**Comments and questions we have received until now:**

1. The wash down area is backwards and now we have speed bumps that help with nothing. The area is congested but many folks wait in line blocking the driveway when a couple of spots are open.
	1. The speed bumps are 5 mph speed bumps, and yes we get regular complaints about people driving through that area going over 15 mph. This is a high pedestrian traffic area, and we want people to transit through there at under 5mph. We’re open to suggestions of rerouting traffic, but the lot was designed with the existing traffic flow in mind. The lot was not designed to allow for the drainage of bilge water into the lot.
2. Checked several charts and see that the green marker at the marina entrance is just a day marker. I was sure that use to be a flashing green. It would be nice if it was.
	1. Federal Aids to Navigation (ATON) are maintained and prescribed by the US Coast Guard, for suggested changes to the existing ATON, contact Coast Guard Aids to Navigation Team Coos Bay.
3. The marina is in disrepair, with the moneys those boats pay it shouldn't be that way, but it looks as if the marina moneys are used elsewhere.
	1. Although the Port is a public entity, over 98% of our funding comes from fees charged for use. The fees are grouped into the Enterprise or General Operations fund and not grouped by product line (where product line is “Recreational”, “Commercial” and “International Terminal”. The Port tracks it’s revenues and expenses for each Product line, so the Port knows which product line is costing the Port money and which product line is breaking even or losing money. Operationally it would be impractical and is cost effective to create a fund for each product line. The Port does not currently, nor does it anticipate tracking to the Marina or RV park level, as most expenses relate to both the Marina and RV Park. In 2019 the Port prepared an analysis of Marina costs. Annual slip holders receive an approximate discount from transient rate of 75%, semi-annual 68% discount. Based on what we saw, we estimated the Marina cost the Port money. In 2019 the average cost to maintain a slip was $2,631, adjusting for inflation that means in today’s dollars the cost would be approximately $3,000 per annum to maintain a single slip.

The Port has made the following investments in South Beach, it is important to note, as a public entity, the Port’s fiscal year is July 1 to June 30.

Fiscal Year 2019-2020 the Port spent $90,000 on repairs and capital upgrades in South Beach, including repairing a sink hole.

Fiscal year 2020-2021 the Port spent $779,995 to upgrade the electrical system that were failing and $4,300 on cameras.

Fiscal year 2021-2022 the Port spent $41,026 on Docks and piers, $43,000 on WiFi upgrades (With supply chain issues another $43,000 will be spent this fiscal year) to give all customers better WIFI.

Fiscal year 2022-2023 The Port will finish the WiFi upgrade and will be spending and estimated $1.4 million to repair the seawall in South Beach, has plans to demolish the Service Dock and replace it. In total, the Port has identified $2.8 million (including the seawall) of needed projects in South Beach.

1. Starboard nav aid (green) is not working at marina entrance.
	1. When this was initially reported, it was passed on the Coast Guard Station Yaquina Bay, who would have passed it along to the appropriate Coast Guard unit to respond to ATON discrepancies. Report ATON discrepancies directly to the Coast Guard, this is not a function of the Port of Newport.
2. Fairways to fuel dock, H dock and G/H dock need dredged, there is a berm built up there from previous dredge work, that should be the responsibility of the company that did that previous dredge work and left the berm.
	1. We are in the permitting process for conducting this dredging work. We anticipate the permitting to take about two years. In water work permitting is handled by the Army Corps of Engineers, and the Port is subject to their processes and timelines.
3. Can you provide an update on the dock lights on C dock? Most don't work or blink.
	1. Maintenance staff has exhausted our supply of light fixtures because of regularly replacing fixtures that people have broken. Each time a fixture is broken if affects the entire circuit. The Port ordered new fixtures weeks ago and is awaiting delivery of the supplies.
4. Speed bumps when towing a boat not being strapped down is dangerous. Why did you put them in next to the washdown area. It's almost impossible to speed there!
	1. It is very easy to speed in that area as is demonstrated weekly by cars and trucks passing through at speeds upward of 15mph. We installed a 5mph speed bump to motivate operators to slow to less than 5mph. If the bump is causing a problem for your boat on the trailer, please slow to a speed that is safe for you to negotiate the speed bump. That’s the very purpose of speed bumps.
5. $5 a day parking is absolutely ridiculous, how about the people/tourist that just want to sight see for an hour or so? Why make it so confusing?
	1. $5 parking for an entire day is a bargain in most heavily used tourism and recreational areas. Tourist or brief time visitors have to pay the fee just like everyone else or risk a fine for not paying the fee. This fee is being set aside to replace the blacktop in the parking areas in South Beach. Here is the reason, the Port expects new asphalt to cost a minimum of $8.50 per square foot. Excluding the RV park, the Port has over 456,000 square feet of parking area. This results in a cost to repave will be a minimum of $3,884 million. The fee is charged for each vehicle, as each vehicle causes some degradation to the blacktop.
6. Can passenger vehicles park in truck/trailer spaces?
	1. No, they should be parking in the spaces designated for cars. The boat ramp lot is intended for use by trucks and trailers, and parking is certainly at a premium at the Port. Carpooling is encouraged, and passenger vehicles are advised to park in appropriately marked areas. We have found that other Marinas and non-Marinas are charging $10 per day or more. There are several reasons this fee has been instituted. The Number one reason is the lack of parking, which is the same reason the Port moved trailers out of the parking lot. The Port only has one option to regulate parking, that is to charge a fee. Secondly, the Port wants to encourage those “fishing with friends” to carpool, rather than each person bring their own vehicle.
7. Where is the $5 parking?
	1. In areas marked by signage throughout the South Beach Marina and RV Park. All passenger vehicle spaces inside the Port Property will be charged the fee, including the spaces to the South of the RV Park offices, unless marked otherwise. Long term passes can be purchased at a discounted price at the front office. Truck/trailer spaces are marked differently, and they are charged differently.
8. Can long-term visitors have parking discounts?
	1. Yes, an annual parking pass is available at a deeply discounted price for everyone.
9. The boat parking and trailer parking is not only confusing but absurd. Having to park the trailer in another location and only able to retrieve it certain hours is unacceptable.
	1. We are trying to get empty trailers stored outside the area where vehicles and trailers park so that there is more available parking space for trucks and trailers. The lack of available parking is a common theme in South Beach, so this is part of the effort to free up more space for people to park.
10. Does a daily launch fee cover parking? How about annual launch permit? Can an inclusive option be offered?
	1. Yes, parking is included for both daily and annual launch permits if available.
11. Does short-term moorage cover parking on days between launch/recovery? Can an option including parking be offered?
	1. The long-term moorage holders have designated parking spaces at the RV park, short term moorage holders do not. Moorage does not include the launch fee of the vessel. A launch fee is assessed which will includes one day parking. For parking between the date of launch and leave, a separate annual parking permit can be purchased to cover the cost.
12. How can overnight/extended-trip users cover parking and recovery fees on days after initial launch/parking?
	1. The launch fee covers the launch and recovery of the vessel, even if they are different days. An annual or daily parking permit can be purchased to cover the parking fees. An annual permit can be purchased at the RV Park offices, and the daily parking can be obtained using the ParkMobile Application.
13. The new parking system seems to be encouraging a lot of passenger vehicle parking in truck/trailer spaces.
	1. Truck/trailer spaces have signs dedicated for those uses. Passenger vehicles are to park in areas labelled for passenger parking. Those who do not use these areas are subject to civil penalties, and we have assessed a number of those this year.
14. The trailer parking situation is problematic for the hours of operation. An early trailer drop-off or a late trailer pickup seems impossible.
	1. Trailer parking has been moved, labelled, and left unlocked in response to this issue.
15. The decoupling between on-site administration (for mooring and launching) and online administration (for parking) is problematic.
	1. Those who wish may use the parkmobile parking app, or call the toll free parkmobile number to pay for parking.
16. Why it has been hard to contact the front office?
	1. The answer is a variety of circumstances. Our staff is just as frustrated as our customers. The Port is down one staff member and has been trying to get someone on board since March, with no success. The remainder of the answer is the Port has switched reservations systems including the online system. The online system unfortunately did not function property, so we disconnected the online system resulting in higher call volumes. The online system is now back up and running, which will provide a huge relief to our staff in providing a better customer service experience.