



MEMORANDUM

P.O. Box 4100 ♦ FRISCO, COLORADO 80443

TO: MAYOR AND TOWN COUNCIL
FROM: LINSEY JOYCE, RECREATION PROGRAMS MANAGER
KATIE BARTON, ADVENTURE PARK GENERAL MANAGER
RE: MARINA UPDATE FOLLOWING JULY 13, 2021 COUNCIL MEETING
DATE: JULY 27, 2021

Summary and Background: Each year, Denver Water provides water level projections for Lake Dillon; based upon those projections, staff evaluates the risk of low water and the damage it could cause and makes the best operational decision available at that time. This year, Denver Water projected early season levels would be low and that the reservoir would not be filled to capacity for the entire season. Staff immediately took steps to establish a dock island to allow slip holders on the water as soon as possible. Despite forecasts to the contrary, the reservoir has been at capacity so far this season; however, Denver Water has alerted the Town to the reality that they could start drawing water very soon, based on weather and demand on the Front Range, and that water levels could go down very quickly.

As a result of this early season incorrect forecast and the ensuing creation of dock island, at the July 13, 2021 Council meeting, several slip holders questioned the need for their vessels to be anchored at dock island. They have also expressed their frustration regarding shuttle operational hours, since they now must use the Town's shuttle to reach dock island and their vessel. These slip holders have requested the Town consider some form of compensation since they have been unable to use the slip for which they paid; they have also requested Council consider increasing operating hours of the shuttle.

Analysis: In the fall of 2020, the Town contracted with F3 Marina to complete an Operational Performance Audit for the Frisco Bay Marina. The audit covered all aspects of current and future operations at the Frisco Bay Marina. One of the recommendations in the audit included a restructure of the method the Marina uses to charge for slip space. On December 8, 2020, Council approved rate increases for all services for the 2021 season presented by staff, which were based upon the recommendations in the Operational Performance Audit. Throughout this season, F3 continues to provide management and operational guidance and supported staff in their early season decision-making. F3 Marina staff will be available at this meeting to answer questions from Council, should any arise.

Staff and F3 have continually evaluated this year's operations and the following changes have been made to improve dock island and the marina experience for all guests:

- Eliminated dinghy fees for boaters
- Ordered additional dock carts
- Installed additional bike racks
- Extended time for removal of boats from overnight use at the courtesy dock from 8:00 a.m. to 11:00 a.m.
- Improved staff communication by using radios to support safety and other boater needs
- Installed more shade structures for the lawn area
- Reviewed safety protocols with all staff
- Dedicated one slip at each dock for dinghy parking

Based upon the information currently provided by Denver Water to the Marina, usage of dock island will continue for the remainder of this year. Staff is presenting three options for Council consideration to address slip holder requests regarding compensation for unavailability of the slip for which they paid:

1. No refunds
2. Refund difference in rate of slip and mooring
3. Refund half of difference between slip rate and mooring rate

The Marina staff currently operates the shuttle during the following days/times: Sunday-Thursday, 8:00am-7:00pm, Friday-Saturday, 8:00am-8:00pm. Please note that the Marina, like nearly every other business in the nation, is experiencing staff shortages and adjusting shuttle operational hours may be impossible for that reason.

Staff and F3 Marina are dedicated to finding long-term operational and capital infrastructure solutions for the Marina. Staff expects to present some of those solutions during preparation of the 2022 budget process.

Financial Impact: Should Council wish to consider taking action to address slip holder public comments, the financial impacts of options offered by staff are as follows:
Option 1: Issue no refunds to slip holders – no financial impact
Option 2: Refund difference in rate of slip and mooring to all slip holders– approximately \$70,000
Option 3: Refund half of difference between slip rate and mooring rate – approximately \$40,000
Costs to increase hours of operation for the shuttle are unknown.

Alignment with Strategic Plan: The Frisco Bay Marina is committed to and supports a thriving economy, vibrant culture, arts & recreation, and inclusive community.

Environmental Sustainability: No environmental impact.

Staff Recommendation: Staff is requesting direction from Council regarding refunds and changes to hours for shuttle operations (as presented in Financial Impact section of this staff