

BC Parks – Park Facility Operator Facility Management Policy

Standard: Implement facility management standards to the overall maintenance and operation of Operating Area facilities, including the costs to operate and maintain the park facilities.

- To enhance service quality and efficiency, the Park Facility Operator will be expected to use best practices to maximize the life of Operating Area facilities and to ensure their continued sustainable and economic service over that life.
- BC Parks will expect the Park Facility Operator to act with a high degree of independence. While BC Parks will maintain firm control on the quality of facility maintenance, on-site supervision by BC Parks representatives will be minimal.
- Park Facility Operator must meet or enhance the BC Parks reputation and facility maintenance requirements, including the delivery of a high quality BC Parks service to the public, ensure their safety and security and protect the natural and cultural values.
- Facilities will meet or exceed health and safety standards and be in compliance with all applicable legislation, regulation and BC Parks policies which directly impact design, operation, maintenance and reporting.
- Facilities and services will meet or exceed performance levels as defined for satisfaction surveys.

Documents and Drawings

Standard: Maintain accurate documents and drawings for all facilities, equipment or operating systems.

- BC Parks, as required by the Park Facility Operator, will supply copies of existing documents and drawings for the Facilities in each Operating Area Facilities. These may include none, some or all of the following:
 - Maps and drawings as recorded;
 - Operating manuals for equipment and operating systems;
 - Equipment warranties;
- Park Facility Operator will ensure documents and drawings are updated to incorporate new facilities or changes to existing facilities, equipment or operating systems.
- Park Facility Operator will supply BC Parks with all amendments to existing documents and drawings using the original format or digital. BC Parks will require one hard and one digital copy of any and all documents and drawings for new facility development.

- Park Facility Operator will ensure drawings meet Provincial standards as outlined in the BC Parks facility standards manual.

Condition Assessments

Standard: Implement condition assessments in accordance with BC Parks condition assessment manual.

- BC Parks will annually supply and update a list of qualified firms or individuals eligible to undertake condition assessments.
 - Park Facility Operator may recommend a firm or individual for approval by the Province.
 - Park Facility Operator may only use a BC Parks approved firm or individual to undertake a condition assessment.
 - Only qualified third party firms or individuals having no conflict of interests in the performance of their duties will be approved by the Province.
- BC Parks may require additional condition assessments be undertaken at the Park Facility Operator's expense, and those assessments may be targeted at specific facilities or components if condition assessments:
 - Do not meet BC Parks standards as outlined in BC Parks condition assessment manual.
 - Indicates major deficiencies resulting from the Park Operator's management of facilities or components.
 - The initial level of assessment was not appropriate for a specific facility.
- Park Facility Operator will ensure comprehensive condition assessments are completed for every facility in each Operating Area once every five years and that these assessments will be submitted to BC Parks by November 15th.
- Park Facility Operator will ensure condition assessments results as completed are provided to BC Parks for entry into the facility management system.
- When BC Parks obtains a data entry portal for access to the Facility Management System, The Park Facility Operator or their agent will be responsible to enter condition assessment results.

Facility Management System

Standard: Maintain accurate data using the BC Parks Facility Management System to record facility inventory, maintenance and condition assessments data.

- BC Parks will provide training, access and technical support to the Facility Management System (FMS) database for the purpose of data entry, upon BC

Parks obtaining a Park Facility Operator data entry portal. Once the data entry portal is established the Park Facility Operator will undertake data entry.

- Until a data entry portal is in place the Park Facility Operator will provide BC Parks with the required data for entry into the Facility Management System
- Update the Facility Management System on an annual basis by November 15th. each year to incorporate the following requirements:
 - Facility Inventory – new facilities or changes to existing facilities.
 - Facility Maintenance – facility repair and replacement projects completed through Preventative Maintenance Amount and BC Parks capital funding sources.
 - Condition assessments – formal review of facilities and maintenance to determine repair and replacement projects required.

Operating and Maintenance Records

Standard: Establish and maintain an accurate record system for facility operations and maintenance.

- Maintain up-to-date operating logs for all dynamic facilities and critical facility components where applicable, e.g. water meters, pumps, generators, machinery, etc.
- Maintain a work order system with sufficient detail which permits BC Parks to:
 - determine compliance with the annual operating plan;
 - ensure quality work;
 - identify and track all maintenance, repair and replacement activities and costs;
 - identify undesirable operating and maintenance issues (e.g., frequent disruptions to service; undue costs; poor performance).
- Maintain a copy of all records, and have them available at all times for inspection by BC Parks.

Proposals For New Operating Area Development

Standard: New facility developments and betterments must receive approval and be implemented and operated in accordance with BC Parks policies and procedures.

- Proposals for new operating area development include both fixed and portable facilities. Proposals will be included as part of the business plan and annual operating plan.

- Park Facility Operator may wish to take the opportunity to engage in facility betterments as the Province undertakes major repair and replacement projects over \$50,000 per Operating Area, as part of the capital program. Betterments are defined as upgrades to a facility asset beyond direct replacement, i.e. increasing the size of a toilet building to accommodate showers.
- Proposals for new development and betterments will follow a three stage approach:
 - Stage One – Park Facility Operator completes an application form which is reviewed by regional staff. This is a preliminary stage, to review an application prior to the Park Facility Operator making a formal monetary investment.
 - Stage Two – Park Operator completes, as required, an impact assessment or other BC Parks requirements (at their cost) and removes or reduces risk factors or BC Parks concerns identified from the stage one application review.
 - Stage Three – Park Operator receives written approval from BC Parks and proceeds with development proposal as per Three Year Business Plan and assumes all the financial and operational responsibilities.
- BC Parks will evaluate the proposal application on the following criteria (as applicable):
 - Appropriate activities.
 - Financial qualifications.
 - Cost effectiveness.
 - Proponent experience and technical qualifications.
 - Project sustainability.
 - Community and First Nations consultation.
 - Technical feasibility and reliability.
 - Environmental impact assessment.
 - Protection and mitigation
 - Archeological assessment
 - Degree of innovation and performance-based incentives
- Park Facility Operator must acknowledge requests for betterments dictate that:
 - The Park Facility Operator will have to first receive written approval, from BC Parks.
 - Upon approval, the Park Facility Operator is responsible to finance 100% of the project's betterment costs.
 - Ensure the investment recovery (amortization) for the betterment does not exceed the term of the contract.
 - BC Parks will not pay for facility investment losses as a result of contract termination.

- Ensure new facility development and/or betterment proposals are submitted using the Province's application form.
- At the end of the contract term, facilities built by the Park Facility Operator will either be removed by the Park Facility Operator, or will become the property of BC Parks, based on Article 4.1 (w) of the Park Use Permit Agreement.

Preventative Maintenance

Standard: Submit a priority list of proposed preventative maintenance projects (which may include condition assessments) to BC Parks for review and written approval.

- Identify projects by priority, based on available funding from annual preventative maintenance amount.
 - Priority 1 – projects which incur significant public health and safety risks, will create significant additional costs for the Operating Area if deferred, or are critical to the success of the Park Facility Operator's business plan.
 - Priority 2 – projects which are important, but which can be deferred to a later year in the contract term without materially affecting the Park Facility Operator's business plan, those which are either not critical to public health and safety or which will create a medium level of additional cost for the Operating Area if deferred.
 - Priority 3 – those projects which are less important and will only cause minor increased costs if delayed beyond the current contract term.
- Maintain up-to-date records and costs on preventative maintenance repair and replacement projects, available at all times for inspection.

Capital Plan

Standard: Submit a priority list of proposed capital projects to BC Parks for review and funding consideration in the Annual Operating Plan.

- Capital Plan projects do not include Park Facility Operator facility proposals for new facility development and or betterments.
- BC Parks retains sole decision making authority in ranking projects on a provincial basis for capital program funding.

- BC Parks Capital funding is subject to Provincial Government approval and support. BC Parks funding amounts may change without notice and neither program nor project development is guaranteed.
- BC Parks funded capital projects may or may not affect a Park Facility Operator's day-to-day operation. BC Parks will attempt to minimize impacts to the Park Facility Operator's operations and consult with the Park Facility Operator in the development of an implementation plan. This plan will include scheduling and staging details which need to be resolved prior to public tendering of the project by BC Parks.
- Park Facility Operator will identify and submit as part of the annual operating plan those priority capital projects, by Operating Area, to BC Parks for Capital funding program consideration.
- Park Facility Operator will ensure that capital plan projects submitted reflect the following funding priorities:
 - Priority One – projects which represent significant public health and safety risks, will create significant additional costs for the Park Facility Operator if deferred, or are critical to the success of the Park Operator's business plan.
 - Priority Two – those projects which are important, but which can be deferred to a later year in the contract term without materially affecting the Park Facility Operator's business plan, those which are either not critical to public health and safety or which will create a medium level of additional cost for maintenance and operation of the Operating Area if deferred.
 - Priority Three – those projects which are less important and will only cause minor increased costs for maintenance and operations of the Operating Area if delayed beyond the current contract term.

Annual Facility Maintenance Plan

Standard: Report on facility maintenance completed and proposed as a component of the annual operating plan.

- Submit details for the projects completed or proposed for the following facility standards:
 1. Documents and Drawings
 - a. List amendments completed to existing facilities.
 - b. List new documents and drawings completed.
 2. Condition Assessments Completed

- a. List condition assessment(s) completed and the firm or individual hired.
- 3. Facility Management System
 - a. Acknowledge facility data has been up-dated for facility inventory, maintenance and condition assessments as applicable.
- 4. Operating & Maintenance Records
 - a. Acknowledge that all maintenance, repair and replacement activities are recorded and available for inspection by BC Parks.
- 5. Proposals For New Operating Area Development
 - a. List completed projects for new developments and betterments.
 - b. List proposed new development and betterment projects.
- 6. Preventative Maintenance
 - a. List completed projects and associated final costs.
 - b. List proposed annual projects (including condition assessments) to BC Parks for review and written approval.
- 7. Capital Plan
 - a. List by priority capital projects over for BC Parks funding consideration.