



TO: Policy Committee
FROM: Holland Mac Laurie, Administrative Services Manager
DATE: January 25, 2019
SUBJECT: Electronic Key System for Gate, Restroom, and Shower Access

Recommendation: *Discuss implementation of new electronic keys for dock gates, restrooms, and shower facilities and develop recommendations regarding user access, associated costs and fees, and develop recommendations for consideration by the Port Commission.*

BACKGROUND

In FY15, the Port District implemented Phase I of the Harbor Security Project, which transitioned all shower buildings to an electronic key system. The system put into place at the time, ALX Technology, has proven to be successful in reducing the amount of unauthorized users accessing the facilities. Though reliable, the ALX system did not interface with the Port District's MarinaWare accounting software, and required a separate spreadsheet tracking system linking customers and key fobs, which made the system somewhat cumbersome. Additionally, the vendor retired, rendering the system obsolete as it is no longer able to be reliably serviced or expanded.

Phase II of the Harbor Security Project will transition all dock gates and restroom facilities to an electronic key system, and replace the ALX system currently in use for the shower facilities. A single fob will open dock gates, restrooms and showers. Prior to system activation, the committee will need to establish a policy outlining user access rights, associated costs for fobs, and any other guidelines for the new electronic key system.

Gate, restroom, and shower keys are currently issued in accordance with the following policy:

- Any person associated with a slip license may obtain keys to the harbor's gates and restrooms upon payment of a \$40 refundable key deposit. There is no limit on the number of keys a slip licensee may obtain.
- One electronic shower key is issued per slip upon payment of a \$25 non-refundable fee.
- One electronic shower key is issued per registered liveaboard upon payment of a \$25 non-refundable fee.

Policy and operational considerations for the committee are presented below:

ANALYSIS

User Access and Fees

The new electronic key system has the ability to limit users to a particular dock, restroom, or shower facility or provide access to all facilities. Though restricting access is an option, staff is not recommending that access for slip licensees or visitors be restricted to particular docks or facilities,

but the committee may wish to discuss placing limitations on other user groups, such as landside concessionaires, contractors, etc.

SLIP LICENSEES / LIVEBOARDS (*wet slips, inside-ties, dory ties, rack storage*)

- Access Allow slip licensees access to any dock, restroom, and shower facility
- Fees Proposed fee of \$40 / per fob (non-refundable purchase price).

To maximize security, the committee may wish to consider imposing a tiered rate structure, which would increase the purchase price of a fob after a certain allotment is purchased (e.g., slip licensees may purchase up to four (4) keys for a non-refundable fee of \$40 each. Requests for additional keys beyond the allotted four (4) may be purchased for a non-refundable fee of \$80 each). If a tiered rate structure is recommended, vessels held in approved partnerships should receive one additional key in their allotment.

Allow current slip licensees to return current gate and restroom keys and apply the associated deposit on file toward the purchase of a new electronic fob. Current electronic shower fobs can be exchanged for a credit of \$25 towards the purchase price of a new fob.

VISITOR BERTHING

- Access Allow visitors access to any dock, restroom, and shower facility.
The fob would be deactivated on the visitor's scheduled departure date.
- Fees Proposed fee of \$40 / per fob (non-refundable purchase price). The committee may wish to consider a visitor rate differential, allowing a reduced rate for visitors due to less use/fewer impacts on facilities. Currently, visitors may purchase an electronic shower fob for a reduced rate of \$10, versus \$25. A tiered rate structure is not being recommended for visitors.

The committee may wish to consider imposing a reactivation fee for future stays, although this is not current practice.

Allow visitors the ability to return current gate and restroom keys and apply the associated deposit on file towards the purchase of a new electronic fob. Allow electronic shower fobs to be exchanged for a credit toward the purchase price of a new fob.

Implementation

Staff recommends implementing the new electronic key system harbor-wide in March 2019. Staff's implementation plan follows:

- Provide notice to all slip licensees that effective on a certain date (implementation date), access to the docks, restrooms, and shower facilities will be converted to electronic fob access. Hard keys will no longer permit entry.
- Slip licensees will be eligible to obtain electronic fobs on or after the implementation date. While it is possible to prepare and distribute electronic fobs prior to the implementation date, staff recommends distributing the fobs on or after the implementation date to facilitate exchange of hard keys and return of security deposits.
- Electronic fobs will be required for access; however, each dock gate, restroom, and shower facility will be equipped with an electronic keypad, which can be programmed to permit access after entering a unique code. Prior to the implementation date, staff will provide all slip licensees with a temporary keypad code (via mail), which will permit entry in the event the slip licensee has not yet had the chance to exchange their hard key for a new electronic fob. The temporary keypad code will be set to deactivate two weeks after the implementation date.
- Signage will be installed on each dock gate, restroom, and shower facility, instructing licensees on how to obtain access after the temporary keypad code has expired.

The transition to electronic keys is anticipated to generate significant demand on staff resources to address special requests, handle complaints and provide information about fees, deposit refunds and usage. Staff may arrange for additional computer workstations at the front desk to assist with the increased volume.

DISCUSSION TOPICS AND STAFF RECOMMENDATIONS

- Dry Storage Renters (SCYC, 7th & Brommer, NHDS)
 - Dock gate, restroom, and shower keys are not issued to dry storage renters. However, numerous dry storage renters have obtained keys over the years, either as a former wet slip licensee or through the visitor berthing process at some point in time. The committee may wish to reaffirm the current policy, or provide direction on alternatives.
 - **Staff Recommendation:** Reaffirm the current policy.
- Landside Concessionaires
 - The committee will need to address the issuance of keys for landside concessionaires who perform work within the harbor. The committee may wish to discuss imposing limitations/restrictions on work hours and days, or imposing a different fee structure for this group.
 - **Staff Recommendation:** \$40 per fob. Due to varying work schedules and seasonal hours, access limitations for this group are not recommended at this time. Landside concessionaires will be required to associate an employee's name with a key fob, in the event more than four fobs are purchased.

- **Outside Agencies**
 - Each dock gate will be equipped with an electronic keypad, which can be programmed to permit user access to the dock after entering a unique code. This function can be utilized for outside agencies (Fish and Wildlife, Fire Department, etc.) by issuing each agency a unique keycode at no charge.
 - **Staff Recommendation:** Authorize unique key codes for outside agencies.
- **Fees:**
 - **Staff Recommendation:**
 - Slip renters and liveaboards: \$40 to purchase and activate fob. Tiered rate structure for additional keys (\$80 per fob).
 - Visitors: \$40 to purchase and activate a fob. \$40 replacement cost. Tiered rate structure not applicable.
 - Landside concessionaires: \$40 to purchase and activate fob. Tiered rate structure for additional keys (\$80 per fob).
 - Outside Agencies: No fee.
- **System Capabilities**
 - Facilities Maintenance & Engineering Manager Matt Kerkes will be in attendance to discuss features and capabilities of the new system.

It is important to note that an unknown number of gate and restroom keys are currently in circulation with either a \$20 or \$40 per key deposit having been paid. Deposit refunds will be issued to current and previous customers for whom a payment record exists or there is reasonable certainty that the key was obtained through the proper process.

Outreach

Following the Policy/Operations Committee meeting, staff will perform stakeholder outreach.