

# Proposal and Program Details

## Aquatic Invasive Species Watercraft Inspection Services within Cannon Falls

Provided for Goodhue County

By:

Waterfront Restoration



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Waterfront Restoration, LLC was established in 2003 and is headquartered in Long Prairie, Minnesota. We have 15 years of experience in the recruitment and management of seasonal staff for AIS control and prevention.

## Costs & Proposal Details

SCHEDULE: Dates run from the 2019 fishing opener (SATURDAY May 11, 2019) through Labor Day (MONDAY September 2, 2019). Hours of operation will be Fridays at 9:30a.m. to 6 p.m., Saturdays and Sundays from 9:30a.m. to 6 p.m., holidays from 9:30a.m. to 6 p.m., and on a weekday (Monday -Thursday) from 9:30 a.m. to 6:00 p.m. an aggregate total of 6 times. There are 16 total Fridays from 5/17 -9/3, 17 total Saturdays from 5/11-9/3, 17 total Sundays from 5/11-9/3, and 3 Holidays: Memorial Day, 4th of July, and Labor Day.

Below is the table layout for the proposed schedule for each watercraft inspection location:

Fri Shift	Fri Hrs.	# of Fri	Sat Shift	Sat Hrs.	# of Sat	Sun Shift	Sun Hrs.	# of Sun	Holiday Shift	Holiday Hrs.	# of Holidays	Week day shift	Weekday Hrs	# of Week days	Total Days	Total Hrs *
9:30-6	8.5	16	9:30-6	8.5	17	9:30-6	8.5	17	9:30-6	8.5	3	9:30-6	8.5	6	59	501

\*Shift coverage estimate= 95%. Some shifts or portions of shifts may not be covered due to unexpected illness/absence, or inclement weather.

\* Up to 3-8 weeks lead time required from acceptance of proposal before inspections commence, due to hiring/recruiting conditions.

Includes 1 location:

- Lake Byllesby Goodhue County Park boat launch (Cannon Falls, MN)- Level 1 inspector
- Estimated total hours of inspections: = (1 location x 501 hours) = 501 hours
- Hourly rate charge: \$27.59 (Hourly rate assumes a minimum contract amount of 501 hours)  
Estimated program cost: \$13,822
- Hourly rate charge: \$21.67 (If Dakota County is included)  
Estimated program cost: \$10,857

*Invoicing and Timeline:*

- Invoice #1= 30% of estimated program cost. to contain the setup costs of the program. This amount is invoiced prior to commencement of inspectors performing services at the lake access(es). This payment is to provide for the up-front costs of recruiting, screening, onboarding, purchase and setup hardware and software, site supplies, and for administrative costs. These costs are incurred by Waterfront Restoration, LLC before inspectors can be placed at lake access(es).

## Why Choose Waterfront Restoration?

The advantage of our process comes down to 10 essential elements outlined below. Additional details about the difference of our program versus other companies are outlined in further detail on subsequent pages 4 and 5:

1. **Hiring:** We handle all details associated with recruiting and on-boarding high quality candidates. We conduct the background and reference checks, do all the hiring, and complete all government documents/reporting. All inspectors are W-2 employees of Waterfront Restoration.
2. **Staffing:** We staff the launches with inspectors, manage shift schedules, spot check, do 'secret boater' (similar to 'secret shopper) periodically, provide HR management, initiate payroll via direct deposit, and complete payroll tax submissions.
3. **Management:** If there is turnover among inspectors' mid-season, we have emergency standby and initiate the recruiting process promptly and work to coordinate training with the DNR as soon as possible. Additionally, we have 4 project managers on staff with combined experience of 15 years to ensure someone is available at all times on all shifts to answer inspector questions/concerns.
4. **Insurance:** We carry Workers Compensation \$500,000, General Liability Insurance \$2mm, and we can also name you as additional insured.
5. **Technology:** Mobile time clocking with GPS verification is provided and supervisor logins for the County can verify inspector status on a live basis or historically. We also provide the tablets for inspectors to enter the data into the DNR survey application per standard DNR protocol.
6. **Reputation:** 2019 marks our 5th year of Inspection services, and we have performed thousands upon thousands of hours at launches. Our current contracts are more than willing to provide feedback and a reference for you in regard to the difference our program offers in compared to others.
7. **Efficiency:** We are highly trained outside of the DNR to be extremely thorough while at the same time improving the efficiency of inspections so to welcome boaters and expedite loading and launching.
8. **Customer Service:** We hire and train local staff to be knowledgeable about lake and tourism resources and that know the lakes and the area. Our Inspectors are trained to be well informed, conscientious, and helpful.
9. **Thoroughness:** State law requires all inspectors to be trained by the DNR, which provides basic information about inspecting boats. However, we have also created additional training days to build on what the inspectors learned from the DNR's training. This increases assurance that watercraft are free of AIS before entering and exiting County lakes, and that inspectors are educating the public effectively.
10. **Going the extra mile:** Our inspectors identify ways to assist boaters with loading and launching and are encouraged to provide assistance whenever they practically can (Ex. slight trailering assistance, reporting any damage at the launch, clean water for bait, first-aid, traffic instructions etc.)

### Reporting:

- Monthly report of hours worked by lake and by access is sent to county. This report includes detailed timesheet records.
- Monthly report of inspections survey data is sent to county, including views of inspections completed by lake, by launch, and by day.

### On-Site Items Miscellaneous: Provided by Waterfront Restoration:

- Tablet computers for inspection data input, containing updated DNR watercraft inspections survey software
- Supplies & Equipment-
- Safety Equipment
  - Traffic safety vests
  - First Aid Kit
- Each inspector hired will provide own vehicle for shelter in the event of inclement weather
- “Watercraft Inspections Station” Sign to alert boaters to the presence of an inspector and ease the communication burden to inspectors during periods of high traffic. An example sign is below. Actual sign design may differ significantly.



### GPS Time Clocking for Transparency-

You have direct, live mobile or PC access to see which inspectors are on the clock. Login will be provided for mobile and PC, to enable county viewing at any time. For Audit or Live Monitoring. Screenshot Below. Actual interface may vary.

Name	Time in - out	Duration	Job	Location
Wed, Jul 4				
Alex	12:55pm - 8:55pm	8h 00m	Winsp - Blue Earth County > On Site - ...	iPhone App

## How Waterfront Restoration's customized features benefit you and your County Staff

- **Inspectors have a fair base pay and also are on a performance-based pay system that rewards them for good performance.**
  - Why: Inspectors work independently with minimal supervision. Under the pressure of high boat traffic or upset patrons, we have found some do not follow DNR inspections protocol at times if they do not have appropriate incentives to do so. It is 'easier' to let a boater launch with questionable species attached, or not take photos of the violation. Performance based pay combined with appropriate supervisor check-ins has dramatically improved compliance in our experience. This ensures the county is getting the value from the money spent on inspectors.
  - Performance based pay for inspectors tied to a monthly performance evaluation: incentivizes for the things that matter. Combined with spot checks (unannounced) to confirm they are doing what they should be. For example, that they are wearing uniform and name tag, following safety protocols, and inspecting/decontaminating thoroughly and per DNR protocols.
- **Supervisors proactively check-in with each inspector on a regular frequency for 15-60 minutes in-person, by phone, or by video chat.** This is important to ensure inspectors remain engaged, understand protocols, and are accountable.
  - Regular one on one meetings with each inspector to go through a series of topics we have developed, solicit feedback, and build rapport. This helps keep them engaged, allows us to make small adjustments week by week, and prevents problems (morale, equipment, scheduling, etc) before they become significant.
  - Supervisors are Level 2 trained watercraft inspectors with at least one year of prior experience as an inspector, and formal supervisor training.
  - Additional management and engagement efforts to help retain inspectors from one year to the next. Helps improve quality of inspections and consistency.
  - Chat application for communication from you to inspectors (if desired), Waterfront supervisor to inspectors, and among inspectors. Allows inspectors to ask questions of supervisors at any time.
  - A supervisor or admin is always available via chat application (slack), text message, or call when inspectors are working. Inspectors are encouraged to ask questions and that there are no bad questions.
- **Monthly review of the inspection survey data being submitted by inspectors to ensure no significant issues.** Such as an inspector not submitting survey data for long period of time, or reporting violations in the survey but not bringing it up with their supervisor.
- **Weekly review of GPS location for each timecard for each inspector to determine if they left the site at any time when on the clock.**
- **Extensive internal training documents and protocols that are added to on a regular basis (often weekly). Ensures new inspectors and existing inspectors are up to speed on all important knowledge specific to your program and have access to it quickly and easily when needed.**
- **Available to be added to the program:**
  - Live verification by an admin that the inspector arrived and clocked-in at the time they were scheduled. If not, protocol is followed to contact them and/or contact the on-call.
  - On-call inspectors as backup to cover if a primary inspector is sick