

**From:** [Austad, Bob ENV:EX](#)  
**To:** [Trehwitt, John ENV:EX](#); [Macdonald, Andy M ENV:EX](#); [Aikman, Jennie S ENV:EX](#); [Smith, Dawn ENV:EX](#); [Michelfelder, Volker ENV:EX](#); [Brown, David R ENV:EX](#); [Hoffman, Edward A ENV:EX](#); [Price, Chris ENV:EX](#); [Catherall, Owen ENV:EX](#); [Murai, Launa Y ENV:EX](#)  
**Subject:** RE: ADM approval - DC residents plan and reopening content  
**Date:** May 21, 2020 7:43:53 AM  
**Attachments:** [image001.png](#)

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Great, I have a 1-1 with Jim today to this topic is now on the agenda.

Regards, Bob

---

**From:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>  
**Sent:** May 21, 2020 7:43 AM  
**To:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Macdonald, Andy M ENV:EX <[Andy.M.Macdonald@gov.bc.ca](mailto:Andy.M.Macdonald@gov.bc.ca)>; Aikman, Jennie S ENV:EX <[Jennie.Aikman@gov.bc.ca](mailto:Jennie.Aikman@gov.bc.ca)>; Smith, Dawn ENV:EX <[Dawn.Smith@gov.bc.ca](mailto:Dawn.Smith@gov.bc.ca)>; Michelfelder, Volker ENV:EX <[Volker.Michelfelder@gov.bc.ca](mailto:Volker.Michelfelder@gov.bc.ca)>; Brown, David R ENV:EX <[David.R.Brown@gov.bc.ca](mailto:David.R.Brown@gov.bc.ca)>; Hoffman, Edward A ENV:EX <[Edward.Hoffman@gov.bc.ca](mailto:Edward.Hoffman@gov.bc.ca)>; Price, Chris ENV:EX <[Chris.Price@gov.bc.ca](mailto:Chris.Price@gov.bc.ca)>; Catherall, Owen ENV:EX <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Subject:** RE: ADM approval - DC residents plan and reopening content

Yes, PUP holders is what I was referring to. Many of our permittees rely on out of province clientele.

John Trehwitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

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**From:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Sent:** May 21, 2020 7:37 AM  
**To:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>; Macdonald, Andy M ENV:EX <[Andy.M.Macdonald@gov.bc.ca](mailto:Andy.M.Macdonald@gov.bc.ca)>; Aikman, Jennie S ENV:EX <[Jennie.Aikman@gov.bc.ca](mailto:Jennie.Aikman@gov.bc.ca)>; Smith, Dawn ENV:EX <[Dawn.Smith@gov.bc.ca](mailto:Dawn.Smith@gov.bc.ca)>; Michelfelder, Volker ENV:EX <[Volker.Michelfelder@gov.bc.ca](mailto:Volker.Michelfelder@gov.bc.ca)>; Brown, David R ENV:EX <[David.R.Brown@gov.bc.ca](mailto:David.R.Brown@gov.bc.ca)>; Hoffman, Edward A ENV:EX <[Edward.Hoffman@gov.bc.ca](mailto:Edward.Hoffman@gov.bc.ca)>; Price, Chris ENV:EX <[Chris.Price@gov.bc.ca](mailto:Chris.Price@gov.bc.ca)>; Catherall, Owen ENV:EX <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Subject:** RE: ADM approval - DC residents plan and reopening content

Hi John:

Permittee operations have not been raised. You mean PUP Permittees marketing and booking clients from Alberta to participate in activities within BC Park, which will include camping?

I don't believe that is in focus, but will ask Jim Standen attention.

Regards, Bob

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**From:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>

**Sent:** May 20, 2020 3:21 PM

**To:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Macdonald, Andy M ENV:EX <[Andy.M.Macdonald@gov.bc.ca](mailto:Andy.M.Macdonald@gov.bc.ca)>; Aikman, Jennie S ENV:EX <[Jennie.Aikman@gov.bc.ca](mailto:Jennie.Aikman@gov.bc.ca)>; Smith, Dawn ENV:EX <[Dawn.Smith@gov.bc.ca](mailto:Dawn.Smith@gov.bc.ca)>; Michelfelder, Volker ENV:EX <[Volker.Michelfelder@gov.bc.ca](mailto:Volker.Michelfelder@gov.bc.ca)>; Brown, David R ENV:EX <[David.R.Brown@gov.bc.ca](mailto:David.R.Brown@gov.bc.ca)>; Hoffman, Edward A ENV:EX <[Edward.Hoffman@gov.bc.ca](mailto:Edward.Hoffman@gov.bc.ca)>; Price, Chris ENV:EX <[Chris.Price@gov.bc.ca](mailto:Chris.Price@gov.bc.ca)>; Catherall, Owen ENV:EX <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Subject:** RE: ADM approval - DC residents plan and reopening content

If this goes ahead it will be interesting to see if we can maintain the "no checking/enforcement" position when public complaints start to roll in as non-resident vehicles are observed in our parks.

Bob, is there any potential for this to go beyond our campgrounds? i.e. to include our permittee operations?

John Trehwitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

---

**From:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Sent:** May 20, 2020 12:45 PM

**To:** Macdonald, Andy M ENV:EX <[Andy.M.Macdonald@gov.bc.ca](mailto:Andy.M.Macdonald@gov.bc.ca)>; Aikman, Jennie S ENV:EX <[Jennie.Aikman@gov.bc.ca](mailto:Jennie.Aikman@gov.bc.ca)>; Smith, Dawn ENV:EX <[Dawn.Smith@gov.bc.ca](mailto:Dawn.Smith@gov.bc.ca)>; Michelfelder, Volker ENV:EX <[Volker.Michelfelder@gov.bc.ca](mailto:Volker.Michelfelder@gov.bc.ca)>; Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>; Brown, David R ENV:EX <[David.R.Brown@gov.bc.ca](mailto:David.R.Brown@gov.bc.ca)>; Hoffman, Edward A ENV:EX <[Edward.Hoffman@gov.bc.ca](mailto:Edward.Hoffman@gov.bc.ca)>; Price, Chris ENV:EX <[Chris.Price@gov.bc.ca](mailto:Chris.Price@gov.bc.ca)>; Catherall, Owen ENV:EX <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Subject:** FW: ADM approval - DC residents plan and reopening content

Hi Everyone:

Confidential for your information only – don't send to others.

Because things are moving quickly I wanted to share DM email response to Jim Standen on the Discovery Camping Reservation System and the priority to preference camping opportunities to only BC Residents.



Jim assures me we won't have to get the Park Operators or Park Ranger staff involved with checking campers staying in the actual parks, i.e. residential confirmation of where you reside. First, we don't have the staffing resources and second, I believe it could become a major enforcement challenge that could be filled with exceptions.

s.13

Another piece of the puzzle which will land shortly.

Regards, Bob

---

**From:** Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>  
**Sent:** May 20, 2020 12:12 PM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Gooderham, Coleen E ENV:EX <[Coleen.Gooderham@gov.bc.ca](mailto:Coleen.Gooderham@gov.bc.ca)>  
**Subject:** RE: ADM approval - DC residents plan and reopening content

Thanks, Jim, to you and Leah for all of your additional work on this. I've made a minor change to the messaging, which you'll see in the attached. It's with the MO now. s.13

s.13

As to the redirect, I'd like to discuss pursuing this in any event. Let's add it to our next bi-weekly, Jim.

K.

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 20, 2020 11:36 AM  
**To:** Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>  
**Cc:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Gooderham, Coleen E ENV:EX <[Coleen.Gooderham@gov.bc.ca](mailto:Coleen.Gooderham@gov.bc.ca)>  
**Subject:** RE: ADM approval - DC residents plan and reopening content

Kevin,

Looping in Coleen and also a slight modification to the messaging given that we don't have the capacity to enforce in park in many cases. Past approaches, for example with commercial RV rental companies, have been to try and head off issues at the reservation end but not take a heavy

enforcement approach on those that get through and I would suggest that same here.

Jim

**Jim Standen**

Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Standen, Jim ENV:EX

**Sent:** May 20, 2020 11:27 AM

**To:** Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>

**Cc:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Subject:** RE: ADM approval - DC residents plan and reopening content

Kevin,

Following the call yesterday, Leah followed up on the action items that we identified (thanks Leah!). As I think we all suspected, the two system fixes are not possible at this time, leaving the comms approach as the most timely and cost effective approach. I did look at the camping websites for AB and SK (MB does not appear to be restricting to MB residents only) and they both have taken a light touch approach to their communications – e.g. in Q/As or bulleted lists of camping conditions as opposed to up front banners or messages on webpages so anything we do in that vein will certainly exceed what others have done. As Leah notes, we could look to work with US e Direct on longer term fixes to the system to support these kinds of limits on reservations but that would have to come after we get through the relaunch and may take some time to implement. Given previous interest in this we will continue to work on it but won't see it available soon unfortunately.

Based on these findings, Leah has suggested some messaging for the email to DC users which is included below **s.12; s.13**  
**s.12; s.13**

It would be desirable to have this landed in time today to get the email queued up to go out first thing tomorrow.

Jim

**Jim Standen**

Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)

---

**From:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Sent:** May 20, 2020 10:40 AM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** ADM approval - DC residents plan and reopening content  
**Importance:** High

Hi Jim,

As discussed, I have looked into the three items of priority (in order) to MGH:

1. **Can US eDirect support IITD's work to have a redirect page where folks acknowledge via a check box "I confirm I am a resident of British Columbia".**
  - a. This is NOT possible to be in place for May 25. In addition to the issue of timing, the suggested approach would introduce enough risk to the system that launch cannot be managed responsibly.
  - b. US eDirect indicated they would be willing to engage with IITD if needed, in the next few weeks, to support the implementation of something like this. However, they also reiterated our same concern that spending technical 'capital' on something that would be as enforceable and effective as simple web notices would be, is not a wise use of time.
  - c. They are already looking at other development (not specific to us) whereby there is an option to restrict users to searching and booking at places not within a configurable miles away of their accounts address. Not available now or in the short term – and not necessarily something we want - but is an indication of what they are looking at.
2. **Can a banner be placed on [bcparks.ca](http://bcparks.ca) or [discovercamping.ca](http://discovercamping.ca) with emphasized messaging that reservations are for BC residents only this year?**
  - a. Yes, both can be updated fairly quickly and easily. The DC customer email is attached with reframed messaging for non-BC residents. Should this be approved, we can reframe this language for various channels including the DC home page banner, on [bcparks.ca](http://bcparks.ca) (home page, reservation page, user FAQs), and on social media etc.
  - b. We can also emphasize this messaging in the second COVID video, which is focused on camping and will be released late next week (script still being determined and will be circulated for approval).
- 
3. **Can the banking system which processes DC payments restrict to only BC-based credit cards?**
  - a. This is not possible. As I mentioned, <sup>s.15</sup>  
<sub>s.15</sub>

-  
Given the above and that MGH has directed us to move forward with a non-resident approach, I suggest we focus primarily on a strong communications push for this season. This will allow us to more thoughtfully work through a longer term plan for BC-residents first/only – should MGH want this longer term than just through COVID-season.

1. Attached is the revised DC email, with the highlighted section updated for this new direction.
2. Below is suggested content for the discovercamping.ca home banner

**BC Parks Response to COVID-19**

*Discover Camping reservations are available again as of May 25, 2020 at 7:00 AM PT.*

*Most provincial campgrounds and backcountry camping are open as of June 1, 2020.*

*Camping is restricted to BC-residents only for the 2020 camping season. Non-BC residents with existing reservations are asked to contact the call centre before June 15 to cancel and receive a full refund. Reservations found to be made by non-BC residents will be subject to immediate cancellation without refund and may also result in being turned away at the park.*

*Visit [www.bcparks.ca](http://www.bcparks.ca) for ongoing updates and information.*

Pending your thoughts on the attached document, and suggested banner – Launa, Lisa and I will rework this tone/message in to workable comms for additional areas of the website (FAQs etc) as well as for key messages for GCPE, social media and the call centre.

s.12; s.13

Please confirm how I can move forward ASAP so we can get comms out and have US eDirect start to action the system changes for reopening and cancelling/refunding accordingly. If we can get this approved by EOD, I should be able to queue up the customer email first thing tomorrow morning.

Thanks,

Leah

**Leah Wilcock**

A/Manager, Visitor Services

BC Parks | Ministry of Environment and Climate Change Strategy



Telephone: 778-698-4295

[leah.wilcock@gov.bc.ca](mailto:leah.wilcock@gov.bc.ca)

[www.bcparks.ca](http://www.bcparks.ca)



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---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 19, 2020 1:02 PM

**To:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Subject:** FW: ADM APPROVAL REQUIRED - DC email camping updates

Fyi

**Jim Standen**

Assistant Deputy Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>

**Sent:** May 19, 2020 11:20 AM

**To:** Sather, Kelly ENV:EX <[Kelly.Sather@gov.bc.ca](mailto:Kelly.Sather@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Subject:** RE: ADM APPROVAL REQUIRED - DC email camping updates

Jim: Could we add a checkbox asking those booking to confirm that they are BC Residents and rely on an honour system? It will at least be a clear, public declaration in support of our intent and may largely have the desired effect.

K.

---

**From:** Jardine, Kevin ENV:EX

**Sent:** May 19, 2020 11:15 AM

**To:** Sather, Kelly ENV:EX <[Kelly.Sather@gov.bc.ca](mailto:Kelly.Sather@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Subject:** RE: ADM APPROVAL REQUIRED - DC email camping updates

Page 008 of 113

Withheld pursuant to/removed as

s.13

**Sent:** May 19, 2020 10:45 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>

**Subject:** RE: ADM APPROVAL REQUIRED - DC email camping updates

s.13

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 19, 2020 9:55 AM

**To:** Sather, Kelly ENV:EX <[Kelly.Sather@gov.bc.ca](mailto:Kelly.Sather@gov.bc.ca)>

**Cc:** Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>

**Subject:** FW: ADM APPROVAL REQUIRED - DC email camping updates

**Importance:** High

s.13

Jim

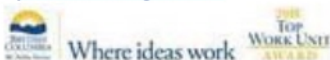
**Jim Standen**

Assistant Deputy Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Sent:** May 16, 2020 9:38 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Carroll, Deborah ENV:EX <[Deborah.Carroll@gov.bc.ca](mailto:Deborah.Carroll@gov.bc.ca)>

**Subject:** ADM APPROVAL REQUIRED - DC email camping updates

**Importance:** High

Hi Jim,

I have incorporated David's feedback and attached the final copy. As David said, this needs to go out to customers ASAP on Tuesday so US eDirect can begin the work of closing sites and cancelling/refunding customers (I don't want anyone to receive a cancellation notice before they get this email explaining why).

Please give me a call on Tuesday if you want to go over this, or need to discuss the MO request for drafts also. It would be a concern if they want to review and approve this, as opposed to getting an FYI. Your guidance or approval for impacting DC timing to get the MO approvals would be

appreciated.

Thanks so much,

Leah

**Leah Wilcock**

A/Manager, Visitor Services

BC Parks | Ministry of Environment and Climate Change Strategy

Telephone: 778-698-4295

[leah.wilcock@gov.bc.ca](mailto:leah.wilcock@gov.bc.ca)

[www.bcparks.ca](http://www.bcparks.ca)



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---

**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 15, 2020 8:59 PM

**To:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Cc:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Subject:** FW: APPROVAL REQUIRED - DC email camping updates

**Importance:** High

Hi Leah – I’ve edited this DC customer email a bit for clarity and to emphasize some key points. I am sending it back to you for a double check on the accuracy of my explanation of some of the rules. Many of the changes weren’t made in track changes, but I did use that feature when I got to the table that lists all the impacts. A number of different phrases are used when we say a campground is closed and I think we should be consistent. I have a slight preference for simply saying “closed til further notice” rather than specifying a date. A lot can happen between now and the end of the year so why not leave ourselves the flexibility.

I know this is due ASAP at US eDirect on Tuesday so that we can push the changes and notifications out, so you’ll need to get the final draft to Jim for approval ASAP.

Thanks,  
David

---

**From:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Sent:** May 15, 2020 11:00 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>



**Subject:** APPROVAL REQUIRED - DC email camping updates

**Importance:** High

Hi David,

Can you please review and approve the attached email. We need to get this to US eDirect today so they can queue it up over the long weekend, for sending to customers first thing Tuesday morning.

Launa and Lisa have reviewed also.

Thanks!

Leah

**Leah Wilcock**

A/Manager, Visitor Services

BC Parks | Ministry of Environment and Climate Change Strategy

Telephone: 778-698-4295

[leah.wilcock@gov.bc.ca](mailto:leah.wilcock@gov.bc.ca)

[www.bcparks.ca](http://www.bcparks.ca)



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**From:** [Carroll, Deborah ENV:EX](#) on behalf of [Standen, Jim ENV:EX](#)  
**To:** [ENV PPA PFOs; XT:Merilees, Andrew ENV:IN; Robert.russ@haidanation.com](#)  
**Cc:** [ENV PPA RSQ; ENV PPA Section Heads ONLY; ENV PPA PLT](#)  
**Subject:** BC Parks Camping Season Update  
**Date:** May 21, 2020 8:03:47 AM  
**Attachments:** [image001.png](#)  
[DC Email - Final.docx](#)

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Good morning:

In order to provide a more positive customer experience and to limit system demand on May 25<sup>th</sup>, frontcountry and backcountry reservations will be available on a **2-month** rolling window starting May 25<sup>th</sup> at 7am for the rest of the 2020 Season.

Furthermore, in support of staying local and avoiding unnecessary travel, a decision has been made to give BC residents preferential access to camping opportunities this season. An email (attached) is being sent to all DC reservation holders. Non-BC residents with existing reservations will be asked to contact the call centre prior to June 15 to receive a full refund.

The Discover Camping team will be 'spot checking' all reservations made after May 25<sup>th</sup>, and any reservations found to be made by non-BC residents will be subject to immediate cancellation without refund.

Park Operators will not be asked to enforce (e.g. turn away campers /evict) non BC residents once they arrive in the park, nor will you be asked to check/confirm their address or licence plate upon arrival.

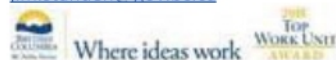
Potential revenue loss from this decision, will be considered as part of the Financial Remuneration process in Phase 4.

Thanks for your continued support and efforts to operate parks during this challenging time.

Sincerely,

Jim Standen

**Jim Standen**  
Assistant Deputy  
Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



Dear valued BC Parks guest

BC Parks is taking a phased approach to re-opening, and as of May 14, 2020, many parks have re-opened for day use. The Discover Camping website and call centre will reopen to new reservations on May 25, 2020 at 7am PT. Campgrounds, camping opportunities and accommodations will begin to open on June 1, 2020.

As we work to ensure a positive and safe camping experience for all park staff and visitors, we have made a few additional operational changes for the upcoming camping season:

- Frontcountry and backcountry reservations will be available on a 2-month rolling window starting May 25<sup>th</sup> at 7am:
  - On May 25<sup>th</sup>, the system will open to arrivals as far forward as July 25<sup>th</sup>.
  - On May 26<sup>th</sup>, July 26<sup>th</sup> arrivals will be released; on May 27<sup>th</sup>, July 27<sup>th</sup> arrivals will be released and so on. This daily release of inventory will continue until the end of the reservable period in each campground is reached.
  - Reservations can be made in most campgrounds for a maximum stay of 14 days, subject to availability.
  - Reservations made within the first two weeks of inventory being released cannot be changed. This is to prevent people from overbooking and subsequently changing arrival dates to shorten their stay in order to obtain a favourable site or time ahead of other customers. These reservations can only be cancelled, and normal cancellation fees will apply. Customers should not attempt to book a reservation until exactly 2 months ahead of their chosen arrival date.
  - Regular cancellation rules and penalties will apply to all new reservations made on or after May 25<sup>th</sup>.
- Groupsites and reservable picnic shelters will remain closed for the time being; all existing reservations will be cancelled through to December 31, 2020.
- Preferential access to camping will be given to BC-residents for the 2020 camping season. Non-BC residents with existing reservations are asked to contact the call centre before June 15 to cancel and receive a full refund. New reservations made after May 25<sup>th</sup> found to be made by non-BC residents will be subject to immediate cancellation without refund.

In an earlier email to Discover Camping customers, we shared the latest information on double sites and cancellations. For easy reference, we have included this information below.

- Double sites will only be available for double site bookings (i.e., they will not be bookable as single sites for two separate parties). In order to manage numbers and keep our campers and facilities safe, double sites will also only permit a maximum of one camping party for both halves (4 adults (over the age of 16) up to a max of 8 persons including children under 16). Existing bookings for double sites must abide by the new maximum occupancy rules and may cancel free of charge by June 15, 2020 if their camping party does not fit the criteria. There are no changes to the maximum party size for single sites.
- Existing reservations that were not yet cancelled for June 1 onward will be honoured. Those with existing reservations beyond June 1 who would like to cancel them will have until June 15 to cancel without facing a cancellation fee. Reservations cancelled after June 15 will face regular cancellation penalties. Reservations made once the system reopens will be subject to regular cancellation rules and penalties.

Some parks and campsites may open later than June 1, or will remain closed, which may impact some reservations. These cancellations and full refunds will be processed automatically by Discover Camping, no action is required by affected visitors. A listing of delayed openings and closed campgrounds can be found at the end of this email.

While the Discover Camping call centre is available for reservations related support and bookings, they do not keep, nor provide general park information. Please continue to check [www.bcparks.ca](http://www.bcparks.ca) for the most up to date general park information over the coming weeks.

The health and safety of our BC Parks staff, park operators, and visitors continues to be our top priority. We are all in this together, and we thank you for your patience and understanding as our staff and park operators work to safely re-open parks and campgrounds across the province. We look forward to seeing many of you out camping soon.

Sincerely,  
The Discover Camping Team

### **Park-Specific Discover Camping Impacts: Re-Opening 2020**

Current as of May 19, 2020

\*Please note. Automatic cancellations and refunds will occur for any existing reservations affected by the impacts outlined below – particularly where sites will be closed, or campground opening is delayed.

Park	Facility	Discover Camping Impacts
Birkenhead Lake	Campground	<ul style="list-style-type: none"><li>• Birkenhead Campground will open June 15<sup>th</sup>.</li><li>• The Birkenhead high density campground (sites 86-97) will be closed until further notice.</li></ul>
Bowron Lake	Canoe Circuits	<ul style="list-style-type: none"><li>• The west side circuit will open June 1<sup>st</sup>.</li><li>• The full circuit will open June 30<sup>th</sup>.</li></ul>
Carp Lake	Balsam Island	Campsite reduction to 50% capacity.
Chilliwack Lake	Campground	Chilliwack Lake will have a phased opening. <ul style="list-style-type: none"><li>• June 1: Paleface and Radium Loops open.</li><li>• June 15: Flora, Greendrop, Lindeman, and Radium Loops open.</li></ul>
Cultus Lake	Campgrounds	Cultus Lake campgrounds will have a phased opening. <ul style="list-style-type: none"><li>• June 1: Maple Bay sites 1-96 and Delta Grove sites 1-52 open.</li><li>• June 8: Entrance Bay sites 1-47 open.</li><li>• June 15: Clear Creek sites 1-84 open.</li></ul>
Cultus Lake	Maple Bay Campground Cabins	Maple Bay Campground Cabins will have a phased opening. Please note: Cabin <b>check-in time has changed to 4PM</b> to allow for additional cleaning time. <ul style="list-style-type: none"><li>• June 1: Cabins number 1, 5-7, and 17-25 open.</li><li>• June 8: Cabins number 2-4 and 8-16 open.</li></ul>
Garibaldi	All camping facilities	All camping facilities closed until further notice.
Joffre Lakes	Backcountry	Backcountry camping closed until further notice.
Juan de Fuca	Backcountry	Backcountry camping closed until further notice.



Juniper Beach	Campground	Campsite #14 will be closed until further notice.
Liard River	Hot Springs	While the campground will be open, the <b>hot springs will be closed</b> until further notice.
Mable Lake	Campground	All campsites will be Reservable for the remainder of the 2020 camping season.
Meziadin Lake	Campground	Campsites 35, 37, 45, 49, 51, 53, 55, 57, and 59 will be closed until further notice.
Mount Robson	Berg Lake Trail	Berg Lake Trail will remain closed for camping and day-use until at least June 15. Automatic cancellations of full stays will occur based on arrival date for the first night of a booking.
Mount Robson	Meadows Campground	<p>Meadows Campground will have a phased opening.</p> <ul style="list-style-type: none"> <li>• The campground will open June 1<sup>st</sup> for limited First-Come-First-Serve camping.</li> <li>• Sites 40-69, 94-108, and 121-125 (left side) will be open for Reservation on June 5<sup>th</sup>.</li> <li>• Sites 1-39, 70-93, and 109-120 (right side) will be open for Reservation on June 25<sup>th</sup>.</li> <li>• Any existing Reservations will be honoured and will not be cancelled.</li> </ul>
Mount Assiniboine	Magog Lake Campground	Campground will open on June 26 <sup>th</sup> . The number of campsites will be reduced from 40 sites to 30 sites. Automatic cancellations will occur based on booking date (last booked cancelled first).
Nairn Falls	Campground	Campground will open on June 5 <sup>th</sup> .
Paul Lake	Campground	Campground will open on June 10 <sup>th</sup> .
Purden Lake	Campground	<ul style="list-style-type: none"> <li>• Campground will open June 5<sup>th</sup> for First-Come-First-Serve camping.</li> <li>• Campground will be open for Reservations on June 12<sup>th</sup>.</li> </ul>
Rath Trevor Beach	Walk-in campsites	Even-numbered walk-in campsites will be closed until further notice.
Red Bluff	Campground	Campsites 2, 3, 4, 6, 8, and 20 will be closed until further notice.
Sasquatch	Campground	<p>Sasquatch Park will have a phased opening.</p> <ul style="list-style-type: none"> <li>• June 1: Hicks Campground and Lakeside Campground open.</li> <li>• June 15: Bench Campground open.</li> </ul>
Skagit Valley	Ross Lake Campground	Campground will open June 15 <sup>th</sup> .
Smelt Bay	Campground	All campsites will be Reservable for the remainder of the 2020 camping season.
Sproat Lake	Walk-in campsites	Walk-in campsites (sites T1-T5) will be closed until further notice.
Tweedsmuir South	All camping facilities	All camping facilities will be closed until further notice.
Wells Gray	Murtle Lake Backcountry Clearwater Lake Backcountry Azure Lake Backcountry	Sites will open on June 10 <sup>th</sup> .
Wells Gray	Clearwater Lake Campground Falls Creek Campground	Campgrounds will open on June 10 <sup>th</sup> .
Whiskers Point	Campground	<ul style="list-style-type: none"> <li>• Campground will open June 1<sup>st</sup> for First-Come-First-Serve camping.</li> <li>• Campground will be open for Reservations on June 5<sup>th</sup>.</li> </ul>

**From:** [Austad, Bob ENV:EX](#)  
**To:** [Trehwitt, John ENV:EX](#); [ENV PPA Regional Directors](#); [Smith, Dawn ENV:EX](#)  
**Subject:** RE: BC residents only for camping?  
**Date:** May 21, 2020 8:30:39 AM  
**Attachments:** [image001.png](#)

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Yes, it appears Region's were not notified. I did not know when this letter was coming out from Jim. The RSO might have been notified, but I would have to check with Sydney. Regions are suppose the receive the any final letters prior to sending to stakeholders.

Will bring forward to Jim.

Regards, Bob

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**From:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>  
**Sent:** May 21, 2020 8:13 AM  
**To:** ENV PPA Regional Directors <[ENVPPARD@Victoria1.gov.bc.ca](mailto:ENVPPARD@Victoria1.gov.bc.ca)>  
**Subject:** FW: BC residents only for camping?  
**Importance:** High

I realize that this happened pretty quick but appears from note below that our operators and clients were informed about the decision this morning through DC before we were.

John Trehwitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

---

**From:** [Office@WestKootenayParks.com](mailto:Office@WestKootenayParks.com) <[office@westkootenayparks.com](mailto:office@westkootenayparks.com)>  
**Sent:** May 21, 2020 8:40 AM  
**To:** MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>  
**Subject:** BC residents only for camping?

Hi Rob, we received an email from Discover Camping this morning (because we are in the system for reservations, not as a company) that informs that reservations made by non-BC residents wouldn't be accepted, and current reservations would be cancelled?

We hadn't heard of this from anyone at BC Parks, and I couldn't find mention of it on the website. We will need direction on how this will be implemented and what the requirements are of our staff in the parks.

Thank you,  
Tara

**Tara Harris**

**West Kootenay Park Management Inc.**

**P.O. Box 2569**

**Revelstoke, BC, V0E 2S0**

**Cell: [250-837-8568](tel:250-837-8568)**

**Website: [www.westkootenayparks.com](http://www.westkootenayparks.com)**



**WESTKOOTENAY**  
PARKS

**From:** [Murai, Launa Y ENV:EX](#)  
**To:** [Austad, Bob ENV:EX](#)  
**Cc:** [Wilcock, Leah ENV:EX](#)  
**Subject:** Discover Camping Team - Bullets for Bob's email  
**Date:** May 21, 2020 9:47:08 AM

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Bob, bullets below have been approved by Leah for use in your email to the RD's.

Thank you so much for sending this out.

L

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**From:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Sent:** May 21, 2020 9:41 AM  
**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Subject:** RE: Bullets for Bob's email

- The Discover Camping team is currently working on all requests made to date and cannot commit to additional requests until the existing workload has been completed. This includes:
  - If previously submitted requests to have inventory pulled from DC need reversal they will be processed after Monday, May 25<sup>th</sup>.  
E.g.; If you have requested sites in a particular campground be closed ahead of the system reopening and now want that reinstated this will not be processed until after Monday, May 25<sup>th</sup>
  - All new, additional requests submitted will not be processed until after Monday, May 25<sup>th</sup>.
  - Please ensure this is also shared with park operators and that requests first are approved by region.

Thanks Launa!!!

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**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Sent:** May 21, 2020 9:33 AM  
**To:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** Bullets for Bob's email

- The Discover Camping team is currently working on all requests made to date and cannot commit to additional requests until the existing workload has been completed. This includes:
  - If previously submitted requests to have inventory pulled from DC need reversal they will be processed after Monday, May 25<sup>th</sup>.  
E.g.; If you have requested sites in a particular campground be pulled from inventory release slated for May 25<sup>th</sup> and now want that reinstated this will not be processed until after Monday, May 25<sup>th</sup>
  - All new, additional requests submitted will be processed until after Monday, May 25<sup>th</sup>.



**From:** [Standen, Jim ENV:EX](#)  
**To:** [Murai, Launa Y ENV:EX](#)  
**Cc:** [Austad, Bob ENV:EX](#); [Davies, Heather J ENV:EX](#); [Kam, David GCPE:EX](#); [Wilcock, Leah ENV:EX](#); [Roth, Pamela GCPE:EX](#)  
**Subject:** Re: Media requests - News1130 - BC Parks reservation letters  
**Date:** May 21, 2020 11:19:01 AM

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Approved, thanks

Sent from my iPhone

On May 21, 2020, at 11:04 AM, Murai, Launa Y ENV:EX  
<Launa.Murai@gov.bc.ca> wrote:

Jim, media request related to DC email push to users. Bullet #1 have been provided by Leah, the rest from previously approved messaging. Over to you for approval, please.

1. How many refunds have been provided so far and does the province expect to fill to capacity each day of rolling bookings?
  - We anticipate a busy camping season
  - Cancellations during the closure period were approx 11, 000. As for determining cancellations upon opening Discover Camping for new camping opportunities, we cannot determine this until a much later date.

From GCPE:

- a. Campgrounds are still being assessed for any necessary changes, as are the exact opening dates for each park operator. Some parks and campsites may open later than June 1 or will remain closed, which may impact some reservations.
- b. If specific campsites are closed or a campground closure is extended past June 1, cancellations will happen automatically through the Discover Camping system. No action is required by affected visitors.
- c. All Discover Camping clients will receive an email explaining the broad changes occurring, the refund policies and the implications. Those who are specifically impacted will receive follow up communications advising them of cancelled bookings.

2. What can people pack to ensue they are clean and safe while camping?  
<!--[if !supportLists]-->• <!--[endif]-->Visitors are encouraged to bring a "Clean Trip Kit" with their own hand sanitizer, protective gloves, and toilet paper to reduce the spread of COVID-19 on high touch surfaces. Furthermore, it is recommended to maintain a physical distance of 2m from other users while in parking lots and on trails.

3. How will facilities/washrooms be managed and cleaned?  
From FAQ on website:

- <!--[endif]-->BC parks has been working with Operators and to ensure general work practices, procedures, and cleaning standards comply with PHO and WorkSafe BC requirements. However, park visitors are responsible for ensuring they bring hygiene products (e.g., hand sanitizer), as we cannot guarantee availability in all park locations. Visitors also need to take personal responsibility for their own safety, refraining from touching surfaces unnecessarily and washing hands or using hand sanitizer frequently. And if you are sick, please stay home and visit another time.
- <!--[endif]-->We need all visitors to do their part to keep Park Operators, staff, and park visitors safe.

4. Why are Garibaldi/Joffre and Juan de Fuca specifically closed until further notice with dates set for other parks/camping areas?

- <!--[endif]-->Some of our most popular parks, including Garibaldi, Joffre and Juan de Fuca Provincial Parks regularly experience high visitor volumes, resulting in crowding of facilities, packed parking lots, and safety issues including parking along the highway. Some even have long lineups to take pictures, such as Joffre Lakes. These high-use parks require substantial staff presence, high service levels, and in-person visitor management. Given how busy some of our most popular parks can get, these environments do not easily allow for the physical distancing recommended by the PHO.
- <!--[endif]-->Large numbers of visitors also have increased environmental impacts.
- <!--[endif]-->Opening parks and campgrounds safely means some closures will temporarily remain in place for specific parks or park areas, services and facilities. Parks that are open will be listed on the BC Parks website and sorted by region <http://bcparks.ca/covid-19/parks-affected>
- <!--[endif]-->The remaining parks that attract the largest crowds could be opened as appropriate throughout the summer, when we can ensure the safety of visitors and staff and the protection of the environment.

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**From:** Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>

**Sent:** May 21, 2020 10:38 AM

**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Cc:** Roth, Pamela GCPE:EX <[Pamela.Roth@gov.bc.ca](mailto:Pamela.Roth@gov.bc.ca)>

**Subject:** Media requests - News1130 - BC Parks reservation letters

Launa,

Can you provide a response to Q1 please.

### **Reporters**

Ash Kelly, Reporter

News 1130

[ash.kelly@rci.rogers.com](mailto:ash.kelly@rci.rogers.com)

604-877-4400 c: 604-360-0116

**Deadline** ASAP

### **Request**

What we are hoping for is someone to summarize the new plan vocally (for radio) and I have drafted some questions as well.

1. How many refunds have been provided so far and does the province expect to fill to capacity each day of rolling bookings?
2. What can people pack to ensure they are clean and safe while camping?
3. How will facilities/washrooms be managed and cleaned?
4. Why are Garibaldi/Joffre and Juan de Fuca specifically closed until further notice with dates set for other parks/camping areas?

### **Background**

### **Recommendation**

- As we respond to the COVID-19 pandemic, people are urged to stay close to home, avoid non-essential travel and enjoy where they live.
  - This is not the time for Interprovincial travel for recreational purposes.
  - For these reasons, the BC government will be giving preferential access to camping to BC-residents for the 2020 camping season.
  - This change is in alignment with resident only restrictions already in place in other jurisdictions,
  - Non-BC residents with existing reservations are asked to contact the call centre before June 15 to cancel and receive a full refund. Reservations found to be made by non-BC residents may be subject to immediate cancellation without refund.
1. How many refunds have been provided so far and does the province expect to fill to capacity each day of rolling bookings?
  2. What can people pack to ensure they are clean and safe while camping?
- Visitors are encouraged to bring a "Clean Trip Kit" with their own hand sanitizer, protective gloves, and toilet paper to reduce the spread of COVID-19 on high

touch surfaces. Furthermore, it is recommended to maintain a physical distance of 2m from other users while in parking lots and on trails.

### 3. How will facilities/washrooms be managed and cleaned?

From FAQ on website:

- BC parks has been working with Operators and to ensure general work practices, procedures, and cleaning standards comply with PHO and WorkSafe BC requirements. However, park visitors are responsible for ensuring they bring hygiene products (e.g., hand sanitizer), as we cannot guarantee availability in all park locations. Visitors also need to take personal responsibility for their own safety, refraining from touching surfaces unnecessarily and washing hands or using hand sanitizer frequently. And if you are sick, please stay home and visit another time.
- We need all visitors to do their part to keep Park Operators, staff, and park visitors safe.

### 4. Why are Garibaldi/Joffre and Juan de Fuca specifically closed until further notice with dates set for other parks/camping areas?

- Opening parks and campgrounds safely means some closures will temporarily remain in place for specific parks or park areas, services and facilities. Parks that are open will be listed on the BC Parks website and sorted by region <http://bcparks.ca/covid-19/parks-affected>
- Some of our most popular parks regularly experience high visitor volumes, resulting in crowding of facilities, packed parking lots, and safety issues including parking along the highway. Some even have long lineups to take pictures, such as Joffre Lakes. These high-use parks require substantial staff presence, high service levels, and in-person visitor management. Given how busy some of our most popular parks can get, these environments do not easily allow for the physical distancing recommended by the PHO.
- Large numbers of visitors also have increased environmental impacts.
- The remaining parks that attract the largest crowds could be opened as appropriate throughout the summer, when we can ensure the safety of visitors and staff and the protection of the environment.



**From:** [MacDonald, Rob V ENV:EX](#)  
**To:** [Trehitt, John ENV:EX](#); [Martin, Sydney D ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Cc:** [Wilcock, Leah ENV:EX](#)  
**Subject:** RE: Non-Resident Decision  
**Date:** May 21, 2020 1:17:56 PM

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I think you have everything you need from me (I can hear you all now – *yes, we have heard more than enough from you this am!*). A couple of side thoughts:

- this also applies to the ACC huts; Elk Lakes is likely the only one that caters mostly to Albertan traffic, though
- if this isn't contained to campsites and if we were still under the same restrictions this winter, it will again have big implications on the winter ski touring business at Elk, Kokanee Glacier, & Assiniboine
- will the backcountry registration system also be cancelling dates for non-residents? This will eliminate the need for Albertans to register which is problematic; they will still come to Elk Lakes, Height of The Rockies, and Assiniboine but only BC residents will be paying. Almost all of them will be accessing these parks from Alberta. The backcountry registration system has always been a bit of an issue but it might attract more negative attention now.

I appreciate your attention to this. Let me know if you need anything else, or you want me to have Claude dial in to your call. No, you don't want that. Later...

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**From:** Trehitt, John ENV:EX <John.Trehitt@gov.bc.ca>  
**Sent:** May 21, 2020 2:04 PM  
**To:** Martin, Sydney D ENV:EX <Sydney.Martin@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>  
**Cc:** MacDonald, Rob V ENV:EX <Rob.MacDonald@gov.bc.ca>; Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>  
**Subject:** RE: Non-Resident Decision

- We need clarity on whether or not the non-resident restriction is intended to apply to just camping or whether it is also intended to apply to permitted operations. (i.e. back country lodges, cabins huts, hunting guides, etc.)
- For Assiniboine Park specifically we also have a unique situation where Assiniboine Lodge operates both backcountry camping and the cabins and lodge. Reservation for the camping is through DC but the lodge takes reservations for the cabins and lodge (80% of all visitors are from out of province) and nearly all visitors access the park through Alberta (hike in or fly in).
  - Will the non resident restriction apply to just the camping managed by DC or will it apply to the cabin and lodge booking as well? Note - If it will apply to both the Assiniboine Lodge Ltd. will likely shut down all operations as it will not be feasible for them to operate.
  - Or given the unique situation where most access is from Alberta (both resident and non resident) does it make sense to (and is there the ability to) exempt this park from the non resident restriction?



John Trewhitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

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**From:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>  
**Sent:** May 21, 2020 12:40 PM  
**To:** Trewhitt, John ENV:EX <[John.Trewhitt@gov.bc.ca](mailto:John.Trewhitt@gov.bc.ca)>  
**Cc:** MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** RE: Non-Resident Decision

I should mention I asked for Bob to be invited to this meeting as well... FYI.

**Sydney Martin** | Manager of Visitor Programs | BC Parks | Office: 778-698-9458

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**From:** Martin, Sydney D ENV:EX  
**Sent:** May 21, 2020 12:39 PM  
**To:** Trewhitt, John ENV:EX <[John.Trewhitt@gov.bc.ca](mailto:John.Trewhitt@gov.bc.ca)>  
**Cc:** MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** RE: Non-Resident Decision

I just booked a meeting with Jim S at 1:30 to go over all the issues that are arising... can you send me bullets on your concerns and what you need clarity/decisions on by 1:15?

I'm going to stop answering my phone from numbers I don't recognize...!!!! This is an awful day.....

**Sydney Martin** | Manager of Visitor Programs | BC Parks | Office: 778-698-9458

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**From:** Trewhitt, John ENV:EX <[John.Trewhitt@gov.bc.ca](mailto:John.Trewhitt@gov.bc.ca)>  
**Sent:** May 21, 2020 12:37 PM  
**To:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>  
**Cc:** MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** Re: Non-Resident Decision

Just brought this up on our RDT call. Bob can't answer. I'll put some bullets together.  
John

Sent from my iPhone

On May 21, 2020, at 12:13 PM, Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)> wrote:

Hi Rob,

I think the intention behind “BC residents first” was to provide *camping opportunities* to British Columbians. I have not interpreted this decision to impact PUP holders with non-BC resident CLIENTS. (I see the clients at Mt. Assiniboine Lodge/Huts in that same way that PUP holders have clients). The campground at Mt. Assiniboine might be a different story (falling into the intent to protect camping opportunities for BCers) – but given the access is from Alberta it doesn’t seem like a logical decision to limit those coming into the park from Alberta (as we know BC residents also primarily access the park on the Alberta side).

John - have you discussed this with Bob? I think the Assiniboine situation is unique and warrants a separate discussion.

If the “BC residents first” decision is intended to impact PUP holders – we’ve got another huge can of worms and potential revenue loss to consider.

My advice would be to let the Assiniboine PO know that we are aware of their unique situation and are having internal discussions about their operation and we’ll be in touch soon.

Sydney

**Sydney Martin** | Manager of Visitor Programs | BC Parks | Office: 778-698-9458

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**From:** MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>

**Sent:** May 21, 2020 11:48 AM

**To:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>; Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>

**Subject:** Non-Resident Decision

**Importance:** High

I know there are lots of questions you folks are working through and I don’t want to add to your headache but the folks at Mount Assiniboine Lodge (who have been sweating bullets for a few weeks now) are now in full panic mode. They tell me the number of phone calls and emails to their Canmore office this morning is unmanageable. I suspect the campground DC reservation decision is non-reversible and the cancellations have likely already occurred but if we could get some sense of whether this applies to Mount Assiniboine Lodge’s (and the ACC as they will be asking the same question although the implications might be less severe) reservations or not

that would provide some certainty (for better or worse). The implication here with 90% of the Lodge & Naiset reservations being Albertan is that we may have to close the facilities and negotiate some other arrangement. Many of the reservations have also booked helicopter access and those cancellations need to happen by the lodge staff.

Unlike some front country locations I wouldn't expect BC residents to take advantage of this situation since the vast majority of BC residents accessing the park do so by driving to Alberta (as does BC Parks staff). The locals are essentially Albertans so the notion of keeping folks close to home misses the mark a bit here.

Any advice or direction appreciated, thanks.

robm

**From:** [Karn, David GCPE:EX](#)  
**Subject:** Media Report for Thursday, May 21, 2020  
**Date:** May 21, 2020 6:27:02 PM

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### **Media Report for Thursday, May 21, 2020**

#### **Awaiting MO Approval**

**CBC (Laura Lynch)** – seeking interview with MGH and Parks spokesperson ahead of parks reopening.

#### **Today's completed requests**

**Global Okanagan (Megan Turcato, Ted Field) CTV2 (Todd Harmer)** – seeking comment from minister regarding non-resident camping reservations.  
Minister Responded

**News1130 (Ash Kelly)** - What we are hoping for is someone to summarize the new plan vocally (for radio) and I have drafted some questions as well.

GCPE responded

How many refunds have been provided so far and does the province expect to fill to capacity each day of rolling bookings?

- We anticipate a busy camping season
- Cancellations during the closure period were approx 11, 000
- As for determining cancellations upon opening Discover Camping for new camping opportunities, we cannot determine this until a much later date
- Campgrounds are still being assessed for any necessary changes, as are the exact opening dates for each park operator. Some parks and campsites may open later than June 1 or will remain closed, which may impact some reservations.
- If specific campsites are closed or a campground closure is extended past June 1, cancellations will happen automatically through the Discover Camping system. No action is required by affected visitors.
- All Discover Camping clients will receive an email explaining the broad changes occurring, the refund policies and the implications. Those who are specifically impacted will receive follow up communications advising them of cancelled bookings.

2. What can people pack to ensue they are clean and safe while camping?

- Visitors are encouraged to bring and use hand sanitizer as BC Parks cannot guarantee availability in all park locations.
- If you are feeling unwell, please stay home and visit another time.
- Visitors should abide by social distancing guidelines and maintain a distance of 2m from other users. Parks visitors will have to work together to observe distancing on trails and in parking lots.

- Obey all in-park signage regarding closures.

### 3. How will facilities/washrooms be managed and cleaned?

- The health and safety of people visiting BC parks is a top priority for our government.
- BC parks has been working with Park Operators and to ensure general work practices, procedures, and cleaning standards comply with PHO and WorkSafe BC requirements.
- We are also encouraging people to bring their own personal hygiene products (e.g., hand sanitizer), as we cannot guarantee availability in all park locations.
- Lastly, we firmly ask for people who are sick to stay home.

### 4. Why are Garibaldi/Joffre and Juan de Fuca specifically closed until further notice with dates set for other parks/camping areas?

- Some of our most popular destination parks, including Garibaldi, Joffre Lakes and Juan de Fuca Provincial Parks regularly experience high visitor volumes, resulting in crowding of facilities, packed parking lots, and safety issues including parking along the highway. Some even have long lineups to take pictures, such as Joffre Lakes. These high-use parks require substantial staff presence, high service levels, and in-person visitor management. Given how busy some of our most popular parks can get, these environments do not easily allow for the physical distancing recommended by the PHO.
- Opening parks and campgrounds safely means some closures will temporarily remain in place for specific parks or park areas, services and facilities. Parks that are open will be listed on the BC Parks website and sorted by region <http://bcparks.ca/covid-19/parks-affected>

**Radio NL (Jeff Andreas) Revelstoke Review (Liam Harrap) CBC Vancouver (Dan Burritt)** – seeking comment regarding non-resident reservations.

GCPE responded

- We recognize the power nature has for improving our health and wellness, and we are pleased to welcome people back into most provincial campgrounds.
- Opening campgrounds safely as part of B.C.'s restart plan means some closures will temporarily remain in place for specific parks, services and facilities.
- To keep parks open and safe for everyone to enjoy, we need to work together and follow the PHO guidelines for physical distancing.
- We need to ensure small communities are not overwhelmed by people who are ignoring advice to avoid non-essential travel.
- That's why we are currently limiting camping reservations to B.C. residents only.
- This is not the time for road trips or bucket list adventures. Visit a park close to home.
- Parks has a Discover Camping FAQ on the site: <http://bcparks.ca/covid-19/discover-camping/?fbclid=IwAR2UvENwCm-pcMJjiXzkAHqveDhFTNZabrwRlirKjE5ZPJtj2NjcLVocyVk>

**Canadian Press (Amy Smart) CHLY (Lisa Cordasco)** – where can I find this non-resident reference. Everyone says it's on the BC Parks website?



GCPE responded

-directed reporters to BC Parks Facebook and Instagram.

**CBC Vancouver (Jodi Muzylowski)** - Would the COS be involved the capture of a exotic species like this?

GCPE responded

The species has been confirmed by our exotic species vet as being a 'ball python. The species is not a Controlled Alien Species under the Wildlife Act, and as such the SPCA would handle the response.

**CTV (Jason Hallman)** - Can we get an update from you on the grizzlies that were spotted in Sayward? Black Press has an article up saying that COs are monitoring and that they may be moving further up island?

Referred to FLNROD

**Jet FM (Troy Landreville)** - Reporter seeking COS comment regarding recent wildlife sighting in Courtenay area. Heard about a couple of bears in town recently. Wants to know how much activity there's been.

COS Sgt Mike Newton responded

**Mountain FM (Marshall Whitsed)** - request ahead of time for this long weekend's stats please? How many people, numbers of tickets issued & cost (if any) as well as the locations in the Sea to Sky Corridor that they were evicted from due to the closures?

GCPE responded

Here is some background for you:

CO inspections occurred at the Recreation Sites, Provincial Parks, and local areas below in Sea to Sky on May long weekend.

***Sea To Sky Zone:***

***Rec Sites*** - Cal Cheak, Chek Canyon, Mamquan FS Rd, Squamish Valley FS Rd, Lavette Lake, Lucille Lake, Hippy Lake, Conroy, Strawberry Pt, Twin One, Lizzie Bay, Driftwood , Lillooet Lake & FS Rd, Zorro Bay,

***Local areas*** – Thornbrough Pt, Bain Ck.

***Provincial Parks*** – Shannon Falls, Porteau Cove, Murrin, Stawamus Chief

Tickets issued – 37

Written warnings – 6

Verbal warnings – 5

Orders to vacate – 1

Enforcement Actions were issued for the following violations:

- *Camping in closed Forest Recreation Site – Lavette and Cat Lakes, Keyhole Hot Springs, multiple Rec sites along the In-Shuck-Ch Forest Service Road.*

- *Camping in closed Provincial Park – Shannon Falls Provincial Park*
- *Open liquor in a public place*
- *Fishing-related violations*
- *Unlawful operation of an off-road vehicle – Squamish Valley and Mamquam Forest Service Roads.*
- *Operating small vessel without the required safety equipment.*

### **Previous Requests Completed**

**The Peak FM (David Wiwchar)** -Can you reply specifically to the closure of Cathedral Grove.

*Background*

This is a follow-up to a media request from May 19, 2020.

#### ***GCPE responded***

- Macmillan Provincial Park (houses Cathedral Grove) remains closed as it experiences very high levels of visitor use (over 500,000 per year) and due to the unique nature of the park, the trail system and boardwalks are very narrow making appropriate physical distancing extremely challenging.
- The parking areas at Macmillan Provincial Park are small and compact and do not allow for physical distancing in this area. Parking along the highway in this area is illegal.
- We will continue to assess the situation in parks, including MacMillan Provincial Park, that remain temporarily closed. When we can ensure the safety of visitors and staff and the protection of the environment, these parks will be re-opened, on an individual basis.
- Parks that remain temporarily closed will be listed on the BC Parks website and can be sorted by region <http://bcparks.ca/covid-19/parks-affected>

**CFAX 1-070 (Sandy Hall)** - follow up questions about Takaya the wolf.

*So – does this mean the person had a valid permit?*

- The hunter was licenced. The Conservation Officer Service completed an exhaustive investigation and did not find any evidence of a violation.

*How many of those are given out each year?*

- For information on the number of hunting licences issued, please direct your questions to the Ministry of Forests, Lands, Natural Resource Operations and Rural Development.
- To find out when you can hunt wolves and how many, please visit: [Hunting and Trapping Synopsis](#).

*If that was a hunting area, why did they release Takaya THERE?*

- The wolf was killed on Tuesday, March 24, near Shawnigan Lake, approximately 50 kilometres away from where it was released in late January.

- Conservation Officers released the wolf in rugged and remote wilderness outside of Port Renfrew, on the west side of Vancouver Island.
- This isolated coastal habitat, similar to Discovery Island, was carefully chosen to give the wolf the best chance possible.
- This decision was made in consultation with biologists from the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNRORD), as well as the Provincial Wildlife Veterinarian.
- The wolf was not taken back to Discovery Island as it left for a reason – it may have been looking for food or resources. For the safety of the public and the animal, the wolf was relocated out of the urban environment in Victoria. The provincial hunting regulations are administered by the Ministry of Forests, Lands, Natural Resource Operations and Rural Development.

**Harbour Spiel (Brian Lee)** - I'm doing a story detailing the parks reopening and just want to confirm something that seems contradictory on the BC Parks website.

1. In the list of parks set to reopen, Francis Point Provincial Park is listed as remaining closed after May 14. This despite the barriers and signage being removed and a large number of visitors in the park yesterday. Is it merely an error on the website? If not, why is this park not set to reopen?
2. Princess Louisa Marine Provincial Park and Ambrose Lake Ecological Reserve are both listed as still being closed after May 14. Can you provide a short explanation as to why these two didn't reopen like the others on May 14?

**GCPE responded**

- Opening parks and campgrounds safely as part of B.C.'s restart plan, including following the guidance and direction of the Provincial Health Officer, means some closures will temporarily remain in place for specific parks or park areas, services and facilities.
- Princess Louisa Park is primarily an overnight destination. For this reason, it is scheduled to open on June 1 with other campgrounds and backcountry overnight destinations.
- Francis Point Provincial Park and Ambrose Lake Ecological Reserve are both considered open for day use. BC Parks is updating the web information.
- People are reminded to only visit parks and campgrounds that are close to home and to avoid any non-essential travel.
- Parks that remain temporarily closed will be listed on the BC Parks website and can be sorted by region <http://bcparks.ca/covid-19/parks-affected>
- For more information, visit: <http://bcparks.ca/covid-19/questions-answers>

Ministry of Environment  
M 250-213-3760

**From:** [Wilcock, Leah ENV:EX](#)  
**To:** [ENV PPA All](#)  
**Subject:** Parkies Welcome - DC team update  
**Date:** May 22, 2020 8:36:30 AM  
**Attachments:** [IMG\\_4646.JPG](#)

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Good morning Parkies!

In the midst of this wild time for all of us, I have some awesome news for the DC team in Victoria – we have a new Recreation Business Specialist, [s.22](#)  
[s.22](#)

We have undergone some transition in recent months on DC (to say the least!) and while we are in unique times and the workflow is somewhat skewed, we are trying to distinguish work profiles as much as possible. In short, below is a general breakdown of how the DC team will try to continue separating work:

[s.22](#)

I will continue to lead the parks reopening efforts for DC and Visitor Services, but for regular DC business please redirect to the awesome team above. Don't worry if you send something to the 'wrong' person – the team will work collaboratively as always and get your inquiry to the right person.

[s.22](#)

Thanks so much for all of your support for Visitor Services!

Leah

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[s.22](#)



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**Leah Wilcock**

A/Manager, Visitor Services

BC Parks | Ministry of Environment and Climate Change Strategy

Telephone: 778-698-4295

[leah.wilcock@gov.bc.ca](mailto:leah.wilcock@gov.bc.ca)

[www.bcparks.ca](http://www.bcparks.ca)



BC Parks has recently launched new speciality plates! [Get your BC Parks licence plate today.](#)



**From:** [Murai, Launa Y ENV:EX](#)  
**To:** [Austad, Bob ENV:EX](#)  
**Cc:** [Wilcock, Leah ENV:EX](#); [Martin, Sydney D ENV:EX](#); [Doetzel, Lisa ENV:EX](#)  
**Subject:** ED Approval Required - Messaging to support POs  
**Date:** May 22, 2020 3:58:41 PM  
**Importance:** High

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Bob, need your approval, please so we can get this information out to the PO's.

Thanks!

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**From:** Murai, Launa Y ENV:EX  
**Sent:** May 22, 2020 2:51 PM  
**To:** Martin, Sydney D ENV:EX <Sydney.Martin@gov.bc.ca>  
**Cc:** Doetzel, Lisa ENV:EX <Lisa.Doetzel@gov.bc.ca>; Wilcock, Leah ENV:EX (Leah.Wilcock@gov.bc.ca) <Leah.Wilcock@gov.bc.ca>; Price, Chris ENV:EX <Chris.Price@gov.bc.ca>  
**Subject:** Manager Approval Required - Messaging to support POs  
**Importance:** High

Syd, for your review, edit, and approval.

Messaging for PO's

- Camping opportunities are currently limited to BC Residents only
- If you're planning on coming from out of provinces, please don't as now is not the time to travel outside of your local area for recreation
- If you are from out of province and you make a reservation that is not cancelled before you arrive, you are at risk of having your reservation cancelled without refund and risk refusal of service upon arrival
- Please contact the DC call centre by June 15 to receive a full refund
- First Come First Serve sites are no different – if you are from out of province you risk refusal of service upon arrival

Information – not literal responses:

- We need to emphasize that guidelines are in place directly in response to message of staying local – guidelines by PHO's across provinces
- We are relying on people to follow these guidelines however we are not in a position to police them
- People from out of province should really not be travelling outside of their own local living area, we are trying to appeal to their sensibilities
- This is consistent with other provincial park agencies and their management of provincial campgrounds
- If campers are coming forward to PO and staff to complain about what they perceive as out of province travelers, we need to emphasize that we cannot assume they live outside of the province and really – lean heavily on being kind, considerate towards other campers as we all have a responsibility to stay safe.

**From:** [Austad, Bob ENV:EX](#)  
**To:** [Murai, Launa Y ENV:EX](#)  
**Subject:** RE: ED Approval required - Manager Approval Required - Messaging to support POs  
**Date:** May 22, 2020 4:26:50 PM

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Yes, these are good bullets.

No, concerns from my review.

Regards, Bob

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**From:** Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>  
**Sent:** May 22, 2020 4:22 PM  
**To:** Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>  
**Subject:** ED Approval required - Manager Approval Required - Messaging to support POs

---

**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Sent:** May 22, 2020 2:51 PM  
**To:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>  
**Cc:** Doetzel, Lisa ENV:EX <[Lisa.Doetzel@gov.bc.ca](mailto:Lisa.Doetzel@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Price, Chris ENV:EX <[Chris.Price@gov.bc.ca](mailto:Chris.Price@gov.bc.ca)>  
**Subject:** Manager Approval Required - Messaging to support POs  
**Importance:** High

Syd, for your review, edit, and approval.

Public Messaging for PO's

- Camping opportunities are currently limited to BC Residents only.
- If you're planning on coming from out of province, please don't. Now is not the time to travel outside of your local area for recreation.
- If you are from out of province and you have a reservation that is not cancelled before you arrive, you are at risk of having your reservation cancelled without refund and risk refusal of service upon arrival.
- Please contact the DC call centre by June 15 to receive a full refund.
- First Come First Serve sites are no different – if you are from out of province you risk refusal of service upon arrival.

Information/Background for POs – not public responses:

- We need to emphasize that this decision is a direct response to many Provincial Health Officer's messages to stay local.
- We are relying on people to follow PHO guidelines, however we are not in a position to enforce them.
- People from out of province should not be travelling outside of their local area/Province; we are trying to appeal to their better judgement.
- This "resident-only" decision is consistent with other provincial park agencies and their management of provincial campgrounds.
- If campers come forward to POs and staff in the field to complain about what they perceive as out of province travelers (e.g. out of province license plates), we need to emphasize that we cannot assume they live outside of the province. Ask visitors to be kind and considerate towards other campers as we all have a responsibility to stay safe during these unprecedented times.

**From:** [Standen, Jim ENV:EX](#)  
**To:** [Murai, Launa Y ENV:EX](#)  
**Cc:** [Ranson, David ENV:EX](#); [Wilcock, Leah ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Subject:** Re: DC Update - media bullets to come  
**Date:** May 25, 2020 11:09:25 AM  
**Attachments:** [image001.png](#)

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Thanks.

Sent from my iPhone

On May 25, 2020, at 11:08 AM, Murai, Launa Y ENV:EX  
<[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)> wrote:

On it.

---

**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>  
**Sent:** May 25, 2020 11:07 AM  
**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

Launa, Jim has just asked if you could work to get the social media and web updated with a clear message about the 2 month rolling window. To address the issue of people trying to book beyond that. The request is coming from the MO.

Thanks,  
David

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**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Sent:** May 25, 2020 11:01 AM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>  
**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

If we can continue to provide this information to customers they'll be onside. It bodes well coming from us, rather than having it come from the media.

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**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 10:59 AM  
**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Ranson, David ENV:EX



<[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX

<[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

Yes although it will be hard to keep the media lines updated at the pace they are coming in

**Jim Standen**

Assistant Deputy

Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)

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**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Sent:** May 25, 2020 10:57 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

Additionally, I believe it would be in our best interest to update social media around noon if you support.

Tx

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**From:** Murai, Launa Y ENV:EX

**Sent:** May 25, 2020 10:57 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

We need to include this in the statement – Jim – yes?

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**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 25, 2020 10:56 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

**Importance:** High

This just in from DC:

- 27,500 reservations by 10:52
- We have more than doubled Parks Canada's busiest day ever and it's the morning isn't over yet

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**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 25, 2020 10:20 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

Can we please get an update just before 11, say at 1045? MGH is doing the next batch of media at 11.

**Jim Standen**

Assistant Deputy

Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)

<image001.png>

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**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 25, 2020 10:02 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

System did continue to process bookings but a subset of customers did slow down and time out

7000 bookings as of 9:15am

50k on site at once at opening

- Scaled up beyond what we have ever had – but this was still above what they could ever anticipate
- While frustrating, 7000 bookings went through by 915am so the system DID NOT CRASH
- Call Centre doubled scheduled staff (waiting on actual staff numbers)
- Staff looking into reports of system timing out at payment screen

“We are blowing California out of the water”

11500 as of 935am

Approx 3600 bookings per hour or 10 bookings per sec are being processed

As of 9:52 : 14,262 reservations. Reservations have doubled in 30 minutes.

The story here is of unprecedented demand beyond anything any jurisdiction has experienced. And the system is now processing it at a rapid speed.

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**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 25, 2020 9:59 AM

**To:** Sather, Kelly ENV:EX <[Kelly.Sather@gov.bc.ca](mailto:Kelly.Sather@gov.bc.ca)>; Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>

**Cc:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Carroll, Deborah ENV:EX <[Deborah.Carroll@gov.bc.ca](mailto:Deborah.Carroll@gov.bc.ca)>; Klingspohn, Teresa ENV:EX <[Teresa.Klingspohn@gov.bc.ca](mailto:Teresa.Klingspohn@gov.bc.ca)>

**Subject:** DC Update - media bullets to come

- While social media is full of reports of a system crash, the system did not go down.
  - Incredibly high demand has slowed things considerably and while some users are timing out, successful reservations still continue to be made.
  - In past years we have, like many other similar camping reservations systems, seen extremely high volumes on opening day.
  - When all inventory was released on the same day, we experienced system failure.
  - It is for this reason that we moved to a rolling window approach rather than an "opening day" model.
  - For this reopening we shortened the window to two months from four in an effort to alleviate some of the pressure by not releasing the high demand long weekends in July and August
  - At the time we closed the system, bookings were already available for dates up to July 20th so the release of dates up to July 25th means only 5 new dates were released this morning.
  - Despite this, the system is being bogged down by the large numbers trying to access it - **50,000** people were online at opening trying to simultaneously access the system
- <!--[if !supportLists]-->• <!--[endif]-->Website speed is picking up now -over **7000** reservations made this morning - that is equivalent to 20% of the reservations that were already in the system - an very, very large number.
- <!--[if !supportLists]-->• <!--[endif]-->This reopening is a unique situation; investment in surge capacity to manage peaks like this would likely not be a good investment given they are now very rare occurrences COVID has created unusual reopening demand on numerous system providers, and not just in parks. Alberta Parks experienced system failures when they reopened their system two weeks ago. Parks Canada also experienced system failures on their January opening days prior to the pandemic.

**Jim Standen**

Assistant Deputy

Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)

**<image001.png>**

**From:** [Ranson, David ENV:EX](#)  
**To:** [Murai, Launa Y ENV:EX](#); [Standen, Jim ENV:EX](#)  
**Cc:** [Wilcock, Leah ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Subject:** RE: DC Update - media bullets to come  
**Date:** May 25, 2020 11:09:55 AM  
**Attachments:** [image001.png](#)

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Slight update on DC numbers vis a vis Parks Canada as well:

US eDirect said the peak he knows of was PC opening Banff last year at 22k and we are now at 33k

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**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Sent:** May 25, 2020 11:08 AM  
**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

On it.

---

**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>  
**Sent:** May 25, 2020 11:07 AM  
**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

Launa, Jim has just asked if you could work to get the social media and web updated with a clear message about the 2 month rolling window. To address the issue of people trying to book beyond that. The request is coming from the MO.

Thanks,  
David

---

**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Sent:** May 25, 2020 11:01 AM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>  
**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

If we can continue to provide this information to customers they'll be onside. It bodes well coming from us, rather than having it come from the media.

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>



**Sent:** May 25, 2020 10:59 AM

**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

Yes although it will be hard to keep the media lines updated at the pace they are coming in

**Jim Standen**

Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Sent:** May 25, 2020 10:57 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

Additionally, I believe it would be in our best interest to update social media around noon if you support.

Tx

---

**From:** Murai, Launa Y ENV:EX

**Sent:** May 25, 2020 10:57 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

We need to include this in the statement – Jim – yes?

---

**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 25, 2020 10:56 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: DC Update - media bullets to come

**Importance:** High

This just in from DC:

- 27,500 reservations by 10:52
- We have more than doubled Parks Canada's busiest day ever and it's the morning isn't over

yet

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 10:20 AM  
**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

Can we please get an update just before 11, say at 1045? MGH is doing the next batch of media at 11.

**Jim Standen**  
Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>  
**Sent:** May 25, 2020 10:02 AM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Subject:** RE: DC Update - media bullets to come

System did continue to process bookings but a subset of customers did slow down and time out  
7000 bookings as of 9:15am

50k on site at once at opening

- Scaled up beyond what we have ever had – but this was still above what they could ever anticipate
- While frustrating, 7000 bookings went through by 915am so the system DID NOT CRASH
- Call Centre doubled scheduled staff (waiting on actual staff numbers)
- Staff looking into reports of system timing out at payment screen

“We are blowing California out of the water”

11500 as of 935am

Approx 3600 bookings per hour or 10 bookings per sec are being processed

As of 9:52 : 14,262 reservations. Reservations have doubled in 30 minutes.

The story here is of unprecedented demand beyond anything any jurisdiction has experienced. And the system is now processing it at a rapid speed.

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 9:59 AM  
**To:** Sather, Kelly ENV:EX <[Kelly.Sather@gov.bc.ca](mailto:Kelly.Sather@gov.bc.ca)>; Jardine, Kevin ENV:EX <[Kevin.Jardine@gov.bc.ca](mailto:Kevin.Jardine@gov.bc.ca)>  
**Cc:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>; Ranson, David ENV:EX

<[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Carroll, Deborah ENV:EX <[Deborah.Carroll@gov.bc.ca](mailto:Deborah.Carroll@gov.bc.ca)>; Klingspohn, Teresa ENV:EX <[Teresa.Klingspohn@gov.bc.ca](mailto:Teresa.Klingspohn@gov.bc.ca)>

**Subject:** DC Update - media bullets to come

- While social media is full of reports of a system crash, the system did not go down.
- Incredibly high demand has slowed things considerably and while some users are timing out, successful reservations still continue to be made.
- In past years we have, like many other similar camping reservations systems, seen extremely high volumes on opening day.
- When all inventory was released on the same day, we experienced system failure.
- It is for this reason that we moved to a rolling window approach rather than an "opening day" model.
- For this reopening we shortened the window to two months from four in an effort to alleviate some of the pressure by not releasing the high demand long weekends in July and August
- At the time we closed the system, bookings were already available for dates up to July 20th so the release of dates up to July 25th means only 5 new dates were released this morning.
- Despite this, the system is being bogged down by the large numbers trying to access it - **50,000** people were online at opening trying to simultaneously access the system
- Website speed is picking up now -over **7000** reservations made this morning - that is equivalent to 20% of the reservations that were already in the system - an very, very large number.
- This reopening is a unique situation; investment in surge capacity to manage peaks like this would likely not be a good investment given they are now very rare occurrences COVID has created unusual reopening demand on numerous system providers, and not just in parks. Alberta Parks experienced system failures when they reopened their system two weeks ago. Parks Canada also experienced system failures on their January opening days prior to the pandemic.

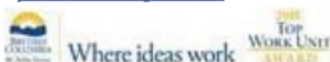
**Jim Standen**

Assistant Deputy Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



**From:** [Trehitt, John ENV:EX](#)  
**To:** [Murai, Launa Y ENV:EX](#)  
**Cc:** [MacDonald, Rob V ENV:EX](#); [Austad, Bob ENV:EX](#); [Standen, Jim ENV:EX](#)  
**Subject:** RE: Alberta border park non resident exception decision  
**Date:** May 25, 2020 12:11:42 PM

---

Launa, just following up to see if you have had a chance to follow up with GCPE with regards to messaging the following:

**Backcountry camping opportunities will remain available for non-residents of Alberta accessing the following border parks through existing established trail routes or permitted flight services from Alberta:**

- **Mount Assiniboine Park**
- **Hamber Park**
- **Top of the World Park**
- **Elk Lakes Park**

Thanks

John Trehitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

---

**From:** Trehitt, John ENV:EX <John.Trehitt@gov.bc.ca>  
**Sent:** May 22, 2020 4:12 PM  
**To:** Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>  
**Cc:** MacDonald, Rob V ENV:EX <Rob.MacDonald@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>; Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>  
**Subject:** Re: Alberta border park non resident exception decision

Thanks Jim. In my haste to get this landed this afternoon I forgot about the permitted flight services offered by Assiniboine Lodge from Canmore. A large portion of the back country campers use this service. If you're ok to the minor tweak below this what I'll give to Launa to work with GCPE.

**Backcountry camping opportunities will remain available for non-residents of Alberta accessing the following border parks through existing established trail routes or permitted flight services from Alberta:**

- **Mount Assiniboine Park**
- **Hamber Park**
- **Top of the World Park**
- **Elk Lake Parks**

Thanks

John  
Sent from my iPhone

On May 22, 2020, at 3:46 PM, Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)> wrote:

Thanks John. I am supportive of this, We should have Launa reach out to GCPE so we build the right messaging around this before we pos anything.

**Jim Standen**  
Assistant Deputy  
Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)  
<image001.png>

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**From:** Trewhitt, John ENV:EX <[John.Trewhitt@gov.bc.ca](mailto:John.Trewhitt@gov.bc.ca)>  
**Sent:** May 22, 2020 3:45 PM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Hoffman, Edward A ENV:EX <[Edward.Hoffman@gov.bc.ca](mailto:Edward.Hoffman@gov.bc.ca)>; MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: Alberta border park non resident exception decision

Jim, we had some discussion after you left the call on the Alberta border park issue. Those on the call were supportive of the following but agreed it was your decision to make:

**Backcountry camping opportunities will remain available for non-residents of Alberta accessing the following border parks through existing established trail routes or permitted flight services from Alberta:**

- **Mount Assiniboine Park**
- **Hamber Park**
- **Top of the World Park**
- **Elk Lake Parks**

This information could be provided through updates to the park web pages and through our park operators where applicable. Non-residents from Alberta would be allowed to retain their reservations for Assiniboine back country campgrounds and continue to reserve camping sites in this park. (We don't have reservations in the other 3)

Other border parks that require vehicle access into BC to access them, such as Mount



Robson, would not be included in this exemption.

Please let me know if you require further information to make the decision or consult with the DM or Minister if required.

John Trehwitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

---

**From:** Trehwitt, John ENV:EX  
**Sent:** May 22, 2020 11:09 AM  
**To:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Cc:** Hoffman, Edward A ENV:EX <[Edward.Hoffman@gov.bc.ca](mailto:Edward.Hoffman@gov.bc.ca)>; MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** RE: Minister Beare - Request for a Call - BC Parks - Updated Discover Camping Reopening Plans - border parks

Jim, is there any opportunity to consider an exception for Assiniboine backcountry camping and other border parks? I realize the challenges of making exceptions to this initiative and perhaps it is too late or cumbersome to tweak at this stage.

We have several border parks in the Kootenays where access to back country camping is mainly through Alberta. These parks include Assiniboine, Elks Lake, Hamber, and Height of the Rockies parks. Given our rationale for the preferential residents camping direction is to reduce travel I think a case could logically be made to exempt these border backcountry parks and allow non-residents from Alberta access. Maintaining the backcountry camping opportunities for British Columbians who need to travel to Alberta to access them will likely open us up to some criticism. Note - Assiniboine Park is the only park where we have a DC reservation system.

Ed, I am not sure if you also have border parks with similar issues?

Happy to have further dialogue today if that would be helpful to land this.

John Trehwitt  
Kootenay Okanagan Regional Director  
BC Parks  
Ph. 250-490-8249  
Cell 250-462-0513

---

**From:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>

**Sent:** May 22, 2020 10:21 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>

**Cc:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Minister Beare - Request for a Call - BC Parks - Updated Discover Camping Reopening Plans

Hi Jim,

We've actually been corresponding with MTAC on responses to Brad's (numerous) emails over the last 24 hours (but we chose to leave you off the email chain to not bombard your inbox). Rob has been corresponding directly with the owners of Mt. Assiniboine Lodge and we've corrected (through TAC) Brad's misunderstanding below. I'll work with TAC on the formal response if/when this comes through CU.

However – I'm not sure if we still have an outstanding issue of whether the Assiniboine campground accessed from Alberta warrants an exception to this "non-resident" direction for camping. Has this been decided/confirmed?

Thanks,  
Sydney

**Sydney Martin** | Manager of Visitor Programs | BC Parks | Office: 778-698-9458

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 22, 2020 10:07 AM

**To:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>; MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>

**Cc:** Trehwitt, John ENV:EX <[John.Trehwitt@gov.bc.ca](mailto:John.Trehwitt@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Minister Beare - Request for a Call - BC Parks - Updated Discover Camping Reopening Plans

Thanks Sydney.

Rob, did you discuss the two issues that were listed in their email regarding opening dates and PUP holder access? It would be helpful to be able to report back on how we responded to those.

Jim

**Jim Standen**

Assistant Deputy

Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)  
<image001.png>

---

**From:** Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>  
**Sent:** May 21, 2020 4:26 PM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Cc:** Trewhitt, John ENV:EX <[John.Trewhitt@gov.bc.ca](mailto:John.Trewhitt@gov.bc.ca)>; MacDonald, Rob V ENV:EX <[Rob.MacDonald@gov.bc.ca](mailto:Rob.MacDonald@gov.bc.ca)>  
**Subject:** FW: Minister Beare - Request for a Call - BC Parks - Updated Discover Camping Reopening Plans

Hi Jim/Bob,

I received the following email to Minister Beare forwarded from MTAC – relating to Mt. Assiniboine Lodge.

Rob MacDonald has been in touch with the owners of Mt. Assiniboine and while they were happy to hear the direction for “BC residents only” does not apply to the lodge – they are concerned about the campground. See yellow highlighted section below.

Given the campground is primarily access from Alberta – they are concerned about having an empty campground and no revenue to offset their campground operations. Do you think it’s worth considering this as a one-off and make an exception given I think it’s the only campground we have in our system that is accessed from Alberta? I believe the access from BC requires a longer hike in... and is less travelled so unlikely to result in the same # of people coming into the Park.

Just flagging this now as it’s coming up through MTAC’s channels as well.

Sydney

**Sydney Martin** | Manager of Visitor Programs | BC Parks | Office: 778-698-9458

---

**From:** Portal, Vincent TAC:EX <[Vincent.Portal@gov.bc.ca](mailto:Vincent.Portal@gov.bc.ca)>  
**Sent:** May 21, 2020 4:14 PM  
**To:** McKierahan, Jessica TAC:EX <[Jessica.McKierahan@gov.bc.ca](mailto:Jessica.McKierahan@gov.bc.ca)>; Pilling, Lisa GCPE:EX <[Lisa.Pilling@gov.bc.ca](mailto:Lisa.Pilling@gov.bc.ca)>; Martin, Sydney D ENV:EX <[Sydney.Martin@gov.bc.ca](mailto:Sydney.Martin@gov.bc.ca)>  
**Subject:** Fwd: Minister Beare - Request for a Call - BC Parks - Updated Discover Camping Reopening Plans

Sent from my iPhone

Begin forwarded message:

**From:** Brad Harrison <[ed@blbca.com](mailto:ed@blbca.com)>  
**Date:** May 21, 2020 at 3:57:06 PM PDT  
**To:** Honourable Lisa Beare <[TAC.Minister@gov.bc.ca](mailto:TAC.Minister@gov.bc.ca)>  
**Cc:** Shauna Brouwer <[Shauna.Brouwer@gov.bc.ca](mailto:Shauna.Brouwer@gov.bc.ca)>, Claire Avison <[claire.avison@gov.bc.ca](mailto:claire.avison@gov.bc.ca)>, Suzanne Ferguson <[suzanne.ferguson@gov.bc.ca](mailto:suzanne.ferguson@gov.bc.ca)>, Vincent Portal <[Vincent.Portal@gov.bc.ca](mailto:Vincent.Portal@gov.bc.ca)>  
**Subject:** Minister Beare - Request for a Call - BC Parks - Updated Discover Camping Reopening Plans  
**Reply-To:** <[ed@blbca.com](mailto:ed@blbca.com)>

s.13

I look forward to chatting with you at the earliest opportunity. Take good care.

*Sincerely, Brad Harrison*  
*Executive Director - [Backcountry Lodges of BC Association](#)*  
*[Facebook](#) / [Instagram](#) / [Twitter](#)*  
*#myBCbackcountry, #unpluginBC*

---

**From:** Claude Duchesne s.22  
**Sent:** May 21, 2020 2:46 PM  
**Subject:** Re: BC Parks – Updated Discover Camping Reopening Plans

OK Rob, you are referring to "camping only" is good for us BUT:  
If the campground is only open for BC residents, how can BC residents come in to Mt Assiniboine Park if they have to drive thru Alberta to access the park? The campground will be empty.  
We are dropping the number of visitors at Naiset due to physical distancing.  
How does BC Park expect us to maintain the campground and Naiset if there is no revenue?

It is starting to look like we will be forced to only operate the Lodge for the summer.

Andre and I will look at it and get back to you later this afternoon.  
We are very disappointed with the lack of communication and consultation from the Ministry.  
Claude



**From:** [Austad, Bob ENV:EX](#)  
**To:** [Macdonald, Andy M ENV:EX](#)  
**Subject:** RE: Weekend Update - West Coast Region  
**Date:** May 25, 2020 1:27:34 PM

---

Yes, updates for 2 more weeks would be great. That will take in phase 2 and camping start-up and first weekend on June 5-7.

Regards, Bob

---

**From:** Macdonald, Andy M ENV:EX <Andy.M.Macdonald@gov.bc.ca>  
**Sent:** May 25, 2020 12:35 PM  
**To:** Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>  
**Subject:** Weekend Update - West Coast Region

Hi Bob. Do you wish to see Monday morning updates continue for another week?

A summary of this past weekend's activities:

### **South Island**

Overall:

- Parks were busy (contacts made with more than 600 people), but in parks that are open, public observed practicing social distancing
- Parks still closed to day use are experiencing growing problems with compliance
- In Areas where parks now open, Rangers focused this weekend on posting new signage.
- Side note: some POs are anxious about camping reopening on June 1<sup>st</sup> because of problems they're having with the new DC system. K2's office phone number was mistakenly listed on a website as the DC helpline. That PO is now receiving province-wide calls about DC which has overwhelmed their office completely. Tom is trying to determine what's going on with the PO and HQ. Needless to say, we're likely not going to receive stats from them today

Problem areas/solutions:

- **Juan de Fuca** – Lineups of cars parked at every access trail (over 50 cars parked on hwy. on Saturday afternoon). Staff would clear out one area, and as soon as they move on to the next area to clear, the first area would fill back up. Growing trend – visitors not confused anymore, simply disregarding closure (31 people ignored/walked past the PO and continued to Sombrio beach). PO truck blocked from exiting Sombrio at least twice due to illegally parked cars. One additional auxiliary Park Ranger starting this week, and Goldstream office will discuss with Mickey whether other Area's Rangers should/could be redirected to assist JdF next weekend.
- **Montague** – mariners are mooring overnight to the mooring buoys and anchoring within the foreshore. Almost no voluntary compliance – boaters refusing to leave when asked. Although trying very hard to gain compliance, PO staff are exhausted and feeling defeated trying to maintain the overnight closure. Rangers trying their best to support, but resourcing is challenging given marine location.

**Haida Gwaii** – Naikoon (North Beach) busy with beach fires and picnics. Confusion/questions about the continued protected area closures when Rec Sites and Trails have already opened. Lucy has a call with Haida Nation on Wednesday to further discuss reopening Haida Nation/BC Parks/Federal protected areas.

- **Cowichan and Arrowsmith Areas** – with the parks opened back up to Day Use, the focus is now returning to the regular, everyday C&E issues that these Areas face (e.g. dogs off leash, timber theft, illegal off-roading, illegal camping, firearm use, etc.). Park Ranger staff transitioning from maintaining closure patrols to regular C&E duties.

#### Issues/actions taken

- More than 230 people warned/evicted for being in closed park/camping – majority in JdF. These are the stats for people that staff could locate. In many cases, couldn't locate owners of vehicles parked at trailheads (road shoulders)
- More than 105 verbal and written warnings for other violations in open parks (e.g. primarily dogs off leash or on beaches).

#### North Island

##### Overview:

- Weather was wet and cold most of the weekend – likely helped visitor numbers to remain moderately low in key areas.
- Very few issues this week; public is practicing physical distancing in most areas and visitors seem to not be traveling to or from too far away
- Staff were expecting more people and more issues (weather and likely staying close to home)
- COVID signage that was ordered still have not arrived.
- Park Rangers and PO staff maintained presence through the weekend at as many locations as possible.
- Still confusion among users about what is open and what is closed – Elk Falls mainly.
- Finding a balance with workload on regular business as we move into phased opening is causing some anxiety for staff. We continue to work through it, however, ongoing workload pressures are at the forefront.
- PPE supplies in the region are stocked and there are no supplies needed to be ordered this week
- Additional COVID signage will need to be ordered for non-bundled parks as well as some for POs that were missed.

##### Problem areas/solutions:

- **Elk Falls** – ongoing issues with several (20+) access points. Brent, Mike, Tamara and PO staff will continue to maintain a presence. Attendance at this location is very weather dependent. A flagged trail to the suspension bridge was found and removed.
- **Main Lake** – potentially some illegal camping happening over the weekend (1 party). Rangers did not have time to get into the backcountry to investigate.

*Andy Macdonald  
Regional Director  
BC Parks – West Coast Region*

Ministry of Environment  
Phone: (250) 947-2601  
[Andy.M.Macdonald@gov.bc.ca](mailto:Andy.M.Macdonald@gov.bc.ca)

**From:** [Ranson, David ENV:EX](#)  
**To:** [Aikman, Jennie S ENV:EX](#); [Austad, Bob ENV:EX](#); [Brown, David R ENV:EX](#); [Carroll, Deborah ENV:EX](#); [Davies, Heather J ENV:EX](#); [Hoffman, Edward A ENV:EX](#); [Hoskins, Becs ENV:EX](#); [Hudson, Brett R ENV:EX](#); [Macdonald, Andy M ENV:EX](#); [Martin, Sydney D ENV:EX](#); [Michelfelder, Volker ENV:EX](#); [Murai, Launa Y ENV:EX](#); [Quayle, James F ENV:EX](#); [Ranson, David ENV:EX](#); [Standen, Jim ENV:EX](#); [Trewitt, John ENV:EX](#); [Wilcock, Leah ENV:EX](#); [Sabourin, Justin ENV:EX](#); [Klingspohn, Teresa ENV:EX](#)  
**Subject:** EOD Discover Camping update  
**Date:** May 25, 2020 5:52:52 PM  
**Importance:** High

---

Hi folks – there has been lots of media today around the reopening of Discover Camping, but a lot of it is missing context and has inaccuracies. Here's a rundown on what we experienced today so that you can respond to questions you may receive. The numbers are simply mind-boggling.

- While social media was full of reports of a system crash, the system did not go down, but it was bogged down at the start by the large numbers trying to access the system and many people reported that they repeatedly experienced delays and could not complete transactions.
- In anticipation of an increase in traffic, US eDirect doubled call centre staff and significantly expanded system capacity.
- **50,000** people were online at opening trying to simultaneously access the system, many with multiple devices. For comparison purposes, our previous peak day – opening day in 2016 – saw 28,000 people trying to access the system (and that was 2x the number of users from 2015, our previous peak).
- Despite these delays, we processed 800 reservations in the first 30 minutes. By comparison, a busy day in 2018 generated 1200 reservations per day.
- These early issues with volume were quickly resolved and the system handled a huge demand very well, processing upwards of 10 reservations per second at its peak.
- At 9:00 am this morning **7000** reservations had been made - that is equivalent to 20% of the reservations that were already in the system (40,000 when we shut the system down at the start of the pandemic)
- By 10 am this morning reservations were at 17,000, surpassing the 2016 opening day record of 7,800 reservations received by noon.
- By end of business day, our reservations were up to 46,500 – an unprecedented number that far exceeds any previous demand in BC Parks as well as that experienced in other jurisdictions. Our service provider said that these numbers are unseen – busier than their busiest client (California) has ever been, and far in excess of reported peak days at Parks Canada.
- For this reopening we shortened the window to two months from four in an effort to alleviate some of the pressure by not releasing all high demand long weekends in the Summer.
- This means that bookings are not yet available for stays beginning July 26th and beyond. Those will begin to be available day by day.
- I have had a quick poke around the DC system spot checking availability at the end of the day today. As is to be expected, the major campgrounds appear to be booked out. However there are pockets of availability in a number of regions and smaller parks. Those will likely fill in the days ahead.
- We recognize that while thousands of people were able to make reservations, many had frustrating experiences due to the intense demand and delays. We will continue to

apologize for any frustration our clients may have faced this morning as we reopened our reservation system and look forward to welcoming everyone back to BC Parks for camping on June 1<sup>st</sup>.

A huge thank you to Leah and the DC team for getting us through the day. An a big thank you to Launa and the communications team who helped field the questions all day.

Take care,

David



**From:** [Standen, Jim ENV:EX](#)  
**To:** [Murai, Launa Y ENV:EX](#); [Austad, Bob ENV:EX](#); [Ranson, David ENV:EX](#); [Wilcock, Leah ENV:EX](#); [Stewart, Courtney GCPE:EX](#)  
**Cc:** [Jardine, Kevin ENV:EX](#); [Sather, Kelly ENV:EX](#)  
**Subject:** Looking for a response for MGH to Milobar text  
**Date:** May 26, 2020 8:01:57 AM

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<https://twitter.com/PeterMilobar/status/1265100364191154176>

Launa,

Can you please work with Courtney and the DC team first thing this morning to prepare a response to this text for MGH to use?

Thanks  
Jim

Sent from my iPhone

**From:** [Murai, Launa Y ENV:EX](#)  
**To:** [Ranson, David ENV:EX](#); [Standen, Jim ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Cc:** [Karn, David GCPE:EX](#); [Wilcock, Leah ENV:EX](#)  
**Subject:** RE: DC Stats May 26  
**Date:** May 26, 2020 10:35:10 AM

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Will share with GCPE unless you object.

Tx

---

**From:** Ranson, David ENV:EX <David.Ranson@gov.bc.ca>  
**Sent:** May 26, 2020 10:33 AM  
**To:** Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>; Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>  
**Cc:** Karn, David GCPE:EX <David.Karn@gov.bc.ca>; Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>  
**Subject:** FW: DC Stats May 26

FYI, we won't have the same frequency of reports coming in from US eDirect today, but here's what we know about this morning's traffic from Leah's team and US eDirect:

- DC processed 500 bookings in the first 5 minutes after 7am this morning
- 1377 bookings were processed by 730am. By contrast, a busy day 2 years ago that handled the May long weekend saw 1200 bookings.

So inventory is being found somehow which is good news. In keeping an eye on social media, we are seeing folks continue to complain about yesterday but no noted complaints about today's 7am opening (other than a few folks upset that "no sites are left")....

**From:** [Murai, Launa Y ENV:EX](#)  
**To:** [Ranson, David ENV:EX](#); [Standen, Jim ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Cc:** [Karn, David GCPE:EX](#); [Wilcock, Leah ENV:EX](#)  
**Subject:** RE: DC Stats May 26  
**Date:** May 26, 2020 10:35:45 AM

---

Karn – sharing with your colleagues.

---

**From:** Ranson, David ENV:EX <David.Ranson@gov.bc.ca>  
**Sent:** May 26, 2020 10:33 AM  
**To:** Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>; Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>  
**Cc:** Karn, David GCPE:EX <David.Karn@gov.bc.ca>; Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>  
**Subject:** FW: DC Stats May 26

FYI, we won't have the same frequency of reports coming in from US eDirect today, but here's what we know about this morning's traffic from Leah's team and US eDirect:

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So inventory is being found somehow which is good news. In keeping an eye on social media, we are seeing folks continue to complain about yesterday but no noted complaints about today's 7am opening (other than a few folks upset that "no sites are left")....

**From:** [Karn, David GCPE:EX](#)  
**Subject:** Media Report for Tuesday, May 26, 2020  
**Date:** May 26, 2020 4:22:01 PM

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## **Media Report for Tuesday, May 26, 2020**

### **Awaiting MO Approval**

N/A

### **Today's completed requests**

**Globe and Mail (Mike Hager)**- Looking for a post mortem on the DC reopening first day. How'd it go after all.

GCPE provided statement (Also sent to all media from yesterday)

British Columbians showed how much they value their provincial parks yesterday by setting record reservation numbers through the Discover Camping website.

- We apologize to those unable to access the system yesterday due to the overwhelming numbers. We thank everyone for their patience.
- Yesterday at 7am a record-breaking 50,000 users were online.
- We doubled that volume before 10 a.m. and set a record with 50,479 reservations in one day.
- In anticipation of increased demand, the site was scaled up and call centre staffing was increased. We recognize that some users still were met with technical challenges and the feedback from users will help inform work on the site
- No outages were reported this morning.
- Discovery camping processed 500 bookings in the first 5 minutes after 7 am this morning (May 26)
- 1,377 bookings were processed by 7:30am. By contrast, a busy day two years ago that handled the May long weekend saw 1,200 bookings.
- It's also important to note that the two-month rolling window means that new sites will be coming online every day, so there are still lots of opportunities coming up to book campsites throughout the last week of July and all of August.
- In comparison, 2016 had a peak of 28,000 people using the system at one time and opening day had 7,800 reservations by 12:30 p.m.
- We are proud to ensure that British Columbians have priority access to camping opportunities close to home during this summer and all new reservations are prioritized for B.C. residents.

**Vancouver Sun (Tiffany Crawford)** - Is this ministry tracking the province's CO2 levels during the pandemic, and is there any indication that the levels have been significantly reduced in B.C. during the last three months? If so by how much?

GCPE responded

- Official data for greenhouse gas emissions in British Columbia over the past three months will not be available until 2022.

- The Province publishes B.C.'s emissions every year through the provincial greenhouse gas emissions inventory, with the most recent report covering 2017. The inventory report is published with up to a two-year delay to provide enough time to collect, process and analyze the information.
- However, starting this year, the Province will begin to table emissions forecasts through the climate accountability report. These forecasts will give government and all British Columbians more current information on emissions trends, though they will be modelled estimates.
- Our government is committed to reducing emissions 40% by 2030 and have put accountability and transparency mechanisms in law to make sure we reach our CleanBC targets.
- CleanBC is our government's environmental and economic plan and will be central to B.C.'s economic recovery in response to the COVID-19 pandemic.
- You can read more on our progress meeting our CleanBC goals here:  
[www.cleanbc.gov.bc.ca/accountabilityreport](http://www.cleanbc.gov.bc.ca/accountabilityreport).

**Salmon Arm Observer (Lachlan Labere)** - Hoping you can help me out. I am in communication with a Salmon Arm resident who booked a double camping site at a local provincial park. She was not aware of the COVID-19-related changes with regard to double campsites – that they are currently limited to one camping party up to 8 people, while the fee for double sites remains unchanged. While the BC Parks discover camping website states with double site that "Two vehicles will be permitted without an extra fee," the Salmon Arm resident said she was told only one camping trailer is allowed per site, and that eight people can either share a trailer (which is not feasible) or buy tenting gear. She says the two travel trailers they are using are "self contained units meaning we will not rely on the camp ground water, toilets of showers; facilities that are used by hundreds of people everyday with only two or three cleanings."

She said she was told she could cancel her reservation and rebook two separate single sites, however, it seems the booking website may be currently a bit overwhelmed.

Hoping I can get some comment on the reasoning behind reducing double sites to permit only one trailer and the suggestion of tenting, possibly resulting in additional use of on-site facilities, while maintaining the double site fee.

GCPE responded

Discover Camping FAQ on the site: <http://bcparks.ca/covid-19/discover-camping/?fbclid=IwAR2UvENwCm-pcMJjXzkAHqveDhFTNZabrwRlirKjE5ZPJtj2NjclVocyVk>

**North Shore News (Jane Seyd)** - It looks like Cypress and Seymour provincial parks are now slated to open on June 1.

But currently no date (or is it no plans to open) Garibaldi and Joffre.

Is that correct?

GCPE responded

Correct.

Do you have any figures for usage for Seymour and Cypress? (Ie how many people visit each year?) stats for the last three years for Cypress and Mt. S.

2017

2018

2019



<b>Cypress Park</b>	1,745,600	1,719,800	1,932,700
<b>Mount Seymour Park</b>	904,200	929,300	1,042,000

**CBC Nelson (Bob Keating)** - Wants to know the outcome of bear attack in community of Hills near New Denver May 16. Did the COS get the bear or not?

GCPE responded

-COS attended but did not attempt to capture bear. Was an encounter, not an attack.

### **Previous Requests Completed**

**CJDC TV (Laura Krause)** - Bears are out of hibernation, and I am wanting to do a news story on bear safety, and what can be done to prevent bears being attracted to your home.

Would someone be available for a phone interview sometime this week in regards to this?

CO Anthony Eagles responded

Media Request sent to SPZ COS requesting information on attractant management around homes and general safety around bears.

COS Standard Messaging surrounding securing/mitigating attractants on property as well as general advice in what to do if encountering a bear.

**From:** [Ranson, David ENV:EX](#)  
**To:** ["Dawn Carr"; Austad, Bob ENV:EX](#)  
**Cc:** [Catherall, Owen ENV:EX](#)  
**Subject:** RE: CPRA Covid-19 Shared Resource Folder  
**Date:** May 27, 2020 10:05:30 AM

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Dawn – I will throw out there that if any other jurisdiction wants information on what to expect when reopening their online reservations, we are happy to entertain calls/inquiries. Here's a summary of what transpired for us – not entirely what was reported in the media.

There has been lots of media around the reopening of Discover Camping, but a lot of it is missing context and has errors and inaccuracies. Here's a rundown on what we experienced Monday. The numbers are simply mind-boggling.

- While social media was full of reports of a system crash, the system did not go down, but it was bogged down at the start by the large numbers trying to access the system and many people reported that they repeatedly experienced delays and could not complete transactions.
- In anticipation of an increase in traffic, US eDirect had significantly expanded system capacity and tripled call centre staff. The call center had 25 agents on at peak. Agents on a "typical" day is 6. The site was scaled up to expect 5 times the amount of traffic from January, when BC's summer bookings first became available. The actual volume exceeded 30 times the amount of traffic seen during that period. This caused slowness and error messages for a subset of users during the initial opening period beginning at 7am.
- **50,000** people were online at opening trying to simultaneously access the system, many with multiple devices. For comparison purposes, our previous peak day – opening day in 2016 – saw 28,000 people trying to access the system (and that was 2x the number of users from 2015, our previous peak).
- Despite these delays, we processed 800 reservations in the first 30 minutes. By comparison, a busy day in 2018 generated 1200 reservations per day.
- These early issues with volume were quickly resolved and the system handled a huge demand very well, processing upwards of 10 reservations

per second  
at its peak.  
Additional  
scaling  
adjustments  
were been  
put in place  
to address  
the expected  
continued  
high volume  
of users.  
Later in the  
afternoon,  
the site was  
running  
quite  
speedily.

- At 9:00 am yesterday morning 7000 reservations had been made - that is equivalent to 20% of the reservations that were already in the system (40,000 when we shut the system down at the start of the pandemic)
- By 10 am yesterday morning reservations were at 17,000, surpassing the 2016 opening day record of 7,800 reservations received by noon.
- By end day, our reservations were up to **50,479** – an unprecedented number that far exceeds any previous demand in BC Parks as well as that experienced in other jurisdictions. That represents nearly a ¼ of all the reservations we did in 2018 processed in one day. Our service provider said that these numbers are unseen – busier than their busiest client has ever been, and far in excess of reported peak days.
- In December 2019, the call centre answered 1245 calls for the entire month from December 3 – 31. Monday the call centre fielded 1348 calls alone. They also answered 1009 calls on May 20 alone which were all informational requests or non-residents cancellations.
- For this reopening we shortened the window to two months from four in an effort to alleviate some of the pressure by not releasing all high demand long weekends in the Summer. This means that as of today, bookings are not yet available for stays beginning July 27th and beyond. Those will begin to be available day by day. Reservations on our second day of opening exceeded 1500 in the first two hours – again, exceeding previous normal busy days.
- We recognize that while thousands of people were able to make reservations, many had frustrating experiences due to the intense demand and delays. We will continue to apologize for any frustration our clients may have faced yesterday morning as we reopened our reservation system and look forward to welcoming everyone back to BC Parks for camping on June 1<sup>st</sup>.

---

**From:** Dawn Carr <[dcarr@parks-parcs.ca](mailto:dcarr@parks-parcs.ca)>  
**Sent:** May 27, 2020 9:44 AM  
**To:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Cc:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Catherall, Owen ENV:EX <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>  
**Subject:** Re: CPRA Covid-19 Shared Resource Folder

Ok thanks for your feedback Bob!

The CPC Exec Committee just met and concurred. I'll set up a call for mid-next week. Sépaq is expecting to announce their reopening today and Michael Nader indicated an announcement from Parks Canada will likely occur in the next couple of days. Next week will be a good time for updates and a conversation about comms.

Best,  
Dawn.

---

**From:** Bob Austad <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Date:** Wednesday, May 27, 2020 at 10:46 AM  
**To:** Dawn Carr <[dcarr@parks-parcs.ca](mailto:dcarr@parks-parcs.ca)>  
**Cc:** David Ranson <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>, Owen Catherall <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>  
**Subject:** RE: CPRA Covid-19 Shared Resource Folder

Hi Dawn:

I don't think BC needs another CPC call on COVID-19, but if others want one we will participate and contribute to the conversation.

Michael Nadler early in the process talked about interest in a nation wide communications campaign related to COVID-19. BC Parks would be interested in that topic, as it appear all levels of governments and private RV Camping business may have some common messaging those those camping regardless of the location or jurisdiction. "Camping with Care" - Communicate the common measures for camping safety during COVID-19 – hand sanitizer, social distancing, hand washing, limit party size/bubble, new trail measures, obey park signs posted, avoid congested areas, bring what you need (gas, food) local communities may not want or can provide, etc.

Regards, Bob

---

**From:** Dawn Carr <[dcarr@parks-parcs.ca](mailto:dcarr@parks-parcs.ca)>

**Sent:** May 27, 2020 7:29 AM

**To:** Catherall, Owen ENV:EX <[Owen.Catherall@gov.bc.ca](mailto:Owen.Catherall@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Catherine Grenier <[grenier.catherine@sepaq.com](mailto:grenier.catherine@sepaq.com)>; Shane Arbing <[sdarbing@gov.pe.ca](mailto:sdarbing@gov.pe.ca)>; Nadler, Michael (PC) <[michael.nadler@canada.ca](mailto:michael.nadler@canada.ca)>; Rob Nedotiafko <[rob.nedotiafko@gov.mb.ca](mailto:rob.nedotiafko@gov.mb.ca)>; Allen Bard <[Allen.Bard@gnb.ca](mailto:Allen.Bard@gnb.ca)>; Scott Jones <[Scott.Jones@gov.ab.ca](mailto:Scott.Jones@gov.ab.ca)>; Jess Fortner <[Jess\\_Fortner@gov.nt.ca](mailto:Jess_Fortner@gov.nt.ca)>; Linda Vaillancourt <[lvallancourt@gov.nu.ca](mailto:lvallancourt@gov.nu.ca)>; Bruce McCannel <[bruce.mccannel@gov.sk.ca](mailto:bruce.mccannel@gov.sk.ca)>; Mike Etches <[Mike.Etches@gov.yk.ca](mailto:Mike.Etches@gov.yk.ca)>; Kevin MacLaren <[kimaclaren@gov.pe.ca](mailto:kimaclaren@gov.pe.ca)>; Matt Parker <[Matt.Parker@novascotia.ca](mailto:Matt.Parker@novascotia.ca)>; Jason Travers <[Jason.Travers@ontario.ca](mailto:Jason.Travers@ontario.ca)>; Tompkins, Josh (THC/TPC) <[josh.tompkins@gnb.ca](mailto:josh.tompkins@gnb.ca)>; Heather Lambert <[heather.lambert@gov.ab.ca](mailto:heather.lambert@gov.ab.ca)>; Jennifer Johnson <[Jennifer.Johnson@gov.sk.ca](mailto:Jennifer.Johnson@gov.sk.ca)>; Barry Troke <[Barry.Troke@gov.yk.ca](mailto:Barry.Troke@gov.yk.ca)>; Brad Steinberg <[brad.steinberg@ontario.ca](mailto:brad.steinberg@ontario.ca)>; Telford, Shawn (MECP) <[Shawn.Telford@ontario.ca](mailto:Shawn.Telford@ontario.ca)>; Stephanie McCabe <[Stephanie\\_McCabe@gov.nt.ca](mailto:Stephanie_McCabe@gov.nt.ca)>; Glen Holmes <[Glen.Holmes@gov.mb.ca](mailto:Glen.Holmes@gov.mb.ca)>; Elisabeth Ostrop <[Elisabeth.Ostrop@gov.mb.ca](mailto:Elisabeth.Ostrop@gov.mb.ca)>; Mineault, Bruce (SD) <[Bruce.Mineault@gov.mb.ca](mailto:Bruce.Mineault@gov.mb.ca)>; Geoff Bailey <[geoffbailey@gov.nl.ca](mailto:geoffbailey@gov.nl.ca)>; Kelly-Anne Richmond <[Kelly-Anne.Richmond@gov.mb.ca](mailto:Kelly-Anne.Richmond@gov.mb.ca)>; Jensen, Olaf (EC) <[olaf.jensen@canada.ca](mailto:olaf.jensen@canada.ca)>; Amy Nugent <[Amy.Nugent@gov.ab.ca](mailto:Amy.Nugent@gov.ab.ca)>; Heather Macdonald2 <[heather.macdonald2@canada.ca](mailto:heather.macdonald2@canada.ca)>; Siân French <[SianFrench@gov.nl.ca](mailto:SianFrench@gov.nl.ca)>; Sandy White <[sandy.white@ontario.ca](mailto:sandy.white@ontario.ca)>; Karine Menard <[menard.karine@sepaq.com](mailto:menard.karine@sepaq.com)>; Crandlemere, Tara J <[Tara.Crandlemere@novascotia.ca](mailto:Tara.Crandlemere@novascotia.ca)>; Krista Berezowski <[Krista.Berezowski@gov.ab.ca](mailto:Krista.Berezowski@gov.ab.ca)>

**Subject:** CPRA Covid-19 Shared Resource Folder

Good morning everyone,

The CPRA has just created a folder on their website to share templates, documents, guidelines, policies, tips, etc. to support their membership and community: <https://www.cpra.ca/covid19>. Many thanks to CJ Noble (ED, CPRA) for passing this publicly accessible link along.

The CPC community appears to be collaborating regionally now that our covid-19 response team has been established and people know who to contact for information. I have not received requests from any jurisdiction to host a cross-country check-in call to ascertain updates, but if there is interest, I'd be happy to facilitate a call and make arrangements. Please let me know your thoughts.

Best,  
Dawn.

**Dawn Carr M.A., M.P.A., Kinship Conservation Fellow**  
Executive Director | Directrice exécutive  
Pronouns: She/Her | Pronom: Elle

Canadian Parks Council | Conseil canadien des parcs  
455 Hunter Street West, Peterborough, ON, K9H 2M7  
P: 705-806-0391 | F: 705-304-1244 | T: 888-502-1737  
W: [parks-parcs.ca](http://parks-parcs.ca)





**From:** [Ranson, David ENV:EX](#)  
**To:** [Standen, Jim ENV:EX](#); [Austad, Bob ENV:EX](#); [Murai, Launa Y ENV:EX](#)  
**Cc:** [Wilcock, Leah ENV:EX](#)  
**Subject:** FW: May 25 DC revenue  
**Date:** May 27, 2020 1:56:37 PM

---

FYI, latest information on revenue yesterday – that represents about ¼ of the ~\$25M in annual camping fees the system generates. Note that refunds/cancellations are also coming in heavily.

---

**From:** Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>  
**Sent:** May 27, 2020 8:17 AM  
**To:** Ranson, David ENV:EX <David.Ranson@gov.bc.ca>  
**Subject:** May 25 DC revenue

Hi David,

I don't have stats for reservations yesterday but I did get a summary of revenue from Provincial Treasury for opening day. \$4.85M was processed through our Bambora account on May 25 alone.

This figure is a total so includes both camping and reservation fees. However, this may be helpful for POs to know if you see fit as the majority is camping fees.

Also of note, we processed almost \$32,000 in refunds on Monday alone. I can't equate that to individual bookings yet, but I think it's a good sign that considerable cancellations are happening (likely majority non-residents) and releasing spots back in to inventory.

Leah

**Leah Wilcock**

A/Manager, Visitor Services

BC Parks | Ministry of Environment and Climate Change Strategy

Telephone: 778-698-4295

[leah.wilcock@gov.bc.ca](mailto:leah.wilcock@gov.bc.ca)

[www.bcparks.ca](http://www.bcparks.ca)



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Page 070 of 113 to/à Page 072 of 113

Withheld pursuant to/removed as

s.13

Page 073 of 113

Withheld pursuant to/removed as

s.13; s.22

Page 074 of 113 to/à Page 080 of 113

Withheld pursuant to/removed as

s.13

Page 081 of 113 to/à Page 082 of 113

Withheld pursuant to/removed as

s.13; s.22



Page 083 of 113 to/à Page 087 of 113

Withheld pursuant to/removed as

s.13

**From:** [Ranson, David ENV:EX](#)  
**To:** [Standen, Jim ENV:EX](#); [Wilcock, Leah ENV:EX](#)  
**Cc:** [Murai, Launa Y ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Subject:** RE: FYI Tweet from AB parks  
**Date:** May 25, 2020 7:05:18 AM

---

Leah did provide some numbers on Friday that was an end of day tally of where US eDirect had got to on OUR cancellations (as distinct from cancellations that might have come in from the public). On Friday, they had processed the following:

Attached is the confirmed DC reopening impact list.

- There are 28 parks on DC noted as having an impact
  - o Changes vary from a single site staying closed, to delayed reopening's of loops, to full campground closures until further notice.
- There are 1456 campsites/tentpads affected by the various closure levels (which do vary by degree/length of time)
- As of 3pm on May 22, reservations on 498 sites have been cancelled.

Final booking cancellation stats (ie # of cancelled reservations) are not yet available – however, we first focused on parks that typically have higher booking rates. So while the 498 sites are ~1/3 of overall sites that are impacted, we anticipate they account for a higher number of overall bookings. This ensures we strategically cancelled more people but on less sites, as soon as possible. The data team will continue cancellations over the next week.

Other ways of characterizing this might be: we've processed cancellations on just over a 1/3 of affected sites, but estimate that we have processed more than 1/2 of the cancellations in numbers because we have focussed on high demand/impact sites.

We are live now and Leah is reporting that we are running slowly but haven't crashed.

-----Original Message-----

From: Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>  
Sent: May 25, 2020 6:58 AM  
To: Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>  
Cc: Ranson, David ENV:EX <David.Ranson@gov.bc.ca>; Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>  
Subject: Re: FYI Tweet from AB parks

Totally understand Leah. It would be good if we could just get an estimated % of cancellations completed. No deep details needed just something that points at how cancellations are going.

Sent from my iPhone

> On May 25, 2020, at 6:50 AM, Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca> wrote:

>

> Hi Jim, sorry I was unaware of MGH doing interviews until just now so I won't have those stats by 715. The request was put in on Friday and I will follow up later this morning once we are live and things are hopefully going well. The reservation numbers were pre-scheduled as we planned those to be of higher interest on "opening day".

>

> Leah

>

> Leah Wilcock

> A/Manager, Visitor Services  
> BC Parks | Ministry of Environment and Climate Change Strategy  
> Telephone: 778-698-4295  
> leah.wilcock@gov.bc.ca  
> www.bcparks.ca  
>  
>  
> BC Parks has recently launched new speciality plates! Get your BC Parks licence plate today.  
>  
>  
>  
> -----Original Message-----  
> From: Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>  
> Sent: May 25, 2020 6:42 AM  
> To: Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>  
> Cc: Ranson, David ENV:EX <David.Ranson@gov.bc.ca>; Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>;  
Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>  
> Subject: Re: FYI Tweet from AB parks  
>  
> Thank you but MGH has an interview starting at 715. All we need is updated cancellation numbers. We can wait  
until later for reservation stats.  
>  
> Sent from my iPhone  
>  
>> On May 25, 2020, at 6:06 AM, Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca> wrote:  
>>  
>> Not yet but I will check later today once we are through whatever these next few hours look like I asked them to  
make new booking stats the priority for today.  
>>  
>> Leah  
>>  
>> -----Original Message-----  
>> From: Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>  
>> Sent: May 24, 2020 7:27 PM  
>> To: Ranson, David ENV:EX <David.Ranson@gov.bc.ca>; Wilcock, Leah ENV:EX  
<Leah.Wilcock@gov.bc.ca>  
>> Cc: Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>  
>> Subject: Re: FYI Tweet from AB parks  
>>  
>> Do we have an update from US eDirect on how the cancellations are progressing?  
>>  
>> Sent from my iPhone  
>>  
>>>> On May 23, 2020, at 11:00 AM, Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca> wrote:  
>>>>  
>>>> Image was not attached so resending. John - this language may be helpful for you with Mt Assiniboine, should  
we go in the direction of creating leniency.  
>>>>  
>>>> Leah  
>>>>  
>>>> Leah Wilcock  
>>>> A/Manager, Visitor Services  
>>>> BC Parks | Ministry of Environment and Climate Change Strategy  
>>>> Telephone: 778-698-4295  
>>>> leah.wilcock@gov.bc.ca  
>>>> www.bcparks.ca  
>>>>

>>>

>>> BC Parks has recently launched new speciality plates! Get your BC Parks licence plate today.

>>>

>>>

>>>

>>> -----Original Message-----

>>> From: Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>

>>> Sent: May 22, 2020 5:32 PM

>>> To: Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>; Ranson, David ENV:EX <David.Ranson@gov.bc.ca>;  
Trehwitt, John ENV:EX <John.Trehwitt@gov.bc.ca>; Austad, Bob ENV:EX <Bob.Austad@gov.bc.ca>

>>> Cc: Wilcock, Leah ENV:EX <Leah.Wilcock@gov.bc.ca>

>>> Subject: FYI Tweet from AB parks

>>>

>>>

>>> Leah just flipped my way - could be helpful.

>>>

>>>

>>>

>>> Launa Murai

>>> W) 778-698-4298. C) 250-208-5933

>>> <Screenshot 2020-05-22 at 5.23.56 PM.png>

**From:** [Ranson, David ENV:EX](#)  
**To:** [Standen, Jim ENV:EX](#); [Wilcock, Leah ENV:EX](#)  
**Cc:** [Murai, Launa Y ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Subject:** Website problems  
**Date:** May 25, 2020 7:14:14 AM

---

We are experiencing some volume delays and inaccessibility issues. Some people are experiencing some very slow response times, others can't access either DC or BCParks.ca. The tech team is looking into it. Some people are reporting we have crashed on social media - we are hiding those posts until we can get better information.



**From:** [Ranson, David ENV:EX](#)  
**To:** [Standen, Jim ENV:EX](#); [Stewart, Courtney GCPE:EX](#); [Murai, Launa Y ENV:EX](#)  
**Cc:** [Karn, David GCPE:EX](#); [Wilcock, Leah ENV:EX](#)  
**Subject:** RE: Media request - various - statement  
**Date:** May 25, 2020 10:56:58 AM  
**Attachments:** [image001.png](#)

---

We are now up to 27,500 reservations. According to US eDirect, that is more than double Parks Canada's busiest day ever and the morning isn't over yet.

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 10:56 AM  
**To:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Cc:** Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** RE: Media request - various - statement

Thanks Courtney.

**Jim Standen**  
Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>  
**Sent:** May 25, 2020 10:55 AM  
**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Cc:** Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** RE: Media request - various - statement

Done!

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 10:51 AM  
**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Cc:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>; Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Subject:** Re: Media request - various - statement

I like that one - Courtney can you push that one up?

Sent from my iPhone

On May 25, 2020, at 10:46 AM, Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)> wrote:

How about adding a line – as follows (as discussed with Leah):

- The Discover Camping service provider has stated that they have never experienced this level of booking volume including for one of their largest customers – California State Parks

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 10:40 AM  
**To:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>; Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>  
**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Subject:** RE: Media request - various - statement

One suggested additional line

**Jim Standen**  
Assistant Deputy  
Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)  
<image001.png>

---

**From:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>  
**Sent:** May 25, 2020 10:32 AM  
**To:** Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Subject:** RE: Media request - various - statement

Updated below to say 17,000 reservations and 10 reservations a second. G2G?

Courtney

---

**From:** Stewart, Courtney GCPE:EX  
**Sent:** May 25, 2020 10:10 AM  
**To:** Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Subject:** RE: Media request - various - statement

Jim, I've updated with the recent stats you sent:

- BC Parks' Discover Camping website is now live and due to a high volume of visitors the system is experiencing delays.
- Although the system is slow this morning, reservations are getting through and there are still lots of sites available within this two month rolling window.
- For comparison, at this time last year the system was very busy, processing 1,100 reservations in one day – today, 800 were processed in the first half hour alone.
- More than 50,000 people were online at opening trying to simultaneously access the system.
- The site's speed is picking up now, with more than 17,000 reservations made this morning and 10 reservations being processed every second.
- It's also important to note that the two-month rolling window means that new sites will be coming online every day, so there are still lots of opportunities coming up to book campsites throughout the last week of July and all of August.
- While we made efforts to be ready for additional demand, this rate of reservations exceeds those seen anywhere and we apologize to those unable to access the system due to these overwhelming numbers
- We thank everyone for their patience and encourage them to keep trying.

---

**From:** Karn, David GCPE:EX <[David.Karn@gov.bc.ca](mailto:David.Karn@gov.bc.ca)>

**Sent:** May 25, 2020 10:00 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>

**Subject:** Media request - various - statement

Jim, based on your suggested lines and the MO's requests here's for a statement for your approval.

- BC Parks' Discover Camping website is now live and due to a high volume of visitors the system is experiencing delays.
- Although the system is slow this morning, reservations are getting through and there are still lots of sites available within this two month rolling window.
- For comparison, at this time last year the system was very busy, processing 1,100 reservations in one day – today, 800 were processed in the first half hour alone.
- The two-month rolling window means that new sites will be coming online every day.

- We thank everyone for their patience and encourage them to keep trying.

David Karn  
Ministry of Environment  
M 250-213-3760

**From:** [Ranson, David ENV:EX](#)  
**To:** [Standen, Jim ENV:EX](#); [Murai, Launa Y ENV:EX](#); [Wilcock, Leah ENV:EX](#)  
**Cc:** [Austad, Bob ENV:EX](#)  
**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?  
**Date:** May 25, 2020 4:13:12 PM  
**Attachments:** [image001.png](#)

---

EOD numbers from back east are that we have reached 46,200 reservations. Those will likely climb overnight.

We could also include a bullet that in anticipation of demand, we had increased system capacity dramatically and had doubled staffing in the call centre.

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>  
**Sent:** May 25, 2020 4:06 PM  
**To:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Cc:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

Not sure how much it will help as the expectation seems to be that no matter how big, we should have had the capacity. I did clean it up a bit.

**Jim Standen**  
Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>  
**Sent:** May 25, 2020 3:59 PM  
**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>  
**Cc:** Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>  
**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

Can I give the two bullets to Karn to feed to media to give perspective? I believe it will turn the story around.

- Today we had 50,000 people online at 7:00am; 2016 had a peak of 28,000 (and that was 2x the number from 2015)
  - 2016 opening day had 7,800 reservations by 12:30PM; 2015 had only seen 7,454 in the whole day. Today we had doubled that volume before 10:00 am and set a record with 43,000+ reservations (exact # TBD)
-



**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 25, 2020 3:45 PM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

I went back in the files and found some messaging from 2016 when opening day created such a problem. The system crashed that day under heavy load as you'll recall. We were operating under a 3 month rolling window and releasing May long weekends as well as May and June availability. And yet, we were far in excess of that today:

### **Discover Camping: 2016 opening (messaging)**

BC Parks recognizes that our customers experienced some frustration this morning (March 15<sup>th</sup>) with the annual opening of Discover Camping frontcountry reservations. While we put measures in place to handle the anticipated increased demand, more than two times of the volume of live connections we experienced during last year's March 15<sup>th</sup> opening, tried to access the system right at 7 am.

In 2014, approximately 14,000 connections tried to access Discover Camping, which was a record year. In 2015, at 7 am, over 28,000 live connections were observed. There are two main reasons we saw this 100% increase in live connections at 7am:

1. Increased demand for reservations

People understand that if they are trying for a busy campground during a high-demand weekend, a reservation is necessary to secure a camping spot that meets their needs. Between increased inventory and increased demand for reservations, the Discover Camping has seen an average of 20% increase in demand on opening day for the last several years. This was the demand we anticipated and prepared for.

2. Multiple devices trying to access the site at the same time.

Several connections using the same account, trying to access the same site exacerbated the issue with processing speed. While we do not yet have the details, we believe this is a result of multiple devices from the same account are being used to increase the chances of securing a reservation. When amplified across the system this tactic only further congests the system as it tries to verify the user account as it will only allow one account holder to access one site at a time.

The effect of the unexpected 100% increase in live connections, was that the system was slow to load and process transactions, resulting in bottlenecks. In some cases, the transaction timed out which meant some reservations were dropped in the middle of processing.

This was an issue from opening and did not fully resolve until approximately 9 am. Since that time, very high volumes of reservation transactions continue to be processed successfully. By approximately 12:30 pm, over 7,800 reservations transactions were processed, while in 2015, the entire opening day's total was 7,454.

BC Parks can confirm that some of the smaller issues that appeared last year with the high volumes

of demand, were anticipated and successfully prevented from reoccurring this year.

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 25, 2020 2:12 PM

**To:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

Tomorrow early works for the EOD stats, particularly since they are 3 hours ahead. If they can send them early so we can share well ahead of any follow-up media that would be good.

Given how fast the numbers were coming in, is there any way we can please get an update for 2:30? I am told the MGH doesn't have any more media this afternoon, so the only real update they need now is for the PHO briefing that starts at 3.

**Jim Standen**

Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>

**Sent:** May 25, 2020 2:08 PM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Cc:** Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

Given the US eDirect team is east coast, only the call centre will be available that late. Bill said he would send me an update by 4pm but it would be tomorrow morning now for true end of day stats.

The 43,000 is the update we will have for PHO @ 230pm.

Thanks,

Leah

**Leah Wilcock**

A/Manager, Visitor Services  
BC Parks | Ministry of Environment and Climate Change Strategy  
Telephone: 778-698-4295  
[leah.wilcock@gov.bc.ca](mailto:leah.wilcock@gov.bc.ca)

[www.bcparks.ca](http://www.bcparks.ca)



BC Parks has recently launched new speciality plates! [Get your BC Parks licence plate today.](#)

---

**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 25, 2020 2:06 PM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

And to close off the day a late update as a day end piece for any media tomorrow? Not sure the best time for that. 7pm?

**Jim Standen**

Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



---

**From:** Standen, Jim ENV:EX

**Sent:** May 25, 2020 2:04 PM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

Crazy response. I checked in with the MO and MGH doesn't currently have any more media scheduled so if we could queue up an update for 2:30 to feed into the PHO materials that would be awesome.

**Jim Standen**

Assistant Deputy Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)



**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 25, 2020 1:50 PM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

- Numbers have now climbed to 43,000 reservations today alone. We've more than doubled the reservations in the system to date.

---

**From:** Ranson, David ENV:EX

**Sent:** May 25, 2020 11:51 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Wilcock, Leah ENV:EX <[Leah.Wilcock@gov.bc.ca](mailto:Leah.Wilcock@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>; Austad, Bob ENV:EX <[Bob.Austad@gov.bc.ca](mailto:Bob.Austad@gov.bc.ca)>

**Subject:** RE: Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

- We are now at 35,000 new reservations for the morning.
- Prior to shut down, we already had 40,000 in the system, so this is almost double that. (We've also had cancellations over the past 2 months though)
- Reservation are slowing now because most of the inventory is now booked.
- New inventory will be released day by day now – actual vacancies will vary significantly by park and date.
- The public should be aware that these further opportunities will be limited because the nature of rolling windows is that people have already booked stays for multiple days which takes those campsites out of availability.

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**From:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Sent:** May 25, 2020 11:43 AM

**To:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Subject:** Can we get updated numbers at noon and again at 2:30 for the PHO briefing?

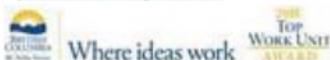
**Jim Standen**

Assistant Deputy Minister

BC Parks & Conservation Officer Service

Telephone: 250-387-1288

[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)





**From:** [Ranson, David ENV:EX](#)  
**To:** [Standen, Jim ENV:EX](#)  
**Cc:** [Karn, David GCPE:EX](#); [Murai, Launa Y ENV:EX](#); [Wilcock, Leah ENV:EX](#)  
**Subject:** Fwd: EOD Discover Camping update  
**Date:** May 26, 2020 7:15:28 AM

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Some new details in here that can assist him in his media relations. Have cc'd David Karn.

Begin forwarded message:

**From:** "Ranson, David ENV:EX" <David.Ranson@gov.bc.ca>  
**Date:** May 26, 2020 at 7:13:46 AM PDT  
**To:** "Ranson, David ENV:EX" <David.Ranson@gov.bc.ca>, "Carroll, Deborah ENV:EX" <Deborah.Carroll@gov.bc.ca>, "Murai, Launa Y ENV:EX" <Launa.Murai@gov.bc.ca>, "Brown, David R ENV:EX" <David.R.Brown@gov.bc.ca>, "Michelfelder, Volker ENV:EX" <Volker.Michelfelder@gov.bc.ca>, "Hoskins, Becs ENV:EX" <Becs.Hoskins@gov.bc.ca>, "Martin, Sydney D ENV:EX" <Sydney.Martin@gov.bc.ca>, "Hudson, Brett R ENV:EX" <Brett.R.Hudson@gov.bc.ca>, "Davies, Heather J ENV:EX" <Heather.Davies@gov.bc.ca>, "Macdonald, Andy M ENV:EX" <Andy.M.Macdonald@gov.bc.ca>, "Austad, Bob ENV:EX" <Bob.Austad@gov.bc.ca>, "Hoffman, Edward A ENV:EX" <Edward.Hoffman@gov.bc.ca>, "Quayle, James F ENV:EX" <James.Quayle@gov.bc.ca>, "Standen, Jim ENV:EX" <Jim.Standen@gov.bc.ca>, "Trehwitt, John ENV:EX" <John.Trehwitt@gov.bc.ca>, "Wilcock, Leah ENV:EX" <Leah.Wilcock@gov.bc.ca>, "Aikman, Jennie S ENV:EX" <Jennie.Aikman@gov.bc.ca>, "Klingspohn, Teresa ENV:EX" <Teresa.Klingspohn@gov.bc.ca>, "Sabourin, Justin ENV:EX" <Justin.Sabourin@gov.bc.ca>  
**Subject:** Re: EOD Discover Camping update

Here are some further updates on where the day closed out yesterday and the preparations that had been put in place.

- Final EOD bookings were 50,479
- The site was scaled up to expect 5 times the amount of traffic from January, when BC's summer bookings first became available. The actual volume exceeded 30 times the amount of traffic seen during that period. This caused slowness and error messages for a subset of users during the initial opening period [beginning at 7am](#).
- Call centre staffing was actually tripled in anticipation of increased call volume. The call center had 25 agents on at peak. Agents on a "typical" day is 6.
- Additional scaling adjustments have been put in place to address the expected continued high volume of users. Later in the afternoon, the site



was running quite speedily.

On May 25, 2020, at 5:52 PM, Ranson, David ENV:EX  
<David.Ranson@gov.bc.ca> wrote:

Hi folks – there has been lots of media today around the reopening of Discover Camping, but a lot of it is missing context and has inaccuracies. Here’s a rundown on what we experienced today so that you can respond to questions you may receive. The numbers are simply mind-boggling.

<!--[if !supportLists]-->• <!--[endif]-->While social media was full of reports of a system crash, the system did not go down, but it was bogged down at the start by the large numbers trying to access the system and many people reported that they repeatedly experienced delays and could not complete transactions.

<!--[if !supportLists]-->• <!--[endif]-->In anticipation of an increase in traffic, US eDirect doubled call centre staff and significantly expanded system capacity.

<!--[if !supportLists]-->• <!--[endif]-->**50,000** people were online at opening trying to simultaneously access the system, many with multiple devices. For comparison purposes, our previous peak day – opening day in 2016 – saw 28,000 people trying to access the system (and that was 2x the number of users from 2015, our previous peak).

<!--[if !supportLists]-->• <!--[endif]-->Despite these delays, we processed 800 reservations in the first 30 minutes. By comparison, a busy day in 2018 generated 1200 reservations per day.

- These early issues with volume were quickly resolved and the system handled a huge demand very well, processing upwards of 10 reservations per second at its peak.

<!--[if !supportLists]-->• <!--[endif]-->At 9:00 am this morning **7000** reservations had been made - that is equivalent to 20% of the reservations that were already in the system (40,000 when we shut the system down at the start of the pandemic)

<!--[if !supportLists]-->• <!--[endif]-->By 10 am this morning reservations were at 17,000, surpassing the 2016 opening day record of 7,800 reservations received by noon.

<!--[if !supportLists]-->• <!--[endif]-->By end of business day, our reservations were up to 46,500 – an unprecedented number that far exceeds any previous demand in BC Parks as well as that experienced in other jurisdictions. Our service provider said that these numbers are unseen – busier than their busiest client (California) has ever been, and far in excess of reported peak days

at Parks Canada.

- For this reopening we shortened the window to two months from four in an effort to alleviate some of the pressure by not releasing all high demand long weekends in the Summer.

- This means that bookings are not yet available for stays beginning July 26th and beyond. Those will begin to be available day by day.

<!--[if !supportLists]-->• <!--[endif]-->I have had a quick poke around the DC system spot checking availability at the end of the day today. As is to be expected, the major campgrounds appear to be booked out. However there are pockets of availability in a number of regions and smaller parks. Those will likely fill in the days ahead.

<!--[if !supportLists]-->• <!--[endif]-->We recognize that while thousands of people were able to make reservations, many had frustrating experiences due to the intense demand and delays. We will continue to apologize for any frustration our clients may have faced this morning as we reopened our reservation system and look forward to welcoming everyone back to BC Parks for camping on June 1<sup>st</sup>.

A huge thank you to Leah and the DC team for getting us through the day. An a big thank you to Launa and the communications team who helped field the questions all day.

Take care,

David

**From:** [Ranson, David ENV:EX](#)  
**To:** [Stewart, Courtney GCPE:EX](#); [Standen, Jim ENV:EX](#)  
**Cc:** [Murai, Launa Y ENV:EX](#)  
**Subject:** RE: Updated KM - Discover Camping  
**Date:** May 26, 2020 12:45:18 PM

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I know those context soundbites are proving quite useful, so one other one for your consideration that provides context on the size of demand:

- In 2018, we processed nearly 220,000 reservations in the whole year; yesterday we handled nearly a ¼ of that in a single day.

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**From:** Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>  
**Sent:** May 26, 2020 11:34 AM  
**To:** Ranson, David ENV:EX <David.Ranson@gov.bc.ca>; Standen, Jim ENV:EX <Jim.Standen@gov.bc.ca>  
**Cc:** Murai, Launa Y ENV:EX <Launa.Murai@gov.bc.ca>  
**Subject:** RE: Updated KM - Discover Camping

Revised with Jim and David's comments:

- We apologize to those unable to access the system yesterday due to the overwhelming numbers. We thank everyone for their patience.
- BC Parks' Discover Camping website is live and handling the demand really well this morning.
- Discovery camping processed **500 bookings in the first 5 minutes** after 7 am this morning (May 26)
- **1,377 bookings were processed by 7:30am**. By contrast, a busy day two years ago that handled the May long weekend saw 1,200 bookings.
- Due to a high volume of visitors the system experienced delays Monday morning.
- In anticipation of user demand, BC Parks increased system capacity dramatically and triple-staffed the call centre.
- The site was scaled up to expect five times the amount of traffic from January, when B.C.'s summer bookings first became available.
- The actual volume exceeded **30 times** the amount of traffic seen during that period.
- Although the system was slow throughout the morning, reservations were getting through.
- More than 50,000 people were online at opening trying to simultaneously access the system.
- The site's speed picked up throughout the day, with **50,749 reservations made by the end of the day** and 10 reservations being processed every second at its peak.
- While we made efforts to be ready for additional demand, this rate of reservations exceeds those seen anywhere.
- It's important to note that the two-month rolling window means that new sites will be coming online every day, so there are still lots of opportunities coming up to book campsites throughout the last week of July and all of August.

Additional stats:

- There were 50,000 people online at 7 a.m. In comparison, 2016 had a peak of 28,000 people using the system at one time and opening day had 7,800 reservations by 12:30 p.m.

- We doubled that volume before 10 a.m. and set a record with 50,749 reservations in one day.
- The onset of people using multiple devices trying to gain access to Discover Camping further burdened the system.

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**From:** Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>

**Sent:** May 26, 2020 11:31 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>

**Cc:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Subject:** Re: Updated KM - Discover Camping

I would also clarify that it was “at its peak the system was handling 10 reservations per second”. That wasn’t a constant speed.

On May 26, 2020, at 11:22 AM, Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)> wrote:

I would suggest leading with the apology/recognition and then getting into details

**Jim Standen**  
Assistant Deputy  
Minister  
BC Parks & Conservation Officer Service  
Telephone: 250-387-1288  
[jim.standen@gov.bc.ca](mailto:jim.standen@gov.bc.ca)  
<image001.png>

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**From:** Stewart, Courtney GCPE:EX <[Courtney.Stewart@gov.bc.ca](mailto:Courtney.Stewart@gov.bc.ca)>

**Sent:** May 26, 2020 11:19 AM

**To:** Standen, Jim ENV:EX <[Jim.Standen@gov.bc.ca](mailto:Jim.Standen@gov.bc.ca)>; Ranson, David ENV:EX <[David.Ranson@gov.bc.ca](mailto:David.Ranson@gov.bc.ca)>; Murai, Launa Y ENV:EX <[Launa.Murai@gov.bc.ca](mailto:Launa.Murai@gov.bc.ca)>

**Subject:** Updated KM - Discover Camping

Jim, David, Launa – I’ve updated the KM for today, and wanted to run them past you before I sent them up to the MO. We’re also working on a follow-up statement to send to media to give them an update on how this morning went and to provide the EOD numbers.

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- Discovery camping processed **500 bookings in the first 5 minutes** after 7 am this morning (May 26)
- **1,377 bookings were processed by 7:30am**. By contrast, a busy day two years ago that handled the May long weekend saw 1,200 bookings.

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**From:** [Ranson, David ENV:EX](#)  
**To:** [Ranson, David ENV:EX](#); [Carroll, Deborah ENV:EX](#); [Murai, Launa Y ENV:EX](#); [Brown, David R ENV:EX](#); [Michelfelder, Volker ENV:EX](#); [Hoskins, Beccs ENV:EX](#); [Martin, Sydney D ENV:EX](#); [Hudson, Brett R ENV:EX](#); [Davies, Heather J ENV:EX](#); [Macdonald, Andy M ENV:EX](#); [Austad, Bob ENV:EX](#); [Hoffman, Edward A ENV:EX](#); [Quayle, James F ENV:EX](#); [Standen, Jim ENV:EX](#); [Trewitt, John ENV:EX](#); [Wilcock, Leah ENV:EX](#); [Aikman, Jennie S ENV:EX](#); [Klingspohn, Teresa ENV:EX](#); [Sabourin, Justin ENV:EX](#)  
**Subject:** Re: EOD Discover Camping update  
**Date:** May 26, 2020 7:13:46 AM

---

Here are some further updates on where the day closed out yesterday and the preparations that had been put in place.

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of the reservations that were already in the system (40,000 when we shut the system down at the start of the pandemic)

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Take care,

David

**From:** [Ranson, David ENV:EX](#)  
**To:** [Eddie Wood](#)  
**Cc:** [Standen, Jim ENV:EX](#); [Austad, Bob ENV:EX](#)  
**Subject:** FW: EOD Discover Camping update  
**Date:** May 26, 2020 9:47:37 AM

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Eddie – FYI and as background in case you are asked for input on yesterday’s DC experience, here is a brief recap on where the day closed out yesterday and the preparations that had been put in place. As our Minister is using these notes to speak to media inquiries, we would appreciate if you don’t circulate this far and wide. Many thanks.

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In December 2019, the call centre answered 1245 calls for the entire month from December 3 – 31. Yesterday the call centre fielded 1348 calls alone. They also answered 1009 calls on May 20 alone which were all informational requests or non-residents cancellations.

For this reopening we shortened the window to two months from four in an effort to alleviate some of the pressure by not releasing all high demand long weekends in the Summer. This means that as of today, bookings are not yet available for stays beginning July 27th and beyond. Those will begin to be available day by day.

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Take care,

David



**From:** [Ranson, David ENV:EX](#)  
**To:** [ENV PPA Provincial Services Branch](#)  
**Subject:** EOD Discover Camping update  
**Date:** May 26, 2020 9:53:40 AM

---

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