



# The **FOAMLINE**

VOL. 20, #3

FISHING OUTFITTERS ASSOCIATION OF MONTANA  
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SEPTEMBER 2011

## **FISHING LOGS DROP CLIENT ADDRESSES**

### *MBO Passes Rule Making Client Addresses Optional*

In a recent rulemaking process, the Board of Outfitters agreed with long-time arguments made by FOAM and other fishing outfitters to make the line asking for client addresses optional.

Reasoning that client addresses can be drawn from FWP's Automated Licensing System database, the board understood the info was unnecessary and took a long time to enter. The option to keep entering the data allows fishing outfitters to create their own complete paper client logs for business purposes.

The new rule will be in effect sometime in October, so expect to take advantage of the option next season.

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## **MBO PREPARING FOR ONLINE LOGS**

### *FOAM, MBO Working To Prepare Online Logs for 2012*

On the heels of online outfitter and guide applications, the Board of Outfitters has been working with online forms integrating outfitter logs with a database of outfitter statistics. We anticipate a 2012 rollout, barring any glitches in the log or database development.

FOAM and MBO member Lee Kinsey have been working together to make the online logs easy to use and pertinent to outfitter and MBO needs. An individual outfitter's cumulative client and use info will be available for their personal/business use by generating an Excel spreadsheet of logged data.

The login details are a little hazy at this point, but an outfitter will probably use their license # and name to log on. The daily log begins with spaces for date, client info such as name, optional address, ALS#, and guide name and license #. We've asked that once a client's info is entered, it becomes part of a drop-down list keyed to first and last name, so that if you want to enter more use by that client, you can simply pick them from the drop-down list and their info will be filled in automatically. The same goes for guide name/lic #, though you may be able to simply enter the guide's license # and the log will autofill their name.

NOTE: All drop-down lists will search for a particular entry based on what you enter - enter 'A' and the dropdown will list all logged names beginning with 'A'. Enter 'AL', and you get all names using 'AL', etc. Digits work the same way. Alternately, you can scroll the drop-down list to find the particular client name.

As for waterbody use, there will be drop-down lists of all major rivers, lakes, streams, and reservoirs taken from FWP data along with an optional space for anything not listed. The 'river portion used' line will be based on drop-down lists of put-in's (PI) and take-outs (TO) with names taken from FWP's 300-something

Fishing Access Sites, and we're working on BLM, USFS, and other federal management access sites to be included in the list. Like the waterbody section, there will also be an 'optional' space to fill in if the drop-down list doesn't have a particular PI or TO, and we expect the PI/TO lists to be automatically updated with entries from the unlisted optional entries.

Sometime this fall, FOAM expects to test this prototype for bugs and useability. Any enhancements/improvements will come in future iterations of the log form itself.

Once the online log forms are settled, the FOAM website will offer an online video of the various features; you'll be notified by email or a postcard. We also expect the MBO E.D., Trudy Phippen, to present workshops on the new logs and database.

One final note: Paper logs will be maintained for some time, but outfitters using them MAY be charged a small fee for paper handling. FOAM disagrees with this, and we're fighting with the Dept. of Labor on this. While the number of paper logs may be small, no one should have to 'pay' for progress.

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## **FOAM SEEKING GUIDE-AT-LARGE DIRECTOR**

### *Nominations Open Until Replacement Found*

The FOAM Board of Directors has an opening for our Guide-at-Large Director. You may remember that Russell Parks moved up to an outfitter license and left the Guide Director position vacant. The job is only open to Montana licensed guides who are FOAM members.

Guides need representation on the FOAM board to bring their perspective and feedback to the boardmembers and help direct guide interests in projects or licensing proposals from various agencies. The nominee must be willing to serve and attend board meetings; we generally schedule meetings for October, December, January, February, March, April, and May..

Send nominations to FOAM, PO Box 67, Gal Gtwy, MT 59730 or email info @ foam-mt.org.

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## **WHAT TO DO WITH THE CLIENT FROM HELL?**

### *MBO Laws & Rules; FOAM expectations*

We've all had 'em: Those newbies or long-timers who are ornery, incapable, unfriendly know-it-all's, possibly hostile, and a downright drag to work or be with. How do we handle them? Should we just shut up and endure, or simply drop 'em off on the nearest river bank? Simple answer: safety first, personal interaction last.

A guide called the FOAM offices recently and told a tale of having just such a client who kept swatting him with poor streamer

casting after drinking beer the guide didn't supply, and the two wound up exchanging a few harsh words that 'inspired' the client's dog to bite the guide. The guide said he 'fired' the client, telling him the day was over, rowed him out to the prearranged take out, and waited for transportation other than the guide's rig to take the man back to his lodging. Clearly, neither wanted to share a ride.

The Board of Outfitters requires us to protect the public, keeping our clients safe and unharmed. This guide didn't shove the client out of the boat or drop him off somewhere, but got him to the takeout without harm, then waited 'til the 'alternate' transportation took him away. Based on a review of MBO laws & rules, that was the correct thing to do. We may not like or enjoy the client, but we should protect them from harm and the weather while in the boat and get them safely to the agreed-upon takeout.

FOAM's Code of Ethics asks that members 'provide for the safety of clients' just like the MBO rules require. Even if the client(s) is/are really difficult to deal with, we owe them a safe day on the water, in spite of their own actions and attitudes.

Taking the recent call as an example, many outfitters and guides won't allow alcohol in the boat and certainly won't provide it - that's a violation of our insurance guidelines. How to deal with poor casting and getting smacked with flies or boisterous on-board behavior is up to you, but I often remind the client that I'm the caretaker that will get them downriver safely and they shouldn't compromise my safeguarding capabilities.

Having a dog onboard is another individual call, but being

bitten by the dog is problematic: You've got to row, and injury doesn't make that any easier.

Dealing with outbursts, idiocy, anger, disappointment, and mishandled equipment is a skill that comes with experience and your own level of tolerance. Your business is somewhat at risk if you reprimand someone, but there are always those folks you never want to see again, biz or no biz. FOAM suggests you keep your opinions about client behavior to yourself unless you need to straighten someone out for their or your own safety. No matter how outrageous they are or stupidly they behave, keep them safe and get them off the water as best you can.

If you've got opinions on this take, let the FOAM offices know. FOAM is interested in how our members deal with the Client from Hell, so get in touch with your experiences and suggestions.

## FOAM TO STOP MAILING M'SHIP FORMS

*2012 Is Last Year for Mailing FOAM Membership Papers*

2012 FOAM m'ship forms will be mailed during October for the last time. To save money, beginning in the fall of 2012, we'll email or send postcards to our members when the forms are available on our website, foam-mt.org. Of course, if you need paper forms at any time, just call the FOAM office (406.763.5436).

We're working to take FOAM dues and insurance payments online, but we haven't yet figured out how to check someone's current MBO license status during the online process.

### Guide-at-Large Director Vacant

Region 1 (Kootenai, Flathead) Jim Voeller 862-3448	Region 2 (Bitterroot, Clark Fork) Rissell Parks 543-7078	Region 3 (Missouri) John Arnold 727-2087	Region 4 (Big Hole, Beaverhead) Tim Tolleit 683-5276	Region 5 (Madison) Joe Moore 581-6059	Region 6 (Gallatin) Dave McKee 582-0980	Region 7 (Yellowstone) Dennis Alverson 220-0755	Region 8 (Bighorn, Ft. Peck) Kurt Olson 666-2473
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### BOARD OF DIRECTORS

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- MBO Drops Client Addresses for Fishing Logs
- MBO and Online Logs
- Guide Director-at-Large Needed
- The Client from Hell - How Should We Handle Them?
- FOAM Forms Go Online, No Mailing after 2012

### CLASSIFIED ADS

**Outfitters: Want to expand?** 141 client days on Beaverhead river for sale. Reduced from original price. Contact Bill at 1-800-363-2408.

**FOAM**  
PO Box 67  
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