

CITY OF SANTA BARBARA WATERFRONT DEPARTMENT

MEMORANDUM

Date: February 17, 2011
To: Harbor Commissioners
From: John N. Bridley, Waterfront Director 
Subject: Harbor Operations Report

Blackboard Connect Test Message and Survey

On January 24th, the Department tested its Blackboard Connect messaging system, sending phone and email messages to 1,394 recipients, including slip permittees, mooring permittees and Waterfront tenants. A total of 91% were delivered successfully, meaning phones were answered directly or went to voice mail. The rest were bad phone numbers, busy signals, fax/modems, hang ups or no answer. Staff is working to identify bad phone numbers and correct them in the Department's database.

Following the test message, staff mailed surveys to all message recipients. As of this writing, approximately 300 surveys have been returned, with near-unanimous support for continuing to use the system. In addition, most respondents provided email contacts, which will help get messages out successfully.

The messaging system got its first real field test on February 5th, when Facilities Manager Karl Treiberg sent a message to 79 slip permittees on Marina One "P" finger, reminding them that construction on P finger would begin on Monday, February 7th and to please empty dock boxes, remove dock steps, hoses, fenders, etc. from the docks. Seventy four of the calls (94%) were delivered successfully. (Mr. Treiberg will send a similar message to "O" finger slip permittees in March, when that finger is scheduled for replacement.)

Finally, staff encourages all persons who received the test message to fill out and return the surveys, so we can contact them when necessary. The Department will compile results and provide a final report to the Commission later this spring.

Harbor Patrol Officers Help Save a Life

On January 2nd, Harbor Patrol Officers Erik Engebretson and Larry Nufer responded to a call for help from a slip permittee who was having difficulty breathing. Emergency-room doctors later confirmed that the officers' quick response (less than two minutes) and immediate application of high-flow oxygen while an ambulance was en route saved the victim's life. Staff congratulates the officers on a job well done and their commitment to rapid response to all Waterfront emergencies.

Mooring Lottery Window Remains Open

A window period for submitting a lottery application for an East Beach mooring permit remains open until Thursday, March 3rd. Applications are available at the Harbormaster's Office or can be accessed on the City's website, www.SantaBarbaraCA.gov/Government/Departments/Waterfront. Application forms may be dropped off, mailed or faxed to the Waterfront Department. The mailing address is 132-A Harbor Way, Santa Barbara, CA 93109. The fax number is 805-897-2588. The Harbor Commission Chair will conduct a drawing to identify and rank lottery applicants at the Commission's March 17th meeting. Following the drawing, staff will contact prospective permittees to initiate the process of assigning available mooring permits. Questions? Call Mick Kronman, Harbor Operations Manager, at 805-897-2587

Prepared By: Mick Kronman, Harbor Operations Manager