

Results of BCMCA Members Survey

Conducted January 2016

Members were polled for their views on infrastructure concerns, using an online survey set up on SurveyMonkey.

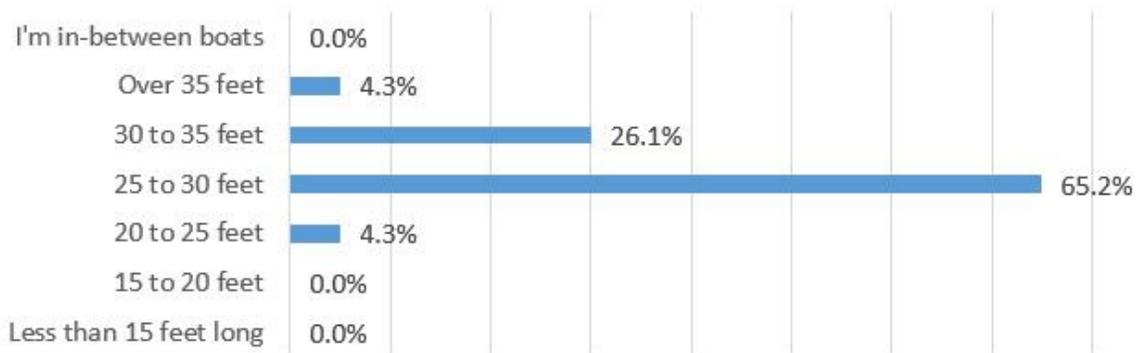
This survey was conducted for two reasons:

1. To refresh our understanding of what our membership feels are the most important issues in regards to marina infrastructure, particularly electrical power.
2. To provide a sound understanding of our concerns to the Parks Board for use in the Marina Renewal Study.

We note that since the contract for the Marina Renewal Study was awarded in June /2015, there were supposed to be several meetings with marina users, per the terms of the Request For Proposals. As of April 2016 (almost a year later!), none of these meetings have yet occurred.

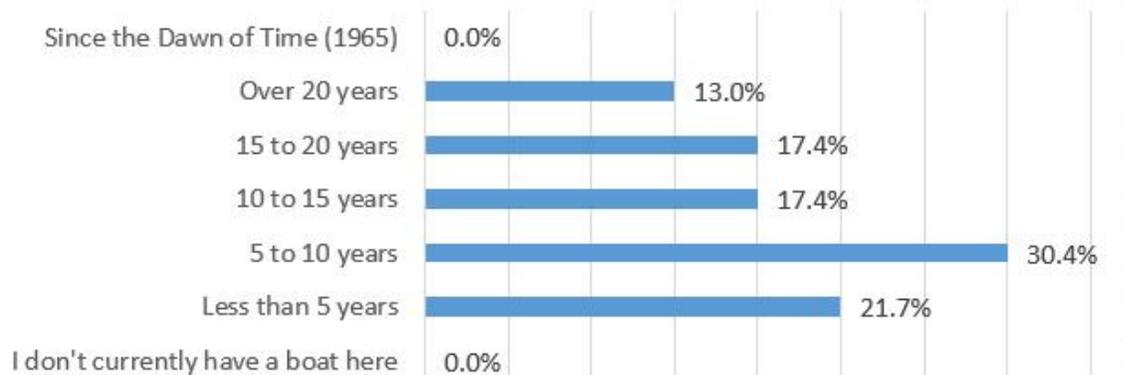
First, a bit of demographics about our membership, in terms of boat size, length of time in the marina, and type of power connections our boats have:

Boat Size

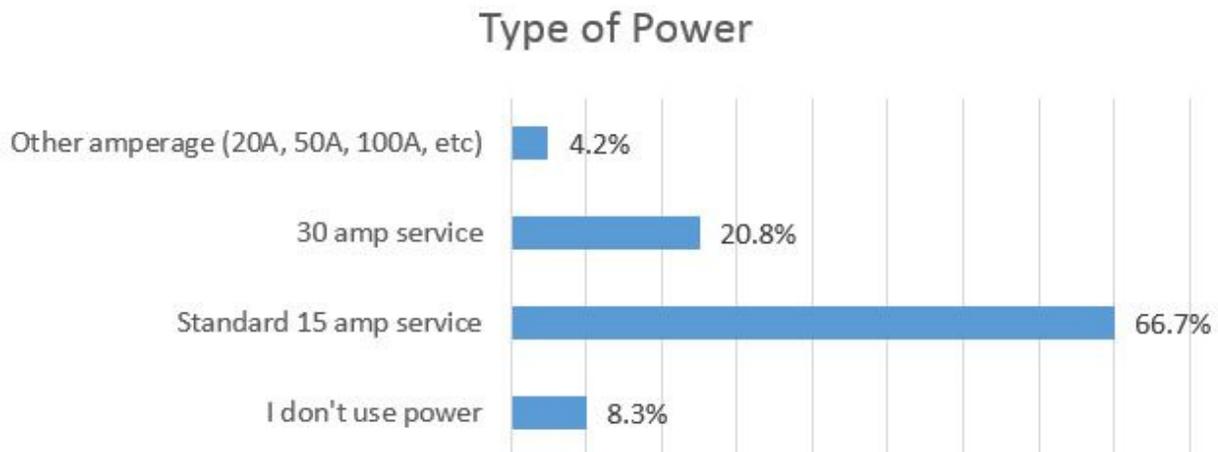
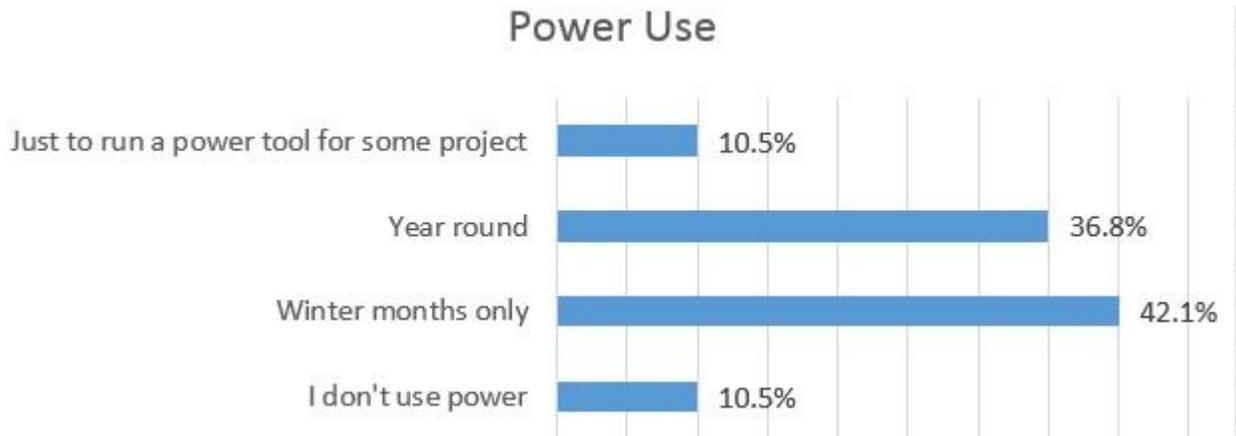


How long have respondents been customers at the marina:

Time at the Marina



Questions regarding what type of power usage and connection type respondents currently have:



The concerns about type of power include:

1. Upgrading the entire marina to 30-amp service will be much more costly, as this requires heavier-gauge cables and more costly 30-amp sockets at the dock boxes
2. The majority of customers don't require 30-amp service, and in fact will now have to purchase adapter plugs to be able to plug into power. This also brings up concerns over extra connection points, and higher amperage power supplied to on-board systems that may not have been designed for it.

The BCMCA directors believe that a hybrid approach may be the best – build 30-amp service only where it may be needed, ie, for docks for larger boats that are built with 30A service on-board, and for any potential guest moorage, should it be included. Otherwise, keep the rest of the marina at 15-amp service, but with upgraded hardware and power supply.

And the main question – respondents were asked to rank by priority those items of highest importance, to least importance. The priority ranking, as calculated by SurveyMonkey, is presented below:



Clearly, **dock infrastructure** and **reliable power** are high concerns. A high priority for **Security** was a bit of a surprise, but in light of the crime-spree this past winter, with many break-ins, stolen dinghies, outboards, etc., this has put a new focus on security concerns. Year-round **water** is also quite important, and considering how rare it is to have overnight freezing, coupled with cheap drip-valves, this should be an easy thing to resolve.

An improved **member's lounge**, and **workshop** are also a higher priority than the Directors have previously thought. However, the loss of the caretaker's suite continues to be a sore point, and the existing Member's Lounge is dark and uninviting. The BCMCA would like to see the Caretaker's Suite re-dedicated as a new Member's Lounge, complete with facilities for meetings and educational presentations. This would allow re-purposing of the existing ground-level space into a workshop, with tools and workbenches. Such workshops are a star attraction at several other marinas.

Finally, it is clear that proposals to **re-arrange the marina for larger boats** are at the bottom of the priority list. Such proposals have been made in the past as a means of increasing revenue at the marina, but at the expense of current customers. We believe the Parks Board, by virtue of owning an operating a marina, has a responsibility to provide an environment for affordable boat ownership for middle-class citizens, and not pander solely to the wealthy.