

## CITY OF TERRACE

### Request for Proposals: Ferry Island Campground Operator



#### **Request for Proposal Number RFP 2023-PR&C-01**

*Date of Issue: February 10, 2023*

*Closing Date: March 1, 2023*

*Closing Time: 4:30pm Local Time*

*Deliver To: [tirwin@terrace.ca](mailto:tirwin@terrace.ca)*

**APPENDIX 1** - PROPOSAL FORM (required)

**APPENDIX 2** - PROPOSAL SUPPLEMENT (Part I mandatory, Part II-IV optional)

**APPENDIX 3** - EXPENSE SUMMARY - Summary Form for two years (required)



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## Introduction

The City of Terrace is seeking proposals from qualified and experienced contractor to manage and operate a municipal campground located at Ferry Island, Terrace, BC. The Campground is located on the East boundary of the City on Highway 16. The campground consists of a 103-unit campsite with pit toilets, several kilometres of walking trails, a day use area, two picnic shelters, and a playground and a washroom/shower facility. The contract will be for a 2-year term with an option to renew one time for an additional 1-year term.

## Objectives

- To provide high-quality camping experiences for visitors to Ferry Island;
- To maximize the revenue generated from the campground for the benefit of the community;
- To maintain and improve the physical condition of the campground facilities;
- To promote Terrace, BC and the surrounding area as a destination for outdoor recreation and tourism.

## Scope of Services

The successful contractor will be responsible for the following services:

- **Site Management:** Maintaining the cleanliness and safety of the campground, including the campsites, washrooms, and common areas. Ensuring that the campground is in compliance with all applicable laws and regulations, including health and safety codes;
- **Reservations and Booking:** Managing the reservation system, including accepting reservations, managing payment, and ensuring that all guests have a positive experience while staying at the campground;
- **Marketing and Promotions:** Developing and implementing marketing strategies to promote the campground, including advertising and social media efforts. Any marketing material must be approved by the Communications Advisor for the City of Terrace. City of Terrace can co-promote events and general information as requested and also can advertise general information such as camping opening and close date;
- **Maintenance and Improvements:** Maintaining the physical condition of the campground facilities, including campsites, washrooms, and common areas. Undertaking regular maintenance and improvement projects to enhance the guest experience;
- **Financial Management:** Managing the financial aspects of the campground, including accounting, and revenue generation;



- Customer Service: Providing excellent customer service to guests, including responding to inquiries and resolving any issues or concerns;
- Public Access: The public has a right to free and reasonable access to Ferry Island. The Contractor must not limit the public's access to the permit area except as required to conduct their business.

## Expenses

Expenses to be incurred by the Contractor include, but are not limited to the following:

### **Materials and supplies:**

- garbage bags
- toilet tissue
- insect control products (ensure meet safety and health regulations)
- firewood
- paint, stain
- safety supplies ie. PPE and first aid
- minor plumbing parts and fixtures
- Campsite Receipt Forms

### **Equipment and tools:**

- Live in trailer and work vehicle
- ATV or golf cart
- fire extinguishers, first aid equipment
- pressure washer
- leaf blower
- weed-wacker
- janitorial tools and equipment
- hand tools (painting, carpentry, plumbing, mechanical, etc.)
- tools and equipment required to maintain the permit area according to the operational standards
- radio communication equipment

### **Administration equipment and materials:**

- phone, debit machine, light, water, heat
- insurance
- accounting

- business tax, fees, licenses
- bank charges, interest, performance guarantee costs
- travelling expenses
- business license
- commission payable to the City
- delivery, express, freight, storage
- fuel, maintenance, repairs

### **Labour Expenses:**

The Contractor will be responsible to hire their own labour and follow all applicable requirements, standards and laws/legislation for their labour, the following list is an example of what you will need in place for staff:

- Canada Pension Plan
- Unemployment Insurance
- salaries, wages, allowance and/or bonuses
- uniforms
- documented staff training and all applicable work procedures
- safety work procedures
- Workers Compensation

## **Additional Site Related Information**

**Accommodation and storage** No permanent accommodation will be provided within the campground for the Contractor or their employees. No buildings or storage facilities of any kind may be placed in the campground without the City's approval.

The Contractor will be expected to arrange for temporary accommodation on a site specified by the City in the permit area. The site is to be kept in a neat and tidy appearance free from garbage, firewood, debris, etc.

**Vending machines** Approval from the City for delivery of such services is required.

**Inspection of equipment and firewood** The City may inspect major equipment and firewood the Contractor proposes to use in their operations under this contract.

**Business Conduct** The Contractor may only conduct business associated with campground operations on Ferry Island. Other businesses, or business affiliations, are not permitted. I.e. Mobile food vending, ecotourism, etc.



## Revenues and Campground Information

### Campground Fee collection and Revenue

The Contractor will be responsible to collect campground fees each evening and forward a percentage of the gross revenue to the City on a monthly basis. **The proponent will make their proposal** based on a business plan in Appendix 1 of this package.

The City of Terrace is currently investigating online booking option for the 2023-2024 season. The Contractor will be expected to utilize online booking in addition to phone and email bookings.

**Note** - In 2022, the City received 30% of the gross revenue collected from campground fees.

### Campground Information

The following section includes information and data related to park campground fees and exemptions, developed facilities, visitations and revenue, firewood consumption, toilet pumping, and law enforcement. A copy of the park regulations will be attached.

#### Campground fees

NOTE - Campsites fees are subject to change and will tentatively increasing by 5% in 2024. Campground fees are subject to change by the City of Terrace.

<b>Camping per party*</b>	\$22.00 including G.S.T.	Non-electrical
<b>Camping per party*</b>	\$30.00 including G.S.T.	Electrical
<b>Day Use</b>	Day use in campsites pay 1 night fee	n/a
<b>Day Use in Picnic Shelters</b>	First come, first serve but must report in/out to Contractor	n/a

\*Note – camping party definitions are defined in Operating Guidelines.

## Facilities

Ferry Island Campground has the following facilities:

<b>Campsites with electricity</b>	<b>51</b>
<b>Campsites without electricity</b>	<b>52</b>
<b>Picnic shelters</b>	<b>2</b>
<b>Picnic sites</b>	<b>2</b>
<b>Pit toilets</b>	<b>8</b>
<b>Shower house</b>	<b>1</b>
<b>Trails</b>	<b>4km</b>
<b>Parking lot</b>	<b>2</b>
<b>Information board</b>	<b>1</b>
<b>Playground</b>	<b>1</b>

## Visitations and revenue numbers

	<b>Campsites / Month</b>	<b>Campsites / Month</b>	<b>Revenue</b>	<b>Revenue</b>
	2021	2022	campsite fees 2021 (\$)	campsite fees 2022 (\$)
<b>May</b>	1002	1018	25520	27852
<b>June</b>	863	846	25100	21930
<b>July</b>	1514	1526	45738	41528
<b>August</b>	1704	1648	46172	45742
<b>September</b>	516	795	13580	22530
			Contractor Collection = \$156110.00 (w GST)	Contractor Collection = \$159582.00 (w GST)
			30% to City = \$44967.03 (GST is removed before paying COT)	30% to City = \$45594.84 (GST is removed before paying COT)



### **Firewood Consumption**

- Contractor is responsible for providing dry firewood.
  - *A cord is defined as 128 cubic feet stacked (4' x 4' x 8') or 180 cubic feet loose. Past information has indicated 40-50 cords were required.*
- The Contractor may charge up to a fee of \$8.00 for each bundle of firewood. Change in this price per bundle must be approved by City. City of Terrace will inspect firewood stock prior to start of camping to ensure wood is seasoned appropriately.

### **Pit toilets**

The Contractor is required to pump all pit toilets at least once during operating season and at the end of season, more if necessary. Contractor site septic tank will be monitored, and waste removed at cost of Contractor. This must be emptied at end of each season by Contractor. The shower house and washroom building will require daily cleaning and stocking as outlined in the Operational Standards document.

### **General Park maintenance**

Mowing of large grass areas and trimming back of grass/weeds along pathways and trails will be responsibility of the Contractor. Garbage will be collected at all garbage bin locations including main parking area and overflow parking which will also include litter pick up on a daily basis. No garbage will be stored in buildings or on the general grounds of the Island. Contractor must setup a garbage dumpster on site with one of the local refuse companies. Recyclables will be collected by contractor and disposed correctly by the contractor. All bear proof garbage/recyclable containers on site will be the contractor's responsibility to wash and clean throughout the operating season.

### **Locking of gates**

There are two main gates to the campground one is the overflow gate and one is the main access to enter into Ferry Island campground sites. Both Gates will be up to the contractor to lock and secure at closing times and open gates at opening times determined or listed by the contractor.

### **Park regulations enforcement**

Most cases of disturbances have been from people not staying in the campground and the Contractor must have working safety procedures in place on handling of such disturbances.

The Contractor will also have to establish a safe work procedure to deal with unruly campers, intoxicated persons, and campers who are disregarding park regulations. There have been instances where a camper sets up a business (legal and non-legal) and the Contractor will be expected to evict.

The Contractor will enforce park regulations through reasonable means. In instances where the Park Bylaws are being contravened the City may provide assistance.





### **Goods and services tax**

Campground fee will include the GST.

### **Repairs and Maintenance**

A \$5000 security deposit will be required upon the successful proponent signing the Ferry Island Operating Contract. This deposit will be used to offset any deficiencies the Contractor fails to meet in the contract. It may also be used to pay for deficiencies the Contract fails to meet after the contract expires.

Should the Contractor fail to start or complete the dates outlined in the contract the City will be forwarded the full amount of the security deposit.

### **Minor repairs**

The Contractor will be responsible to undertake and pay for all minor repairs to a maximum of \$600.00 per incident and up to a maximum of \$3000.00 per season. The Contractor is asked to update City contact regarding any minor repair needed.

These operational repairs are of a routine maintenance nature and may include, but not limited to things such as:

- replacing toilet seats, toilet paper dispensers, broken taps, hinges on hung doors and broken or rotten sign posts;
- repairing and replacing damaged signs, locks and railings;
- repairs or painting of picnic shelter or information kiosks.

### **Major repairs**

- The City of Terrace will be responsible for all major repairs that may occur due to weather, vandalism, etc;
- The City will ensure the water and electricity are available for campground operations;
- The Contractor will notify City contact ASAP if major repair is identified.



## Process for Proposal Submission

- a. The City will invite proponents to prepare a detailed proposal addressing the terms of reference presented in this proposal package.
- b. The City will evaluate the proposals based upon criteria including those outlined in this document.
- c. The City will require a list of three references as well as a criminal record check from the proponent.
- d. The City will ensure all documentation in the proposal package is valid and may perform an equipment check.
- e. The City will interview and do a site visit with the successful proponent.
- f. The successful proponent will submit a \$5000 security deposit as outlined in this proposal.
- g. The successful proponent will forward all licenses and permits in an appropriate timeline as required by the City.
- h. The successful proponent will enter into a Contract. Note: Notwithstanding any other provision of this RFP, the execution of a Contract is subject to any negotiation of terms and conditions between the City and any Preferred Respondent. As stated elsewhere in the RFP, the City shall not be contractually bound to any person or organization as a result of this RFP.

## Information Meeting

An Information Meeting may be hosted by a City of Terrace Representative to discuss the City's requirements under this RFP. If the City elects to hold an Information Meeting, it will post notice of the date, time and location of the meeting on the BC Bid website and the City of Terrace website ([www.terrace.ca](http://www.terrace.ca)) and provide notice to those parties that have registered their intent to respond to this RFP. After the Information Meeting, a written record of questions and answers from the meeting will be provided to registered parties and posted to the BC Bid site and City website (along with any addenda).

## Inquiries

All inquiries related to this RFP must be directed in writing to the person named below or such other person who may be named from time to time by the City. Information obtained from any person or source other than the RFP Coordinator should not be relied upon.

**Name:** Tara Irwin, Director of Parks, Recreation & Culture

**Email:** [tirwin@terrace.ca](mailto:tirwin@terrace.ca)

All inquiries must be received in writing no later than 3 business days (4:30 Friday, February 24th) before the Closing Time. Hours of business are 8:30 a.m. to 4:30 p.m. PST, Monday through Friday, except statutory holidays.



At the discretion of the City, Inquiries and responses will be recorded and will be distributed to all Respondents who have registered their intent to respond.

## Timeline

The Request for Proposal will be open from Friday, February 10<sup>th</sup> to Wednesday March 1<sup>st</sup>. Proposals must be submitted by Wednesday March 1<sup>st</sup> at 4:30pm. The successful bidder will be notified by March 6<sup>th</sup>, 2023.

## Eligibility

Applications from corporations, partnerships, societies, and individuals will be considered, providing the following conditions are met:

- All proponents are Canadian citizens, landed immigrants or holders of an Employment Visa
- issued by Canada Manpower or Immigration Canada
- Corporations are incorporated or registered in the Province of British Columbia, as verified by the Registrar of Companies.
- Societies are incorporated or registered under the Society Act in the Province of British Columbia, as verified by the Registrar of Companies.
- Successful proponent will consent to a criminal record check.

## Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Percentage of annual gross revenues remitted to the City of Terrace;
- Relevant experience managing and operating campgrounds;
- Quality and feasibility of the services proposed;
- Experience and qualifications of the personnel who will be responsible for managing the campground;
- Financial stability and ability to manage the campground;
- Demonstrated ability to comply with health and safety regulations;
- Ability to promote Terrace and Ferry Island as a destination for outdoor recreation and tourism;
- Any value added or innovative elements.

## Appendices

- Appendix 1 – Proposal Form
- Appendix 2 – Proposal Supplement (Proponent may wish to use this to guide their proposal)



- Appendix 3 – Expense Summary
- Appendix 4 – Map of Ferry Island
- Appendix 5 – 2022 Brochure
- Appendix 6 – DRAFT 2023 Operator Guidelines



## APPENDIX 1 - PROPOSAL FORM

I\We, \_\_\_\_\_

Name of proponent or proponents in full

of \_\_\_\_\_

City/Town

having examined the documents issued by the City and having full knowledge of the work required, and of the materials, supplies, tools and equipment I/we are to furnish, hereby submit a proposal to operate the campground and park facilities within Ferry Island.

If this proposal is accepted, I/We agree to pay to the City the following sums as required:

- a. Business licence fee
- b. Commission of \_\_\_\_\_ per cent (%) of the monthly Gross Revenue, from my/our operations under the Contract (the "Rent"). McBee forms (campground registration/collection forms) to be submitted to Sportsplex administration office within the first week of the month with commission payment to the City by the 15<sup>th</sup> of the month.
- c. I/We agree to pay to the City a security deposit of \$5,000.00 which is refundable at the end of each season as outlined in the proposal
- d. I/We agree to calculate and pay all applicable taxes according to Revenue Canada

I/We acknowledge that this proposal does not entitle me/us to any rights or to proceed in any way.

I/We acknowledge that the City reserves the right to reject any or all proposals for any reason whatsoever.

I/We certify that I/we have provided the information requested to the best of my/our ability, and that the statements made by me/us are true and complete to the best of any/our knowledge.

I/We authorize the City to conduct personal and financial investigations regarding the authenticity of any statements or references made in this proposal.

**Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2023**

\_\_\_\_\_  
**Signature of Proponent**



## APPENDIX 2 - PROPOSAL SUPPLEMENT

**Note: Part I must be completed, Parts II-IV can be completed in full or as determined by proponent but must include Expense Summary (Summary Form).**

### **PART I**

- a. Are you a proprietorship, partnership, company or society?
- b. For a proprietorship provide name, address, telephone number and social insurance number.
- c. For a partnership, provide where it was established, where it is registered, whether it is a general or limited partnership, and the names, addresses, telephone numbers and social insurance numbers of the partners.
- d. For a company or society, provide the name of the principal officers, their titles, whether they have signing authority, their residential and business addresses and telephone numbers, and the incorporation number
- e. Describe briefly the nature of your existing business or employment and the location.
- f. Provide the names and addresses of your:

Banker:

Solicitor:

D. Provide references from the following:

Banker:

Most recent employer:

One other:

- E. I/We have registered and presently remain in good standing with the WorkSafe BC as number \_\_\_\_\_. If not registered, I/we undertake to register forthwith and advise the City of the number allotted prior to the execution of the Agreement.



## **PART II OPERATIONS**

(this is a guideline to organizing your proposal)

**Describe in detail how you will approach the following aspects of the operation:**

1. Management and organization
2. Operation and maintenance schedule (ie. park garbage control, brushing of campsites, roads and trails etc)
3. Training of staff (supervisors, maintenance and security personnel)
4. Customer service philosophy
5. Public safety and control including vandalism, theft and homeless population
6. Revenue collection

**Provide details on the labour required to complete your obligations under this contract such as:**

1. Availability of labour
2. Required skills
3. Number of employees required (full and part-time)
4. Scheduling of employees
5. Subcontractors to be used (i.e. firewood, garbage)

**Provide a complete list of the type and amount of materials and supplies to be used to complete your obligation under this contract, including but not limited to:**

1. List all vehicles and equipment (include make, model and year) which you will be using to complete your obligations under this Permit.
2. Provide details on the type and supply of firewood.

## **PART III EXPERIENCE/QUALIFICATIONS**

1. Provide details on previous experience with either full/partial service contracts or operation permits within the Park system.
2. Provide details of any experienced key personnel that you have in businesses that relate to hospitality industry, janitorial work, or other businesses (specify).
3. Summarize any special training, certification or qualification key personnel may have which is relevant to this permit.
4. Provide details on operations permits you are currently associated with or operating.
5. Provide 2 business and 1 personal references for this proposal. All current contact information must be included.



**PART IV EXPENSES AND REVENUE ESTIMATES**

To assist you in preparing your proposal and to assist us in assessing it, you may, or may not, want to use the following:

**EXPENSE ESTIMATES (detailed form)**

What is your estimate of the expenses you expect to incur?

**Labour Costs**

Year 1/Year 2	March/April	May	June	July	August	Sept	Oct
<b>Total Hours all employees will work in each month</b>							
<b>Average wage rate per hour</b>							
<b>Total labour costs</b>							

Total \_\_\_\_\_

**Benefit Costs**

**2023 Season**

**2024 Season**

WorkSafe BC

\_\_\_\_\_

\_\_\_\_\_

Unemployment Insurance

\_\_\_\_\_

\_\_\_\_\_

Canada Pension Plan

\_\_\_\_\_

\_\_\_\_\_

Others (specify)

\_\_\_\_\_

\_\_\_\_\_

Cost per year

\_\_\_\_\_

\_\_\_\_\_

**Materials and Supplies**

**2023 Season**

**2024 Season**

Toilet Paper

\_\_\_\_\_

\_\_\_\_\_





Garbage Bags	_____	_____
Paint/stain	_____	_____
Deodorizer Blocks	_____	_____
Disinfectant	_____	_____
Enzyme Digester	_____	_____
Fly Strips	_____	_____
Other	_____	_____
<b>Cost per Year</b>	_____	_____

**Administration**

Utilities	_____	_____
Insurance	_____	_____
Business Tax, Fees, Licences	_____	_____
Bank Charges	_____	_____
Other	_____	_____
Cost per Year	_____	_____

**Other Costs**

Sewage Removal	_____	_____
Garbage Removal	_____	_____
Minor Repairs	_____	_____
Other Operational Repairs	_____	_____
Fuel Maintenance, Repairs	_____	_____
Hand Tools (Painting, Carpentry Plumbing, Mechanical, Etc.)	_____	_____
Janitorial Tools	_____	_____



Plumbing Parts	_____	_____
Replacement Wood Components	_____	_____
Temporary Residence	_____	_____
Other (ie. weed eater, brusher etc)	_____	_____
Cost per Year	_____	_____

**Equipment**

Equipment Expenditures

List all equipment expenditures you intend to make and state the portion of the cost which will be applied against the Agreement.

<b><u>Description</u></b>	<b><u>Expected Cost:</u></b>	
	<b><u>2023</u></b>	<b><u>2024</u></b>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____



Leased Equipment-List the equipment you intend to lease

<u>Description</u>	<u>Expected Cost:</u>	
	<u>2023</u>	<u>2024</u>
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

**Total Costs Equipment Expenditures and Leased Equipment** \_\_\_\_\_

<u>Firewood</u>	<b>2023</b>	<b>2024</b>
Estimate of cords required	_____	_____
Price per cord	_____	_____
<b>Total Cost Per Year</b>	_____	_____



### APPENDIX 3 - EXPENSE SUMMARY (Summary Form for one year)

	<b><u>2023</u></b>	<b><u>2024</u></b>
1. <b><u>Labour Costs</u></b>		
Wages	_____	_____
Benefits	_____	_____
Total	_____	_____
2. <b><u>Equipment</u></b>	_____	_____
3. <b><u>Firewood</u></b>	_____	_____
4. <b><u>Material and Supplies</u></b>	_____	_____
5. <b><u>Administration</u></b>	_____	_____
6. <b><u>Other Costs</u></b>	_____	_____

**Total of the costs you expect to incur** \_\_\_\_\_ %

**What is your estimate of the revenues you expect to receive (R)** \_\_\_\_\_ %

**What % of revenue do you propose to return to the City for 2023?** \_\_\_\_\_ %

**If different from above, what % of revenue do you propose to return to the City for 2024?** \_\_\_\_\_ %



Appendix 4 – Map of Ferry Island

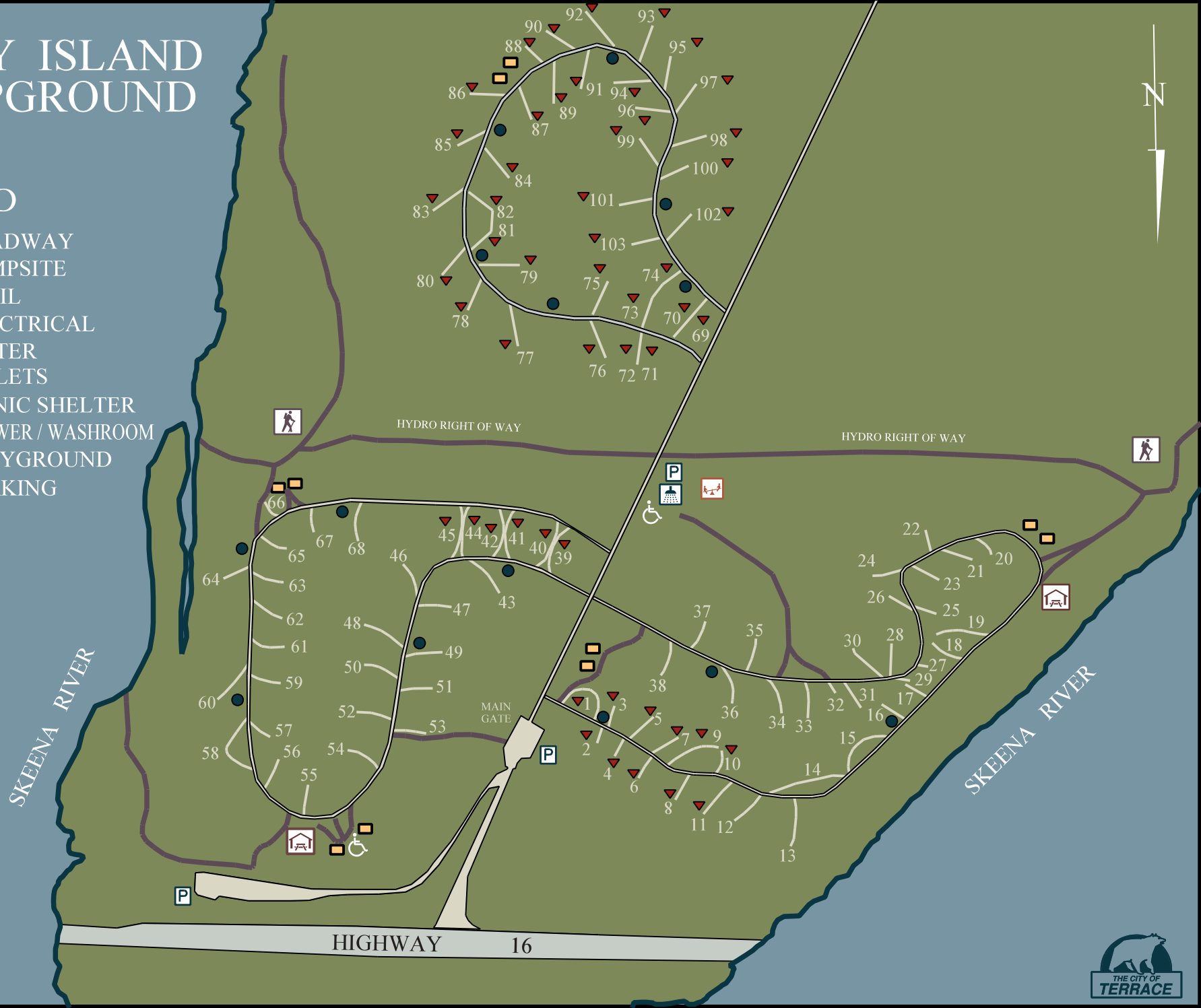
Appendix 5 – 2022 Brochure

Appendix 6 – [DRAFT 2023](#) Operator Guidelines

# FERRY ISLAND CAMPGROUND

## LEGEND

-  ROADWAY
-  CAMPSITE
-  TRAIL
-  ELECTRICAL
-  WATER
-  TOILETS
-  PICNIC SHELTER
-  SHOWER / WASHROOM
-  PLAYGROUND
-  PARKING



## A unique campground and nature park nestled in the arms of the mighty Skeena River.

This 150-acre park is situated 3.5 km east of downtown Terrace on Highway 16. It boasts 103 campsites serviced with picnic tables, fire grates, municipal water, and outhouses. There is a caretaker on duty overnight.

There is an approximately 4.5 km hiking trail around the perimeter of the Island that branches off into shorter trails. This is a fun walk for children of all ages. Look for unique carvings in the trees along the trail, carved by local artists. A playground is also available.

A sani dump is available 1 km west of the Island at the Terrace Visitor Info Centre on Highway 16.

## BOOK YOUR RESERVATION TODAY.

Payment methods: Cash, debit, or credit card.

Reservations require 1 night of advance payment with the understanding that failure to show on night 1 will mean the campsite can be reassigned by 2 pm the following day if no contact is made with the caretaker.

Long weekend reservations require advance payment in full.

### FEES

\$22/night non electrical campsites

\$30/night electrical sites

No refunds or discounts

### HOW TO BOOK

## Find us

4301 Highway 16 West  
Terrace, BC

## Contact us

[terrace.ca/ferryisland](http://terrace.ca/ferryisland)

For emergencies, call 911



# FERRY ISLAND

## CAMPGROUND & NATURE PARK

[terrace.ca/ferryisland](http://terrace.ca/ferryisland)





# CAMPGROUND INFORMATION

Open May—September  
Reservations for the season open March 15

Gates open 7 am–11 pm | Quiet hours 11 pm–7 am

**Check-In / Check-Out Procedures:** Check-in is at 2 pm. Report to Caretaker office for check-in and payment. Valid government-issued ID required at time of check-in. Check-out is 11 am.

Maximum Stay: 14 nights

**Camping Party Definition:** 1–4 persons 16 years of age or older. A camping party can have one vehicle and trailer or RV (but not both). Max party size is 8 persons (children under 16 years included).

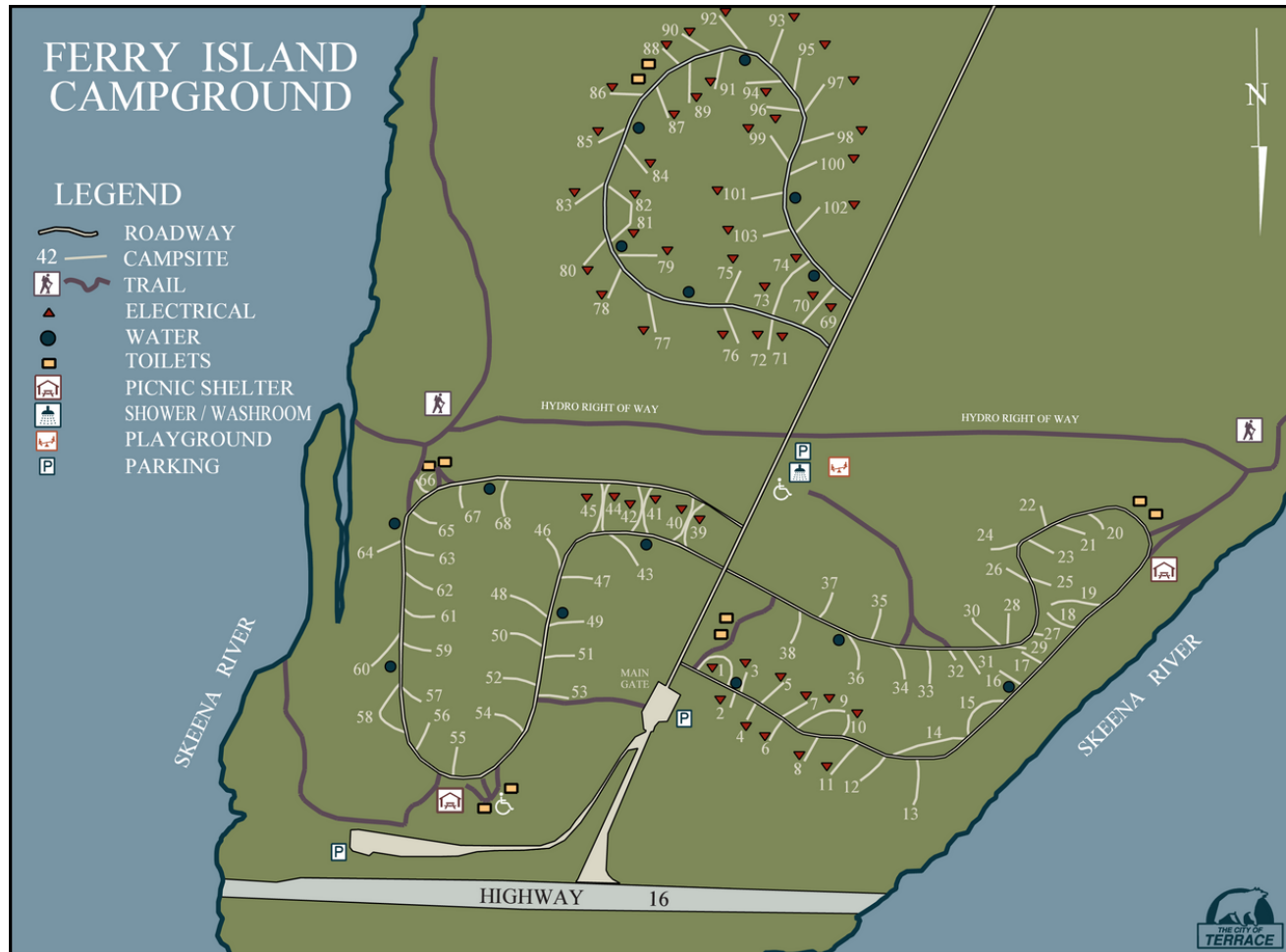
**Second Vehicle on-site:** A camping party may have a second vehicle (non-RV) on-site for an additional nightly charge of half its camping fee. (A towed vehicle and/or boat is not considered a second vehicle.)

**Pets:** Pets must be leashed in the campground and playground areas. A leash-free zone is available at the south end of the Island only. It is your responsibility to clean up after your pet.

**Firewood:** For sale at Caretaker's office.

**Quiet Hours:** Generators, stereos, etc. must be turned off during quiet hours. Only registered campers are permitted in the campground and park area after 11 pm.

**Natural Surroundings:** Campers accept the risk of camping in a forest where branches and trees may fall, and next to a river that may flood. The Caretaker/City of Terrace will not be held responsible for any such incidents and/or acts of God (ie., weather, earthquakes, etc.).



# CAMPGROUND ETIQUETTE

Ferry Island is a family-orientated facility. Campground and park users are required to adhere to etiquette and regulations. The Caretaker and City of Terrace reserve the right to refuse admittance and evict anyone for failure to obey the rules.



**Smoking / Vaping / Alcohol:** Lawful use is permitted in occupant's campsite only and is prohibited in all other areas of the campground and park.



**Profanity / Disturbances:** Be considerate; remember you have campsite neighbours and the campground is for the enjoyment of all. Do not walk through other campers' campsites.



**Theft:** Do not leave valuables unattended and ensure to lock up your vehicles/RVs. The Caretaker/City of Terrace is not responsible for any lost, damaged, or stolen items.



**Abusive Behaviour / Violence:** Abusive behaviour and violence will not be tolerated and RCMP will be contacted.



**Garbage Collection / Recyclables:** Dispose of in designated areas/bin. Please remove from campground/park any hazardous waste, barbecues, lawn chairs, batteries, or propane bottles to dispose of on your own. Leave the campsite clean and tidy.



**Business Activities / Unsafe Conduct:** Commercial and business activities are prohibited in the campground as well as activities or behaviour that is deemed unsafe.



**Shower House / Pit Toilets:** Registered campers will have code access to the shower house. No dumping garbage in pit toilets.



**City of Terrace Bylaws:** The City of Terrace Parks and Public Spaces Bylaw will be in effect in the campground and parklands.





**CITY OF TERRACE**

**FERRY ISLAND**

**PARK OPERATIONAL STANDARDS AND REGULATIONS**

**Draft - 2023**

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## **PARK OPERATIONAL STANDARDS**

### **FERRY ISLAND CAMPGROUND AND PARKLANDS INCLUDING TRAILS**

#### **1. CONTRACTOR'S STAFF STANDARDS**

The staff maintained by the Contractor will meet the following standards:

1. Employees will possess a general knowledge of the facilities in the Park and Permit Area.
2. Employees who are regularly in contact with Park Users will speak fluent English.
3. Employees must possess good customer service and communication skills and must be able to maintain good public relations by dealing with people in an effective and appropriate manner.
4. Employees must be dressed in clean and appropriate attire and must also wear some form of clothing that distinguishes them as Ferry Island Park Staff.
5. Employees must have first aid training.
6. Employees will have good working knowledge of Contractor's safe working procedures in all aspects of the campground operations from dealing with customers, use of equipment, to maintenance requirements.

#### **2. NOISE CONTROL**

Noise control will be maintained by the Contractor as required to:

1. Establish quiet hours in the Permit Area between 11:00 p.m. and 7:00 a.m.
2. Ensure that no equipment is operated in the Permit Area between 11:00 p.m. and 7:00 a.m.

### 3. **CAMPSITE MAINTENANCE**

1. Ensure campsite facilities are in a safe and fully operational condition.
2. Maintain all the campsites, the playground, shower house and their surrounding area in a clean and tidy condition free from all litter, broken glass, garbage and foreign material.
3. Maintain fire pits in a clean condition clear of ashes, coals and unusable wood, with unburned wood piled neatly adjacent to the fireplace.
4. Maintain tables in a clean condition free of all cobwebs, dirt, grease and debris.
5. Ensure number posts at each campsite are visible by controlling weed and brush growth.
6. Remove all litter, broken glass, garbage, foreign materials, grass clippings, brush, ashes, coals and unusable wood to a designated refuse disposal site.
7. Maintain edge of campsite pads free from brush for a distance of one (1) metre on all sides.
8. Maintain tables in a good condition. Stain at start of season, replace rotten wooden boards or composite boards.
9. Receptacles and water poles will be clean and free of cobwebs, dirt grease and debris.

### 4. **PIT TOILET MAINTENANCE AND SHOWER HOUSE**

1. Ensure pit toilets are in a safe and fully functional condition. Public is not permitted to dump garbage into pit toilets.
2. Clean pit toilets on a daily basis and pressure wash at least one time per week. 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.
3. Provide as required any; toilet paper, deodorant and deodorizing chemical and fly strips.
4. Maintain area surrounding the pit toilet free from all litter, debris, garbage and weeds.
5. Maintain edge of pathways free from brush for a distance of one (1) metre on both sides.
6. The shower house must be cleaned and regularly checked throughout the day. The number lock entry will be administered by the Contractor.

5. **GARBAGE COLLECTION and RECYCLE COLLECTION**

1. Ensure that all garbage containers are in clean, good repair and fully functional.
2. Ensure that garbage containers are in a clean and sanitary condition free from stains and offensive odours.
3. Garbage shall be emptied before becoming overfull and delivered to a designated refuse site. Garbage bags to be replaced as necessary.
4. Maintain area surrounding the garbage containers free from all litter, debris, garbage and weeds.
5. Large waste bin is required but will be located in overflow area and will be at Contractor's cost to empty as required.
6. Contractor will be responsible for removing recycling containers.

6. **FIREWOOD PROVISION**

1. Provide firewood which must be available to park users at all times throughout the season. Contractor is required to seek own source of firewood. Note - Ferry Island trees are not a source of firewood.
2. Ensure that the firewood is reasonably sound and of a mixture of 50% dry and 50% green, approximately 45 cm long with all firewood over 20 cm in diameter split into quarters. No firewood from insect infested areas shall be used.

7. **SIGN MAINTENANCE**

1. Ensure signs are in good repair and condition, and maintained in a firm vertical position with sign message oriented to provide maximum viewing exposure. No handwritten signs.
2. Maintain immediate area surrounding signs free from garbage, grass, weeds and brush.
3. Stain or paint sign posts at the start of season and maintain in a manner which will keep them from becoming weathered.

4. Replace broken, damaged, or stolen signs as required.

8. **TRAIL MAINTENANCE**

1. Walk all trails at least 3x per week to maintain in a clean condition, free from litter, garbage, rocks, brush, limbs and report any hazards to the City of Terrace that you are unable to remove which may pose a hazard or restrict Park User access ie. Embankment sloughing away or dangerous tree overhang.
2. Ensure trail signs are in place and functioning properly.
3. Maintain all trails to a two (2) metre width, by trimming all encroaching limbs and brush.

9. **PICNIC SHELTER MAINTENANCE**

Ensure picnic shelters are in a safe and fully functional condition.

1. Maintain the fire pits in a clean condition, clear of ashes, coals and unusable wood with all unused wood piled neatly adjacent to the fireplace.
2. Maintain shelter and tables in a clean condition, free of dust, dirt, stains, litter, grease, graffiti, cobwebs, debris and foreign material.
3. Maintain the area surrounding the picnic shelter free from all litter, debris, garbage, weeds and encroaching vegetation.
4. Stain and maintain picnic shelters in a manner which will prevent them from becoming weathered.

10. **GATE AND FENCE MAINTENANCE**

1. Ensure gates are functional at all times.
2. Replace paint/stain fence, campsite posts and water posts at the start of the season, and maintain them in a manner which will prevent them from becoming weathered.
3. Report to the City of Terrace designate any deteriorated components that require replacement.

11. **WATER SYSTEM MAINTENANCE**

General

1. Ensure that all water faucets including those located inside the shower house are in a fully functional condition.
2. Maintain all water posts in a manner which will prevent them from becoming weathered. Stain as required.

12. **INFORMATION KIOSKS AND HISTORY BOARD KIOSK**

1. Ensure information shelters are in a safe and fully functional condition
2. Maintain information shelter and surrounding area in a clean condition, free from garbage, debris, litter, cobwebs, leaves, weeds and foreign materials.
3. All notices on the information kiosk must be maintained in an orderly manner. Removal of any outdated and/or unauthorized notices or the posting of new notices will be as required.
4. The Information kiosk must be stained at start of season and maintained in a manner which will prevent it from becoming weathered.

13. **PICNIC AREA AND POND MAINTENANCE**

1. Maintain area free from litter, garbage, broken glass.
2. Mow grass around picnic table area.
3. Do regular daily patrols to ensure proper use of the area.

14. **PARKING LOTS AND ROAD MAINTENANCE**

1. Maintain parking lots and roads in a clear condition, free from litter, rocks, weeds, debris, garbage and foreign material.

2. Maintain the edge of roads and parking lots free from brush for a distance of 1.2 metre (4 feet) on both sides.
3. Ensure all speed bumps, curbs, barriers and vehicle control devices are properly aligned and in good condition.

15. **VISITOR INFORMATION AND ASSISTANCE**

1. Ensure all Park User enquiries concerning park information, complaints, features, park regulations, fees, local attractions and events are answered courteously. Specific questions which cannot be answered should be directed to the appropriate information source i.e. Visitor Information Centre.
2. Ensure Ferry Island brochures and maps are handed out to all Park Users upon request.
3. Maintain a written record of all complaints and concerns from Park Users and submit to the city.
4. Lost and found articles are to be kept at Contractor site for a minimum of 2 weeks and then can be forwarded to RCMP if of value or can be discarded at your discretion. This only applies to those items that get mistakenly left at a campsite by a paying camper. i.e. fishing rod. This does not apply to items that have been abandoned like garbage, carts, etc

16. **VISITOR USE STATISTICS**

1. Maintain accurate daily records of visitor use on the forms provided.

17. **START-UP MAINTENANCE BY MAY 1ST**

The Contractor shall, prior to the opening date of each Operating Season (typically May to September) carry out and complete start-up maintenance. Start-up maintenance may include, but not limited to, the following:

1. Remove all fallen trees and brush from roadways, trails and campsites. Have a good supply of firewood.
2. Ensure leaves and debris from roads, campsites, parking lots and trails are raked to present a neat and tidy appearance. Composting material shall be placed in an area designated by the City.



3. All pit toilets are pressure washed and repainted if necessary, functioning and open to the public.
4. Ensure water system is fully functional and report any problems to the City of Terrace Leisure Services Department.
5. Ensure electrical at each site has been checked and is operational.

18. **WINTERIZING OPERATIONS**

After the completion of the camping season (last weekend in September), it will be the Contractor's responsibility to:

1. Return all documents pertaining to records, notices, reports, brochures and collections that were supplied by the City to the City Representative.
2. Pit toilets and Contractor septic tank to be pumped out.
3. Campsite checked and cleaned and Contractor site cleaned and cleared out.
4. Entry gates locked.

19. **STANDARD DEFICIENCIES**

1. The City shall from time-to-time do an inspection of the facility and note any deficiencies that need to be attended to.

20. **PUBLIC SAFETY, PUBLIC CONTROL AND EMERGENCY STANDARDS**

Incidents of public safety and public control and various emergency situations will occur in the Permit Area during the season. It is the responsibility of the Contractor to maintain safe premises and acceptable levels of peace and order in the Permit Area so that park users can enjoy the recreational opportunities available.

**PUBLIC SAFETY**

The Contractor shall maintain a safe Permit Area in relation to:

- a) the condition of facilities such as buildings, campgrounds, beach areas;

- b) the activities that are permitted, such as trail walking, camping; and
- c) the conduct of campers and park users.

#### PUBLIC SAFETY GUIDELINES

To maintain a high standard of public safety, the Contractor shall take the action indicated for each of the following situations:

a) **Unsafe Area or Facility**

Close any area or facility that for any reason becomes a public safety hazard and **immediately** notify the designated City representative.

b) **Unsafe Activities**

Advise park users who act in an unsafe manner, to cease the activity. If the activity does not cease, the park users shall be ordered to leave the Permit Area. I.e. climbing trees, owners who have their dogs unleashed in the campground area, etc

c) **Search**

In the event of missing or lost park user, immediately contact the R.C.M.P.

d) **Fatality**

If a park user dies, immediately notify R.C.M.P. and the designated City representative. A completed incident report must be submitted to the City of Terrace Leisure Services office.

e) **Hazardous Conditions**

Immediately notify Fish and Wildlife of any potentially dangerous animals (bears, cougars etc) and post a sign at entrance to Ferry Island. Immediately notify the City of Terrace of poor water quality, and the Fire Department if there was a high fire hazards. For all other conditions of concern please contact the designated City representative.

#### PUBLIC CONTROL

The Contractor shall provide services within the Permit Area, in order to safeguard the park, the Permit Area, park users and their property and to provide park users with a sense of security. In order to maintain public control, the Contractor is advised of the following:

a) **Warnings**

In every possible instance, park users should immediately be advised of the compliance required and given an opportunity to correct their behaviour.

b) **Evictions**

The Contractor may request persons creating problems, conducting legal or illegal activity, or refusing to pay for a campsite to leave. This request is usually successful and does not necessarily involve a charge. Call R.C.M.P. if problems upon evictions.

c) **Charges**

The Contractor can ask the R.C.M.P. to evict or charge a park user when an offence is seriously affecting the enjoyment of other park users.

d) **Reporting**

The Contractor is required to record warnings, evictions and charges and to report charges and evictions to the City of Terrace.

e) **Security Patrols**

As checking the Permit Area allows contact with park users as well as establishes a presence that acts as a deterrent to potential problem park users, the Contractor is therefore required to regularly check and secure the Permit Area during the day and at night.

f) **Control of Access**

The Contractor is required to regulate vehicular and pedestrian traffic, prevent congestion, control overflow camping and parking and prevent enforcement

problems from developing. Towing a vehicle is permitted only under the most serious circumstances.

Gates are to be used as control devices and are to be opened and closed as required. The needs of emergency vehicles must be considered whenever a gate is locked.

Only campers shall remain in the Permit Area after 11:00 p.m. This policy should be enforced consistently to prevent disturbances.

#### PUBLIC CONTROL GUIDELINES

To maintain a high degree of peace and order within the Permit Area, the Contractor shall take the action indicated regarding each of the following:

a) **Rules and Regulations**

Inform park users of park rules and bylaws as necessary and request their compliance.

b) **Violations**

Advise park users contravening the regulations and bylaws that they are in violation and may be subject to enforcement action or eviction if they do not cease.

c) **Complaints and Disturbances**

Record, report and deal with any serious complaints or disturbances as required at the time of the incident.

d) **Infractions of Law**

Record and report to the R.C.M.P. and the City any serious breaches of the peace or infractions of the law.

e) **City Property**

Check buildings, equipment, structures and improvements in the Permit Area for theft, damage or vandalism, loitering, squatting and record any findings and report them immediately to the City.

## 21. EMERGENCY PROCEDURES

The Contractor and its staff must be thoroughly familiar with emergency procedures.

a) **Posted Emergency Information**

Current emergency contacts and telephone numbers must be posted for both staff and park users at all information kiosk including Park Contractor and Emergency 911 with address information.

b) **Fire Suppression**

The Contractor shall ensure that employees are competent in the operation of a fire extinguisher and ensure that fire extinguishers are made available at the Contractor's site.

In case of a fire, the Contractor shall:

- i) Undertake initial action to control any fire that threatens public safety and the Permit Area and immediately call 911 giving complete directions and locations of any fire that cannot be extinguished with initial action.
- ii) Evacuate park users to a safe area upon the first sign of danger;  
&
- iii) Complete and submit an incident report to the City of Terrace Leisure Services department.

c) **Storm and Floods**

In the event of a heavy storm where falling trees or high water may pose a danger to the safety of park users, or if deemed necessary by the R.C.M.P. or the City, the Contractor may be required to close the campground or sections of the Permit Area.

d) **Evacuation Procedures**

If the Permit Area must be evacuated, the Contractor shall, as the circumstances dictate:

- i) Notify the City of Terrace designate and 911 immediately;
- ii) Abide by all directions given by the City and/or the emergency service on scene.;
- iii) Direct park users to proceed to the park entrance upon where further directions will be given and assist City and/or emergency services.

22. **PARK USER FEE COLLECTION**

Camping fees entitle park users to use a designated campsite with fire pit, table and a minimum level of service, which includes the provision of water, wood, garbage removal and toilet facilities.

a) **Collection Hours**

Fees to be collected upon registration

b) **Fee Collection Procedures**

All campers will pay applicable campsite fee. There are no discounts or senior rates. Extra fees will apply to extra camping groups/vehicles in the sites. BC Parks: Party size definition to apply.

The Park User Fees in the campground shall be collected from park users during the operating season, in person by using the McBee Permit System, or approved system.

c) **McBee Permits or Approved System**

The McBee permits are used to collect fees in person from park users. The City of Terrace is open to accept another method of record keeping if all pertinent information is forwarded to the City of Terrace. A receipt must also be given to each camper.

McBee System in brief

A McBee Permit package consists of twenty-five (25) two-part McBee Permits and a self-carboning two page Park User Collection form (the journal) for accounting purposes.

McBee Permits are numbered in series with four (4) sets (100 McBee Permits) equalling one series. The last two numbers of the McBee Permit control number 01-25, 26-50, 51-75, 76-100 correspond to the number on the right hand column of the journal.

McBee Permits must be issued in sequence by series (number on the upper right hand corner of the journal) and in numerical sequence (last two digits of the McBee Permit Control number) from the beginning of the season.

A McBee Permit shall be completed daily for every occupied campsite in the Park, and the daily camping fee, when applicable, shall be collected when the permit is issued.

The larger part of the two-part McBee Permit marked "occupied" is to be secured on the campsite number post, while the smaller part is given to the park user as a receipt.

Both copies of the journal shall be retained by the Contractor and the white copies shall be provided to the City when requested.

d) **Site Occupancy Sheet**

The Contractor must keep a record of the sites occupied, vacant, occupied but not paid, etc.

e) **Refunds**

No Refund Policy in effect.

Any camping party who, after paying for a campsite, does not wish to stay, is entitled to a refund, provided:

Some major incident has occurred ie theft or damaged property or a family emergency/sickness. In such situations, the Contractor may use his/her discretion while keeping in mind the public relations ramifications of each incident.

f) **Refund Procedures**

**Refund procedures are as follows:**

- a. On the Refund Request Form, fill in:
  - i. -amount of refund request
  - ii. -date refund is requested
  - iii. -name, address, etc., of the individual making the request; the name must be the same as the name on the permit
  - iv. -reason the refund was requested
- b. Sign the form as the issuer
- c. Print in your position (e.g. Collector)
- d. Have the park user sign and date the form
- e. Issue cash refund



- f. The original two-part McBee Permit is required to be attached to the Refund Request Form.

23. **RESERVATION SYSTEM**

The Contractor may be available to take reservations for sites for the current season starting March 20<sup>th</sup>.

Note: Contractor must establish a method of receiving reservation deposits by credit card, recommend 1 night non-refundable for reservation.

24. **OPERATING SEASON**

The Contractor shall be open May to September. The Contractor may open up earlier and stay open later upon giving written notice to the designated City representative.