



## Marine Trades Survey Results 4/29/10

Please note that response percentage uses 17, the number of survey responses, as the denominator and is the reason why the percentage does not add up to 100%.

### Question 1:

What type of business are you? - check all that apply	Responses	Percent
Boatyard/Boat Repair	10	59%
Boat Builder	3	18%
Canvas maker/Repair (interior or exterior)	0	0%
Boating Equipment Manufacturer	1	6%
Marina	4	24%
Surveyors	1	6%
Boating Equipment Retail	3	18%
Brokerage/Yacht Sales	2	12%
Dealer	2	12%
Engine Sales	2	12%
Other, please specify	4	24%

#	Written Responses:
1	Marine Assistance Provider
2	Inflatable boats & Inflatable life rafts
3	Marine Assistance Towing

### Question 2:

How many years have you been in business?	Response
1	18
2	64
3	100+
4	17 years
5	20
6	91
7	96
8	1 yr. New owners since 2/09
9	32 years
10	38
11	85
12	43 yrs
13	16
14	17
15	19

### Question 3:

What kind of business are you?	Responses	Percent
LLC	4	24%
INC	7	41%
DBA	1	6%

Sub S Corp	4	24%
Public	1	6%
Private	0	0%
Other, please specify	0	0%

**Question 4:**

Where is your business located?	Responses	Percent
Coastal waterfront	12	71%
Inland waters waterfront	2	12%
Upland	3	18%

**Question 5:**

How many employees (not including subcontractors) does your company normally employ? (leave answer blank to indicate zero)	1	2	3	4	5	6	7	8	9	10	11+
Full-time year-round	5	2	2	1	1	0	0	0	1	1	4
Part-time year-round	6	2	0	0	0	0	0	0	0	0	0
Full-Time seasonal	1	3	0	1	0	0	0	0	0	1	1
Part-time seasonal	1	2	1	3	0	0	0	0	0	0	0

**Question 6:**

Please indicate the number of Year-Round employees whose PRIMARY job can be described by the title below. -please allocate only one title per employee							
	1	2	3	4	5	6	Total
Master Tech	4	1	0	0	0	1	12
Diesel Tech	2	1	0	0	0	0	4
Inboard Gas Engine Tech	3	1	0	0	0	0	5
Outboard Tech	4	0	0	0	0	0	4
Stern drive Tech	1	0	0	0	0	0	1
Electrical Tech	4	1	1	0	0	0	9
Rigger	1	0	1	0	0	0	4
Painter/Varnisher	1	0	1	3	0	0	16
Fiberglass Tech	3	1	0	1	0	0	9
Carpenter/Joiner	2	2	1	1	0	0	13
Welder/Fabricator	1	1	0	0	0	0	3
Boat Yard Laborer	4	1	2	0	0	0	12
Travel-Lift Operator	3	2	0	0	0	0	7
Boat Washer/Cleaner	0	1	0	0	0	0	2
Dock Master	3	0	0	0	0	0	3
Dock/Gas Dock Attendant	0	0	0	0	0	0	0
Business/Clerical Support	6	1	3	1	0	0	21
Sales Staff	5	1	1	0	0	0	10
Other	4	1	1	1	0	0	13

**Question 7:**

Please indicate the number of Seasonal employees (either full or part-time) whose PRIMARY job can be described by the title below. -please allocate only one job title per employee.						
	1	2	3	4	5	Total

Master Tech	2	0	0	0	0	2
Diesel Tech	0	0	0	0	0	0
Inboard Gas Engine Tech	2	0	0	0	0	2
Outboard Tech	1	2	0	0	0	5
Stern drive Tech	1	0	0	0	0	1
Electrical Tech	0	0	0	0	0	0
Rigger	1	0	0	0	0	1
Painter/Varnisher	0	2	0	0	0	4
Fiberglass Tech	1	0	0	0	0	1
Carpenter/Joiner	0	0	0	0	0	0
Welder/Fabricator	0	0	0	0	0	0
Boat Yard Laborer	2	1	0	1	1	13
Travel-Lift Operator	3	0	0	0	0	3
Boat Washer/Cleaner	1	2	0	0	0	5
Dock Master	1	0	0	0	0	1
Dock/Gas Dock Attendant	1	1	1	1	0	10
Business/Clerical Support	5	0	0	1	0	9
Sales Staff	2	0	0	0	0	2
Other	0	2	0	0	1	9

**Question 8:**

<b>How many people, Year-Round, with the following PRIMARY skills will you be looking to hire in the next five years? -please indicate the number of positions for each job type that you plan to fill.</b>			
	<b>1</b>	<b>2</b>	<b>Total</b>
Master Tech	3	0	3
Diesel Tech	2	1	4
Inboard Gas Engine Tech	3	0	3
Outboard Tech	4	0	4
Stern drive Tech	1	0	1
Electrical Tech	2	1	4
Rigger	2	0	2
Painter/Varnisher	3	1	5
Fiberglass Tech	3	0	3
Carpenter/Joiner	1	0	1
Welder/Fabricator	2	0	2
Boat Yard Laborer	3	2	7
Travel-Lift Operator	0	0	0
Boat Washer/Cleaner	1	0	1
Dock Master	0	0	0
Dock/Gas Dock Attendant	0	0	0
Business/Clerical Support	2	1	4
Sales Staff	2	0	2
Other	2	0	2

**Question 9:**

<b>How many people, Seasonally, with the following PRIMARY skills will you be looking to hire in the next five years? -please indicate the number of positions for each job type that you plan to fill.</b>			
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	1	2	Total
Master Tech	1	0	1
Diesel Tech	1	0	1
Inboard Gas Engine Tech	1	0	1
Outboard Tech	0	0	0
Stern drive Tech	1	0	1
Electrical Tech	0	0	0
Rigger	1	0	1
Painter/Varnisher	0	1	2
Fiberglass Tech	0	0	0
Carpenter/Joiner	0	0	0
Welder/Fabricator	0	0	0
Boat Yard Laborer	2	0	2
Travel-Lift Operator	0	0	0
Boat Washer/Cleaner	2	0	2
Dock Master	0	0	0
Dock/Gas Dock Attendant	1	2	5
Business/Clerical Support	1	0	1
Sales Staff	1	0	1
Other	1	0	1

**Question 10:**

<b>Is your ability to expand and grow your business inhibited by not being able to hire qualified employees?</b>		
	Responses	Percent
Yes	7	41%
No	10	59%

**Question 11:**

<b>Do you find that, as skilled employees retire, it is difficult to find new employees with the same skills to replace them?</b>		
	Responses	Percent
Yes	9	53%
No	8	47%

**Question 12:**

<b>Of the employees that you require, which are the THREE most difficult positions to fill? -please select only three options.</b>		
	Responses	Percent
Master Tech	3	17.6%
Diesel Tech	0	0.0%
Inboard Gas Engine Tech	1	5.9%
Outboard Tech	2	11.8%
Stern drive Tech	3	17.6%
Electrical Tech	4	23.5%
Rigger	1	5.9%
Painter/Varnisher	5	29.4%
Fiberglass Tech	4	23.5%

Carpenter/Joiner	2	11.8%
Welder/Fabricator	1	5.9%
Boat Yard Laborer	0	0.0%
Travel-Lift Operator	0	0.0%
Boat Washer/Cleaner	1	5.9%
Dock Master	0	0.0%
Dock/Gas Dock Attendant	0	0.0%
Business/Clerical Support	2	11.8%
Sales Staff	2	11.8%
Other	3	17.6%

<b>#</b>	<b>Written Responses:</b>
1	Service Director
2	Trained and Licensed Captains
3	Capt

**Question 13:**

<b>Where did your current employees obtain their education, training, or certification before you hired them?</b>		
	<b>Responses</b>	<b>Percent</b>
Directly from Manufacturer/Dealer	7	41%
Non-Profit Organization (e.g. American Boat and Yacht Council)	5	29%
University	3	18%
Community College	2	12%
Vocational School	5	29%
High School	3	18%
Other, please specify	5	29%

<b>#</b>	<b>Written Responses:</b>
1	USCG Licensing, and In house training
2	OJT at previous employers
3	self taught
4	I've done the training for the yard help
5	Salem State College

**Question 14:**

<b>Do you provide formal, on-the-job training?</b>		
	<b>Responses</b>	<b>Percent</b>
Yes	12	71%
No	5	29%

<b>#</b>	<b>Written Responses:</b>
1	Safety Courses and training - Certification Courses Travel Lift -Crane Operations - First Aid - Communication Training - Leadership skills - Etc.
2	Marine Assistance Towing
3	apprentice program
4	Mechanical troubleshooting, fiberglass repair, varnishing, rigging, electronics, hull maintenance

5	Safety Training, Systems Training
6	How to load/unload boats. Blocks & Stands Equipment operation.
7	Safety and environmental training
8	yamaha,suzuki, travel lift,
9	Prior to Manufacturer or Factory trained instruction
10	Commercial Assistance Towing

**Question 15:**

<b>Do you send your employees for further training or certification at your own expense?</b>		
	<b>Responses</b>	<b>Percent</b>
Yes	8	47%
No	9	53%

#	<b>Written Responses:</b>
1	Not any longer
2	We're hoping to in the future.
3	Cannot currently afford to

**Question 16:**

<b>Of the skill sets below, for which would you prefer a new hire to have relevant qualifications or certificates before commencing employment?</b>		
	<b>Responses</b>	<b>Percent</b>
Master Tech	8	47.1%
Diesel Tech	5	29.4%
Inboard Gas Engine Tech	5	29.4%
Outboard Tech	5	29.4%
Stern drive Tech	5	29.4%
Electrical Tech	6	35.3%
Rigger	3	17.6%
Painter/Varnisher	3	17.6%
Fiberglass Tech	5	29.4%
Carpenter/Joiner	4	23.5%
Welder/Fabricator	4	23.5%
Boat Yard Laborer	3	17.6%
Travel-Lift Operator	3	17.6%
Boat Washer/Cleaner	2	11.8%
Dock Master	1	5.9%
Dock/Gas Dock Attendant	0	0.0%
Business/Clerical Support	4	23.5%
Sales Staff	3	17.6%
Other	1	5.9%

#	<b>Written Responses:</b>
1	Schools for tech training insales, service inflatable boats and rafts

**Question 17:**

<b>Do you see the need for local educational centers offering training/certification in multiple marine</b>
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<b>trades skills?</b>		
	<b>Responses</b>	<b>Percent</b>
Yes	13	76%
No	4	24%

#	<b>Written Responses:</b>
1	Need to get set up with the marine engine and supply companies to get people hands on training because companies can't always pay for peoples training
2	Although our "hiring needs" defined above are primarily to replace attrition, a better-educated pool of local people would be a big help. We can't afford to pay qualified candidates to relocate. There seems to be a lot of interest in this area for local programs.
3	Not to discourage training or keeping jobs local which is a good thing, but on the job is best training and I wish there was work enough to want trained help.
4	I think additional education centers as referenced above are long overdue!

**Question 18:**

<b>If you answered YES to Q.17, in what TWO ways would you prefer to see these services delivered? -please select only two options.</b>		
	<b>Responses</b>	<b>Percent</b>
Classroom/Workshops Courses	9	53%
Customized on-site training	5	29%
Customized off-site training	4	24%
On-line Courses	2	12%
Self-Study printed materials	0	0%
Videos or CD-ROMS	1	6%
Other, please specify	1	6%

#	<b>Written Responses:</b>
1	Any type of training is very helpful

**Question 19:**

<b>What would the best time of year for employees to attend training?</b>		
	<b>Responses</b>	<b>Percent</b>
Winter	9	53%
Spring	0	0%
Summer	2	12%
Fall	2	12%

**Question 20:**

<b>If you subcontract work out from your business, why is this?</b>		
	<b>Responses</b>	<b>Percent</b>
Excessive workload	5	29%
Lack of employee expertise	7	41%
Do not subcontract	4	24%
Other, please specify	1	12%

#	<b>Written Responses:</b>
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1	We will sub in future
2	tech skills

**Question 21:**

<b>Do your customers/boaters use subcontractors?</b>	
	<b>Responses</b>
Yes	8
No	8

**Question 22:**

<b>Please estimate how many DIFFERNT contractors enter your facility per year.</b>	
	<b>Responses</b>
1	2
2	0
3	2
4	1
5	1
6	1
7	0
8	0
9	0
10	2
11	0
12	0
13	0
14	1

**Question 23:**

<b>Referring back to Q.22, what type of jobs are the contractors hired to do?</b>	
#	<b>Response</b>
1	Canvas Work, Boat Detailing, Warranty Items, Boat Lettering
2	awl-grip, fiberglass/gel coat, soda blast, bottom paint & wax
3	Surveying, stainless welding, some carpentry and mechanical, rare canvas work
4	Rigging, Welding, Sail Work, Generators
5	Canvas
6	Diesel Tech/Electric Tech/shrink wrap (this yard had an open yard policy, but I'm trying to change that.
7	welding and diesel rebuilds.....interiors and ac
8	shrink wrap / soda blast
9	Assisting with qualified; the repairs and replacing life rafts and inflatable boats at our facility in Boston.

**Question 24:**

<b>What is the greatest challenge your business is faced with today?</b>	
#	<b>Response</b>
1	Getting over the hump of our current economic recession.
2	finding qualified people to complete our work load
3	Poor economy, customers are harder to sell to.



4	Economy
5	Opposing challenges, keeping work coming in and keeping up with the work load.
6	6.25% sales tax vs NH 0% as well as 0% internet sales. mass boat buyers are purchasing in NH & register in NH and using in MA. Both New and used. MMTA is deaf/dumb/blind to the situation.
7	Expenses - Health Insurance, Taxes, Liability and Workers Comp. Insurance.
8	Expanding growth w/ limited area of expertise /knowledge.
9	government regulations
10	the economy and fuel quality
11	experienced help
12	Finding new solid customers.
13	Economy
14	Cash flow

**Question 25:**

<b>What do you think will be the greatest challenge in 5 years?</b>	
#	Response
1	Waterfront Development
2	finding more property to expand to
3	At the rate we're going, probably the same as above. People are getting more cautious and particular about what they buy, even for routine services.
4	Economy
5	No idea.
6	Re read answer # 24.
7	Keeping billing rate reasonable while providing good competitive wages for quality employees.
8	Jumping through hoops on the state level.
9	state and federal regulations
10	fuel and the economy
11	experienced help
12	A good pool of good technicians.
13	Economy and manpower
14	cash flow!

**Question 26:**

<b>Do you perceive changes in the industry that will ultimately change the skill sets, or training required by your employees?</b>		
	<b>Responses</b>	<b>Percent</b>
Yes	12	71%
No	3	18%

**Question 27:**

<b>If YES to Q.26, in what ways do you see the industry changing?</b>	
#	Response
1	Everyone in the marine industry needs to work harder and smarter to maintain and build a positive reputation. A waiting list for work, slips, moorings etc. is no longer the case.
2	more electronic, more epa and dep requirements
3	Changing technology is critical and this pace is picking up
4	New products require new skill sets and training
5	A dramatic decrease in Mass based marine Businesses. Esp. within 30 miles of NH border.

	Decreased sales revenue equate to a compression in training dollars available as well as the service migration to the North, where training dollars are available.
6	Mechanical technicians will require more training by manufacturers using their software for diagnostics. Other skill sets like painter/varnishers will no longer be needed as boats become more maintenance free.
7	Licensing requirement by the state. Equipment, mechanical, etc...
8	with more regulation comes more training
9	electronic expertise
10	Business will pick-up after the congressional election in 2012 -slight gains in the market. There is still a lot of inventory.
11	More regulations

**Question 28:**

**If you answered Q.27, what new skill sets or training do you foresee requiring in the future? - please give us your THREE most important future skill sets.**

#	Response
1	Hands on Training courses techs, fiberglass, Managers
	CMM - Requirement for top level managers
	Communication skills and training - Going above and beyond to build a hospitality based marine business
2	Pod drives
	new composites for hulls, spars, etc
	electronics (comm/nav, fly-by-wire, etc)
3	Green Energy
	Electronic Controlled Engines
	Regulations
4	computer skills
	mechanical skills
	electrical skills
5	Mechanical
	Electrical
	Machine Operators
6	Equipment operation
	Certified tech's
	Environmental
7	People to assist in handling state and federal regulations
8	electronic trouble shooting
9	Electrical assembly and wiring
	CAD/CAM Familiarity
	Electrical systems design capability

**Only complete the questions 29 to 35 if you are a SELF-EMPLOYED CONTRACTOR working in the marine trade. ALL OTHERS, please skip to next page.**

**Question 29:**

**Please describe the types of contract work that you specialize in.**

#	Response
1	vessel survey
2	Design and fabrication of electrical panels, harnessing and terminal block backplanes.

**Question 30:**

<b>Do you have any TRAINING in any of the following skills? -check all that apply</b>	
	<b>Responses</b>
Master Tech	0
Diesel Tech	1
Inboard Gas Engine Tech	0
Outboard Tech	0
Stern drive Tech	0
Electrical Tech	2
Rigger	0
Painter/Varnisher	0
Fiberglass Tech	0
Carpenter/Joiner	0
Welder/Fabricator	1
Boat Yard Laborer	0
Travel-Lift Operator	1
Boat Washer/Cleaner	0
Dock Master	0
Dock/Gas Dock Attendant	0
Business/Clerical Support	0
Sales Staff	0
Other	1

**Question 31:**

<b>Do you have any CERTIFICATES in any of the following skills? -check all that apply</b>	
	<b>Responses</b>
Master Tech	0
Diesel Tech	1
Inboard Gas Engine Tech	0
Outboard Tech	0
Stern drive Tech	0
Electrical Tech	2
Rigger	0
Painter/Varnisher	0
Fiberglass Tech	0
Carpenter/Joiner	0
Welder/Fabricator	1
Boat Yard Laborer	0
Travel-Lift Operator	1
Boat Washer/Cleaner	0
Dock Master	0
Dock/Gas Dock Attendant	0
Business/Clerical Support	0
Sales Staff	0
Other	1

**Question 32:**

<b>If you have formal training or certificates relating to the services you offer, from where did you obtain them?</b>	
	<b>Responses</b>
Directly from Manufacturer/Dealer	2
Non-profit Organization (e.g. ABYC)	2

**Question 33:**

<b>Do you PRIMARILY work on your own premises or at other sites?</b>	
	<b>Responses</b>
Own premises	3
At other sites	1

**Question 34:**

<b>Are you PRIMARILY subcontracted by other marine industry businesses or do you work for private individuals?</b>	
	<b>Responses</b>
Subcontracted by other businesses	2
Work for individuals	2

**Question 35:**

<b>Referring to question 34, If you are subcontracted by other marine industry businesses please estimate how many businesses you work for in a typical year.</b>	
	<b>Responses</b>
15	1
20	1
36	1

**Question 36:**

<b>Please tell us about yourself (this is a optional question)</b>	
<b>#</b>	<b>Response</b>
1	Randall Lyons, Assistant General Manager, Newburyport Marinas, 346R Merrimac Street, Newburyport , MA , 01950, www.newburyportmarinas.com, rlyons@newburyportmarinas.com
2	Steven W. Winkler, President, Sea Tow Boston, 256 Marginal Street, East Boston, MA, 02128, www.seatowboston.com, steve@seatowboston.com
3	, , , , , , , ,
4	Mac Donaldson, General Manager, Manchester Marine, 17 Ashland Avenue, Manchester, MA, 01944, www.manchestermarine.com,
5	, , , , , , , ,
6	Thad Danielson, Owner, Redd's Pond Boatworks, 1 Norman Street, Marblehead, MA, 01945, www.reddspondboatworks.com, thaddanielson@comcast.net
7	, , , , , , , ,
8	Fred Atkins, President, Fredn J. Dion Yacht Yard, 23 Glendale St, Salem, MA, 01970, www.dionyachtclub.com, fjdions@msn.com
9	Colin M King, Marina manager, Mackenzies landing marina, 14 pleasant Valley Rd, Amesbury, ma, 01913, www.amesburymarina.com, info@amesburymarina.com
10	, , , , , , , ,
11	Edwin C Perkins, Owner - Manager, Perkins Marine Inc, 82 Main St, P.O. box 408, Essex , MA, 01929, ,

12	, , , , , , , , ,
13	William Jacques, Owner, Marine Tech Assoc INC, 1 Belle Isle Terrace, Winthrop, MA, 02152, , wej@comcast.net
14	George Landrigan, President, Landrigan Corporation, 2-12 Jeffries St, Boston, MA, 02128, www.landrigancorp.com, landrigancorp@gmail.com
15	Capt Kevin Duchak, Pres, Duchak Maritime LLC, 3 Bradford Road, Danvers, Ma., 01923, , Duchakmaritime@msn.com
16	Steve Winkler, President, Sea Tow Boston, 256 Marginal St, East Boston, MA, 02128, www.seatowboston.com, steve@seatowboston.com
17	c sweeney, director marine ops, umass boston, 100 morrissey blvd, boston, ma, 02125, www.umb.edu, opctr@umb.edu