



Big Bear Municipal Water District

Lake Management

Board of Directors

Steve Ludecke – Division 1
Bob Rehffuss – Division 2
Craig Brewster – Division 3
Mark Lee – Division 4
Tom Bradford – Division 5

Operations Committee Meeting Marina Task Force Minutes November 20, 2024

Present: Director Rehffuss
Director Brewster
Jared Cheek, General Manager
Drew Pappas, Lake Operations Supervisor
Brittany Lamson, Assistant General Manager
Mike Stephenson, Chief Operations Officer

Public: Loren Hafen, Jeff Cooper, Cliff Fowler, John Osborn, Steve Fengler, Rouke Fengler, John Saunders

Agenda:

Director Rehffuss wanted to start the meeting by saying thanks to the marinas for their cooperation in these meetings and during the season. Drew Pappas echo'ed the compliment.

1. Operations Priorities

- a. Drew Pappas, Lake operations manager started the meeting by reviewing the District's objectives and making sure safety is our first goal out on the lake.
- b. Having an open line of communication with the marinas has helped tremendously, and we can work together and get more compliance that way.

2. Lake Level

- a. The lowest lake level this year was 8'3", highest level was 3'10" so it was pretty ideal conditions all season long.
- b. We lost less than average over the season.
- c. We started the season higher than we did last year.

3. Lake Use Statistics

- a. We had 47% higher boat numbers compared to last year.
- b. More people so we would expect to see more contacts.
- c. Doubled our citations, however that is still less than 3% of all our stops.
 - i. Education is our goal.
- d. Boater card is our priority, its important, and the state has made it clear this is no longer and educational stop, it's a requirement and cite.

4. Patrol Operations

- a. There were 6 patrollers this year, but we did designate one patroller to the ramp to have a little more presence and in case issues occurred.
- b. Boulder Bay is a huge area of concern with swimming too far out and illegal launches.
 - i. We usually send a patroller out there to help manage that area for illegal launching and swimming further than 50' from shore.



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- c. We deployed the MWD Sea Doos this year, and it worked great in those situations where we could not get patrol boats in the shallow water.
 - d. Demeanor is a huge deal for us, and again, we try to keep with the friendly park ranger attitude.
 - e. On the water sales increased this year, which is huge, and this includes the stops for illegal launching prior to them entering without an inspection, for non-motorized launches.
 - f. Patrol feedback: the marinas all had nothing but positive remarks about the crew this year.
 - i. Everyone is helpful and easy to get a hold of.
 - ii. The best quality of patrol people we've seen, training seems to make a big difference with customer service, education over citation is really noticeable.
 - iii. Good all summer, no issue.
 - iv. The last couple years have been great, communication increase has been great.
- 5. Boater Card**
- a. Going to be enforced.
 - i. Not every boat will be stopped, but this is a citable offense.
 - b. Still will not be enforcing it for rental boats.
 - i. But employees on the water do need to have the boater card even if it's just moving boat from one slip to another.
 - c. For-Hire does not exempt you from the boater card.
- 6. Incident Report**
- a. There were 21 incident reports that required additional services.
 - i. The drowning that occurred this past season was the first drowning we've seen in three years.
 - ii. Some other injuries were caused by violations.
- 7. Rental Operations**
- a. Rental boats were about 25% of the lake users out there.
 - b. This does not include every kayak from a concession; we would group them together with 'other' and might not be able to see the marina markings on the vessels.
 - c. Rental boats had 238 stops where the transom riding was the violation, most stops are lack of education.
 - d. Usually do not cite rental users, we send them back to the marina.
 - e. Reckless and negligent is the main reason to be sent back to the marinas.
 - f. There was an issue we saw with kids and oversized life jackets; these do not do anything for safety, renters need to have proper fitting jackets.
 - i. This should be a priority of dock hands when handing out lifejackets.
 - ii. Make sure the jackets are fit for the people on board.
 - g. We will need to update the disabled vessel lines for marinas, so we would like to get those during the spring meeting.
 - h. Overloaded PWC was pretty visual.
 - i. The main issue with this is they fall off and can't get back on the sea doo and it becomes an unnecessary emergency.



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- i. Marina radio is the quickest way to get to lake patrol, no dispatch lag time.
 - i. We monitor for emergency responses, recommended for tour boats.
- 8. Ramp Operations**
 - a. No more ballast boat decontaminations on the weekends or holidays.
 - b. It's just putting way too much lag into our services, so those cannot be done during those peak times anymore.
 - c. If there is a failed inspection at a marina, make sure to call the ramps prior to sending them to the ramp for a decon appointment.
 - d. Complex decontaminations are on the rise, so we need to slow this down so we can help more people.
 - e. Cliff from Pleasure Point asked about the decontamination of the new sea doo boats that look like they drain?
 - i. Mr. Pappas explained this will be something that we will have to discuss if it's a mandatory decontamination or if it becomes a complex classification and just goes through inspection.
- 9. WID Stats**
 - a. The good news is our fail rate has stayed consistent over the last few years; we are within about 5% of failure year over year.
 - b. Increased WID usage which is great, but the uploads were not completed, so let us know if you're having issues and we can take a look at the tablets.
 - c. Your (the marinas) numbers are consistent with our fail rate, which is good news.
 - d. These numbers are very important to us and this data is a valuable tool.
 - e. There were some issues with the inspection process, we received some calls about procedures.
 - i. These procedures come from the state and other groups, so please just use the procedures we train, and nothing more.
 - ii. The certification lasts a lifetime, but we do change things when we need to as boats change so, please keep someone up to date annually with our training.
 - f. We did have quagga boats this year; they were all caught during the inspection process so that's great.
 - g. We also had an incident with zebra mussels which are much less common in this area of the nation.
 - h. The Golden Mussel has now been discovered in the Delta.
 - i. They operate like the quagga and zebra mussel so our same inspection process will work to keep them out of our lake.
 - ii. Slightly smaller than quagga and zebra mussels.
 - i. Marina concessions, make sure we have all your insurances and certs for operations.
 - j. This year we will be doing fleet inspections, just looking for the major stuff like marina markings, nav lights, registration, etc.
 - k. Charter numbers, we make them contribute to our fish fund, since they are making business off our taxpayers fish stockings.



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10. Legislative Updates

- a. Patrol can now look up CA boater card now which is great.
- b. 60 days to register your boat to CA if it was originally purchased from another state.
- c. Lake Patrol can sign off on fix it tickets issued by the District.
- d. Proposed legislation would affect For-Hire licenses which would be required with any paying customer instead of 4 to 6 passengers.

11. Questions/Open Forum

- a. Director Rehfluss asked the marinas how the inspections going? Any issues with this process?
 - i. Rouke from Big Bear Marina, said it seems pretty easy.
 - ii. All marinas present agreed.
- b. Employees of marinas need to have their boater cards.
 - i. The District is working on general lake knowledge/boat safety video.
 - ii. Director Rehfluss thought it was great that the usage went, but incidents did not follow that pattern, that's a huge testament to patrol and education of the renters at the marinas.
- c. Loren of Holloways wanted to thank Mike Stephenson for starting such an aggressive approach to this inspection program, we could not have done that without his drive to make this lake clean/mussel free. It would never have happened so a special thank you to you, Mike.
- d. Director Rehfluss asked if the increase of ballast boats and incidents are related?
 - i. There were a few lake related incidents caused directly by the larger wake boats.
 - ii. Mr. Stephenson continued that it's definitely causing some issues for others using the lake in a negative way.

12. General Manager Update:

- a. Thanks to Drew for putting all this together, our team is working, and the compliments show that.
- b. Thanks to the marinas for their insight and comments.
- c. WID usage increase was great to see because this is a huge tool for us and all other lakes.
 - i. All our inspection efforts are worth it to see we are still quagga free.
 - ii. We still do not take other lakes bands, and the zebra boat came from a lake which does justify that fact we do not accept them.