

VERMILION PORT AUTHORITY MEETING MINUTES

September 11, 2025 – 6:30 p.m.

Roll Call: Larry Drouhard, David Miklos, Heidi Riddle. Absent: Peter Corogin, Jonathan Hauck

Present: Arron Bias, Port Operations Manager; Mayor Forthofer; Melanie Wood, Clerk of Council; Dannin Strittmather, Assistant Clerk of Council

Larry Drouhard, Chairman called the meeting of September 11, 2025, to order at 6:40 p.m. at the Vermilion Municipal Court Complex.

APPROVAL OF MINUTES:

D. Miklos MOVED; H. Riddle seconded to approve the minutes of August 14, 2025. Roll Call Vote 3 YEAS. MOTION CARRIED.

CORRESPONDENCE/OPEN DISCUSSION:

Jonathan Depew, Account Executive with Dockwa presented the software capabilities to the Port Authority by PowerPoint which is attached hereto and incorporated herein as a part of the official record.

L. Drouhard asked in the Lake Erie region from Buffalo to Toledo how many bookings they have had this year. J. Depew answered he doesn't have that data off the top of his head, but he can get it, he was able to pull the Huron Boat Basin data so it would be a matter of finding all the marinas on the platform. Put-in-Bay alone is probably making 1,000 bookings per week.

Mayor Forthofer asked if people would make payment through the system, not just make the reservation. J. Depew answered yes, they facilitate the payment. Mayor Forthofer said if they pursue this, he would imagine it is just fine but they would want to check with the Finance Department. J. Depew said they are built on Stripe's payment processing rails, so it is a top-of-the-line payment processing system. H. Riddle asked when you book with Dockwa, do you pay more than if you went directly to the marina. J. Depew answered no. Mayor Forthofer asked how the return on investment (ROI) is determined on this based on whatever the fee is and what the fees normally are on dockage, how do they determine if they are saving money? J. Depew said the way to calculate that is to take the average size vessel, and the price per foot and then take the price he presents for the subscription and divide it to find the break even point and then the rest after that is gravy. Mayor Forthofer asked if the subscription is paid over 12 months. J. Depew answered it is an annual subscription which is paid yearly, and a renewal conversation will happen a couple of months before renewal to decide if they want to continue to use it.

H. Riddle asked how the system will help Arron who takes calls anyway, or if someone calls him, does he have to tell them to go through Dockwa. J. Depew said some people do that and others manually create the reservation when a person calls. As far as helping Arron, it is an operational tool that keeps everything organized so he is keeping everything under one system of record. If he is gone and someone calls with a question on their reservation the person answering the phone isn't starting from scratch. It allows Arron to stay organized and send auto communications out

which is very valuable for the boater experience. It creates a system. D. Miklos asked Arron, knowing what he knows now, how they manage their spreadsheets and float plan compared to how this would manage their float plan, is there a time savings to this or a benefit to this such as the auto communications and storing of data. A. Bias said he has done a couple presentations with Dockwa last year and the beginning of this year and there are benefits to it as far as organizational type things like a boater profile of the boaters coming in. His main concern is they have a structure now that works and doesn't cost any money so it is hard to know how much the benefit will be and if it will outweigh the cost of paying for the software and taking the time to integrate everything. They use Stripe so the credit card processor will have to be changed, and they will need to get new equipment so there are a couple layers to it but there are benefits. D. Miklos asked the members of the board who have used Dockwa what their experience is and if they are being marketed to now. The board members all answered no. L. Drouhard said he struggles to see where they can make it worth their while. If the first year had minimal fees and they could see if they had an increase in revenue, he would think it would be more beneficial to try it.

D. Miklos asked how many docks are in Huron that Dockwa is managing. J. Depew answered it is just the Huron Boat Basin with about 75 slips, but they also have seasonal wet slips. D. Miklos asked how many slips they have at their marinas. A. Bias answered at Water Works they can fit 21 boats, at McGarvey's they can fit 5 to 6 boats. D. Miklos said this would not impact the ramp operation at all. A. Bias said the only impact would be switching the credit card processors to Stripe and they would have to send back their Clover devices. D. Miklos asked how they handle clubs who need a large number of slips. J. Depew said the slips can be blocked off so they can't be booked by anyone else, and they can be filled as people call in to make their reservations. They don't have a code for booking so that they would have to be entered manually. H. Riddle asked if they require payment up front for booking. J. Depew answered it is up to them and whatever process they have. They can require a deposit or full payment at the time of booking and the cancellation process is up to the city as well.

J. Depew then continued the presentation to show the fee schedule which is part of the presentation attached as a part of the official record.

D. Miklos asked what the credit card processing fees are. J. Depew answered Stripe's rates are 3.5% plus 15 cents which is a blended rate whether the card is present or not. They also have an ACH option which is a 1% fee capped at \$25 maximum. D. Miklos asked if Dockwa got a cut of those fees. J. Depew answered they get a very small cut, they receive most of the ACH cut.

L. Miklos said he just used Dockwa and he loves the concept and it is good information for them to discuss. He thinks the average boater would prefer digitized bookings. People don't want to have to call to multiple marinas and if it is after hours, they are not able to reach them. J. Depew said he wants to make it work for them, and if they get together and talk and the fees are too much please let him know if the functionality is there, he doesn't want the price to be the reason they do not receive the technology. It is his job to make it work for as many marinas as possible.

FINANCIAL REVIEW:

Arron Bias, Port Operations Manager, reported on the Statement of Cash from Revenue and Expense for period ending July 31, 2025. The Vermilion Port Authority Special Revenue Fund 214 beginning balance totaled \$57,556.66. The following reported by A. Bias indicates the following: Net Revenue YTD of \$121,964.57; Net Expense YTD - \$93,643.33; an Unexpended Balance of \$85,877.90; Encumbrance YTD - \$10,111.07; with an Ending Balance totaling \$75,766.83.

The Port Authority Capital Fund 411 beginning balance as of July 31, 2025, was \$47,573.50. The following reported by A. Bias indicates the following: Net Revenue YTD - \$33,251.66; Net Expense YTD - \$26,733.71; Unexpended Balance YTD - \$54,091.45; Encumbrance YTD - \$10,556.51; with an Ending Balance totaling \$43,534.94.

There was no change in the 463 Dredge Grant Fund with an Ending Balance totaling \$404.99. The cash position YTD is \$204,186.66. Compared to last year they are up a little bit due to donations and the bump from dock fees.

Water Works Marina:

Dock revenue reporting shows a total of \$20,377.25 for the month of August with the YTD total being \$59,587.00. The three-year average is \$51,996.33 and with a difference from the three-year average they are up \$7,590.67 (14.60%). A. Bias reported that in comparing 2025 to 2024, the revenue for Water Works Marina is up \$4,437.00 (8.05%).

McGarvey's Landing:

Dock revenue reporting shows a total of \$9,446.08 for the month of August, which is a record month and over double what they did this time last year. The Current YTD total is \$22,084.33. The three-year average is \$14,732.33 and with a difference from the three-year average they are up \$7,353.00 (49.91%). A. Bias reported that in comparing 2025 to 2024, the revenue for McGarvey's Landing is up \$7,088.33 (47.27%).

South Street Launch Ramp:

Dock revenue reporting shows a total of \$4,265.50 for the month of August. The YTD total is \$32,820.50. The three-year average is \$37,468.25 and with a difference from the three-year average they are down \$4,647.75 (-12.40%). A. Bias reported that in comparing 2025 to 2024, the revenue for South Street Launch Ramp is down \$2,423.25 (6.88%).

Overall, they are up 8.64% so they are doing good at the marinas and starting to come back a little bit at the launch ramp and if good weather keeps up, they will see what happens.

Arron Bias reported the projection for carryover between the 214 and the 411 Account, the estimated revenue is \$340,549.62 and the carryover is estimated to be \$123,635.00.

D. Miklos asked if they were looking to work into the month of December. A. Bias answered, if needed, he will be there the first pay period of December to wrap anything up before they are completely closed for the winter. Bill is available to help if needed as well.

ACTIVITY REPORT:

Arron Bias reported on the Vermilion Port Authority Activity Report as follows:

Waterworks Marina:

Arron Bias reported they painted the anchor white, and it looks really good. They evaluated all of the pedestals for part replacements. As far as the grant goes, they received the plaques for Lake Erie Shores and Islands, and they are ready to be installed on the picnic tables which complete the grant. In October, he should have a meeting for next year's grant so they can look at some possible projects for that. A new grate was also installed over the service pit.

McGarvey's Landing:

Arron Bias reported they still have not received any communication from the contractor who submitted the invoice with the increased total. It is still an outstanding bill until they receive an explanation and board approval.

The sign has been finished and installed, and they painted the signposts brown to match the rest of the sign. They plan on getting rope to wrap around the posts to get the nautical look back. The main structure of the kiosk is close to being finished, they have some final touches to do on it. The cabinets are currently being designed and built for installation, so they are still waiting on those. Larry is working with Main Street Vermilion on the map that will go inside the kiosk. L. Drouhard said it should be ready for review very soon.

Earlier in the year, they talked about the city's plan to do fiber installation and include McGarvey's Landing. It seems like they have cancelled the installation, and he is waiting to see if the money they have put aside for the firewall can be put back into the budget. Right now, they do have basic Wi-Fi capabilities at McGarvey's. It doesn't reach the whole length of the boardwalk, but he will work with the IT Department to see if they can have it reach the whole landing. There is an assumption they will continue to pay what they were paying before. Right now, nothing is changing at McGarvey's, but they do have basic Wi-Fi. D. Miklos asked if the project was temporarily or permanently cancelled. A. Bias answered it seems like it is permanently cancelled, and he did not get a reason why. He has an email sent out which will clarify that and what they will do with the money if it still needs to be encumbered and he will update the board.

The bollards were painted and oriented back into their positions. D. Miklos said they looked really nice. A. Bias said with all the work they are putting into McGarvey's they need new umbrellas. They have three umbrellas left and Bill said they were 10 years old and all three of them are starting to fall apart. They just got new umbrellas at Water Works which look really nice and all around they are happy with those umbrellas. He would like to purchase umbrellas for McGarvey's which would be the same as what they have at Water Works, and the total would be \$881.25 for five new umbrellas. L. Drouhard said he likes the idea, but he is torn because if there are any grant opportunities maybe they can add the umbrellas into it because the season is almost over. A. Bias said that it could be part of the Lake Erie Shores and Islands grant if they choose to do anything at McGarvey's Landing.

South Street Ramp:

Arron Bias stated he has been talking to the IT Department about getting a new security camera system. They currently do not have a working system. Two years ago, they had two security cameras and since then both have failed, and they are connected to a system that is no longer maintainable by the city so there is no security there to protect their assets. He received a quote for \$4,845.25 which includes a 16CH NVR which records and stores 4K footage which is expandable up to 16 cameras if they want to expand security to the different marinas. They just received the NVR off lease so if they went with that NVR there would be a \$900 discount, and it does come with a 60-day warranty and for an additional \$250 they can get an additional 3-year warranty which is not included in the total. With the \$900 savings, if they include the 3-year warranty they are still getting a discount overall. The quote includes four cameras to start which would be installed at South Street. He presented a board with a rendering of where the cameras would be installed and what they would see. In addition, the water plant by Water Works just got brand new cameras put in and some of those cameras have views of the docks and they would be able to stream those cameras onto their NVR, so it is like having a couple extra cameras they don't have to pay for. He thinks they should have a security system they can build upon in the

future which allows them to monitor South Street and Water Works remotely because the cameras can be pulled up on a phone. He thinks it is better to have something in place before something happens and then they have to go back to look at it and it allows them to expand in the future.

D. Miklos asked how much each camera costs if they were to add more in the future. A. Bias answered there are two different types, but the more expensive camera is \$150-\$200. D. Miklos asked if the system worked off the internet connectivity at each marina. A. Bias answered yes, the NVR would be set up at the Fire Station where there is a dedicated IT area and allows it to operate 24 hours year-round. All they have to do at the launch ramp is keep one breaker on to power the cameras during the off season. L. Drouhard asked if this is their only option due to the city IT Department. A. Bias answered yes, unless they do it themselves, but he doesn't know how to install security cameras. If they go with the city, they can also stream what the water plant has set up. L. Drouhard asked Arron to send the quote to Melanie to be distributed to the board. D. Miklos asked what the turnaround time is to secure the NVR with the \$900 discount. A. Bias answered the way it was explained to him is that the quote is only good for two weeks so it could change next month. D. Miklos said he is assuming a majority of the quote is installation if the cameras are \$150. A. Bias answered yes, he believes it was about \$1,800 in labor plus there is mounting, hardware, and tools for the installation. D. Miklos asked if they needed to run new lines. Bias answered yes, some is for wire and what they need to run to the cameras. The camera that would oversee the kayak area would be mounted on the building and it would have to have a wireless cap. He tried to keep a lot of the cameras where wireless cameras were before or where they would easily be hooked up.

D. Miklos asked what the resolution would be, as they get closer to the camera, the visibility is not as good. A. Bias answered it is 4K regardless, but the closer to the camera the angle is a little harder to see. The camera by the kayak area will have the ability to zoom in and look around a little bit. With the way the cameras are set up, they would have a view of anyone coming down into the launch area, they have a good view of the kayak area, a good view of the docks, restroom facilities and then a view of what is happening at the container and the front of the office and people walking up into the office. D. Miklos asked what the average life span of the cameras is. A. Bias said he did not know. D. Miklos asked for an update on the fiber cable there. A. Bias answered they are still waiting for it to die for them to do something.

D. Miklos about the cameras that are currently there and confirmed neither of them work. A. Bias replied neither of them work and they are on a system that doesn't work anymore is if they ever want cameras again, they need the NVR which is the heart of it all. D. Miklos asked what the lifespan of the NVR is. A. Bias answered it just came off lease, it is used but has a 60-day warranty and for \$250 can get an additional 3-year warranty. D. Miklos asked if the total of \$4,845.25 included the \$900 discount. A. Bias answered yes, they are getting a huge discount on the NVR. D. Miklos asked if the NVR has been used in the city and the IT Department has been maintaining it. A. Bias said he didn't get that specific. H. Riddle said her only question is how old it is. A. Bias said they can get a new one too, but it would add to the cost. L. Drouhard said he is not ready to make a decision on it. D. Miklos asked if the IT Department would maintain it. A. Bias answered yes. D. Miklos asked if there was a cost associated with the monthly maintenance. A. Bias said only if they had to come out to fix a camera or something like that. If they want to eventually add cameras to McGarvey's they will need to add a firewall.

D. Miklos asked L. Drouhard besides cost, what is his hesitation on this. L. Drouhard said it has been an expensive year with the McGarvey's Landing project and based on his last couple years, he thinks it is too early to go around spending \$5,000. For instance, two years ago they were really close to buying new docks. A. Bias said they need new docks too. L. Drouhard said they will most

likely need to make tough decisions whether they need a cheaper shortcut to cameras or no cameras so he wants to make sure they are all focused on what is the most important goal and they probably can't do it all. D. Miklos asked how integral the cameras are to the operations. A. Bias answered they have been operating without cameras. D. Miklos said if they had cameras pointing in different areas, you could use your assets as opposed to having people waiting there for boaters to come in. There was an operational aspect to it. A. Bias said that would still apply. D. Miklos said he would be in favor of it, and he knows it is pricey but since they have gotten into the tech realm with the city everything has gone up exponentially.

D. Miklos asked if this would be a project for this year's budget or next year's budget and how the installation would work. A. Bias said if they are in favor but want to put it off to next year, they just have to know the price can fluctuate and they might not have the discount. H. Riddle said she would like to know how old the NVR is because she doesn't think they should be buying an old system. D. Miklos asked him to clarify those issues with the IT Department and send it with the quote to Melanie.

Arron Bias said they had some repairs on Baby Blue completed by Valley Harbor which cost \$408.03, and Blue is now running fine. They are starting to question having it because they have only used it twice this year and they threw \$400 at it. D. Miklos asked if they ran ethanol fuel in it. A. Bias said he is not entirely sure. D. Miklos said it sounds like it is a potential fuel quality issue because ethanol eats lines and connectors and if they are getting fuel from Speedway that has ethanol in it, and it just sits it will keep eating it up. They should get the ethanol free marine fuel especially if it is going to sit and they are not running it.

Arron Bias reminded the board of the septic pump failure they discussed last meeting. Right now, they have a refurbished pump installed but there is the option of getting a new pump which would last longer than the refurbished pump. After looking at everything he would suggest going with the new pump at \$3,425.00 which needs approved and does include a warranty.

L. Drouhard asked if wastewater lend the pump to them. A. Bias answered yes. L. Drouhard asked when they wanted it back. A. Bias said they don't seem like they are in a real hurry, but the options are to pay them for the pump or pay for the new pump with the right fit which would be installed by Strittmather. D. Miklos said they already have \$720 invested in the installation of the refurbished pump. A. Bias answered yes, it was an emergency installation for the restrooms. A. Bias said the \$3425 for the new pump is already built into his carryover projections so it wouldn't affect that at all. L. Drouhard said with the refurbished pump that was already there – they could save quite a bit of money if they just pay the \$1500 and bought the refurbished pump which would probably last a while. D. Miklos asked if it was the right kind of pump that was in there now. A. Bias answered yes, everything is operating as it should. D. Miklos asked what the difference in technology is. A. Bias said it is how they hook it up – right now if they got a new pump installed, they would have to get the pump installed but also the connectors so regardless if they ever replace the pump they would have to get the connections replaced with it because the new septic pumps are using a different way to connect everything so it is from that standpoint. D. Miklos asked how long the old pump has lasted he doesn't recall they have replaced it since he has been on the board and in the grand scheme of things it is a low use system they are only operational 5 months a year and only busy a few days a week. L. Drouhard said he didn't know if they needed to make a decision tonight, but he is in favor of saving \$1900 and using the refurbished pump that is already installed. D. Miklos said he sees both sides of the equation and they can take the difference from the refurbished pump and roll it into the camera system.

L. Drouhard MOVED; D. Miklos seconded to approve the purchase of the already installed pump at \$1500.00. Roll Call Vote 3 YEAS. MOTION CARRIED.

Arron Bias said they are still having printer issues, and he sent a few models to the IT Department to look at and he will get a response back to him so he should have an update on that by the next board meeting. Antifreeze has been ordered and delivered for the 2025 winterization.

Clarion Drive:

Arron Bias said they need to do a little work in the parking lot with new signage and posts. In the parking lot, the bumpers need to be reset and bolted into the asphalt and some minor clean up needs to be completed along with striping parking spaces. Overtime, those bumpers were pushed back and when people pull up, they run right into the signs and posts so they have all been hit by cars. Whether they start the process this year, or the spring they want to acknowledge they want to do something there. L. Drouhard said it should be done in the spring after the snow has been plowed. D. Miklos asked if the parking issues there that have plagued them in the past have been better this season. A. Bias said the beginning of the season was rough but after the season began and everything was set in stone, they are staying on the side they let them park at currently. It has been better this season. They had an issue with the sign being moved but they spray painted a square and the sign has not been moved since.

Events:

Arron Bias updated the board that the current sales for the kayak raffle are \$1,350. He has not received any further update on the date they will be doing the celebration of the park with the drawing. As they are waiting for a date, it gives them more time to push ticket sales and there will be another Third Thursday.

L. Drouhard said he and Peter have a couple additional potential pledges for the Planter Dedication but there is nothing set in stone.

Miscellaneous Financial:

Arron Bias reported on an email he received by Amy which explained the end of the year purchases which must be made by November 21, 2025, and no additional orders can be placed. City Council is also requiring three readings for any modifications to the budget so that could take up to six weeks but there is nothing affecting them in that area he just wanted to acknowledge it.

The new five-year leases are coming up and he needs approval. In the past they have done five-year increments with a \$10 increase every year so you can see between Parson's, Boat Club, and D&M what the first year price would be versus the fifth year price. He just needs approval so as they make the new leases he has everything he needs approved. L. Drouhard asked what D&M Vermilion owned. A. Bias answered it is Chez Francios.

D. Miklos MOVED; L. Drouhard seconded to approve the five-year leases with the \$10 increases per year over the lifespan of the leases for the street ends. Roll Call Vote 3 YEAS. **MOTION CARRIED**.

Arron Bias said they are looking at their pedestals and they do not have any backstock they have run through everything while repairing their pedestals, so they need to have some 50amp breakers and 30amp breakers, so they have them in stock to replace when the marina is busy. They need some face plates now so he will be ordering those within his \$500 limit. L. Drouhard said if those are things he needs, they need to get them.

D. Miklos MOVED; H. Riddle seconded to approve the purchase of pedestal backstock items in the amount of \$1,248.14. Roll Call Vote 3 YEAS. MOTION CARRIED.

L. Drouhard mentioned last Friday when the wind was blowing out of the west and the water level was low, a local resident that attends a lot of their meetings to talk about dredging – he still hasn't gotten the information about the dredging company that won't call him back but his 27-foot boat was half in the mud.

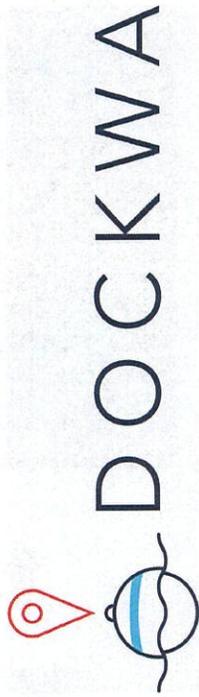
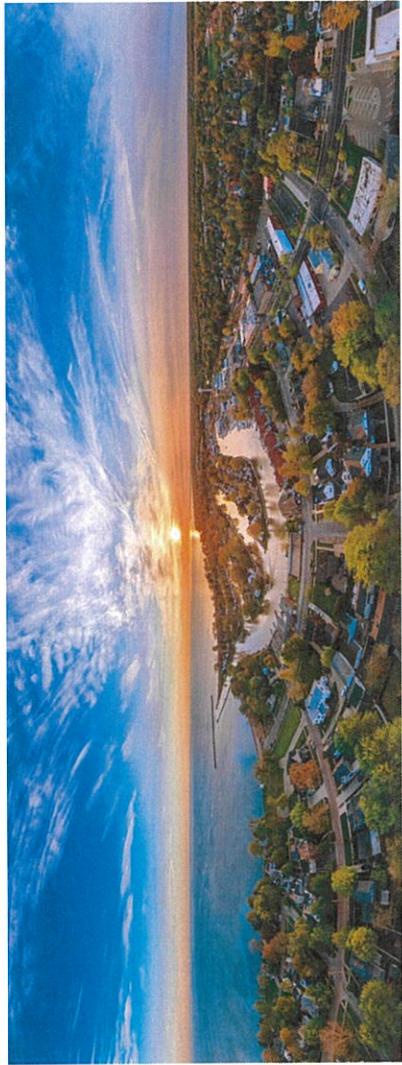
ADJOURNMENT:

Chairperson Larry Drouhard adjourned the meeting upon no further discussion.

Next Meeting: Thursday, October 9, 2025 – 6:30 p.m.

Location: Vermilion Municipal Court Complex, 687 Decatur Street, Vermilion, Oh.

Transcribed by: Melanie Wood, Clerk of Council

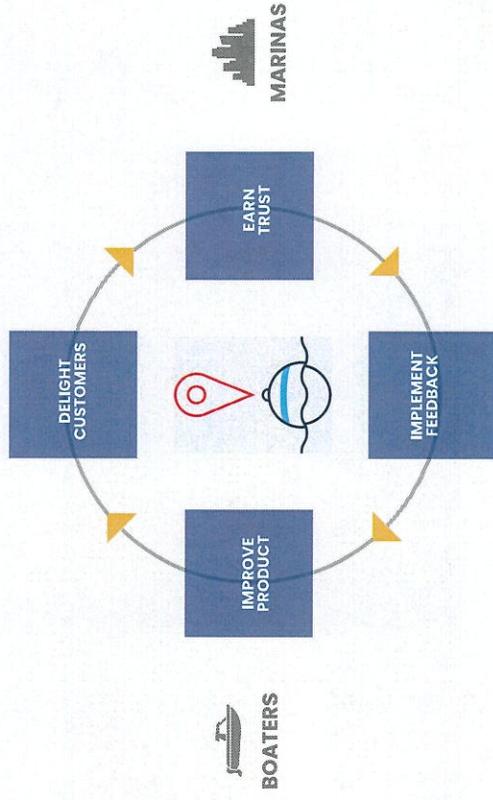


Vermilion Town Board Meeting:
September 2025

We are the Leading Online Global Marine Marketplace

400K+ boats in the system
80% of boats > 40' in the US
4.9 Star rating with >24k Reviews

**MORE MARINAS ATTRACTS
MORE BOATERS**



3.6k marina customers
40% of reservation accepting US marinas
48k Marina reviews

**MORE BOATERS
ATTRACTS MORE MARINAS**

Marinas in **96** of the top 100 Most Trafficked Harbors in the US

Our Captains

Boater trust: 4.9 Stars >27,000 views in the App Store

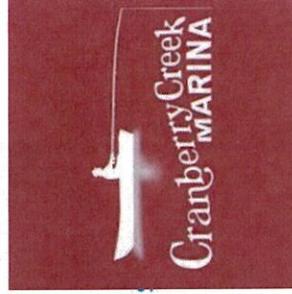


LOA Group	Dockwa Power Boats	Dockwa Sail Boats	Total Boats
0-19'	22,615	1,859	24,474
20-29'	123,416	10,612	134,028
30-39'	87,204	33,244	120,448
40-49'	48,712	25,970	74,682
50-59'	18,814	4,967	23,781
60-69'	7,676	865	8,541
70-79'	3,147	288	3,435
80-89'	1,796	93	1,889
90-99'	892	57	949
>100'	2,097	154	2,251
Total	316,369	78,109	394,478

Our Partners



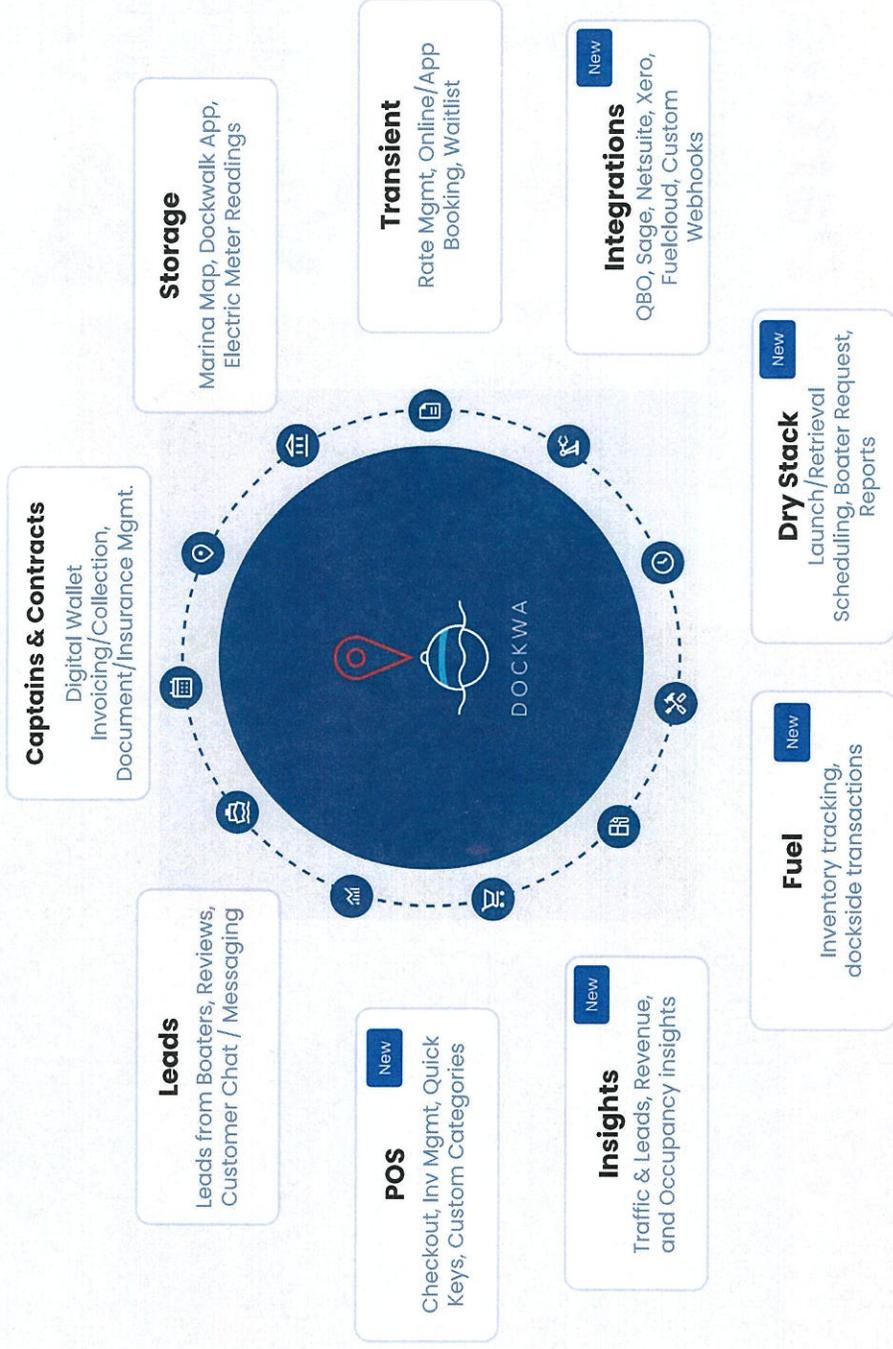
Trusted by 1000+ top destinations



PORT 32
A MARINA COLLECTION

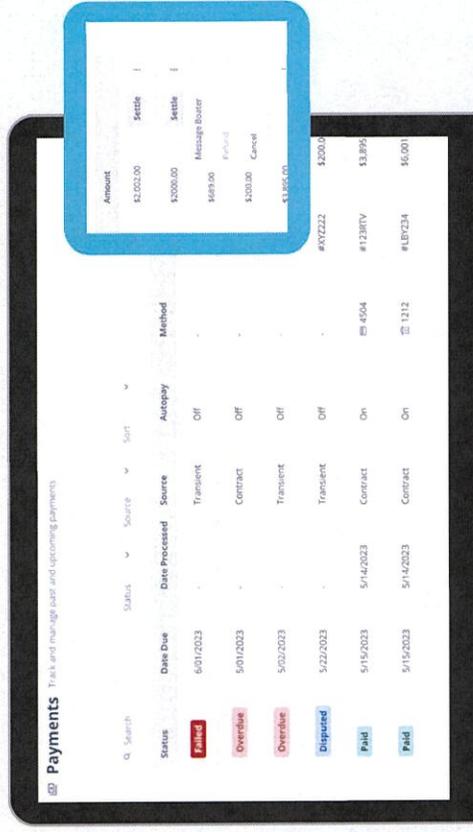
OCEAN HAVENS
Dockwa Waterfront Properties

2025 Product Offering



Your Dockwa Dashboard

A quick glimpse into your day at the marina:



Unpaid payments • Pending inquiries • New messages • Unassigned customers • Weather

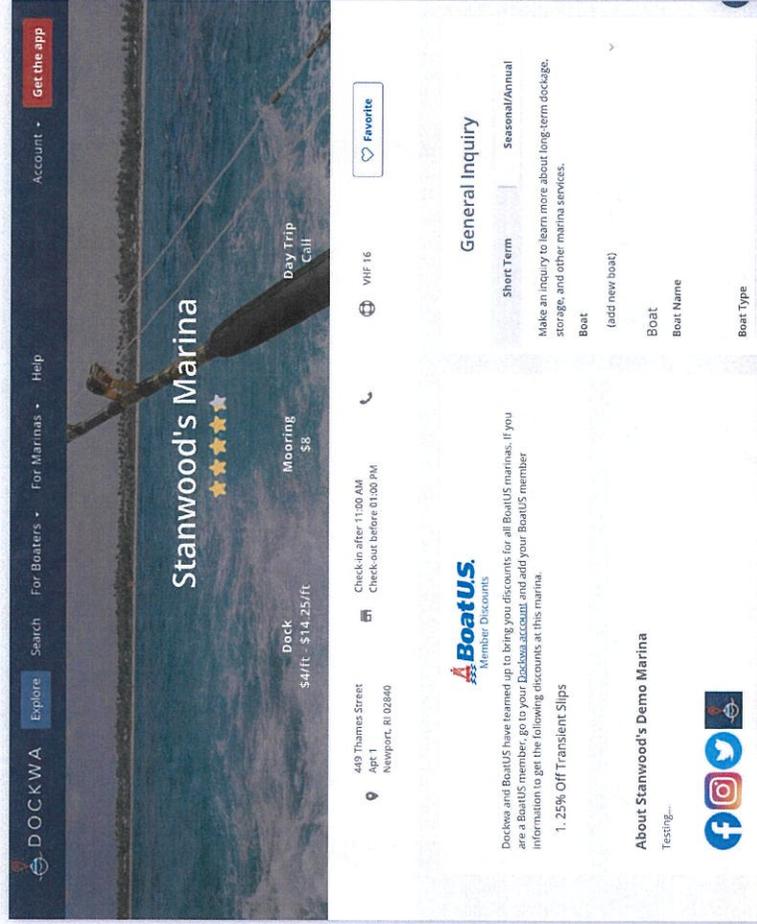
Leads Management Overview

Boaters want to do business online. Dockwa helps you meet them where they're at.



Leads

Leads from Boaters, Reviews, Customer Chat



Build and Expand your Online Presence
Create and manage your Dockwa profile to create a professional digital marina storefront, with up to date marina amenities, photos and videos.

Gain New Customers
Get boater leads for all the services you provide at your marina. Access your profile from our website or mobile app to make changes easily on the go.

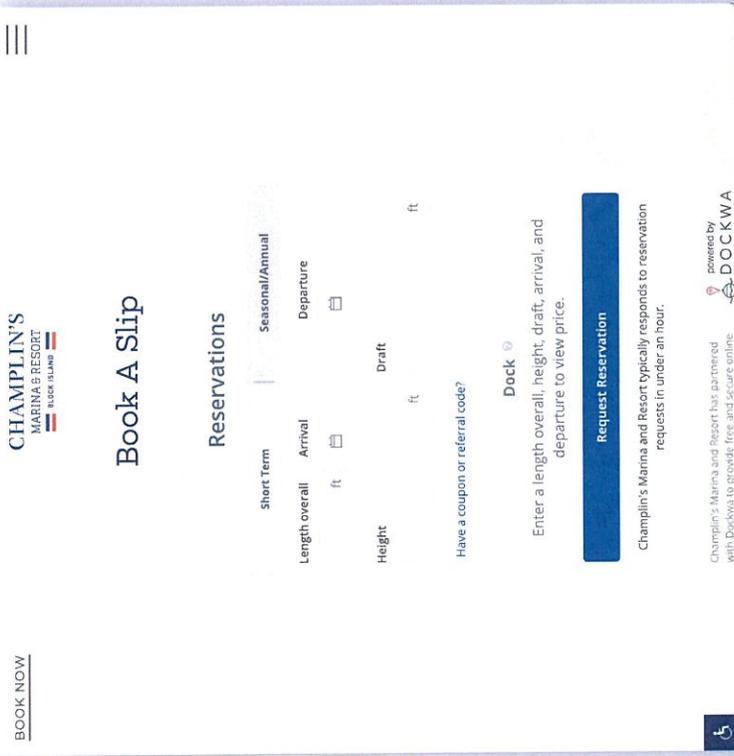
Chat Directly with Boaters in Real-Time
Respond directly to your boaters, whether they're in research mode or underway

Transient Management Overview

Grow your business by meeting your boaters where they prefer to research and book.



Transient
Rate Mgmt, Online/App
Booking, Waitlist,
Assignments



Save time by automatically collecting boater contact, vessel, and payment details.

Delight customers with quick confirmation, waitlist functionality, and boater chat.

45%

of boater requests are made
after business hours.

Online Reservations

Visiting boaters can request and pay for slips and moorings at your marina, either on your website via your embedded booking form or directly from the Dockwa app. You'll reduce paperwork, get paid quicker, and make your boater's experience smoother.



Transient
Rate Mgmt, Online/App
Booking, Waitlist,
Assignments

Reservations

Short Term
Seasonal/Annual

Space Type
Mooring

Length overall ft Arrival Departure

Height ft Draft ft

Have a coupon or referral code?

Mooring
Enter a length overall, height, draft, arrival, and departure to view price.

[Request Reservation](#)

Starwood's Demo Marina typically responds to reservation requests in 20 hours.

Reservations
WPFA377
Print
Edit
Send Message
Decline

Overview

#WPFV4XJZ Request Reservation

Customer
Matthew Minty
matthew.minty@dockwa.com
(401) 742-3275

Boat
Minty
45' 0" Boston Whaler
POWER

Created 06-23-20 by boater

Itinerary
Arrival: Thursday, June 25, 2020
Departure: Tuesday, June 30, 2020
Length of Stay: 5 Nights
Power: DUAL 30 AMP 120 VOLTS

Special Request
Port side tie

Reservation Note
Blacklist

Customer Note
Blacklist

BoatUS
Verified Member: #42

Pending

Created 06-23-20 by boater

Availability	Boat Charges	Discounts	Fees
<input type="radio"/>	DOCK	50ft Slips	LEA 15' - 50'
<input type="radio"/>	ALL	30 Ft Slips	LEA 0' - 32'
<input type="radio"/>	UNASS DOCK	Pier A	LEA 0' - 100'
TOTAL		25	100'

Vessel
Minty - Boston Whaler BM

Type	Year	Hailing Port
Power	1'0"	Draft 3' 0"
Length	45' 0"	Height 12' 0"

Registration
Number: 293546 Exp.: 1/29/19

[Document](#) [View](#)

Save 22 minutes for every reservation processed through Dockwa

Assignments

Assign your visiting boaters to available slips in your marina. We know assignments is a mix of art and science, so assign boaters manually or leverage the recommendation of Smart Assignments.



Transient
Rate Mgmt, Online/App
Booking, Waitlist,
Assignments

Assign Reservations 311 Add Placeholder Add Note

Search by boat name, captain, or note

View: Weekly Jump to: 03/09/2024 Spaces: All

March 9, 2024 - March 15, 2024	Sat 9	Sun 10	Mon 11	Tue 12	Wed 13	Thu 14	Fri 15
A05	Minty, 45' Power - Matthew Minty						
A06	Sail Away, 20' Sail - Katie R						
A07							
A08							
A09							
A10	Resolute, 26' Power - Alex Bowen						
A11	A Dock						
A12	Beam						
A13	0 - 15'						
A14	Alex Bowen - Resolute, 26' Power						
A15							
A16							
A17	Arrival Tue 09/12/2023 Departure Sat 08/31/2024						
A18	Status Confirmed						
A19	Customer Note dogs name is rhody						
A20							
A21	Resolute, 26' Power - Alex Bowen						

Assign Reservations 211 unassigned reservations on 03/09/2024

Customer Cryan Walsh	Vessel d, 5' Power	Departure Friday 02/28/2025	Assign
Customer Matthew Minty	Vessel Minty #2, 40' Power	Departure Friday 02/28/2025	Assign
Customer Casey Times	Vessel Dockwa, 32' Power	Departure Friday 02/28/2025	Assign

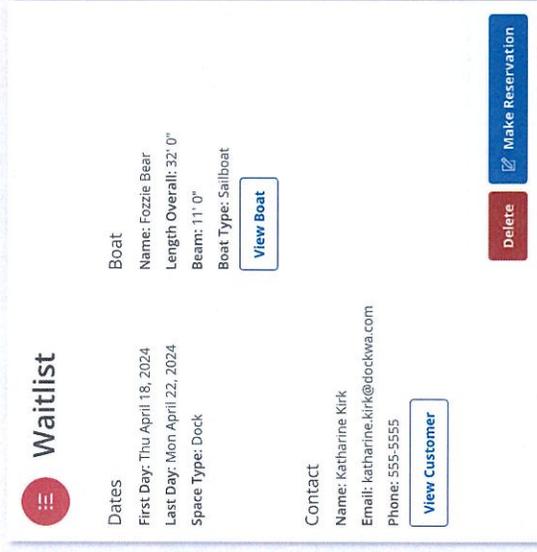
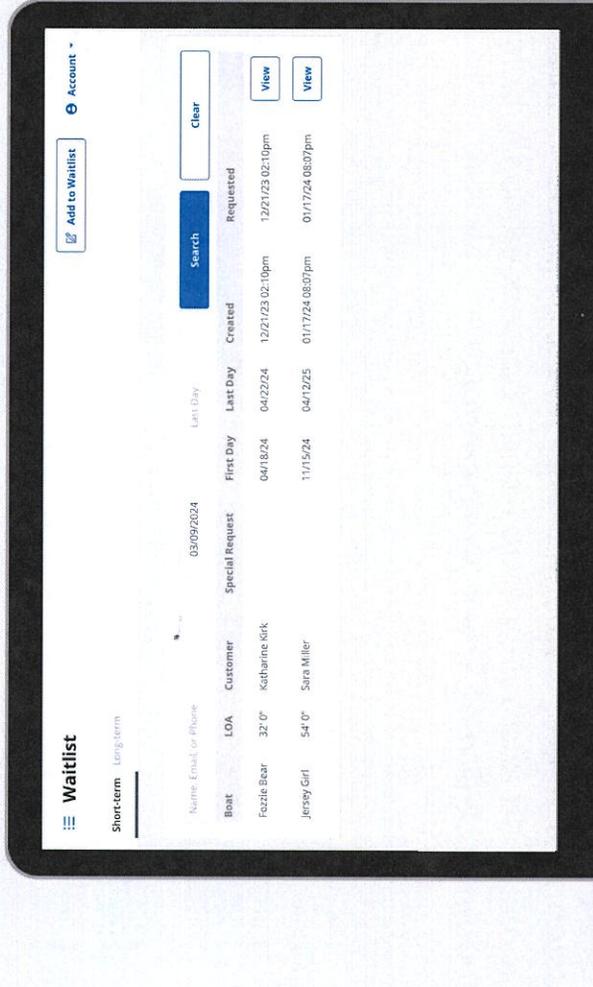
Transient Waitlist

Maximize your occupancy and seamlessly notify boaters of new vacancies.

- Easily manage demand & keep track of where boaters rank on your waitlist.
- Add reservation requests to your waitlist and convert to reservations.
- Message & email waitlisted boaters to keep them engaged.



Transient
Rate Mgmt, Online/App
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Assignments

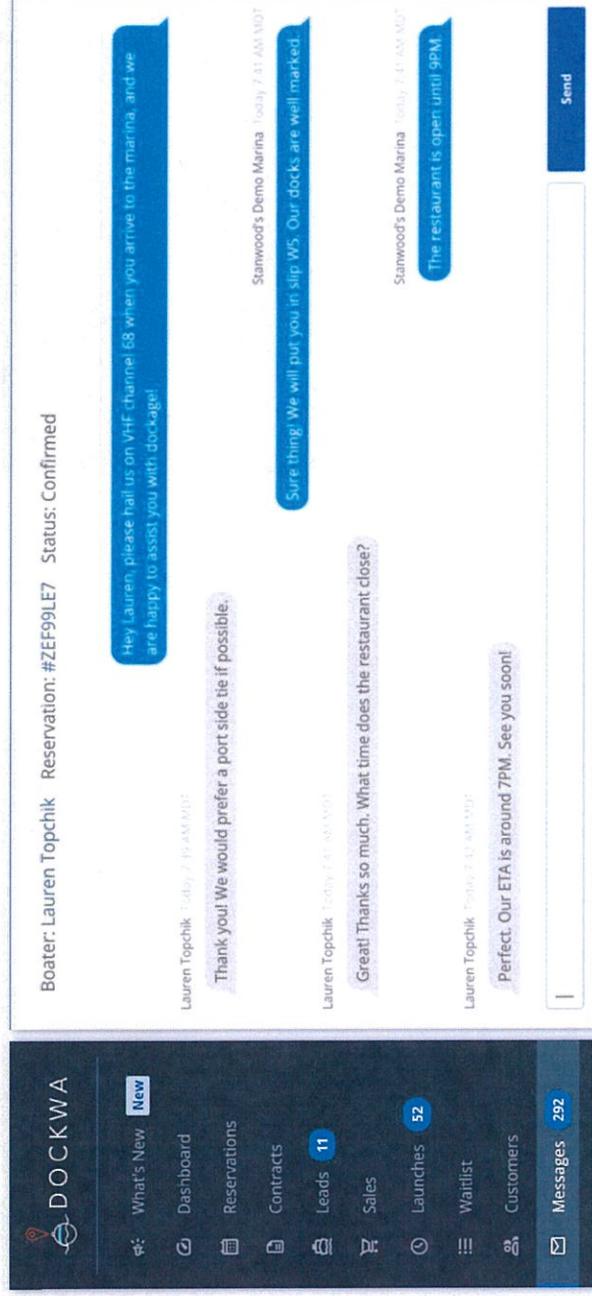


Boater Chat

Chatting your boaters - in real time or on your own schedule - is as easy as sending a text. You'll be notified via email and in the app so you'll never miss an opportunity to engage with your customer.



Transient
Rate Mgmt, Online/App
Booking, Waitlist,
Assignments



Share slip assignments - Give approach instructions - Promote other on-site amenities - Build customer trust

Custom Emails

Automatically send branded emails with check-in instructions, wifi details, and more to your customers, whether they're staying a short while or for the season.



Transient
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Previewing | Confirmation

From: x1c0qj-stanwoods-demo-marina+1_41FK0R4E@messaging.docwa.com
To: casey.tines@docwa.com
Subject: Confirmed reservation 41FL1VDX at Stanwood's Demo Marina



KEENAN MARINA



Reservation Confirmation

Dear Casey Tines,
Get ready to experience beautiful Stanwood's Demo Marina. We look forward to having you with us. Please find your reservation information below.

RESERVATION INFORMATION

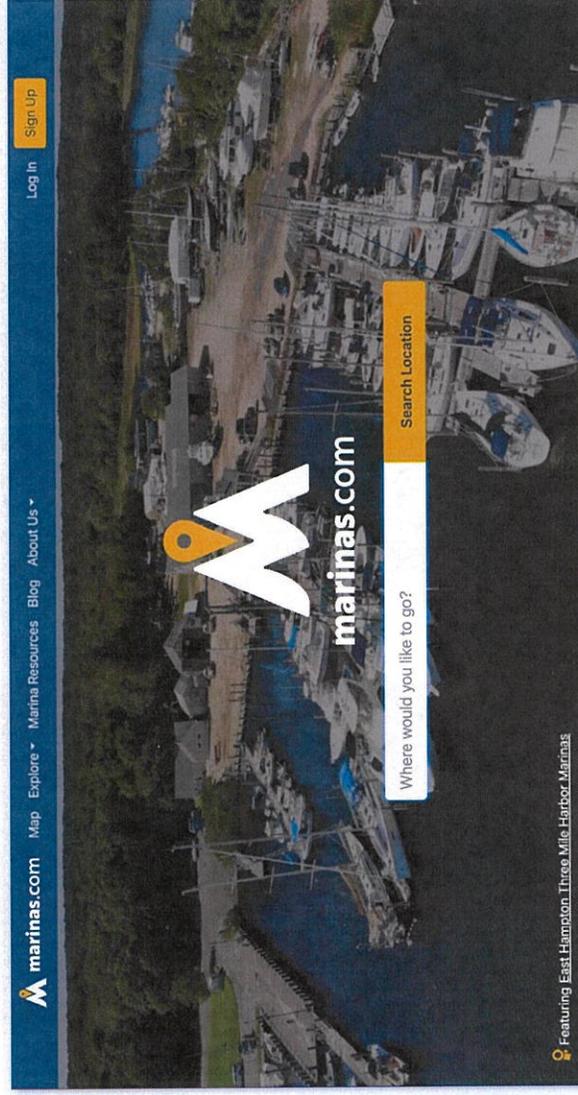
Guest Name:	Casey Tines
Vessel:	Repple, 32' Power
Arrival Date:	Monday, January 01, 2024

10 mins

saved per customer by
automatically delivering the
most important information
right to their inbox

Premium Marinas.com

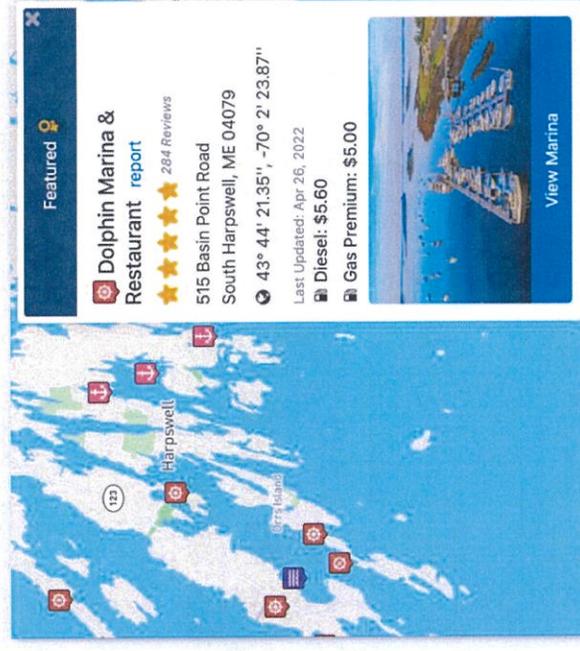
Get high-profile placement on the industry's #1 most trafficked website for researching, contacting, and reviewing marinas.



- Rotating placement on the marinas.com homepage,
- Remove ads from your marinas.com listing
- Display your marina on hundreds of nearby marina listings



Transient
Rate Mgmt, Online/App
Booking, Waitlist,
Assignments



1.3M

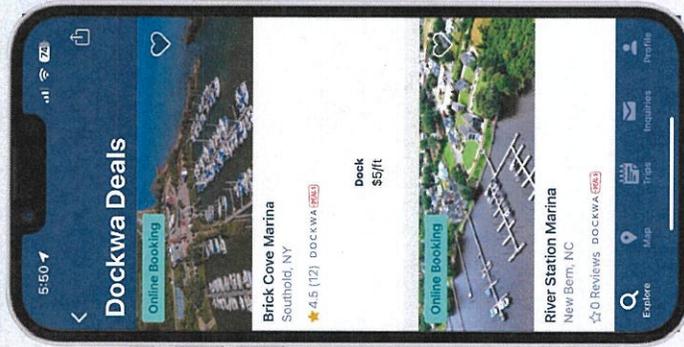
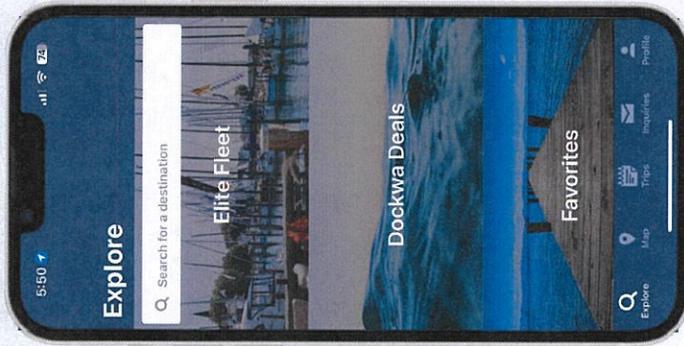
annual boater visits,
87% of which come
from Google search.

Dockwa Deals

Drive incremental demand at no cost. Incentivize boaters to visit your marina with custom coupon codes and get premium placement in the Dockwa boater app.



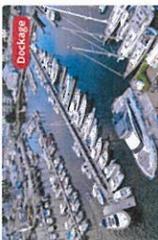
Transient
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Dockwa Deals

Coupons for great deals at select marinas. Happy boating (and saving)!
Note: With offers on long term storage discounts like seasonal or annual contracts, dry dock, or winter storage, be sure to submit an enquiry rather than a reservation request. Put the coupon code in your Request Notes.

Sort By: **Expiring first** | Discount Amount | Newest First | Marina Name

 <p>Dockwa Deal Ocean Yacht Marina Perthmouth, VA 25% off Dockage Stay at Ocean Yacht Marina in March and save 25% on dockage! Expires: 04/01/24 11:59 PM EDT</p>	 <p>Dockwa Deal Port 32 Jacksonville Jacksonville, FL 20% off Dockage Stay in February and March get 20% off dockage. Cannot combine with other specials. Expires: 04/01/24 11:59 PM EDT</p>	 <p>Dockwa Deal South Wharf Yacht Yard South Dartmouth, MA 50% off Dockage Come and Enjoy South Wharf in the afternoon with our 50% off Boat Hire. Limited Dock staff availability and amenities. Expires: 04/01/24 11:59 PM EDT</p>
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44 Net new customers acquired by Hyatt River Marsh when they ran their first Dockwa Deal

The Dockwa Boater App

Your customer's boating experience lives in Dockwa.

Dockwa community attracts boaters with engaging, educational, aspirational, and entertaining content

Auto-marina review solicitation lets boaters shout your praises after their stay

Custom **post-stay emails** enable you to say thank you and embed offers to encourage return stays

House Account allows boaters to charge fuel, ship store, etc to reservation

Guest Profile allows you to store customer preferences and surprise and delight your guests

Insurance, registration, and boat photo upload gives everything you need from your boaters



Marina marketplace allows boaters to research marinas for storage, fuel, service and more

Marina marketplace **allows boaters to submit inquiries and pay** for storage, fuel, service and more at your marina directly through Dockwa

Auto confirmation gives boaters an immediate answer on their inquiry

Digital contract signing means quick execution and secure storage

Automatic payment collection means boaters can have a walletless experience at your marina

Pre-arrival emails lets you automatically share approach instructions, wifi details, events, etc

Marina-Boater chat gives you a direct line to your boaters at all times to coordinate their arrival

Long Term Waitlist

Maximize your occupancy and automatically notify prospective customers of availability.

- Easily manage demand & keep track of where boaters rank on your waitlist.
- Add long term inquiries to your waitlist and convert to contracts.
- Message & email waitlisted boaters to keep them engaged.



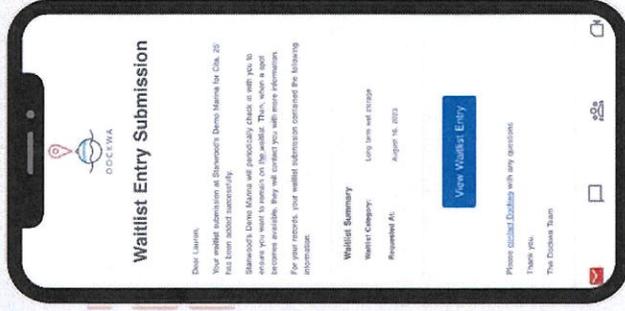
Captains & Contracts
Automated
Invoicing/Collection,
Document/Insurance Mgmt

Short term Long-term

Actions Required
Ungrouped Entries
Open Offers

Waitlist Groups + New Group

Group Rank	Group	Name	Boat	LOA	Date Added
1	40ft Slips	2023_06_09_Test	Water Dancer	41'	11/12/2022 1:00am
2	40ft Slips	Matt Frudette	Salty Sam (CF1234)	65'	05/08/2023 1:46pm
3	40ft Slips	Will Schrade	Meatball	43'	05/09/2023 8:24am
4	40ft Slips	Mathew Minny	Minny	40'	05/18/2023 12:29pm
5	40ft Slips	Mathew Minny	Minny #2	40'	05/18/2023 12:29pm
6	40ft Slips	Harrison Barfield	Quandary	40'	05/19/2023 10:28am
7	40ft	LTW/Innocent 6	LTW/Innocent 6	20'	05/22/2023



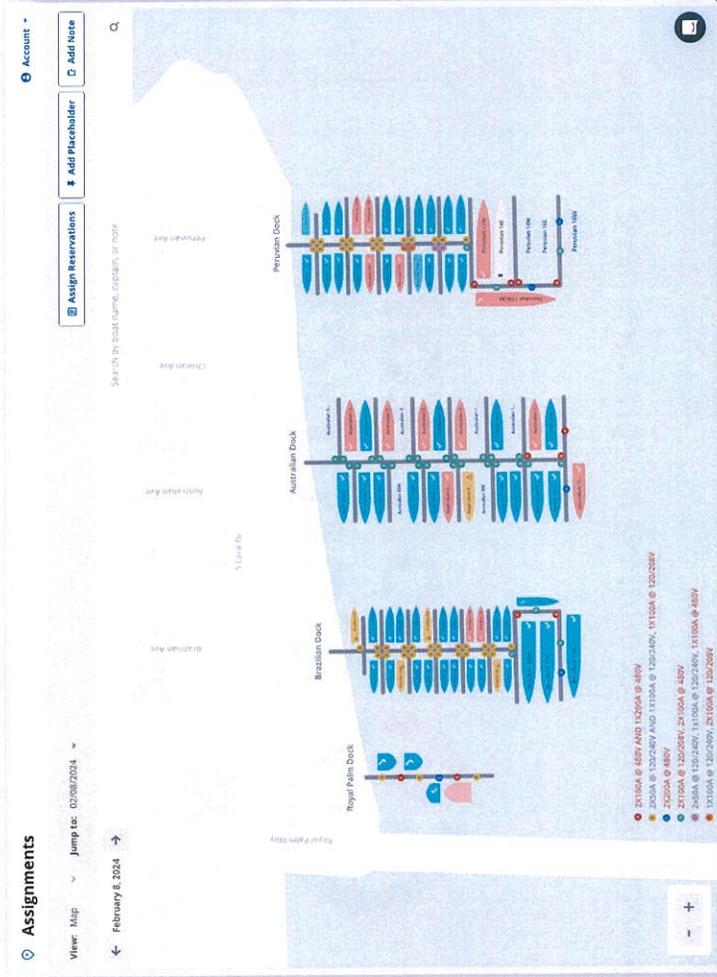
Storage Management Overview

Keep your staff coordinated by letting them see exactly where your boaters are at all times in your marina.



Storage

Marina Map, Dockwalk App,
Electric Meter Readings



Delight more customers with our smart assignments feature, which enables you to accept more boaters.

Grow your business by spotting opportunities to backfill vacant slips.

Record and bill metered electricity for all your boaters in just a few clicks.



Get to over 100% occupancy.

Integrations

Marketing and accounting integrations save you time.



**Constant
Contact**



mailchimp

Messaging all of your customers at once is easy when you integrate your Dockwa CRM with your email provider.

New



Integrations

QBO, Sage, Netsuite, Xero



**intuit
quickbooks**



NETSUITE

XERO

stripe

sage

| Accounting

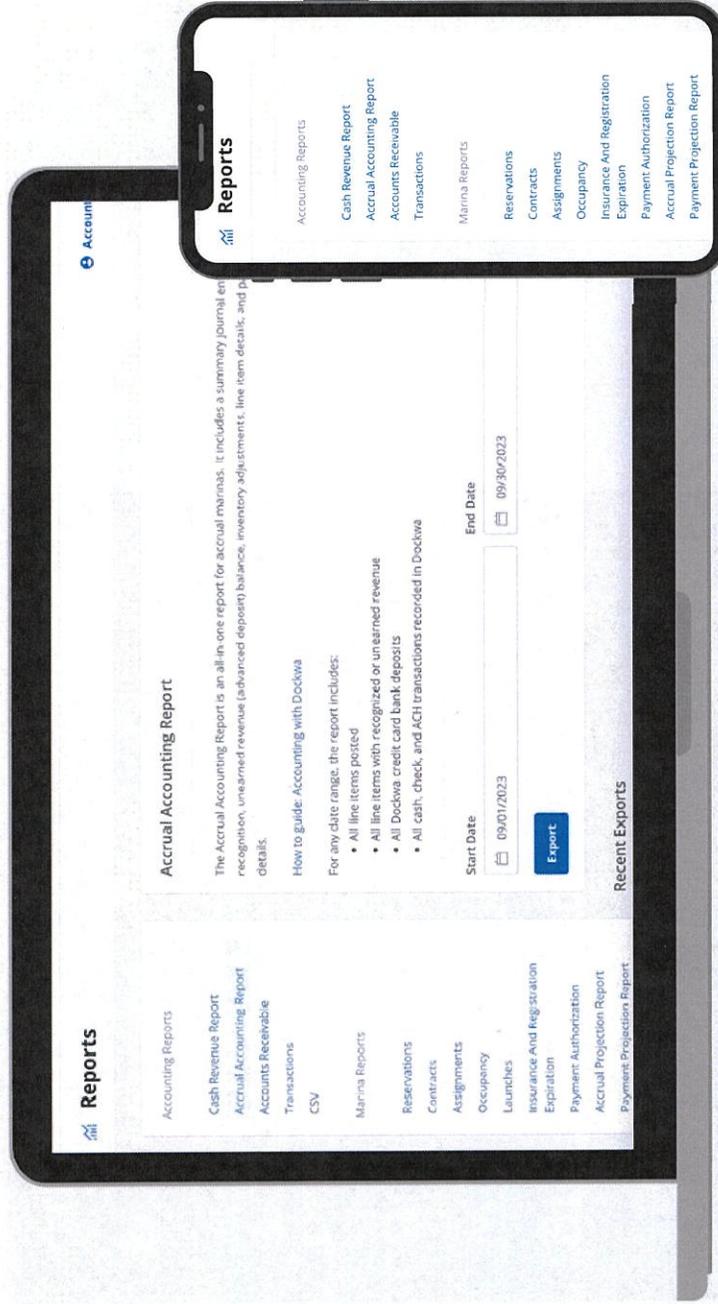
Make month's end a breeze by syncing your financial data directly with your accounting system.



Eliminate the hours you spend on double entry at the end of each month.

Intuitive reporting enables you to understand all aspects of your business.

Month's end is easy, even without our integrations product. No matter how you recognize revenue, you'll be able to close the books on time with our financial reports.



Support your accountant with exports for

- Cash Revenue
- Accrual Accounting
- Accounts Receivable
- Transactions

Support your operators with exports for

- Reservations
- Contracts
- Occupancy
- Insurance & Registration Expiration
- Accrual Projection
- Payment Projection
- And more



“I can not express how grateful we are to be working with Dockwa. Our experience has been ABOVE & BEYOND what most companies provide to new customer.”

Kim Wiley
Office Manager, Lithia Springs Marina

Your Dockwa team

Dedicated Success Manager

- Your personal guide to get you fully set up within days.
- Empowers you to maximize Dockwa's potential through effective training and consulting.

US-based Customer Support

- Accessible via phone, online chat, and email.
- Fast & effective help from product experts & former dockmasters
- Reinforcing the human touch behind your technology.

Engineering

- Constantly adding new features & tools to improve the experience for boaters and marinas.

Mix and match Dockwa products to meet the needs of your business.

Back Office

Integrations



- QBO
- Sage
- Netsuite
- Fuelcloud
- Webhooks

Insights



- Traffic & Leads
- Revenue pacing
- Occupancy insights

POS



New

- Checkout
- Inventory Mgmt
- Quick Keys
- Custom Categories

Dock Operations

Storage



- Marina Map
- Assignments
- Dockwalk App
- Meter Readings

Fuel



- Inventory tracking
- Dockside transactions
- Fuel pump integration

Dry Stack



- Launch/Retrieval Scheduling
- Boater Request
- Reports

Customer Management

Leads



- Boater leads
- Reviews
- Customer Chat

Transient



- Rate Mgmt
- Online/App Booking
- Waitlist
- Assignments

Captains & Contracts



- Automated Invoicing & Collection
- Document/Insurance Mgmt

2025 Dockwa Product Pricing

	Features	Annual Pricing*	New
Leads	<ul style="list-style-type: none"> Boater leads Reviews Customer Chat 	Free with purchase of any module	
Transient	<ul style="list-style-type: none"> Rate Mgmt Online/App Booking Waitlist Assignments 	<ul style="list-style-type: none"> \$2,028 - Small 	
Storage	<ul style="list-style-type: none"> Marina Map Assignments Dockwalk App Meter Readings 	<ul style="list-style-type: none"> \$2,154 - Small \$3,234 - Medium \$4,314 - Large \$5,034 - XL 	
Captains & Contracts	<ul style="list-style-type: none"> Automated Invoicing & Collection Document/Insurance Mgmt 	<ul style="list-style-type: none"> \$2,154 - Small \$3,234 - Medium \$4,314 - Large \$5,034 - XL 	
<p>One time Implementation and Set Up : \$599 <i>*Monthly pricing available at 25% premium **Hardware sold separately.</i></p>			
Integrations	<ul style="list-style-type: none"> QBO Sage Netsuite Xero 	<ul style="list-style-type: none"> QBO: \$588 Sage: \$1,068 Netsuite: \$1,068 Xero: \$588 	
Fuel	<ul style="list-style-type: none"> Inventory tracking Dockside transactions 	\$2,388	
Dry Stack	<ul style="list-style-type: none"> Launch/Retrieval Scheduling Boater Request Reports 	\$1,188	
Insights	<ul style="list-style-type: none"> Traffic & Leads Revenue pacing Occupancy insights 	\$1,668	
POS**	<ul style="list-style-type: none"> Checkout Inventory Mgmt Quick Keys Custom Categories 	\$2,988	