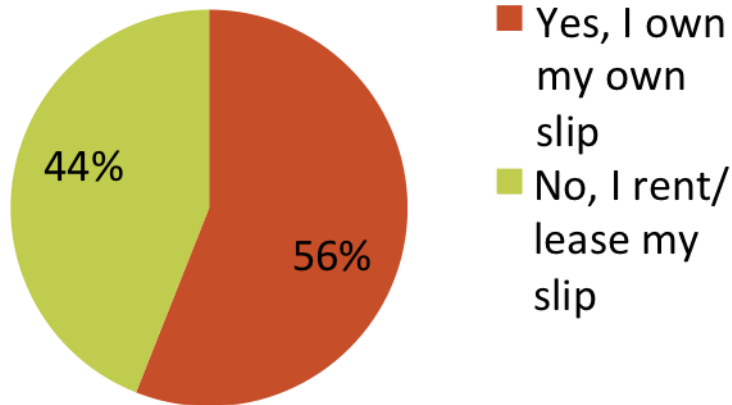
Note: In the final comments several owners stated they'd like to explore these options further.



Executive Summary

Owners and Renters were asked to participate in the survey – although not all questions were asked to both groups. The data was tested for statistically significant differences; four areas of differences were found.

Owner/Renter



- Owners have had their slip longer than renters.
- Owners anticipate they will keep their slip at the marina longer than renters.
- Renters use the slip more often than Owners.
- Electrical at the Dock is more important to renters as compared to owners.

Q: Are you a slip owner?



The Most Favored Renovation and Financial Approach – with many suggestions....

Owner Survey Responses To Renovation Concepts

69% chose to rebuild and replace electric and plumbing decking and pedestal component

Owner Survey Responses to Funding Options

70% chose Dues increase over 4 consecutive years with project completion by 2016

Comments tied to this approach included:

This is necessary – Bayport will only remain the best marina if it is kept up

Some members wanted more choices, felt this was presented as an either or

Consider retooling the renovation concept to exclude asphalt and slipcovers

Suggest charging more for rental slips

Don't build the new docks during the main season

Renovation should be paid out of profits or out of new revenue streams

Its been 30 years, its time

Offer to pay off the loan early for those who want to do that

Docks are old – lots of comments on splinters

Include a finance option between 4 and 9 years or consider a phased approach

Need to standardize electric pads and lighting

Pay for what you use (tiered pricing)

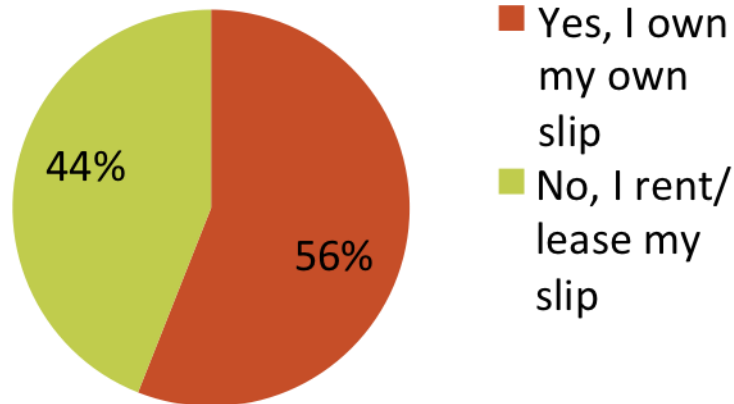


Survey Data

Owner Versus Renter

The data was tested for differences between slip owners and renters. Four areas of differences were found. These differences are summarized below and in the corresponding area of the report.

Owner/Renter



- Owners have had their slip longer than renters.
- Owners anticipate they keep their slip at the marina longer than renters.
- Renters use the slip more often than Owners.
- Electrical at the Dock is more important to renters as compared to owners.

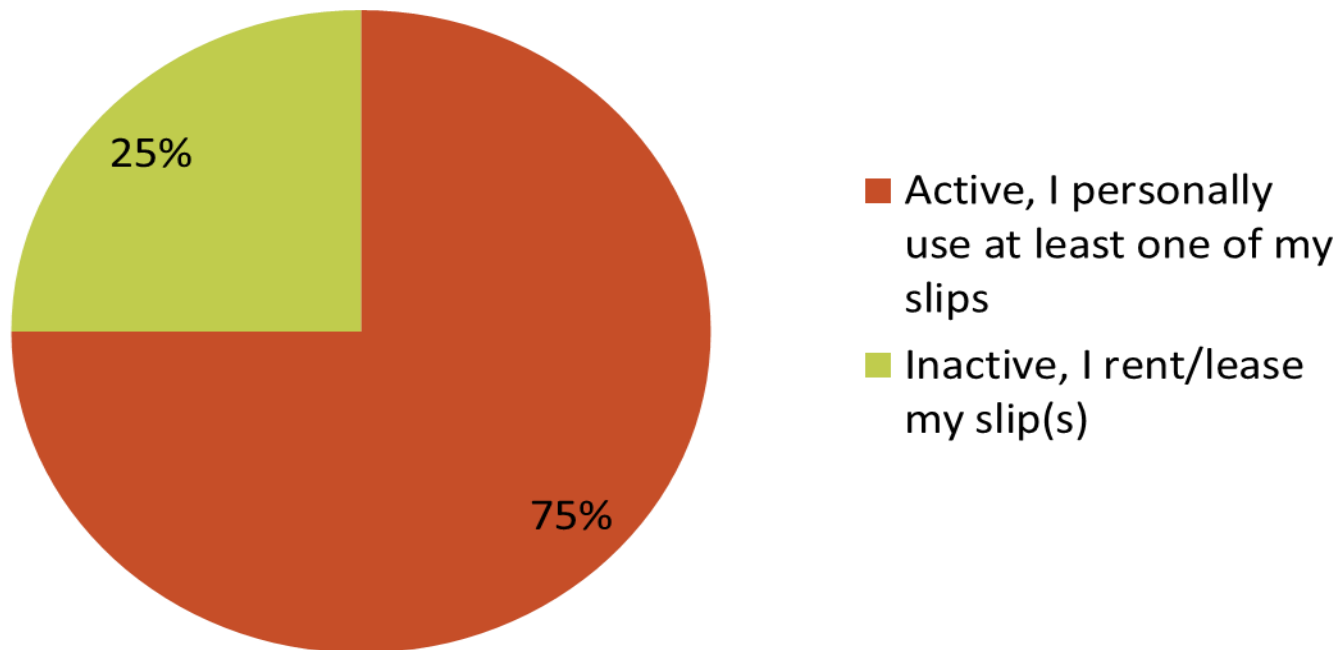
Q: Are you a slip owner?



Active Ownership

Most owners are active and personally use their slips.
(Note: Only Owners answered this question)

Ownership Activity

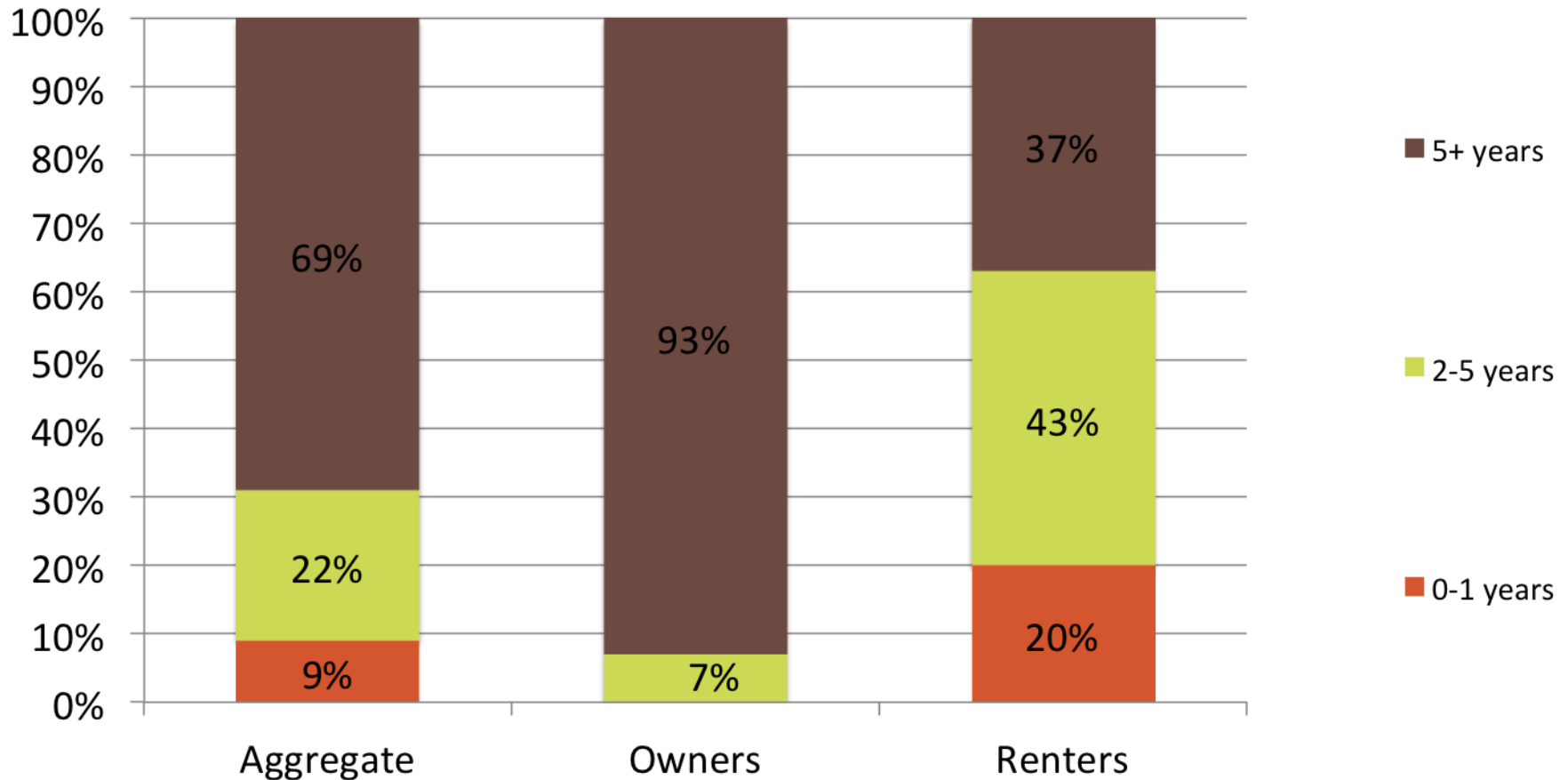


Q: Are you an active owner or do you rent/lease your slip to a third party? ONLY IF "YES/OWNER" WAS SELECTED IN QUESTION #3



Duration of Slip Usage

Owners generally have owned a slip for more than five years while renters tend to have rented for over two years.

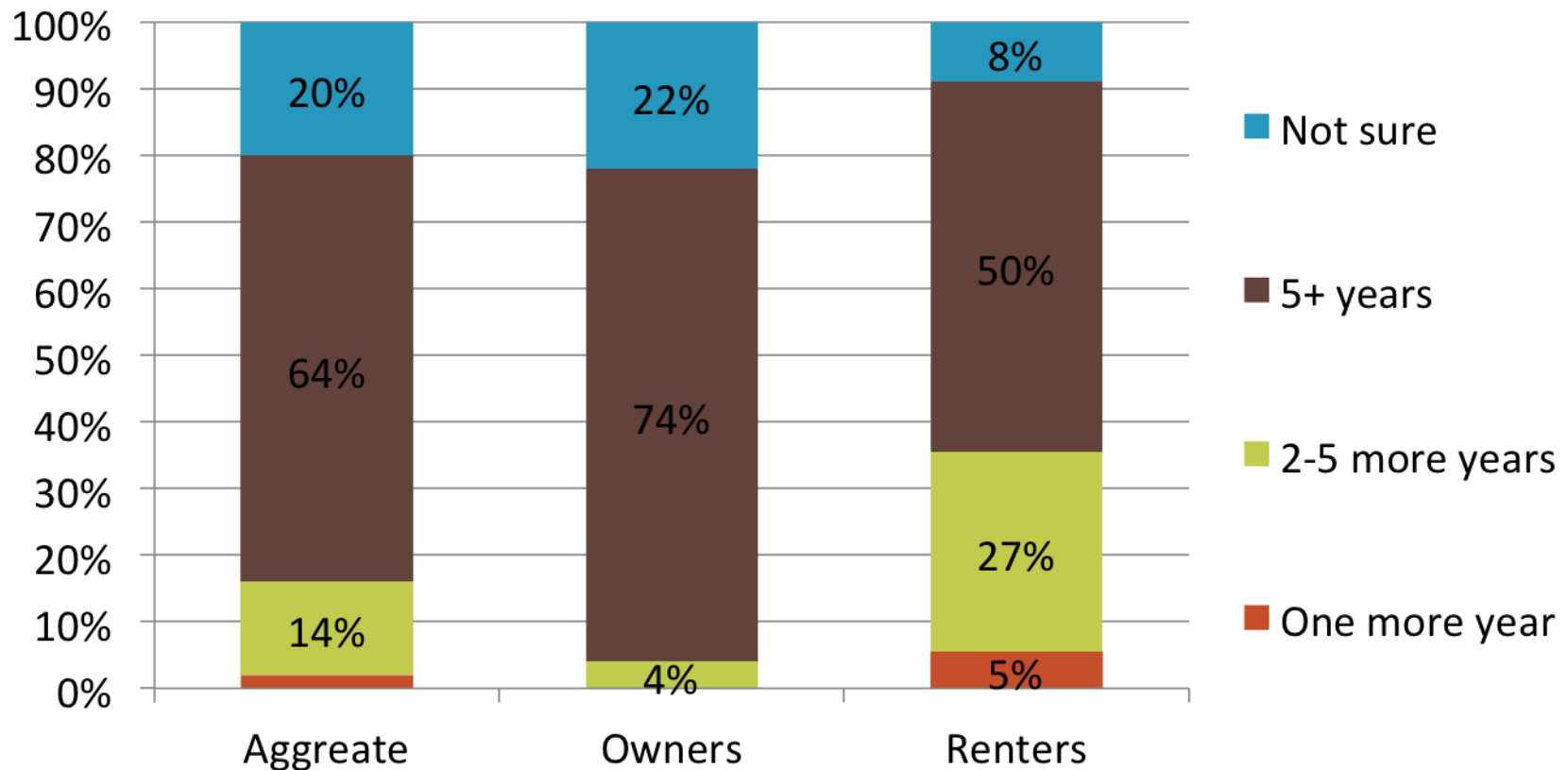


Q: How long have you been a slip owner or rented from Bayport Marina?



Expected Stay

Owners are most likely to state they will stay with Bayport Marina for five or more years, while renters are more likely to stay for more than two years.

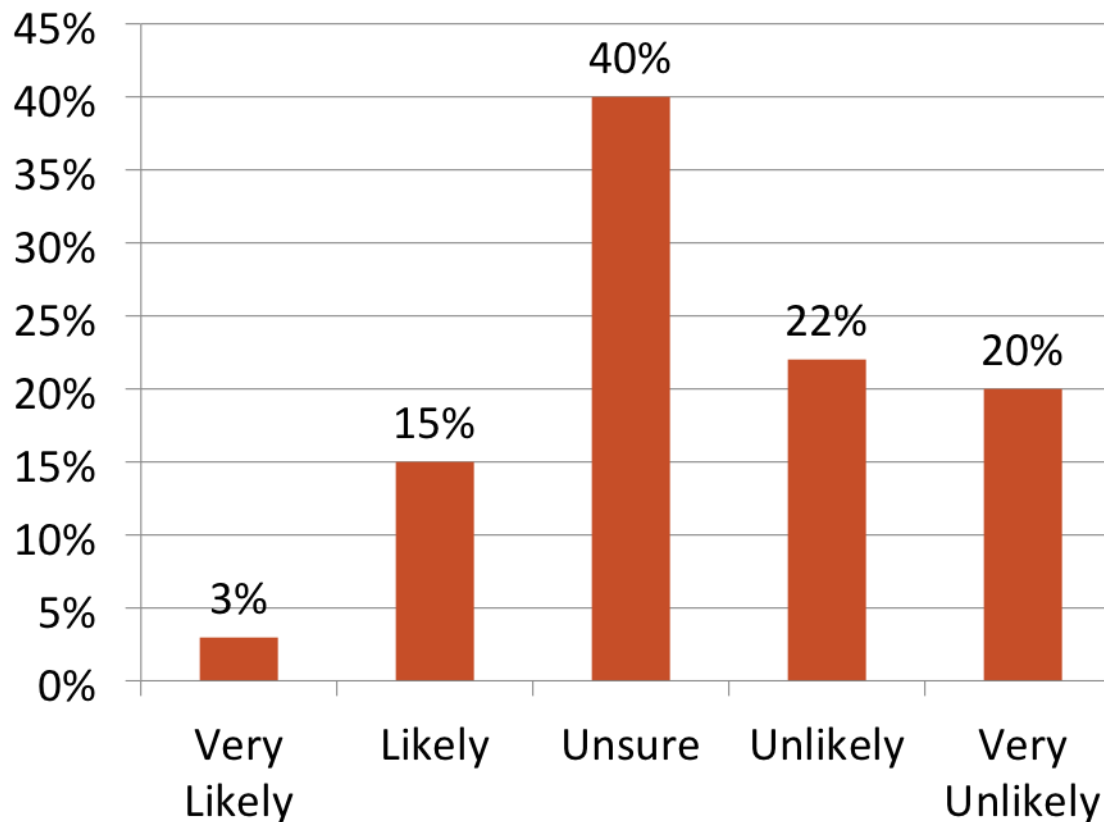


Q: How long do you anticipate staying with Bayport Marina?



Likelihood to Purchase a Slip

Renters were unsure if they would purchase a slip in the next 5 years. Only 18% stated they were likely or very likely to purchase in the next 5 years. (Note: Only Renters answered this question)

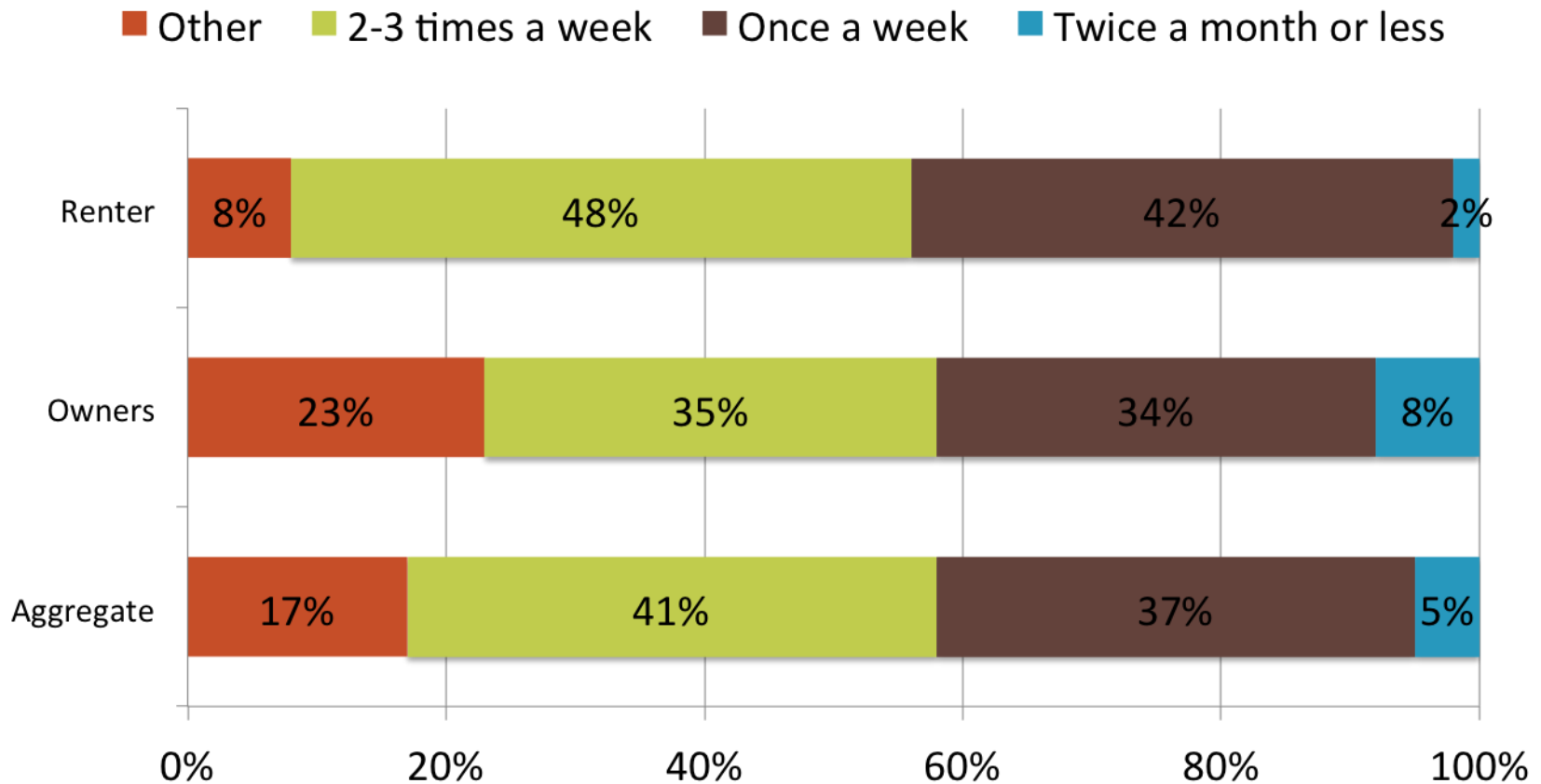


Q: How likely are you to purchase a slip from Bayport Marina in the next 5 years?



Use of Slip or Marina Amenities

90% of renters use the amenities more than once a week as compared to 69% of owners. “Other” text responses follow.

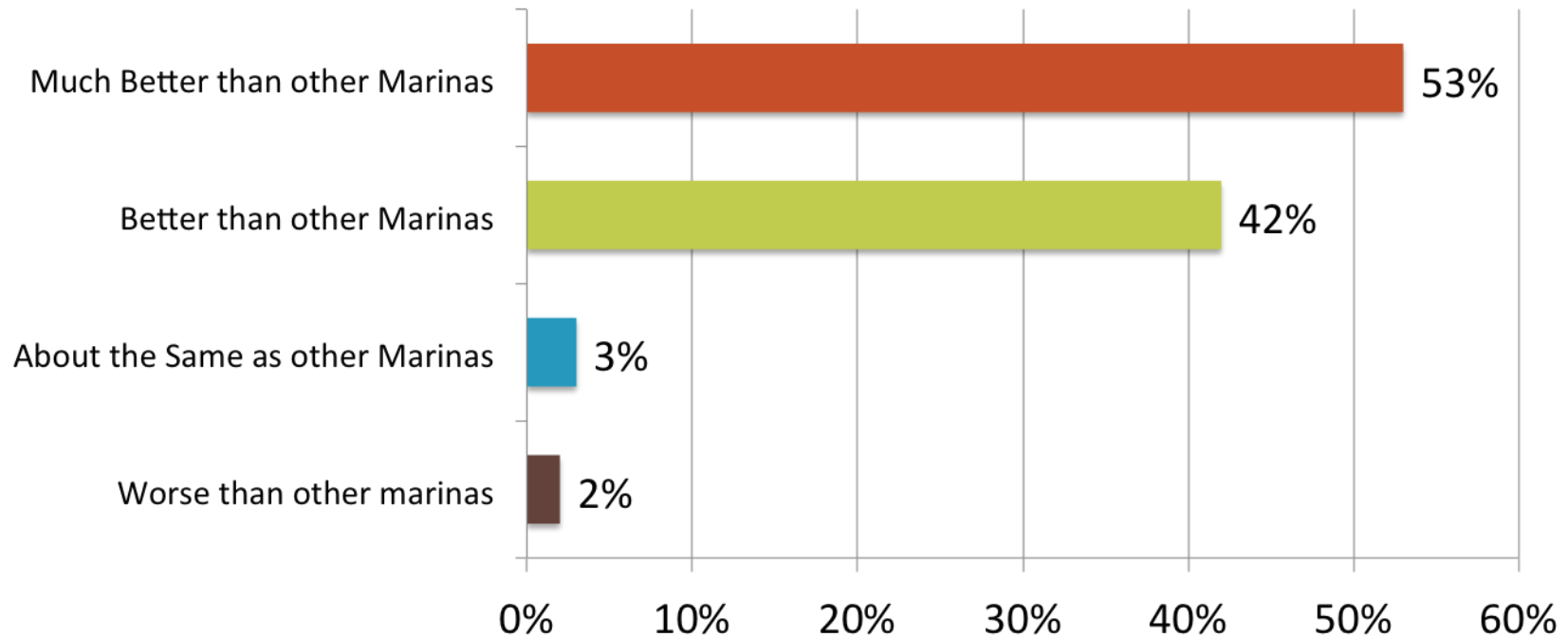


Q: How often do you use your slip or the marina amenities?



Bayport Marina Compared To Other Marinas

95% of respondents believe that Bayport Marina is Better or Much Better than other Marinas. Respondents were asked to explain their ratings; respondents often referenced the well kept grounds, beautiful setting, amenities, and staff/management. Verbatims follow -

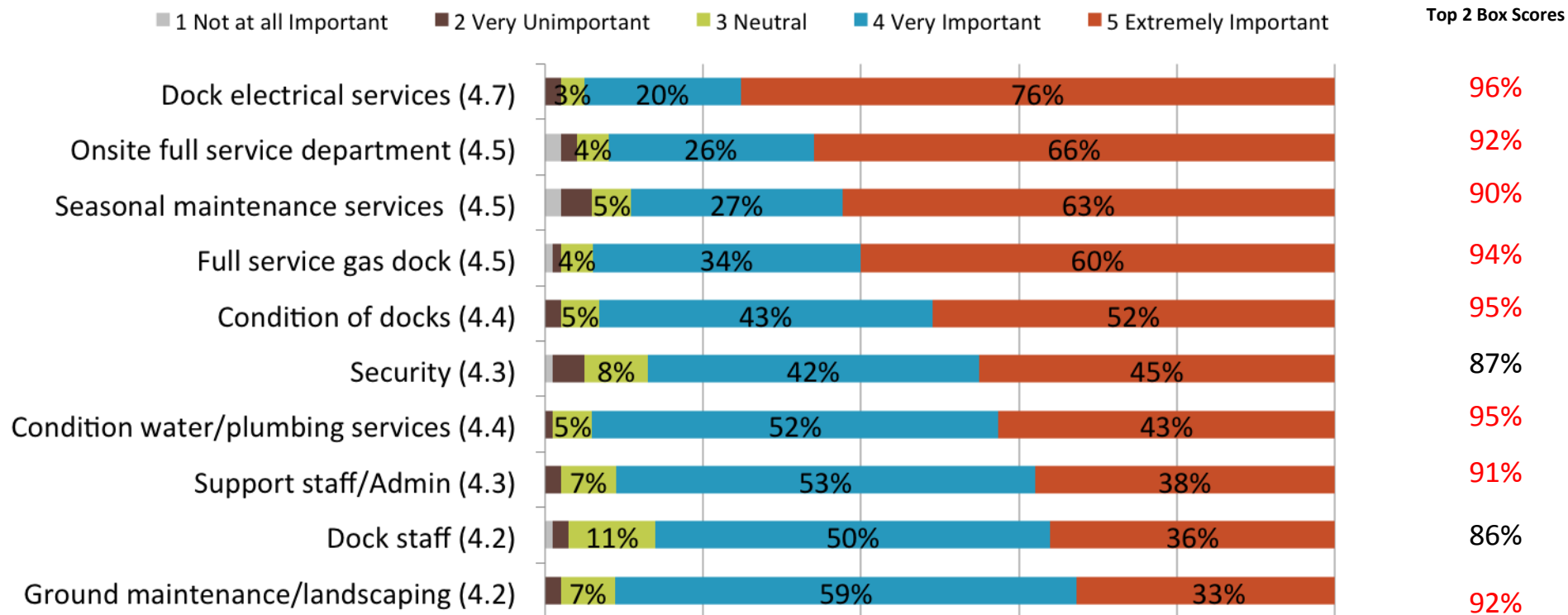


Q: To understand how you feel Bayport Marina compares to other marina's do you feel the marina is...



Amenities and Services

Dock Electrical Services are the most important amenity, however several amenities have top box scores at 90% or above and are clearly important to respondents.

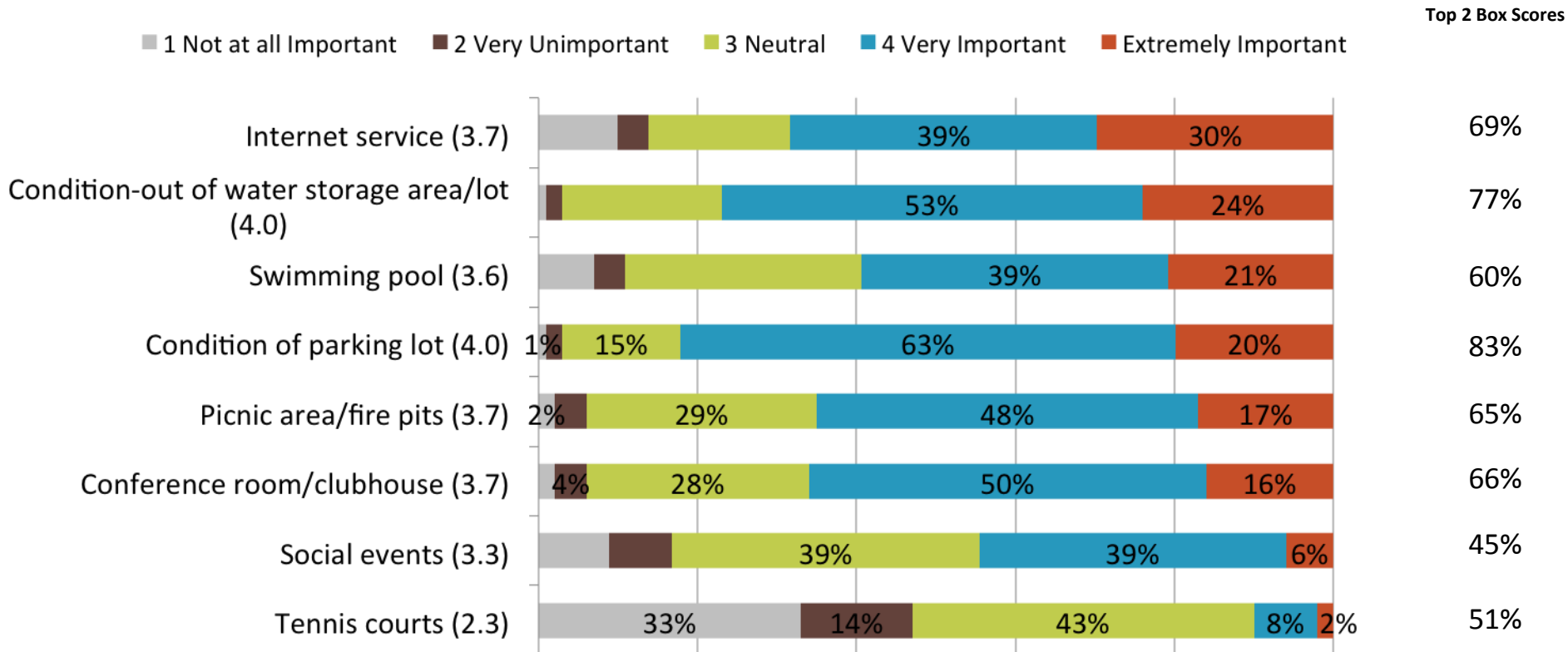


Q: Please rate the importance of the following Marina amenities and services -



Amenities and Services

With the exception of Condition of Parking Lot, the importance of these amenities have top box scores lower than 80%.

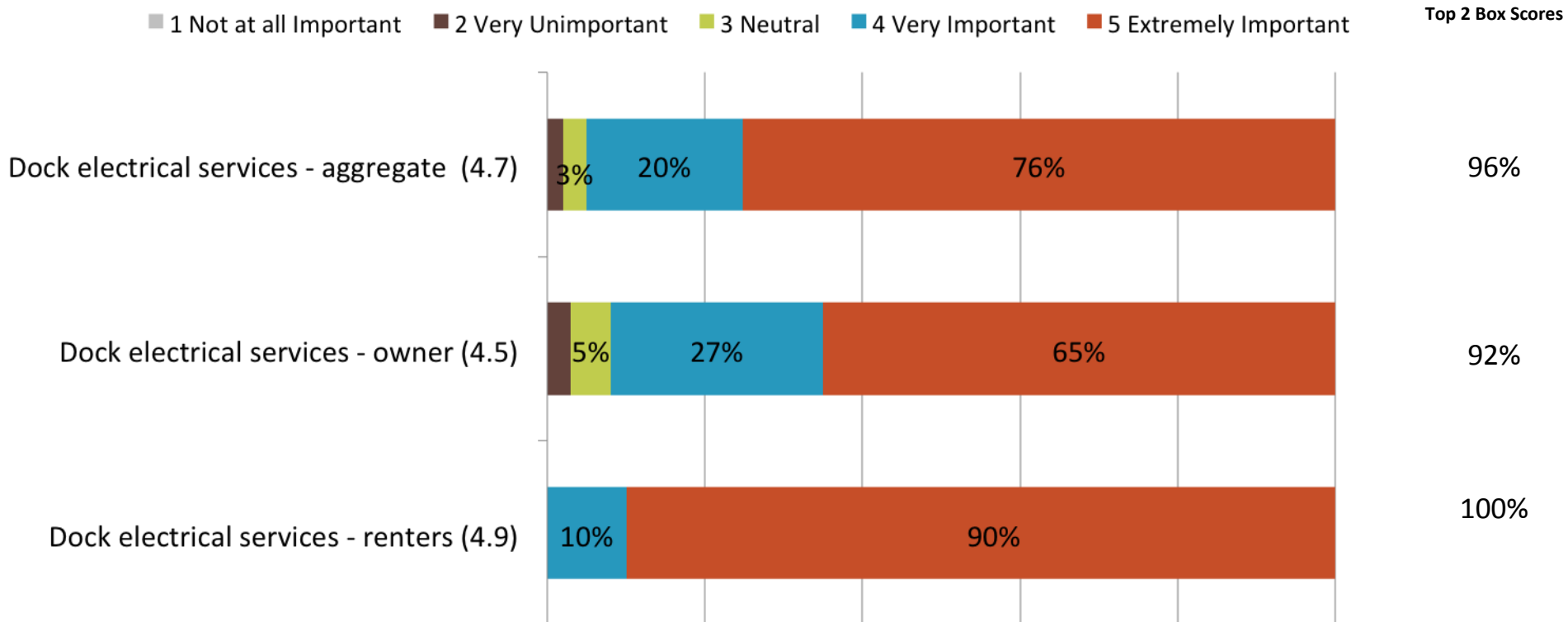


Q: Please rate the importance of the following Marina amenities and services -



Amenities and Services

Renters feel dock electrical services are more important than owners – with a 100% top two box score – as compared to owners with a top two box score of 92%.

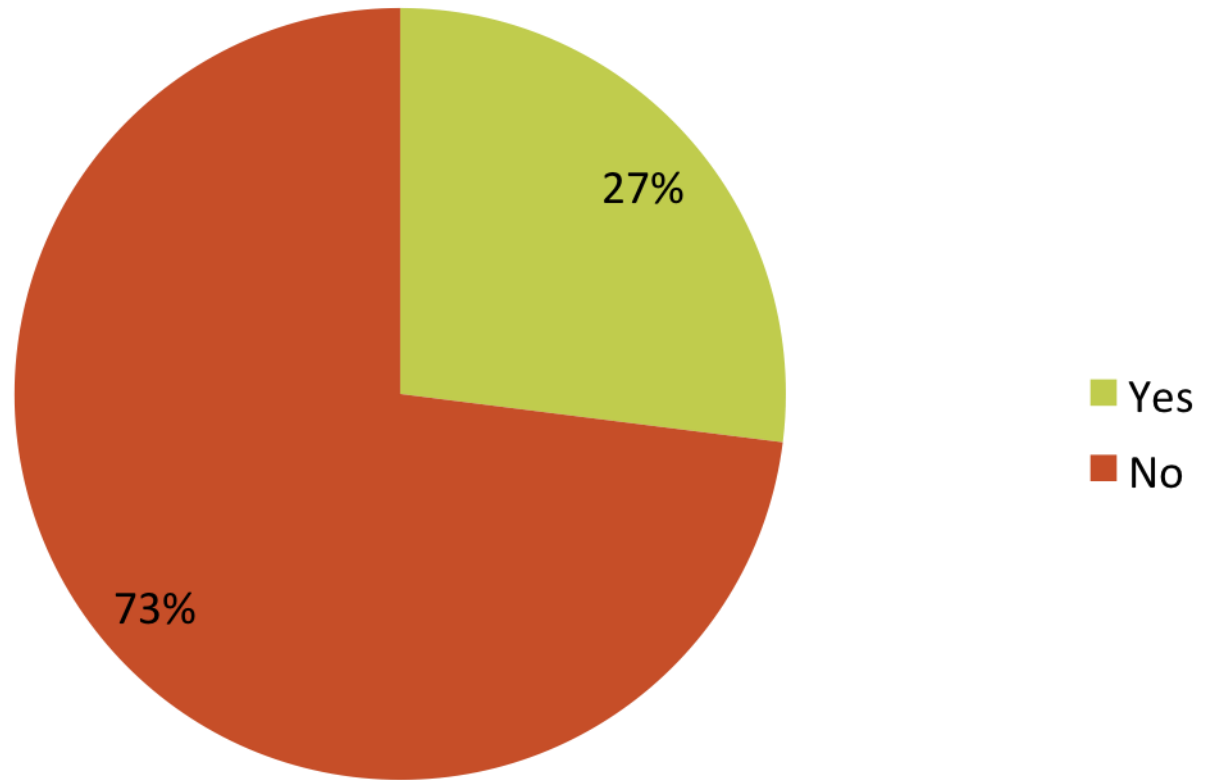


Q: Please rate the importance of the following Marina amenities and services -



Safety Concerns

27% of respondents have safety concerns. Many of the concern revolve around the docks, including security, the dock boards, and electrical. Verbatims follow -

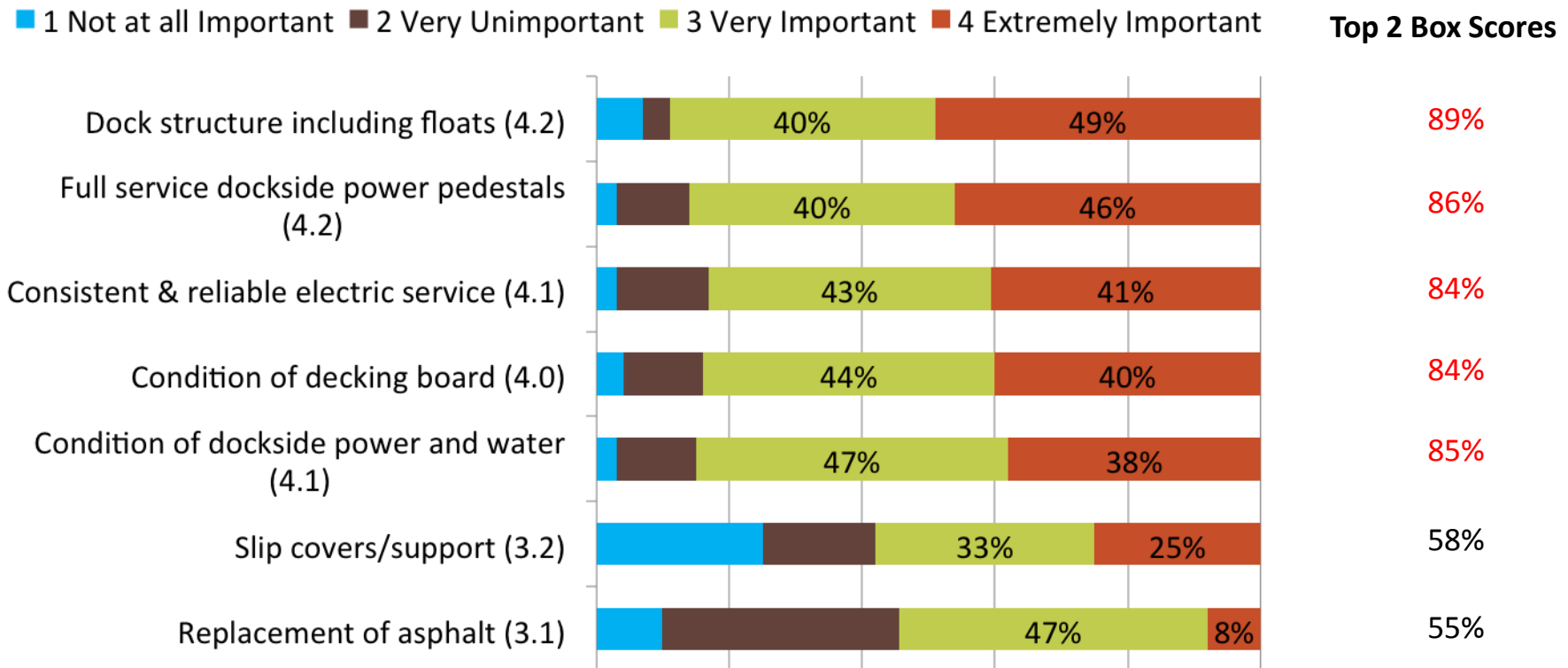


Q: Do you have any safety concerns about the Marina and/or your slip?



Most Important Marina Renovations

Several renovation projects have top box scores over 80%, starting with Dock Structure. (Note: Only Owners were asked this question)



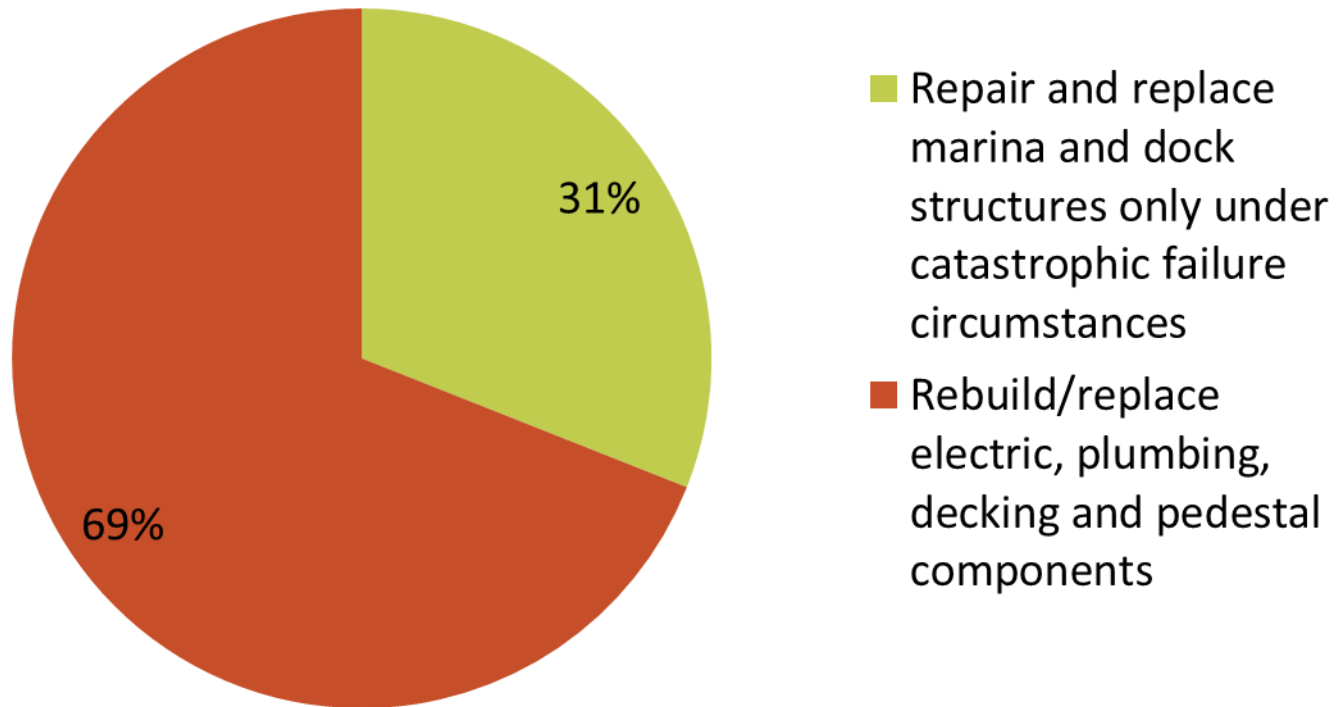
Q: What renovation elements are most important to you? Owners only -



Most Important Marina Renovation

86% of the Owners answered this question. Of those, nearly 70% chose the option that included rebuilding/replacing electric, plumbing, decking and pedestal components. (Note: Only Owners were asked this question.)

Bayport Marina Renovations

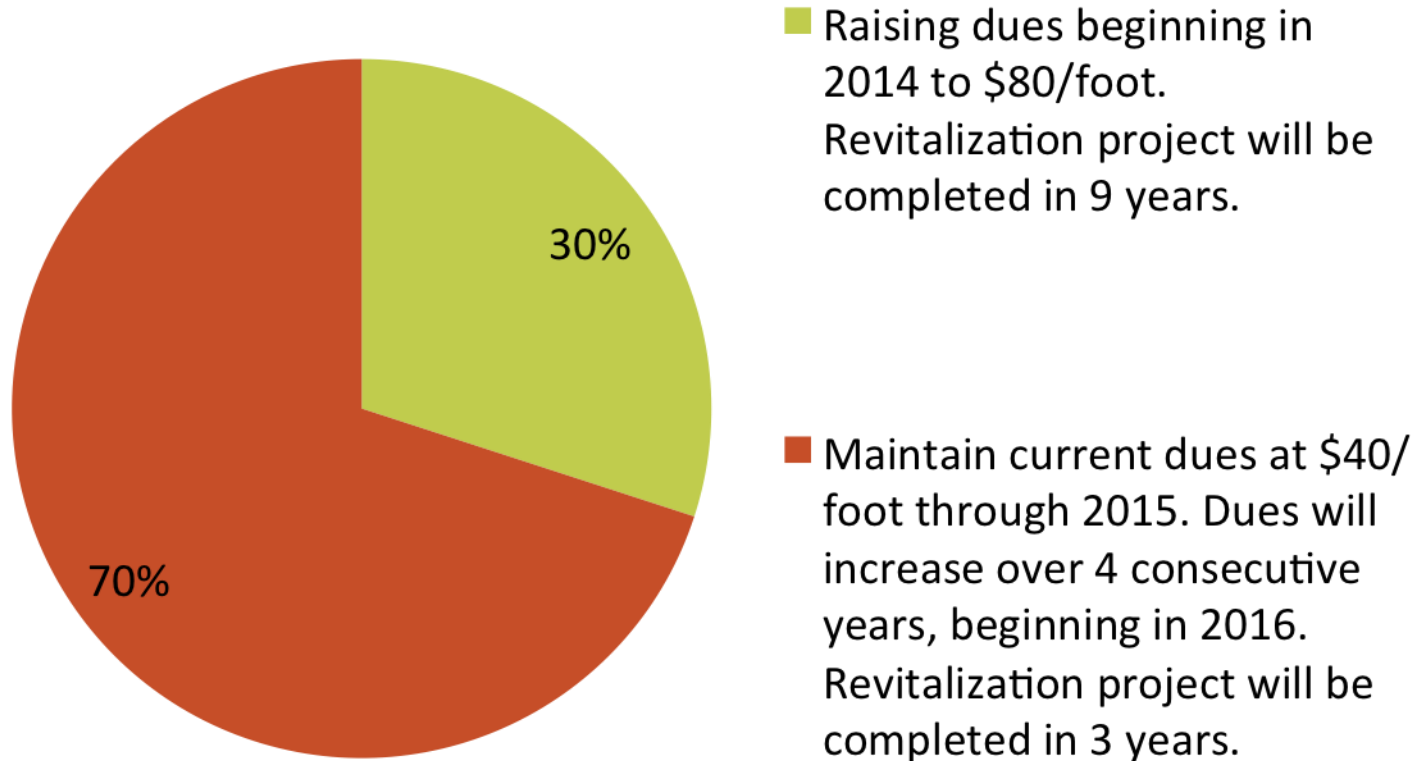


Q: There are several options to update and upgrade the marina. Please select the renovation option which is most important to you - as a member of the association. Owners only -



Best Financing Option

77% of Owners answered this question. Of those, 70% would like to maintain current dues at \$40/foot through 2015 and then have them increase over 4 consecutive years beginning in 2016. (Note: Only Owners were asked this question.)



Q: Please select which financing option you would prefer?





Verbatims & Remaining Data

**Services or Amenities not currently offered that
respondents would like to see available**

Restaurant

General

Dock Additions

Boaters Additions

Security

Bathrooms

Q: Are there any services or amenities not currently offered that you would like to see available?



Services or Amenities not currently offered that respondents would like to see available Text Responses

Restaurant:

- Casual food offerings - grill
- Restaurant
- Restaurant. But it appears that Mallard's will fill that gap.
- Looking forward to the restaurant reopening.
- Luv opening of rest that was my m
- Get restaurant operational
- Restaurant on premise
- Restaurant/bar
- Restaurant opening will be huge.
- Restaurant
- I'm happy the restaurant is finally reopening...that has been a terrible eye sore for years
- Restaurant
- It would be nice if we owned the restaurant
- The return of the restaurant on the property will be an added amenity
- BMA restaurant services
- Restaurant
- Greater retail sales of products like pop, food etc.
- Full service restaurant
- Restaurant
- Good restaurant
- Restaurant--know it is coming
- Restaurant
- Snack shop

- Catering
- Miss the restaurant!!!

Boaters Additions:

- More activities for boaters
- Yes, access to the clubhouse & kitchen area and more bathroom stalls
- Ship store
- It would be nice if Marinemax was a full service boat supplier again....they are just a shell of what they were 5 years ago. We're happy to hear that the restaurant will be reopening...we think that will be a big plus.
- Off season mast storage
- River needs to be marked better

Security:

- Improve Security (restrict driving access to parking lots and docks)
- Covered bicycle storage and locking area - storm shelter plan
- Secure Access to docks & No cost indoor area for members (renters & owners) to use, kitchenette would be a nice
- Bike racks for each pier

Bathrooms:

- Possibly more remote bathrooms
- Bathroom & showers have aged and are not user friendly i.e. Bench for changing, lighting, commercial grade toilets, Marina managed shrink wrapping, Red Box, Pop machine,
- More bathrooms

Q: Are there any services or amenities not currently offered that you would like to see available?



Services or Amenities not currently offered that respondents would like to see available Text Responses (Cont.)

General:

- Would be nice if it was connected to a bike/jogging path (recognize that is out of the Marina's control). Also, it is nice to have a restaurant re-opening as is handy to have a place within walking distance to go to (wish there were more).
- Jacuzzi at the pool
- Better Wi-Fi....currently stops or keeps buffering
- Upgrade on the washer and dryer, the docks could use a refinish, lots of slivers, for the \$ Cable should be provided
- The last 4 questions are not clear enough. Is that gravel areas for storage area? Need to be level, no dips. Condition of Parking lot, is that the black top condition? Spyder webbed area need to be repaired. Docks need to be safe and lights for night use. Water and plumbing? What plumbing do we offer?
- Ice Machine
- I cannot think of any!!
- Chandlery
- Lawns could be much nicer, seem out of place with the rest of the landscaping
- In house cleaning service
- Additional Picnic Tables - Slow down car traffic (10 MPH used to be the rule)
- Kids play set

Dock Additions:

- Maintenance Free Docks and security entrance to eliminate general public from marina
- Towing
- Dockside pumps out.
- A way to get to the docks without stairs.
- Ways to have a slip handicap accessible other than D dock
- Roller carts at top of ramps to carry stuff to the boat. I find the lighting to be very poor on the docks. A more comprehensive and aesthetically pleasing lighting strategy should be considered. Some marinas provide shuttle services to local restaurants. That might be a nice benefit to offer at a cost.
- It would be nice if the restaurant offered dockside service.
- Dockside pump out service done during the week so I don't have to drive over to gas dock.
- Pump out service.

Q: Are there any services or amenities not currently offered that you would like to see available?



Services or Amenities currently offered that are Unnecessary - Text Responses

Tennis Courts:

- Tennis courts
- Tennis courts
- Tennis courts
- Tennis
- Tennis courts
- Tennis courts
- Tennis court
- Tennis court is a waste of space

Pool:

- I will probably never use the pool
- Pool
- We don't use the pool or tennis court
- Swimming pool
- Pool

Social Events:

- Social events. Don't need to have them or to have a staff paid to organize and run them
 - Too many social events
 - Social events, conference rooms
 - Social events
 - Social events
 - Internet and social events
 - Too much money spent on parties – social activities not related to boating
- Q: Are there any services or amenities currently in place that you feel are unnecessary?

Web Developer:

- Web developer person unnecessary

Shrink Wrapping:

- I am not a huge fan of shrink wrapping (because I have witnessed people placing plastic in garbage), but I realize that the marina cannot control this. A swimming pool is a lot of work and money for such an area as this (i.e. Very short season)

General:

- None. Really like the family friendly atmosphere-pool, etc.
- I felt that we do not need anything more
- Not that I can think of
- Sat coffee & donuts not necessary, full time security
- Security seems overly done lately, they really don't seem to be doing much, maybe we should combine some other work that needs to be done around the marina
- Security driving around, we could do that another way perhaps
- They all add up to make a great atmosphere. Maybe not all necessary but certainly helps you stand apart.
- See above
- Can't think of any



Most Important features of the Marina

Environment and Cleanliness
Slips and Docks
Staff and Service
Location
Safety
Amenities

Q: What are the most important features of the Marina from your perspective?



Most Important features of the Marina Text Responses

Slips and Docks:

- Well maintained covered slips
- The slips!
- Well-kept docks and ramps, safe storage of boats in off season, onsite service staff, facilities
- At dock features
- Dockage and service
- Gas Dock, Grounds, Club House (Showers etc.)
- Gas dock, service, security,
- Quality docks, good management
- Full Service gas dock
- Launching, service dept., secure and safe slips
- Boat slips
- Docks and clubhouse
- Good docks with power and water, security and clean restroom/shower facilities. The availability of diesel fuel and service facilities is also key.
- Docks, setting,
- Gas dock, service
- Docks must be in good condition
- Gas dock and service department
- Nice docks and bathrooms in good repair
- Good docks, service, at a competitive price.
- Very nice covers over the boats, very pleasant setting, location
- Slip layout, marina design, service dept., gas dock, staff and admin., pretty much everything that is there, that is why we purchased
- Gas dock, and security, location

Q: What are the most important features of the Marina from your perspective?

- Slips, docks
- Docks, power, water and gas dock services

Location:

- Location and pool
- Location
- Location, Location
- Location
- Location. Beauty & protected harbor
- Close parking to my slip. Clean docks. Service area with trained personnel.
- Location
- Location, pool, gas dock
- St. Croix River
- Location, staff, and services
- Location and amenities
- Location
- Location – protection from storms

Amenities:

- Locker rooms, pool, docks
- Amenities
- Pool and restaurant.
- Pool, slip, grounds, docks
- Pool gas dock service security condition of slips grills amenities
- Very nice to have the restaurant back!
- Pool, staff, internet



Most Important features of the Marina Text Responses (Cont.)

Environment and Cleanliness:

- Cleanliness of facilities (and condition). Also, the pool and sheltered harbor are very nice.
- Just an overall clean, secure, facility
- Image of being the best
- Condition, management, location
- The cleanliness and the staff
- Overall quality environment.
- Members, staff, docks (includes water, electrical, lighting etc.), service including winterizing/summerizing, pool, clubhouse, gas/diesel dock, security
- Family Friendly
- Cleanliness and safety
- Quality and condition of the marina.
- Being well kept. Condition on docks, clean
- Clean, and safe
- First Class Look and Feel
- Infrastructure - staff availability / friendliness - professionalism
- Clean and well maintained grounds with friendly staff
- Well organized clean and premium marina
- Quality of offering
- Condition of Marina and staff
- Condition of bathrooms, showers & clubhouse
- Keep value in the marina
- High quality maintained. Whatever I want to do, the staff makes it work
- Overall well-maintained marina
- Quality of facilities, of boaters, staff and protected water
- That the grounds and docks are clean, secure and in good shape. Also the office and service staff.
- Privacy, quality, cleanliness, lack of clutter on docks, beautiful grounds and landscaping. It's impressive to drive up and see a well-manicured facility with a beautiful pool on the river, well maintained facility, well run marina, safe, and the quality of people that own and rent here. We are not Sunnyside, where people can be loud and obtrusive. People respect people's space and privacy here. It's our vacation home. It's where we spend 3 nights a week every week for almost 7 months of the year. It's our solitude and where we go off the grid.
- Overall condition of marina components. However, this survey is skewed towards having members identify very important amenities so the marina can justify large expenditures without any phasing or priority.
- Social interaction & well maintained
- I spend a lot of time in the marina; addition of the restaurant was major; needs to be clean, safe and a place you want to relax and enjoy like your own lakeshore property.
- Clean and well kept, bathrooms, pool
- Best marina on the St Croix we feel
- Appearance
- The physical marina structures necessary to slip and service boats.
- Beauty/ambience
- Overall appearance of marina, service to boat owners

Q: What are the most important features of the Marina from your perspective?



Most Important features of the Marina Text Responses (Cont.)

Staff and Service:

- Service
- Service, functionality
- Service dept., full service gas dock, well maintained & landscaped
- Full service, professional staff and excellent grounds keeping
- Service, Gas dock, Public space, dock conditions
- A well run service dept. and great maintenance
- Full service/responsiveness/quality
- Friendly and experienced staff available when needed. Enjoy amenities of docks, picnic areas, club house, and pool. Also like protective docking in harbor away from river traffic.
- Full service maintenance that is responsive.
- Service dept.
- Service department
- Boat service
- Service
- Maintenance service, gas dock, quiet, well maintained, locker rooms
- Service, security
- Full service
- The staff, and support services.
- Keeping up all needed maintenance and improvements
- Maintenance
- Service and the people there
- Good care of the boat, safe conditions on the docks, esthetics of the marina.

Safety:

- Protection from wind and wave action; good service department
- A safe haven for the boats.
- Protection, fuel & pump out, bar/restaurant on site
- Safety
- Being a closed harbor off the river facility and the general maintenance detail we have had for the last 24 years.
- Security, family oriented, friendliness
- Safe facilities. Competent available staff.
- Safety
- Safety, Clean, Convenient, Pleasant social atmosphere
- Sea wall, great staff
- Protected from waves
- Security and services

Q: What are the most important features of the Marina from your perspective?



Safety Concerns Text Responses

General

Security
Electrical
Theft and Strangers

Docks and Slips

Q: Please explain your safety concerns -



Safety Concerns Text Responses

Docks and Slips:

- Slivers from deterioration of decking. Insulation of electrical lines becoming unstable
- Steel cover posts are sinking into the dock boards
- Uneven dock wood
- I'm afraid to walk on the decks barefooted.
- Age of decking on docks - splinters
- Condition of wood decking, electrical cords in water
- Docks could be better lit at night
- Dock / deck connection ramps can be tricky
- No escape ladders inside slips
- There are a lot of deck boards that are in need of replacement
- Docks need to be replaced.
- Secure covers are important
- Slivers from the docks
- Slivers in my feet. When it's dark, lighting isn't great. I am not a fan of the cleats. Hurt my feet many times tying up the boat.
- Dock grounding, short circuit protection, electrical overload & capacity; cover structural and grounding shortcomings, NFPA/NEC errors at gas dock (including the new installation)
- Minor for me personally, but the floats on the docks are so high that it is a huge step DOWN to get on the boat. It might be a huge difficulty for an elderly person to hop down and hop up to get in and out of a boat.

Electrical:

- Old electric service - old splintered decking
- Electrical, dock slivers
- Lighting, slivers in planking (docks)
- Electrical service on docks up to current standards?
- Electrical; Lack of Personal Protection Equipment used by service personnel (safety glasses, shoes, fire retardant uniforms, etc.)
- Electrical feed lines in the water at the dock, s

Security:

- We spend a lot of time down there and even with security driving around there are still stranger that park and go down to the point Security should take the time to meet the boat owners.
- Free access to the parking lot is a security liability. I'd like to see controlled access to the docks and owners parking area.
- Security on the docks seems pretty light, severe weather plan needed, have never seen marina staff checking boats when weather gets bad

Q: Please explain your safety concerns -



Safety Concerns Text Responses

Theft and Strangers:

- Too many nonmember and non-guest people at the marina, pool, etc.
- Thefts from last year, plates that join different "A" docks not aligned
- Stolen items from our boats last year
- Theft and unwanted guests
- Theft from docks, free access to docks by car from strangers

General:

- OSHA rule not being taken serious
- Being new, unsure of how secure the site is.
- A speeding car hitting a child. - A need to up-date the electrical system on the docks.
- Those outlined in the assessment by JJR Group
- Simple things that require a little more maintenance but not 4 million dollar's worth

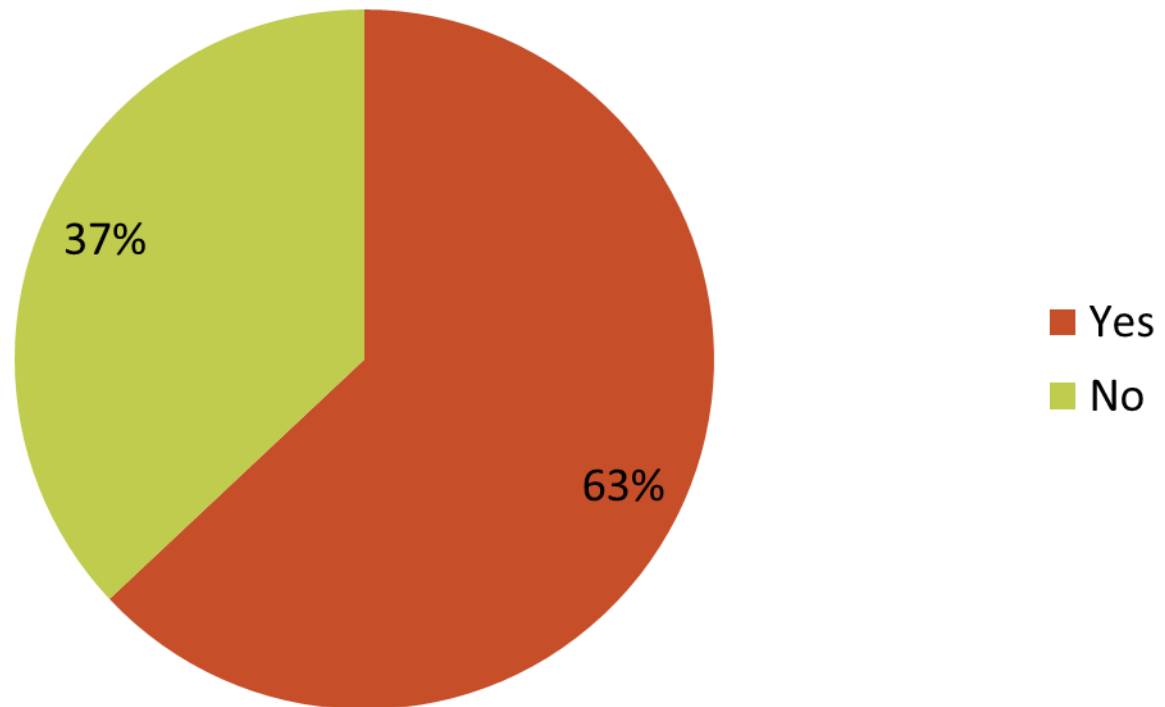
Q: Please explain your safety concerns -



Seen/Reviewed this Assessment?

63% of Owners have seen or reviewed the current assessment.
(Note: Only Owners answered this question)

Review of Assessment

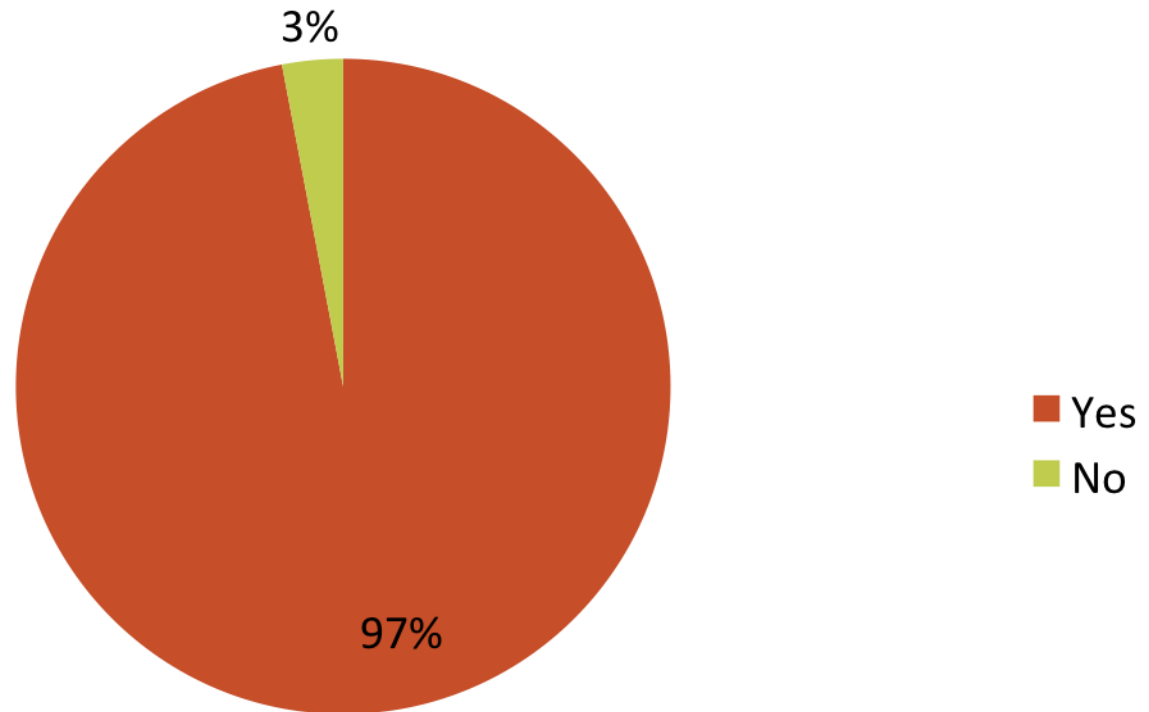


Q: Have you seen/reviewed this assessment?



Compliance

Nearly all respondents want Bayport Marina to remain in compliance as an operational marina. (Note: Only Owners answered this question)



Q: Do you feel it's important for the Bayport Marina to remain in compliance as an operational marina?



Explanations for Bayport Marina compared to other Marinas

Text Responses

Setting:

- Bayport is the most beautiful setting on the river. The marina features nice amenities. And the people are very nice.
- Very clean and professional. Well maintained. Excellent and friendly service.
- It is very clean and well-kept and has very nice amenities. Staff is also very friendly.
- We have more and nicer amenities
- A nicer setting and location than other marinas on the St. Croix
- Better setting and maintenance
- Older docks, lack of ship store, the new restaurant will be huge.
- Public space and grounds are highly superior. The docks and covers are aged. Dock boards are heavily splintered. Steel cover frames are sinking into the dock boards based on a sub-standard structural design.
- Appearance/Service/location/staff quality
- Higher elevation than some, no wave issues, newer facility, better docks (galvanized steel) largest boat lift
- The tranquil atmosphere, clean crisp layout of the marina & buildings, sense of quality when you come in the front gate that carries all the way down into the slips and into the gas dock. Everything seems very top notch. The maintenance team is very responsive & great to work with. We just love it at Bayport. If we couldn't have a slip at Bayport, we might not boat....it's that significant to us.
- Cleaner, service comparable
- It's clean, beautiful, location on the St Croix
- The docks, the general care shown in all aspects of the physical plant
- Clean, quiet and well maintained, nice pool and soon a nice restaurant

- Very clean and well taken care of.
- Better slips, gas dock, club house and service.
- The facilities are incredibly clean. The employees are knowledgeable in the marina and can answer questions or direct to who can answer the question. The employees realize we are owners of the property and act accordingly.
- Clean facilities, friendly staff, well maintained
- The overall condition is better than the other marina I was at plus I love the pool
- Visual appeal, amenities, protected slips
- Cleaner, quieter, kept up better
- Nice people good physical plant
- We keep our marina in very good shape. I know we need some dock and electric, and water and road updates. I think if the board doesn't take on everything at once, we can afford to do them in good fashion.
- Clean, new, great people.
- Clean and friendly. Private as well
- Clean good teamwork, upbeat
- Very nice docks with plenty of room
- Cleaner tidier better quality
- It's beautiful and well maintained compared to other marinas I have visited (and previously sailed from)
- Upkeep, basic amenities, service dept., management, all aspects
- Appearance, management
- Well maintained, landscaped.

Q: Please take a moment to explain your answer to the previous question -



Explanations for Bayport Marina compared to other Marinas

Text Responses (Cont.)

General:

- I have rented a slip in a number of marinas along the St. Croix and Mississippi River over the past 15 years and Bayport is by far the best.
- The marina is showing its age. Docks need to be cleaned/refinished and time to change style or color on covers.
- Slightly better. Don't need Tennis courts, would like kitchen/dining area (club house) access as other marinas offer.
- Better parking and grounds
- I was told
- We luv it at Bayport
- With owner involvement of the operation we have created the best marina on the St Croix
- We have not experienced other marinas but like Bayport marina very much
- Generally better kept than others on the St Croix, a club house for use by members would be a welcomed
- Having come from a marina that could not guarantee a decent marina depth, I am pleased just not to rip my props off! Plus the grounds & staff are far superior!
- Some things better or worse
- Has it all, really hopeful for Mallards, expensive
- Many marinas have made improvements to their buildings. Our advantage is less than it used to be.
- Bayport is a Marina that takes pride in its facility
- Best marina on the river
- It accommodates sailboats; it has a pool, a clubhouse, and had/will have a restaurant.
- Just what I have heard
- Restaurant has been a thorn
- It is based on reputation
- We simply have no complaints
- This is just how I rate. No experience at other Marina. With Bayport since 1991
- This is my first marina....and we love it.
- Other marinas have made improvements to be more like Bayport
- It is the premier marina for miles and miles
- We should be a higher end marina
- There are areas where the Marina is excellent and others areas that need improvement
- Trip by water from Chattanooga, TN to Bayport
- As good as or better than other marinas I have seen around here
- Don't use many others
- Don't fix anything, if it is not BROKE stay the course as we always have.

Another Home:

- Less crowded, nicer (although aging) facilities
- BMA is one of a kind a real gem
- Grew up on the St Croix and have been to every marina on the river and many on the Mississippi. Bayport Marina facilities are superior to all.
- You feel like it is your marina

Q: Please take a moment to explain your answer to the previous question -



Explanations for Bayport Marina compared to other Marinas

Text Responses (Cont.)

Amenities:

- Amenities, location and staff are great.
- Amenities are great management does not get the big picture
- Amenities, service, management, location
- Nice facilities, well protected, friendly staff
- The overall amenities (boat services and recreational activities) are better than other local marinas. Facilities are in good condition.
- Amenities
- Better, facilities, service, "community", etc.
- We enjoy the amenities such as pool, tennis, BBQ along dock landings, social events. Courteous staff and security. Location Diesel fuel available.
- Swimming pool, landscaping, point, clubhouse more appealing. Marine max adds to activities in positive way. Hopefully new restaurant will do same.
- Based on the marinas we have visited it is more private, the grounds and amenities seem cleaner
- Love the pool area, Wi-Fi signal is weak, grass around the marina could be greener a lot of slips need new floats
- More amenities
- Nice amenities. Great service.
- Amenities are fabulous
- The pool is an asset

- Very comfortable amenities, swimming pool, overall friendliness of both the staff and marina patrons and having the restaurant there now is a fantastic addition. The service department is great also. I always back my boat into the slip. The other marinas I have been at pulled it in bow first when they launched in the spring. Here, they pull it in stern first and have everything tied up the way it was in the fall when they took it out. Very nice!
- The pool and staff make the marina a great place

Secure:

- Secure from the wind
- Well protected; clean; well maintained; good service department
- Superior facilities and protection from bad weather.
- Protection, pool, security
- Protected, clean and well kept.
- Most protected and highest quality facilities in both building and docks
- Our marina is protected with the break wall. It's quiet, beautiful and well taken care of. We have wonderful slip mates. The class of the people that own slips here are respectful. We have a beautiful pool, tennis courts and now a restaurant again. Quality matters and being the "go to" marina is important to us. When you tell people you dock in Bayport Marina, people think quality and best in class.
- We like the protection it affords from wind and wave action, the ease of entry and exit on to the river, the orderly layout of the property and excellent financial health of the marina.

Q: Please take a moment to explain your answer to the previous question -



Explanations for Bayport Marina compared to other Marinas

Text Responses (Cont.)

Staff & Services:

- Service management is terrible
- We have experience at Hudson and Bayfield. BMA's facilities, equipment, and upkeep are far superior to both.
- Friendly and courteous staff, well structured, nice environment, (mostly) well protected slips
- Operations, assessments, communications and members are very good. The facilities are aged but kept up pretty well.
- Best service and amenities
- Clean and professional
- Well managed, nice facilities, multiple revenue sources, excellent service facilities
- Excellent staff and service department. Excellent well maintained grounds and facilities.
- Better kept, better amenities,
- Quality of personnel and location
- Excellent service department. 2. Harbor is more protected. 3. Security guards. 4. Very helpful and informative staff.
- Great Service Great Amenities
- Service staff is exceptional.
- Great facilities and staff
- The staff is very generous and helpful.
- Service, quality, location
- Well managed
- Great personnel well kept grounds, great service dept.

Location:

- Location and amenities
- Location, setup, grounds are all better than what we've seen.
- Best setup and location. Pool, point, roads and docks are very nice.
- They are in a great location on the river and their amenities are very nice including the pool
- Superior location, slip construction, service department and grounds maintenance
- Close for us to get to
- Location and protection is great.
- Bayport Marina is convenient to our home. The staff is friendly and the facility is well maintained.
- Location and our actual marina layout
- Excellent location and grounds.

Q: Please take a moment to explain your answer to the previous question -



Final Open Thoughts Text Responses

Amenities:

- Would like to see a high quality restaurant create a destination restaurant here.
- Like the fact that the restaurant is opening. I think there is a great service department and would like to see the docks upgraded.
- Discounts with restaurant - need casual outdoor dining
- Our facilities and amenities are over 20 years old. Time to make major overhaul to set us apart.
- An ice machine would be a great addition.
- Would like to see the restaurant opened for business
- Need good casual dining/beverage operation
- Really like the pool. The fire pits are nice, but it would be nice if there were more fire pits closer to the slips (would be nice if we could see our boat from a fire pit so the kids can be on the boat and we can be at the fire pit).

Financing:

- I think there should be more choices than just these two; it is going to be a very hard sell on either one, and not having enough info. We love the marina but way too much drama with these operations
- These are not fair options. It's not an either/or situation. There are a lot of options in the middle.
- The issue that is assessment is necessary points out the need for the development of a long term program to support on-going marina maintenance items so that future lump sum assessment or dramatic dues increases can be avoided.
- Renovation should be paid for out of profits
- I will support either option
- We would like breakdown of what is actually being proposed

- I am concerned about the cost and am wondering if the increase in dues would be same for sailboat owners as power boat owners
- How about none of the above. With the cost of everything going up I cannot afford a doubling of my slip fees. The service fees went up. Fuel prices are sky high. My taxes are up. I have no more in the pot. Just give us a clean well maintained safe and secure marina, and keep our costs down. Plus why should I pay double my dues and possibly not see any upgrade for several years. Do my fees go down after the 9 years? Or whatever term us decided? Or will this be like Minnesota taxes?
- I suggest that owners be offered the option to pay off their portion of the loan early. Further, I suggest that additional revenue streams be considered and dedicated to paying down the loan early, e.g.. Non-member storage, club house rental, weddings, fundraising events, etc.
- Question 17 is not clear. Cannot offer and answer based on the option explanation.
- Neither option for paying for this is reasonable. The marina has been able to fund itself in the past, the board seems to have spent a lot of money on many things that are not really necessary, increasing pay of our workers and adding new staff. Figure out a way to save up for the improvements and spread them over several years
- Questions 16 and 17 are worded very unfairly and should provide more options, the ability to say neither, etc. The results of this survey are not valid as many of the questions are very biased.
- Charge a lot more for rental slips
- We should have had a reserve fund built for this long ago
- Want marina to remain affordable to me.



Final Open Thoughts Text Responses (Cont.)

Financing (Cont.):

- We will not answer questions 16 & 17. Again, this survey is skewed toward approving the major renovation without any phased approach.

- As far as I know there is a large surplus of cash in savings and the marina is profitable. Why do we need to either borrow so much and raise dues so much. Double dues are too large of an increase. It seems like we are going to leave over 1 million in the bank and either borrow for capital improvements or raise dues to cover the cost. I assume that I am missing something. I also worry, even though we are one of the best marina's on the waterway, I feel with some of the increases we may price ourselves out of the market?

- Any financial investments should be aimed at keeping the docks, plumbing and electrical in top shape. It is my belief that the majority of patrons focus on their own boats and entertainment and are less concerned about pool, tennis, and social events.

- Question #17 none of the above

- I think question 16 is too black and white. There is a middle ground that would replace key components over time as they end their useful lives. It would also be very helpful for the membership to see the cost of the various components of the plan. As a sailboat owner, I don't want to have to pay for things like canopies or multiple power cords that will not benefit me. There may be other options to those above that may be preferable. I do believe there should be limits on how many slips a single individual can have. One of the benefits of having owners in the slips is that they care about the marina. If it turns into a rental marina, that will degrade its quality.

- Marina is currently good value for price, significant increase would make us consider moving

- Since I am an owner of a sailboat versus a motor cruiser, my requirements are a bit less. We do not use a lot of shore power. We don't have much that requires a lot of amps. In a private setting, one pays for what one uses. I am a bit turned off that I should empty my pockets to help pay for the power slugs I see on other slips. With regard to slip coverings; only the boat directly under the cover benefits from the cover. In a true condo setting, the owners pay in to the upkeep for the whole grounds that they have access to. If one has a private deck, others should not be asked to pay for it. Also, concerning power, there should be a way to make sure people pay for what they use. Presently, the power guzzlers have no initiative to use less, they are not charged more. Why not? Why can't meters be put in? In domestic condos, inhabitants pay out of pocket for personal electrical usage. I power a battery on my boat. Also, why are we only given two choices; either wait until we have a catastrophic failure, or jump in feet first and get it all done now? All or nothing? That's hardly a choice, people. And the assessment packages; all dues are at \$40 per foot presently? Even the covered slips? I hope not. And is it merely a lineal foot and not a square foot that the assessment is figured at? Not all slips are the same width. How is it then that a narrow slip is charged the same as one nearly 50 to 100% wider? If the marina deems an upgrade in electrical, I propose that meters are installed and billed accordingly. This will put the power usage of the boat owner on that owner, and free up monies in the coffer that were spent on power hungry vessels. Yes, we're a condo. Yes we all have partial ownership in the marina. But, again, domestic condos have individual meters for personal use. And joint fees for grounds support (lights, heat, shop/office power). Most marinas don't have swimming pools. They are money pits. I have not used the pool yet. I'm not a fan of public pools. They are a lot of work, for very few users. Some of the answers I had to leave blank. I did not care for the options offered.



Final Open Thoughts Text Responses (Cont.)

Financing (Cont.):

- I don't think either financing option is necessary as much of the proposed improvements are overkill and could be slowly phased in within normal operating budgets.
- It's nice to be great, but money is tight for a lot of people and there are cheaper solutions that work.
- You are asking me to make decisions when I have not seen the proposal and only giving us basically the same choice in question 17. Where is the no action required, where is the we'll take it in stages? What does the report say needs to be updated? If all the other marinas are say 3 on a scale of 1-10 Bayport doesn't need to be a 10 to keep the membership at 100%
- The design of this survey was made to approve everything the bod proposed and does not reflect the options and opinions that may be present from the diverse membership. Special assessments are good but this should be \$\$\$/slip foot... Paid 1/2 first year -1/2 second year.
- I don't like any of the above, there must be other options
- Don't like any of the options for financing. Puts undue burden on current owners and assumes they will be here long term. Need to spread financing out over 30 years and spread the improvement costs out over life of the improvements. Look at how assessments are handled in cities for streets, sewers and improvements.
- 16 and 17 are not reasonable. You cannot / will not put all the cost on existing members when previous owners used the facilities without capital improvement costs.....
- Don't burden us with a big increase in our dues right now. We are barely hanging on after the last few years.

Refurbishing:

- It been 30 years, time to update
- Keep it clean and fresh. About time to standardize electric pads and lighting.
- Good to see new tops on slips
- This increase seems severe, and we should only repair things that need to be repaired
- Electrical outlets on some docks are outdated
- Bayport marina is one of the premier marinas north of St. Louis. We need to keep it that way
- It is a necessity to complete this work as quickly as possible.
- Docks are very old and have many splinters; you need shoes to be safe.
- As long as it is kept up as it is and has been we are good
- Prefer routine replacement to a big assessment
- As much handicap assessable as possible
- Check docks for new planks
- We agree repairs and improvements need to be made to keep the facility in good order. Priority should be given to repairing the systems but that should not mean the systems need to be replaced
- The marina is one of the nicest looking and maintained on the river so would like to see it stay that way. It is nice to know that our boat is in a secure and positive environment.
- I think the marina and grounds are in good condition was there a second opinion? Also do not think everything needs to be done all at once.



Final Open Thoughts Text Responses (Cont.)

Refurbishing (Cont.):

- Appreciate the hard work done by the staff and board over the last several years. We have had to undergo many legal battles and conflicts with prior management and the board rose to the occasion. These board members have put much time and effort to make the marina the best on the St. Croix. I am grateful for their tireless work on our behalf.
- Just get it done now
- I'm glad you are planning these upgrades
- Items that are dangerous, illegal etc. should be addressed. Other than that, they should probably not be addressed.
- Continued maintenance and upgrades are always important. However, how those costs relate to owners & renters will impact decisions regarding continued presence.
- Would be in favor of completed revitalization project in 3 years to enable those currently using the facilities to enjoy the improvements.
- The improvements are necessary
- Outlets at every slip
- Water spigots that are easier to turn on and off.
- It's important to maintain everything in good condition.
- I'd like to see a better relationship between the marina and the restaurant.
- Time to replace the docks. The gas dock area is excellent
- It's a beautiful place, the docks are getting old the slip rental is pretty stiff

- Decking looking old/rough, landscaping around restaurant needs updating, like the informational updates
- Feel the dock boards need to be replaced; patio areas near docks for group get together
- We have a covered slip, but it only has drains/downspouts on one side....seems like it should have them on both sides.
- Need to separate critical infrastructure needs from more cosmetic and aesthetic improvements
- In favor of project- it has to be done sooner than later.
- Keep our marina in good shape
- Some docks require resurfacing and mechanical repair. Overall Bayport is well managed. :)
- There should be something between 9 years and 3 to complete? Marina needs to be updated soon. President (commodore) of board should be in that position for two years to assure continuity and commitment.
- I hope you do not rebuild docks during main season.
- If the current structures at or about at a failure point, then the renovations should begin sooner and completed within a four year period.
- Fully support updating and upgrading the marina
- Be nice to put something in where the restaurant is - eye sore as it sits now.
- Walk ways or docks need new wood
- It won't increase value of slip, so would not perform



Final Open Thoughts Text Responses (Cont.)

Refurbishing (Cont.):

- It is good that the association is focused on needed repairs/replacements and maintenance. I currently rent, but owned for a long time. Bayport will remain the best marina on the river only if it is kept up
- If we had dockside pump out or dockside pump out service, I would be totally happy.
- As much work as possible to be done by marina personnel.
- I hear that plumbing/electrical upgrades are necessary for larger boats. Don't have any interest in helping to fund that. Marina rates are currently competitive. Would move if rates rose significantly.

General:

- If board feels this is right, then do it.
- When does the special assessment start?
- Get back to basics – let us keep this marina the way all owners want, not just how a few want this marina to be
- You may think having choices of very unimportant, to very important with nothing in between is a good choice, I disagree. I also don't like the hiring of a firm to do this survey.
- This survey has been another waste of my money at Bayport. What is the board doing?? Question 16 & 17 give me two options, there are many more options to be discussed. There are many ways to raise money. Spending 8k to have some fool send out an email survey was not one I was thinking of.
- Need to do it

- This is our 2nd year and we had such a wonderful 1st year sailing and swimming that I feel we're just catching up to how great it already is. Thanks guys. (Hope the rental price doesn't go up.)
- I was here before it went condo in the 80's and is still the premier harbor on the river
- As a past board member, Bayport had a waiting list to get in, no longer the case, now the st.croix marina has a waiting list, maybe it's the lack of a restaurant
- Overall Bayport marina is a marvelous facility. Public space and service are outstanding. Docks need work.
- I think it is ridiculous that renters are treated as second class members - it detracts from the sense of community we once had at Bayport.
- Love it all, staff is the best
- Very happy with the marina. Exceptional service, appearance, & amenities
- Run the marina like a real business there would be no need for a raise in assessments





Thank You!
Diedrich RPM