

CITY OF SANTA BARBARA WATERFRONT DEPARTMENT

MEMORANDUM

Date: March 17, 2011
To: Harbor Commissioners
From: John N. Bridley, Waterfront Director
Subject: Harbor Operations Report

Three Cruise Ship Visits in April and May

The *Crystal Symphony*, a cruise ship that has never visited Santa Barbara, will make two stops here next month, on Monday, April 11th and Saturday, April 23rd. Those visits will be followed by a return visit from the *Sapphire Princess* on Mother's Day, Sunday, May 8th. Smaller than the *Sapphire Princess*, the 650'-long *Crystal Harmony* will bring about 800 passengers to Santa Barbara. The *Crystal Harmony* and *Sapphire Princess* will visit a total of four more times this fall.

Yacht Club Celebrates Opening Day; Wet Wednesdays Begin March 16th

The Yacht Club's Opening Day ceremonies on Sunday, March 6th were followed by the first Wet Wednesday of the year on March 16th—two signs that boating season has formally arrived. Wet Wednesday races are open to any boat entered by a member of a U.S. Sailing Association-recognized club. Locally, this means Santa Barbara Sailing Club and Santa Barbara Yacht Club boats, with occasional out-of-town visitors are invited to participate. Also, anyone can race as crew aboard an eligible boat. Wet Wednesday courses vary with wind conditions and boat size, and vary in length from 2-8 miles. The first start is at 5:10 p.m., followed by six other classes spaced five minutes apart. Following each Wednesday race, an "after party" barbeque open to all racers and their guests is held at the Yacht Club. Wet Wednesday races will run into late October. For more information, contact the Santa Barbara Yacht Club at 965-8112 or visit their website at www.sbyc.org

Phoning Harbor Patrol "After Hours"

At the Commission's April meeting, Chair Kelly asked about Harbor Patrol's outgoing voice-mail message between the hours of 5:00 p.m. and 8:00 a.m., when administrative staff is gone and Officers are often on patrol or responding to calls. He requested that staff review the message, make changes as needed to better inform the public and assess the possibility of transferring callers to Officers' cell phones in the field.

Currently, the outgoing message notes that Officers are unavailable, and if the call is an emergency to hang up and dial 9-1-1. It was recently improved to say, "You have reached the Santa Barbara Harbor Patrol and Waterfront Department. If this is an

emergency, please hang up and dial 9-1-1. Officers are currently unavailable to answer your call. Please leave a message and they will return your call as soon as possible. If you have access to a marine VHF radio, Officers are available 24 hours a day on channel 16.”

Staff reviewed the idea of transferring calls to Officers’ cell phones and tabled it for the following reasons:

1. Officers’ cell phones are intended for private, secure communications with each other and fellow first responders. Incoming, non-emergency calls from the public would interfere with emergency operations;
2. The logistics of transferring calls to the field would be difficult, as officers might not hear the call, it could go to voice mail or could go to the phone of an officer who is off duty (possibly for days). This could result in delays to public service requests.
3. Officers can still be reached via VHF Channel 16 when they are out of the office.

Since last month’s meeting, Harbor Patrol also worked with the City’s electronics/communications staff to reconfigure phone lines in the Waterfront Administrative Office so all messages left after hours roll over to a single line in the Harbor Patrol Office. This consolidation will help ensure that Officers have only one phone line to check when returning from the field, lessening the chance that messages are overlooked or receive an unnecessarily delayed response.

Finally, an article on how to contact Harbor Patrol will appear in the spring issue of *Docklines*, the Waterfront Department’s official newsletter.

Prepared By: Mick Kronman, Harbor Operations Manager