

Schedule No. 2

Facility Maintenance Standards

The Park Operator will be responsible for the overall maintenance and operation of park facilities, including the costs to operate and maintain the park facilities. The Park Operator shall undertake all repairs and upgrades to equipment and facilities costing less than \$500. Repairs and upgrades to equipment and facilities costing more than \$500 shall be undertaken by the RDN.

The RDN will only be responsible for capital repairs and replacements of existing facilities that are outlined in the Capital Plan.

A. Facility Maintenance Guidelines

1. To enhance service quality and efficiency, the Park Operator is expected to use best practices to maximize the life of Park facilities and to ensure their continued sustainable and economic service over that life.
2. The RDN expects the Park Operator to act with a high degree of independence.
3. The Park Operator shall meet “brand” and facility maintenance requirements, including the delivery of a high quality RDN service to the public, ensure their safety and security and protect the natural and cultural values.
4. Facilities will meet or exceed health and safety standards and be in compliance with all applicable legislation, regulations and RDN policies that directly impact facility design, operation, maintenance and reporting.
5. Facilities and services will meet or exceed performance levels as defined by the RDN.

B. Operational Maintenance

The Park Operator will be responsible for funding and conducting all campground operational maintenance for the duration of the Contract.

1. General

- a) Routine maintenance (e.g. servicing, cleaning, inspection) of buildings, furnishings, roads, grounds and utilities to ensure that safe, clean and attractive conditions are maintained in all areas. Routine maintenance includes grass cutting, removal of invasive plants e.g. broom, garbage collection, campsite cleaning and waste removal.
- b) Minor repair and replacement, including repair of broken fixtures, furnishings and signs, leaking taps, broken windows and door hardware in buildings and other similar types of work.
- c) All labour, materials, supplies, parts, hardware, paint, vehicles, equipment, tools and clothing required to carry out routine maintenance, and minor repair and replacement.

- d) All repairs and replacements to plumbing and mechanical or electrical equipment must be carried out by qualified licensed tradespersons.
- e) Repair and replacement costs up to and including \$500.
- f) RDN approval will not be required for operational maintenance.
- g) The Park Operator shall maintain a list of all repairs and replacements undertaken annually and submit it to the RDN.

2. Vehicle and Equipment Maintenance

- a) Vehicle and equipment maintenance will be performed by the Park Operator as required, to ensure that they are clean, mechanically sound and suitable for the Park Operator's operations under the Contract.

3. Campground/Day-use Area Maintenance

- a) Ensure campsite facilities are in a safe and fully operational condition.
- b) Maintain campsites and surrounding area in a clean and tidy condition free of all litter, broken glass, garbage and foreign material.
- c) Maintain fireplaces in a clean condition clear of ashes, coals and unusable wood.
- d) Maintain picnic tables in a clean condition free of all cobwebs, dirt, grease and debris; and ensure soil is kept away from wood on table bases.
- e) Retain campsite shape and definition by removal of weeds, encroaching vegetation and overhanging limbs to a minimum of 0.5 metres surrounding the campsite and driveway shoulders, raking the site and shoulders to present an overall clean and neat appearance.
- f) Ensure water is properly drained away from campsites (by ensuring any ditches and culverts are kept clear and properly flowing).
- g) Ensure number posts are maintained in good repair, in a firm vertical position and visible by controlling weed and brush growth. Replace any number posts damaged by vehicles or by vandalism.
- h) Ensure picnic tables and park benches are kept safe and fully functional.

4. Garbage Collection

- a) Ensure that all garbage containers are in good repair and fully functional.
- b) Ensure that garbage containers are in a clean and sanitary condition free of stains and offensive odours.
- c) Garbage shall be emptied before becoming overfull or at a frequency so as not to attract bears or other animals. Garbage bags to be replaced as necessary.
- d) Maintain area surrounding the garbage containers free of all litter, debris, garbage and weeds.

5. Recycling

- a) Ensure recycling containers are available.
- b) Empty as required.

6. Firewood Provision

- a) Ensure firewood is available for sale to park users throughout the Operating Season.
- b) No beetle/bug-infested firewood shall be used.
- c) The Park Operator may collect firewood from fallen trees around the park property.
- d) Ensure no Park Users scavenge their own wood.

7. Hazard Trees

- a) The Park Operator shall undertake a hazard tree assessment of the park property by a qualified professional once a year.
- b) Hazard tree removal shall be undertaken by a qualified professional, with prior approval of the RDN.
- c) The Park Operator will provide the RDN with detailed information when a tree or group of trees fails as a result of natural hazard.
- d) Hazard trees may be cut for firewood.

8. Signs Maintenance

- a) Ensure signs are in good repair, clean condition, visible and maintained in a firm vertical position with sign message oriented to provide maximum viewing exposure.
- b) Maintain all informational and operational signage.
- c) Maintain immediate area surrounding signs free of garbage, grass, weeds and brush.
- d) Maintain information in a neat and orderly appearance; remove outdated and/or unauthorized notices and post information as required.

9. Parking Lots and Road Maintenance

- a) Ensure the parking lot and roads are in good repair and fully functional condition, and all ditches kept free of encroaching brush.
- b) Maintain parking lot, roads and facilities in a clear condition free of litter, rocks, weeds, debris, garbage and foreign material.
- c) Maintain smooth parking lots and road surfaces.
- d) Ensure shoulders, edges and ditches are free of encroaching vegetation and overhanging limbs to present an overall neat appearance.
- e) Ensure culverts, ditches and bridges are clear to allow for proper drainage.
- f) Ensure all curbs, barriers and vehicle control devices are properly aligned and in good condition, including line paint (road and parking lot marking).
- g) Ensure emergency vehicle access is maintained at all times.

10. Park House

- a) The outside of the park house shall receive daily checks.
- b) The inside of the park house shall receive monthly checks.
- c) Security of the park house shall be maintained at all times.
- d) If the park house gets broken in to, the RDN shall be informed immediately.

11. Painting and Staining

- a) All facilities that have paint or stain finish must be maintained free of major chips, scratches, flaking and fading.

12. Pit Toilet Maintenance

- a) Ensure pit toilet buildings and fixtures are in a safe and fully functional condition.
- b) Maintain pit toilets and fixtures in a clean and sanitary condition free of dust, dirt, stains, mould, cobwebs, graffiti, garbage, excess water, unpleasant odours and all foreign material.
- c) Ensure roof is kept clean and clear of branches, leaves, moss, litter, dirt and debris.
- d) Provide as required toilet paper, deodorant and deodorizing chemical (lime products not to be used).
- e) Maintain area surrounding the pit toilet free of all litter, debris, garbage, weeds, encroaching vegetation and overhanging limbs.
- f) Ensure a minimum space of 0.6 metres between faecal level and floor level.

13 Trail Maintenance

- a) Ensure all trails, walkways, paths, and steps are safe and in a fully functional condition.
- b) Maintain trails, walkways, paths, steps, and adjacent areas in a clean condition free of litter, garbage, rocks, limbs, windfall trees, encroaching vegetation and other foreign material that may pose a hazard or restrict park user access.
- c) Ensure culverts and ditches and bridges are clear to ensure proper drainage.

14 Fence Maintenance

- a) Maintain all fencing in a good state of repair.
- b) Repair immediately any damage to fencing that poses a safety hazard; and when this is not possible, secure the area from public access until repairs can be done.

15. Parking Area Maintenance

- a) Ensure facilities are in a safe and fully functional condition.
- b) Maintain facilities free of all litter, garbage, weeds, sand, gravel, mud and all foreign material.

16. Beach Area Maintenance

- a) Maintain beach areas free of litter, garbage, broken glass, driftwood, weeds and all foreign materials.
- b) Ensure marker buoys and other facilities and equipment in the beach area are in good repair.
- c) Ensure first aid supplies are available at the gatehouse and location is posted on the information kiosks. Replace items as necessary.

17. Lawn Mowing

- a) Ensure lawns are mowed, and in a clean and tidy condition free of all litter, garbage, debris, foreign materials and excess grass clippings.
- b) Ensure that immediate areas surrounding trees, signposts, stairs, fences, buildings and edges along walkways are trimmed to present a neat and tidy appearance.

18. Pesticide, Herbicide and Fertilizer

- a) Maintenance involving the use of pesticides, herbicides or fertilizer will only be performed after appropriate licensing has been acquired and written approval of the RDN has been obtained.
- b) Apply products according to the product manufacturer's directions.

19. Paint and Stain

- a) One third of picnic tables, benches, and outhouses shall be painted.
- b) Prior to treating all surfaces must be adequately prepared prior to application of paint/stain including: remove all graffiti removed, scrape and sand, and wash the tops, ends and all exposed surfaces with tri-sodium phosphate (TSP).

C. Water System Maintenance

1. General

- a) Ensure that water systems are safe and in a fully functional condition and meet provincial standards.
- b) Water system performance shall be regularly monitored.

2. Water Pumps

- a) Maintain water pumps and immediate area in a clean and sanitary condition free of mould, sand, gravel, weeds, litter, garbage and foreign material to present a neat appearance.
- b) Service pumps, replace washers and springs regularly.
- c) Ensure drains are sanitary, free running and clear of accumulated debris.
- d) Maintain water pump free of rust. Lubricate and paint as required. Replace gaskets, o-rings and washers regularly and as required.

3. Water Source and Distribution Lines

- a) Ensure water quality equipment is operating as designed and is serviced according to manufacturer's instructions.
- b) Service pumps and like equipment as required, before start-up, and in accordance to manufacturer's instructions.
- c) Operate and inspect all valves to ensure operability.
- d) Test pressure reducing valves regularly to ensure operability.

D. Preventative Maintenance

1. Preventative Maintenance Amount

- a) The Park Operator will be responsible for funding all preventative maintenance to \$500.

2. Preventative maintenance

- a) Preventative maintenance shall be undertaken in low season.
- b) Scheduled repair or component replacement of park facilities to keep them in optimum working condition e.g. road grading, roof repair, facility painting programs, furniture replacement, trail repair, campsite graveling, vegetation restoration; and
- c) Scheduled overhauls and diagnostic maintenance to prevent breakdowns and extend facility lifespan. This will include regular inspection of the park facilities and the establishment of a facility maintenance plan (a component of the annual operating plan presented to the RDN for review) which will outline priority projects to ensure facilities remain safe, meet industry standards and comply with the Park Operator's operating standards.
- e) The Park Operator will supply all the project management requirements to carry out efficient and cost effective preventative maintenance repair and replacement projects that have received approval from the RDN.
- f) The Park Operator will have to estimate costs and schedule projects appropriately to ensure funding is available for annual preventative maintenance and scheduled condition assessments.

E. Operation And Maintenance Records

1. Records

- a) Ensure a record system is established and maintained for facility operations and maintenance.
- b) Maintain up-to-date operating logs for all dynamic facilities and critical facility components where applicable, e.g. pumps, machinery, etc.
- c) Maintain records of all maintenance, repair and replacement activities.
- d) Maintain a work order system with sufficient detail that permits the RDN to:
 - i) determine compliance with the annual operating plan;
 - ii) ensure quality work;
 - iii) identify and track maintenance, repair and replacement costs;
 - iv) identify undesirable operating and maintenance issues (e.g., frequent disruptions to service; undue costs; poor performance).
- e) Maintain a copy of all records, and have them available at all times for inspection by the RDN.

F. Facility Maintenance Plan

1. Facility Maintenance Plan

The facility maintenance plan shall include:

- a) Proposed preventative maintenance projects for the RDN to review and provide written approval, as part of the annual operating plan.
- b) Projects that have been identified and prioritized.
- c) Annually report on preventative maintenance projects completed, as part of the annual operating plan.
- d) Maintain up-to-date records on preventative maintenance repairs and replacement projects available at all times for inspection.

