

Bidwell Canyon Marina
Public Input Meeting
March 5, 2009

1. Allow more sub-concession opportunities within the marina operation.
2. More concession opportunities.
3. More lights in the parking lot and create additional parking.
4. Provide the opportunity to hire younger employees.
5. Better access to pump-out stations.
6. Buoy system that is adequate for all boats.
7. Separate service dock for rental boats.
8. Separate dock for short-term mooring.
9. Personal watercraft docking system.
10. Notification to boat owners before moving boats or other significant changes. Can post information on a Website.
11. Fees and increases should be justified.
12. Provide emergency response system 24/7.
13. Reasonable notification of a loose or damaged boat.
14. Reasonable access for the disabled (provide a shuttle service from the parking lot).
15. Better disabled parking.
16. Centralized dispatch center at marina.
17. Adjust disabled parking according to lake levels.
18. Provide new boat shuttles with regular schedule and annual maintenance, make accountability records available.
19. Provide shuttle service from parking to lake according to lower lake levels.
20. Combine both annual passes into one and provide free-of-charge to boat slip holders.
21. Increase walkway access to marina year around.
22. Provide referral list of available services/sub-concessionaires.
23. Publicize incident reports in central location to keep slip holders informed.
24. Enhance visibility of buoy numbers.
25. Create a Lake Oroville specific pass.
26. Ensure slip holder access to boats year around, specifically parking.

27. Provide wireless access to marina.
28. Better manage/mark parking spaces to designate boat versus automotive spaces.
29. Better enforcement of parking violations.
30. Enforce no wake zone for everyone, including marina employees.
31. Services commensurate with fees.
32. Add small/single launch ramp close to marina.
33. Provide additional dumpsters for waste management during peak seasons.
34. More frequent public meetings during contract.
35. Require concessionaire hold regular annual meeting with slip holders, sub-concessions and State.
36. State should resume control of dock access and contract direct with concessions for other services.
37. Resurrect launch use of Foreman Creek Road.
38. Cap the number of slip holders/boats.
39. Increase/extend the buoys.
40. Extend Loafer Creek ramp.
41. Add buoys to Loafer Creek area.
42. Expedite or eliminate permit process.
43. Provide a controlled staging area that allows for first come first serve access.
44. Direct questions to concession vs. State responsibilities.
45. Make the concession contract term long enough for concessionaire to complete improvements.
46. State should provide funding for improvements.
47. Annual performance evaluation of concessionaire.
48. Requirement of financial reporting by concessionaire.
49. Concessionaire to make investments back into the marina i.e., maintenance fund.
50. State to review and approve comparable fees and services.
51. Provide video surveillance in parking lot.
52. Method for concessionaire to recoup investment at the end of the contract term.
53. Designate dry dock area for houseboat owners for boat repairs.
54. Mandatory training and drug testing for shuttle operators.

55. Mooring agreement should be fair for both parties
56. No releases for concessionaire for negligence in maintenance or operation.
57. Mooring fee increases not to exceed CPI and a 5% max cap per year.
58. Outside independent review board to resolve mooring agreement disputes between concessionaire and mooring customers.
59. A marine certified engineered mooring system designed to handle all normal weather events.
60. Semi-annual facility inspections and reports of the mooring system with copies available to mooring customers.
61. Penalties assessed within a set period of time if concessionaire fails to comply with standards set for the design and maintenance of the mooring system.
62. Adequate number of pump outs to service the number of boats in the marina seven days a week.
63. Pump outs must have the ability to empty a boat in approximately 25 minutes.
64. Sufficient number of gas pumps to service boats with adequate access.
65. Provide a year round lane for all houseboats to and from the lake and the marina.
66. Dock surfaces should be industry standard nonskid surfaces, like plastic or concrete (no wood).
67. Security should be provided 24/7.
68. Access to the marina should be graded and maintained to a safe standard at all lake levels.
69. At least one Marina work boat should be fitted with a fire pump.
70. Any cable breaks or mooring system failures must be reported to the State within 24 hours, with copies available to customers.
71. Any damage to houseboats must be reported to the State and boat owners within 24 hours with copies available to customers.
72. Failure to comply or falsely reporting damage to houseboats or mooring system failures should be a breach of the concession contract.
73. Concessionaire should claim responsibility and pay for damages to houseboats caused by negligent marina workers and poor marina upkeep.

74. Marina should have knowledgeable office staff during weekend operations that can answer billing, account management and marina operations questions.
75. Marina should publish a bi-monthly or quarterly newsletter.
76. A computer based member database that controls billing and member information, account data, member contact information, boat detail and location.
77. Employees should be required to have a clean appearance and wear uniform clothing with the name of the marina and the employee's name.
78. Dock area should be clean, painted, and in good repair.
79. Separate rental service dock.
80. Separate day use slips.
81. Reduce mooring fees.