



STAFF REPORT

REPORT OF THE MANAGER OF ECONOMIC DEVELOPMENT FOR THE CONSIDERATION OF COUNCIL

OBJECTIVE

To provide Council with information pertaining to operations of boat slip rentals at the Elliot Lake Municipal Boat Launch

RECOMMENDATION

THAT the report of the Manager of Economic Development dated July 8, 2021 be received

AND THAT the proposed boat slip rental rates be approved as submitted;

AND THAT the user fee bylaw be amended as required to allow the Municipality to charge boat slip rental fees.

Respectfully Submitted

Approved by

Ashten Vlahovich
Manager of Economic Development

Natalie Bray
Acting Chief Administrative Officer

BACKGROUND

The initial intent of the waterfront revitalization project was to complement existing tourism infrastructure and improve attraction to the area, as well as provide opportunity for business development. The marina style docking was intended to provide boat slip rentals for 10 seasonal spots and 10 short term rentals for tourists.

Council has approved the in-house management of renting boat slips at the Elliot Lake Boat Launch in both short and seasonal terms.

Staff have recommended that the area be divided in to 10 seasonal slips and 10 short term rentals based upon the information supplied in the grant applications. Utilizing the area as a tourism asset was an integral part in obtaining funding and staff note the importance of following through with the initial intent.

There has been public interest in seasonal slips and 10 will be reserved for this purpose. Due to the limited amount of slips available for seasonal rental, a lottery system will be utilized to ensure fairness.

Since Ontario has been progressing through the phased reopening plan, Marinas are open for use and therefore the City is able to rent slips currently.

ANALYSIS

To ensure boat slips are managed properly a rental program has been developed inclusive of staff responsibility for management, rental agreements mitigating liability, fees including policy and procedures involved in rental of the spaces and costs for implementation.

Rental Agreement

A rental agreement has been developed by staff and reviewed through both legal and insurance representatives to reduce liability for the City. Rules and responsibilities have also been included to protect both the City and the renter while utilising the site, and parameters for enforcement. For compliancy with the City's current insurance policy renters are required to show proof of insurance and provide a certificate of insurance listing the City as an additional insured. The agreement aligns with rules within the Trespass Act that will allow enforcement for vessels using the space without an agreement or in violation of the rules and responsibilities for use of the area.

Rules and responsibilities of the area include protections for the environment in relation to oil/gas storage and restrictions for servicing/maintenance vessels while in the water. It also includes rules for entering/exiting area in regards to speeds for safety and behaviours while using the public site.

Seasonal rentals will be located on one side of the structure while short-term rentals will be located along the other side of the dock, both having 10 slips. These will be numbered and each renter shall be assigned a



specific slip with corresponding tag for their vessel that must be on display at all times. Corresponding slip numbers and permits will allow for ease of enforcement for staff to check on vessels being stored on site.

Types of Rentals

Short term rentals will be completed through the Welcome Centre trailer on site at the Simpson Trailer Park utilizing the rental agreement. Short term rentals are intended for tourists visiting the community, camping at the trailer park etc making it simpler for them to enjoy water sports close by. These can be rented weekly or monthly depending on availability. Credit card information will be due upon entering rental agreement in the case that vessels are not removed by the end of their booking, they will be charged for the additional unauthorized stay. In the instance of vessels needing to be removed due to needing space the agreement gives authority to the municipality to do so at the cost of the renter.

Seasonal spots will typically run from the annual opening of the site, usually around May long weekend to thanksgiving weekend. This year the seasonal slots will be from July 27 to October 11, 2021. Seasonal rates have been determined based on competitive seasonal rates within the area. Due to a limited number of slips for seasonal use and decent public interest a lottery will be utilized, with submissions over the next two weeks being accepted. Lottery submission package has been attached for reference.

Suggested Rates

- Daily: \$8.00+HST*
- Weekly: \$55.00+HST
- Monthly: \$150.00+HST
- Seasonal: \$350.00+HST**
- **daily rate intended for those renting less than one week not day use*
- ***It is recommended that seasonal rates be prorated as the rate is intended for the full season.*

Security

In order to provide some security of the site and access to seasonal units, staff will be installing a locked gate with a solar powered smartphone lock system 'Viz-Pin' that will allow for each renter to have their own access and allow staff to supply and revoke access for short-term renters using a cloud-based program. Detail on the suggested system has been attached for information. Staff will verify the program with the IT Department before moving forward.

Ordering the gate and program will take some time and with people eager to utilize the site we will open in the interim without and move to have these installed throughout the season.



FINANCIAL IMPACT

Overall financial impact will be minor capital costs for the gate and Viz-Pin lock system, as well as staff time from the Welcome Centre trailer for rental of spaces and bylaw for enforcement. There will be revenue associated with area and it is recommended that after costs any 'profit' be transferred to a reserve account for future development and additional slips.

LINKS TO STRATEGIC PLAN

Implementation of a boat slip rental program supports the strategic plan in the following areas:

- Explore eco-tourism and geo-tourism possibilities and challenges as part of a tourism package
- Capitalize on opportunities for diversification and community growth
- Support local business community
- Customer service excellence
- Provide activities and promote healthy lifestyles through recreation for all age groups

SUMMARY

Using the in-house boat slip rental program will allow the City to take strategic advantage of its newly revitalized waterfront at the Elliot Lake Boat Launch and market the area for tourist attraction. It will ensure quality control of a significant city asset and provide potential revenues that can be utilized for expansion of the area in the future.





Elliot Lake Boat Launch

Seasonal Slip Lottery

- 10 available slips
- Drawing July 26 , 2021

A lottery system will be used to obtain a Seasonal Slip at the Elliot Lake Boat Launch for the 2021 boating season. There are five slips available. It is important to note this slip lottery is for one year only.

Occupancy Dates
July 27 2021-October 11,
2021

To enter into the lottery a person must complete the attached form. All entries must be submitted to City Hall via Drop Box at front entrance

Completed forms can be dropped at:

City of Elliot Lake
45 Hillside Dr N
P5A 1X5

Lottery Rules:



- One entry per household
- Valid entries require the submission of a formal application
- Applications will be accepted through July 23, 2021 until 4 pm
- If selected, applicants must provide liability coverage in the amount of \$1,000,000 , naming the City of Elliot Lake as additional insured
- Payment will be due 48 hours from the date of notification

The lottery drawing will take place on **July 26, 2021 at 1 p.m. at City Hall**. Slips will be assigned in the order they are called. You will be notified by phone of your slip assignment and will be given 48 hours to make payment and provide liability insurance.



Call Ashten Vlahovich at 705-849-0970 or email avlahovich@city.elliotlake.on.ca



Elliot Lake Boat Launch

Seasonal Slip Lottery



Applications are due July 23, 2021



10 slips available



The lottery will be held Monday July 26, 2021 at 1:00 p.m.



Submissions due to City Hall Drop Box, 45 Hillside Dr. N

THE FOLLOWING INFORMATION MUST BE PROVIDED FOR THE LOTTERY



Overall Length of Vessel:

Vessel Width:

Vessel Depth:



Vessel Registration # :

Vessel Manufacturer:

Vessel Model:



Name:

Street Address:

City:

Postal Code:

Telephone:

Email Address:



Call Ashten Vlahovich at 705-849-0970 or email avlahovich@city.elliottlake.on.ca



System Overview

VIZpin is a cloud-based access control solution that utilizes a smartphone to unlock doors rather than a physical key, card, or keypad. Users download the VIZpin SMART app and register. Managers then login to the cloud-based account portal to grant the appropriate access. Once granted, users can open the app and tap the Smartkey to unlock the door via Bluetooth.

Basic System Components

The VIZpin PLUS service is available with the Entegrity Smart™ Lock, VP1 and the Solar Kit. There is no network or Wi-Fi required at the door location, however each device may require additional components that are sold separately.

Entegrity Smart Lock Specifications:

- Available for cylindrical door prep (fits standard 2 1/8")
- Door thickness between 1 3/8 inches" and 2"
- 2 3/4" or 2 3/8" backset
- 4 AA batteries (lithium recommended – not included)

VP1 Specifications:

- Electric lock required (door strike or mag lock)
- 12VDC power supply (required) and battery backup (recommended) for each door or gate¹

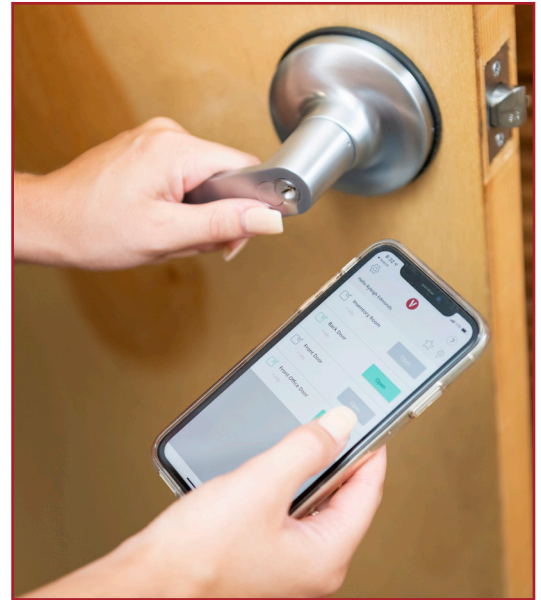
Solar Kit Specifications:

- Outdoor-rated electric strike required
- All other parts included (VP1 device, enclosure, etc.)

VIZpin PLUS service is a paid annual service enabling cloud-based access, custom schedules, 30-day activity history, custom device settings, First-in feature and more. When a PLUS account is first created it begins with 500 Smartkeys.

What Users Need

All users must download and register the VIZpin SMART app in order to unlock a door with their smartphone. Registration simply requires their name, phone number and a password for the app. Then their device is verified using an SMS security code. Lastly, they can enter a Location ID code to automatically associate with an account and notify any managers/administrators.



A Few Considerations:

- If a user upgrades their phone and keeps the same phone number, they can simply download the VIZpin SMART app and login as an existing user, re-verify their device and their Smartkeys will be in the app. **NOTE: If a user changes phone numbers, they will need to re-request access and a manager must grant new access, utilizing a Smartkey.**
- Because there is no network connection at the door, a manager cannot remotely unlock a door from the portal. However, a user can simply download and register the app, managers can then grant access, and the user can unlock the door in a matter of 2-3 minutes.
- While almost all users with a smartphone can download the VIZpin SMART app, there are a few older devices with outdated operating systems that may run into issues. Please reference our **VIZpin System Minimum Requirements²**.

¹ A building manager should always have an alternate access method, like a physical key, in case of a power failure.

² vizpin.com/wp-content/uploads/2017/03/VIZpin_Minimum_System_Requirements.pdf

How Smartkeys Work

Managers/Administrators can grant access from the VIZpin portal anytime, anywhere by simply logging into VIZpin.net from any browser on their laptop, iPad or smartphone. VIZpin Smartkeys under the PLUS service can be 24x7 or have a custom schedule.

Each time you grant access in the portal, it will deduct one Smartkey per user. Smartkeys do not come back into your account once you revoke access. You can purchase additional Smartkeys at any time.

To grant access to users in the VIZpin account portal managers can use the Grant by Roles function. Roles enable you to save an access setting to apply over and over again to users who have the same exact access (ex. Employees, Managers, Cleaning Staff). You can edit roles at any time and those changes will automatically apply to any user associated with that role and will not deduct any additional Smartkeys.

NOTE: If you grant a different role to a user that already had access it will use another credential.

Unlocking a Door

Users simply open the VIZpin SMART app on their phone when they are within Bluetooth range and tap the appropriate Smartkey to unlock the door. For quick access to frequently used Smartkeys the SMART app offers a favorites feature. Users can designate Smartkeys as a favorite on the info page and show only favorite keys using the star icon.

A Few Considerations:

- Users can enable the "Auto Login" feature found in the app settings, so that login is not required on the app each time they open it for use.
- Users can sort Smartkeys by closest using the pin icon, so that the Smartkey for the door closest in Bluetooth range will appear at the top of the list of any Smartkeys the user has in the app.
- Bluetooth and Location Services must be enabled on a smartphone in order to connect and unlock a VIZpin smart device. (Users will be prompted if not turned on)
- Bluetooth Range³: Standard Bluetooth read range for a smartphone is approx. 15' for the smart lock and approx. 30' for the VP1 and Solar Kit.
- VIZpin Smartkeys require a refresh to ensure access is still valid if it has been more than approximately four hours since the last time that phone has unlocked a door. The app will automatically refresh to regenerate encrypted Smartkeys which does require either a data or WiFi connection. This typically happens automatically and in milliseconds when a user opens the app.

How First-in Works

The First-in feature allows a door to remain open during designated hours on the smart device settings⁴. You can designate a unique time each day of the week (ex. M-F 7am-9pm, Sat, Sun 8am-2pm). A user with a valid Smartkey must trigger the smart device at or after the designated start time to begin First-in. The doors will remain unlocked until the set close time. At the set close time, the relay will close and doors will automatically lock (they do not have to be triggered by a user).

³ Door and enclosure materials may impact the Bluetooth range.

⁴ Managers will need to reach out to their Certified Partner or VIZpin Support (support@VIZpin.com) directly to request any First-in or FOB schedule changes.

A Few Considerations:

- The doors will NOT automatically open at the set start time. A smartphone or FOB user with a valid Smartkey must trigger the device.
- If needed, First-in can be overridden on an Entegriety Smart Lock, VP1 or Solar Kit by tapping the info button next to the Smartkey for that device in the app and then tapping the red lock button. For the VP1 and Solar Kit, you can also override First-in by pressing the green indicator light on the smart device (if accessible). **NOTE – If a user with a valid Smartkey triggers the smart device, it will go into First-in mode again and doors will remain open until the set close time.**
- When using First-in, the electronic lock must be rated for continual use.
- If you want to remove First-in for holidays, this must be adjusted on the smart device settings the week prior to the holiday, and then reset the week after the holiday to resume normal First-in schedule.

How FOBs Work

VIZpin Bluetooth FOBs can be used when you have a user who does not have a smartphone or one that does not meet the minimum requirements. FOBs utilize Bluetooth to unlock the door, however there are limitations in the type of access they can have.

There are two options for each FOB you have on your account:

- **24/7:** FOBs granted 24x7 access will be able to open the door at all time, 24 hours a day, 7 days a week.
- **Follow the Device Schedule:** Every smart device has an associated schedule. This schedule can be used just for FOBs or it can be used for FOBs and First-in as indicated above. If you're using both FOBs and the First-in schedule, they will be the same schedule.



A Few Considerations:

- **Granting Access:** after granting access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and unlock the device(s) in order for the device(s) to recognize the FOB and allow an unlock.
- **Revoking Access:** after revoking access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and trigger the device(s) in order for the device(s) to now block the FOB from unlocking the door.
- **Activity History:** events for each time a FOB unlocks a door will not show up in the portal until a smartphone user has triggered the door and their activity is sent back to the cloud portal as well. If there are several FOB unlocks before the next smartphone user unlocks, it may take a few unlocks and refreshes to push that information to the cloud portal.
- **80/20 Rule:** FOBs are limited to 20%. At least 80% of your active users must be smartphone users.
- **Bluetooth Range³:** Standard read range for a FOB is approx. 12-15' when using a VP1 or Solar Kit or up to 8' with a smart lock.

How 3rd Party Devices Work

Third party Wiegand devices can be used with the VP1 smart device. These devices can be authorized to unlock the door, however there are limitations in the type of access they can have.

³ Door and enclosure materials may impact the Bluetooth range.

A Few Considerations:

- **24x7 Access Only:** third party device users can only have 24x7 access. You cannot designate a schedule for these users.
- **Granting Access:** after granting access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and trigger the device(s) in order for the device(s) to recognize the Wiegand code and allow an unlock.
- **Revoking Access:** after revoking access in the VIZpin portal, a user with a valid Smartkey must manually refresh their app and trigger the device(s) in order for the device(s) to now block the Wiegand device from unlocking the door.
- **Activity History:** events for each time a Wiegand user unlocks a door will not show up in the portal until a smartphone user has triggered the door and their activity is sent back to the cloud portal as well. If there are several Wiegand user unlocks before the next smartphone user unlocks, it may take a few unlocks and refreshes to push that information to the cloud portal.
- **80/20 Rule:** Wiegand device users are limited to 20%. At least 80% of your active users must be smartphone users.

How Revoking Smartkeys Works

Managers can remove access at any time by logging into their cloud portal and revoking access for the user(s). If it has been less than four hours since that user has unlocked the door, it is recommended to have the user open the app and manually refresh the app. This will remove all Smartkeys from the app. If it has been more than four hours since the last use, the app will automatically require a refresh and Smartkeys will not be regenerated.

NOTE: Smartkeys do not come back into your account once you revoke access. You can purchase additional Smartkeys at any time.

How Activity History Works

VIZpin managers and administrators can view up to 30-days of activity history in the cloud portal. Simply enter a start date (up to 30-days prior from the current date) and an end date and click search. Activity can be exported to a .csv file in order to retain longer history if desired. Managers and administrators can also choose to have activity emailed monthly.

Future Enhancements and Features

Because VIZpin is a cloud-based access control solution, any future enhancements or new features will be automatically available to existing accounts. You will not need to replace any smart devices or pay for additional service or features.

Footnotes:

- 1 A building manager should always have an alternate access method, like a physical key, in case of a power failure.
- 2 vizpin.com/wp-content/uploads/2017/03/VIZpin_Minimum_System_Requirements.pdf
- 3 Door and enclosure materials may impact the Bluetooth range.
- 4 Managers will need to reach out to their Certified Partner or VIZpin Support (support@VIZpin.com) directly to request any First-in or FOB schedule changes.