



Town of Greenwich

Findings and Recommendations Internal Audit of Greenwich Marinas

blumshapiro
accounting • tax • advisory

November 2020

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II. Town of Greenwich – Marina Audit - Project Overview

Project Overview

A. Background

The Town of Greenwich (hereinafter referred to as the “Town”) engaged blumshapiro to provide internal audit services related to the operations of the Greenwich Marinas and Boat Yard. blumshapiro performed a review of the revenue streams and collection processes, automated systems, account reconciliations, and policies/procedures/controls in place as it pertains to managing marina operations.

B. Project Approach & Tasks

This review included the following project tasks:

1. Reviewing the documented processes and controls for the three marinas and one boat yard
2. Identifying revenue streams of the various marina fees for the marinas and boat yard
3. Mapping the current process flows for any revenue/fee collections for marina services at the marinas and boat yard
4. Reviewing current automated systems used to support the marinas and boat yard
5. Confirming regulations and procedures used to validate residency for marina use
6. Testing monthly financial transactions for various services
7. Documenting findings and operational/control gaps observed
8. Providing management with a report of our findings and recommendations
9. Meeting with management (virtually if required) to review the results of the report

C. Acknowledgements

blumshapiro would like to thank the Parks and Recreation/Marina staff for their participation, support, on-going dialogue, and feedback during this project.

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

Greenwich Marina Overview

Below is a description of the Marina operations within the Town of Greenwich:

1. Greenwich Marinas and Boat Yard
 - a. Byram Marina
 - i. Approximately 170 slips
 - ii. Limited year-round rack storage
 - iii. Dry winter storage
 - b. Cos Cob Marina
 - i. Approximately 175 slips
 - ii. Year-round rack storage
 - iii. Dry winter storage
 - c. Grass Island Marina
 - i. Approximately 150 slips
 - ii. Transient dock
 - iii. Limited year-round rack storage
 - iv. Dry winter storage
 - d. Greenwich Point Boat Yard
 - i. Landing floats
 - ii. Year-round rack storage
 - iii. Dry winter storage
 - e. Each marina and the boat yard is managed and supervised by a Dockmaster. In total, there are four (4) Dockmasters; two (2) fulltime Dockmasters and two (2) seasonal Dockmasters.

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

- f. The marinas are generally open from April 15th through November 15th of each year for the “summer season” with a Dockmaster on site at least five (5) days per week from 9AM-5PM
 - g. Winter storage season typically runs from September 1st through June 15th of each year
2. Revenue streams and services associated with the marinas and boat yards include the following:
- a. Per interview with the Parks and Recreation/marina staff, the Town charges and collects fees for the following services at the marinas and boat yard:
 - i. Facility space/slip rentals for boats
 - ii. Winter storage for vessels
 - iii. Transient storage/ “tie-up” fees for boaters who temporarily dock at the Grass Island Marina
 - iv. Facility use permits
 - 1. These are required for boat owners to launch their vessels and have general access to the marina
 - v. Rack storage for kayaks, paddleboards and canoes
 - vi. Stand storage for boat stands after vessels have been moved out of storage and into the water
 - vii. Dry sail usage
 - 1. For small powerboats that are launched each time into the water, Greenwich marinas offer the use of an on-premise trailer to drop the boat into the water/remove the boat when done (charged by boat length in feet)
 - viii. Trailer storage
 - 1. For boats that reside in the water for the marina season, owners may keep their boat trailer on marina property for a fee
 - ix. Locker rentals for the storage of lifejackets, paddles and other small boating equipment/supplies
 - 1. Available at two (2) of the marinas
 - x. Power-washing service

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

1. Greenwich marinas offer a power-washing/boat cleaning service that many boaters opt to use prior to storing their vessels for winter (charged by boat length in feet)
 - xi. Non-resident boat launch permit
 1. Each marina season, Greenwich allows 30 non-residents to apply and purchase boat launch permits
 - b. Greenwich marinas do not provide any maintenance, boat repair, or hauling services
 - i. Greenwich utilizes permitted marine vendors for boat repairs and services
 1. Vendors apply for permits from the Town
 2. These vendors operate entirely separately from the Town/Marinas
 - c. Greenwich marinas also do not offer mooring space/fees; this is the responsibility of the Harbor Management Commission.
 - d. The marinas do not sell boating supplies
3. Collection types
 - a. All revenues for marina services are collected at the Town Hall Parks and Recreation Office, online (processed through the Parks and Recreation Office), or mailed into the Parks and Recreation Office; no money is exchanged or handled directly at the Greenwich marinas
 - b. The Parks and Recreation Office will accept the following forms of payment for marina services
 - i. Cash
 - ii. Check
 - iii. Credit/debit cards
 - iv. Online Payments
 - c. All fees are processed through the RecTrac Parks and Recreation software
4. Software Systems for managing Marina operations

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

- a. RecTrac Parks and Recreation software is used as the primary system for managing all revenues, boaters, residents and marina accounts
 - i. The Parks and Recreation office within Town Hall is also integrated with the RecTrac software
 - ii. RecTrac is also used to create an invoice for transient boater storage (tie-up) which is sent out via mail or email to the boat owner
 - 1. Note: Transient storage is the only marina fee/service that is not collected “up front” prior to the boater utilizing the service/storage/rental
 - b. The recording of finances/revenues collected by the marina division are maintained in the Town’s financial management system, MUNIS
 - c. At this time, there is no automated integration/interface between RecTrac and MUNIS
 - i. This capability does exist, and the Town is aware/has plans to automate the two (2) systems in the future
 - ii. Currently, as part of regular reconciliation, the Parks and Recreation office runs a report out of RecTrac for Town Treasury that identifies the journal entry “upload” for pulling marina revenues into MUNIS (the data is manually entered/keyed-in at this time)
 - iii. Account numbers for the various revenue streams (e.g. winter storage, slip rentals) are identical between MUNIS and RecTrac
 - iv. MUNIS and RecTrac are reconciled weekly by the Parks and Recreation and Town Finance/Treasury staff
 - d. Microsoft Excel
 - i. To manage waitlists, dock slips, marina assignments and other marina data, Microsoft Excel is used by Parks and Recreation marina staff
5. Resident Validation Process
- a. The Town’s Park and Recreation Department has a thorough process that is performed annually (every 3 years for Seniors) to confirm residency before customers can access/register for any recreational programs

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

- i. Approximately 45,000 user accounts exist in RecTrac. Parks and Recreation staff set these accounts to “nonresident” each year and then activate them one by one, as account holders validate their Greenwich residency
 - ii. Residents can upload their identification (2 forms required for the primary account holder, 1 form required for all additional family members) directly to RecTrac online and can present forms of ID in person to the Town, or the mail forms in
 - b. Greenwich residency is required for all marina services aside from transient storage and the 30 non-resident boat launch permits distributed annually
 - c. The process workflow for residency validation is included in the Appendix of this report
- 6. Reconciliation Processes & Bank Deposit
 - a. At the end of each business day, the Parks and Recreation Office performs a final count of all money collected and then staff formally sign off. The money (cash/checks) are picked up by Brinks for bank deposit the next day
 - i. Money is kept in a safe within the Office until pickup
 - ii. The bank mails a deposit slip/receipt directly back to the Parks and Recreation office
 - b. Staff run a daily GL Distribution report out of RecTrac which captures all the revenue activity that occurred for the marinas (including a summary of credit cards, checks, and cash activities)
 - i. This report is later provided to Treasury along with the bank deposit slip(s)
 - ii. The Revenue Clerk, within the Treasury Department, later uses this report to manually enter the marina revenues into MUNIS, on weekly basis
 - iii. The Treasury Clerk then reconciles the Parks and Recreation bank account/cash account and MUNIS, on a monthly basis
 - 1. The Treasurer reviews and signs off on the monthly reconciliation.
 - 2. Reconciliations are expected to be completed, reviewed, signed off by the 25th of the subsequent month but no later than the last day of the month

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

- c. For credit cards, the Treasury Department runs a daily report from JP Morgan Chase to view all Greenwich credit card activity Town-wide. The pages showing activity pertaining to Parks and Recreation are extracted and provided to the Parks and Recreation Customer Service Supervisor for review and confirmation of activity
 - i. Marina Parks and Recreation staff confirm their JP Morgan credit card activity against RecTrac daily revenue reports and notifies their approval to the Customer Service Supervisor
 - ii. The Customer Service Supervisor relays the confirmation to Treasury by signing and returning all credit card/revenue reports
- d. The reconciliation process workflows are included in the Appendix of this report

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

Overall Audit Conclusion

blumshapiro determined an overall audit rating of “Satisfactory” for the audit of the Greenwich Marinas and Boat Yard for the Town of Greenwich. blumshapiro did note some minor exceptions related user access in MUNIS and delayed revenue posting in MUNIS.

Control Findings and Recommendations

blumshapiro identified and reviewed financial and operational controls regarding Marina operations. The below findings and recommendations were noted in conjunction with our analysis.

1. **Finding** – MUNIS user access rights were reviewed. Two (2) user access rights were deemed inappropriate, as they are employees of the Golf course. These employees are Assistant Operations Manager – Golf and Operations Manager – Golf.
 - a. blum performed a review of user access rights and permissions within MUNIS as it relates to the marina accounts. The following users were identified:
 - i. Director - Parks and Recreation
 - ii. Assistant Director of Parks and Recreation
 - iii. Executive Assistant to Director of Parks & Recreation
 - iv. Business Operations Supervisor – Parks and Recreation
 - v. Marine & Facilities Operations (MFO) Operations Manager – Parks and Recreation
 - vi. MFO Superintendent – Parks and Recreation
 - vii. Customer Service Supervisor – Parks and Recreation
 - viii. Recreation Supervisor – Parks and Recreation
 - ix. Recreation Supervisor – Parks and Recreation
 - x. Account Clerk/Accounts Receivables – Parks and Recreation (also handles payroll issues for Parks and Recreation)
 - xi. Account Clerk/Accounts Payable – Parks and Recreation
 - xii. Account Clerk – Parks and Recreation

IV. Town of Greenwich – Marina Audit – Findings & Recommendations

- xiii. Assistant Operations Manager – Golf
 - xiv. Operations Manager – Golf
- b. GL rights and abilities within the Marina accounts for the staff above appear reasonable with the exceptions of the two employees from the golf course, Assistant Operations Manager and Operations Manager
1. **Recommendation** – Perform an Annual Review of User Roles and Access Within MUNIS
- a. We recommend that the Finance department work with IT in reviewing users' access on MUNIS at least on an annual basis. As a part of this review, the findings and results should be documented to ensure that action is taken if exceptions are found during the review. Performing an annual user access review will allow the Town of Greenwich to ensure that each user has appropriate MUNIS access as well as give Town of Greenwich an opportunity to find users that should be removed from MUNIS.
2. **Finding** – Lack of formal documented policy and procedures
- a. During the process walkthroughs, blumshapiro noted the marina did not have detailed documented policy and procedures manual related to the revenue collections process or daily operations. Various forms do exist and are used to process and track financial transactions. However, no formal policy and procedures manual was available that identifies all the policies, procedures, protocols and controls that should be followed.
2. **Recommendation** – Develop and document a comprehensive policy and procedures manual
- a. We recommend that a documented policy and procedure manual be developed to provide a roadmap of processes, responsibilities and key controls to be adhered to by the Marina personnel for the purposes of accountability and training of employees. Although existing staff may have a reasonable idea of what is required in the daily operations of the marina, it will be difficult to ensure consistency and accuracy of responsibilities and key controls if they are not documented. A documented, comprehensive manual will provide both the marina and Parks and Recreation management team with the policy and procedures necessary to ensure all key control activities are adhered to and task responsibilities assigned to appropriate key personnel.

V. Town of Greenwich – Marina Audit – Audit Testing

Marina Controls Testing

As part of this audit, blumshapiro tested the activities within marina operations for the 2018-2019 and 2019-2020 fiscal years. For each control, blum assessed the control for effectiveness and provided an audit conclusion of “Satisfactory,” “Needs Improvement,” “Unsatisfactory,” “Inconclusive,” or “Not Applicable.”

Audit Conclusion Key	
Conclusion Rating	Rating Calculation/Logic
Satisfactory	75-100% of the samples selected for testing passed the test criteria with no exceptions
Needs Improvement	50% or more of the samples selected for testing passed the test criteria with exceptions
Unsatisfactory	50% or more of the samples selected for testing did not pass test criteria; exceptions were noted
Inconclusive	Audit test files and/or supporting documents were not available during testing; unable to conclude on testing results
Not Applicable	Testing was not applicable for the selected control

Summary test results are on the following pages. Tests include:

1. Revenue Collection
2. Revenue Reconciliation
3. Credit Card Reconciliation
4. Monthly Reconciliations

V. Town of Greenwich – Marina Audit – Audit Testing

1. REVENUE COLLECTION

#	Control Test	Results 2018-2019										
		Dock Space & Slip Rentals	Facility Use Permits	Non Resident Permits	Winter Storage	Transient Slip	Rack Storage	Trailer Storage	Power washing	Stand Storage	Dry Sail	Locker Rentals
REC.1	Payment processing occurs by P&R Office; a receipt is provided to the resident (mail or email).	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
REC.2	Receipt agreed to Marina Fee Schedule	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
#	Control Test	Results 2019-2020										
		Dock Space & Slip Rentals	Facility Use Permits	Non Resident Permits	Winter Storage	Transient Slip	Rack Storage	Trailer Storage	Power washing	Stand Storage	Dry Sail	Locker Rentals
REC.1	Payment processing occurs by P&R Office; a receipt is provided to the resident (mail or email).	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory
REC.2	Receipt agreed to Marina Fee Schedule	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory

Summary findings for 2018-2019 Revenue Collection

Approximately twenty-five-hundred (2,500) receipts were identified and one hundred (100) receipts were tested across the eleven (11) Marina revenue streams identified. Of the one hundred (100) receipts tested:

- a. One hundred were completely and accurately recorded in RecTrac. (REC.1 and REC.2). However, it was noted three (3) receipts were charged partial amounts that did not agree to the Marina Fee Schedule. Upon further review it was noted these charges were related to partial use of the Marina services. Revenue calculated and recorded appropriately and therefore did not warrant a finding.

V. Town of Greenwich – Marina Audit – Audit Testing

Summary findings for 2019-2020 Revenue Collection

Approximately twenty-five-hundred (2,500) receipts were identified and one hundred (100) receipts were tested across the eleven (11) Marina revenue streams identified. Of the one hundred (100) receipts tested:

- a. One hundred were completely and accurately recorded in RecTrac. (REC.1 and REC.2)

V. Town of Greenwich – Marina Audit – Audit Testing

2. REVENUE RECONCILIATION

WRR.1	At the end of each business day, final count of money collected each day is performed by P& R Office; signoff occurs. P&R office runs a GL Distribution report out of RecTrac	Satisfactory	Satisfactory
WRR.2	The next business day, the marina money (cash/checks collected at P&R Office) is picked up by Brinks for bank deposit.	Satisfactory	Satisfactory
WRR.3	P&R Office provides Treasury with a copy of GL Report and bank deposit receipt. Note: Additionally, P&R provides Treasury the GL report showing the intended interface entry for RecTrac to MUNIS.	Satisfactory	Satisfactory
WRR.4	Revenue Clerk/Treasury enters the data/revenues into MUNIS by collection type/account.	Satisfactory	Satisfactory

V. Town of Greenwich – Marina Audit – Audit Testing

Summary findings for 2018-2019 Revenue Reconciliation

Eight (8) weeks were selected for testing and included the following: April 15, 2018; May 13, 2018; June 10, 2018; July 1, 2018; August 5, 2018; September 9, 2018; January 27, 2019 and March 31, 2019. Of the eight (8) weeks:

- a. Eight (8) weekly revenue cash/check deposits agreed to the RecTrac GL Distribution Report, without exceptions (WRR.1)
- b. Eight (8) weekly revenue cash/check deposits were posted timely to the bank, without exception (WRR.2)
- c. Eight (8) weekly revenue cash/check deposits agreed to the total deposit per the JP Morgan Chase Bank, without exception (WRR.3)
- d. Eight (8) weekly revenue cash/check deposits agreed to the total deposit per MUNIS (WRR.4)

Summary findings for 2019-2020 Revenue Reconciliation

Eight (8) weeks were selected for testing and included the following: April 21, 2019; June 30, 2019; July 7, 2019; August 11, 2019; September 29, 2019; November 10, 2019; January 26, 2020 and February 23, 2020. Of the eight (8) weeks:

- a. Eight (8) weekly revenue cash/check deposits agreed to the RecTrac GL Distribution Report, without exceptions (WRR.1)
- b. Eight (8) weekly revenue cash/check deposits were deposited timely to the bank, without exception (WRR.2)
- c. Eight (8) weekly revenue cash/check deposits agreed to the total deposit per the JP Morgan Chase Bank, without exception (WRR.3)
- d. Eight (8) weekly revenue cash/check deposits agreed to the total deposit per MUNIS (WRR.4). However, of the eight (8) revenue cash/check deposits tested it was noted that two (2) revenue cash/check deposits were posted more than one (1) month after the revenue was recorded in RecTrac.
 - i. Total Marina deposit of \$593.25 was recorded in RecTrac on 10/31/2019 and deposited on 11/1/2019. The revenue was then recognized in MUNIS on 12/13/2019 as part of batch 252. Revenue was posted approximately one and a half months in MUNIS after revenue was posted in RecTrac and not recognized in the month revenue was earned.

V. Town of Greenwich – Marina Audit – Audit Testing

- ii. Total Marina deposit of \$630 was recorded in RecTrac on 3/23/2020 and deposited on 3/24/2020. The revenue was then recognized in MUNIS on 5/15/2020 as part of batch 277. Revenue was posted approximately one and a half months in MUNIS after revenue was posted in RecTrac and not recognized in the month revenue was earned.

V. Town of Greenwich – Marina Audit – Audit Testing

3. CREDIT CARD RECONCILIATION

#	Control Test	Results	
		2018-2019	2020-2019
CCR.1	Each Division reviews their JP Morgan activity against RecTrac GL Distribution Report credit card activity and verify the balance agrees prior to Treasury for inputting into MUNIS.	Satisfactory	Satisfactory
CCR.2	Revenue Clerk enters the marina revenues into MUNIS by collection type/account.	Satisfactory	Satisfactory

Summary findings for 2018-2019 Credit Card Reconciliation

Eight (8) weeks were selected for testing and included the following: April 15, 2018; May 13, 2018; June 10, 2018; July 1, 2018; August 5, 2018; September 9, 2018; January 27, 2019 and March 31, 2019. Of the eight (8) weeks we tested a total of fifteen (15) daily deposits and noted the following:

- a. Eight (8) weekly credit card deposit balances identified on the JP Morgan Chase bank statement as a Marina transaction agreed to the RecTrac GL Distribution Report credit card activity, without exception (CCR.1)
- b. Eight (8) weekly credit card deposits were entered into MUNIS completely and accurately (CCR.2)

V. Town of Greenwich – Marina Audit – Audit Testing

Summary findings for 2019-2020 Credit Card Reconciliation

Eight (8) weeks were selected for testing and included the following: April 21, 2019; June 30, 2019; July 7, 2019; August 11, 2019; September 29, 2019; November 10, 2019; January 26, 2020 and February 23, 2020. Of the eight (8) weeks we tested a total of fifteen (15) daily deposits and noted the following:

- a. Eight (8) weekly credit card deposit balances identified on the JP Morgan Chase bank statement as a Marina transaction agreed to the RecTrac GL Distribution Report credit card activity, without exception (CCR.1)
- b. Eight (8) weekly credit card deposits were entered into MUNIS completely and accurately (CCR.2)

V. Town of Greenwich – Marina Audit – Audit Testing

4. MONTHLY RECONCILIATION

#	Control Test	Results	
		2018-2019	2020-2019
MRR.1	Treasury Clerk reconciles the Parks and Recreation bank account (cash account) and MUNIS	Satisfactory	Satisfactory
MRR.2	Treasurer reviews the reconciliation and signs off. Note: Reconciliations are expected to be completed, reviewed and signed off by the 25th but no later than the last day of the subsequent month	Satisfactory	Satisfactory

Summary findings for 2018-2019 Monthly Reconciliation

Four (4) months were selected for testing and included the following: May 2018, June 2018, July 2018; and March 2018. Of the four (4) months:

- a. Four (4) bank reconciliations were complete and accurate and agreed to MUNIS, without exception (MRR.1)
- b. Four (4) bank reconciliations were signed timely, no later than the last business day of the subsequent month, as evidence of review (MRR.2)

V. Town of Greenwich – Marina Audit – Audit Testing

Summary findings for 2019-2020 Monthly Reconciliation

Four (4) months were selected for testing and included the following: April 2019, June 2019, August 2019; and January 2020. Of the four (4) months:

- a. Four (4) bank reconciliations were complete and accurate and agreed to MUNIS, without exception (MRR.1)
- b. Four (4) bank reconciliations were signed timely, no later than the last business day of the subsequent month, as evidence of review (MRR.2)

V. Town of Greenwich – Marina Audit – Audit Testing

Management Comments

The following responses were provided by Blaize Levitan, Assistant Director, Parks and Recreation, Town of Greenwich, after review of this audit report.

1. **Finding #1** – Two (2) user access rights were deemed inappropriate, as they are employees of the Golf course.
 - a. Management Response: Parks and Recreation has reviewed the MUNIS access and is working with Finance to change access for the Golf personnel. We will review MUNIS access for all divisions going forward, on a regular basis, to ensure only the appropriate staff have access to only those accounts needed.

2. **Finding #2** – Lack of formal documented policy and procedures
 - a. Management Response: The Parks and Recreation Department acknowledges finding #2 in the Marina Audit. Per the recommendation, we will collect and review existing forms and policies, and develop a single comprehensive Policy and Procedure Manual for the marinas that identifies all policies, protocols, and controls related to the revenue collections process and daily operations. We will establish the outline and gather the information by end of January, begin creating and compiling a draft by end of February, and have a completed document by end of March (Version 1).

3. **Summary findings for 2019-2020 Revenue Reconciliation** – Two (2) revenue cash/check deposits were posted more than one (1) month after the revenue was recorded in RecTrac.
 - a. Management Response: In reference to the extended MUNIS posting referenced in Section V.d.i. of the Marina Audit, totaling \$593.25, the delay in MUNIS positing was due to a delay in the receipt from the bank, which was not returned until 11/26/19. A copy was sent as the original was never received by Parks and Rec. Treasury won't have the details to post the revenue in MUNIS until we provide them with the GL accounts. We can't send the GL accounts without the cash receipts from the bank.

In reference to the extended MUNIS posting referenced in Section V.d.ii of the Marina Audit, totaling \$630.00, the delay in MUNIS positing was due to the COVID-19 pandemic and its impact on Town Hall operations.

V. Town of Greenwich – Marina Audit – Appendix

Appendix A – Interview List

The following staff was directly involved in providing information for the Marina Audit. The blumshapiro team thanks all who participated for their time, knowledge and efforts. The individuals that participated included:

Town of Greenwich Interview List

Staff	
Tom Greco – Parks and Recreation Assistant Director	Anita Wood, Parks and Recreation Customer Service Supervisor
Kim Ambrosecchia – Parks and Recreation Business Operations Supervisor	Amy Hansen – Operation Manager, Boats & Harbor

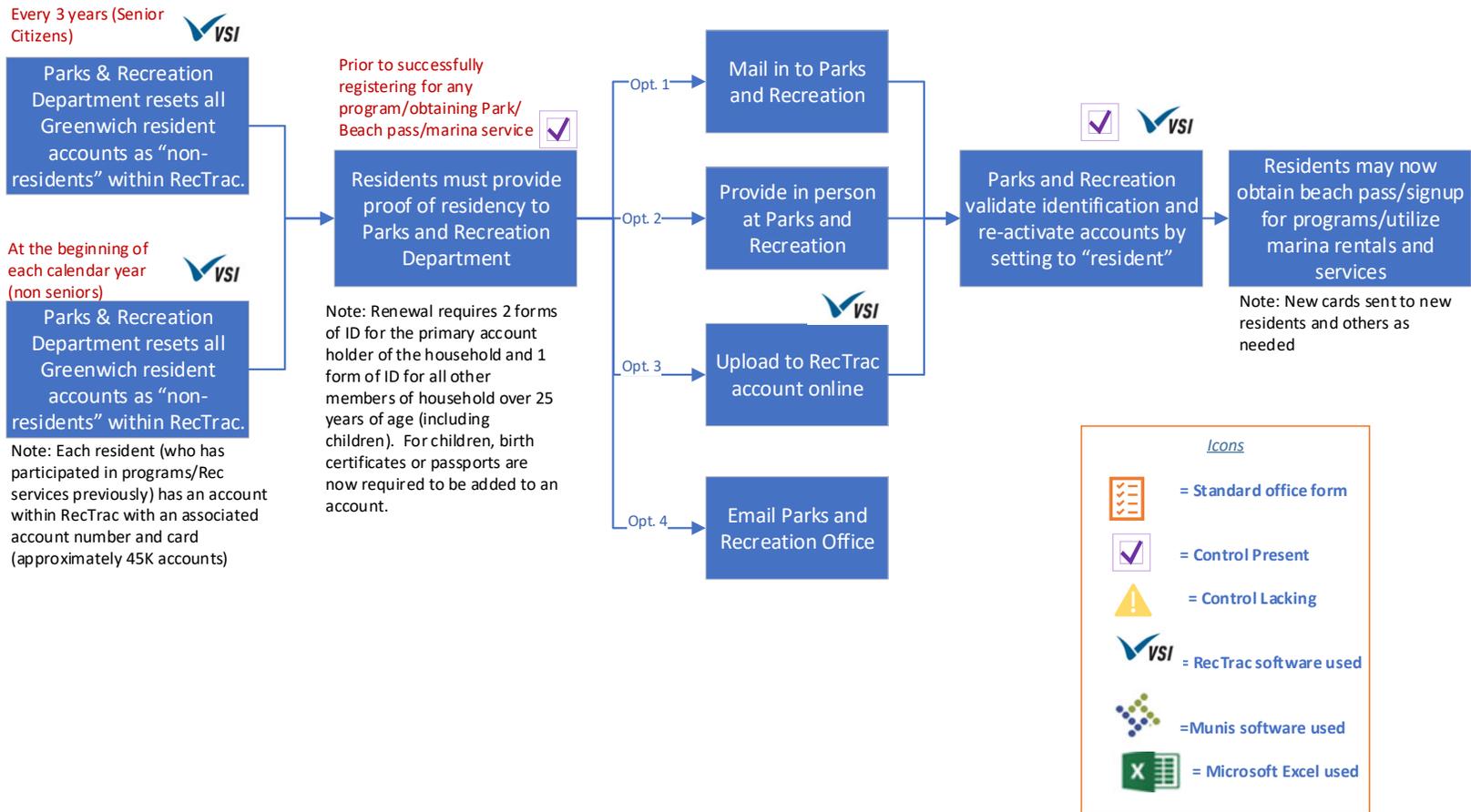
Appendix B – Process Workflows

blumshapiro mapped a number of operational/process workflows relating to operations of the Greenwich marinas. The following workflows are mapped on the continuing pages:

- Resident Validation process
- Revenue Collection – Dock Space/Slip Rentals process
- Revenue Collection – Winter Storage process
- Revenue Collection – Transient Storage process
- Revenue Collection – Rack Storage process
- Revenue Collection – Stand Storage process
- Revenue Collection – Dry Sail process
- Revenue Collection – Trailer Storage process
- Revenue Collection – Locker Rentals process
- Revenue Collection – Power-washing Service process
- Revenue Collection – Non-resident Boat Launch Permits process
- Reconciliations

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Greenwich Marinas Resident Validation Process

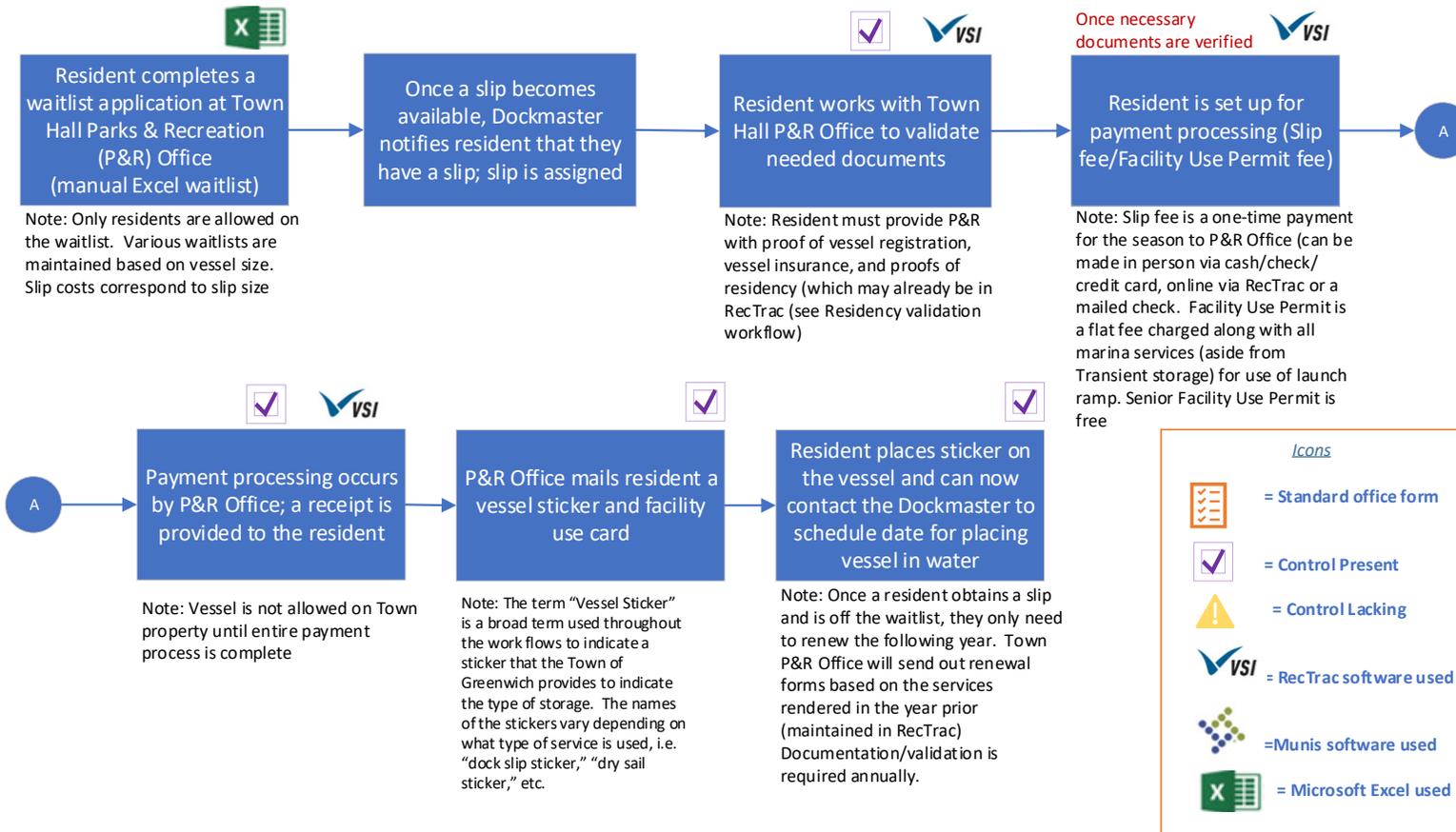


V. Town of Greenwich – Marina Audit – Appendix

Greenwich Marina

Revenue Collection – Dock Space/Slip Rentals

Marina use/season begins April 15 of each year; renewal process can occur between January and April; residents can apply to waitlist at any time. Renewal process for repeat customers begins in January



V. Town of Greenwich – Marina Audit – Appendix

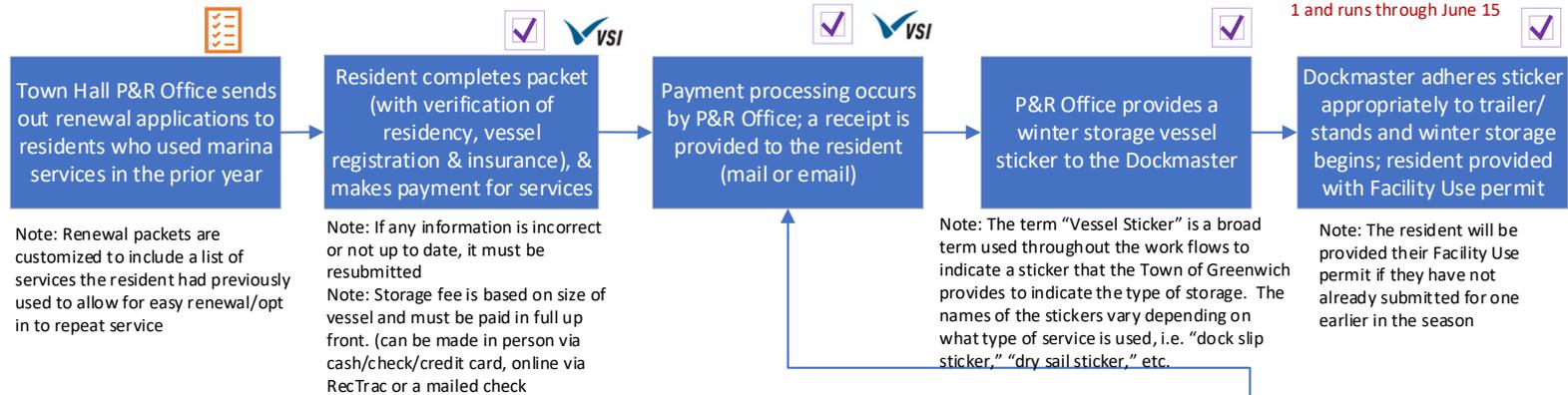
Greenwich Marina

Revenue Collection – Winter Storage

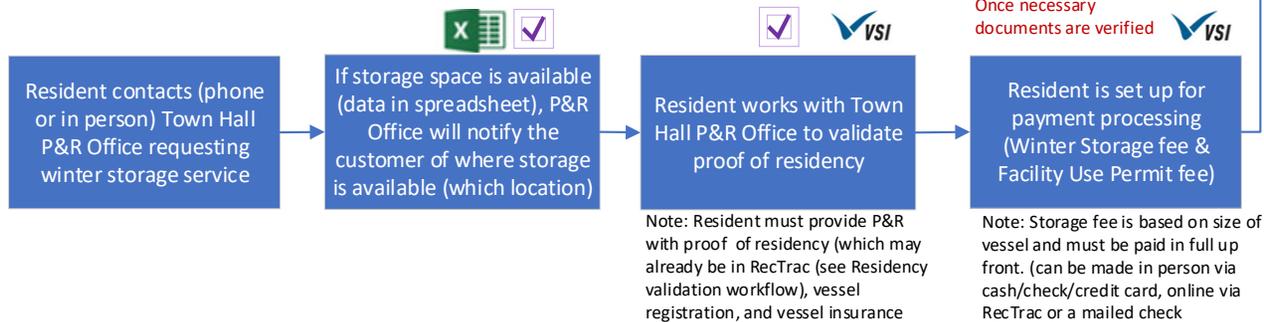
Returning Customers

Winter storage sign-up/set up process typically begins in mid-August

Winter storage for returning customers starts on September 1 and runs through June 15



New Customers



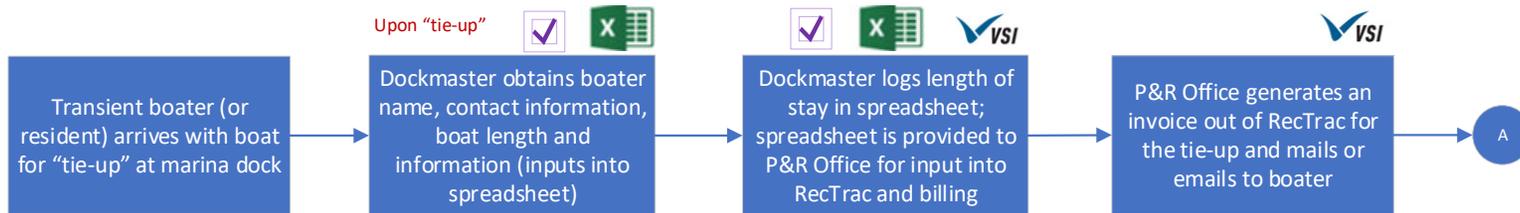
Icons

- = Standard office form
- = Control Present
- = Control Lacking
- = RecTrac software used
- = Munis software used
- = Microsoft Excel used

V. Town of Greenwich – Marina Audit – Appendix

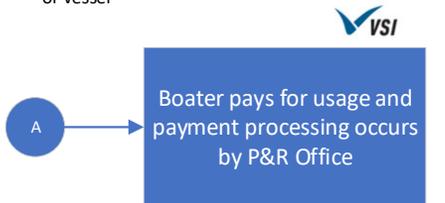
Greenwich Marina

Revenue Collection – Transient Storage
(Dock at Grass Island Marina)



Note: Fees vary based on vessel size and length of stay

- No fee for < 2 hrs.
- Day tie up: 2+ hrs. but not overnight
- Overnight: boater billed based on size of vessel



Note: Residents have the option to pay online via credit card on RecTrac; all boaters can pay via mailed in check or in person at Town Hall P&R Office with cash/check/credit card

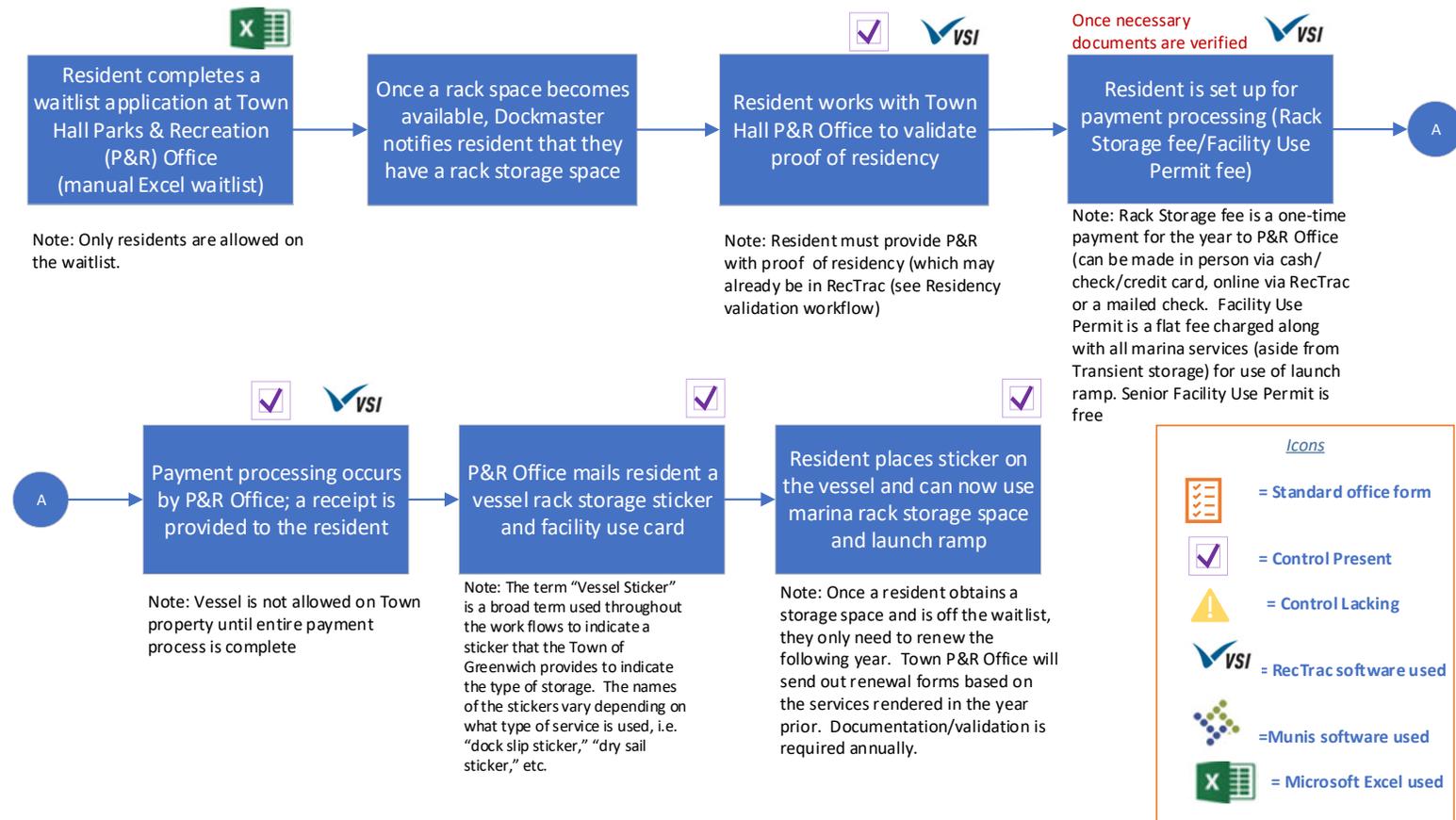
Icons

- = Standard office form
- = Control Present
- = Control Lacking
- = RecTrac software used
- = Munis software used
- = Microsoft Excel used

V. Town of Greenwich – Marina Audit – Appendix

Revenue Collection – Rack Storage

Marina use/season begins April 15 of each year; renewal process can occur between January and April; residents can be apply to waitlist at any time. Renewal process for repeat customers begins in January. Rack storage is a year-long service from April 15th to April 14 the following year.

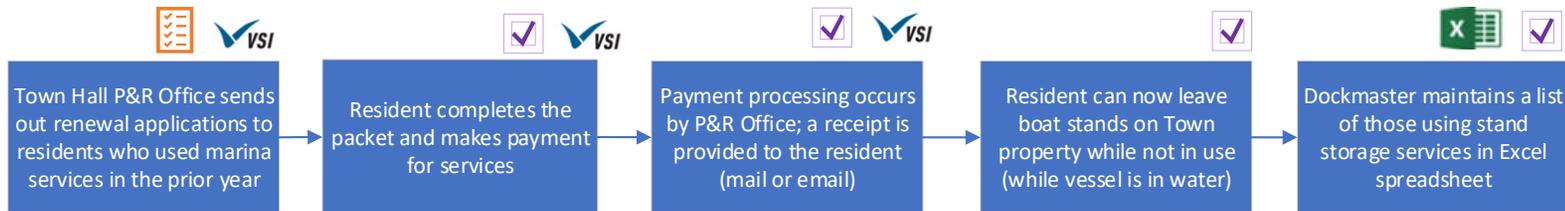


V. Town of Greenwich – Marina Audit – Appendix

Greenwich Marina

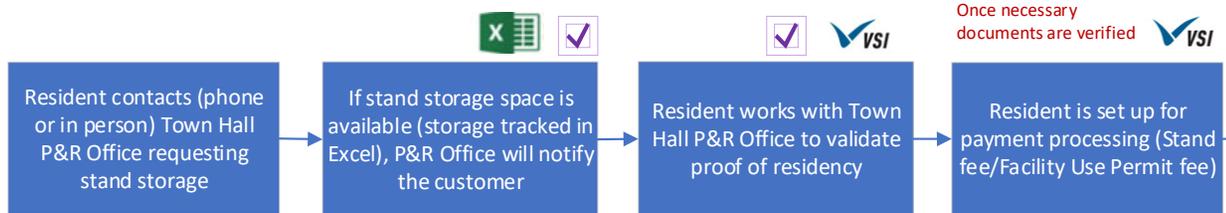
Revenue Collection – Stand Storage

Returning Customers



Note: Renewal packets are customized to include a list of services the resident had previously used to allow for easy renewal/opt in to repeat service; History of services resides in RecTrac

New Customers



Note: Resident must provide P&R with proof of residency (which may already be in RecTrac (see Residency validation workflow)

Once necessary documents are verified
 Note: Stand storage fee must be paid in full up front. (can be made in person via cash/check/credit card, online via RecTrac or a mailed check

Icons

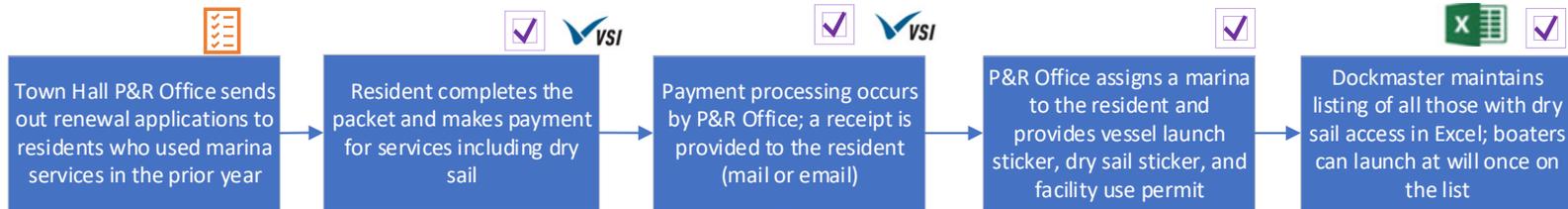
- = Standard office form
- = Control Present
- = Control Lacking
- = RecTrac software used
- = Munis software used
- = Microsoft Excel used

V. Town of Greenwich – Marina Audit – Appendix

Revenue Collection – Dry Sail

Dry Sail is for the use on a Greenwich Marina on-premise trailer to launch small boats. There is no dry sail service at the Byram marina.

Returning Customers



Note: Renewal packets are customized to include a list of services the resident had previously used to allow for easy renewal/opt in to repeat service

Note: Dry sail must be paid in full up front. (can be made in person via cash/check/credit card, online via RecTrac or a mailed check

Note: If resident prefers another marina, they coordinate with P&R Office and Dockmaster

Note: The term "Vessel Sticker" is a broad term used throughout the work flows to indicate a sticker that the Town of Greenwich provides to indicate the type of storage. The names of the stickers vary depending on what type of service is used, i.e. "dock slip sticker," "dry sail sticker," etc.

New Customers



Note: Resident must provide P&R with proof of vessel registration, vessel insurance, and proofs of residency (which may already be in RecTrac (see Residency validation workflow)

Once necessary documents are verified

Note: Fees must be paid in full up front. (can be made in person via cash/check/credit card, online via RecTrac or a mailed check

Icons

- = Standard office form
- = Control Present
- = Control Lacking
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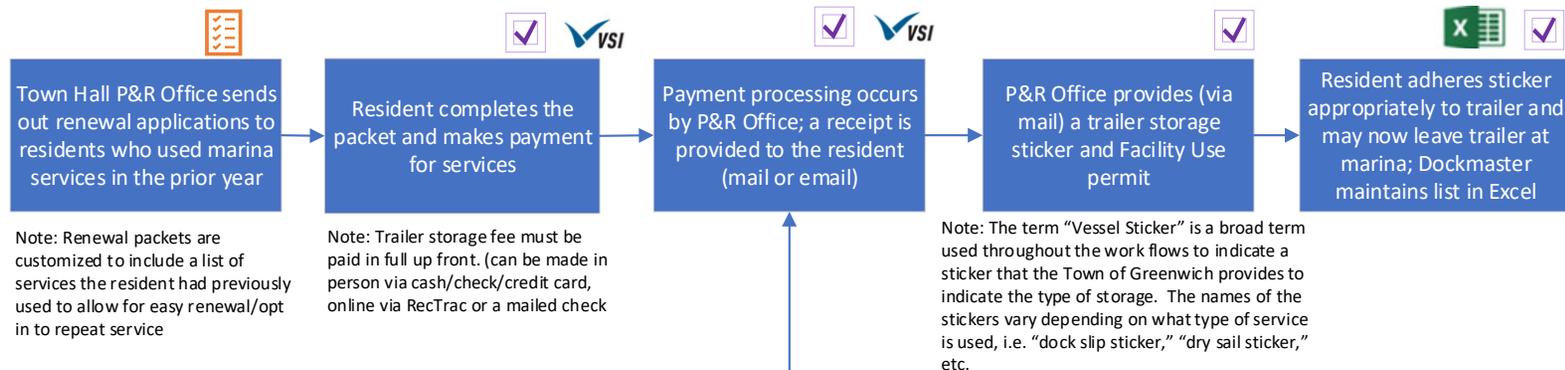
V. Town of Greenwich – Marina Audit – Appendix

Greenwich Marina

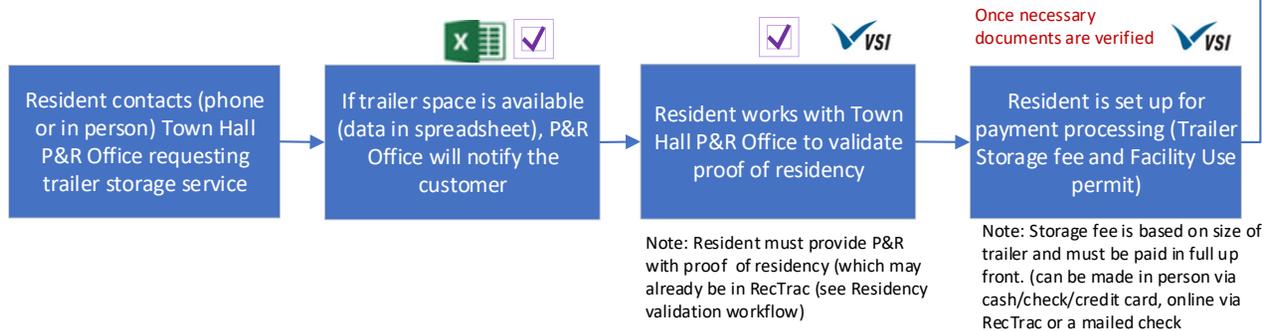
Revenue Collection – Trailer Storage

Returning Customers

Trailer storage allows residents to leave their boat trailers on Town property at the Greenwich marinas



New Customers



Icons

- = Standard office form
- = Control Present
- = Control Lacking
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- = Microsoft Excel used

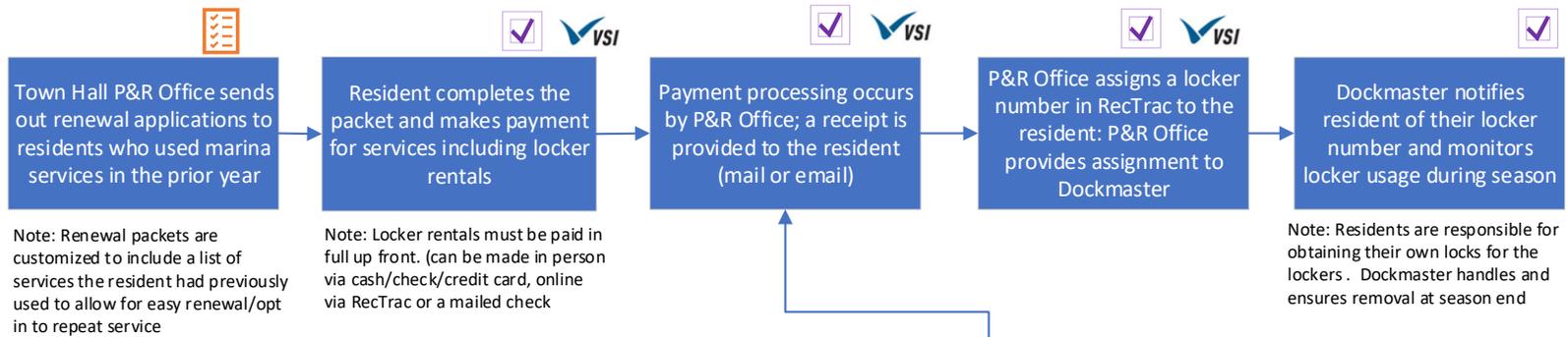
V. Town of Greenwich – Marina Audit – Appendix

Greenwich Marina

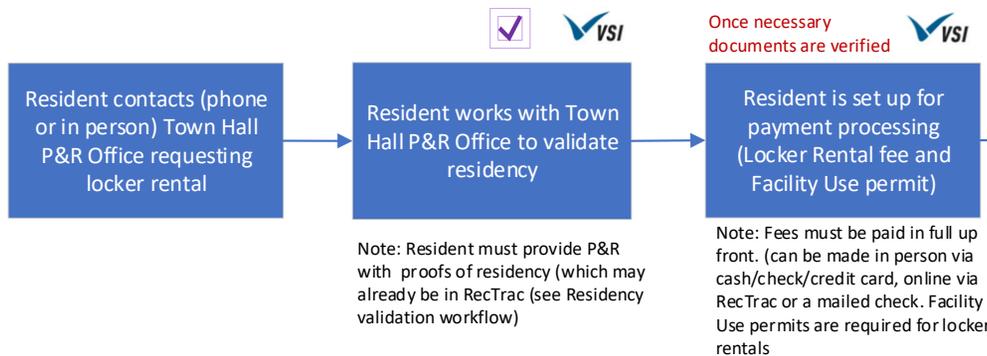
Revenue Collection – Locker Rentals

Locker rentals are only for Greenwich residents and only for the duration of the marina season

Returning Customers



New Customers



Icons

- = Standard office form
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- = Microsoft Excel used

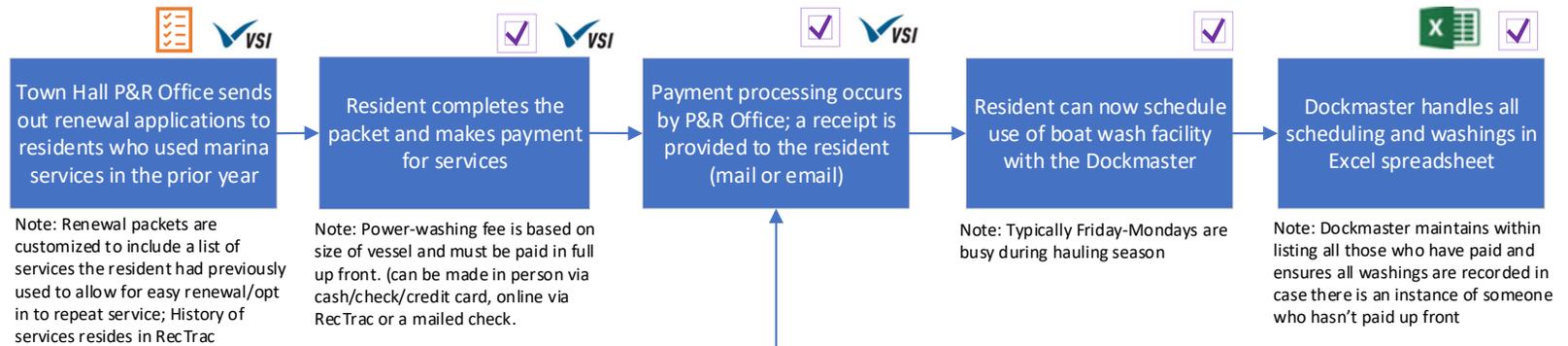
V. Town of Greenwich – Marina Audit – Appendix

Greenwich Marina

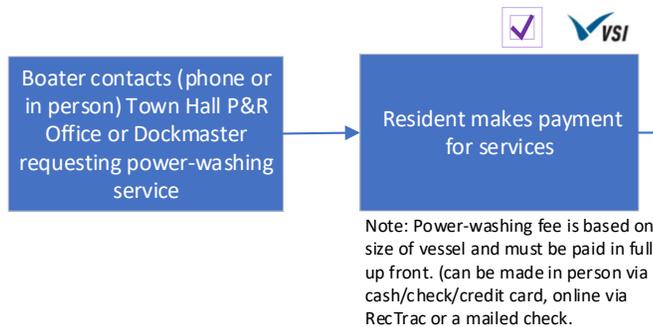
Revenue Collection – Power-washing Service

Power-washing/boat cleaning service typically occurs once per season, generally prior to winter storage for the end of season. The Marinas have power-washing staff/ crews and one bay/power-wash pad at three of the marinas: Grass Island, Cos Cob, and Greenwich Point.

Returning Customers



New Customers



Icons

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V. Town of Greenwich – Marina Audit – Appendix

Greenwich Marina

Revenue Collection – Non-resident Boat Launch Permits

Greenwich Parks and Recreation Office typically holds one “non-resident permit day” around April 15th of each year. 15 permits are allotted to non-Greenwich residents to Grass Island Marina and 15 permits are allotted to non-Greenwich residents at Cos Cob Marina for permits to launch their boats. Launch season typically closed by Nov. 15th

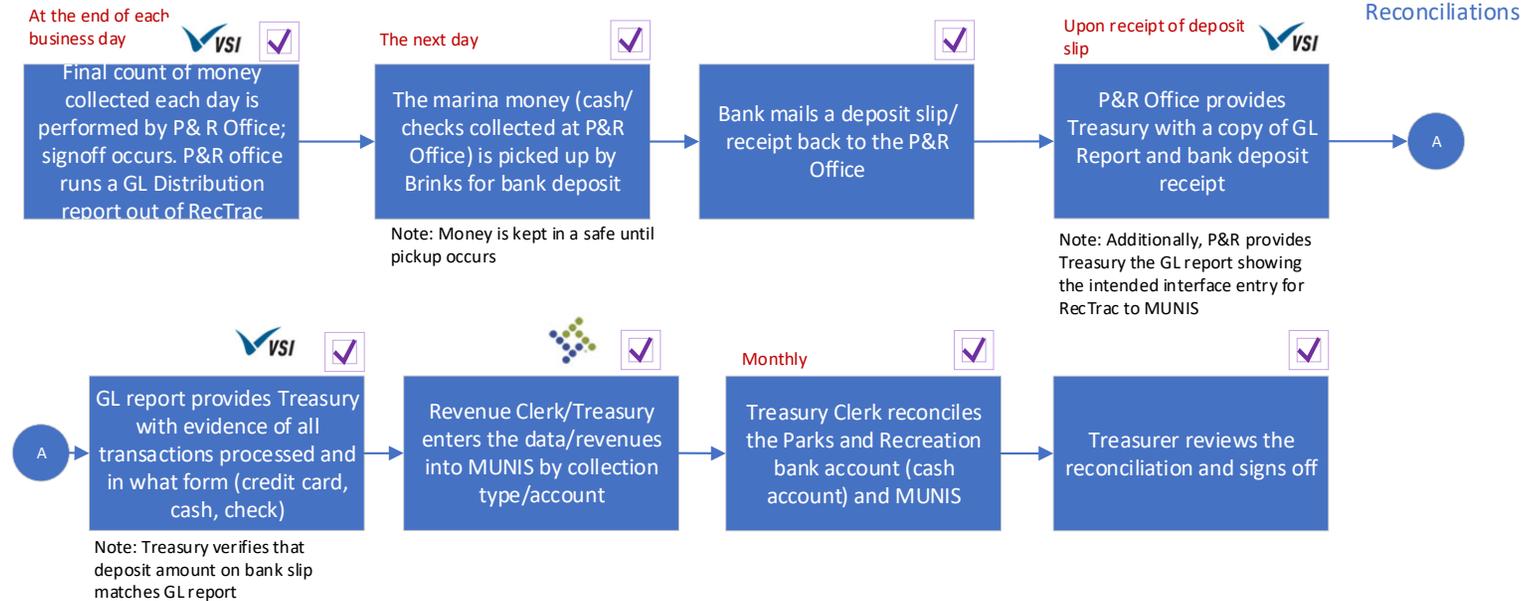


Icons

-  = Standard office form
-  = Control Present
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-  = Munis software used
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RecTrac/MUNIS Reconciliation



Credit Card Reconciliation

