

Section 5 – Operational and Administrative Requirements

This section deals with operational requirements for the Park Operator and administrative requirements for the RDN. These requirements will be incorporated into the contract between the RDN and the Park Operator. The requirements outlined below for the Park Operator are mandatory and to be fulfilled throughout the five-year term. The Park Operator must ensure that all staff and contractors are fully aware of the roles and responsibilities they are required to uphold while working at the park.

Table No. 5.1 details the timing for the RDN to fulfill the administrative requirements. The timing of these activities could be modified due to unforeseen emergencies and/or opportunities. This section is broken down into the same topic areas found throughout the Plan.

5.1 Park Operator – Operations

5.1.1 Accessibility

- a) Park operating season and hours shall be consistent with Section 4.2.3 (a) of this plan.
- b) User fees for camping shall be charged as outlined in Appendix III, Schedule No. 4 and will be reviewed on an annual basis, together with the RDN.
- c) User fees shall not be charged for general parking, day use, and passive recreation at the park.
- d) Any user fees for other services provided by the Park Operator shall require approval by the RDN.
- e) Gates shall be secured daily to maintain open/close hours.
- f) Designated trails and routes shall be kept open for park visitors.

5.1.2 Public Safety

- a) Measures for public safety and control and emergency procedures, outlined in Appendix III, Schedule No. 1 shall be followed by the Park Operator, staff and contractors.
- b) Park rules, policies, bylaws and fishing regulations shall be enforced by the Park Operator and staff.
- c) Public safety and control and criminal incidents shall be documented as outlined in Appendix III, Schedule No. 1.
- d) \$2 million liability coverage shall be secured annually and additional insurance as necessary.
- e) Facility maintenance shall be done in accordance with Appendix III, Schedule No. 2.
- f) Onsite security shall be provided for the duration of the contract and shall reflect the different demands in the high and low season.
- g) In the event of emergency, the Park Operator may be required to close the park or sections therein.
- h) Signage, brochures and other information identifying potential hazards shall be posted and made available for park visitors.

- i) Safety and first aid supplies provided by the RDN shall be readily available and items replaced, as necessary.
- j) The park shall be monitored for hazards and when identified, shall be resolved immediately and /or the RDN advised immediately.
- k) Any emergency requiring evacuation shall be undertaken consistently with the Evacuation Plan (to be prepared).

5.1.3 Environment

- a) Informational brochures on wildlife hazards, wildlife/human interaction, local wildlife and plant species, and low impact camping shall be supplied and made available to park visitors.
- b) An interpretation and information board regarding fish and shellfish identification and regulations shall be maintained and updated as necessary.
- c) The following documents: Environmental Objectives, Best Management Practices and Requirements for Land Development, March 2001 by MWALP and DFO/MELP Stewardship Series shall be on site and familiar to the Park Operator and staff.
- d) Ground maintenance shall be done in accordance with Appendix III, Schedule No. 2
- e) The development and implementation of interpretation and education initiatives shall be undertaken with the permission of the RDN.
- f) Firewood gathered on the park shall consist of trees that have previously fallen and shall only be undertaken by the Park Operator.

5.1.4 Park Use

- a) The campground shall be operated as detailed in Appendix III, Schedule No. 3.
- b) The concession shall be operated as detailed in Appendix IV.
- c) The rental of goods and equipment shall be undertaken as detailed in Appendix IV.
- d) Special events shall be undertaken as detailed in Section 4.5.3 and future bylaws.

5.1.5 Standards

- a) All buildings, structures, grounds and other facilities shall be maintained in accordance with Appendix III, Schedule No. 2
- b) The Park Operator shall ensure that all staff and contractors are fully cognizant of Appendix III, Schedule No. 2.

5.1.6 Operations and Administration

- a) The day-to-day operations of Descanso Bay Regional Park shall be undertaken as detailed in Appendix III, Schedule Nos. 1 – 4 (Public Control and Emergency Procedures, Facility Maintenance Standards, and Campground Procedures).
- b) Financial and administrative requirements shall be fulfilled as detailed in Appendix III, Schedule No. 4.
- c) A performance bond of \$5,000 shall be secured at the time of entering into the Operator's Agreement.
- d) The Park Operator shall undertake all repairs and upgrades to equipment and facilities costing less than \$500.

- e) An annual review of facility maintenance, park operations, etc shall be conducted together with the RDN.
- f) The information displays in the park and at other designated locations shall be maintained and monitored on an ongoing basis.
- g) The Park Operator shall advertise in the BC Accommodation Guide and in standard regional tourism venues.
- h) Marketing initiatives shall be undertaken according to the annual marketing strategy, developed together with the RDN.
- i) The Park Operator shall undertake customer surveys as requested by the RDN.

5.1.7 Cooperation

- a) Issues impacted or related to adjacent landowners and senior agencies shall be reported to the RDN.
- b) Public relations with park visitors shall be undertaken in accordance with Schedule No. III.

5.2 Regional District of Nanaimo – Administration

5.2.1 Accessibility

- a) Operational issues (user fees, length of season, etc) shall be reviewed on an annual basis.

5.2.2 Public Safety

- a) A parks bylaw shall be adopted
- b) A bylaw to designate a bylaw officer shall be adopted, as required, including the Park Operator.
- c) MIA assessment shall be undertaken when possible.
- d) A lease shall be secured between the RDN and the Gabriola Fire Department.
- e) An evacuation plan shall be developed.

5.2.3 Environment

- a) Securing tenure over marine foreshore shall be investigated.

5.2.4 Park Use

- a) Future uses of the park house shall be developed over the term of this plan.

5.2.5 Standards

- a) A review of campsite sustainability shall be undertaken annually with the Park Operator.
- b) Together with the Islands Trust, develop campground standards and resolve any outstanding land use issues.
- c) A review of capital works shall be undertaken annually, with the Park Operator.
- d) Potable water system shall be investigated and implemented as required.

5.2.6 Operations and Administration

- a) Repairs and upgrades to equipment and facilities costing more than \$500 shall be undertaken, as required.
- b) Development actions shall be undertaken as detailed in Appendix No. II - the Capital Plan.
- c) The Descanso Bay Regional Park link on the RDN website shall be maintained and upgraded as required.
- d) Marketing initiatives including obtaining a membership with Tourism Vancouver Island shall be undertaken regularly.
- e) Comment cards and surveys shall be developed.

5.2.7 Economic Development

- a) Maintain links with the local Chambers of Commerce and regional and provincial tourism agencies.

Table No. 5.1 – Regional District of Nanaimo Administration

Actions	As Required	Annually	Short term Year 1 to 2	Mid term Year 2 to 5	Long term Year 5+
Review operational issues					
Adopt park bylaws					
Designate bylaw officer					
Undertake MIA assessment					
Secure lease for reservoir					
Develop evacuation plan					
Investigate foreshore lease					
Park House future uses					
Review campsite sustainability					
Develop campground standards and resolve land use issues					
Capital works review					
Investigate potable water system					
Undertake repairs over \$500					
Undertake development actions					
Develop and review promotional material					
Maintain RDN website					
Join Tourism VI					
Develop comment cards					