



CYM-Wilmington's

# Dock Talk



Volume 63, Issue 63

July-August 2010

## SURVEY

Recently, I met with a few boaters from Cabrillo Marina. They had a lot of good suggestions and ideas on how we could improve the marina. It was a great chance to hear firsthand what they liked and didn't like. It was a positive meeting and I appreciated them taking their time to help us improve. We've already taken action on several of their suggestions.

Based on that positive experience, we want to reach out to all of our customers and give them the same opportunity to provide their own perspective on how the Marina is operated and level of customer service. We have put together a simple web based survey that all our customers are asked to spend a few minutes to go on-line and complete the survey. Feel free to be frank in your responses; the survey does not require the respondent to be identified. If you have something kind or positive about a particular employee, I'm sure they'd appreciate you letting us know. It is equally important for us to know what you like about the Marina as well as what you would like to see improved.

You can find the survey at:

<http://www.surveymonkey.com/s/cym>

If you do not have access to the internet, hard copies of the survey are available at the marina office.

Thanks and enjoy,

*Kevin Ketchum*

## Customer Appreciation!

Saturday June 19, 2010 was our Customer Appreciation Party, and we had the best time ever. Thank you so much to everyone who made it out! We were reminded yet again that we have the most creative, and fun customers in the world. You guys made the party such a success!

One of our favorite parts of the day was the raffle. Bill and Gerald Thomas called all of the winners and hearing people get excited as they won was really fun. All of the prizes were really nice, from gift certificates to West Marine to goody bags filled with lots of cool stuff for boat projects.

We really enjoyed meeting all of you and spending the day together. It was just great to see so many friendly faces, meet your families, and hear about your projects, you guys constantly inspire us! Thank you so much to those of you who came to the party and also to those of you who were there in spirit!

THANK YOU and we hope to see you again soon!

### Team Wilmington



## A Token of Appreciation



Cabrillo Marina's U.S. Navy Reservist Cameron Thomas received a Challenge Coin from the Chairman of the Joint Chiefs of Staff, ADM Michael G Mullen during his visit to NWS Seal Beach as a sign of appreciation and gratitude for providing security for the

commissioning of the U.S. Navy's newest destroyer, the USS Dewey, DDG 105.

All of us here at California Yacht Marina appreciate your service to our community and to our country Cameron.



**Thank You!**

## Courtesy, Safety And Good Manners

With the beginning of boating season, comes our reminder of a few rules and courtesies.

- Please help inform guests and kids that the dock is a fun place, but we all must remain safe. No running, football, and other fun land activities. Oh, and lifejackets are a must for children under 12 years of age.
- For our adult friends, we know there is that accidental occasion of colorful language. Just keep in mind who is in your company.
- Please enjoy your music. Just make sure it is at a level that only those that enjoy the music can hear.
- Docks and dock fingers must be kept clutter free...no Flower pots, barbecues, gas cans and the like.
- **Last, with regard to our pets, you have been great making sure pets are behaving, but if we can remember, the leashes must be on your pets at ALL times so all guest feel comfortable and let's try and get our pets up to the grassy area to do their business ... Oh, and thanks for remembering to bring a pooper scooper with you!**

Our rules are few and simple. They are designed for your safety and convenience.

Please assist us in following them ... and remember the most important rule of all ... **You MUST have a great fun-filled boating season!!!**

## Vessel Cleaning: Alternatives to Toxic Products

Product	Alternative
<b>Bleach</b>	Borax
<b>Detergent &amp; Soap</b>	Elbow grease
<b>Scouring Powders</b>	Baking soda, or rub area with one-half lemon dipped in borax, then rinse
<b>General Cleaner</b>	Baking soda and vinegar, or lemon juice combined with borax paste
<b>Floor Cleaner</b>	One cup vinegar in 2 gallons of water
<b>Window Cleaner</b>	One cup vinegar + 1 qt. warm water. Rinse and squeegee
<b>Aluminum Cleaner</b>	2 Tbsp. cream of tartar + 1 qt. of hot water
<b>Brass Cleaner</b>	Worcestershire sauce, or paste made of equal amounts of salt, vinegar and water
<b>Copper Cleaner</b>	Lemon juice and water, or paste of lemon juice, salt, and flour
<b>Chrome Cleaner/Polish</b>	Apple cider vinegar to clean; baby oil to polish
<b>Stainless Steel Cleaner</b>	Baking soda or mineral oil for polishing, vinegar to remove spots
<b>Fiberglass Stain</b>	Baking soda paste
<b>Mildew Remover</b>	Paste with equal amounts of lemon juice and salt, or white vinegar and salt
<b>Drain Opener</b>	Dissemble or use plumber's snake, or flush with boiling water + one-quarter cup baking soda + one-quarter cup vinegar
<b>Wood Polish</b>	Olive or almond oil (interior walls only)
<b>Hand Cleaner</b>	Baby oil or margarine
<b>Head &amp;</b>	Baking soda; brush thoroughly
<b>Rug/Upholstery Cleaner</b>	Dry corn starch sprinkled on; vacuum



July—August Tips:  
Best Management Practices

## *KEEPING THE BLUE GREEN!*

### **ABIDING BY THE CLEAN WATER ACT**

Taking good care of your pride and joy doesn't have to damage the environment, but it too often does. Your boat requires care and cleaning for more than just looks – keeping it clean preserves the woods and metals, and the life of your boat.

Unfortunately, many of the products commonly used to buff up your decks, hull and fittings are toxic to the environment. Phosphates and other detergent additives can encourage algae growth, deplete oxygen in the water, burn and irritate plant and animal life, and irrevocably change the aquatic environment.

Even the little bit of soapy water that sluices off your deck when your scrubbing contributes to water pollution that can completely destroy the eco-system of your favorite boating venues.

Fortunately, there are ways that you can keep your boat clean without damaging the environment – and as boaters and human beings, it really is our responsibility to do as little harm to the environment as possible.

When it's time to scrub down your boat or polish the fittings, consider using an ecologically friendly product in place of your usual cleaner. Careful choices and following the tips below can help minimize the harmful impact your cleaning may have on the environment.

- Wax your boat if appropriate. A good coat of wax will prevent dirt from becoming ingrained and make it easier to wipe down and clean.
- Clean more frequently – with fresh water. Make it a point to wipe down and scrub surfaces with a sponge or pad and plain water frequently. Wiping down more often will prevent the buildup of dirt that requires stronger chemicals to remove. And remember that a little elbow grease goes a long way, and will never hurt the environment.
- If you must use a detergent, choose one that is phosphate free and biodegradable. Phosphates encourage the growth of algae, which use the oxygen supplies in the water. Over-vegetation can literally suffocate fish and other marine animals by depleting the oxygen available to them.

- Avoid detergents that contain ammonia, bleach, sodium hypochlorite, petroleum products or lye. These chemicals are toxic, and even a small amount of them discharged into the water can burn and kill plant and animal life.

- Learn which additives and ingredients are harmful to the environment – and read the labels when you buy products. If they contain toxic substances, **DON'T BUY THEM**. Instead, use a substitute cleaner and a little extra elbow grease.

Port Royal Marina Encourages the use of environmentally friendly hull cleaning companies who use BMP's and monitor their divers.

What else can you do to make a difference in protecting our waters?

- Do only minor maintenance in slips (25% of deck length)
- Wait 90 days before cleaning hull after fresh paint.
- Properly repair hull bonding or painting problems.
- Abide by the clean Water Act.

Stay tuned for articles and updates on these subjects and many, many more!

### **Do you use E-mail? We do!**

Please provide us your **e-mail** address as an alternative means of contact. (No SPAM – we promise!)

**Has it been a while since you updated your account information?** Are you sure we have your correct mailing address, phone number (including cell)? If not, please fill out this form and drop it off at the Marina Office or in the mail with your next payment! Or, **e-mail us at:**

**slips@cymwilmington.com**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Zip \_\_\_\_\_

**E-mail** \_\_\_\_\_

Ph No \_\_\_\_\_

Cell \_\_\_\_\_

Other \_\_\_\_\_

# Great Time, Great Food CYM-Wilmington's BBQ 2010 Great friends!



## Thank You!



### Free Vessel Safety Checks



If you would like to have a courtesy vessel safety check to receive your 2010 decal for having passed all the safety requirements, please contact auxiliaryist, **Bruce Clark (714) 501-1588** and he will be most happy to set up an appointment for you.

## Dock Talk

Published bi-monthly for CYM-Wilmington members. The mission of Dock Talk is to keep California Yacht Marina members abreast of the "goings on" at our location and the surrounding boating community.

If you have any comments or suggestions for upcoming features, please contact our Marina Office at:

**310-834-7113**

or email us at:

**[slips@cymwilmington.com](mailto:slips@cymwilmington.com)**



### California Yacht Marina

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San Pedro, CA 90731  
**(310) 732-2252**

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CYM-Chula Vista  
Chula Vista, Ca 91910  
**(619) 422-2595**

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Glorietta Bay Marina  
Coronado, CA 92118  
**(619) 435-5203**

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Port Royal Marina  
Redondo Beach, CA 90277  
**(310) 376-0431**

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Seabridge Marina  
Oxnard CA 93035  
**(805) 985-8228**

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[californiayachtmarina.com](http://californiayachtmarina.com)