

# CITY OF SANTA BARBARA WATERFRONT DEPARTMENT

## MEMORANDUM

**Date:** March 20, 2014  
**To:** Harbor Commission  
**From:** Scott Riedman, Waterfront Director  
**Subject:** **Business Services Report**

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### **E-Mailed Billing Statements Available Soon**

The Waterfront Department's marina management software program upgrade continues to be implemented on a phase-by-phase basis. The implementation of this new software program will allow staff to better serve Harbor and Waterfront patrons. Slip permittees and Harbor and Wharf businesses should have noticed the newly designed and formatted bills recently arriving in their mailbox.

It is important to note that the Waterfront Department is now handling the entire billing process so slip fees must be mailed to, or submitted in person at, the Waterfront Offices at 132A Harbor Way, Santa Barbara CA 93109. To avoid mailing your bill in or paying in person, slip permittees may also take advantage of the Automatic Payment Service process (see below). If your bill is mailed to City Hall your payment might not be received by the Waterfront in a timely manner – another good reason to sign up for the Automatic Payment Service.

In the coming months staff will be implementing the electronic billing statement that will allow your bill statements to arrive via electronic mail. An enrollment form was sent out in the March billing and we have received a great number of responses to date. If you are interested in participating in this program please call our offices at 564-5531 or stop by and pick up an enrollment form.

### **Automatic Payment Service for Slip Fees**

The City's Automatic Payment Service has been available to slip permittees for over a decade and is an excellent option for people who travel frequently or simply want the safety and convenience of having their payment automatically debited from their checking account.

Approximately 425 slip permittees (37% of slip accounts) currently participate in the program. Program participants receive monthly statements as usual, near the first of the month. On the fifteenth of the month, their checking account is debited for charges shown on the statement. There is no charge from the City's Billing Office to participate. However, some banks may charge a fee for electronic fund transfers. Interested parties are encouraged to check with their bank regarding any possible fees.

Application forms for Automatic Payment Service are available online at: <http://www.santabarbaraca.gov/gov/depts/waterfront/rates/berthing.asp> and at the Harbor Patrol Office.

The Automatic Payment Service offers most slip permittees a convenient way to pay monthly slip fees without the hassle of having to remember to mail the slip fee.

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