

PROJECT DESCRIPTION

The Town of Scituate seeks a qualified individual for consultation and professional services to conduct a directed study of the operational and management functions of the Town of Scituate Waterways Operations.

REQUIRED SCOPE OF SERVICES

- Review the current rules and regulations of the Town's waterways operations and makes recommendations for any changes or revisions that are consistent with those found in other Massachusetts coastal communities of similar size and operation. This includes but is not limited to:
 - Mooring Waiting List (requirements, process, notifications)
 - Review the current operation of the mooring services provided by the Town and make recommendation for any changes or revisions.
- Insure compliance with all application local bylaws, state and federal statues
 - Review the current operation of the launch services provided by the Town and makes recommendations for any changers or revisions.
 - Review current fees charged for slips and moorings and comparability with similar communities.
 - Review the revenue stream for all Waterways activates to insure maximum collection of revenue
 - Work with Waterways Commission members and Harbormaster staff in completion of all tasks.
 - Schedule meetings as necessary or warranted with stakeholders in Waterways operations including commission members and staff
 - Solicit users/boaters for customer satisfaction and quality delivery of services.

ADDITIONAL REQUIREMENTS

- Insure professional, accurate and quality product is produced
- All tasks associated with this project must be completed no later than December 1, 2016.
- The total cost for all items listed above shall not exceed \$7,500
- The selected consultant must complete and acknowledge receipt of the State Ethics Summary

- All inquiries related to the solicitation should be directed to Patricia Vinchesi, Town Administrator at pvinchesi@scituatema.gov

Deliverables:

Management

- Review and evaluate the current structure in the delivery of Waterways/Harbormaster services.
- Identify and recommend any impediments for service delivery and the effective use of personnel.

Service Delivery

- Review current and future demand for fire and emergency medical services by assessing call volume, non-emergency transports, and assess potential to provide response in vehicles other than current fire apparatus.
- Identify opportunities for improvements and/or provision of services.
- Compare current operations and services to similar Massachusetts coastal communities' trends and standards of service.
- Review charge of Waterways Commission to insure it is meeting current needs of boating community and in operation of waterways programs, services and activities
- Submit five (5) copies of written report and one CD outlining recommendations.

BACKGROUND INFORMATION

Scituate, Massachusetts is a coastal community, 26 miles south of Boston. The population is 18,000 with a summer population of 30,000. The Town operates a commercial marina and two piers along with two buildings, the Scituate Maritime Center and the Harbormaster's Office. The Town has 740 moorings and 810 slips. The FY 17 Waterways budget is \$x. The Town has also benefitted from a number of grants over the past few years from the Seaport Economic Development Council to the Town's Community Preservation Committee to replace the commercial pier and build an extensive harbor walk. The fleet is in good condition and a new pump out boat has recently been ordered. Mooring and launch services are provided by private businesses.

The Harbormaster is charged with operation of all harbor activities. Appointed by the Town Administrator he has one full-time Assistant Harbormaster and one full-time assistant. During the summer up to eleven seasonal staff are hired.

The Harbormaster works with a seven member Waterways Commission appointed by the Board of Selectmen. The Waterways Commission works with the Harbormaster relative to all the operations of the harbor and makes recommendations to the Board of Selectmen on fees, rules and regulations.

In the past two years the staff of the Harbormaster Office has changes with a new Harbormaster (appointed 7/31/15) and new assistant (appointed 9/15). As the new Harbormaster, the incumbent has reviewed the operations of the Harbor and its rules and recommendations, implementing a number of administrative changes and working with the Waterways Commission on updating and amending mooring applications.