Let's Go Fishing – Eden Prairie SHARING OUR BEST PRACTICES







LGF 'Quest For Excellence' Philosophy

- 'Quest' Is A Journey Not A Destination Therefore Always Ongoing
- Implies 'Continuous Improvement'
- Incorporates 'Best Practices'
- Objective:
 - Safety
 - Quality
 - Consistency





Let's Go Fishing - Eden Prairie SERVING TO THE MAX







What Is 'SERVING TO THE MAX'? (Coined by Mike Max)

- Having a 'Servants Heart'
 - Do everything with JOY
 - Do everything with a SMILE
 - In all we do, put our GUESTS, their SAFETY, and their NEEDS...FIRST
- From the moment they arrive...to the moment they depart
 - Positive, friendly interaction with the guests
- Given the choice...sweep out the boat...or send our guests off with a 'Thank You' and a SMILE...send them off...then sweep out the boat after they depart
- A person was asked what it was like meeting the Queen and Prime Minister
 - 'With one...I felt I was with the most important person in the world'
 - 'With the other...I felt I was the most important person in the world'
 - We want our guests to know & feel they are the most important person in the world!





Let's Go Fishing - Eden Prairie OUR BEST PRACTICES







LGF-EP Best Practices Sharing

Session I Classroom:

GROUP PRESENTATION: (BEST PRACTICES OVERVIEW)

- Before The Trip
- Weather
- At The Marina
- Boat Handling
- Docking
- Anchoring
- On & Off The Lift
- MOB
- Fishing
- Guest Relations Boat Talk
- After The Trip

-

'HOT' SESSIONS: (<u>H</u>ANDS-<u>O</u>N-<u>T</u>RAINING)

20 Minutes At Each Station

- Line Handling & Knots
- Fishing Operations and Hook Removal From Skin
- Guest Relations Boat Talk
 & Website

Session II On-The-Water:



ON-THE-WATER (GROUPS OF 4-6)

- Docking / Undocking (Each)
- On & Off The Lift (Each)
- Anchoring (Group)
- MOB (Group)



SIGN UP ONLINE!



Let's Go Fishing - Eden Prairie BEFORE THE TRIP







Before The Trip

- 2-3 Days Out
 - Contact With Lead Staff Person(s) and Crew
 - Emails and/or Calls
 - Find out the lead staff person on the trip and their cell phone number...give them yours
 - Watch The Weather
- Day Before The Trip
 - Watch The Weather
 - If needed, contact Lead Staff Person and Crew
- Day Of The Trip
 - Updated Weather Report
 - Contact With Lead Staff Person and Crew





Sample Email (2-3 Days Out) Courtesy Of Joe Donelon

Note: Attach Release Form

TO: (LEAD STAFF PERSON)
SUBJECT: Let's Go Fishing – IMPORTANT INFORMATION AND CONTACTS
CC: (CREW)

Hi (LEAD STAFF PERSON),

(CREW) and I are looking forward to helping you and your group have a great day of boating & fishing on Lake Riley.

The scheduled date & time is (DAY), (MONTH) (DATE) at (TIME). Please bring the completed Guest Boarding Pass, Release of Liability & Photo Approval form with you. A copy is attached.

I will contact you on (MONTH) (DATE) in the morning to see if all is well with your group & discuss the weather situation. Currently, the forecast is calling for (SUNNY) with a high near (75) degrees. Winds (NW) around (5-10) MPH.

The recent construction has been completed at Lake Riley. The entrance to the Boat Ramp and LGF Marina has been relocated. From Pioneer Trail, heading north on Riley Lake Road, the Boat Ramp / LGF entrance is approximately 0.1 miles.

(LEAD STAFF PERSON). I have your contact number as (ZZZ-ZZZ-ZZZZ). If this is not your mobile number...I will need that to contact you regarding any weather updates in the event you are enroute.

If you have any problems or questions, please call **(CREW)** or myself. My contact number is **(XXX-XXXX)**. **(CREW)** can be reached at **(YYY-YYYY)**. You can call me anytime...including evenings / weekends. If for some reason I do not answer, please leave a message and I will get back to you as quickly as I can.

We are looking forward to meeting you & each member of your group and having a Great Time!



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Let's Go Fishing - Eden Prairie WATCHING THE WEATHER





How To Monitor

- Local Forecasts Good: These tend to cover a broad geographical viewer base, and may not be the most accurate for the specific lake you will be on.
- Online Apps Most Accurate: These will show in real time what is happening, and/or will be happening at your specific location.
 - Weather: Shows probability of precipitation and temp by the hour
 - WxAlertUSA: Good metric info, wind direction/strength, (both real and forecast)
 - RadarScope:
 - Shows your location (If in the path of a storm or not)
 - Realtime radar with latest 10-30 min movement to show storm track → predict
 - Ability to track precipitation, lightening/hail/tornados, etc.
 - Distance scale, (upper left corner of screen), to determine edge of storm...estimate time to arrival, and duration, at your location







- Severe Weather Includes Precipitation, Lightening, High Winds (Gusts or Straight-line), Hail, or the threat thereof
 - Lightening / Hail Cancel or delay trip, or if on the lake...get off immediately and seek shelter
 - Wind To paraphrase Inspector Harry Callahan... 'Know your limitations'
 - If conditions are beyond the capabilities of Captain <u>or</u> Crew DON'T GO OUT!
 Remember YOU are responsible for the SAFETY of the guests, crew and equipment
 - If winds are over 20 MPH Reschedule the trip
- If conditions are beyond the comfort of the guests...reschedule
 - If you know it might be cool (i.e. Fall) advise Staff Lead to bring blankets (On the water with a breeze feels cooler than what it feels like on shore)

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Let's Go Fishing - Eden Prairie AT THE MARINA







Before Guests Arrive

- Arrive 1 hour before departure
- Check rods have at least two spares on board
- Keys
- Tackle Bag / Fish Locator
- Water
- Bait
- Life Jackets
- Towels / Bucket







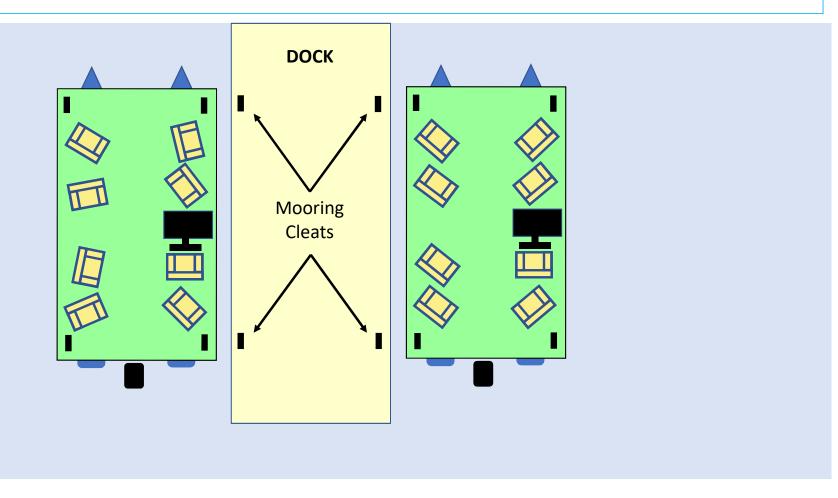
Before Guests Arrive

- If boat is on lift...take off and dock (remember to hang fenders)
- Check fuel
- Put up Bimini, if desired
- Wipe down benches and picnic tables in staging and picnic areas
- Wipe down seats and benches on boat
- If needed, sweep/wet broom boat, dock, and board walk, staging areas, pick up any trash
- Decant/rinse worms into empty container(s)
- Align the seats on boat you only get one chance to make a first impression (at 45° facing forward and inward)





Aligning The Seats





When Guests Arrive

- Greet our guests
- Introduce yourself and crew
- Obtain paperwork from Lead Staff Person
- Provide Parking Pass(es) to driver(s)
- Learn guests' names
- Assist unloading of vehicles direct where to park
- Fit guests with PFD's...before they go onto the dock
- Assist with boarding walk them onboard interact
 - Wheelchairs...on last, off first, middle 1/3 of boat
- When interacting with guests...smile, refer to them by name
 - Make them feel great about themselves
 - Some may have anxiety about going on the dock and the lake...put them at ease



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Let's Go Fishing - Eden Prairie BOAT OPERATIONS







Boat Handling

- Line Handling and Knots (<u>Hands On Training</u>, 'HOT' Session)
- Throttle Techniques
- Right Of Way Rules
- No-Wake Situations
- Docking and Un-Docking
- Anchoring
- MOB Situations







Line Handling – Covered in 'HOT' Session

- Coiling Line
- Figure Eight (Stopper Knot)
- Cleat Hitch (Securing To A Cleat)
- Spar Hitch (Hanging Fenders)
- Bowline (Go To Knot To Form A Loop)
- Anchor Bend (Securing To An Anchor)







Starting The Engine

- Ensure engine is in down position and in the water...not on the lift
- If trouble cold starting
 - Push key in for 10 seconds to activate electronic choke
 - Lift fast idle lever
 - Do not fast idle over 2,000 rpm
 - Once engine warms up...return fast idle lever to normal position
 - If engine does not start...
 - Ensure the throttle lever is in neutral
 - Check fuel
 - Check to ensure 'dead man safety' is plugged in
- When started, check for cooling water stream from engine
 - Do not run engine with it tilted out of the water or when out of the water on the lift. It will not get water needed to cool the engine or lubricate the water pump impeller.





Throttle Techniques

- Shifting...always pause in neutral when shifting between Forward and Reverse gears
- Apply power gently and smoothly
- Use 'Idle Power' and Coasting (in neutral) when maneuvering around dock, lift, and anchoring
 - Shift into gear momentarily at engine idle speed...return to neutral as soon as possible...just enough speed to maintain steerage
 - In gear...out of gear...no additional power applied. Exception is if more power is required during slowing and stopping.
- When maneuvering...position engine first...then shift into gear



Right-Of-Way Rules

- Sailboats, water-skiers, canoes, paddleboards, kayaks, swimmers, (also dogs and wildlife) all have right of way over powerboats. Stay clear. Do not create a wake that may cause trouble for them.
- In overtaking and passing situations, the boat being overtaken has the right-of-way and the passing boat is required to keep clear.
- Meeting head-on...keep to the right, (to starboard).
- Crossing: Boat on the right, (to starboard), has right-of-way. Slow down and permit it to pass.
- On a river boat coming downstream has right of way over boat going upstream





Sound Signals

- Sound signals are composed of short and prolonged blasts and must be audible for at least 0.80 km (one-half mile):
 - Short blast—about one second in duration
 - Prolonged blast—4-6 seconds in duration

Some common sound signals that you should be familiar with as a pleasure craft operator are as follows:

- Changing Direction
 - One short blast tells other boaters 'I intend to pass you on my left (port) side.'
 - Two short blasts tells other boaters 'I intend to pass you on my right (starboard) side.'
 - Three short blasts tells other boaters 'I am backing up'.





No-Wake Situations

- No-Wake
 - Marinas, launch areas, docks, floats, smaller boats, sailboats, paddleboards
 - Swimmers and swim areas
 - Fragile shoreline
- Always show courtesy and respect
 - Remember...our name is on the boats, our shirts and our hats
 - Applies when in line at the store, walking your dog, etc.
 - People are always watching
 - Includes what we do and say within sight of or within hearing of others





Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie DOCKING USING AN ANGLED APPROACH







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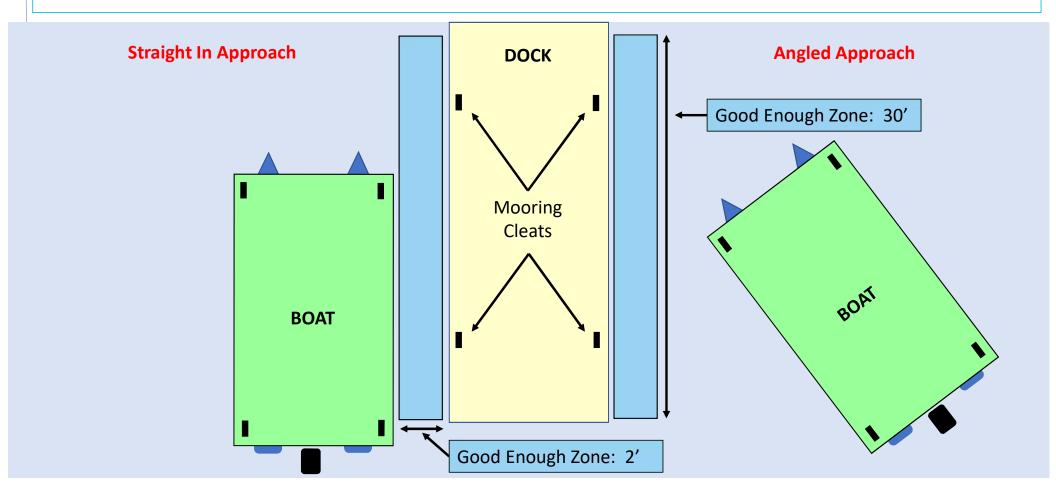
Why Use An Angled Approach

The BIG PICTURE Goal: Get the crew safely on the dock and secure the boat without injury and/or boat/dock contact

- Practiced and Recommended by Bob and Cindy Cross (EXPERIENCED Sailors)
 - Lived 20 years on a 52' sailboat, (GODSPEED), with 4 Trans Atlantic crossings
- It favors LGF-EP docking conditions over a 'straight-in, parallel-to-dock' approach because it:
 - Provides a greater probability to reach the dock SAFELY when winds and/or currents are unfavorable
 - Parallel Approach: (1-1/2' to 2' approach window) Vs. Angled Approach: (30' approach window) (Note: 1-1/2' to 2' window is about the maximum distance a crew member can SAFELY step onto the dock.)
 - Allows for a Longer Window Of Time to activate your Abort/Escape Plan
 - Provides a **More Flexible Escape Path** in the event you need to **Abort** the procedure and go around for another approach
 - Minimizes the chances of Boat/Dock Contact and ensuing Damage to either/both
- The Straight-In, Parallel-To-Dock approach is often used because conditions, (i.e. proximity of adjacent piers/boats), require that approach. The LGF-EP dock layout affords the luxury of the angled approach.
 - Take advantage of that opportunity!



The 'Good Enough Zone' Coming Straight In Vs. At An Angle





Docking – Captain's Responsibilities

- Have a Plan and an Abort/Escape Plan and communicate and discuss both with your crew before departing the dock and again before approaching the dock
- Rule #1: Never approach a dock faster than you are willing to hit it!
 - Remember Our Goal: Get the crew safely on the dock and secure the boat without injury and/or boat/dock contact
 - COAST SLOWLY toward the dock...apply power BRIEFLY and GENTLY, just enough to maintain steerage (Remember: Always position engine first...then apply power)
- Activate your Abort/Escape Plan in the event the approach does not go as planned – Announce to crew when activating
- Watch for hazards (boats, swimmers, etc.)
- Check the wind/current regularly...direction, strength, gusts, shifts
- Communicate clearly and timely with crew and guests as required





Docking – Crew Responsibilities

- Watch for hazards (boats, swimmers, etc.)
- Check the wind/current regularly...direction, strength, gusts, shifts
- Provide direction and distance to the securing cleat to the Captain
- Secure the bow first 'Bow Secure'
 - When stepping onto the dock
 - Maintain possession of the boat...have the 5' dock line in hand
 - Use 'Cat Feet' so as not to push the boat away from the dock when you step off the boat onto the dock
- Secure the stern second 'Stern Secure'
- Communicate clearly and timely with Captain as required





Pre-Approach: Clean Up The Boat

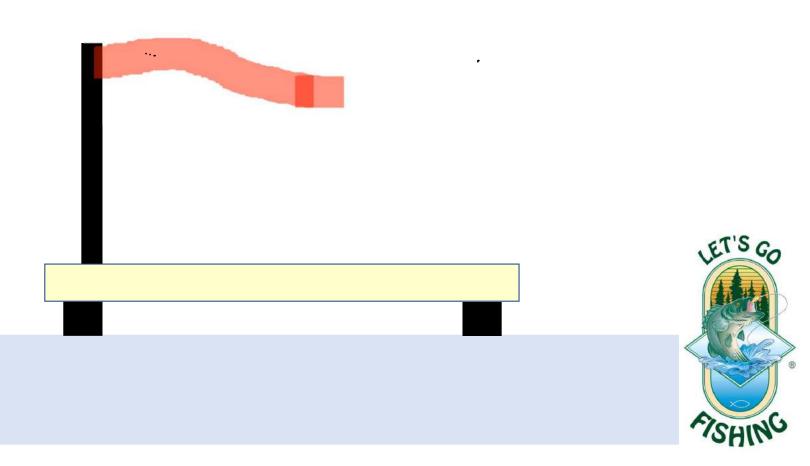
- Stow the rods and equipment
- Coil and secure the anchor lines
 - No lines trailing in the water...or the potential to do so
- Hang the fenders
- Passengers seated





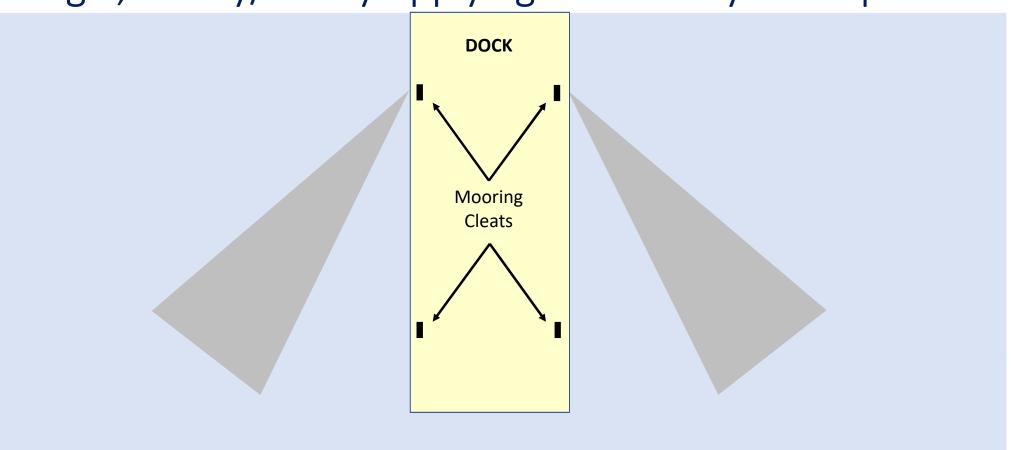


Step 1: Check Wind/Current Direction And Strength ...Area Clear Of Boats & Swimmers

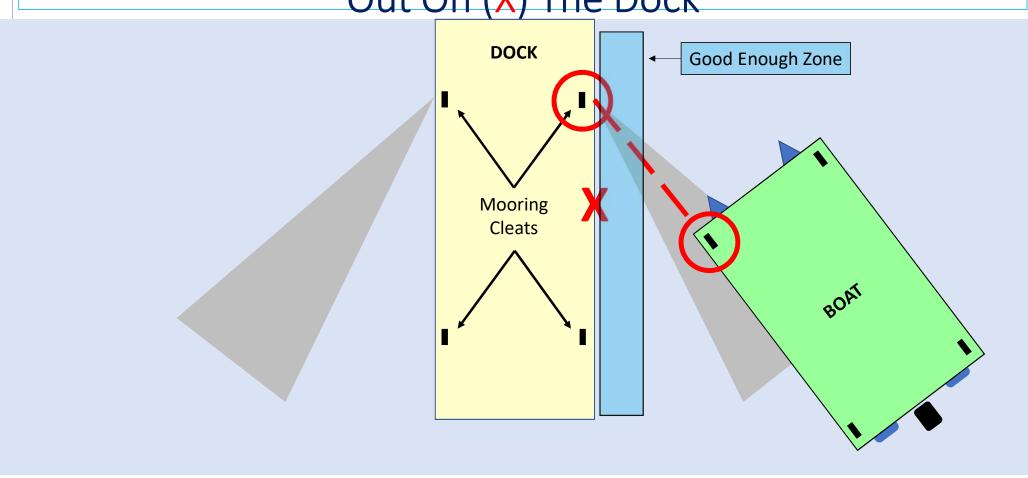




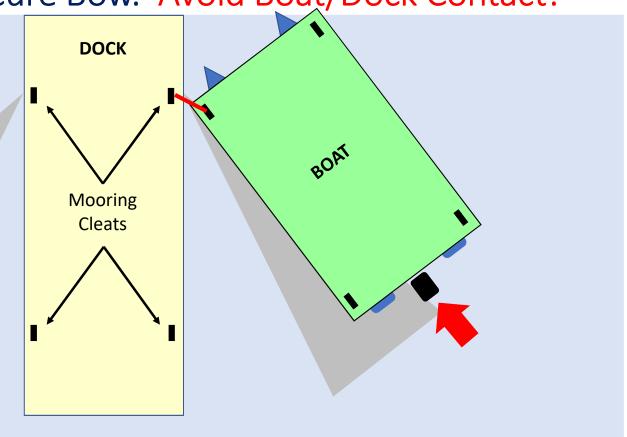




Step 3: Ideally, Align Bow Mooring Point with Dock Cleat ...In Adverse Conditions, Aim For A Landing Point Further Out On (X) The Dock



Step 4: Approach Slowly (Coasting)...Apply Reverse Power, If Required, To Slow/Stop Forward Momentum...When Stopped, Neutral Throttle...Secure Bow. Avoid Boat/Dock Contact!





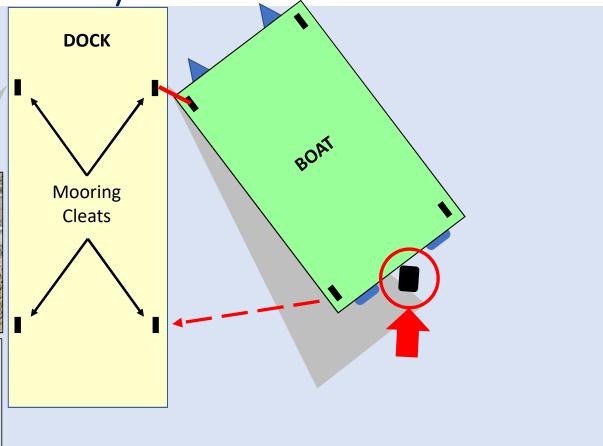
Step 5: Engine Turned Toward Dock...Using Idle Reverse/Neutral Throttle...<u>Gently</u> Take Up Slack On the Bow Line...Slowly Pull Stern To Dock

Note: After securing the bow, the crew can push the boat away from the dock to take up any slack on that line. The Goal: Avoid any 'hard jolt' when reverse power is applied. (Prevents potential damage to boat and dock.)

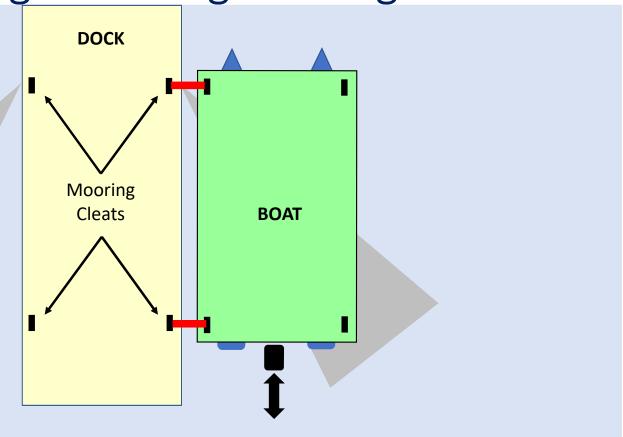




Note: We believe the damage shown was caused by rough water created by boat wakes rather than during a docking procedure



Step 6: Neutral Throttle...Secure Stern ...Finished With Engine...Straighten Engine...Off





Recommendations

- On a port side approach if safe to do so…leaving the bow gate open will better enable the helmsman to see the alignment and distance to the dock
- On a starboard side approach you can see the alignment and distance by leaning your head out over the railing
- Conventional Wisdom:
 - With wind blowing off the dock...a steeper approach angle is usually preferred – 35-45 degrees (to reduce the boat's profile to the wind)
 - With wind blowing onto the dock...a shallower approach angle is usually preferred – 20-30 degrees (to use the wind to move the boat to the dock)
 - Caution! (Where Conventional Wisdom will sometimes get you in trouble)
 The above wisdom is based on winds directly on or off the dock at 90°.
 With the quartering winds, (NW to SW on the stern), which LGF-EP frequently encounters...you may want to take a shallower approach with an off-dock wind so the wind does not swing the stern out and toward the shore





Tips And Safety When Docking

- Maneuver SLOWLY when approaching and departing dock and lift.
- Use engine, vs. muscle, to move/slow/stop the boat whenever possible.
- Always be aware of wind direction and strength, current and other boats, swimmers, dogs, in the immediate area.
- Be careful with hands and legs when securing lines, fending off, etc!
- Use caution when using the boat hook as to not get it caught or wedged between the boat and the dock, **or yourself!**
- Preferable that the helmsman stay at the helm until the boat is secure.
- Shut the engine off only when the boat is secure at the dock.
- This is not a mandatory procedure. Rather, another tool for your toolbox.
- Whatever procedure you choose... employ only practices that are safe.







ALWAYS - SAFETY FIRST!

- What happens when a 'Heavy Duty Binford Model 5100' © boat hook is suddenly caught between the boat and the boat lift on a breezy day.
- Imagine if this were an arm or leg! 🕾









Hot Tip! How To Know The Boat Is Stopped

(Especially useful when anchoring)

- Look down at the water immediately next to the helm station
- Pick out a bubble or something floating on the surface
- It will be easy to determine if you are stationary or moving







Hot Tip! How To Turn In Tight Quarters

If you find you need to turn the boat in tight quarters (This procedure assumes a right rotating prop)

Important: Practice and perfect this procedure in open water with the boat you intend to use the procedure before you attempt it in tight quarters!

- Stop the boat
- Turn the wheel hard to starboard
- Alternate between shifting into forward and reverse (pausing in neutral) without turning the wheel...using only an idle (or very light) throttle
- This will spin most single screw boats to the right in little more than their own length
 - Note, with a right handed prop...this will not work going to port, nor will the
 procedure work with counter-rotating or folding props...as it requires a left rotating prop in
 reverse to provide the necessary 'prop walk' to move the stern to port



Let's Go Fishing - Eden Prairie QUESTIONS





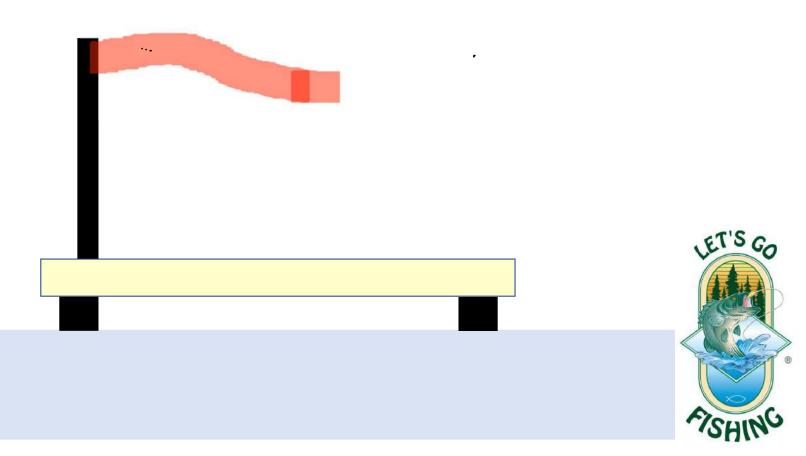
Let's Go Fishing - Eden Prairie DEPARTING





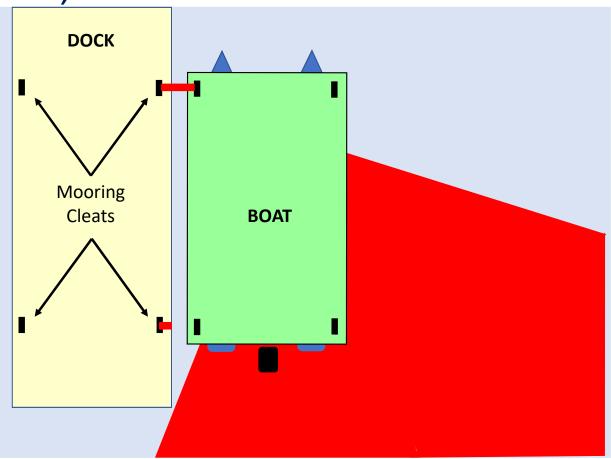


Step 1: Check Wind/Current Direction And Strength...Area Clear Of Boats & Swimmers

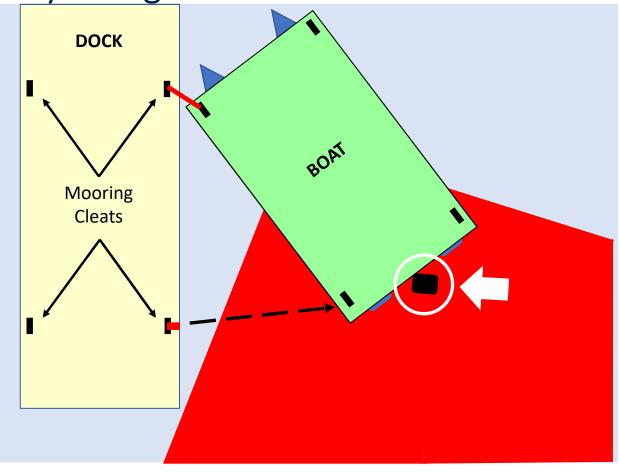




Step 2: Check Backing Zone... When Clear, Release Stern

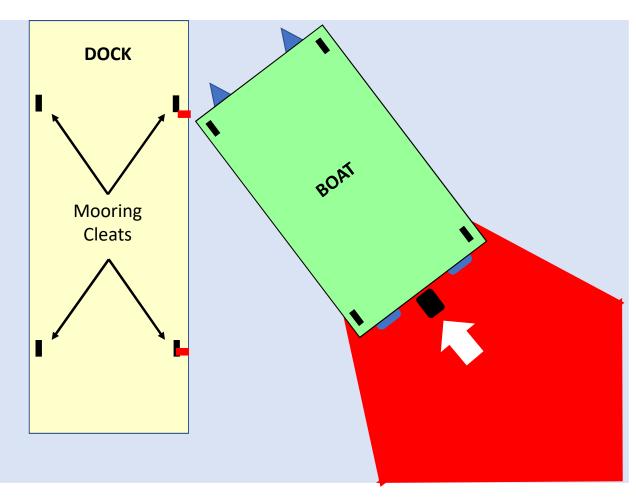


Step 3: Engine Turned Away From Dock...Using Idle Reverse/ Neutral Throttle...Slowly Swing Stern Out From Dock



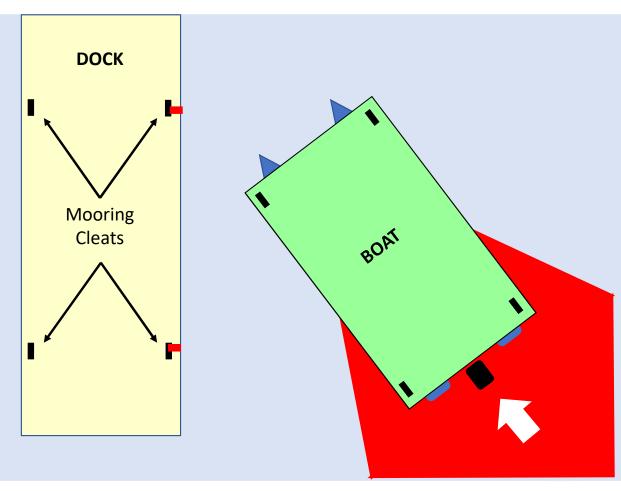


Step 4: Neutral Throttle...Recheck Backing Zone ...Position Engine...Release Bow...Slow Reverse Throttle





Step 5: Continue To Monitor The Backing Zone... Slow Reverse/Neutral Throttle...Stow Fenders



Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie GROUND TACKLE AND ANCHORING



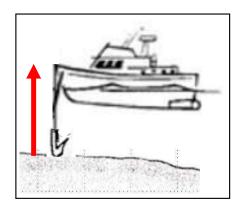




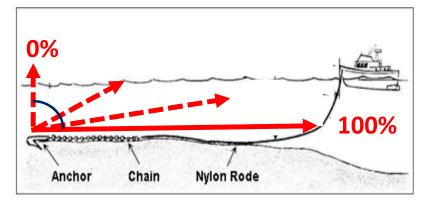
How An Anchor Works

- An anchor works on <u>horizontal</u> holding power...<u>NOT</u> <u>vertical</u> holding power
- As we deploy more anchor line, (referred to as rode), we rotate the direction of pull on the anchor from vertical toward horizontal AND while doing so continually increase the amount of holding power
 - The longer the rode...the more horizontal the pull...the greater the hold

From This

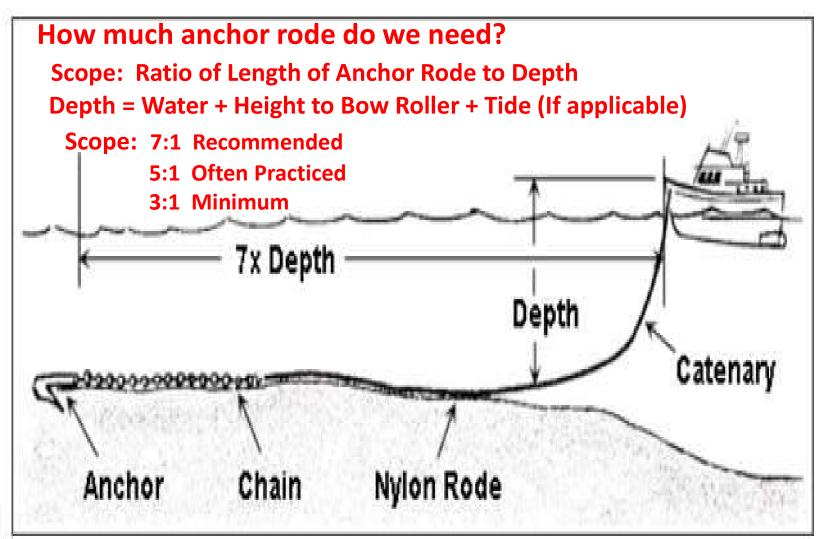


To This















Example Of Determining Scope

• Water depth, (as read by the transducer): 12'

• Height from water, (the transducer), to deck: 2'

• Tide: Not applicable

• Total Depth: 14' = 12' + 2' + 0'

• Scope:

• $3:1 = 42' (14' \times 3)$

• $5:1 = 70' (14' \times 5)$

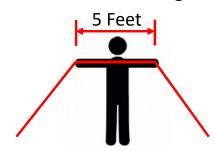
• $7:1 = 98' (14' \times 7)$

Scope	Holding Power	Gain		
10:1	100%	+10%		
7:1	91%	+18%		
5:1	77%	+15%		
4:1	67%	+26%		
3:1	53%	+51%		
2:1	35%			
Source: Boat U.S Don Casey				



How To Determine Amount Of Anchor Rode

- LGF-EP anchor line is marked at 25' increments to enable crews to determine how much line is laid out:
 - 1 mark = 25', 2 marks = 50', etc.
 - In the example to the right...the 3 marks are at 75' from the anchor chain
- If no line markings:
 - Feed the line out extending both of your arms, measuring the amount of line by the number of arms lengths...usually about 5' per arms length on average OR...
 - Flake the line out on deck along the length of the boat and measure the line deployed by the number of boat lengths laid out



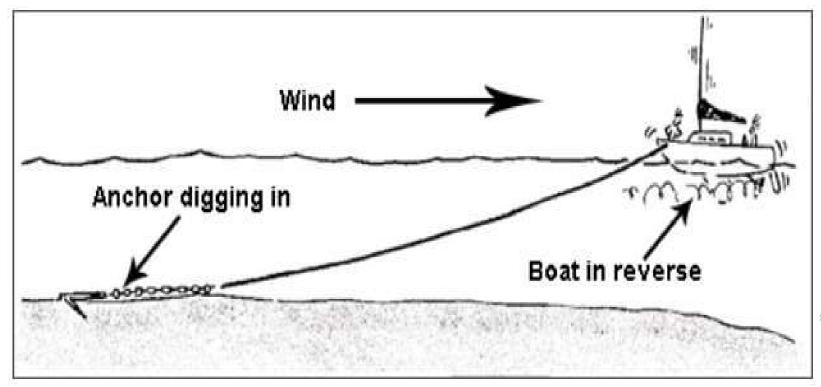


These 'marks' are sewn into the rope using waxed thread. This is called 'whipping'...and is often used at the end of a line to keep it from fraying. This particular type of knot, (or whip), is known as a 'Sailmaker's Whip'. As you can see, it makes a very clean and strong whip.





Setting The Anchor (About 1,500 RPM), Once The Scope Is Laid Out And Anchor Is Tied Off









Anchoring Made Easy – Putting It All Together

You know...where the fish are...the depth of water...and have determined the amount of scope you need...and have adequate swing area. Now what?

- Head into the wind
- Go past the spot where the fish are...the length of scope you want to lay out
- STOP! (Look down at the water to the right)
- Lower the anchor (Don't throw it)
- Drift, or back down...paying out the desired amount of scope until you are over the fish
- Tie off to a **CLEAT** and set the anchor
- Recheck the swing area
- Mentally note your position in three dimensions:
 - 12' of water...directly out from that tree...even with that raft...wind is NW, (in line with the gray house across the lake), at about 5 MPH
 - If your position changes you will know...is it due to a wind shift...or is the anchor dragging?

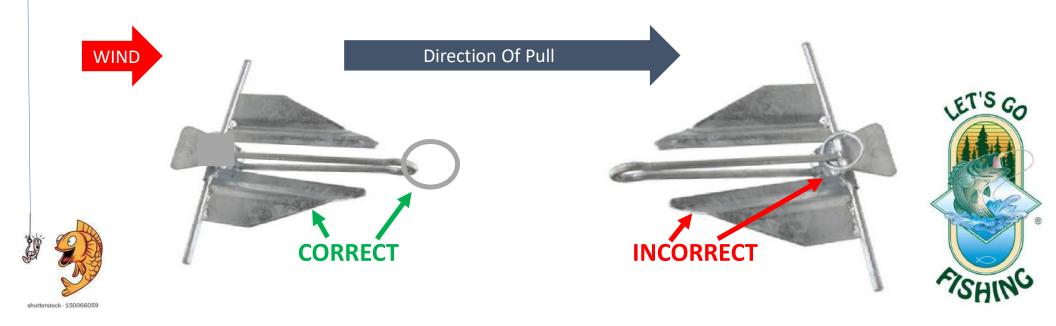






Slip Ring Fluke Anchor

- Good in Sand/Mud/Clay...OK in Grass and Weeds
- Poor at resetting if the anchor has broken free, i.e. due to a wind shift or boat wake
- When lowering the anchor, you MUST ensure the anchor lies downwind. If anchor is lying upwind with the ring at the base, it will not rotate downwind to enable the flukes to dig-in, grip and set. (That is a problem!) ABSOLUTELY NO FORWARD MOTION WHEN LOWERING with this type of anchor!





Fortress Fluke Anchor

Solid Shank...no movable ring

Grips well in sand, mud and clay,
 OK in grass and weeds

 Will generally reset if they break free and will turn and set if lying upwind when lowered









Tips And Safety When Anchoring

- Ensure boat is stopped when deploying anchors (look down at the water, 90° to the boat)
- Check wind direction and strength, current, wake from other boats, etc.
- Determine the scope
- Assure boat has safe 360° swing area...allow for anchor drag...and wind shifts
- Always Lower...Never Throw!
 - Ensure feet are not standing on or tangled in anchor rode
- Measure out scope...tie off rode to a <u>cleat</u>...gently reverse engine, (about 1,500 RPM), to set the anchor
- Always test for proper hold and recheck swing area



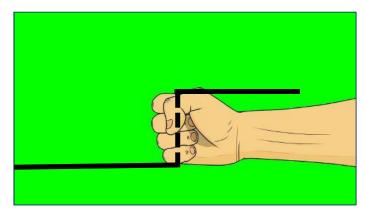




Hot Tip! – When Pulling On A Line

When pulling in a line...especially an anchor loaded with weeds:

- Grasp the line so the end you are pulling toward, (the anchor), comes up through the bottom of you hand and out the top, not vice versa
 - \bullet This makes a 90° bend in the line and helps prevent it from slipping through your hands









Hot Tip! – Retrieving A Buried Anchor

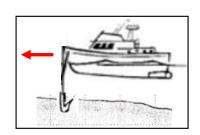
Problem:

The anchor is buried in the bottom and won't break free

Solution:

- Position the boat directly over the anchor
- Tie off the anchor rode to a cleat
- Slowly apply power to move the boat forward
- When the anchor breaks free...stop the boat...retrieve and stow the anchor...and secure the line
- If anchor is still stuck...you might be hooked to a log, rock, another anchor.
 Let out a small amount of scope, tie off and motor around the anchor in a small circle to 'unhook' the anchor from what it is attached to.





Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie RETURNING THE BOAT TO THE LIFT







Preparing To Put The Boat On The Lift

- If conditions are too severe...or beyond the capability of <u>EITHER</u> the captain <u>OR</u> crew...leave the boat secured to the dock
- Crew member should be positioned on the Bow Platform
 - Not On The Dock!
 - Safety First: Always keep one hand for yourself and one hand for the boat!
- Do not attempt to use the boat hook to fend off/guide the boat into the lift
 - The danger is getting the pole caught between the lift and the boat and causing severe injury and/or damage
- Captain and Crew should clearly communicate as required
 - Example: "Hang On. Reversing."



Approaching The Lift

- Stow fenders onboard
- Check wind direction and strength and note the cross drift on the boat
 - As the boat speed decreases...the amount of cross drift from the wind increases!
- Line up approach...allowing for wind and drift
 - Suggestion: Error on the side to windward and if necessary stop just short of entering the lift and wait for the boat to 'drift downwind' and align with the mouth of the lift before proceeding into the lift
 - If needed, abort the approach and retry...correcting whatever did not work the first time...OR, return to the dock and secure the boat
- Approach and enter the lift slowly...coasting...and gently applying power only as needed...then return to neutral throttle as soon as possible
 - Crew on the bow fends off/aligns boat as required

Hot Tip! Correcting Misalignment On Your Approach

At some time you <u>WILL</u> find your boat misaligned with the lift or dock Before aborting and doing a Go Around, try this:

- Do Not Attempt To Correct With Forward Thrust
 - The result will be carrying too much speed and closing too much distance as you approach the lift or dock...the result being the boat hits the lift or dock.

Do This Instead...

- Stop the forward movement of the boat with reverse throttle, as required, then return to neutral
 - Look down at the water perpendicular to your helm position to confirm you are at a dead stop
- Position the engine in the direction you want to move the stern. 'Hang On!'
- Apply short reverse throttle BURSTS as required to realign the boat with the lift or dock
- Return throttle to neutral...position engine to proceed forward...gently apply power as required...then return throttle to neutral and coast...approaching slowly
- Crew on the bow fends off/aligns boat as required



Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie MAN OVER BOARD!







Handling An MOB

NOTE: In any emergency, if 911 assistance is required, contact sooner rather than later!

- Immediately shut off the engine to avoid potential injury to the victim with the prop
- Assign one person to keep an eye on the victim (or location, if they go under)
- If victim is not wearing a life jacket...throw a floatation device
- If victim is conscious and close to boat, extend a pole or throw a floatation device/line to bring victim alongside the boat
 - If the device doesn't reach them and its possible to do so, circle the victim while towing the floatation device until it reaches them...like pulling a ski rope to a skier
- If the victim is far from the boat...and it is safe to drive the boat <u>forward</u> without contacting the victim...slowly approach the victim, stop the boat close to the victim without hitting them. <u>Do not back down to the victim!</u>
 - If at all possible, it is preferred that you approach from downwind to prevent the boat from drifting over/contacting the victim







Bringing The Victim Onboard

- If victim has neck or spinal injuries...support them horizontally in the water until medical personnel arrive
 - This will require personnel in the water supporting the victim
 - Wear life jackets!
 - A back board or boat paddle can be used to keep the victim's spinal column aligned
- If OK to bring onboard...bring victim to bow platform or side loading gate of boat
 - With victim facing the boat, grasp wrists, (one person per wrist), and 'bounce' the victim in the water until the waist comes above the deck of the boat
 - When waist is at or above the deck, bend/pull the upper torso onto the deck so the victim is lying face down, bent at the waist...keeping victim's arms extended
 - One person holds victim's arms while another pulls legs on board





Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie GUEST RELATIONS







Sample Boat Talk

- Welcome everyone aboard again, re-introduce the crew
- Get to know the guests review everyone's name
 - Ask how many have fished with us before. Welcome them back.
 - Ask where everyone is from.
 - Ask if there are any veterans on board. Recognize and thank them!
 - Ask each person what they are most famous for.
 - The answers will surprise you!
- Develop your own Boat Talk. Make it fun and interesting!





Recognize And Honor Our Vets & 1ST Responders

How you choose to honor them is up to you.
 Below is one of the ways one LGF-EP volunteer does that:







Recall the story of visiting the Queen and Prime Minister: 'With one...I felt I was with the most important person in the world' 'With the other...I felt I was the most important person in the world'





Talk About The Lake

Lake Riley is about 300 acres, (0.46 sq. mi.), in size. It is a fairly deep lake for its size...about 50' deep...which makes for great fishing. The eastern half is located in Hennepin County, the western half is located in Carver County. The dividing line runs north and south, right off the point along the north shore.

We have one inlet to the lake, just to the right of the cabins along the north east bay. Water feeds in from Lake Lucy which feeds into Lake Ann, then into Lake Susan, then into Rice Marsh Lake and finally into Lake Riley.

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Our Residents Above The Water

I would like to talk about some of the more famous residents of our lake. I will start first with those that reside above the water. We have about 6-8 bald eagles residing along the shore. We frequently see them out on the lake fishing. The Bald Eagle is our national bird.

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We also frequently see Blue Heron, Mallards, Wood Ducks, and Canadian Geese.







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Below the water we have a LOT of panfish...crappies, sunnies, and bluegills. For game fish we have Large Mouth Bass, Northern, Walleye and Muskie in this lake. Occasionally we pull in a Steelhead.

We usually have great success fishing along the weed line in about 10'12' of water. We use a technique known as slip bobber fishing which is
a VERY productive method to fish and works well on boats with this
many people onboard. How many have used this method to fish?
It is not uncommon for 12 people to catch 50-75 fish in 90 minutes.
Our record is over 150 fish in that time period and numerous times
have we have caught over 100 fish.



Make It Fun: Our On Board Food And Beverage Service

While we are known for our great fishing, we are becoming renowned for our on board gourmet dining service. For our main course today we are offering Canadian Red Worms. With that entre we recommend a pairing of either Byerly's Spring Water or Riley Lake Water. Both pairings are served with a sprig of fresh Eurasian Milfoil. In order to maintain our quality and ensure freshness, that sprig is only available after the anchor has been down on the bottom and brought back on board.

With that introduction...what questions do you have?



Some Interesting Facts – Lessons From Nature

- Canadian Geese: What character quality do we learn from Canadian Geese? Answer: Loyalty...they take a mate for life.
- Eagles: Eagles are the highest soaring birds. They can soar up to 10,000 feet. Their eyesight is 5-6 sharper than humans. They have about 7,000 feathers. Their preferred food is fish. They tend to nest high near waterways. During a storm they will use the wind and their wings to lift them high above the threatening conditions, allowing them to safely ride out the storm. So the next time the storms of life threaten us...let's remember to take a lesson from nature and rise above the fray where we can safely ride it out.
- Loons: Loons can dive to over 200', stay under water for up to three minutes, (40-50 secs is average), and can fly at 75 mph. They live for about 25 years. They eat fish (head first) up to 10" in length...including Northerns, and plants.

Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie FISHING







Fishing Operations

- Get rods out, explain operation
- Bait hooks, (use half a worm), and set bobber depth
- Teach those who want to learn...assist those who only want to fish
- Encourage, Cheer, Celebrate Victories! Be Enthusiastic!
- Remember 'WE SERVE"...we are not there to fish! (See *Exception)
- If fish not biting...move
- If issues with tackle that cannot be quickly resolved...set the faulty gear aside and get another rod for the guest
- Repair any tackle after the trip, report equipment that you cannot fix

*Exception – try to see that everyone catches a fish...if not, near end of trip grab a rod and try to make that happen for the guest



Slip Bobber Rigs

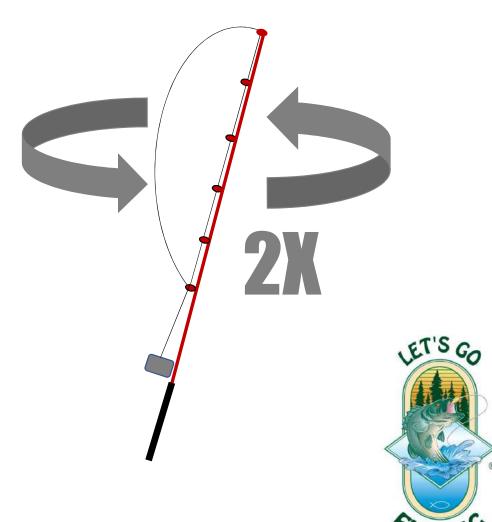
- Slip bobber fishing is:
 - A very productive technique
 - Ideal in close quarters
 - Suitable for all skill levels
- Bait hook with live bait or lure
- Determine depth of fish on fish locator
- Move stop knot on the line to set hook at desired depth





Storing Rods

- Goal:
 - SAFETY Prevent hooks in hands!
 - Protect equipment
 - Prevent rods becoming tangled
- Since this is a SAFETY MEASURE:
 - This is a standard procedure
 - Practiced by everyone
 - Every time
- Will demonstrate and practice in 'HOT' Session







Fishing Operations

- Setting Up Rods and Reels (<u>H</u>ands <u>On Training</u>, 'HOT' Session)
- Slip Bobber Rigging
- Storing rods
- Putting rods in service
- Trouble Shooting Reels
- Hook-Thru-Skin Situations







Hot Tips!

- Do not flatten barbs on hooks
 - Lose worms
 - Lose fish
- Star Drag Adjusting Wheel
 - Set the drag when you hand the guest the reel
 - Recheck frequently during the trip
 - Experience shows many guests unconsciously fiddle with the drag adjusters and back them off





Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie AFTER THE TRIP







After The Trip

- Unload Guests
- Walk them to staging area collect PFD's
- Thank everyone...invite them back...give out 'Wall-Eyes'
- Assist loading into vehicles
- Retrieve Parking Pass(es)
- Give the Lead Staff Person 'Comment / Contribution' envelope
 - Complete Captain and Crew names, date, etc.
 - 'In our Quest For Excellence...we would like to know what we could do to make your experience even better'
- When finished loading...step onboard bus, thank everyone again and invite them back!





After The Guests Depart

- Remove equipment off boat (Fish locator, tackle bag, towels, coolers, live bait)
- Clean boat, align seats
- If applicable, place boat on lift (Bimini down and covered)
- Correct any equipment/tackle issues report anything that you can't fix
- Clean dock, staging area
- Lock gate, power off, cord under dock
- Return equipment and PFD's back to shed
 - Spray PFD's with BioTac if required
- Lock shed





Telling A Story Without Words

- Having worked in the fire service for over 20 years...I can walk into a fire department and within 30 seconds discern what kind of department the Chief runs.
- Similarly, after being around boats most of my life...I can walk onto a
 dock and know what kind of sailor owns that boat...how the lines are
 coiled and stowed, how the boat is cleaned and maintained, how the
 sails are furled and bagged.
- When guests, volunteers, donors walk onto your dock...what story do your boats tell?



Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie 'HOT' SESSIONS (HANDS ON TRANING)







LGF-EP Best Practices Sharing

Session I Classroom:

GROUP PRESENTATION: (BEST PRACTICES OVERVIEW)

- Before The Trip
- Weather
- At The Marina
- Boat Handling
- Docking
- Anchoring
- On & Off The Lift
- MOB
- Fishing
- Guest Relations Boat Talk
- After The Trip

+

'HOT' SESSIONS: (<u>H</u>ANDS-<u>O</u>N-<u>T</u>RAINING)

20 Minutes At Each Station

- Line Handling & Knots
- Fishing Operations and Hook Removal From Skin
- Guest Relations Boat Talk
 & Website

Session II On-The-Water:



ON-THE-WATER (GROUPS OF 4-6)

- Docking / Undocking (Each)
- On & Off The Lift (Each)
- Anchoring (Group)
- MOB (Group)



SIGN UP ONLINE!





'HOT' Sessions

- Purpose is to acquire and demonstrate skills essential to safe use and operation of equipment as well as courteous and fun interaction with our guests
- For maximum comprehension and retention, (C&R), 'HOT' Sessions are designed to incorporate teaching each skill to another person
 - Speak and hear lecture about 10% C&R
 - Speak, hear and see (PowerPoint) about 40% C&R
 - Speak, hear, see and do (Hands On) about 70% C&R
 - Speak, hear, see, do and teach another about 90% C&R





Let's Go Fishing - Eden Prairie QUESTIONS





Let's Go Fishing - Eden Prairie

PLEASE GO TO 'HOT SESSIONS'





Let's Go Fishing - Eden Prairie 'HOT' SESSION I LINE HANDLING AND KNOTS







Line Handling – Covered in 'HOT' Session

- Coiling Line
 - Standing End
 - Running End
 - Twisted vs. Braided
- Figure Eight (Stopper Knot)
- Cleat Hitch (Securing To A Cleat)
- Spar Hitch (Hanging Fenders)
- Bowline (Useful all-purpose knot)
- Anchor Bend (Securing to an anchor)







Line Handling

- Definitions
 - Standing End The end of the line that is not working or tied off to a fixed object...such as the end of an anchor line that is tied to the boat
 - Working End The end of the line that is active in knot tying
 - Also referred to as the running end or bitter end







- 3 Strand Nylon
 - Right Hand Twist (RHT) is most common (Shown)
 - If strands rise from:
 - Left to right (see arrow) Then RHT Coil CW
 - Right to left Then LHT Coil CCW
- Braided Polyester
 - Coil in either direction
- Tips When Coiling And Paying Out Line
 - Start from standing end end tied to boat
 - As you coil the line, roll, (or twist), with your fingers to work out any kinks
 - Lay the running end up when paying out line to avoid tangling











Figure Eight

- A quick, easy, go-to stopper knot
- Works well in combination with other knots for added security to the running end



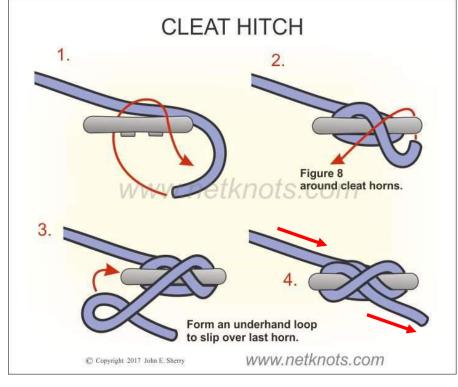




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Cleat Hitch

- Used to secure a dock line
- Always take first wrap around the far horn (1) of the cleat, then the near horn (2)
- Running end of the line should come off the cleat parallel to and running from the standing end of the line (4)



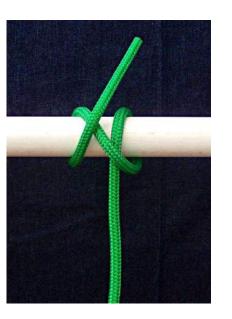


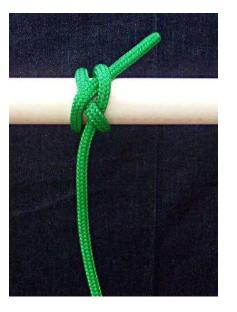


Spar Hitch

- Used to secure a fender to a railing
- Add a figure eight stopper knot for extra security







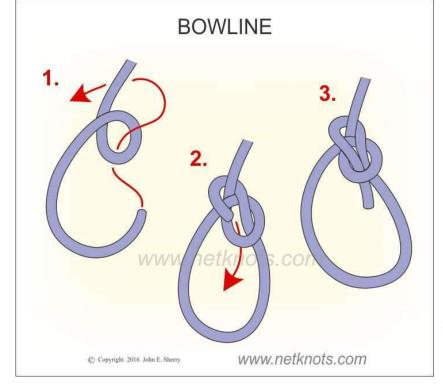






Bowline

- Used to quickly form a fixed loop in the end of a line...i.e., to throw over a piling
- Strong, easy to tie and untie
- Add a figure eight stopper knot for extra security





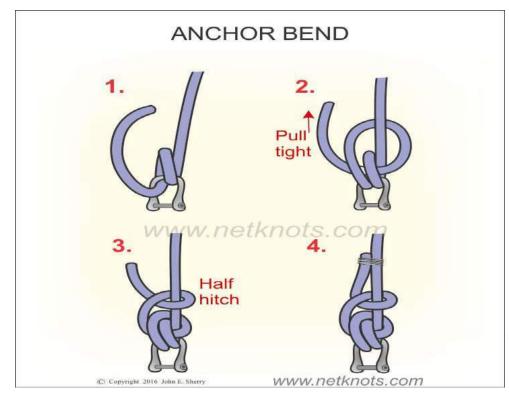




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Anchor Bend

- Commonly used to secure an anchor to a line
- The free end should be seized to the standing line to make this a permanent, secure knot
- If not seizing...use a figure eight stopper knot for added security





Let's Go Fishing - Eden Prairie 'HOT' SESSION II FISHING OPERATIONS







Slip Bobber Rigs

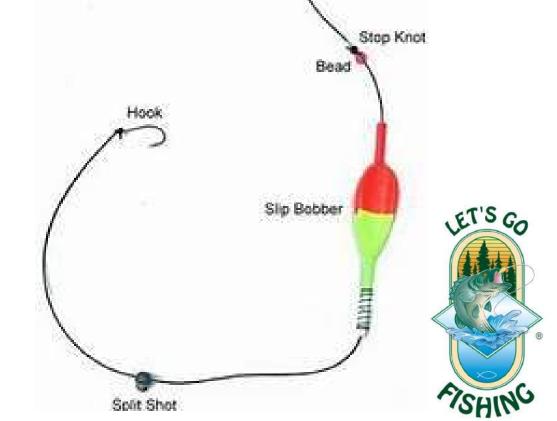
- Slip bobber fishing is:
 - A very productive technique
 - Ideal in close quarters
 - Suitable for all skill levels
- Bait hook with live bait or lure
- Determine depth of fish on fish locator
- Move stop knot on the line to set hook at desired depth





Assembling A Slip Bobber Rig

- Sliding Stopper Knot
- Bead
- Bobber
- Jig (or hook)
- Split Shot (Optional)



Sliding Slip Bobber Rig

Line to Rod





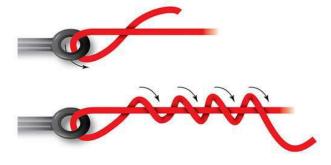
The Improved Clinch Knot

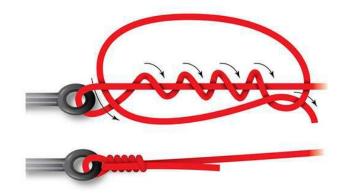
To Tie:

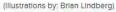
- **1.** Pass your line through the eye of the hook or lure.
- **2.** Wrap the tag end up the main line at least 5 times, 7 is better.
- **3.** Take the tag end and pass it through the small opening in the line under your first wrap near the eye of the hook
- **4.** Then bring it back up through the loop that is now formed at the top of the knot.

This is what helps improve the cinching of the knot so it won't sleep as easily.

5. Then slowly pull the tag end tight after you wet the line to cinch the knot down.





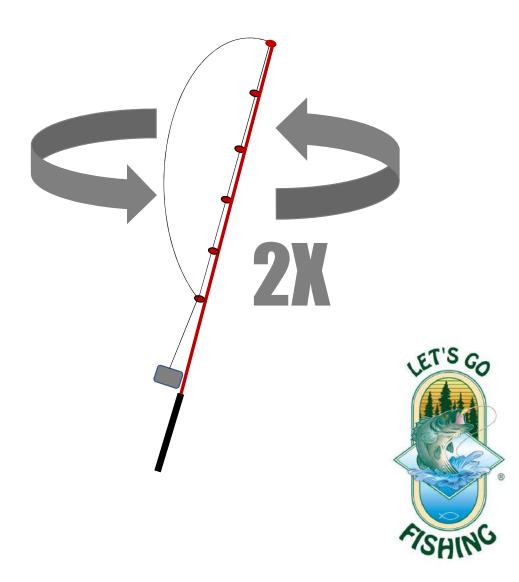






- Goal:
 - SAFETY Prevent hooks in hands!
 - Protect equipment
 - Prevent rods becoming tangled
 - Standardized Practice
- Attach hook to <u>BASE</u> of the eye closest to the reel
 - Through the eye nicks the glass and abrades the line
 - Rods with hooks secured at multiple locations on the rod are a potential safety hazard for people picking up several rods at a time – always secure hooks to the base of the eye closest to the reel
- Set the drag on the reel
- Grasping line midway between rod tip and hook, wrap line around the rod <u>TWO TIMES</u>
- Secure line over the two middle eyes

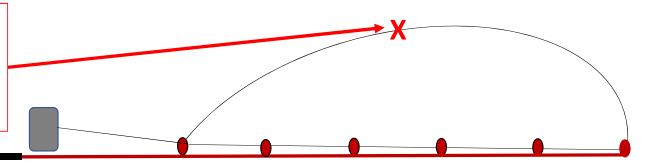
Take up any slack on the line



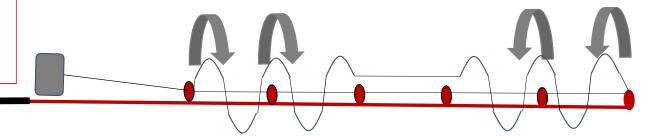


The Finished Wrap – Start To Finish

Grasp Line Here And Wrap Around The Rod Two Times Ending With The Line Looped Over The Middle Two Eyes



The result is rods that will not tangle and hands that will not get hooked







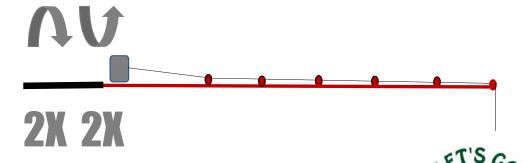


Putting Rods In Service – Unwinding The Hook

 Unhook the end of the line from the rod

Holding the rod horizontal:

- Turn rod two turns to unroll the lower half of line wrap on the rod
- Turn the rod two turns in the opposite direction to unroll the upper half of line wrap on the rod





Dealing With Tangles On Zebco Spincast Reels

- Unscrew the reel cover counterclockwise while holding the handle to keep it from turning.
- Remove the spinnerhead in the same manner.
- Use a crochet hook, (in tackle box), to unravel the line.
- Remove and damaged or kinked line.
- Reassemble in reverse order as above.







Hot Tips!

- Do not flatten barbs on hooks
 - Lose worms
 - Lose fish
- Star Drag Adjusting Wheel
 - Set the drag when you hand the guest the reel
 - Recheck frequently during the trip
 - Experience shows many guests unconsciously fiddle with the drag adjusters and back them off





Dealing With A Hook Through The Skin

Removing a hook embedded over the barb, but not back through the skin, is relatively easy:

First...make a loop about 6" long with strong line, (10 lb. plus), and pass it over the eye of the hook, then up to the top of the bend of the hook.

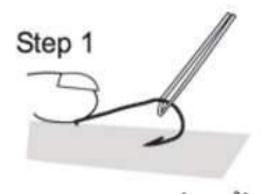
Important! The loop of line must be at the top of the hook bend and the pull must be up and away.

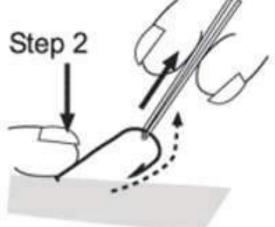
Push firmly down on the eye of the hook so the eye of the hook touches the skin. Hold the eye down while completing Step 2.

Finally...with a sudden, strong yank on the line loop, pull up and away from the hook-eye. The hook will come out the way it went in, and because it will curve out the same way it went in the barb should not catch.

Source: Bish and Fish From New Zealand









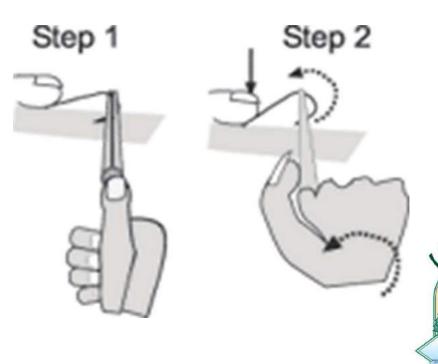
Hook Removal With Pliers Or Forceps

This method works with smaller hooks, size 4/0 or smaller.

Push down on the eye of the hook so it touches the skin.

Grab the hook at the top of the bend, with the pliers or forceps at right-angles to the hook shaft, and then quickly and firmly rotate your wrist, and the forceps, toward the eye of the hook. This method can be used if you are alone, by using the thumb of the forceps hand to push down on the eye of the hook.

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Let's Go Fishing - Eden Prairie 'HOT' SESSION III GUEST RELATIONS BOAT TALK & WEBSITE







Sample Boat Talk

- Welcome everyone aboard again, re-introduce the crew
- Get to know the guests review everyone's name
 - Ask how many have fished with us before. Welcome them back.
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Let's Go Fishing - Eden Prairie SESSION II ON-THE-WATER SIGN UP ONLINE!



