

**City of Madeira Beach**  
**Madeira Beach Municipal Marina**  
**Policy & Procedure Manual**

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## **Workplace Safety**

- All employees must read and follow the City of Madeira Beach Safety guidelines.
- Safety is a top priority. If you feel uncomfortable with any task, please discuss it with the Marina Supervisor before continuing.
- If there is any lightning in the area employees should take shelter and instruct others to do so as well.
- Beware of inexperienced or intoxicated boaters. If you feel there is a public safety concern, leave the dock and instruct others in the area to follow. Report this behavior to the Marina Supervisor immediately.
- Safety meetings will be conducted monthly. Do not hesitate to inform a supervisor of any safety concerns.
- Observe and report any public safety concerns to the Marina Supervisor.
- Always use common sense practices.

## **Day to Day Operations**

### **Employee Conduct and Responsibilities**

- Employees of the City of Madeira Beach are expected to conduct themselves in a friendly and professional manner.
- Employees must follow the policies in the City of Madeira Beach employee handbook.
- Marina employees are expected to show up for their shift on time and ready to perform their duties.
- Marina employees are expected to follow all the Federal and State of Florida laws pertaining to the sale of alcohol and tobacco products. Under NO circumstances is anyone under the age of 21 permitted to buy or carry any of these products on City and Marina property.
- Employees are expected to follow all tasks and guidelines associated with their (opening or closing) shift(s).

## Customer Service

- We pride ourselves on our exceptional customer service. All customers are to be treated with respect and dignity no matter the situation.
- All Slip Holders in the Marina are expected to follow the terms and conditions of the Marina Use Agreement. Anyone not following the Marina's policies should be reported to a Marina Supervisor.
- Unruly and/or intoxicated customers or person(s) should be reported to a Marina Supervisor immediately. If the person(s) is a danger to themselves or others, Dial 911.
- Employees should be knowledgeable of any dangerous weather conditions for boaters and give them up to date information on the safe navigation of the local waterways.
- Marina employees are expected to give assistance to any vessel docking at the Marina if they are available to do so in a safe manner.

## Cash Handling Policies

- Only Marina and other authorized City Employees are allowed to handle cash paid to the Marina for goods and services.
- Cash is to be counted at the beginning and end of every workday. Any overages/shortages should be reported to a Marina Supervisor.
- All cash should be locked in the safe at the end of the workday.
- End of the day cash should be recorded into Aclarian software program each night.
- All bills \$20 and up should be checked with the provided counterfeit bill detector for verification. If there is a bill that seems fraudulent, alert a supervisor immediately. If a supervisor is unavailable, tell the customer that "you do not feel comfortable with the authenticity of the bill and will not except it".
- All doors should be locked while counting cash at the end of the day.
- The Marina Manager and Marina Supervisor are responsible for the reporting, handling, and depositing of the Marina Daily cash into the Brinks safe deposit box located at City Hall. This should be performed during normal business hours.

- In the event of a Holdup/Robbery it is Marina's policy to comply with any demands made by a person attempting to rob this business or its staff. No attempts are to be made to safeguard property or money if there is any risk of physical harm to anyone; safeguarding life is the primary concern.

### **Proper Fueling Practices**

- All vessels should be properly secured to the fuel dock before fueling.
- No smoking is allowed on the fuel dock or within 50 feet of the fuel pumps. Smoking is not allowed on any vessel tied to the fuel dock.
- The owner/operator of a fueling vessel is the responsible party for fueling the vessel. We do not fill vessels for customers. We are there to help and observe the fueling process.
- All inboard gasoline vessels should either open their engine hatch or turn on their blower vent while fueling and before starting their engine(s).
- All customers should keep their face clear of fuel nozzle and fill port. If someone gets fuel in their face or eyes, remain calm and rinse thoroughly with cool water.
- All fueling vessels and fuel hoses should be attended to at all times. Never leave a vessel unattended while fueling.
- Fueling is only allowed in the Marina from our fuel pumps, in our fueling area. NO fueling of vessels with fuel jugs or any other means anywhere on Marina property.
- All Marina employees must complete certification for underground storage tanks, Class A, B or C operator.
- All employees must complete Marina Spill Training given on site.
- If a vessel puts fuel into the bilge, do not attempt to clean it out. Tell everyone to calmly get off the vessel and go to a safe area. DO NOT allow anyone to attempt shutting off the battery switch. Report to a

Marina Supervisor and follow the proper steps in the Panic File located under the POS system.

- Small overflow spills (less than 16 ounces) should be cleaned up with absorbent rags located in the spill equipment boxes, located on and near the fuel dock. Report spill to a Marina Supervisor.
- Spills over 16 ounces should be reported to the Marina Manager immediately. Follow the guidance given in the Panic File for Fuel Spill.
- Any Fuel/Oil spills or illicit discharger within the Marina, should be reported to a Marina Supervisor immediately. Follow the guidance in the Panic File under Spill response.
- Be sure to complete an incident report located in the panic file for any spills or illicit discharge.

### **Medical Emergency**

- In the event of any Medical Emergency remain calm. Dial 911 and follow the 911 operator's instructions. The address for the Marina is **503 150<sup>th</sup> avenue, Madeira Beach 33708.**
- If you are alone at the Marina, remove the cash drawer from the register and lock it in the back storage room.
- Make sure you or someone else stays with the person in distress so you/they can relay important medical information to the 911 operator.
- Send a bystander if possible, to the front gate and instruct them to direct emergency vehicles towards the distressed person.
- If the emergency happens on a vessel do not attempt to remove the person from the vessel unless the vessel is in danger of fire or sinking. Be sure to tell the 911 operator of the situation. Make sure to keep them calm and comfortable and wait for emergency responders to arrive.
- Fill out an incident report located in the Panic File.

## **Fire Emergency**

### **Structure Fire**

- In the event of a structure fire evacuate all occupants from the building immediately. Pull the fire alarm and dial 911.
- If you are capable, use the nearest fire extinguisher to put out the flames. Never put yourself at risk when extinguishing a fire.
- Assign someone to direct emergency vehicles from the main road to the emergency area.
- If possible, cut off the power to the building. Shut off the main breakers inside the power panels located in the workshop.
- Push the fuel cut off switch located on the pole next to the fuel dock.

### **Dock Fire**

- Alert all people to evacuate the dock immediately. Dial 911.
- Assign someone to direct emergency vehicles in from the main road.
- If possible, use one of the fire extinguishers located on the dock to put out the flames.
- Cut the main power to the dock. The main power switch is located at the beginning of each dock inside the power panel.
- If the fire is on the fuel dock follow all the previous steps. In addition, hit the emergency fuel cutoff switch located on the pole next to the fuel dock. Then close the shut off valves to the fuel pumps located inside the fuel tank sump well.

### **Panic File**

- There is a "Panic File" located under the cash register. This file contains instruction on different types of incidents (overdue boater, power outage, bomb threat, holdup/robbery ext.).
- Incident reports are in this file. A report should be filled out any time an incident occurs.

### **Hurricane/Severe Weather**

- In the event of a named storm marina employees will follow the Emergency Operations Plan for the City of Madeira Beach. Marina details are located on pages 26, 27 and in the Appendix part C.
- If there is lightning in the area employees should take shelter inside the Ship Store. Employees should also encourage others to shelter inside as well.
- All fueling must stop during severe weather and lightning strikes.

### **Marina Outline**

Madeira Beach Municipal Marina is located at 503 150<sup>th</sup> avenue Madeira Beach FL, 33708. The Marina consists of 71 permanent and transient wet slips that are 90% available to the public on a first come first serve basis. The Marina also contains an 85-space upland dry storage area and boat ramp on sight. These spaces are available for monthly long-term rental as well as daily storage for traveling boaters.

Madeira Beach Municipal Marina also contains a 135' floating fuel dock with four pumps (2 Rec90 Gasoline & 2 Off-Road Dyed Diesel) for resale to the public and commercial vessels. These pumps are open seven days a week from 7am-7pm every day of the year except Thanksgiving and Christmas. We offer docking assistance during all weekend hours and upon request of the customer. The fuel pumps are operated and accounted for inside the Marina Ship Store. The Ship Store and cash register are operated by an employee of the City of Madeira Beach. The Ship Store also contains several resale items such as boating supplies, hardware, safety gear, fishing tackle, drinks, ice, beer, sandwiches, ice cream, sundries, eyewear, clothing, live and frozen bait.

We are 100% open to the public Municipal Marina. Our goal is to provide the public with fun, safe and affordable access to our local waterways. We will abide by the City of Madeira Beach's set Fee Schedule and code of ethics; and treat everyone with dignity and respect.

