



Date: February 1, 2024
Contact: Casey Bradley, City Administrator
Email: Casey.Bradley@sheboyganwi.gov
Phone: 920.459.3317
Subject: Frequently Asked Questions

Dear Valued Harbor Centre Marina Guest,

We appreciate your patience during the ongoing transition in management at Harbor Centre Marina.

To enhance transparency on the project status we have compiled a list of Frequently Asked Questions (FAQs).

If you have additional inquiries, please feel free to contact Veronica Valdez via email at Veronica.Valdez@sheboyganwi.gov or by phone at 920.459.3317.

What is the current status of the reduced-rate contract?
<ul style="list-style-type: none">• Council has approved the reduced rates, and the draft of the application is set for testing with one river slip before going live, following the council's approval of the terminology change from lease to permit for slips on 2/5.
When will the Riverfront and Harbor Marina Mooring Permit be ready for distribution?
<ul style="list-style-type: none">• The application is in the final stages and will be approved and live in the next two weeks.• Common Council is reviewing the updated ordinance which included verbiage that slips will be permits not leases.
How will guests apply for the new reduced-rate permit?
<ul style="list-style-type: none">• Applications will be processed through HeyGov.
When will the marina be open?
<ul style="list-style-type: none">• The HCM will be open from April 15th to October 15th contingent upon weather and ice.• Flotation Docks will go in early April 15th.• Goal is to have the marina open before May 1st.
When are payments due for the reduced-rate permit?
<ul style="list-style-type: none">• Payments are due by March 31, 2024.
When can current slip holders expect to receive refunds for the reduced rate?
<ul style="list-style-type: none">• Refunds will be processed on a case-by-case basis upon agreement renewal. Anticipated processing time is 3-4 weeks after the request submission, contingent upon finance accessing QuickBooks to cross-check outstanding balances.
What forms of payment are accepted?

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<ul style="list-style-type: none"> • Payments can be made via checks or credit cards. Future payments will be due in full on 3/31, with HeyGov credit card fees applicable.
<p>What is the city's priority for dock repair?</p> <ul style="list-style-type: none"> • An evaluation and assessment will occur upon the onboarding of the Marina Manager in the Spring of 2024.
<p>Is G-Dock still damaged after being removed two years ago?</p> <ul style="list-style-type: none"> • G-Dock is still damaged and will remain removed. • This will be incorporated in the evaluation and assessment.
<p>When will boats be placed in and taken out of the water?</p> <ul style="list-style-type: none"> • The schedule is to be determined (TBD).
<p>When are payments due for previously signed contracts for the 2024 summer season?</p> <ul style="list-style-type: none"> • Payments are always due on March 31st under the new agreement. Installments will not be accepted.
<p>Can USPS mail and UPS packages be received at the marina during the summer?</p> <ul style="list-style-type: none"> • Yes- We will work with the HCM Manager to insure a process is created to receive USPS mail and UPS packages.
<p>When will transient slip reservations for the summer be accepted?</p> <ul style="list-style-type: none"> • Reservations are TBD but likely after the March 31 renewal deadline.
<p>How to initiate a refund and provide necessary information?</p> <ul style="list-style-type: none"> • Email name and address to Veronica or you can call the DPW Office (920-459-3440). • Include Name, Telephone Number and Address when emailing.
<p>Will the boater area remain private?</p> <ul style="list-style-type: none"> • For security reasons, the boater area will remain private to boaters for access.
<p>Will 24/7 free parking near the Marina building still be provided?</p> <ul style="list-style-type: none"> • Per Permit Application: Permittee shall also be entitled to utilize one parking stall per vessel within the controlled parking lot. Overflow parking is available in other City lots. If the City temporarily closes the controlled parking lot, Permittee shall be provided at least ten calendar days' notice and shall be provided information about alternative parking locations available to Permittee during the lot closure. Parking within the controlled lot or any overflow lot is limited to Permittee's vehicle and trailer. Permittee may not leave their vehicle, trailer, or other property on-site at such parking locations for more than 48 hours unless

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prior, written permission is granted to Permittee by the Harbormaster.
Is garbage collection maintained? <ul style="list-style-type: none"> • Yes, these services are maintained.
Is a key fob required for entrance to the Marina Building and Docks? <ul style="list-style-type: none"> • Yes, these services are maintained.
Are electricity, water, and Wi-Fi provided to the slips? <ul style="list-style-type: none"> • Yes, these services are maintained.
Is general maintenance of the docks and slips maintained? <ul style="list-style-type: none"> • Yes, these services will be maintained.
What is the best way to make a reservation during the transition? <ul style="list-style-type: none"> • Reservations will be migrated online once the platform is built. For now, the Department of Public Works Office will handle reservations. • Please call: 920-459-3440
24-hour Security <ul style="list-style-type: none"> • TBD-Marina Manager will work to review and staff team
Will there be a mechanic available? <ul style="list-style-type: none"> • TBD-Marina Manager will work to review and staff team
Will dock hands be available? <ul style="list-style-type: none"> • TBD-Marina Manager will work to review and staff team
Status of hiring process? <ul style="list-style-type: none"> • Offer has been placed to a qualified candidate
Will there be an additional 3% charge for fuel when paying with a card? <ul style="list-style-type: none"> • HeyGov Credit Card Rate is 2.9% +30 cents
Amenities available: <ul style="list-style-type: none"> • Restroom • Shower • Laundry Facilities • Per Permit Application Terms: Open flame equipment or barbecue grills are permitted within designated areas only.
Amenities not available: <ul style="list-style-type: none"> • Bar • Store • Pool/Whirlpool Area • Natural Gas Grills
What services will no longer be offered: <ul style="list-style-type: none"> • Winterization • Boat Storage

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<p>What is the financial deficit of the Marina that led to decisions to remove the bar, store, and pool/whirlpool area?</p> <ul style="list-style-type: none"> • 2022 Year-End Balance (2023 is not finished due to F3 still closing the financials): Deficit Balance of \$2.775 million • Outstanding Loan from Sheboygan County: \$1 million • Outstanding Loan from Sheboygan County Economic Development: \$250,000 • Estimates for Repair Needs: \$10-15 million • Total financial need: \$14-19 million
<p>F3 contract amenities no longer provided (Harbor Club discontinued):</p> <ul style="list-style-type: none"> • .10 off per gallon • 2 free bags of ice • B1G1 50% off slips
<p>Will RVs', small boat trailers, jet skis, and or small fishing boats be allowed to park in the boater lot?</p> <ul style="list-style-type: none"> • No. Per Permit Application: Permittee shall also be entitled to utilize one parking stall per vessel within the controlled parking lot. Overflow parking is available in other City lots.
<p>Will there be sport ports to keep dinghy's and jet skis on? If so, where can people find the cost and where will they be located?</p> <ul style="list-style-type: none"> • There will not be a separate fee. • An additional slip can be purchased for a floating platform.
<p>When will the seasonal fence be removed:</p> <ul style="list-style-type: none"> • TBD
<p>What will the hours of the fuel dock and pump-out services be?</p> <ul style="list-style-type: none"> • Hours will be congruent with past practice and available from 8:00 AM to 5:00 PM
<p>When will boats be placed back into the water?</p> <ul style="list-style-type: none"> • The city is working with a contractor to assist with this process. • More information will be available within the next few weeks.
<p>Boat Access:</p> <ul style="list-style-type: none"> • This is a temporary process that's subject to change. Our goal is to remove the fence in an appropriate time frame to allow access. • AT THIS TIME: Access to the boats will be available during regular business hours (8:00 AM - 4:00 PM, Monday to Friday). A City representative will be present during these hours to unlock and lock the gate as needed. • For access on the weekends, we have implemented an appointment system during the hours of 9AM and 3PM. To request weekend

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access, please contact us at least 72 hours in advance by emailing dpwoffice.sheboygan@sheboyganwi.gov or by calling 920-459-3440.

What is the Lakefront Reimagination? (Project Overview)

- Request for Proposal was initiated in July 2023
- Interviews occurred throughout August and the Smith Group was selected in September.
- Notice of Termination of F3 contract occurred in November
 - Reasoning: Due to the cities desire to reimagine the waterfront we did not pursue the F3 contract.
- On January 15, 2024 the Scope of Work was established and the agreement went to the Common Council for approval.
 - The Common Council referred the Scope of Work to the Public Works Committee on January 23, 2024.
- On January 23, 2024 the Public Works Committee recommended the Common Council to adopt resolution 144-23-24 (Smith Group Scope of work).
 - The Common Council meeting is on February 5, 2024
 - View the Smith Group Scope of Work [here](https://mccmeetings.blob.core.usgovcloudapi.net/sheboygan-wi-pubu/MEET-Packet-db3d47e1b9e24a9da9266aec55bccf00.pdf): <https://mccmeetings.blob.core.usgovcloudapi.net/sheboygan-wi-pubu/MEET-Packet-db3d47e1b9e24a9da9266aec55bccf00.pdf>
 - The Scope of Work begins on page 10

Common Council Meeting Information:

- Date: February 5th
- Time: 6:00 PM
- Location: 828 Center Ave- Council Chambers, 3rd Floor
- Purpose: The Smith Group Scope of Work will be reviewed and a decision will be made to adopt resolution the Common Council.
 - You can find the Agenda [here](https://sheboygan-wi.municodemeetings.com/): <https://sheboygan-wi.municodemeetings.com/>
- If you would like to speak on an agenda item, advanced notice must be given to the City Clerk's Office: 920.459.3361
 - Only 5 people are allowed to sign-up
 - Priority is given to residents

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Marina, Parks, and Forestry Committee Meeting:

- Date: February 6th
- Time: 4:15 to 6:15PM
- Location: 828 Center Ave- Council Chambers, 3rd Floor
- Join Virtually: <https://meet.goto.com/985130581>
- You can also dial in using your phone.
 - Access Code: 985-130-581
 - United States (Toll Free): 1 877 309 2073
 - United States: +1 (571) 317-3129
- Purpose: This meeting will include two agenda items that will briefly discuss the status of the Harbor Center Marina
 - Status of Hiring: we will share that an offer has been made to a qualified candidate.
 - Status of the Scope of Work: we will share the Public Works Committee recommended the Common Council to adopt resolution 144-23-24 (Smith Group Scope of work).
 - You can find the agenda [here](https://sheboygan-wi.municodemeetings.com/): <https://sheboygan-wi.municodemeetings.com/>
 -

Who do I call with questions/concerns/feedback for the time being:

- Mayors Assistant/Communication Specialist-Veronica Valdez
 - Email: Veronica.Valdez@sheboyganwi.gov
 - Telephone: 920.459.3317

How do I speak to my Alderperson?

- City website: <https://www.sheboyganwi.gov/officials/common-council/> or click [here](#) to see contact information

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