SECTION 8

LINKING THE ISLANDS WITH THE GLOBAL VILLAGE
The continuous development of utilities, communication and transportation infrastructure has allowed the Cayman Islands to offer residents and visitors first-world convenience. It has also supported the territory’s growth as an international business center.

Electricity for the Islands is provided by Caribbean Utilities Co. Ltd. (CUC) on Grand Cayman and Cayman Brac Power and Light Co. Ltd. on Cayman Brac and Little Cayman. Government’s Water Authority supplies water on Grand Cayman and Cayman Brac; on Grand Cayman the Authority is joined by Consolidated Water Co. Ltd (known locally as Cayman Water) which has a government license to supply piped water to the Seven Mile Beach area and West Bay.

Government and the private sector work together to ensure that Cayman’s links to the global village remain secure. In 2002 government and Cable and Wireless, the only local provider of telecommunications, discussed opening the market to competition. The Civil Aviation Authority reminded us how air travel has evolved over the last 50 years, and the port authorities managed increased cruise ship traffic. Meanwhile the Post Office continued to train its staff and upgrade its facilities to meet customer demands for quality and speedy service. The Public Works Department undertook further expansion of the Islands’ roads and began planning for new government office buildings and schools.

Water Authority

The Water Authority (WA) is a statutory body established in 1982 with the passing of the Water Authority Law. It is charged with protecting the Cayman Islands’ water resources, and with implementing water and sewerage infrastructure for the country.

Grand Cayman Water Distribution Programme

In 2002, the average daily demand for water on the Authority’s public water supply in Grand Cayman was 1.7 million US gallons per day (MGD), an annual increase of 1.7% from 2001 compared to 10% average annual increase for the period 1997-2002. The WA’s new CI$2.6 million, vendor-financed 0.8 MGD reverse osmosis (RO) plant at the Red Gate Water Works was completed and commissioned by Ocean Conversion Ltd (OCL) in the last quarter of 2002. Anticipating future growth and demand in the water distribution system, the RO plant building is designed to accommodate twice the current production capacity. This facility is the latest step in the WA’s effort to provide an adequate and safe potable water supply. The Water Authority now has a total water production capacity of 2.9 million US gallons of water daily, and provides reliable and safe service to more than 9,400 customers.
Due to the expected growth in demand for drinking water in the eastern districts, the WA will need to have additional water storage and pumping capacity in place by 2004. To this end, the Authority has identified a suitable location for this facility and is making plans to acquire a parcel of land in the eastern districts in 2003.

In 2002, the WA installed water mains in East End, Bodden Town Relief Road/Outlook, Midland Acres, Mahogany Estates, Red Gate Water Works site and miscellaneous areas throughout the distribution system, as well as upgrading sections along Shamrock Road and Crewe Road.

The Authority’s work on the East End Water Supply Project continued with the installation of 12-inch water mains approximately two miles eastward on Austin Conolly Drive. This project is a major part of the WA’s long-term plan to provide all of Grand Cayman with piped water. When finished—scheduled for the second quarter in 2003—the East End project, comprising the installation of more than 60,000 linear feet of pipes, will provide piped water to Morritt’s Tortuga Club, Royal Reef Resort and The Castaways Cove development. In the third quarter of 2003, the extension of the water distribution system from Frank Sound to North Side will begin.

After negotiations with the Water Authority last year, Consolidated Water Company Ltd (CWCO), a private company licensed by Government to supply piped water to the Seven Mile Beach area and the West Bay district, agreed to make substantial improvements to the quality of water it supplies. Although CWCO distributes drinking water that falls well within the drinking water guidelines of the World Health Organisation, many customers in these areas have requested that CWCO meet the same aesthetic quality as water distributed by the WA. By the final quarter of 2003, it is expected that all residents in the Cayman Islands connected to a city water supply will enjoy the same quality drinking water.

Private Water Trucking Services

In 2002, two privately-owned companies distributed trucked water to various parts of Grand Cayman. These companies purchase desalinated water from the Water Authority’s Red Gate Water Works in George Town and from the Authority’s East End groundwater facility.

Cayman Brac Water Distribution Services

In Cayman Brac, the WA operates a reverse osmosis (RO) plant with a production capacity of 61,000 US gallons per day and with a storage capacity of 750,000 US gallons. The Authority expects to complete work on the RO plant upgrade to produce 148,000 US gallons per day in early 2003. The WA also operates a trucking service for customers outside the pipeline distribution area. In 2002, an additional tanker truck with a 2,500 US gallon capacity was purchased; with three tanker trucks and expanded plant production capacity, the WA expects to meet the demand for trucked water for the next three or more years. In 2002, the average daily demand for water from the piped water system in Cayman Brac decreased by 7% compared to 2001.

Sewerage System

The contract for the new 2.5 MGD Sequencing Batch Reactor wastewater treatment works was awarded and signed in September 2002. The contract went to Hadsphaltic International Ltd and Wharton-Smith, Inc in joint venture for US$17.2 million. Funding for this project is provided through FirstCaribbean International (formerly CIBC Bank and Trust Company (Cayman) Ltd). The new treatment plant will replace the existing waste stabilization ponds with a modern, more resilient and modularly expandable plant. Construction began in December 2002; the expected completion date is late 2004.

Groundwater Protection and Quality Control

The Water Authority is responsible for managing and protecting groundwater in the Cayman Islands. Priority goes to protecting and preserving the three major fresh water lenses located in East End, Lower Valley and North Side. The WA continues its comprehensive monitoring programme of the fresh water lenses. In 2002 the WA, together with the Department of the Environment and the Department of Environmental Health, initiated water quality monitoring of the Dyke Road system, north of the George Town landfill. This programme will provide better understanding of water quality in the canals in developed areas and the potential effects on the North Sound.

The Water Authority’s laboratory received accreditation in 2002 from the American Association for Laboratory Accreditation (A2LA), making it the first and only laboratory in the Caribbean specializing in analyzing water and wastewater to have achieved the internationally recognized A2LA accreditation to the ISO/IEC 17025 standard.
Human Resources Development
Recognizing employees are its most valuable resource, the WA continues to provide training and development opportunities to staff, including local and overseas academic sponsorships for degree programs, computer skills training, professional development seminars and vocational certification. Currently, five staff members are pursuing associate, bachelor and post-graduate degrees in several fields.

The Authority now offers staff the option of E-learning to improve work skills and academic knowledge. Several employees have taken advantage of online courses on topics such as water main installation, hydraulics, basic numeracy, fundamentals of human resources and occupational safety.

In 2002, the Water Authority-Cayman (WAC) provided First Aid and CPR training for staff. Intended as a continuous process of certification and re-certification, more than 40 persons trained in emergency response. The WA realizes the importance of having staff prepared to deal with medical emergencies and is committed to having all staff members certified in three years.

Also last year, the WA began implementing a certification programme for water and wastewater operators. This project is directed through the Caribbean Basin Water Management Programme, a regional association of the English-speaking water and wastewater utilities using industry standard examinations set by the Association of Boards of Certification (ABC) in the USA. Key programme goals are to raise the standard of the WA’s operations, to provide opportunities for operators and assistant operators to improve their skills, and to afford them the opportunity to be licensed in their specific field. Earned credentials will be recognized throughout the USA. It is expected that all water and wastewater operators will be certified to the required levels within five-to-seven years.

Community Involvement
The Water Authority recognizes that community service and support are essential to maintaining positive relationships and that it is its duty as a responsible corporate citizen. In 2002, the WA participated in and/or supported the following events:

- Paint Your Heart Out Cayman: An annual WA undertaking in which general household repairs/renovations are made on the homes of local persons needing assistance. This year, WAC donated building materials and staff volunteered their time to do structural repairs on a deserving staff member’s residence.
- Breast Cancer Awareness Month with the Lions Club of Tropical Gardens: Many WA staff, both male and female, took advantage of community educational sessions and screening events for breast cancer. Many employees were also sponsored by the WA when they participated in the Brenda Lund Memorial Run/Walk.
- Drug Awareness Week with the National Drug Council (NDC): A staff dress-down day was co-sponsored by the WA and employees to support the NDC’s drive to eliminate substance abuse in Cayman. Employees were also encouraged to volunteer as invigilators for the Cayman Islands Youth Drug Survey that was administered to students island-wide.
- World AIDS Day/STI Awareness Week 2002: In an effort to address the HIV/AIDS issue, the WA has engaged in implementing an HIV/AIDS Policy. It will address both training issues for staff and human resource policy that affect infected staff. During annual activities, the WA promoted the sale of items from the Cayman AIDS Foundation. Proceeds will go to further community HIV projects.
- Cadet Corps Marathon: Supporting this new initiative to address youth issues in the community, the WA sponsored a full team to compete in the Cadet Corps Marathon. In December 2002, TEAM WAC, comprising several WA employees, finished the 26.2-mile race in second place.
- Project Angel Tree with the Sunrise Adult Centre: For several years, WA staff have participated in Project Angel Tree. It is designed to encourage staff to “give back to the community” by coordinating a Christmas event for a group/organization. In 2002, the WA held a Christmas party onsite for Sunrise Adult Centre residents, imparting Christmas spirit in the form of entertainment, food and gifts.

Last year, the WA also donated to the following organisations/projects:

- Special Olympics – annual black tie dinner/dance
- Kiwanis Club – Friends of the Deaf
- Cinderella International Scholarship Programme
- Northward Prison – Inmate training programme
- Naya Sporting Football Club – summer camp
- Bodden Town Football Club – summer camp
The WA takes great pride in serving the local community and is pleased to continue its commitment to providing support for local charitable and sports organisations.

Postal Services
The Cayman Islands Post Office operates in a business environment wherein technological advances and private couriers continually challenge the traditional business of the postal service, and customer demands for quality and speedy service continue to increase.

Post offices throughout Cayman handled just over nine million pieces of domestic, international and expedited mails and parcels during 2002.

Human resources development continued to be a major focus in the year. Promotions, recruitment, and educational advancement remained a part of the department’s growth plan.

Customer Services
In addition to normal postal services, customers are offered expedited mail services (EMS), international express, deposit accounts, pre-paid postage, franking machines, Safemail (mail secured during the absence of the box holder or general delivery customer), re-direction and international reply coupons. Corporate customers with large volumes of outgoing mail can have the Post Office collect mail from the company office; collection and delivery of mail between a company’s main office and branch offices is also available. There is also a philatelic bureau.

Facilities and Operations
Fifteen post offices and two postal agencies serve Cayman’s postal needs. Postage stamps are also available from stamp vendors at various locations throughout the Islands. Mail drops are provided at all post offices and at 17 additional strategic locations in Grand Cayman and at the airport in Cayman Brac.

There are nine post offices in Grand Cayman: major post offices are the General Post Office, Airport Post Office and Mail Processing Centre, and Seven Mile Beach Post Office. District Post Offices are located at Hell, West Bay, Savannah, Bodden Town, North Side and East End.

In Cayman Brac, the new West End Post Office and Mail Processing Centre opened in July becoming the main post office on that island. It is the first in the Islands to offer Internet café services to the public. Post offices at Stake Bay, West End, Watering Place, Creek and Spot Bay cater to the needs of customers in those districts. The post office for Little Cayman is located at the edge of that island’s airstrip.

Mail delivery is achieved by a total of 10,508 post boxes available for rental throughout the three islands and by General Delivery services at all post offices. There are 9,540 post boxes on Grand Cayman, 917 in Cayman Brac and 51 in Little Cayman.

Administration
Staff attended several local and overseas conferences and courses. In December 2002, the Deputy Postmaster General continued to serve as one of the Caribbean operational managers to monitor Caribbean Christmas mail at the United States’ International Sorting Centre JFK in New York.

Philatelic: Seven stamp issues for 2002

- In Remembrance 11th September 2001, a single $1 stamp in commemoration of the 9/11 terrorist attacks in the USA. It signified the Cayman Islands’ support for the United States and the fight against terrorism.
- Golden Jubilee of the Accession of HM Queen Elizabeth II honoured this historic occasion in a series of five stamps depicting Her Majesty the Queen throughout her reign.
- Peanuts - A Fantastic Cayman Vacation was the latest addition to the youth philatelic programme. It featured Charlie Brown and the Peanuts gang vacationing in the Cayman Islands.
- Cayman Islands CIFA - World Cup Football, a two-stamp issue commemorating the World Cup Games in Korea and Japan, and the Cayman Islands Football Association which is a member of the world’s governing football body, FIFA.
- Her Majesty Queen Elizabeth the Queen Mother was further honoured and saluted for the life of the beloved Queen Mum after her passing. Four stamps depict the Queen Mum at different ages and official functions throughout her life.
Civil Aviation Authority celebrated the 50th anniversary of aviation in the Cayman Islands. The six stamps featured various types of aircraft, from amphibious to the Concorde, all of which have flown to the Islands.

Angels Celebrate Jesus’ Birth was the theme for the five-stamp Christmas issue featuring angels participating in the story of the birth of Christ.

The Philatelic Bureau, located at the Seven Mile Beach Post Office, can be contacted directly at (345) 946 4757, and by email at cistamps@candw.ky. Stamps and stamp products are available at each postal facility. Membership in the philatelic programme may be secured with a minimum of US$30.00 or CI$25.00. Prices for sets, souvenir sheets and first-day covers range from CI$1.00 to CI$19.63 with most sets priced at CI$2.00-2.40.

Civil Aviation Authority

Because the effects of 9/11 were still being felt, 2002 was a challenging year for the Civil Aviation Authority (CAA). However, there were highlights; in association with the International Civil Aviation Organization (ICAO), the CAA hosted, for the first time, the regional Directors of Civil Aviation Conference. Dr. Assad Kotaite, the ACAO president, attended.

The Owen Roberts International Airport master plan study was also completed and a report was delivered to the CAA in the fall. A master plan for Little Cayman was finished in July and both reports are currently being studied.

Special Events

The CAA celebrated the 50th anniversary of aviation in the Cayman Islands, honoring November 28, 1952 when the first aircraft landed on a newly constructed airstrip in George Town. A series of events commemorating this milestone were staged, including a visit by a vintage PBY Catalina aircraft—the same type that Owen Roberts utilized in the 1950s and the first to land on the new airstrip. A Young Eagles programme for children and discovery flights for adults were also launched, in partnership with the Cayman Flying Club; the Post Office introduced a commemorative series of aviation stamps; a history reference book was produced, and a signature gala event was staged to honour the pioneers of Cayman Islands’ aviation.

Improvement to Facilities

Owen Roberts International Airport (ORIA) underwent a re-glazing project in 2002. All glass panes in the terminal were replaced with hurricane-resistant panes, allowing the terminal to be used as a temporary hurricane shelter as needed. Passenger screening facilities were improved to meet increased security requirements. Four aircraft parking hardstands at the main terminal were rehabilitated and the parking area for apron vehicles was expanded and paved. At the General Aviation Terminal (GAT) significant cosmetic changes occurred and work began on the express cargo building, which is intended to facilitate processing into the country. Additionally, the air traffic control tower building in Grand Cayman received a structural overhaul and general facelift.

Aircraft and Passenger Movements

During 2002, there was an 8% decrease in total passenger movements (arrivals and departures combined) through both the ORIA and GAT in Grand Cayman. Total passenger movements were 848,021; total international passenger movements declined by 6.5% to 743,662.

International aircraft movements increased by 11% with 15,897 aircraft movements; domestic aircraft movements increased by 3.5% with 5786 movements. International freight handled in 2002 declined by 19%, while domestic freight decreased by 37.7%. Total international scheduled flights increased by 22% to 11,882.

International Services

International flight service included, for North America, direct scheduled flights to Tampa, Miami, Houston, Atlanta, Newark, Charlotte, and Philadelphia. American Trans Air introduced a new service from Chicago; American Airlines from New York; and Northwest from Memphis. Other international service included direct service to London (British Airways), to Kingston and Montego Bay (Air Jamaica and Cayman Airways), and to Toronto (Air Canada). In late 2002, Cayman Airways added service to Havana, with Aerogaviota also offering scheduled service to Cuba.

Charter Services

International charters operated from various US gateways...
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including Dallas, Indianapolis, Salt Lake City and Minneapolis. Other destinations included San Andreas, Columbia; La Cieba, Honduras; Toronto, Canada; and Cancun, Mexico. Charter passenger numbers decreased by 22% to 32,398 and total international non-scheduled flights declined by 56%.

Port Authority
The mission of the Port Authority is to efficiently manage the maritime affairs of the Cayman Islands and to accommodate the volume of imports by sea through the provision of adequate docking and cargo handling/storage facilities. An additional goal is to assist in the promotion of tourism through the provision of appropriate arrival facilities for cruise ship passengers.

Prior to the 1970s, port operations in the Cayman Islands were administered by Government, but in mid-1970, port functions were decentralized. A statutory body, the Port Authority of the Cayman Islands was formally established on September 15, 1976. A board of directors appointed by the Governor-in-Council governs the Authority. The day-to-day operations are under the control of the Port Director.

2002 In Review
There were 29 cargo ships trading in 2002, making a total of 300 port calls.

At 189,643 tons, domestic imports through Grand Cayman’s port reflected a reduction of 1.4% from 2001. Cayman Brac’s port processed 9,058 tons of domestic imports, a 33.3% decrease over the previous year. There were also fewer vehicles landed—2,496, compared to 2,818 in 2001. The Islands’ main source of imports is the United States, principally Florida, with only cement and aggregate imports coming from Freeport, Bahamas, and Cuba. Some alcoholic beverages and vehicles are imported from Jamaica.

In 2002 there were 732 cruise ship calls, bringing a total of 1,576,775 cruise ship visitors to the Islands, an increase of 19.8% from 2001.

Facilities
There are two ports of call in the Cayman Islands: the Grand Cayman Port in George Town, and the Cayman Brac Port at the Creek. In Grand Cayman, the Port Authority has three locations - George Town Port facilities and administrative offices on Harbour Drive; the Cargo Distribution Centre in the Industrial Park; and administrative offices for billing staff on Portland Road. The Authority is working to improve and expand its cruise facilities to accommodate continuing growth in cruise passenger numbers.

Staff Complement
In 2002 the Port Authority employed 96 staff at the Grand Cayman Port, with six more serving at the Cayman Brac Port.

Public Works
The Public Works Department’s (PWD) mission is to support Government’s provision of public infrastructure through efficient, imaginative and cost-effective management of design, construction and maintenance of public buildings, related facilities, and roads.

PWD Building Division
The project management and design services of the department were in demand for a diverserange of projects in 2002, as the following works illustrate:

School Facilities
During 2002/2003, in the education sector, PWD completed renovations to five blocks at George Hicks High School. Preparations were also completed for the installation, in 2003/2004, of seven new classrooms and renovation of two more blocks at the school.

The Project Management Team (PMT) has been assisting the Education Ministry with three proposed schools: primary schools in Prospect and Boatswain Bay, and a new high school. Negotiations for the Prospect school contract are underway, with delivery required by September 2004.

Prison Facilities
PWD supported the prison in a number of projects, particularly the new trustees’ wing.

Health Services
At the Cayman Islands Hospital, both the $3.7 million geriatric wing and the new laundry were completed.
Sports Facilities
Phase II building began late December 2002; all windows and doors for the ground floor were installed, as was the roof on the second floor. Ground floor electrical, mechanical fittings and plumbing were finished. Completion is expected by mid-July 2003.

Legislative Assembly Building
The Project Management Team has prepared plans for major interior and exterior refurbishment to the Legislative Assembly Building. Work is due to begin on site in July 2003, to be completed by the end of that year.

Hurricane Preparedness
Category 5 hurricane shutters are being installed at one hurricane shelter in George Town, part of a continuous programme of upgrading hurricane shelters.

Quincentennial Celebrations
PWD managed the successful completion of Heroes Park and the Wall of History in George Town, as well as the district markers. The department also supported the Bodden Town and West Bay districts in their efforts to complete their monuments.

Government Offices
- New Office Accommodation Project: The Project Management Team (PMT) and Architectural Department have been working together on this project, including preparation of initial architectural designs. Work is well advanced for delivery of the project and groundbreaking is anticipated in 2004.
- Drug Task Force: The upper floor of the Avcon Building was successfully converted, so the DTF could move from the old police barracks to this location.
- Licensing and Probation Aftercare: Conversion of the Z & P Building on Walkers Road was completed.
- Labour Office: The PWD is renovating and extending these offices at Paddington Place. Work will be completed in the 2003/2004 financial year.