

Harbor Committee Meeting Minutes
Wednesday, February 24th, 2016 10:00 AM
Paul J. Bertschinger Community Center
7860 STH 42
Egg Harbor, Wisconsin 54209

1. Call meeting to order and roll call

Dickson called the meeting to order at 10:00 a.m. Those in attendance are Robert Dickson, Robert Dunworth, Karl Klug, William Freyman, Jeff Meyer, Ryan Heise, and Lynn Ohnesorge. Those in attendance in the audience are Denny Philips. Also in attendance from Siegel-Gallagher Management Co. are John Matheson, CPM and Chris Marx.

2. Approval of the Agenda

Dickson moved to approve the agenda, second by Dunworth, motion carried.

3. Approval of January 27, 2016 Minutes

Freyman moved to approve the minutes from January 27, 2016, second by Klug, motion carried.

4. Open Session (limit ten minutes)

Philips inquired if we are able to lock in the low fuel prices. Dickson responded that we are not since we currently have some left over from last year locked in.

5. SG Marina introduction to staff and discussion on transition

- John Matheson and Chris Marx with SG Management Co. introduced themselves
- Chris Marx has over 20yrs of overseeing marina operations
- The contract is almost finalized. It should be in about 1 week.
- Matheson and Marx are in the process of hiring a full-time year around manager. They think this will better person for the job and they can plan for the next year in the off season. They feel that hiring the person with the right personality is more important than marina experience. They can train someone to do what they need to do, but you can't fix a bad attitude. They are looking outside of the marina business and looking into the hospitality business for a manager. The starting pay is at an entry level position. They are looking for an energetic person. They need a little more time to hire a manager.
- SG Management Co. is looking at improving the processes and procedures, giving higher quality customer service, and giving the customer a good experience. Boater's expectations are higher than they use to be.
- Freyman stated that the problem last year was the inability dealing with boater issues and poor customer service and asked SG Management Co. what were they going to do to insure this didn't happen again?
- SG Management Co. answered that they have written training plan that is ongoing. The manager's training takes place at other marinas along with training here. All of the managers at the SG Management Co. marinas network and communicate to help each other out.

- Freyman stated that the quality of service counts how is SG Management Co. going to make sure of high quality service.
- SG Management answered that they will make sure to set expectations with the staff so they know the level of service expected.
- Freyman asked SG Management Co. how are they going to make sure the manager has the backbone to say no?
- SG Management answered that they take care of that in the interview process. They have created a cultural index or a personality test for the ideal person for this position. The applicant is required to take the online test and would need to score at least 70% or higher to be qualified for the manager position.
- SG Management had about 30 applications for the marina manager position. They used recruiters and a nationwide search.
- SG Management Co. is looking for someone that wants to live here and be part of the community for the marina manager position.
- Freyman stated that last year the trouble was not being familiar with the procedures and rules that the Committee has approved.
- SG Management Co. stated that getting familiar with the procedures and rules is part of the transition process that they will be starting now. They will also look at improving upon these. The manager will be expected to follow all of the procedures and rules. They have a lengthy transition checklist. The transition is a long process and they will work hard to have it go well. It will continue to get better with time.
- Philips stated that it is not easy to find people to hire. In about 60 – 75 days and the marina will be open. He gives himself about 90 days to find employees for his business. He doesn't think that SG Management Co. should wait to find and hire the other staff. They should start hiring now.
- Heise would like to have a marina manager in place by mid-March.
- SG Management Co. The Committee can't micromanage and that the marina manager and staff need to have one voice directing them or it won't work. Matheson and Marx stated how glad they were that the Committee understood this. They ask that everyone give them a chance and keep in mind that they are looking at what is good for running the marina with no personal agenda in mind.
- SG Management Co. stated that they only manage publicly owned marinas. This will stay the Egg Harbor Marina and will not become the SG Management Co. marina.
- Heise stated that he took a lot of precautions with the contract about branding to make sure this is still the Egg Harbor Marina. The contract will be made available to the Committee members once it is finalized.

6. Next meeting time and date

The next meeting is April 6, 2016 at 10:00 a.m.

7. Adjourn

Dunworth moved to adjourn, second by Klug, motion carried.

*Respectfully Submitted by,
Lynn Ohnesorge*

