

Annual Operating Plan

The Park Operator is required to submit an Annual Operating Plan (AOP) as outlined below for each Operating Year, as identified in Appendix C – Agreement, Article 11, by December 31st of each Operating Year. The initial AOP should support the information provided in Section 11- Proponent Response of the RFP and include the additional information as outlined below.

Operator:	<u>Kaloya Contracting Ltd.</u>
Agreement Name:	<u>North Okanagan</u>
Operating Year:	<u>Apr 1, 2018 – Mar 31, 2019</u>
Completed by:	<u>Michael & Bonnie Ley</u>
Date completed:	<u>November 15, 2017</u>

Part 1 – Staffing

- a) Identify your organizational chart, including all reporting relationships and any shared roles.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – ‘Organizational & Reporting Structure’ Section, pages 14 - 18. Same chart as 2017 to be utilized.

- b) Outline key staff positions, including job duties, responsibilities, qualifications and experience. Verify staff positions with commitments in place, including names and contact information (phone numbers and e-mail addresses).

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – – ‘Personnel Roles, Duties, & Responsibilities’ Section pages 31 to 56. For Supervisor & Bundle Contractor Phone Numbers & Email Addresses, see “Proposal Appendices B. Key Resumes” Section.

For Key Personnel Qualifications & Experience, see pages 12 – 14. Changes to ‘Key Personnel’ Staff are as noted below:

s.22 – Area Supervisor of all North Okanagan Parks

Required On Site Personnel at Fintry – s.22

Park Managers

Fintry Park Managers – seeking Managers presently to be determined by March 01/2018

Ellison Park Manager – previous 3 seasons Ellison Manager. s.22

Kekuli Bay Park Managers – s.22

formerly from 3 seasons at Fintry

Mabel Lake Park Managers – Previous season managers ^{s.22}

Kalamalka Lake – previous seasons manager ^{s.22} *Vernon, BC, confirmed as Manager.* ^{s.22} *experience in this Park and well known with ‘Friends of Kal Lake Park’.*

Mara Lake / Enderby Cliffs – to be determined by March 2018

Monashee – previous 3 seasons manager - ^{s.22}

Enderby Cliffs –to be determined by April 2018

- c) Explain your recruitment strategy.
See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – – ‘Hiring’ Section: page 171.
- d) Detail how you will train staff and the role of supervisors in your organization.
See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – – ‘Human Resources’ Section, pages 172 – 186.

Supervisory Roles - See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – – Supervisors: pages 35 -36 and Park Managers: pages 37 – 43.

- e) Describe your proposed staffing schedule to meet all the requirements in the Agreement during a busy week in the Operating Season and for a typical week in the Winter Season or Off-Season in all applicable Operating Areas.

For High Season, see submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – ‘Staff Scheduling High Season’ Section, pages 57 – 63.

Part 2 –Service Delivery

Information and Identification

- a) Describe how you will ensure all staff have a thorough knowledge of the Operating Area(s).

During Orientation Process, as outlined in ‘Human Resources’ Section of proposal, the Bundle Supervisor will orientate the Park Manager, and the Park Manager, in turn, will orientate his/her staff to the Operating Area and all standards/specifications for the Operating Area.

- b) Describe how you will ensure the Province receives timely updates and/or changes to information on the BC Parks website.

Per email, the Company’s Office Manager (Shannon Therens) will inform BC Parks of Website Changes by dates requested and/or as changes arise.

Registration and Revenue Management

- a) Explain how you will conduct Park Visitor registration activities.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section ‘Revenue Collection & Management’ pages 145 - 156.

- b) Describe how you will control and account for Recreation User Fees revenues.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section ‘Accounting of Revenues’ pages 157 -169.

- c) Identify any proposed Fees for electrified sites and/or cabins, how you plan to control and account for these Fees and how you will collect them and issue receipts to Park Visitors.

Kekuli Bay: Electrical fees at \$8 per night (incl gst) at campsites with electrical hook-ups. Will continue to be available through Reservation System. Receipts issued through Camis, if pre-paid as a reservation or as a McBee Receipt if paid for as first come first serve.

- d) Please include details on how you will meet the requirements of the Discover Camping™ reservation service, as applicable to each Operating Area.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – ‘Guests Registrations, Reservations, & Fee Collections’ pages 146 - 155.

- e) Describe how you will integrate your processes for managing Discover Camping™ reservations with the registration of and revenue control from first-come, first served Park Visitors (those arriving without a reservation).

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – ‘Guests Registrations, Reservations, & Fee Collections’ pages 146 -155.

NOTE: for a 4 week period from after May long Weekend to about June 18 in these parks when reservations are historically low, pre-approval has been received to decrease reservation inventory by about 1/3. This would give FCFS the opportunity to register for more than 2 days at a time. After this period all sites, as noted above, would be back on the reservation system for the balance of the peak season.

NORTH OKANAGAN	
Park	2018 Front / Back Country Reservable Dates
Fintry	Sites 1 - 75: May 17 - Sept 8 Sites 76 - 100: May 17 - Sept 2
Fintry Groupsites	April 6 – October 7
Ellison	Sites 37 – 71: May 17 – May 20 Sites 1 – 36: May 17 – Sept 8 Sites 37 – 71: June 22 – Sept 2
Mabel Lake	Trinity: May 17 - May 20 Monashee: May 17 - Sept 2 Trinity: June 22 - Sept 2
Mabel Groupsite	April 6 - October 7
Kekuli Bay	Sites 44-69: May 17 – May 20 Sites 1 – 43: May 17 – Sept 2 Sites 70-73: May 17 - Sept 2 Sites 44 – 69: June 22 - Sept 2
Monashee	Approximately June 22 - Sept 29

Park Facilities

- a) Describe how you will schedule and deliver Operational Maintenance for each Operating Area.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – – ‘Achieving Operational Standards’ – Staff Routines pages 68 – 75; Operational Maintenance Procedures & Protocols pages 76 - 111.

- b) Describe how you will implement the Quality Control Plan and how the results of those inspections will be communicated within your organization.

See submitted 2016 QCP.

Area Supervisors and Park Managers will be responsible for documenting, keeping accurate records, and communicating results to Contractor & BC Parks.

- c) **Provide a detailed list of all your equipment (not including hand tools) proposed for Operational Maintenance. Identify the make, model and date of manufacture of this equipment.**

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – ‘Vehicles & Equipment’ pages 190 -200.

- d) Provide a detailed list of all supplies required annually to meet the requirements for Operational Maintenance.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – ‘Materials & Supplies’ pages 201 - 211.

Safety and Compliance

- a) Describe how you will inspect and remove or mitigate hazards in all Operating Areas.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – – Section ‘Identification of Natural & Other Safety Hazards’ pages 134 - 136; Hazard Tree Assessments & Removal to be carried out in spring as per Proposal page 97; See Start-Up Plan page 269.

In addition, same QCP submitted in 2016 to be utilized.

- b) Explain how you will monitor and address activities within the Operating Area to ensure compliance with legislation and policies and safety and security of Park Visitors and resources.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section “Park Compliance” page 176, “Fire & Emergency Training” page 182, “Protection of Facilities from Vandalism” page 122, “Protection of Facilities from Fire” page 124, “Park compliance & Enforcement” page 126, “Conservation Management” page 131; “First Aid Measures for the Public” Page 137; “Emergency situations” page 138.

- c) Describe in detail how you plan to deal with emergencies in the Operating Areas. Evidence should include, but is not limited to, your approach for the evacuation of Park Visitors.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section “Emergency Situations” page 138. In addition, Emergency & Evacuation Plans will be available in each Operating area and staff will be trained for implementation of these if required.

- d) Describe how you will effectively communicate occurrences such as illegal activity, complaints, visitor injury/death, etc. to the Province.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section “Emergency Situations” page 138.

Part 3 – Miscellaneous

- a) Describe how you will establish and maintain a recycling program (not including those provided by Encorp Pacific Canada) in any applicable Operating Area. Include the materials you plan to recycle.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section “Recycling Program” page 82.

- b) Indicate, as applicable, any proposed extension to the Operating Season of any Operating Area, as identified in Appendix C - Agreement, Schedule 3 Levels of Service.

None.

- c) Explain how your services will be provided while protecting the unique natural, recreational, historic and cultural values in each Operating Area: include any eco-friendly products, equipment, vehicles and/or practices or approaches you will implement.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section “Conservation Management” page 131; “Key Relationships” page 219.

- d) Describe any planned marketing initiatives including the timing and delivery, if applicable.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Section “Advertising & Marketing” page 141. It is hoped to do all outlined except for Parade and Company Website (it is in place but will need extensive updating to reflect new North Okanagan Bundle)

- e) Describe any planned use of volunteers, if applicable.

*See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – “Guest Host Services” page 227.
See attached word document “Fintry”*

Part 4 – Service Plus

- a) List all Service Plus you plan to undertake or support where no fees will be collected, donations requested, or compensation provided. Identify the Operating Area(s) where the Service Plus is proposed.

See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 – Service Plus Section page 222:

Guest Host Service at Fintry, Ellison, Kekuli, Mabel Lake & possibly Mara Lake.

Interpretive Programming: May or may not be available in 2018. Is dependent upon Hosts expertise, ability, and experience to provide program.

Park Maps & Brochures to be offered wherever Guest Host Program in place.

Parks Days Celebration: It is hope to be implemented but dependent upon Park Host. See page 226 in Proposal.

- b) Provide the following information as described below for each Service Plus where fees are collected, donations are requested or proposed, or compensation is provided. Include any additional information you feel is important in the evaluation of this Service.

Firewood Sales & Delivery: See submitted Kaloya Contracting Ltd North Okanagan Proposal, dated July 25/14 –, page 222. Packaged Firewood from SBC Fire Master (1.1 cubic foot bundle per portion) also available for sale at limited operating areas.

Ice Sales: As per Proposal page 226. In addition to Fintry, will be available from Host sites at Kekuli, Ellison & possibly Mabel.

Food Service Trailer proposed for Kekuli Provincial Park in the Boat Launch Parking Area Operated by Four Leaf Global (Dave Pitcher) Locally Sourced Products Burgers, Wraps and Fries (see attached for full details)

Type of Activity: *See above.*

Third Party Involvement: (identify any business, group, or volunteer who you plan to involve.) *See above.*

Operating Dates: From: _____ To: _____
(mm/dd/yy) (mm/dd/yy)

Firewood Sales: During Operating Season

Ice Sales: July Long Weekend to Labour Day

Food Service Trailer June 20 2018- Sept 4 2018 10:30am-7:30pm Daily

Operating Area(s) and Location(s): include all proposed sites and staging areas/access routes, as well as any existing park assets or features you plan to use, such as facilities, parking lots, and water bodies.

Firewood Sales: Point of Sale from Park Pick-ups and Guest Host Locations.

Ice Sales: Guest Host Locations.

Food Service Trailer Kekuli : As agreed upon South East corner of boat launch parking area.

Description of Service: describe the proposed purpose of the service, as well as the frequency and timing of the service, and any potential impacts. Include how you propose to mitigate these impacts to the Operating Area or Park Visitors.

See Proposal “Service Plus Section” starting at page 222. No Impacts except for positive.

Training/Certification: identify any special training or certification required to operate the service.

None.

3rd party licensing, insurance and certifications for Food Service

Service Plus Fees: identify any Service Plus Fees proposed, as well as who will collect them and how you will issue receipts. Include the details if your intention is to seek donations for this service.

Firewood Sales: See page 222 in Proposal. For 2018 Kaloya Contracting Ltd. proposes a price of \$10 per bundle or 3 bundles for \$25 including gst.

Ice Sales: Accounted for on daily cash-out sheets.

Food Service Kekuli: Fee from Vendor Paid Annually

Facilities: describe specific construction details of any proposed facilities or structures required to maintain or support this service.

None, as all previously established.

Insurance: describe any additional insurance requirements either held by you or that is carried by a 3rd party to conduct the service and attach a copy to the AOP.

None, as services provided by Kaloya.

Food Service to provide verified certificate of insurance.

BC Parks website: identify the public information to be posted, include a summary of the service, availability dates, and availability.

Firewood available for purchase from Operator during Operating Season in each Operating Area.

Ice Sales available from July Long Weekend to Labour Day. Public Information to be posted on Info Shelters and at Park Host Site.

Annual Operating Plan

The Park Operator is required to submit an Annual Operating Plan (AOP) as outlined below for each Operating Year, as identified in Appendix C – Agreement, Article 11, by December 31st of each Operating Year. The initial AOP should support the information provided in Section 11- Proponent Response of the RFP and include the additional information as outlined below.

Operator:	<u>Kaloya Contracting Ltd.</u>
Agreement Name:	<u>Central Ok – Similkameen</u>
Operating Year:	<u>Apr 1, 2018 – Mar 31, 2019</u>
Completed by:	<u>Michael & Bonnie Ley</u>
Date completed:	<u>October 31, 2017. Updated Jan 18, 2018</u>

Part 1 – Staffing

- a) Identify your organizational chart, including all reporting relationships and any shared roles.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Organizational & Reporting Structure’ Section, pages 15 – 19. Please note that Bundle Area Supervisor #2 Matt Hammond is in charge of all parks in this Bundle. Updated Organizational chart included – only change being that Assistant Supervisor in Similkameen has been eliminated and Bundle Supervisor will over see all parks including in the Similkameen with Mike Ley assisting.

- b) Outline key staff positions, including job duties, responsibilities, qualifications and experience. Verify staff positions with commitments in place, including names and contact information (phone numbers and e-mail addresses).

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Personnel Roles, Duties, & Responsibilities’ Section pages 33 to 59. For Phone Numbers & Email Addresses, see “Proposal Appendices B. Key Resumes” Section.

For Key Personnel Qualifications & Experience, see pages 12 – 14. Only changes to ‘Key Personnel’ Staff are as noted below:

s.22

- Central Okanagan Similkameen Region

Assistant Area Supervisor- Michael Ley

Implementation of PMA Projects: s.22

Bear Creek Provincial Park Manager – s.22

Park Manager

South Park (Okanagan Lake) – New Park Managers ^{s.22}

North Park (Okanagan Lake) – ^{s.22} *1 Park Manager*

^{s.22} *– Park Managers of Bromley Rock/ & Stemwinder*

^{s.22} *– Park Managers of Otter Lake- Previous 3 seasons operating as managers of Johnstone Creek*

Cathedral Lakes – ^{s.22} *all employees for previous season at Cathedrals.*

Myra – Bellevue – ^{s.22} *returning Park Operator*

Okanagan Mtn Marine Sites – to be determined by Spring 2018

Sunoka & The Kicks & Skaha – Park Managers returning, ^{s.22}

- c) Explain your recruitment strategy.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Hiring’ Section: page 208.

- d) Detail how you will train staff and the role of supervisors in your organization.

Training Staff - See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14: ‘Human Resources’ Section, pages 209 – 226

Supervisory Roles - See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 - Supervisors: pages 34 – 38 and Park Managers: pages 39 – 47

- e) Describe your proposed staffing schedule to meet all the requirements in the Agreement during a busy week in the Operating Season and for a typical week in the Winter Season or Off-Season in all applicable Operating Areas.

For High Season, see Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Staff Scheduling High Season’ Section, pages 65 – 75 with minor adjustments.

For Winter & Off Season scheduling, please see refer to Schedule 3 of the Agreement.

Part 2 –Service Delivery

Information and Identification

- a) Describe how you will ensure all staff have a thorough knowledge of the Operating Area(s).

During Orientation Process as outlined in ‘Human Resources’ Section of proposal, the Bundle Supervisor will orientate the Park Manager, and the Park Manager, in turn, will orientate his/her staff to the Operating Area and all standards/specifications for the Operating Area.

- b) Describe how you will ensure the Province receives timely updates and/or changes to information on the BC Parks website.

Per email, the Company’s Office Manager (Shannon Therens) will inform BC Parks of Website Changes by dates requested and/or as changes arise.

Registration and Revenue Management

- a) Explain how you will conduct Park Visitor registration activities.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section ‘Revenue Collection & Management’ pages 177 – 194.

- b) Describe how you will control and account for Recreation User Fees revenues.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section ‘Accounting of Revenues’ pages 195 – 205.

- c) Identify any additional proposed Fees for electrified sites and/or cabins, how you plan to control and account for these Fees and how you will collect them and issue receipts to Park Visitors.

None.

- d) Please include details on how you will meet the requirements of the Discover Camping™ reservation service, as applicable to each Operating Area.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Guests Registrations, Reservations, & Fee Collections’ pages 177 – 194.

- e) Describe how you will integrate your processes for managing Discover Camping™ reservations with the registration of and revenue control from first-come, first served Park Visitors (those arriving without a reservation).

1. *See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Guests Registrations, Reservations, & Fee Collections’ pages 182 - 188.*
2. *2018 Reservation Dates are noted in table below and were pre-approved in August 2017 by Kirk Illingworth.*

NOTE: for a 4 week period from after May long Weekend to about June 18 in these parks when reservations are historically low, pre-approval has been received to decrease reservation inventory by about 1/3. This would give FCFS the opportunity to register for more than 2 days at a time. After this period all sites, as noted above, would be back on the reservation system for the balance of the peak season.

CENTRAL OKANAGAN - SIMILKAMEEN	
Park	Reservable Dates - 2018
Bear Creek	Site 46 – 122: Mar 29 – Mar 31 (Easter) Sites 81 – 122: May 17 - Sept 2 Sites 1 – 80: May 17 - Sept 15
Okanagan Lake South	Loop 2: Sites 25 - 68: Mar 29 – Mar 31 (Easter) Loop 1: Sites 1 - 24; 69-88: May 17-May 20 Loop 1: Sites 1 - 24; 69-88: June 22 - Sept 8 Walk-in Tent Sites 89 - 96: May 18-Sept 8
Okanagan Lake North	Sites 1 - 31: May 17 - May 20 Sites 1 - 31: Jun 22 - Sept 2 Sites 32 - 81: May 17 - Sept 2
Otter Lake	Sites 1 - 26: May 18 – May 20 Sites 1 - 26: June 22 - Sept 2 Sites 27 - 45: May 18 – Sept 2
Stemwinder	Sites 1 - 11: May 18 – May 20 Sites 1 - 11: June 22 – Sept 2 Sites 12 - 27: May 18 – Sept 2
Bromley Rock	Sites 1 - 12: May 18 – Sept 2 Sites 13 - 17: May 18 – May 20 Sites 13 - 17: June 22 – Sept 2
Cathedral Core (all campgrounds)	Approximately June 14 – October 8

Park Facilities

- a) Describe how you will schedule and deliver Operational Maintenance for each Operating Area.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Achieving Operational Standards’ – Staff Routines pages 64, 76 – 90; Operational Maintenance Procedures & Protocols pages 91 – 137.

- b) Describe how you will implement the Quality Control Plan and how the results of those inspections will be communicated within your organization.

See submitted 2016 QCP.

Area Supervisors and Park Managers will be responsible for documenting, keeping accurate records, and communicating results to Contractor (Mike Ley) and BC Parks.

- c) Provide a detailed list of all your equipment (not including hand tools) proposed for Operational Maintenance. Identify the make, model and date of manufacture of this equipment.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Vehicles & Equipment’ pages 227 – 235.

- d) Provide a detailed list of all supplies required annually to meet the requirements for Operational Maintenance.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – ‘Materials & Supplies’ pages 236 - 244.

Safety and Compliance

- a) Describe how you will inspect and remove or mitigate hazards in all Operating Areas. See

Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Identification of Natural & Other Safety Hazards” pages 166 – 168;; Hazard Tree Assessments & Removal to be carried out in spring as per Proposal page 118; See Start-Up Plan page 305.

Same ‘Quality Control Plan’ submitted in January 2016 to be utilized.

- b) Explain how you will monitor and address activities within the Operating Area to ensure compliance with legislation and policies and safety and security of Park Visitors and resources.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Park Compliance” page 213, “Fire & Emergency Training” page 218, “Protection of Facilities from Vandalism” page 153, “Protection of Facilities from Fire” page 156, “Park compliance & Enforcement” page 158, “Conservation Management” page 163; “First Aid Measures for the Public” Page 169; “Emergency situations” page 170.

- c) Describe in detail how you plan to deal with emergencies in the Operating Areas. Evidence should include, but is not limited to, your approach for the evacuation of Park Visitors.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Emergency Situations” page 170. In addition, Evacuations Plans will be

available in each Operating area and staff will be trained for implementation of these if required.

- d) Describe how you will effectively communicate occurrences such as illegal activity, complaints, visitor injury/death, etc. to the Province.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Emergency Situations” page 170.

Part 3 – Miscellaneous

- a) Describe how you will establish and maintain a recycling program (not including those provided by Encorp Pacific Canada) in any applicable Operating Area. Include the materials you plan to recycle.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Recycling Program” page 98

- b) Indicate, as applicable, any proposed extension to the Operating Season of any Operating Area, as identified in Appendix C - Agreement, Schedule 3 Levels of Service.

Proposed Operating/ Off-season changes:

Ok Lake North – Park to be closed for season on Sun. Sept 23, 2018 and Entrance gate locked closed.

Kickininee Off-Season – Proposed again this year as per contract but:

*Substitute Kickininee for Soorimpt as Soorimpt is accessible along with the boat launch, picnic tables and room to pull through. We would like to propose one set of gates or a set of concrete barriers across Kickininee to prevent winter access.
Please note that Kickininee is used as a personal, private dumpsite for construction materials, TVs, car seats etc.*

- c) Explain how your services will be provided while protecting the unique natural, recreational, historic and cultural values in each Operating Area: include any eco-friendly products, equipment, vehicles and/or practices or approaches you will implement.

See Kaloya Contracting Ltd. Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Conservation Management” page 163; “Key Relationships” page 252.

- d) Describe any planned marketing initiatives including the timing and delivery, if applicable.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Advertising & Marketing” page 173. It is hoped to do all outlined except for Parade. Company Website is in now in place and completely updated.

- e) Describe any planned use of volunteers, if applicable.

See Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14 – Section “Guest Host Services” page 262.

Part 4 – Service Plus

- a) List all Service Plus you plan to undertake or support where no fees will be collected, donations requested, or compensation provided. Identify the Operating Area(s) where the Service Plus is proposed.

*Guest Host Service at Bear & Ok Lake North & South
Limited Interpretive Programming at Bear Creek & Ok Lake South utilizing Guest Host.
Park Maps & Brochures to be offered wherever Guest Host Program in place.
Parks Days Celebration: See page 25 in Proposal.*

- b) Provide the following information as described below for each Service Plus where fees are collected, donations are requested or proposed, or compensation is provided. Include any additional information you feel is important in the evaluation of this Service.

Firewood Sales & Delivery as outlined in Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14, page 255. Packaged Firewood from SBC Fire Master (1.1 cubic foot bundle per portion) also available for sale at limited operating areas. Kaloya Contracting Ltd proposes sale of firewood in all parks at \$10 per Bundle or 3 bundles for \$25

Small Concessions at Bear Creek & Ok Lake South as per Kaloya Contracting Ltd Proposal for Central Okanagan/Similkameen, dated July 25/14, page 259. Operated by Kaloya Contracting. No Concession at Bromley for 2015.

Large Concession at Sun-oka Beach as per page 260 in Proposal.

*Kayak & Paddleboat Rentals at Sun-oka Beach as per page 261 in Proposal.
Additional locations: Bear Creek and Ok Lake North.

Type of Activity: *See above.*

Third Party Involvement: (identify any business, group, or volunteer who you plan to involve.)

See above.

Operating Dates: From: _____ To: _____
(mm/dd/yy) (mm/dd/yy)

Firewood Sales: During Operating Season

Small Concession: May Long Weekend to Labour Day

Large Concession: July Long Weekend to August 21st approx. (possibly longer – weather dependent)

Kayak/Peddleboat Rentals: July Long Weekend to August 21st approx. (possibly longer)

Operating Area(s) and Location(s): include all proposed sites and staging areas/access routes, as well as any existing park assets or features you plan to use, such as facilities, parking lots, and water bodies.

Firewood Sales: Point of Sale from Park Pick-ups, Gatehouses, Guest Host Locations.

Small Concessions: Operated out of park gatehouses

Sun-oka Concession: Operated out of established building adjoining toilet changehouse

Kayak/Peddleboat Rentals: On the beach in front of playground. Same location for past 11 years. Plus 2 additional locations already approved and constructed Bear Creek/North Park approved site.

Description of Service: describe the proposed purpose of the service, as well as the frequency and timing of the service, and any potential impacts. Include how you propose to mitigate these impacts to the Operating Area or Park Visitors.

See Proposal “Service Plus Section” starting at page 255. No Impacts except for positive. Proven as are established services offered for over 1 decade now.

Training/Certification: identify any special training or certification required to operate the service.

Sunoka Concession: Food Safe Certification.

Kayak/Peddleboat Rentals: First aid certification

Service Plus Fees: identify any Service Plus Fees proposed, as well as who will collect them and how you will issue receipts. Include the details if your intention is to seek donations for this service.

Firewood Sales: See page 255 in Proposal.

Small Concessions: Sales per Concession Till Cash-out. Records sales accurately and accounted for on daily cash-out sheets.

Large Concession & Kayak/Peddleboat Rentals: Prices determined by Sub-Contractor.

Facilities: describe specific construction details of any proposed facilities or structures required to maintain or support this service.

None as all previously established.

Insurance: describe any additional insurance requirements either held by you or that is carried by a 3rd party to conduct the service and attach a copy to the AOP.

Kaloya Contracting Ltd. added on to Paddleboat Rental Company & Sun-oka Concession (as additional insured). Sub-Contracts are not in place until May or June 2016 and therefore Insurance copy can be forwarded to be BC Parks at that time.

- It is planned to have Barry and Kelly Planedin run paddleboard/paddleboat rentals at Ok Lake North for 2018 season.

BC Parks website: identify the public information to be posted, include a summary of the service, availability dates, and availability.

Firewood available for purchase from Operator during Operating Season in each Operating Area.

Exception: At Cathedral Lakes, firewood will be available from Ranger Cabin for \$10 per bundle depending on availability. This includes firestarter.

Bear Creek & Okanagan Lake South Park: Concessions open from May Long weekend to Labour Day. Available for sale: Ice, Icecreams, Sundries, cold drinks.

Sun-oka Beach Concession: Open from July Long Weekend to mid August. Sells Hotdogs, Hamburgers, Fries.

Sunoka Beach/Bear Creek and Ok Lake North Kayak/Paddleboat Rentals: Open from July Long Weekend to Mid-August.