

**For Immediate Release**  
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***Nanaimo Port Authority wins high marks from customers;  
2016 results show higher volumes, 65 new jobs***

**Nanaimo, BC.** Nanaimo Port Authority (NPA) contracted a private firm on Vancouver Island to conduct a customer and stakeholder survey in December 2016 and results are stating “satisfied to exceptionally satisfied” with NPA on every one of the 15 areas probed. The highest rated response was an 85 percent average rating of satisfaction on customer’s ability to contact and communicate with NPA. The lowest rated response was a 72 percent average rating of satisfaction on “usability” of the Port, including its infrastructure and equipment.

“We are very pleased by these findings,” says NPA CEO Bernie Dumas. “We are reviewing these results and looking for ways in which we can improve customer service to help grow our business and add to the local economy. We will likely repeat this survey in the future and will look for even higher scores from our customers.”

Dumas says the Port has invested nearly \$4 million dollars of port capital in infrastructure over the past two years, creating new dock infrastructure and a mobile crane to meet the increased volume of ocean containers now being handled. Further “Short-Sea Shipping” investments are planned at our Duke Point Terminal in the coming years to address the international cargo needs for Vancouver Island.

Customers also gave high marks to NPA for its commitments to safety and environmental responsibility.

Meantime, 2016 year-end statistics show a 61 percent increase in tonnage volumes over 2015, to 1.6 million metric tons. The increase is mainly due to a doubling of log ships handling at our Assembly Wharf terminal over the previous year and a 21 percent increase in containers handled, up to 43,400 TEUs. This marks the fifth straight year of growth in ocean container volumes.

“The really good news is the creation of a labour opportunity as a result of the increase in log ships to Nanaimo contributed to the hiring of 65 new positions on the Island for members of the ILWU,” says Dumas. These are higher than average salary positions and a great value to our community.

The year also saw a healthy increase in the number of pleasure boats using NPA facilities and services. Over 3,200, mostly USA boaters, visited Nanaimo last summer.

Dumas adds that a 2014 economic impact study produced by InterVistas for the NPA shows that the Port supports 2900 person-years of employment and creates more than \$665 million in annual economic output, making it one of the Island's biggest economic engines.

Looking ahead to this year and next the NPA is considering a small terminal and tariff increases to help fund Port improvements while remaining competitive in the marine industry.

Other Port priorities will be to review our land use plan, constructing a 15,000 square foot warehouse/office building for the use of West Coast Marine Response Corporation which will be supporting the federal government's "Ocean Protection Plan", and the NPA is excited to negotiate a terminal lease for a foot passenger only ferry operator.

"We are working hard to secure more cruise ship stops in Nanaimo," says Dumas. "Each one of these visits pumps more than \$150,000 into the local economy, most going to local merchants and service providers."

The NPA is continuing its long tradition of supporting Community Enhancements and over the last 30 years has spent over 20 million on public access projects such as the Swy-a-lana Lagoon, Fishing/Walking pier, Pioneer Waterfront Plaza, Visiting Vessel Pier and the Harbourfront Walkway.

Moira Jenkins, NPA Chair, would like to add that on behalf of the Board of Directors of the Port to congratulate Mr. Dumas and his staff for the strong survey results and their continued efforts to address the needs of our community and Vancouver Island.

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