# Muskingum Watershed Conservancy District REQUEST FOR PROPOSALS

# CENTRAL RESERVATION, CAMPSITE MANAGEMENT AND POINT OF SALE SYSTEM

DATE ISSUED

December 15, 2011

**INQUIRY PERIOD** December 15, 2011 to January 13, 2012

PRE-PROPOSAL CONFERENCE DATE

January 20, 2012

OPENING DATE AND TIME

February 6, 2012 at 5:00 p.m.

**OPENING LOCATION** 

Muskingum Watershed Conservancy District 1319 Third Street NW New Philadelphia, OH 44663

# **TABLE OF CONTENTS**

## **1** EXECUTIVE SUMMARY

Purpose	2
•	
Calendar of Events	5
Dates	5
	Purpose

## **2** GENERAL INSTRUCTIONS

Contacts	6
Inquiries	6
Proposal Submittal	
Waiver of Defects	8
Multiple or Alternate Proposals	8
Changes to Proposals	8
	Waiver of Defects Multiple or Alternate Proposals

## **3** REQUIREMENTS FOR PROPOSALS

3.01	Proposal Format	9
3.02	Cover Letter	9
3.03	Location of Data	9
3.04	Vendor Profile	9
3.05	References and Qualifications	10
3.06	Assumptions	10
3.07	Proposed System Solution	10
3.08	Work Plan	10
3.09	Support Requirements	11
3.10	Conflict of Interest Statement	11
3.11	Cost Summary	11
3.12	Alternative Methods of Compensation Option	11
3.13	Demonstration Requirements	11

## **4** EVALUATION OF PROPOSALS

4.01	Disclosure of Proposal Contents	12
4.02	Evaluation of Proposals Generally	12
4.03	Clarifications and Corrections	12
4.04	Initial Review	12
4.05	Technical Evaluation	. 12
4.06	Cost Evaluation	12

i	MUSKINGUM WATERSHED CONSERVANCY DISTRICT
	Request for Proposals
	Central Reservation, Campsite Management and Point of Sale System

Requests for More Information	13
Reference Checks	13
Mandatory Requirements	13
Scored Criteria	14
Vendor Evaluation Matrix	14
	Requests for More Information Demonstration Criteria Reference Checks Mandatory Requirements Scored Criteria Vendor Evaluation Matrix

## **5** WORK REQUIREMENTS

5.01	Scope of Work	15
5.02	Project Management	
5.03	Requirements Analysis	
5.04	Design	
5.05	Customization and Testing	17
5.06	Data Conversion	17
5.07	Training	17
5.08	Implementation	
5.09	Operations	19
5.10	Vendor's Fee Structure	21
5.11	Location of Data	21

## **6** CURRENT CONDITIONS

6.01	MWCD CA	MPGROUNDS	22
	6.01.01	General Park Overview	22
	6.01.02	Kokosing and Leesville Southfork	23
	6.01.03	Gate Operations	23
	6.01.04	Cabins	23
	6.01.05	Day Use Facilities	24
	6.01.05	Point of Sale Systems	24
	6.01.06	Pump-Out Service	
	6.01.07	Winter Storage	
	6.01.08	Marine Events	25
6.02	MWCD OV	NNED AND OPERATED MARINAS	25
	6.02.01	Marinas	
	6.02.02	Motel / Cabin	25
6.03	LEASE AND	D RENTAL PAYMENTS	26
	6.03.01	Cottage Site Leases	26
	6.03.02	Club and Camp Leases	26
	6.03.03	Boat Docking Decals	26
6.04	INFORMA	TION TECHNOLOGY CAPITAL ASSETS AND INFRASTRUCTURE	27

## **7** FUTURE CONSIDERATIONS OF SYSTEM EXPANSION

Alive Festival	28
Atwood Area Fall Festival	28
Marinas	
Campgrounds	29
Camp Store/Food Service Concessions	29
Information Technology Infrastructure	30
	Atwood Area Fall Festival Leased Operations Marinas Campgrounds Camp Store/Food Service Concessions

## **8** FUNCTIONAL REQUIREMENTS

8.01	Reservatio	on System for Overnight Facilities	31
	8.01.01	Campsites	33
	8.01.02	Cabins	33
	8.01.03	Group Camps	34
8.02	Seasonal (	Camping Management	35
8.03	Security L	evels	36
8.04	Call Cente	r Operations	37
8.05	Reports		37
8.06	Financials		40
8.07	Point of Sa	ale System	41
8.08	Data Man	agement	42
8.09	Gift Card.		42
8.10	Day Use F	acility Reservations	43
8.11		tration Kiosks	
8.12	Customer	Loyalty Program	44
8.13	Seasonal a	and Daily Boat Dock Management	44

## APPENDIX A

MWCD Park Campground Guidelines	A.1
2011 Seasonal Camping Registration Form	A.15
Seasonal Camper Letter	A.16
Emergency Relocation Release	A.17
Camping Permit Transfer	A.18
Storage Agreement	A.19
Refund Request Form	A.20
Trailer Transport Agreement and Release	A.21
Release (Liability)	A.22

## APPENDIX B

Decal Specifications for 2012	. B.1
Camping Permit	. B.8
Camper Car Pass	. B.9

iii	MUSKINGUM WATERSHED CONSERVANCY DISTRICT		
	Request for Proposals		
	Central Reservation, Campsite Management and Point of Sale System		

# **1** EXECUTIVE SUMMARY

### 1.01 Purpose

This is a Request for Proposals ("Proposals") for a single vendor to provide, operate and support a Central Reservation, Campsite Management and Point of Sale System and this RFP is the result of that request.

If a suitable offer is made in response to this RFP, the Muskingum Watershed Conservancy District (the "MWCD") may enter into a contract with the selected vendor. This RFP provides details on what is required to submit a Proposal, how the MWCD will evaluate the Proposals, and what will be required of the Vendor in performing the work.

This RFP also gives the estimated dates for the various events in the submission process, evaluation and selection process, and performance of the work. While these dates are subject to change, prospective vendors must be prepared to meet them as they currently stand.

The MWCD may reject any Proposal if the vendor fails to meet a deadline in the submission or evaluation phases of the selection process or objects to the dates for performance of the work or the terms and conditions in this RFP.

## 1.02 Background

The MWCD, founded in 1933, is a political subdivision of the State of Ohio with flood reduction, conservation, and outdoor recreation as its mission. MWCD manages over 16,000 acres of water in 10 permanent reservoirs and 38,000 acres of land for public benefit and use in 18 counties of the state. MWCD offers numerous recreational opportunities ranging from hiking to boating to camping.

Within MWCD, there are ten 10 permanent reservoirs with MWCD, or lessee-operated campgrounds, consisting of almost 3,000 campsites. These sites include primitive, non-electric, electric (20, 30 and 50 amp), and full hook-up (electric, water and sewer) sites. The types of sites vary by individual campground. Off-season storage options are available for camping units.

Situated within some of the MWCD campgrounds are additional camping options for those who do not have a tent or RV. These options include various forms of cabins. There are a total of 13 of these camping options available for overnight rentals to customers. MWCD also operates 37 large cabins that accommodate up to 10 people located in five (5) different parks.

Located throughout MWCD Parks there are also approximately fifteen (15) picnic shelters available for the public to utilize. Currently, these day use facilities are available for rent only through the individual parks. MWCD would like to make many of these facilities reserveable through the Central Reservation, Campsite Management and Point of Sale System.

In addition to these facilities, MWCD also operates numerous retail locations within the parks. These retail operations offer a variety of items for sale to the general public including candy and snacks, and camping equipment. Within the parks, there are 3 camp stores. There are four (4) concession stands at beaches within four (4) of the parks. Boats are currently available for rent at one park beach.

From Memorial Day through Labor Day, there is a fee charged to enter five (5) of the major parks. These fees are collected at an entrance gate facility. At other times of the year, there are no entrance fees.

MWCD owns and operates two (2) marinas, one of which contains a campground, rental docks, rental cabin, five (5) room motel, small restaurant, and retail sales area. The other contains rental docks, a small restaurant and retail sales area. Both of these MWCD-operated marinas provide mechanic services, boat rentals, over-night and seasonal docking, and off-season storage. There are eight (8) additional marinas owned and operated by private individuals that offer the facilities and services listed above, plus boat and motor sales. These may or may not be part of this project.

MWCD issues annual docking decals for approximately 3,000 privately owned boat docks on MWCD shorelines.

MWCD administers over 1,200 cottage sites around its reservoirs. Cottage sites are lots owned by MWCD and leased to private individuals to erect homes that they own. The cottage site lessee pays an annual lease rate to MWCD. MWCD also administers leases with youth camps, sportsmen's clubs and conservation associations for use of MWCD property. These groups pay an annual lease fee to MWCD.

Additional information about MWCD parks, campgrounds, and marinas can be found at www.MWCD.org.

In order to best serve our customers and to provide real time data to park management staff, MWCD desires a Central Reservation, Campsite Management and Point of Sale System that combines and integrates reservation, management and point of sale functionality. MWCD is seeking an integrated system that provides the existing system functional requirements (Shown in Section 8.) and is also looking to expand the existing functionality to include such items as reservation of day use facilities and group camps, a lottery system for the assignment of seasonal campsites, expansion to a gift card program, residential lease payments, the sale and issuance of miscellaneous permits and licenses, seasonal boat docking decal management capabilities, a customer loyalty program and self-registration kiosks.

3

## 1.03 Objectives

The Central Reservation, Campsite Management and Point of Sale System must, at a minimum, be comprised of the following fully integrated components:

- A Call Center for the public to contact to make all specified reservations;
- Internet reservation capability to allow the public to make all specified reservations;
- An in-park reservation and registration system;
- A lottery system to assign open seasonal campsites;
- Seasonal boat docking decal management;
- A customer loyalty program;
- Self-registration;
- Residential lease payments;
- Sale and issuance of miscellaneous permits and licenses;
- A help desk operated by the vendor so MWCD staff can contact a knowledgeable individual to receive answers to technical or operational questions about the Central Reservation, Campsite Management and Point of Sale System;
- A comprehensive point-of-sale function that is seamlessly integrated into the overall system, including the sale of gift cards and the acceptance of gift cards for payments;
- All hardware, software, data storage capacity, connectivity, installation and technical support necessary to run the system; and
- In-park training services of MWCD employees to operate said system.
- Reporting capabilities to provide MWCD managers with comprehensive financial and facility information.

The Central Reservation, Campsite Management and Point of Sale System must be a centralized, real time system using proven technologies that will allow a customer to view available locations and make a same-day reservation for an MWCD facility through Internet portal, call center or in person. Batch systems will not be acceptable.

The MWCD Central Reservation, Campsite Management and Point of Sale System must also include point-of-sale functionality that allows for the sale of food and merchandise, boat rentals, collection of fees, tracking of inventory, and generation of specific reports.

## 1.04 Overview of Project Scope

The Vendor must propose an existing system that can be customized to meet the system functional requirements of MWCD. At a minimum the Vendor must implement and operate the System, Call Center and Help Desk. The System must have the ability to allow for on-line, telephone and in-person reservations. The System must also contain a point-of-sale module, a gift card module, a docking decal management module, an on-line store, a customer loyalty program, self-registration kiosks, and residential lease payment capability.

The MWCD does not want to own the Point of Sale System. Ownership of the system will remain with the Vendor.

Mandatory Requirement Overview. Table 1 below contains mandatory system functionality requirements that will be evaluated on an accept/reject basis. Failure to meet any of the following mandatory requirements may be grounds for disqualification.

#### Table 1.04 **Mandatory Requirements**

The proposed system must be a commercially available Central Reservation, Campsite Management and Point of Sale that can be customized to meet the needs of the MWCD. The proposed system must use real time technology to transmit data between the parks, internet.

Proposed call center must be located in the continental United States.

#### 1.05 Calendar of Events.

The MWCD may change the following schedule at anytime. If the MWCD changes the schedule before the Proposal due date, it will do so through an announcement on the MWCD Website (www.mwcd.org/camprfp). The Website announcement will be followed by an amendment to this RFP, also available through the MWCD's Website. After the Proposal due date and before the award of the Contract, the MWCD may make schedule changes through the RFP amendment process. A tour of representative MWCD facilities will be provided to prospective Vendors upon request.

#### 1.06 Dates

#### **FIRM DATES**

RFP Issued	December 15, 2011
Inquiry Period Begins	December 15, 2011
Inquiry Period Ends	January 15, 2012
Pre-Proposal Conference Date	January 20, 2012
Proposal Due Date	5:00 pm, February 6, 2012
Vendor Presentations	February 22 - 27, 2012
Award Date	March 23, 2012

There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (New Philadelphia, Ohio local time) that the Proposals are due and not just the date.

# **2** GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about this RFP and how to respond to it. All responses must be complete and in the prescribed format.

### 2.01 Contacts

The following person will represent the MWCD during the RFP Process:

Tom Fisher GIS/Information Technology Manager 1319 Third Street NW • P.O. Box 349 New Philadelphia, OH 44663

#### 2.02 Inquiries

Vendors may make inquiries regarding this RFP anytime during the inquiry period listed in the Calendar of Events. To make an inquiry, Vendors must submit their inquiry by email to the RFP Process Representative at tfisher@mwcd.org.

A Vendor submitting an inquiry will receive an email acknowledging receipt. Inquiries and responses will be posted on the MWCD's Website.

The MWCD does not consider questions asked during the inquiry period through the inquiry process as exceptions to the terms and conditions of this RFP.

Pre-Proposal Conference. The MWCD will hold a Pre-Proposal Conference on Friday, January 20, 2012, at 10:00 a.m., by conference call or similar format to be announced.

Additionally, prior to the Pre-Proposal Conference, the MWCD will provide a brief tour of representative facilities upon request. Those interested should contact the MWCD RFP Representative to schedule such a tour.

Attendance at the Pre-Proposal Conference or facility tour is not a prerequisite to submitting a Proposal.

Amendments to the RFP. If the MWCD revises this RFP before the Proposals are due, it will announce and list any amendments on the MWCD Website.

When an amendment to this RFP is necessary, the MWCD may extend the Proposal due date through an announcement on the MWCD Website. The MWCD may issue amendment announcements anytime before 5:00 p.m. on the day before Proposals are due, and it is each Vendor's responsibility to check the MWCD website for announcements and other current information regarding this RFP.

After the Proposal due date, the MWCD will distribute amendments only to those vendors whose Proposals are under active consideration. When the MWCD amends the RFP after the Proposal due date, the MWCD will permit vendors to withdraw their Proposals within five business days after the amendment is issued. This withdrawal option will allow any vendor to remove its Proposal from active consideration should the vendor feel that the amendment changes the nature of the transaction so much that the vendor's Proposal is no longer in its interests. Alternatively, the MWCD may allow vendors that have Proposals under active consideration to modify their Proposals in response to the amendment.

If the MWCD allows vendors to modify their Proposals in response to an amendment, the MWCD may limit the nature and scope of the modifications. Unless otherwise provided in the MWCD's notice, vendors must make any modifications or withdrawals in writing and submit them to the MWCD within five business days after the amendment is issued at the address and in the same manner required for the submission of the original Proposals. The MWCD may reject any modification that is broader in scope than the MWCD has authorized in the announcement of the amendment and treat it as a withdrawal of the vendor's Proposal.

### 2.03 Proposal Submittal

Each vendor must submit a technical section describing in detail how system functional requirements will be met, and a cost section as part of its total Proposal before the opening time on the Proposal due date.

Proposals are due no later than 5:00 pm. on the Proposal due date. Proposals submitted by email, fax, or other electronic means are <u>not</u> acceptable, and the MWCD may reject them. Vendors must submit five (5) copies of their Proposal to:

## VIA HAND DELIVERY

Reservation, POS RFP Muskingum Watershed Conservancy District 1319 Third Street NW New Philadelphia, OH 44663

#### VIA U.S. POSTAL SERVICE

Reservation, POS RFP Muskingum Watershed Conservancy District P.O. Box 349 New Philadelphia, OH 44663

The MWCD may reject any Proposals or unsolicited modifications that it receives after the deadline.

Once opened, Proposals cannot be altered or withdrawn, except as allowed by this RFP.

By submitting a Proposal, the vendor acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. The MWCD is not responsible for the accuracy of

any information regarding this RFP that was gathered through a source other than the inquiry process described in the RFP.

The MWCD may reject any Proposal if the vendor takes exception to the terms and conditions of this RFP, includes unacceptable assumptions or conditions in its Proposal, fails to comply with the procedure for participating in the RFP process, or fails to meet any requirement of this RFP. The MWCD also may reject any Proposal that it believes is not in its interests to accept and may decide not to award a contract to any or all of the vendors responding to this RFP.

All Proposals and other material that vendors submit will become the property of the MWCD and may be returned only at the MWCD's option. Vendors should not include any proprietary information in a Proposal or other material submitted as part of the evaluation process, because the MWCD will have the right to use any materials or ideas submitted in any Proposal without compensation to the vendor. At the MWCD's discretion, the MWCD may agree to treat any information that is clearly marked as a trade secret as Confidential Information. Additionally, all Proposals will be open to the public after the MWCD has awarded the Contract.

The MWCD will retain all Proposals, or a copy of them, as part of the Contract file for at least three (3) years. After the three-year retention period, the MWCD may return, destroy, or otherwise dispose of the Proposals and any copies of them.

### 2.04 Waiver of Defects

The MWCD may waive any defects in any Proposal or in the submission process followed by an vendor, but the MWCD will only do so if it believes that it is in the MWCD's interests and will not cause any material unfairness to other vendors.

## 2.05 Multiple or Alternate Proposals

The MWCD will not accept multiple Proposals from a single vendor or any alternative solutions or options to the requirements of this RFP.

## 2.06 Changes to Proposals

The MWCD will allow modifications or withdrawals of Proposals only if the MWCD receives them before the Proposal due date. No modifications or withdrawals will be permitted after the due date, except as authorized by this RFP.

The MWCD is not liable for any costs a vendor incurs in responding to this RFP or from participating in the evaluation process, regardless of whether the MWCD awards a contract through this process, decides not to go forward with the project, cancels this RFP for any reason, or contracts for the project through some other process or through another RFP.

# **3** REQUIREMENTS FOR PROPOSALS

The Vendor must submit five (5) copies of their proposal by or before the due date. Electronic copies will not be accepted. Proposals shall contain the following:

#### 3.01 **Proposal Format**

Each Proposal must include sufficient data to allow the MWCD to verify the total cost for the project and all of the Vendor's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment, and must contain the following:

#### 3.02 **Cover Letter**

The Vendor must include a cover letter that includes the following:

- A statement regarding the Vendor's legal structure (e.g., an Ohio corporation), • federal tax identification number., and principal place of business;
- A list of the people who prepared the Vendor's Proposal, including their titles; •
- The name, phone number, fax number, email address, and mailing address of a contact person who has authority to answer questions regarding the Proposal;
- A list of all subcontractors, if any, that the Vendor will use on the project.
- An Executive Summary of the Vendor's proposal.

#### 3.03 Location of Data

As part of its Proposal, the Vendor must disclose the following:

- The location(s) where the Vendor and its subcontractors will perform all • services;
- The location(s) where the Vendor and its subcontractors will maintain or make any MWCD data applicable to the project available; and
- The Vendor's and its subcontractors' principal places of business.

#### 3.04 Vendor Profile

Each Proposal must include a profile of the Vendor's capability, capacity, and relevant experience providing services similar to the work. The profile also must include the Vendor's legal name, address, telephone number, and fax number; home office location; date established; ownership (such as public firm, partnership, or subsidiary); firm leadership (such as corporate officers or partners); number of employees; number of employees and their level of experience the Vendor will engage in tasks directly related to the project; and any other background information that will help the MWCD gauge the ability of the Vendor to complete the project.

#### 3.05 **References and Qualifications**

The Vendor must provide three references to demonstrate that it has the experience needed to meet the RFP's mandatory requirements. (Refer to Table 1 on Page 5.) For each reference, the Vendor must provide the following information:

- Contact Information. The Vendor must provide a client contact name, title, phone number, email address, company name, and mailing address.
- Project Name. The Vendor must provide the name or title for the work, such as a project name, from which it obtained the mandatory experience.
- Dates of Experience. The Vendor must provide a beginning month and year and an ending month and year to show the length of time the Vendor performed the work.
- Description of the Related Service Provided. The Vendor must include a description of the experience, including the capacity in which the work was performed and the role of the Vendor. It is the Vendor's responsibility to clearly substantiate the qualification.
- Description of how the related service shows the Vendor's experience, capability, and capacity to complete this project for MWCD.

#### 3.06 Assumptions

The Vendor must list all the assumptions the Vendor made in preparing the Proposal. If any assumption is unacceptable to the MWCD, the MWCD may reject the Proposal. No assumptions may be included regarding negotiation, terms and conditions, or requirements.

#### 3.07 **Proposed System Solution**

The Vendor must describe in detail how its proposed system meets the Functional and Technical Requirements of the RFP. It is not acceptable to simply state that the proposed system will meet or exceed the specified system requirements. A narrative must be written describing the functionality and security of the proposed system. This section of the Vendors proposal must specifically address how the Vendor's proposed solution meets both the technical and functional requirements of the Central Reservation, Campsite Management and Point of Sale System.

#### 3.08 Work Plan

The MWCD encourages responses that demonstrate a thorough understanding of the nature of the project and what the Vendor must do to get the work done properly. To this end, the Vendor must submit a Work Plan with staffing requirements, and schedule and benchmark dates that the Vendor will use to create a consistent and coherent management plan for the project.

#### 3.09 Support Requirements

The Vendor must describe the support it wants from the MWCD other than what the MWCD has offered in this RFP. Specifically, the Vendor must address the following:

- Nature and extent of MWCD support required in terms of staff roles, • percentage of time available, and so on;
- Assistance from MWCD staff and the experience and gualification levels required; and
- Other support requirements.

The MWCD may not be able or willing to provide the additional support the Vendor lists in this part of its Proposal. The Vendor therefore must indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the MWCD may reject the Vendor's Proposal, if the MWCD is unable or unwilling to meet the requirements.

#### 3.10 **Conflict of Interest Statement**

Each Proposal must include a statement indicating whether the Vendor or any people that may work on or benefit from the Work through the Vendor have a possible conflict of interest (e.g., employed by the Muskingum Watershed Conservancy District, etc.) and, if so, the nature of that conflict. The MWCD may reject a Proposal in which an actual or apparent conflict is disclosed. The MWCD also may terminate the Contract for cause if it discovers any actual or apparent conflict of interest that the Vendor did not disclose in its Proposal.

#### 3.11 **Cost Summary**

Each Vendor must include a Summary of Costs in their proposal.

#### 3.12 **Alternative Methods of Compensation Option**

MWCD may be interested in alternative methods of compensating the Vendor for this Project in order to spread the cost over a broader base of system users, to include point of sale users. If the Vendor has any methods of compensation not included in the Cost Summary, this information should be included in the proposal. Any alternative method of compensating the Vendor for this Project will not be used for the cost evaluation of the proposal. If an Vendor chooses to provide an alternate method of compensation, it will be at the discretion of MWCD to determine which compensation method is utilized.

#### 3.13 **Demonstration Requirements**

The MWCD may select the highest ranking Vendors to provide demonstrations of their solutions(s). Any special needs for the demonstration must be made clear in this section of the Vendor's proposal.

# **4** EVALUATION OF PROPOSALS

## 4.01 Disclosure of Proposal Contents

The MWCD will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, the MWCD will seek to keep the contents of all Proposals confidential until a contract is awarded. The MWCD will prepare a registry of Proposals that contains the name of each vendor. The public may inspect that registry after the MWCD opens the Proposals.

## 4.02 Evaluation of Proposals Generally

The MWCD reserves the right to accept the lowest and/or best bid and to reject any or all bids. The evaluation process may consist of the following phases:

- 1) Initial review;
- 2) Technical evaluation;
- 3) Evaluation of costs;
- 4) Requests for more information;
- 5) Vendor presentation

## 4.03 Clarifications and Corrections

During the evaluation process, in the MWCD's sole discretion, it may request clarifications from any vendor under active consideration and may give any vendor the opportunity to correct defects in its Proposal, if the MWCD believes doing so would not result in an unfair advantage for the vendor, and it is in the MWCD's interests.

#### 4.04 Initial Review

The MWCD will review all Proposals for their format and completeness.

## 4.05 Technical Evaluation

The MWCD will then evaluate each Proposal that it has determined is timely, complete, and properly formatted. The evaluation will be scored according to the level and extent to which the vendors Proposal meets or exceeds the system functional requirements identified in this RFP.

## 4.06 Cost Evaluation

Once the technical merits of the Proposals are considered, the MWCD may consider the costs of one or more of the highest-ranking Proposals. But it is within the MWCD's discretion to wait until after any interviews, presentations, and demonstrations to evaluate costs. Also, before evaluating the technical merits of the Proposals, the MWCD may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. The MWCD may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

### 4.07 Requests for More Information

The MWCD may require some Vendors to interview, make a presentation about their Proposals, or demonstrate their products or services.

Typically, these presentations provide a Vendor with an opportunity to do one or more of the following:

- Clarify its Proposal and ensure a mutual understanding of the Proposal's content;
- Showcase its approach to the Work; and
- Demonstrate the professionalism, qualifications, skills, and work knowledge of its proposed candidates.

The MWCD will schedule the presentations, demonstrations, and interviews at its convenience and discretion. The MWCD will determine the scope and format of any such presentations, demonstrations, and interviews and may record them. Additionally, these presentations, demonstrations, and interviews may vary from one Vendor to the next, depending on the particular issues or concerns the MWCD may have with each vendor's Proposal.

## 4.08 Demonstration Criteria

The following criteria will be evaluated during the demonstration.

тлрі	с л	۸o
TABL	E 4	.Uð

Demonstration Criteria	Meets	Does Not Meet
Reservation System		
Internet Site		
Point of Sale System		
Reports and Revenue Tracking		
Customer Loyalty Program		
Seasonal Boat Dock Management		

## 4.09 Reference Checks

The MWCD may conduct reference checks to verify and validate the vendor's past performance.

## 4.10 Mandatory Requirements

If the Vendor's Proposal meets all the mandatory requirements, the Vendor's Proposal may be included in the next part of the technical evaluation phase described in the next section.

• The proposed system is a commercially available Reservation and Point of Sale System that can be customized to meet the needs of the MWCD.

- The proposed system must use real time technology to transmit data between the parks, internet site, call center and the Vendor's data storage system.
- Proposed call center must be located in the continental United States.

#### 4.11 Scored Criteria

In the technical evaluation phase, the MWCD will rate the technical merits of the Proposals based on the following requirements:

- Within the past five (5) years, the Vendor must have operated a call center and internet reservation system which takes and tracks reservations for overnight accommodations.
- Vendor or its proposed subcontractors must have successfully completed the installation of hardware and software for a minimum of three (3) system implementation projects of significant complexity (minimum of 25 workstations). The system implementation projects must have been completed for an organization with needs similar to the MWCD.
- Vendor must have successfully implemented and managed three (3) point of sale related projects.
- Within the past five (5) years, the Vendor must have operated a call center and internet reservation system which takes and tracks reservations for campsite, cabin or other overnight outdoor recreational accommodations.

#### 4.12 Vendor Evaluation Matrix

- Reservation Functionality
- Point of Sale Functionality
- Gift Card Functionality
- Reports
- Revenue Collection and Tracking Functionality
- System Security
- Seasonal Boat Dock Management
- Customer Loyalty Program
- Self-Registration Kiosks
- Technical Requirements
- Plans and Approach
- Staffing Plan
- Work Plan (See Section 5 Work Requirements)
  - 1. Project Management
  - 2. Requirements Analysis
  - 3. Design
  - 4. Customized and Testing
  - 5. Data Conversion
  - 6. Training
  - 7. Implementation
  - 8. Operations

### 14 MUSKINGUM WATERSHED CONSERVANCY DISTRICT

# **5** WORK REQUIREMENTS

This section describes the Work and what the Vendor must do to get the job done. It also describes what the Vendor must deliver as part of the completed Work (the "Deliverables").

### 5.01 Scope of Work

The following tasks represent all the work the Vendor must complete to successfully implement and operate the MWCD Parks' Central Reservation, Campsite Management and Point of Sale System. The Vendor must propose an existing system that will be customized to meet the needs of MWCD. The system must be a fully integrated, real-time Central Reservation, Campsite Management and Point of Sale System that allows for on-line, telephone and in-person reservations of MWCD facilities. The System must also include a real time point-of-sale module, a gift card module, a seasonal boat dock management module, an on-line merchandise sales module, and a customer loyalty program module that meets all of the requirements set forth in this RFP. The Vendor must also provide the specified hardware and provide training to MWCD employees for the operation of the system. The Vendor must work with MWCD to ensure that the Central Reservation, Campsite Management and Point of Sale System satisfy all functional and informational requirements of MWCD. The system must be thoroughly tested prior to implementation and operation.

### 5.02 Project Management

The Vendor must provide a Project Manager.

The Vendor must employ the proposed Project Manager as a regular, fulltime employee on the Proposal submission date and throughout Implementation. The Project Manager must spend sufficient time in Ohio so that the Project Manager understands the operations of the MWCD and the expectations for this Project.

The Vendor and MWCD will conduct a Kick-Off meeting within 5 working days of starting work.

The MWCD will provide oversight for the Work, but the Vendor must provide overall Work management for the tasks under this Contract, including the day-to-day management of its staff.

The Project schedule submitted with the Vendor's proposal must be updated and submitted in electronic and paper form to the MWCD for approval within seven (7) calendar days of the Kick Off meeting date.

The Vendor must provide periodic reporting and attend status meetings.

The Vendor must submit a hardcopy and electronic status report, which is due to MWCD by the close of business, the second working day following the end of each

month during the Project. Monthly status reports must contain, at a minimum, the following:

- A complete set of updated and current output from the latest version of Microsoft Project, including an updated Gantt chart, along with a copy of the corresponding Project schedule files in electronic version;
- A description of the overall completion status of the Project in terms of the approved Project schedule;
- The plans for activities scheduled for the next month;
- The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks;
- Identification of Vendor employees assigned to specific activities;
- Problems encountered, proposed resolutions and actual resolutions;
- An analysis of risk anticipated, proposed mitigation strategies and resolved risks;
- Any updates required in the change management process;
- Testing status and test results; and
- Proposed changes to the Project schedule, if any.

The need for and frequency of meetings and reports will be reevaluated once the Central Reservation, Campsite Management and Point of Sale System is accepted by the MWCD.

#### 5.03 Requirements Analysis

The Vendor must perform a detailed review of the functional requirements of the new Central Reservation, Campsite Management and Point of Sale System. MWCD technical staff will provide an overview of the existing reservation system and history files including reference files and payment processes. The Vendor must work with MWCD staff to fully understand the scope, purpose, and implications of each requirement by holding joint application design sessions; site visits; or interviews with the stakeholders and MWCD subject matter experts.

#### 5.04 Design

The Vendor must develop a System Design Specification Document for the customization of the Central Reservation, Campsite Management and Point of Sale System.

The Vendor must provide an Information Security Plan detailing how the Vendor will maintain confidentiality of customer data. This plan must include a comprehensive Risk Analysis.

The Vendor must detail the settlement distribution process between the Vendor and MWCD

#### 5.05 Customization and Testing

The Vendor must be able to customize the Central Reservation, Campsite Management and Point of Sale System software to meet the needs of MWCD.

The Vendor must conduct system and integration testing of the Central Reservation, Campsite Management and Point of Sale System. System and integration testing must ensure that the system functions as designed and exchanges data correctly. Additionally, integration testing must verify that each software unit or module implemented will operate seamlessly as part of the Central Reservation, Campsite Management and Point of Sale System.

The Vendor must test the accessibility and functionality of the various reservation and registration screens and all report functions. They must also test the aspects of the Point of Sale module including new product set up, pricing, credit card processing, bar code scanning, inventory entry and other tests as defined by MWCD. At parks with marinas, the Vendor must test the dock management module.

The Vendor will provide the MWCD the ability to validate that the user requirements are met. MWCD Users will verify the operability of the system, all functional areas and output data. System performance will also be evaluated. The entire system must be tested before start of operations. The MWCD must approve any modifications to the system. The Vendor must support and assist MWCD during testing.

#### 5.06 Data Conversion

Prior to converting any existing MWCD data, the Vendor must provide a Data Conversion Plan approved by the MWCD. The Vendor must perform a pre-conversion test designed to verify that the conversion program is reliable and accurately reflect the source data through the review of random batches and ensures that the data conversion process completely imports the converted historical data.

#### 5.07 Training

The Vendor must create, maintain and update, as required, the approved Training Plan and develop and provide training materials. Training must be coordinated with MWCD to ensure that training meets the objectives. The Vendor must provide performance support once trainees complete training. At a minimum, the Training Plan must:

- Contain an overview of the training methods used and identify the training sessions and associated objectives, including the format and content of all training material to be developed by the Vendor;
- Include a training schedule, approved by MWCD
- Be tailored for employees who are responsible for daily activities such as checking in campers, registering campers, processing point of sale transactions, and performing physical inventories and counts;
  - Include sessions for staff and management training.

- Identify all hardware, software and supplies required for the training environment; and
- Provide for evaluation of training sessions and feedback to MWCD.
- Hands-on, instructor led training in conjunction with written manuals and demonstrations of the Central Reservation, Campsite Management and Point of Sale System. Incorporate on-line help, on-line policy and procedure manuals and hard copy user manuals for the delivery of training, and all electronic source documents and graphics used in the development and presentation of all aspects of training.
- All supplies and locations required for training.
- The training environment.
- A training schedule identifying the number of training sessions offered and the length of the training course. The training schedule must include at least one (1) train-the-trainer session and at least five (5) sessions at various locations, chosen by the Vendor, around the MWCD.
- All training materials including training guides, speaker notes and course curricula (including training objectives and outcomes). All training materials must be reviewed and approved by the MWCD prior to the start of the training. The Vendor must update all training materials as needed. The Vendor must provide an electronic copy of all training materials that is accessible by MWCD Staff.
- The Vendor must complete all training sessions prior to implementation and operation of the system. Once trainees have been trained and begin using the system, the Vendor must provide performance support to ensure proper and effective use of the system by the trainees

#### 5.08 Implementation

The Vendor must implement the Central Reservation, Campsite Management and Point of Sale System prior to January 1, 2013. The System presented for final acceptance must account for all required functionality, training, conversion, documentation and any other requirements of this RFP for that particular phase.

The Vendor must produce and update the Implementation plan as necessary to reflect all Project changes that directly impact implementation.

During implementation, the Vendor must establish a help desk and call center. The Vendor must provide and install all hardware and software at all Central Reservation, Campsite Management and Point of Sale System sites, including the MWCD Central Office, all park sites and all hosting and disaster recovery facilities. There are currently eighteen (18) workstations at ten (10) locations throughout the MWCD. Current workstation locations and connectivity at each location are listed in the Table 6.04.

MWCD will supply electrical power and a physical structure at the MWCD Central Office and all park sites. The in-park systems will be used by MWCD employees to register guests, make, change, or cancel reservations, view and print reports report on such activities at the park level and function as a point of sale cash register.

The Vendor must provide a user manual to MWCD at the time the system is implemented; however, the user manual must be updated throughout Operations. The user manual must describe all user functions for the Central Reservation, Campsite Management and Point of Sale System.

An electronic copy of the final version of the Central Reservation, Campsite Management and Point of Sale System's user manual must be provided to MWCD.

The Vendor must update the user manual when there is a change in the program that impacts the operation of the program in the field.

The manuals will become property of MWCD and MWCD must have the ability to copy the manuals as needed. The manuals must be provided to the parks prior to implementation and operation.

#### 5.09 Operations

The Vendor and MWCD will assess the operational readiness of all required system components including interfaces and required communications links. This will result in the establishment of the operational production environment in which all reservations and POS transactions will be accurately and reliably processed.

Once the MWCD accepts the final Central Reservation, Campsite Management and Point of Sale System, the Vendor must provide maintenance and support coverage for the system throughout the entire life of the contract.

The Vendor must host the Central Reservation, Campsite Management and Point of Sale System. The Vendor must provide the facility, computer hardware, software, telecommunication equipment, Internet access and services required for the operation of the Central Reservation, Campsite Management and Point of Sale System. At a minimum, the Vendor must provide the following:

The Vendor must make a complete backup of the Central Reservation, Campsite Management and Point of Sale System every day. The Vendor must provide storage of the data backup tapes at a secure offsite location. The Vendor must ensure that the system immediately recovers any data lost due to system or network failure. The Vendor must notify MWCD immediately in the event of data recovery.

The Vendor must have a Business Resumption Plan for the Central Reservation and Point of Sale System describing how critical business operations will continue in the event of disruption or complete system failure. If requested, test results of the plan must be made available to MWCD. The plan must meet the Disaster Recovery (DR) requirements of the MWCD. The Vendor must apply recognized industry standards governing disaster preparedness and recovery including the ability to continue processing in the event that the primary hosting facility is rendered inoperable. The Vendor must prevent unauthorized access to the Central Reservation, Campsite Management and Point of Sale System . The Vendor must apply recognized industry standards to address system vulnerability to theft, mischief and efforts at tampering.

The Vendor must be responsible for controlling personnel access to the facility. Preventive measures against catastrophic damage (fire, flood, etc.) must also be provided. Physical security for each facility must include the lockable areas (gates, doorways, server racks, etc.) and other security measures as necessary. Staff and visitors must be immediately discernable by identification badges. All visitors must be required to sign in and out.

The Vendor must equip, staff and operate a Help Desk to support system operations. The Help Desk must respond to questions and problems regarding system operations within two (2) business hours of notification of a problem.

The Vendor must equip, staff and operate a call center to serve customers of MWCD Parks who want to make reservations for campsites, cabins, Group camps, day use facilities or any other reservable facilities. The Call Center should also be able to sell gift cards. The Call Center must appear to the general customer as being operated exclusively for MWCD.

The Call Center must accept credit cards, gift cards, checks, money orders and bank affiliated debit cards. The Vendor must supply a sufficient number of fully trained operators knowledgeable of MWCD facilities, rules and regulations, fees, customer types, use patterns, Ohio geography, and routes to parks. The Vendor must supply all required information systems and telecommunications to perform these Call Center operations. All Call Center operations must be physically located within the continental

The Vendor must propose only one candidate to be dedicated to the Project, unless otherwise approved by MWCD, for the position of Project Manager and that candidate must be identified by name. The Project Manager will, on a full-time basis, manage the daily operations of the contract staff, work with MWCD personnel and network vendors, and be responsible for establishing and enforcing quality assurance standards for the Project. The Project Manager must be responsible for all aspects of the system customization and implementation of the proposed Central Reservation, Campsite Management and Point of Sale System , including resource planning, scheduling and status reports to MWCD. The Project Manager must be available for all Project meetings and be available within 24 hours of notification by MWCD if necessary. The Project Manager must be available to MWCD by telephone during regular business hours. The Project Manager may also be named as the Operations Manager.

#### 5.10 Vendor's Fee Structure

Each Vendor must complete a cost proposal for this Work. The cost proposal must include any combination of a reservation fee, cancellation fee, per night fee and an online dock license fee. The reservation fee will apply to all reservations. The pernight fee will apply to each night a campsite, cabin and Group Camp is occupied. The online dock license fee will apply to all dock license transactions conducted by the customer utilizing the online payment option. The Vendor must build all costs for the scope of into the per reservation fee, the cancellation fee, the per-night fee and/or the online dock license fee. The total fees will be comprised of the per reservation fee, cancellation fee, the per-night fee and the online dock license fee and will be used for the cost evaluation.

The proposed hourly rate will be charged to MWCD for any requested upgrades or enhancements to the Central Reservation, Campsite Management and Point of Sale System outside the scope of the contract. Before any programming begins, the Vendor must provide a change request that indicates the number of programming hours necessary to complete a requested upgrade. MWCD must approve any change request prior to the beginning of any programming work.

Per Reservation Fee	\$
Per Night Fee	\$
Cancellation Fee	\$
Online Dock License Fee	\$
Additional Programming Fees (per hour)	\$

**TABLE 5.10** 

The Vendor will be expected to retain any fees from monies collected on behalf of MWCD prior to remitting these funds to the MWCD.

#### 5.11 Location of Data

All data collected by the Vendor as part of this contract is the sole property of MWCD, and it must be stored in the continental United States. Data includes, but is not be limited to, reports, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and sound reproductions.

# **6** CURRENT CONDITIONS

#### 6.01 MWCD CAMPGROUNDS

#### 6.01.01 **General Park Overview**

Currently the MWCD operates five major campgrounds. There are approximately 2,750 campsites available within these parks and campgrounds. The five major parks are: Atwood, Charles Mill, Pleasant Hill, Seneca, and Tappan. These facilities offer a full service campground as well as several other facilities available to the public. These areas offer such amenities as:

- Picnic pavilions
- Public beaches
- Activity centers
- Concessions
- Playgrounds

- Hiking trails
- Rental cabins
- Picnic areas
- Campsites

These facilities also operate 24-hour entrance gates from Labor Day to Memorial Day.

The most prevalent aspect of these facilities is seasonal camping. Among the five major campgrounds there are approximately 1,360 seasonal campers. The definition of a seasonal camper is a person who acquires a permit from April 1 until October 31 of any year. This rate is substantially discounted and can be paid in one lump sum or spread out over a longer period. There are limits placed on the amount of seasonal campers permitted in each area, this allows opportunities for transient campers to also have access to a variety of campsites. Future plans may segregate the seasonal and transient camping populations. Seasonal campers have the option to renew their campsite year after year as long as payments are received on or before established dates and fall within established criteria. Because of limits placed on the amount of seasonal campers we permit, there are strict guidelines in place to regulate how vacant lots are acquired, who can acquire them, and how they go about acquiring them. This is done through a lottery system that is conducted annually at the beginning of April. This system is designed to handle three tiers of seasonal campers:

- 1. Returning seasonals from previous year,
- 2. Transfers, those who acquired a campsite through a direct purchase from another individual and transfered the permit to their name, and
- 3. New seasonals. The detail for this process is attached. This process allows for a fair and equitable means to acquire campsites for all levels of seasonal campers.

#### 6.01.02 **Kokosing and Leesville Southfork**

Currently MWCD operates two (2) smaller campgrounds, Kokosing and Leesville Southfork. These campgrounds consist of approximately 50 to 90 campsites and provide limited amenities. These campgrounds offer electric hook-ups as well as the availability of water. Both campgrounds have a picnic shelter that is available to the current camping population. No fees are charged for the use of the shelter facility. There is usually seasonal staff at these locations from April until October and usually consists of a seasonal manager and a clerical worker. Leesville Southfork offers three (3) camper cabins, thirteen (13) primitive campsites, playground, dump station as well as flush toilets. Leesville Southfork is overseen by Atwood Lake Park. Kokosing campground offers a shower house, playground, primitive sites, and pit toilets. Both sites also offer public boat launch facilities. Kokosing campground is overseen from the Charles Mill – Pleasant Hill region.

#### 6.01.03 **Gate Operations**

Currently at Atwood, Charles Mill, Pleasant Hill, Seneca and Tappan we operate gatehouses at the entry point of the campground. These operations are usually staffed twenty-four hours a day from Memorial Day until Labor Day. A gate attendant collects a daily gate entrance fees and to check car passes for their validity, some gate operations also sell propane, ice, firewood etc. The gate also acts as an information center about the park and surrounding area and to register campers after the registration office closes.

#### 6.01.04 Cabins

The MWCD offers various types of cabin rentals at seven locations; Atwood, Seneca, Tappan, Leesville Southfork, Charles Mill, and Pleasant Hill.

Family Vacation Cabins have two bedrooms with kitchen and bath and are available at the following locations (Number of Units): Atwood (10), Pleasant Hill (6), Seneca (5), and Tappan (11). The MWCD allows our guests to reserve their vacation cabin one year in advance and lock in the current rate. A standard \$100.00 non-refundable deposit is required at the time of the reservation and guests must pay the balance the following year. Guests are only able to reserve a maximum of two vacation cabins for the weekend of the annual Atwood Area Fall Festival.

Patio Cabins are more rustic and have one bedroom with electricity, heat and air conditioning but no running water, kitchen or bathroom. They are available at the following locations (Number of Units): Atwood (3), Charles Mill (2) and Pleasant Hill (2). Reservations for patio cabins are currently reserved on the first business day of the reservations calendar year.

Camper Cabins are the most rustic cabin available at the MWCD. They are 10' x 12' salt box style shed with one electrical outlet and one light. Currently they follow the same reservation period as the patio cabins.

#### 6.01.05 Day Use Facilities

There are picnic shelters and activity centers available for our guest to reserve for a fee. Picnic shelters are available at the five major parks and activity centers are at the following locations: Atwood, Tappan and Pleasant Hill. Picnic shelters are reserved for the day, 8 a.m. to 9 p.m. and include space for 75 to 100 guests. Shelters also include electricity and lighting. Reservation fees do not include park admission fees. There are two gate admission options available at the time of reservation, these include: each vehicle pays at the gate or each vehicle signs in at the gate and the group rate admission is billed to the reservation and the account is settled at the close of the business day. Activity centers are reserved for the day, 8 a.m. to 9 p.m but are also open to public use during the reservation. These centers vary in size and capacity and are generally reserved by park patrons for social events that require an escape from the elements. Reservation fees do not include park admission is handled in the same way as picnic shelters.

#### 6.01.05 Point of Sale Systems

All of our parks and Piedmont Marina currently have a POS system in place. Some of these systems are stand alone and some are integrated into our current camping registration software. The stand-alone systems are the sole operating systems at the Atwood and Seneca beaches as well as Piedmont Marina. The stand-alone systems are used for sales, inventory, bar coding.

#### 6.01.06 Pump-Out Service

There is a trailer pump-out service available at all of our campgrounds. The service is provided by park staff and is scheduled for certain days of the week. Guest simply go to the park or registration office and purchase a ticket for the pump-out. Park guests can purchase individual tickets or fifteen ticket plan at a reduced rate and use the service at their convenience.

#### 6.01.07 Winter Storage

MWCD parks currently offer winter storage for campers as well as boats. Winter storage is November 1 until April 1. Winter storage is usually used by seasonal campers and allows them to usually leave their camper on their lot for storage. Winter storage is available for both "on lot" and "off lot" storage. Guests who wish to store off lot usually are located in areas that are restricted for storage: for example below spillway elevation. These guest can reserve an off lot storage location on a fist come, first served basis. Park managers at their specific locations usually designate storage areas.

There are other types of storage throughout the district such as weekly storage. This storage is only valid through camping season and is designed for those guests who have a specific set of circumstances. Those would include, but not limited to mechanical breakdown, illness, death in family etc. This allows guest to make arrangements to remove their unit and not incur a nightly camp fee.

Boat storage is currently offered as well. If guests wish to store their watercraft on their lot, they may do so as long as they pay the winter storage fee.

#### 6.01.08 Marine Events

There are many marine events held on MWCD lakes. These events include fishing tournaments, sailboat races and regattas, beach parties, etc. In any given year, there may be upwards of two hundred such events. Each event requires a permit application and permit, and most have fees attached. A letter to prospective event applicants, outlining fees and requirements, is attached, as are the actual permit application and instructions. This is handled out of the MWCD Main Office.

#### 6.02 MWCD OWNED AND OPERATED MARINAS

#### 6.02.01 Marinas

MWCD owns and operates two marinas at Piedmont Lake and Seneca Lake, Piedmont Marina contains a campground, rental docks, rental cabin, five room motel, small restaurant, and retail sales area. Seneca Marina contains rental docks, a small restaurant and retail sales area. Both of these MWCDoperated marinas provide mechanic services, boat rentals, over-night and seasonal docking, and off-season storage.

#### 6.02.02 Motel / Cabin

Piedmont Marina currently has a one-story motel that has six rooms and one (1) cabin. All of the rooms in the motel are relatively the same size, offering two full size beds, bathroom, TV, linens and storage area. The cabin has one full size bed, bathroom, TV, linens and a full kitchen. Reservations are made through the marina by phone or in person. There is a minimum required stay of two nights. Reservations can be made a year in advance. There are currently daily, weekly and monthly rates available.

#### 6.03 LEASE AND RENTAL PAYMENTS

#### 6.03.01 Cottage Site Leases

There are over 1,200 lots, called "Cottage Sites", on MWCD-owned property on MWCD lakes. Cottage Sites are leased on a long-term basis to individuals who build homes for their own residential use. Each "lessee" pays an annual lease fee to MWCD. Annual lease fees vary by lake, and proximity to waterfront.

In addition to the annual lease payments described above, fees are collected when a lease is transferred and/or sold, and when a lessee is required by a bank to move from MWCD's older 14 year lease, to a new 40 year lease.

#### 6.03.02 Club and Camp Leases

26 clubs and camps lease MWCD-owned property on MWCD lakes. These clubs and camps include church camps, boy and girl scouts, local sportsmen's associations, hunting and fishing clubs, etc. Each group pays an annual lease fee.

MWCD owns several residences on MWCD-owned property. These residences are offered for rent through standard rental agreements, with rental payments due on a monthly basis.

A Lease Assistant administers all of the lease and rental payments described above out of the MWCD Main Office.

#### 6.03.03 Boat Docking Decals

Any boater docking a boat over-night or longer, on an MWCD lake, must obtain a docking decal for their boat. Fees are attached to docking decals based on boat type and length, where the boat is docked, and the number of docking decals requested by an individual. These over-night or longer docking privileges are available to campers in MWCD campgrounds, to cottage site lessees, to those docked at a privately-operated, or MWCDoperated marina, to members of docking associations, camps and clubs, and to a handful of "grand-fathered" individual dockers not associated with any of the above.

Docking decals are issued and sold to MWCD campers through the office of each park.

Docking decals are issued and sold to cottage site lessees, members of docking associations, clubs, camps, and to the grand-fathered individuals,

through the MWCD Main Office. Docking associations, clubs and camps, submit a request and payment in lump sum, for all of the docking decals that they are requesting.

Docking decals for boaters docked at both private and MWCD operated marinas, are issued through the marinas, and are included with the cost of docking. A list of issued decals is provided to MWCD by each marina.

With the exception of those issued at the park level, all docking decals are administered out of the MWCD Main Office.

#### 6.04 INFORMATION TECHNOLOGY CAPITAL ASSETS AND INFRASTRUCTURE

The Muskingum Watershed Conservancy District parks are located rural Ohio and largely in the Appalachian region of the state. High-speed, reliable, network connectivity options in the hills and valleys of southeastern Ohio are limit to mobile phone air-card technology and WiMax. We do not currently employ any static network topology. Our park locations work independently to make reservation, manage campground operations and conduct point-of-sale transactions and inventory. The following is a breakdown of current Information Technology capital assets and internet connection capabilities:

Park Name	Activity Center	Park / Marina Office	Concession Stand	Gate House	Campground Office	Appoximate Internet Speed
	2 -Registration				P8	Verizon Aircard
Atwood	Systems**	1 - Registration System**	1 - Point of Sale System	No Systems	N/A	≈ 0.90 Mbps down, 0.10
						Mechcom Wireless
Charles Mill - Park Side	N/A	1 - Registration System**	N/A	1 - Registration System**	N/A	≈ 2.00 Mbps down, 0.50
Charles Mill - Eagle Point	N/A	N/A	N/A	N/A	1 - Registration System	None
		1 - Registration System**				Verizon Aircard
Piedmont	N/A	3 - Point of Sale	N/A	N/A	N/A	≈ 1.00 Mbps down, 0.25
						Mechcom Wireless
Pleasant Hill	1 - Registration System**	1 - Registration System**	N/A	No Systems	N/A	≈ 1.50 Mbps down, 0.50
Seneca - Park Side	N/A	N/A	1 - Point of Sale System	1 - Registration System	N/A	Verizon Aircard ≈ 1.00 Mbps down, 0.45
Seneca - Marina Point	N/A	N/A	N/A	1 - Registration System	N/A	None
Tappan	2 -Registration Systems	N/A	N/A	No Systems	N/A	Omnicity Wireless ≈ 1.00 Mbps down, 0.50
тарран	2 -Registration systems	IN/A	N/A	NU SYSTEMS	N/A	≈ 1.00 Mbps down, 0.30
Kokosing	N/A	N/A	N/A	N/A	1 - Registration System	None
Leesville South Fork	N/A	N/A	N/A	N/A	No Systems	None
** Indicates the s	ystem currently has acces	s to the internet.				

#### **TABLE 6.04**

# **7** FUTURE CONSIDERATIONS OF SYSTEM EXPANSION

#### 7.01 Alive Festival

The event is held at Atwood Park for four days in June and consists of camping and large production, and live music. The event, which includes, all promotions, entertainment, food vendors and merchandise vendors are managed by Northeast Productions. For more information about this event, please visit www.alive.org. There are more than fifteen thousand attendees at the festival daily with approximately ten thousand attendees who stay on the property. People who attend the festival have many options for ticket packages as well as accommodations. Guests attending the event can choose to buy a total event pass that also includes primitive camping for the entire event. Atwood Park also designates 150 campsites with electric that attendees can reserve in advance. The group camp area is designated as premium camping and can only be purchased in advance. Attendees can also purchase single day tickets in advance or at the event. MWCD is currently in year three of a ten year agreement with Northeast Productions for the Alive Festival. This campground management and reservation system must be able to set aside camping, vacation cabins and day use facilities for Northeast Productions to reserve and manage prior to and during the four day festival. This festival is a possible future expansion of our campground management and reservation system. The MWCD must negotiate terms with Northeast Productions prior to any inclusion of the ALIVE Festival into a new system.

#### 7.02 Atwood Area Fall Festival

The Atwood Area Fall Festival (AAFF) is held at Atwood Lake Park and should be considered an area of future expansion of the MWCD reservation system. The event is held each year during the first weekend in October. Under a signed agreement with the Muskingum Watershed Conservancy District, the festival is sponsored and coordinated by the AAFF Committee, Inc. this committee is comprised of volunteer representatives from local community civic organizations, Conservancy staff, campers and interested individuals.

The festival consists of craft and food vendors, live entertainment and displays of antique engines, remote control airplanes and a car show. The MWCD currently sets aside a portion of the Atwood campground for the festival, which includes campsites and public use areas. These areas, as well as vendor booths, are currently reserved and managed by the AAFF Committee. In the future, reservations for the festival may be better served by an MWCD managed system and accounting handled annually after the festival.

### 7.03 Leased Operations

#### Marinas

There are 10 marinas located on MWCD reservoirs. Eight are owned and operated by private lease concessionaires. A 14 year marina lease agreement is in place with each private owner, with varying percentages of different revenue streams being paid to MWCD. These privately owned and operated facilities provide seasonal and short-term docking, storage, retail sales, mechanic services, boat sales and rentals, food service, and other amenities.

Privately Owned Marinas – Lease Arrangement with MWCD

- Charles Mill Marina, Charles Mill Lake.
- Pleasant Hill Marina, Pleasant Hill Lake.
- Atwood Lake West Marina, Atwood Lake.
- Atwood Lake East Marina, Atwood Lake.
- Clow's Marina, Leesville Lake
- Tappan Lake Marina, Tappan Lake.

Two marinas are owned and operated by MWCD. These marinas offer the same facilities and services as those described above. Boat sales may be offered in the future, most likely through one of the privately owned marinas.

MWCD Owned Marinas

- Piedmont Marina, Piedmont Lake
- Seneca Lake Marina, Seneca Lake.

#### Campgrounds

Two of the privately operated marinas also manage and operate, through a lease agreement, an MWCD-owned campground. These campgrounds are operated very similarly to those campgrounds described elsewhere in this RFP, with a portion of revenues paid to MWCD through a separate campground lease. Many of the owners have expressed interest in being part of a new reservation/management/POS system.

Privately Owned Marinas With Campgrounds – Lease Arrangement with MWCD

- Leesville Petersburg Marina, Leesville Lake
- Clendening Marina, Clendening Lake

#### Camp Store/Food Service Concessions

MWCD has two (2) park locations Atwood and Tappan, which currently have leased camp stores and food service operations. Both sites are currently under lease agreements between the MWCD and a private concern to operate inside activity centers owned by MWCD. The leases are generally structured so that the lessee pays MWCD a percentage of their gross sales. These camp stores offer various camping

supplies, basic food items as well as a food service operation. In the future, MWCD may be adding more privately owned Camp Store/Food Service concessions.

#### 7.04 Information Technology Infrastructure

The future of reliable high-speed broadband in Appalachian Ohio is looking good because of the introduction of Connecting Appalachia (CA). CA is a partnership between the National Telecommunications and Information Administration and Horizon Telcom that will fill broadband coverage gaps in 34 rural southeastern Ohio counties with a 1,960-mile fiber-optic network. The MWCD has been in preliminary discussions with Horizon Telcom regarding a Point-to-Point, Wide Area Network for our organization. We believe this network infrastructure will greatly enhance any Central Reservation, Campsite Management and Point of Sale System system the MWCD employs.

# **8** FUNCTIONAL REQUIREMENTS

### 8.01 Reservation System for Overnight Facilities

- With the exception of 10-15% of the camping sites at each campground which are held for walk-ins only, all campground sites, vacation cabins, patio cabins, camper cabins, motel rooms, and group camp areas in the MWCD Park system must be reservable through the internet web page or the park office. Any site that is reservable and not occupied must be available to walk-in customers.
- The reservation system must use real time technology to transmit data between the parks, the internet site, the call center and the Vendor's data storage system so that users can see a continuously up to date inventory of available campsites, vacation cabins, patio cabins, camper cabins, motel rooms, and group camp areas.
- The reservation system must be capable of electronically loading historical data so that no reservation or customer data will be lost.
- The system must allow reservations to be made at any time of day via the internet. The system must also allow for modifications or cancellations of existing reservations through the internet.
- The system must provide the ability to check on the status of any reservation at any time from any workstation in the system.
- Any changes in campsite, vacation cabins, patio cabins, camper cabins, motel rooms, and group camp areas status as a result of a reservation, a reservation cancellation or a reservation change must be immediately available for the effected campground workstation and the public website to view.
- MWCD must maintain the ability to place any sites designated as reservable sites on hold for administrative purposes. Sites that are placed on hold must be removed from the available site inventory and must not be subject to reservations during the hold period until released by the park.
- The reservation system must allow for reservations to be accepted up to the time of arrival for all campground/ cabins in the system.
- The system must be structured to prevent "overbooking" of any particular facility.
- The reservation system must collect a customer name, address, phone number, email address and vehicle license number. For campsites, the system must also collect information about equipment type, such as camper, tent, or motor home. Also, for group camps, the system must collect the name of the group and the contact information for a responsible party if different from the person making the reservation.
- The reservation system will not permit a customer to make consecutive or overlapping reservations for the same person in the same campground.
- The reservation system must be structured to allow multiple reservation periods in any separately administered campground.

- Each reservation will have its own unique identification number. Any extension of • an existing reservation must be considered part of the original reservation and must have the same reservation identification number as the original reservation.
- The system must be capable of registering walk-in customers.
- The system must be able to easily check-in customers who have made reservations.
- The system must be capable of allowing the check-in of multiple sites in a single transaction, even if reserved under different reservation numbers or names.
- The system must show any outstanding balances due when checking-in a customer.
- The system must be able to print camping permits. •
- The system must be able to generate email confirmations for all reservations, • cancellations or modifications completed via the internet.
- The system must have the ability to allow customers to view their reservation histories on the internet. Reservation histories must include park name, dates of visit, reservation ID number and site or cabin number.
- The system must have the flexibility to deal with unique conditions or requirements at the individual parks (i.e., minimum stays in cabins).
- The system must also have the flexibility to meet the changing needs of MWCD and • the individual parks over the term of the contract.
- The reservation system must conform to the business rules adopted by MWCD. •
- The system must be structured such that all fees including applicable taxes to be charged for overnight rentals will be calculated by the reservation system software.
- The system must account for discount programs that may be added, revised or • discontinued over the term of this contract.
- The system must calculate and collect any additional fees that result from a change • in a reservation or registration.
- The system must calculate any refund owed to a customer as a result of a change in a reservation or registration.
- The reservation system will allow queries from the field workstations in order to determine the occupancy status of other campgrounds, vacation cabins, patio cabins, camper cabins, motel rooms, and group camp areas in the system.
- The system must be structured to allow for both site/cabin-standard and site/cabinspecific within a single calendar year.
- The total fees for internet based reservations must be displayed for the • customer to review prior to proceeding to a "check-out" screen. Customers making reservations through the call center must be informed of the total cost of their reservation and asked to confirm that they want to continue with the reservation before being asked for payment.
- The software will advise an Internet user who is unsuccessful in making a • reservation because of established software parameters, the reason why the reservation could not be completed. The Call Center operators must also have the ability to explain to a customer why a requested reservation cannot be completed.

32

- The internet site must be easy to navigate and have the look and feel of an MWCD website, with all content approved by MWCD.
- The internet site must have the capability of allowing clickable links to the MWCD website or other sites approved by MWCD.
- The internet site must allow users to search multiple parks for available campsites based on a customer's desired features. Features must include park name, location, type of facility, amenities (ie electric, full hook up, etc.) and park features (ie boating, trails, beach).

The software will provide reservation functionality for reservations for at least the following listed attributes. These attributes must be visible to users of the internet reservation site, and the information must be available to call center operators so the operators can provide the information to call center customers:

#### 8.01.01 Campsites

**Required Attributes** 

- Park name of park;
- Site Number the number assigned to the campsite within the park;
- Type Full Hookup sites, Electric sites, Non-electric sites, Tent sites, Premium sites, or other types as may be designated by the MWCD;
- Site Status reserved, registered, available, closed, or held for administrative reasons;
- Pet or Non-Pet Site Identify each site to determine if a pet is permitted on the site; and
- Cost per Night
- Shade Full, partial, none;
- Pad Grade level, slight, moderate, severe;
- Total vehicle pad length Length in feet;
- Vehicle pad surface asphalt, stone, grass, other;
- Tent pad size;
- Site Dimensions; and
- Distance to certain park features shower house, beach, etc.

Other items may be included as well.

#### 8.01.02 Cabins

**Required Attributes** 

- Park name of park
- Type vacation, patio, camper, other
- Cabin Number the number assigned to the cabin within the park
- Cabin Status reserved, registered, available, closed, or held for administrative reasons.
- Included Items list of what equipment is provided with the cabin (cookware, linens, fireplace, bunk beds, etc.)
- Pet Friendly Identify each cabin to determine if a pet is permitted on the site.
- Cost per Night
- Minimum Stay Requirements 1 week in season and 2 nights out of season.
- ADA accessibility, distance to certain park features (shower house, beach, etc.) Other items may be included as well like a virtual 360° tour.

#### 8.01.03 Group Camps

**Required Attributes** 

- Park Name of Park
- Site Number
- Status reserved, registered, available, closed, or held for administrative reasons.
- Type electric, non-electric, walk-in only, etc.
- Maximum Occupancy
- Cost Per Night
- Distance to Certain Park Features shower house, restrooms, etc.

The software must provide the option of displaying facility availability in a grid format for the following attributes:

- All sites / cabin on a grid format;
- From any starting date in the past to the maximum window in the future;
- For any date range within the maximum reservation window; and
- Indicate whether the site is Open, Reserved, Registered, or Held.
- Operator must have the option to printout any portion of the grid.

The software will provide for an interactive map system for each park with the following minimum attributes:

- A main park map showing the entire park;
- An accurate, detailed color map of the campground/cabin areas. The Call Center operator or Internet customer must be able to identify proximity of each site or cabin to park attributes including water, restrooms, playgrounds and other nearby recreation attractions,

physical features (such as lakes and trails) entrance to the park, and public roadways on this map.

- Clickable hotspots to bring up maps of smaller park areas such as camp loops.
- Each map will have a north compass arrow, and all maps for a particular park must be oriented in the same direction, preferably north at the top.
- Each site/cabin on the map, at a minimum, will display site/cabin number, type of site/cabin, pet or no pet, and status through symbols, color-coding, and/or alphanumeric characters.
- Each site/cabin will have a pop-up table showing all site/cabin attributes that is activated by clicking the site/cabin on the map.
- Sites must be reservable directly from the map.
- The map must be easy to use by the public.

MWCD is able to provide base campground maps for all campgrounds in EPS, PDF or SVG formats. The Vendor will need to add the interactive functionality to the map.

#### 8.02 Seasonal Camping Management

- The System must track seasonal campers and seasonal campsites for date specific time frames established by MWCD.
- For each park with seasonal campsites, the System must maintain a list of seasonal campers and their assigned lot number and park location. Permit holder information must include name, address, phone number, email address and any additional contact information (cell phone, secondary email). The system must have the flexibility to allow the Park Manager to modify this information.
- The System must allow each park to generate emergency relocation agreements, which include name, address, phone number, email address and any additional contact information (cell phone, secondary email) which allows MWCD to move or relocate their unit in case of emergency. The system must be able to produce cover letters and camping registration forms that can be sent to seasonal campers at that park to remind the customer that the renewal is due.
- The system must also have the flexibility to add new campsites as they are constructed.
- The System must be able to track seasonal campers whose camping privileges expired due to non or late payments.
- For each park, the System must maintain a log of annual camping registrations that are mailed, those that have been paid and campsites that are awaiting payment. The log must be viewable and printable from the park office.
- The System must calculate the appropriate fees for each campsite and account for any discount programs (Golden Buckeye, Payment Plans etc.).

- The System must accept annual payments for campsites online using a credit card and allow the customers to print a receipt from their home computer. The receipt must include the campsite number(s) covered by the payment.
- The System must require the permit holder to accept the terms of the camping agreement and campground guidelines online prior to paying for the camping permit.
- The System must also allow a permit holder to pay for a renewal at the park office.
- The System must generate a report that provides information on which campsites have been paid. The information must include permit holder information, campsite number, payment date and payment type and confirmation that the camping agreement and campground guidelines were accepted.
- The System must allow camping agreements and permits to be viewed/printed from a field workstation at the park where the agreement applies.
- The System must be able to maintain a list of entrants in a park specific annual camper lottery. The System must record name, address, phone number. After the lottery drawing, this information must then be easily accessed to notify lottery winners and send them the appropriate camping agreements.
- The System must maintain park specific waiting lists for vacant campsites. The Park Manager must be able to add names to the waiting list.
- The System must allow campsites to be put in a hold status by the Park Manager for administrative purposes.
- The System must follow any applicable Business Rules adopted by MWCD.
- The system must be able to write various types of storage agreements, both long and short term.
- The storage agreements must list the name, address and phone number of the permit holder. The storage agreement must also list the lot number where the camper is being stored and lot number if other than the camper's seasonal campsite. (ie: Seasonal Lot 225, Storing on 336)
- The system must be able to manage winter storage for both "on lot" as well as "off lot"
- System must be able to produce work orders for moving trailers or boats to and from storage lots. Work order must include name, address, phone number of permit holder and also list what items are being moved from location to location and date to be completed
- System must have the ability to allow daily camping on seasonal lots if vacated prior to the camping season. System must also allow daily camping on designated storage lots prior to them being occupied.
- The system must export seasonal camper lists specifically. Lists must include first name, last name, home mailing address, and seasonal camping lot number.

#### 8.03 Security Levels

The system must provide for a minimum of four (4) levels of user authorities as follows:

- Customer Service Level This level must have access to all registration, reservation and point of sale functionality. This level will also need access to the reports or functions necessary to close out a cash drawer.
- Supervisor Level This level must have access to all of the Customer Service Level functions as well as the ability to access all reports and inventory functions.
- Park Manager Level This level must have access to all Customer Service and Supervisor Level functions as well as the immediate ability to assign staff to appropriate access levels without the use or involvement of the Vendor
- Central Office Level This level must have access to all functions of the system for all parks from the MWCD Offices in New Philadelphia. Additionally, Central Office Level users must be able to log-on to each park individually.

#### 8.04 Call Center Operations

- The Call Center must be operated during the following hours: 7:00 a.m. to 7:00 p.m. Eastern Standard (or Daylight Savings) Time each day, seven days a week.
- The Call Center must only accept checks, money orders, gift cards, bank affiliated debit cards or credit cards as payment for any reservations made through the call center.
- The Call Center must meet the minimum standards as outlined in the Standards section of this RFP.
- The Call Center must be able to direct any incoming calls from customers seeking particular facility.
- Call Center operators must be able to explain information about agency policies to the customer. The Call Center operators must also have information, supplied by MWCD, on special events or other park specific information to them to respond to questions from customers.
- If no sites are available in a customer's requested MWCD facility, Call Center operators must refer guests to other nearby MWCD facilities, State Parks or local private campgrounds. Operators should offer the MWCD facilities before offering private or state campgrounds.

All calls to the Call Center must be recorded and retained for a minimum of 30 days after the final day of the reservation.

#### 8.05 Reports

The system must allow MWCD staff to access and run reports on a daily basis that includes limited variations of the following information:

- **Detailed Operator Report** This report must provide all sales transactions that a specific user completed for a specified park/all parks and date range. The report must include Date, Item Number, Item Description, Discount, and Method of Payment.
- **Operators Collection Report** This report must provide a summary of all sales transactions that all users completed for a specified park/all parks and date range.

This report will must include Date, Item Number, Item Description, Discount, and Method of Payment. This report must also include a park designed end of shift count sheet that will be used when closing out a terminal.

- **POS Report** This report must provide a summary of all sales transactions by category and sub-category for a specified park/all parks and date range.
- **Tax Report Summary** This report lists, by park, all state sales, local and county taxes collected for a specified park/all parks and date range.
- **Revenue Transmittal Report** This report must list all revenue, by revenue account, and shows totals by category of account. This report can be run by park/all parks and date range. This report can be sorted to show either cash/check transactions or credit card transactions.
- **Cancellation Adjustment Report** This report is used to capture refund information for reservations and POS transactions for shopping carts that are no longer accessible.
- Arrival Report This report must show all arrivals for a specific date. The report must include occupant name; reservation ID; site, or cabin number, Group Camp area or Day Use Facility; number in party; equipment; departure date; balance due (for cabins); any discounts and name of person making reservation. Once a camper has fully checked-in, that camper must no longer appear on the Arrival Report. The report must be printable and be able to be run for a period of up to 14 days. The user must be able to select start and end dates for the report. The report must be structured so that the user can run a report for campsites only, cabins only, Group Camps only, Day Use facilities only or any combination of these.
- Sales and Commission Summary This report lists sales and nights for a specified park/all parks and date range. It categorizes the sales by internet, field (park location) and call center. This report must show gross sales by cash/check, credit card and gift cards, cancellations, voids and adjustments to get to a net sales and nights figure. This report will list sales from campsites, Cabins, Group Camps, and Day Use Facility rentals and point of sale items by revenue area.
- **Total Park Summary Report** This report must include all information from the Sales and Commission.
- **Cash Refund Report** A detailed report by park and date range listing the names and address of customers owed a refund via a check. This report must also list the reservation identification number, customer number and amount for each refund. This report is used to provide refunds to customers that originally paid via cash or check.
- **Distribution Report** This report lists the number of nights sold and number of refunds. This report will also show the distribution of sales collected by cash, check and credit card. It also lists any fees and taxes paid. Totals for all the above will be listed by call center, park locations and internet.
- Sales and Commission Summary by Camp This is a detailed report by park/all parks and specified date range. This report shows sales by campsite type, cabin type, Group Camp and Day Use Facility type as well as all POS sales for the period.

These sales will be sectioned off by credit card, cash/check, and gift cards. Any commissions or adjustments made will be listed as well.

- **POS Detail Report** This report will provide all sales transactions by category, subcategory and product for a specified park/all parks for a specified date range.
- Availability Report This report shows a list of all campsites, cabins, Group Camps and Day Use Facilities and indicates whether the site is vacant, occupied or held and if the site is local sale or reservable. The report can be run for a period of time up to 14 days, with the start date and end date determined by the user. The report can be run for both dates in the future and dates in the past. Also, the report must be structured so that the user can run a report for campsites only, cabins only, Group Camps only, Day Use facilities only or any combination of these.
- Occupancy Report This report shows reservation number, occupant name, site or cabin number or Group Camp area or Day Use Facility, any discounts, number of people on site, equipment, arrival date and departure date. The report can be sorted by any of the categories listed above. The report can be run for a single day or for up to a period of 14 days. The report can be run for both dates in the future and dates in the past. The report must be structured so that the user can run a report for campsites only, cabins only, Group Camps only, Day Use facilities only or any combination of these.
- Equipment Requisition Form This is an order form that allows a park to order system supplies (such as receipt printer paper, toner for Vendor supplied printers, etc.) When an order is placed, the requested supplies must be sent to the specific park.
- **Physical Recording Form** This is a report listing all items entered as inventory at a specific location. It is used for recording a physical inventory.
- **Inventory Snapshot** This is a report of all inventories on hand at a retail location. This report must be able to print a complete inventory, or a user must be able to select a particular inventory item category and run the report for only that category.
- **County Sales Tax Report** This report will show the amount of sales tax collected by county over a period of time. The user will be able to designate the time period.
- Housekeeping Report For Cabin Parks only, the Housekeeping Report will be utilized to determine cleaning schedules. For all cabins, the report must show by day when a cabin is vacant or occupied and if there is a check-out, check-in or both on that day. The report must be available from the current day to 15 days in the future.
- Seasonal Camper Report This report will be used for correspondence with seasonal campers at their home mailing address and must include first name, last name, mailing address and seasonal camping lot number.

The system must have the ability to produce other reports as needed by MWCD.

Reports must be downloadable into Microsoft Excel without additional data fields being added.

All reports must have the ability to be printed. All printed reports must include the report title, column headings, date and time report was generated on all pages.

#### 8.06 **Financials**

- System must allow all MWCD retail outlets to accept cash, credit cards, checks or • gift cards as payment.
- Software must be capable of handling credit card payments at the call center, at all in-park sites, and over the Internet, and will have the following attributes:
  - Real-time, on-line verification to avoid customer callbacks;
  - Payment may be made by Visa, MasterCard, Discover Card, American Express or bank debit cards;
  - Any fees for the use of the cards must be paid by the Vendor;
  - For all workstations in the Parks, the credit card system must utilize the credit card processor designated by the MWCD. The system may utilize another processor for transactions handled through the Call Center or website;
  - Acceptance of credit cards through a swipe capture feature;
  - If the swipe feature of the credit card module does not work, the system must allow for the capture of personal information including name on the card, credit card number, expiration date, address and zip code for fraud protection. The system must also capture the CVV number when accepting credit card information at the call center or manual credit card transactions in the parks for all card types;
  - The system must be secured so that personal information of customers is protected;
  - Software must integrate credit card transactions with reservation and transaction data. More specifically, if the processor declines a credit card transaction, the system must require the user to choose another credit card number before allowing completion of reservation and provide a reason code for the declined transaction;
  - Vendor's credit card processor must guarantee funds from credit card transactions transmitted directly through the call center; and
  - Credit card number and expiration dates must be encrypted. No more than the last four (4) digits of the credit card number must be displayed on transaction receipts and the expiration date must also be masked.
- The system must data capture all payments, including transaction number, reservation number, name and location where reservation or point of sale is taken.
- The system must be able to be easily adjusted to reflect changes in tax rates and tax • laws.
- The reservation system will allow for variations in campsite/cabin fees within the • same park, between parks, and for certain days of the week and certain time periods during the calendar year.

- The system must allow each park to make appropriate and necessary price adjustments for guests of that park for site changes, extended stays, early departures, and no-shows.
- The system must allow for each park to provide price adjustments to guests for up to 60 days after the departure date when the customer provides proof that they were eligible for a discount but did not use a discount during the stay or for other customer service related circumstances such as power outages.
- Post departure adjustments must be approved by a user at the Supervisor level and the system must provide a data field that requires the supervisor to note why the adjustment was made.
- In order to address credit card disputes, the system must include a component that will allow MWCD central office staff to research all credit card transactions that originate from a point of sale location.
- The system must allow a search of credit card transactions based on date of transaction, last four (4) digits of the credit card number, amount of transaction, or customer last name. The search must return, at a minimum, receipt number for the transaction and park where transaction occurred.
- The system must be capable of applying up to ten (10) tax codes that are specific to the park (by type of rental structure or equipment) and for point of sale items.
- The system must be able to identify funds due to the MWCD the day following the transaction.
- The system must allow for revenue data from small concession operated facilities to be manually entered into the system. These will be non-revenue and non-cash transactions that will only be included in the system for reporting purposes.
- The system must identify revenue by source using an alphanumeric naming convention that identifies park, funds, and settlement date using MM/DD/YY.

#### 8.07 Point of Sale System

- The system must have a fully integrated point of sale function that allows for the sale of merchandise and feature cash management controls, including cash drawer close out features.
- The system must have a fully developed inventory feature to track resale product inventories, including a method of tracking vendor returns and write- offs.
- The system must provide for processing of POS transactions in a manner that has the following attributes:
  - Assigns product numbers and corresponding revenue source of at least 6 numeric characters that correspond to a UPC code;
  - Provides an itemized receipt for the purchase or rental of goods and services with a unique transaction number for each receipt;
  - Displays POS products on-screen. Descriptor fields must be a minimum of 25 alpha and numeric characters;
  - Allows for in-park additions of inventory using multiple entry methods.
  - Methods must include use of bar code technology in entering inventory and performing physical inventories with a scanning device;

- Allows for Gift Card technology to be used for refunds, returns in place of cash or as a replacement for MWCD issued gift certificates. This technology must be tied to the Vendor's database and operate off of the bar code scanner at the field locations.
- The system must be able to handle the hourly or daily rental of items such as boats or bicycles.
- The system must be able to handle the sale of items that can be sold in varying quantities, such as gasoline.
- The system must seamlessly integrate historical data such as previously issued Gift Cards and POS transaction history.
- The system must only allow field users with a "Supervisor" security level to change prices on items and authorize discounts
- The point of sale component must allow for a single transaction for payment for rental of a facility and purchase of retail items.
- The system must have the ability to calculate and distribute refunds to a customer.
- The system must also be able to provide any refund of overpaid camping fees along with a purchase in a single transaction.
- The system must allow items to be added to the cart by various methods, including use of barcode scanning and one touch keys.
- The system must allow for a unique bar code to be printed so the barcodes can be placed on items with no barcodes.
- The name of the park where the transaction occurred must be printed on all transaction receipts.
- System must allow for point of sale functionality to take place if connectivity is lost temporarily. Transaction data must be transferred to the system database when connectivity is restored.

#### 8.08 Data Management

- The system must be structured as to limit the possibilities that one individual has multiple customer records in the database.
- The system must have the ability to periodically check the database for duplicate customer records for the same individual. Multiple records for the same customer must be merged into a single record so that when a customer search is performed, the system only returns one record for the individual.

#### 8.09 Gift Card

- The system must be capable of issuing gift cards, which must be supplied by the Vendor. MWCD will approve the design of the cards.
- Gift Cards should be sold at all Park locations, MWCD Central Office and through the website and Call Center.
- Gift cards must be accepted by the system for payment at all MWCD retail outlets and at Concession operated facilities where gift card reading equipment is installed.

• Revenue from the sale of gift cards must be recognized by the system when the gift card is sold.

#### 8.10 Day Use Facility Reservations

- The system must allow for the reservation of day use facilities, including picnic shelters.
- The day use facilities must be available to reserve via the Internet, Call Center or through the park. The reservations must be made in real time so that there are no double bookings.
- The system must collect, at a minimum, the name, address, email address and phone number of the customer making the reservation. The system must also collect the name and contact information of the person responsible for the organization or function if different from the person making the reservation and number of visitors expected.
- The system must assign a unique reservation number to each day use facility reservation.
- MWCD must maintain the ability to place day use facilities on hold for MWCD events
- When reserving a day use facility by phone, the customer must be provided with information such as facility type, maximum capacity of the facility and any amenities, such as water or electricity, available at. This information must also be available on the internet site.
- Any fees for the rental of the day use facility must be calculated by the system at the time of reservation. The system must also be able to collect any necessary fees or deposits for the day use facility.
- The system must be able to allow both half-day and full-day reservations for these day use facilities. Some facilities may be designated by MWCD as available for full-day reservations only.
- The day use reservation system must have the flexibility to conform to the business rules adopted by MWCD. Business rules for day-use facility rental have not been developed yet. MWCD will provide a list of day-use facilities that are available for reservation.

#### 8.11 Self-Registration Kiosks

- The self-registration kiosks will be located in a secure location selected by the MWCD.
- Kiosks will allow a customer to register for any available campsite in the campground or check-in to a previously reserved site.
- For registrations, Kiosks will collect the same information collected during a registration at a workstation.
- Kiosks will also allow a customer to cancel, extend or change sites in compliance with the MWCD business rules and provided the original reservation or registration was paid for with a credit card.

- Kiosks will only accept credit cards or gift cards as payment for camp fees.
- Kiosks will be user friendly so that a customer may use a kiosk with minimal instructions. Instructions must be provided at the kiosk site.
- Kiosks may also contain general information (maps, special event information, etc.) for the specific park.

#### 8.12 Customer Loyalty Program

- The system must be able to track each overnight stay and/or point of sale transaction by customer.
- The system must utilize a unique customer ID number or a phone number as a means of tracking purchases by a specific customer.
- At certain milestone levels that are yet to be determined, the customer will be eligible for a promotional award, which could be a discount on an overnight stay or purchase, or some other benefit.
- The tracking may be done in either a point based system or a record of actual amount spent. The decision of which method to use will be made by MWCD in consultation with the Vendor.
- The System must maintain a cumulative record of each person's account that will roll over from year to year.
- The System must be able to deduct points/dollars when a customer redeems the award or awards for which they are eligible.
- The System must be able to allow customers to check on the status of their loyalty account either through the Internet, Call Center or the field.
- The System must be able to notify a customer when they have achieved a benefit level.
- The System must be able to print out any reward coupons for which the customer may be eligible.

#### 8.13 Seasonal and Daily Boat Dock Management

- The System must track the boat dock decals administered by MWCD for seasonal boat docks. This will include both MWCD owned and privately owned docks.
- For each park with docks, the System must maintain a list of dock holders and their assigned dock number and dock location. Dock holder information must include name, address, phone number, boat make and boat registration number. The system must have the flexibility to allow the Park Manager to modify this information.
- The System must allow each park to generate docking agreements, decals, and cover letters that can be sent to dock holders at that park to remind the customer that the renewal is due.
- The system must also have the flexibility to add new docks as they are constructed.
- The System must be able to track dock holders whose dock privileges expired.

- For each park, the System must maintain a log of annual docking decals that are mailed, those that have been paid and decals that are awaiting payment. The log must be viewable and printable from the park office.
- The System must calculate the appropriate fees for each dock and account for any discount programs (Golden Buckeye, etc.).
- The System must accept annual payments for dock rentals online using a credit card and allow the customers to print a receipt from their home computer. The receipt must include the dock number(s) covered by the payment.
- The System must require the dock holder to accept the terms of the docking agreement online prior to paying for the docking decal.
- The System must also allow a dock holder to pay for a renewal at the park office.
- The System must generate a report that provides information on which docking decals have been paid. The information must include dock holder information, dock number, payment date and payment type and confirmation that the docking terms were accepted.
- The System must allow docking agreements and decals to be viewed/printed from a field workstation at the park where the agreement applies.
- The System must be able to maintain a list of entrants in a park specific annual dock lottery. The System must record name, address, phone number and boat information. After the lottery drawing, this information must then be easily accessed to notify lottery winners and send them the appropriate docking agreements.
- The System must maintain park specific waiting lists for vacant docks. The Park Manager must be able to add names to the waiting list.
- The System must allow docks to be put in a hold status by the Park Manager for administrative purposes.
- The System must follow any applicable Business Rules adopted by MWCD. These have not yet been developed.
- The System must generate and track work orders for boats and trailer transport, storage and mechanic service orders at MWCD owned marinas.

# **APPENDIX A**

# MWCD PARK CAMPGROUND GUIDELINES



IN ORDER TO MAXIMIZE YOUR ENJOYMENT WHILE STAYING WITH US, THE FOLLOWING GUIDELINES WERE ESTAB-LISHED TO HELP YOU UNDERSTAND WHAT IS PERMITTED IN MWCD LAKE PARKS. IT IS ALWAYS BEST TO CONSULT WITH THE PARK MANAGER PRIOR TO STARTING ANY PROJECTS ON YOUR CAMPSITE.

#### A.1 REGISTRATION RESTRICTIONS

Campers must personally register for a camping permit and may not register for other persons. Permits are issued only to persons eighteen (18) years of age or older, who shall be responsible for the conduct of all persons using the assigned campsite.

#### A. 2 CAMPING PERMIT: OBTAINING/ DISPLAYING/EXPIRATION

Camping permits are issued on a first-come, first-served basis. A limited number of campsites are available for reservation. Upon entering a campground, the camper may select any vacant campsite that is not marked occupied by an "OCCUPIED" sign attached to the campsite marker. Campers should place their camping equipment/unit on the selected site before registering for a camping permit. If no camping equipment is to be set up at the time of site selection, a vehicle or another individual should remain on the selected site, to eliminate the possibility of another party setting up on the campsite while the original party is obtaining the camping permit.

The camping permit must be affixed to the campsite marker, where provided, or otherwise displayed in a conspicuous location upon a tent, trailer, or camping shelter at the time the site is occupied, unless arrangements have been made for placement of an "OC-CUPIED" sign (see Guidelines A.3)

Camping permits expire at 4:00 P. M. on the expiration date. All personal property must be removed from the campsite by this time.

#### A. 3 OCCUPIED SIGNS AND THEIR USE

If you wish to choose a campsite and hold it before actually placing your camping unit, you may register for said campsite and request that an "OCCUPIED" sign be placed on that site. Be sure to inform the registration office when you register that you do not have a camping unit at that time. When you register for that campsite, you will be charged the standard daily camping fee as if you were actually staying on that site.

If you are in a motor home, and plan to leave your campsite, but will return before your expiration date, you are strongly urged to request placement of an "OCCUPIED" sign, to prevent another camper setting up camp on what appears to be a vacant campsite. It is strictly prohibited for anyone, other than park personnel, to place, remove, or otherwise tamper with an "OCCUPIED" sign.

#### A. 4 OBTAINING AN EXTRA REFRIGERATOR PERMIT

Any refrigerator exceeding 8 cubic foot not in the primary camping unit will require a permit. Permits may be obtained on a seasonal basis. There are no discounts on the refrigerator fees.

#### A. 5 REGISTERING VEHICLES - OBTAINING CAR PASSES

Only two (2) motor vehicles are permitted on each campsite, passes for which are issued with each camping permit. These passes must be displayed on the rearview mirror in the windshield at all times to allow free access at the entrance gate. For those people with more than two (2) vehicles requiring free access to the campsite, up to three (3) vehicle license numbers may be listed on each



1319 Third Street NW • P.O. Box 349 New Philadelphia, OH 44663-0349 330.343.6647 or Toll-free 877-363-8500 www.mwcd.org Email: info@mwcd.org

Revised 5/20/2011

MWCD Park Campground Guidelines • Page 1

pass. However, no more than one (1) vehicle may use a pass at a time. Vehicles must be confined to the campsite for which they are registered. Parking on vacant campsites is prohibited.

Friends and Family passes are available for seasonal campers at designated parks. A seasonal camper may purchase up to four (4) of these passes. There is a nominal fee for these passes and they are good for the duration of the camping permit. Permit holder must be present to purchase Friends and Family passes.

Third car passes are available for a third car on a daily basis, at an additional fee, and must be recorded on the camping permit. Third vehicles must be parked in a designated parking area, and are not permitted to remain on the campsite overnight.

Any changes required on car passes can only be authorized by the permit holder or his/her spouse, and must be performed by an authorized park employee. Any unauthorized alteration of a car pass will be cause for revocation of the pass.

Golf carts are exempt from this requirement due to the fact that in most cases they cannot leave the park gate area due to restrictions set forth by the Ohio Revised Code traffic laws.

Golf carts will be permitted to remain on the campsite overnight with no additional passes required.

#### A.6 SELF-REGISTRATION PROCEDURE

After Labor Day and prior to Memorial Day, some camp areas may use a camper self-registration procedure to issue camping permits. Instructions will be posted regarding such procedure near the park entrance gate.

#### A.7 SEASONAL/TRANSIENT CAMPER AND LOTTERY GUIDELINES

A "SEASONAL" camper is one who maintains a seven (7) month camping permit. Former prisoners of war and 100% disabled American veterans who maintain 30-day permits with an uninterrupted duration of seven (7) months also qualify

A seven (7) month seasonal permit begins April 1<sup>st</sup> and will end on October 31<sup>st</sup>.

There are advantages to becoming a seasonal camper, which include, camping rates that are discounted significantly over the regular nightly rate and the convenience of having first option at the same campsite year after year. An early registration procedure is in effect which gives seasonal campers wishing to return to the same campsite for the next season, an opportunity to do so by making payment for the campsite no later than 4:00 pm on April 1<sup>st</sup>. Mailings are sent out to seasonal campers after the first of the year, which further explains the payment options available.

A "Transient Camper" is one who pays for a permit on a daily basis and brings their camping equipment with them each time. Transient campers are permitted to camp on any unoccupied site of their choice, unless designated as a park-use campsite, based upon availability. Senior citizens receive a 10% discount from the daily rate. Proof of age or Golden Buckeye Card required. Former POW's and 100% Disabled American Veterans Administration certification is required.

#### Seasonal Camper Limit

In order to maintain a balance in seasonal and transient campers, a limit is sometimes imposed on the number of seasonal campers that are accepted each year.

#### Lottery

The "lottery" was developed to make obtaining a seasonal campsite fair for everyone. The lottery is held for everyone every year on various dates in April. Please consult the park office for dates and times.

#### **First Lottery**

The first lottery is for the previous years seasonal campers. They will have first option at any available campsites.

#### **Transfer Lottery**

The transfer lottery is held for anyone who was not a seasonal camper the previous year, but purchased a camper and completed permit transfer paperwork during the prior camping season. Any guest who completed permit transfer paperwork during the previous season will be guaranteed the option of a seasonal campsite, but will not be guaranteed the specific site on which the camper may be currently located on.

#### Second Lottery

The second lottery is for guests wishing to become a new seasonal camper. Tokens will be drawn at random until the seasonal camper limit has been reached.

#### Lottery Guidelines

Campsite payment for returning seasonal campers must be received by 4:00 pm on April 1<sup>st</sup>. Those campsites that are not paid for will be made available in the lottery.

- If a campsite is acquired in the second lottery, campsite payment will be required that day.
- Only one person per family may sign up for the lottery.
- Power of Attorney is required if the person interested cannot be present.
- Permit holder or primary tenant must be the person to register for the campsite.
- The first number drawn will have first choice of any available campsite in the park
- A number can only be drawn once. The number drawn cannot be thrown back in, to be drawn again.
- No trading or "swapping" of campsites is permitted.
- Once a new campsite is chosen and if another campsite was previously held, then the old campsite must be vacated immediately.
- After the end of the second lottery, if the limit for seasonals is not reached, then new seasonal campers will be accepted on a first come, first serve basis, not to exceed the seasonal camper limit for the year.

Permit transfers can only occur during the duration of a valid camping permit. Any campsites transferred during the camping season will be required to attend a transfer lottery held after the first lottery in April. Transfers that occur during the duration of a valid camping permit will be guaranteed seasonal designation for the following year, however, not guaranteed the specific site on which the transfer occurred.

**NOTE:** In the event a seasonal camper wishes to change campsites or move to another campsite during the camping season, and the campsite they are moving to did not have seasonal designation, they will be guaranteed that site for the following season provided that payment is made by 4:00 p.m. on April 1. The campsite which is vacated, will be included in the following years' lottery.

Changing seasonal campsites will only be permitted once during the camping season (April-October). In the event that a seasonal camper moves more than once in a camping season, then participation in the camper lottery the following spring will be required in order to obtain a campsite for the season.

#### A.8 TRAILER STORAGE - OBTAINING A SEASONAL STORAGE PERMIT

Campers who have occupied a campsite that lies above spillway elevation may be permitted to store their camping unit on the campsite. A storage permit must be acquired on or before the expiration date of the permit, and will become effective upon expiration of the camping permit. A five (5) month storage permit may not begin before October 31, and will expire on the corresponding date the following April. Campers who have occupied a campsite that lies below spillway elevation are not permitted to store on their campsite, but may store in a designated storage location or on a designated unoccupied campsite that lies above spillway elevation. Storage on a designated unoccupied campsite further requires that arrangements be made by the owner of the stored unit to have the unit transferred back to the seasonal campsite prior to April 1 of the following season. Storage will then continue on the seasonal campsite up to the beginning of the next seasonal camping permit. Failure to make this transfer by April 1 will make an individual responsible for payment of a second campsite. The permit holder must obtain and sign for the storage agreement in person.

When a camping unit is placed in storage, whether on a campsite or in a designated storage area, the permit holder may also store the following items: one (1) porch deck, one (1) boat dock, one (1) shoreline steps, two (2) storage boxes (maximum 32 square feet), and/or a maximum of five (5) cubic foot of firewood. No other camping gear should remain unless it is stored inside the camping unit. The camping unit must also be unplugged from the park's electrical system while in storage.

A camping unit may be visited during the storage period at no charge, provided that no electrical hook-up is made onto the park electrical system, or no overnight use of the camping unit takes place. Use of the camping unit for electric or camping purposes will require a daily camping permit being obtained for such use.

#### A.9 USER FEE REFUNDS

The MWCD desires to maintain a guest-friendly refund policy. The goal in keeping the guest satisfied is to facilitate return visits and positive word-of-mouth promotion. The guidelines for administering this policy are as follows:

Entrance Fee Refunds – Refunds for park entrance fees will be given upon proper application at the park entrance gate in the form of free admission coupons only. If the guest has been in the park for two hours or longer, no on-site refund will be issued. If the guest requests a refund after two hours, the request must be made on a refund request form that will be forwarded, upon recommendation of the Park Manager or Assistant Park Manager, to the main office for processing.

Camping Fee Refunds – Cash refunds for camping may be issued for problems that occur on the day of registration. Cash refunds may be issued upon proper application and authorization at the park until 8:00 p.m. Sunday through Thursday, 10:00 p.m. Friday and Saturday, or until the registration office's daily closeout is completed. If the guest paid with a check, the check will be returned. Under no circumstances will cash be refunded to a guest who paid with a check. The hard copy of the camping permit must be returned with the refund request before any refund can be issued.

On-site camping fee refunds, other than same day cash refunds, will be in the form of free camping coupons only. The coupons will be issued for the remaining nights of the guest's permit. If the guest is not satisfied with free camping coupons, they may complete a refund request form and submit it to the park office. The park staff must inform the guest that refunds are not guaranteed and that the park's recommendation will also be forwarded.

For accountability and trend identification purposes, the guest, regardless of the type of refund reimbursement requested, must complete a refund request form.

All cash refunds, other than same day refunds, will be processed through the main office.

- The guest must complete a refund request form for any refund.
- The Park Manager or Assistant Park Manager will review the request and make a recommendation for approval or disapproval, then forward the request to the main office for processing.

Refunds for Reservation Cancellations of Camper Cabins, Patio Cabins, Group Camping, and Picnic Shelters – If the cancellation is made at least fourteen (14) days prior to the reservation date, a refund will be issued with no explanation needed.

If the cancellation is made after the fourteen (14) day grace period, a request for refund form must be completed by the guest, reviewed by the Park Manager or Assistant Park Manager, and forwarded to the main office.

A \$5.00 processing fee will be collected for all cash refunds given that are not due to MWCD employee error. **NO REFUNDS DUE TOWEATHER!!** 

#### A.10 LATE PAYMENTS

Penalties will apply to late payments. A copy of the operational policy pertaining to late payments is available upon request.

#### B.1 EXTRA CAMPING UNITS ON A CAMPSITE

Only one (1) camping unit with wheels is permitted on a campsite. A camping unit is any motor vehicle, watercraft, or other camping equipment to be used for sleeping and/or for the purpose of occupying a portion of MWCD property for transient and/or temporary outdoor living. Pick-up campers, vans, and camper trailers are regarded as wheeled camping units. One (1) tent may be erected in addition to a wheeled camping unit or a maximum of two (2) tents per campsite.

#### B.2 EXTRA PERSONS

There is a maximum of six (6) people permitted per campsite unless an exception is authorized by a duly authorized agent, or the group consists of immediate family members.

#### B.3 CAMPGROUNDS QUIET HOURS

Quiet hours are from 11:00 P.M. until 7:00 A.M. Please be considerate of others. No loud radios, music, singing or voices between these times will be permitted. Minors must be at their campsite during these hours. Loud and/or abusive behavior will not be tolerated.

#### B.4 VISITORS TO CAMPGROUND -HOURS/OBTAINING PASS

Visiting hours are from 8:00 A.M. to 10:00 P.M., however, visitors arriving after 9:00 P.M., will not be admitted without a valid car pass. The normal daily entrance fee will be charged.

Visitors' passes may be used in certain park areas to fit the need of that particular area, and may be obtained at the entrance gate. The visitor's name, date of visit, campsite being visited, number of people, and license plate number will be recorded on the visitor pass by the gate attendant.

A maximum of two (2) guest vehicles per campsite will be permitted at any one time. Visitors must park in designated parking areas, where provided. Parking in the areas provided for the shower house/ restroom facilities is prohibited.

Visitors bringing pets will be permitted in designated "PET AR-EAS" only.

#### B.5 PORCHES, DECKS, AND SHORELINE STEPS

Porches, decks and shoreline access steps are allowed as long as certain requirements and limitations are met and maintained, and permission is obtained from the park office.

Porches or decks shall be no wider than ten (10) feet and shall not exceed the length of the trailer (box or living space), and shall be constructed to be readily removed, if necessary, with NO sup-

porting structures below ground level, i.e., footers or posts. Decks will be in sections 4' x 8' or 4' x 10' so that they may be temporarily and readily removable with minimal means. Decks are the responsibility of the camper.

For storage of porches, decks, and/or shoreline steps, see Guideline A.8.

Any porches or decks remaining on the campsite, or shoreline steps remaining on the shoreline after the expiration of the camping permit, will be removed from the campsite and dealt with as stipulated in Guideline G4.

#### B.6 GAZEBOS/SCREEN HOUSES/CANOPIES/ STRUCTURAL ADDITIONS/AWNINGS

Gazebos, screen houses, canopies and tents are permitted in addition to the primary camping unit and must meet the State Health Department spacing requirements as stated in the Ohio Administrative Code. In addition to the primary camping unit, you mjay choose up to two (2) additional structures, but only one of which can be a canopy or dining fly. I.E.: In addition to the primary camping unit on your campsite, you can add one tent and one canopy or a canopy and a gazebo, or any approved combination thereof. The location and size of these structures must be approved by park management prior to installation.

Canopies are permitted provided that they are commercially manufactured, easily disassembled and utilize a flexible cover made of canvas or similar material. Rigid coverings are not permitted. Canopies can be a maximum size of 24 feet in length and 12 feet in width. Since not all campsites will accommodate the maximum size, be sure park management approves the size for your particular campsite, prior to purchasing or installing this structure.

These structures must be erected with no below ground supports, such as footers or posts. The Park Manager or Assistant Park Manager must approve plans for all such structures. All structures must be removed by the owner upon the expiration of the camping permit. Said structures shall not become a part of, or be included in a winter storage agreement.

Rigid patio and deck enclosures are prohibited. Canvas or screen material used to enclose a patio deck is permitted with the approval of the Park Manager or Assistant Park Manager. Modifications made to any awning must be approved by the Park Manager or Assistant Park Manager. Commercially manufactured hard awnings designed for specific use on campers are permitted with the approval of the Park Manager or Assistant Park Manager.

Commercially manufactured hard awnings used as the primary awning, that are self-supported on all four (4) corners cannot be attached to the camping unit in any way. Awnings may not exceed a width of ten (10) feet (measured from the camping unit to the outside of the awning). The total width of the awning (if it overhangs the roof of the camping unit) may not exceed twelve (12) feet. Awnings may not exceed the length of the camping unit. Prior approval of the Park Manager or Assistant Park Manager is required. No structure with a self-supported awning or roof which is enclosed on all sides with screen or other material and/or constructed on a deck or flooring shall be located closer than fifteen (15) feet to a camping unit or flammable structure. This shall include gazebos and screen houses.

#### B.7 DOCK STRUCTURES AND REQUIREMENTS

The construction of docks and dock access structures is permitted in designated areas of the shoreline. Campers wishing to place a dock or any access structure on the shoreline must first obtain a permit from the park office.

All docks must be constructed to meet established minimum standards. No metal drums shall be used for flotation purposes of any dock, watercraft or any floating device on MWCD waters.

Docks must be identified with the owner's campsite number. Identification must be posted in a manner easily visible from the lake and from shore.

If an occupied campsite must be crossed to access the shoreline, foot traffic should be limited to the outer boundary of the occupied site.

All docks, ramps, steps, or any access structure will be the personal responsibility of the owner.

Campers wishing to tie up watercraft overnight on the shoreline without a dock structure may do so only in designated areas.

#### B.8 OBTAINING A DOCK LOCATION/RENTAL OF SLIP ON CLUSTER

Some parks offer Cluster Docks with individual slip rental available to park guests. These slips are rented on a first come-first served basis, many times with a waiting list for an available dock. The rental dock waiting list is located at the park office. Assignment of specific docks is handled through a dock lottery.

**Cluster Dock Guidelines** 

- Cluster docks are available for rental only to guests with a valid camping permit.
- Fishing from the docks is prohibited.
- Dock slips may be assigned by the park staff based upon boat size.
- Only one (1) watercraft per slip is permitted.
- Guests who rent a dock slip for the season will have first option at the same slip for the following season, provided that full payment is received by 4:00 p.m. on April 1.

#### Shoreline Private Docks

In those parks that offer our guests the opportunity to install a dock on the shoreline, certain restrictions may apply. The following is a summary of the shoreline docking provisions. Please stop by the park office for a complete handout.

- Location of dock must be approved by the Park Manager or Assistant Park Manager.
- Docks must be used seasonally in order to remain. Individual usage constitutes the holding of one or more valid

docking decals. In the event that minimum usage is not met, all portions of the docking facility shall be removed and the dock site will be made available to others.

- All docks must be installed by May 15, unless water conditions prohibit installation or an extension is granted by the Park Manager or Assistant Park Manager. This will allow the Park Manager or Assistant Park Manager to verify that the shoreline is being used in a manner that maximizes available shoreline space.
- All docks, hoists and racks must be removed upon the expiration of the camping permit or November 1.
- Dock location assignments are handled in the order that they are received. Due to overcrowding and lack of dock spaces at some lakes, the Park Manager or Assistant Park Manager will maintain a waiting list for available dock sites. These lists are available to review by asking the Park Manager or Assistant Park Manager. Those individuals willing to share the vacant side of a dock with another camper are placed on a priority list over the individuals with only one watercraft and unwilling to share a dock.
- All private shoreline docks must display campsite numbers on each end of the dock so that they are readable from shore as well as from the lake.

#### B.9 REMOVAL OF BOATS AND DOCKS

All boats and docks must be removed from the water before 4:00 P.M. on the expiration of the camping permit. (Ref. - MWCD Rule 3.12 and Rule 3.15) Failure to do so may result in an additional camping fee being charged to the original permit holder until the boat or dock is removed. If the permit holder chooses to use an outside contractor to remove his/her boat and/or dock, the permit holder will be held responsible for the removal prior to the expiration of the camping permit.

#### B.10 FIRES/FIREWOOD

Campfires are permitted on campsites operated by MWCD, but should only be ignited and maintained in an appropriate container. Charcoal fires are permitted only if confined to an appropriate container. (Ref. - MWCD Rule 2.05)

No fire should be left unattended. All fires must be extinguished before leaving the area. No treated lumber, OSB, plywood, or other materials that may emit hazardous fumes should be burned at MWCD campsites. Wood should be free of hardware i.e. nails, screws, staples, etc.

Firewood is offered for sale at the parks for a nominal charge. Fallen limbs or branches may also be gathered from the ground on MWCD property for use as firewood. Cutting of standing trees or green limbs is strictly prohibited. The use of chainsaws is prohibited without written permission of the Park Manager or Assistant Park Manager.

The MWCD has the right to regulate the size and location of campfires, and to ban campfires when conditions warrant.

#### B.11 EXTERNAL LIGHTING

Campers are permitted the use of external lighting provided such lighting is directly attached to the primary camping unit or attached awning. Electrical supply for the lighting must come directly from the camping unit and is not permitted to be on during daylight hours. Timers or electric eyes are encouraged to control lighting. The use of spotlights or reflective shades are not permitted when such use creates a hazard or nuisance to pedestrian, boat, or motor vehicle traffic.

The MWCD reserves the right to limit the location, wattage, and number of lights allowed on an individual basis as it deems necessary.

Bulbs will be limited to 50 watts. Total bulb usage shall not exceed 120 combined wattage. Light bulbs should only be directed at the owner's camping unit/campsite.

# B.12 REMOVAL OF CAMPSITE MARKERS AND FIRE RINGS

Removal of any campsite marker and/or fire ring by anyone other than park personnel will NOT be permitted for any reason. Trailers must be positioned in such a way that campsite marker and/or fire ring removal is not required to place or remove the camping unit.

#### B.13 TREE TRIMMING

The trimming or cutting of trees on MWCD lands is strictly prohibited. In the event you feel that a particular tree or limb is a hazard, you may contact the Park Manager or Assistant Park Manager to request an evaluation of the situation. If the Park Manager or Assistant Park Manager deems necessary, removal or trimming will be handled as soon as practical. (Ref. - MWCD Rule 1.08)

### B.14 PLANTING TREES, FLOWERS, VEGETABLE PLANTS

Trees - Campers wishing to plant tree(s) on their campsite are permitted and encouraged to do so, however, prior approval from the MWCD is required in regard to species and planting location. Any trees planted on a campsite become the property of the MWCD, and the MWCD assumes the responsibility for their care and maintenance.

Flowers - Campers wishing to plant flowers on their campsite are permitted to do so. All dead plant material must be removed at the end of the growing season or upon vacating the campsite. Transplanting wild flowers from the MWCD property is prohibited.

Vegetables - Campers wishing to plant vegetable plants may do so only if the total area planted covers no more than one (1) square yard (3' x 3'). All dead plant material must be removed at the end of the growing season or upon vacating the campsite.

#### B.15 ELECTRONIC BUG KILLERS

Electronic bug killers are permitted provided that the location is approved by the Park Manager or Assistant Park Manager. Bug killers are not to be hung from vegetation or an MWCD installed post or structure except with specific approval to do so. The electrical supply for the appliance must come directly from the camping unit. If electronic bug killers cause a nuisance by sight, sound, or odor the park reserves the right to request the camper to remove or unplug the bug killer.

#### B.16 RADIO, TELEVISION AND SATELLITE ANTENNAS

External radio, television and satellite antennas are permitted only if they are directly attached to the camping unit and do not exceed a total height of ten (10) feet above the camping unit. Exceptions will be made when there is poor reception due to terrain surrounding the camping unit. In any case the external antenna must be located within the boundaries of the campsite. All exceptions need to be approved by the Park Manager or Assistant Park Manager. Tree removal or trimming to improve television or radio reception is prohibited. Antennas or satellites may not be attached to electric boxes or campsite posts.

#### B.17 PICNIC TABLE

Only one (1) MWCD owned picnic table is permitted on each campsite. In the case of a special event or gathering where more tables may be needed temporarily, contact the park office to determine what arrangements may be made to provide additional tables.

Table coverings are permitted as long as they are removed upon expiration of the camping permit. Campers are discouraged from using vinyl covers as they can cause a retention of moisture in the wood, and lead to premature wood decay.

#### B.18 CLOTHESLINES

Clotheslines are permitted on campsites provided they are only temporarily attached, and are taken down when not in use or when the campsite is not occupied.

If a clothesline is attached to a tree, it must be tied to the trunk, and not to a branch or tree limb. No metal hardware or fastener may be used to attach clotheslines to trees.

#### B.19 DISPOSAL OF GRAY WATER AND WASTE WATER

Drains are located throughout the campgrounds for emptying the gray water or dishwater tanks. These drains are usually labeled for wastewater, and are not to be confused with a dumping station. They are for disposing of dishwater only, not black water.

Located along with most of the dishwater drains are fresh water faucets. The RV tank may be filled from these faucets by temporarily attaching a hose or by transferring the water into a container from these faucets to the RV.

All black water tanks must be emptied at the trailer dumping stations, or by the trailer pumping service.

#### B.20 ELECTRICAL CONNECTIONS

Only one (1) grounded connection between the camping unit and the electrical post supplied by the MWCD is permitted. All electrical fixtures and appliances must be connected to the camping unit. Multiple taps on the MWCD post and/or connecting to more than one (1) MWCD electric service box is not permitted.

Use of electric generating equipment is not permitted without the expressed written approval, by annotation on the camping permit, by authorized park personnel. The use of 3-wire grounded weatherproof cable with a 3-prong plug is required for the connection to an MWCD electric service.

Alteration or tampering with MWCD electric service is strictly prohibited. Such alteration will be cause for immediate cancellation of the camping permit and possible criminal prosecution.

Campsites are rated at specific amperage. It is the camper's responsibility to stay within the supply available. Damage to the camper's equipment and/or the MWCD's electrical system will be the responsibility of the camper.

#### B.21 ADDITION OR REMOVAL OF FILL MATERIAL

Campers will not be permitted to add or remove fill material from their campsite without the expressed written consent of the Park Manager or Assistant Park Manager. If fill is added it will become the property of MWCD. Any approved fill which may become disturbed by MWCD staff in order to make improvements or repairs will be the responsibility of the camper to replace.

Every effort will be made to minimize any damage done to the campsite.

#### B.22 STORAGE UNIT

A maximum of two (2) storage units are permitted on the campsite provided that the wall height does not exceed six (6) feet in height and the combined square footage of the unit(s) do not exceed 32 square feet. The units must be commercially manufactured of a plastic or composite material. Some parks may offer a pre-manufactured park approved storage unit. Please contact the park office for details.

#### B.23 DECORATIVE FENCES

Decorative fences that do not exceed six (6) feet in length are permitted.

#### B.24 LANDSCAPE PONDS

Landscape ponds located above or below ground are prohibited.

# C.1 LOCATION OF CAMPING UNIT ON THE CAMPSITE

The manner in which recreational vehicles are located on a campsite is governed by the Ohio Administrative Code (3701-25) and enforced by the Ohio Department of Health. In addition to the Department of Health Regulations, the MWCD also enforces specific rules and guidelines on the location of camping units on the campsite. Most of the campsites in the park were designed to accommodate a camping unit as illustrated in the diagram available at the park office. When placing your camping unit on the campsite, the following guidelines shall be followed:

- A) You must maintain 15 feet from the side of your recreational vehicle to the next campsite line.
- B) When recreational vehicles are located on campsites that are "back to back" then they are required to maintain only 10 feet distance from the rear of each camping unit.
- C) You may place a recreational vehicle and one (1) tent on the same campsite provided that you maintain 5 feet distance between the recreational vehicle and the tent; and the camping units are 15 feet from the next campsite line.
- D) When placing your unit on the campsite, you must do so without crossing another campsite.
- E) You may not remove a campsite post to place your camping unit on the campsite.
- F) The camping unit must be located on the campsite in such a manner that the tongue of the unit is toward the roadway and can be pulled out without crossing or accessing an adjacent campsite. Camping units may be positioned parallel to the roadway on campsites large enough to accommodate, provided that they are in compliance with the specifications (A-F) above.

Camping units may be placed back onto permanent campsites, which are located below spillway elevation anytime after March 1, providing a current storage agreement is in effect

The MWCD reserves the right to direct the location of the camping unit where conditions require.

#### C.2 TRAILER SIZE AND ACCESSIBILITY

Trailers must be kept in a readily moveable state, on wheels and roadworthy (i.e. tires inflated, on rims, towable) at all times. Trailers exceeding thirty-five (35) feet in length are permitted only in specific areas. Trailers must be leveled in a safe manner subject to approval by the MWCD. Pick-up units may be set on the ground only if the campsite is above spillway elevation and the unit is properly secured.

#### C.3 OCCUPANCY OF CAMPING UNIT

Trailers and other camp shelters must not be left unattended in MWCD camp areas for a period in excess of twenty-four (24) hours during the winter season except as in accordance with a winter storage agreement.

#### C.4 APPEARANCE OF CAMPSITE

Campsites and camping units must be regularly maintained in order to present a clean and pleasing appearance. Inoperable watercraft, unlicensed or inoperable motor vehicles or other items, which may be deemed a nuisance by the Park Manager or Assistant Park Manager, are not permitted. Failure to maintain the campsite in proper appearance may result in park staff performing said duties and assessing the permit holder for the actual cost of performance of said duties based upon the approved hourly rate.

#### C.5 FILLING POTABLE WATER TANKS

Campers wishing to fill the potable water holding tank(s) in their camping unit from the park water system may do so provided they make no changes or alterations to the park plumbing fixtures, and provided that an approved anti-siphon device is installed between the camping unit and the park water fixture.

It is strictly prohibited to attach a garden hose or similar device to a park water system for the purpose of rinsing wastewater or sewage-holding tanks.

#### C.6 PROPANE TANKS

No tank used to contain propane or liquefied petroleum gas may exceed a 50-pound rating. There shall be no more than two (2) tanks attached to a camping unit at one time.

Propane tanks must be attached to the trailer or camping unit in the manner specified by the manufacturer, or in a cradle specifically designed to hold propane tanks to camping units. Freestanding tanks are not permitted.

#### D.1 BOATS

All watercraft anchored, tied or stored overnight upon MWCD property shall display a decal furnished by the MWCD. This decal shall be affixed upon the stern of the watercraft in such a location that only a valid decal is visible at all times. Said decal shall be valid for the duration of the camping permit, or from April 1 to October 31 of the year issued (whichever applies).

Boats must be registered to the camping permit holder or immediate family member. Proof of ownership is required prior to receiving a boat decal.

No boat decals shall become effective prior to the effective starting date on the camping permit nor shall the effective ending date exceed the expiration date on the owner's camping permit.

Campers with a second boat are required to purchase a "second boat" decal. Short-term and seasonal decals are available at an additional fee. Decals will not be issued for more than three (3) boats per campsite. Third boat decals may be purchased on a daily or seasonal basis and the watercraft must be less than 11' and docked on a campsite or approved area.

Boats are to be stored on a campsite or at an area designed for such storage by the parks.

#### D.2 MOTOR VEHICLE OPERATING AND PARKING RESTRICTIONS

Vehicles may not be operated or parked on MWCD lands except where roads or parking areas are provided (Ref. - MWCD Rule 2.07 (A)). Vehicles in violation of this regulation may be removed in accordance with Rule 1.12 of the MWCD Rules and Regulations.

#### D.3 OPERATION OF MOTOR VEHICLES IN CAMPGROUND

Motor vehicles shall be operated in MWCD campgrounds for the purpose of transportation to and from the campsite only.

#### D.4 REMOVAL OF VEHICLES

Any motor vehicle found by a duly authorized agent stopped, parked, standing or unattended, in a lake park area, after the daily closing hours of said area may be removed by said agent in accordance with Rule 1.12 of the MWCD Rules and Regulations.

#### D.5 BICYCLES, MOPEDS, SKATEBOARDS, SCOOTERS AND ROLLER BLADES

Bicycling, skateboarding and roller blading is permitted throughout the park. Bike riding, skateboarding and roller blading on park roadways is permitted, but close attention must be paid to all other vehicle traffic. Parents are urged to teach their children safe bicycle operating practices, as well as to monitor their children's bicycling, skateboarding and roller blading activities.

Bicycling, skateboarding and roller blading are not permitted after dusk.

Mopeds are also permitted in the parks, provided that the moped is operated pursuant to ORC 4511.521 and all applicable safety laws.

Bicycle riders, as well as moped operators, must obey the same traffic laws that apply to operators of motor vehicles, including obeying traffic signs and signals, traveling in the same direction as the rest of the traffic, signaling turns, and yielding the rightof-way.

Motorized scooters powered by gas or electric engines are strictly prohibited from the park campground areas.

#### D.6 OPERATION OF SNOWMOBILES, GOLF CARTS, ATV'S, AND TRAIL BIKES

These rules shall be in addition to and supplement the state traffic laws which are in force and which are incorporated herein and made a part hereof. (Ref. - MWCD Rule 2.08)

Snowmobiles, golf carts, all-purpose vehicles and trail bikes may not be operated on MWCD property without the written permission of the MWCD. (Ref. - MWCD Rule 2.08)

#### D.7 WHEELCHAIRS

Wheelchairs and motorized wheelchairs (as defined in R.C.§ 4511.01 (EEE)) are permitted anywhere in the park where foot traffic is permitted. "Motorized wheelchair" means any self-propelled vehicle designed for, and used by, a handicapped person and that is incapable of a speed in excess of eight (8) miles per hour. Special permits for the use of golf carts for mobility will no longer be issued but may be used in accordance with Guideline D,8. Persons with existing permits for the use of golf carts may continue using those vehicles until September 1, 2010, so long as they maintain compliance with the terms of those permits. Thereafter, all such permits are cancelled.

#### D.8 GOLF CARTS

#### Policy

The MWCD will allow the use of golf carts on MWCD public roadways and other approved areas within its landholdings, in compliance with the direction of the Ohio Department of Public Safety Bureau of Motor Vehicles (BMV), the Ohio Revised Code (ORC), the Ohio Administrative Code (OAC), and MWCD rules. For this policy, MWCD public roadways include roads designated for public use in MWCD parks and campgrounds, MWCD cottage site residential areas, MWCD marinas, and Atwood Resort. For this policy, MWCD public roadways do not include dedicated Township, County, State, or Federal roadways and/or highways, because use of golf carts on these roads is under the jurisdiction of the Township, County, State, or Federal governments (a copy of the MWCD Operational Policy entitled "Use of Golf Carts," is available upon request.

#### Guidelines Introduction

These guidelines are intended to regulate the use of golf carts on MWCD land. The Ohio Department of Public Safety, Bureau of Motor Vehicles states that most golf carts are Underspeed Vehicles (USV), and defines a USV as: "a four-wheeled vehicle other than a truck that either is originally designed and constructed with a top attainable speed of 20 mph or less, or is not originally designed and constructed for operation on a street or highway." Also, in 1990 the Ohio Attorney General described a golf cart as "a four-wheeled motorized vehicle that is designed and manufactured for the primary purpose of transporting people and equipment on a golf course," and concluded that a "golf cart may not lawfully be operated on public streets and highways unless it satisfies the statutory requirements that are applicable to motor vehicles." For these guidelines, the above descriptions of a golf cart will apply.

According to the Ohio Attorney General's office, the National Highway Traffic Safety Administration (NHTSA) has observed that most unmodified golf carts can achieve a maximum speed of less than twenty miles per hour, and the agency has declined, therefore, to develop Federal Motor Vehicle Safety Standards (FMVSS) with which such golf carts must comply. There are other types of vehicles similar to golf carts designed to reach speeds of between twenty to twenty-five miles per hour that are manufactured to meet FMVSS, and are licensable from the factory without need for further modification. These guidelines do not regulate such vehicles.

#### **MWCD Public Roadways**

The operation of golf carts on public roadways within MWCD landholdings is a privilege and not a right. All persons requesting a permit must execute a release/waiver document. The MWCD reserves the right to change the requirements for, or the regulation of such operation, including this policy at any time, based on the discretion of the Board of Directors. In order for someone to operate a golf cart on an MWCD public roadway, the following requirements must be met:

- 1. The MWCD chief law enforcement officer, or his or her designee, provides the applicant a certificate of inspection regarding the inspection requirements of the Ohio Administrative Code (OAC) Chapter 4501:2-1. The officer also provides an inspection sticker indicating the date the cart was inspected and that it passed inspection. The sticker is to be placed on the cart, in a location approved by the MWCD. The cart must have:
  - a. Rear taillight (ORC 4513.05)
  - b. A light to illuminate the license plate so that the plate is legible from a distance of 50-feet (ORC4513.05)
  - c. Two or more stop lights (ORC 4513.071)
  - d. Two headlights (ORC 4513.04)
  - e. A horn (ORC 4513.21)
  - f. A rear view mirror (ORC 4513.23)
  - g. A windshield (glass or safety glass) (ORC 4513.24)
  - h. Directional signals (ORC 4513.261)
  - i. Two license plates (ORC 4503.21)
- 2. The applicant takes the inspection certificate to the Clerk of Court's title office in any Ohio county. The clerk will verify that the inspection certificate accompanies the title evidence and the vehicle inspection requirements of OAC 4501:2-1. If verified and everything else is in order, the clerk should issue the title.
- 3. The applicant obtains insurance for the cart. Proof of insurance is required per ORC 4509.101.
- 4. The applicant will take the title to a deputy registrar in any county. If all is in order, the deputy registrar will issue license plates.
- 5. A valid drivers license is required for any operation of a motor vehicle on any public or private property used by the public (ORC 4507.02(A)(1)).
- 6. The cart may then be operated on MWCD public roadways and other approved areas within MWCD landholdings in accordance with Ohio Revised Code (ORC) Chapter 4511, MWCD rules, and with the equipment required by ORC Chapter 4513.

#### **Off-Road**

The granting of a special-use off-road permit to operate a golf cart off of public roadways within MWCD landholdings is a privilege and not a right. The MWCD reserves the right to change the requirements for, or the scope of, such permits or this policy at any time, based on the discretion of staff and the Board of Directors. All persons requesting a permit must execute a release/waiver document. Any permit may be revoked for: failure to follow the limitations prescribed for the permit, or for reckless or negligent operation of an off-road permitted vehicle, or the loss of viability of the underlying disability placard that is required for permits issued in MWCD parks or campgrounds, or other reason for cause, in the discretion of management of the MWCD. A valid drivers license is required for any operation of a motor vehicle on any public or private property used by the public (ORC 4507.02(A)(1)).

In order for someone to operate a golf cart off of a public roadway within MWCD landholdings, the following requirements must be met:

#### MWCD Parks/Campgrounds

- 1. A special-use off-road permit may be issued by the park manager, or his or her designee, to MWCD campground residents who qualify for and have obtained a disability placard from the BMV. This permit will allow the applicant to take the golf cart off of an MWCD public roadway to specific locations and under certain conditions, as detailed on the permit. The applicant's permit must be kept with the cart, and presented when requested by a law enforcement officer or MWCD agent. Only one active permit per campsite is allowed.
- 2. In the event the MWCD determines off-road golf cart traffic is detrimental to ground conditions, for example, by increasing erosion, it may require the applicant to cease cart operation, relocate cart operation, or make necessary improvements to remedy the problem.
- 3. There are non-public roadways, typically "service roads", in MWCD parks and campgrounds, accessible only to authorized MWCD personnel.

#### D.9 UTILITY VEHICLES

Utility vehicles, as defined by Ohio Revised Code, may not be operated in the campgrounds or parks, except by permit issued in conjunction with special events conducted pursuant to a written agreement.

#### D.10 WASHING VEHICLES

Washing of any vehicle, boat, camping unit, or bike at a dump station is not permitted. Use of a garden hose on the park water system for the purpose of washing a camping unit or other vehicle is also not permitted. Guidelines set forth by the Ohio State Health Department places limitations on use of garden hoses on campground water supplies, other than for filling of drinking potable water tanks. These guidelines are to safeguard against the chance of a foreign liquid being "siphoned" into the water system and polluting it. Certain parks permit camper washing on designated days. Contact park office for information.

#### D.11 SPEED LIMIT IN PARK

Motor vehicles shall not be operated at speeds greater than the posted speeds in camp areas and lake park areas. (Ref. - MWCD Rule 2.06)

#### E.1 PETS IN CAMP AREAS: LEASH REQUIREMENTS/REGISTRATION

Pets are permitted in designated areas ONLY, and shall be confined to the camping unit, or kept on a leash attached to the camping unit, or held in hand. Said leash shall not exceed six (6) feet from hand/camping structure to the animal. (Ref. - MWCD Rule 1.09) Pets should never be tied to a tree. Owners are responsible for the actions of their pet(s). Owners must clean up after their animal(s).

Pets must be registered on the camping permit as to name, breed and date of last rabies vaccination.

No pet shall be allowed to cause any nuisance.

No dangerous or vicious dogs are permitted on MWCD properties, as defined in Ohio Revised Code, Section 955.11.

#### E.2 REMOVAL OF PROBLEM PETS

A duly authorized agent may direct that any animal(s) be removed from MWCD property if said animal(s) is menacing, disturbing the peace, or creating a nuisance. Said agent may arrange for the removal of said animal(s) by the proper authorities. (Ref. - MWCD Rule 1.09)

#### E.3 HORSEBACK RIDING ON MWCD PROPERTY

Horseback riding on MWCD property is prohibited except on designated trails. Horses are prohibited in non-designated areas of the campgrounds without written permission. (Ref. - MWCD Rule 2.10)

#### F.1 TRASH AND SOLID WASTE REMOVAL/RECYCLING

Scheduled pickup service is provided for all park provided trash receptacles. To promote more sanitary conditions, it is required that all trash be placed into plastic garbage bags before depositing into the trash receptacle.

Recycling programs are available at all MWCD parks. Information about these programs may be obtained from the park office.

#### F.2 MOWING OF CAMPSITES

Seasonal, and 30-day permit holders are responsible for the appearance of their campsite. This includes mowing and trimming of grass on the campsite. MWCD staff will mow a seasonal campsite while mowing in the area, if requested to do so. Seasonal campsites will be mowed provided that an occupant of the campsite is present during the mowing. All personal property and belongings must be moved by the owner to a secure location prior to park staff mowing the campsite.

#### F.3 PUMP OUT SERVICE

Tickets for trailer tank pumping may be purchased on a daily or seasonal basis. Check with the park office or registration office to see if this service is offered in your park and/or to determine the pumping schedule.

#### F.4 WASTE WATER - SEWAGE DISPOSAL

Campers shall use the sanitary facilities provided for public use and shall not cause any nuisance or unsanitary act upon MWCD property. (Ref. - MWCD Rule 1.04)

Trailers or other camp shelters having plumbing fixtures will not be permitted in any MWCD camping area unless drain lines are sealed so that no waste can be discharged in the camping area.

The use of unsealed containers for the collection of wastewater or sewage is prohibited. Wastewater (dishwater or wash water) may be disposed of in drains that are identified by signs for that use.

Raw sewage or any liquid containing septic material may only be disposed of at trailer dumping stations, or other locations designed specifically for that use. Please note that water fixtures located at dumping stations are designed for flushing holding tanks, drain lines, etc. These fixtures should never be used to fill potable water holding tanks.

Drains with signs indicated "fresh water only" are not designed to receive wastewater or sewage, and should never be used for that purpose.

#### F.5 TRAILER RELOCATION

A trailer relocation service is available through the park for those individuals requiring assistance in the transfer of their camping unit to another location within the park. This service may be limited due to the availability of equipment at each park location. A fee will be assessed for this service. Arrangements should be made with park staff at least 24 hours prior to the relocation date in order to schedule the transfer.

#### F.6 HUNTING AREAS

Public hunting is permitted on MWCD property. Lake maps may be obtained through the MWCD's main office in New Philadelphia, Ohio, or at the nearest lake park office. These maps are color-coded showing water areas, residential areas, and public hunting areas. State hunting regulations prevail on MWCD properties and are enforced by the Ohio Division of Wildlife MWCD Rangers.

Duck blinds may be constructed on MWCD grounds no earlier than two (2) weeks before the opening of waterfowl season and shall be removed by March 1. Each duck blind must have the owner's name, address, and telephone number displayed in a conspicuous place in a waterproof container. (Ref. - MWCD Rule 3.16 (A))

Falconry is permitted on MWCD lands in accordance with the regulations of the State of Ohio, Division of Wildlife.

#### F.7 MESSAGES AND MAIL

Park staffs are trained to handle the receipt of phone messages, as well as the follow-up on the delivery of the message to the park guest. Messages that are expressed as being of emergency nature with the emergency stated will be handled with immediate attention. Any message received that is not a stated emergency will be delivered at the earliest convenient opportunity by park staff.

If campers wish to receive mail they should acquire a post office box in the area. The MWCD will not be responsible for mail that arrives at the park, it will be returned to the sender.

#### F.8 EMERGENCIES

When a situation of an emergency nature occurs, it is important to contact a member of the park staff immediately. Most MWCD vehicles and stations have two-way radios that facilitate contacting outside emergency help. Many of our staff members are trained to administer emergency first aid and CPR. All public telephones in our park areas have the telephone numbers for the park, ambulance service, fire department, and the county sheriff's department. Remember, when reporting an emergency: state your name, the nature and severity of any injury and location of the emergency.

#### F.9 CAMPER ASSISTANCE PROGRAM

The Camper Assistance Program (CAP) is designed to provide a means of involving people with special interests or skills, or who just want to be involved in park operations and activities. Anyone interested in participating in the program should contact the park office for more details and an application.

#### F.10 CAMPSITE TRANSFER PROCEDURE

Camping permit holders at MWCD parks occasionally desire or have need to sell their camping units for various reasons. At times it would be advantageous for the buyer, seller, and the MWCD to be able to transfer the camping permit to the buyer. Transfers may be permitted under the following circumstances:

- 1. Seller and Buyer must notify the park office of transfer and the buyer must pay a transfer fee.
- 2. Transfer must occur prior to the expiration of sellers camping permit.
- 3. The buyer will assume the campsite for the current season ONLY, and will not be guaranteed the option of renting that site the following year.
- 4. In the event that the buyer has a current camping permit, he or she must pro-rate that permit to reflect the current site rate.
- 5. In the event the buyer does not have a current camping permit, the buyer must assume the seller's permit through the payment of the transfer fee. Payment of this transfer fee will guarantee the buyer the option of a seasonal campsite the following year, however, will not guarantee that specific site.

Any campsites transferred during the camping season will be required to attend a transfer lottery held after the first lottery on April 1. Transfers that occur during the duration of a valid camping permit will be guaranteed seasonal designation for the following year, however, not guaranteed the specific site on which the transfer occurred.

Failure to pay transfer fees prior to permit expiration will result in the loss of "seasonal designation" and will require buyer to participate in the new seasonal lottery and may result in the inability to obtain a seven-month seasonal permit the following year.

#### G.1 ALCOHOL

No person shall overtly and publicly consume or display the presence of any beer or intoxicating liquor, as defined in O.R.C., Section 4301.01, in any unauthorized area administered by the MWCD. No person under the influence of alcohol shall enter or remain on MWCD property. (Ref. - MWCD Rule 1.06)

### G.2 DRUGS: USE, POSSESSION, AND CONSUMPTION

No person shall possess, use or consume a drug of abuse, as defined in O.R.C., Section 3719.011, in any area administered by the MWCD. No person under the influence of a drug of abuse shall enter or remain on MWCD property. (Ref. - MWCD Rule 1.07)

#### G.3 PERSONAL PROPERTY, STORAGE OF

No private property shall be stored on MWCD property except with written permission from the MWCD. Any property found stored on MWCD property without written permission shall be deemed abandoned and handled in accordance with MWCD Rule 1.11.

#### G.4 PERSONAL PROPERTY, IMPOUNDMENT OF

Any personal property impounded by the MWCD shall be held by the MWCD for a period of fourteen (14) days. Said property may be claimed by the owner during this period upon payment of a storage fee set by the MWCD plus the actual cost incurred in the removal of said property. If property is not claimed at the end of fourteen (14) days, said property will be disposed of in accordance with MWCD policy. (Ref. - MWCD Rule 1.12) Impound fee will be \$10.00 per day.

#### G.5 METAL DETECTORS, USE OF

The use of metal detectors on MWCD property is prohibited, unless a permit has been obtained. (Ref. - MWCD Rule 2.09)

#### G.6 SOLICITING - FOR SALE SIGNS/CAMPERS AND BOATS

Selling, vending, peddling, and distributing of any merchandise or property and the placing or distribution of advertising matter, literature, or other printed matter on MWCD property is prohibited without the expressed written permission of the MWCD. (Ref. - MWCD Rule 1.05) This includes but is not limited to:

- 1) Selling of craft items from your campsite.
- 2) Yard sales.
- 3) Placing of signs or advertisements on MWCD property.
- 4) Soliciting for donations or peddling items or propaganda.

Campers wishing to display personal identification signs may do so, provided they are attached to the camping unit.

Campers wishing to sell their camping unit are permitted to place a for-sale sign on the inside window of their camping unit.

#### G.7 COMPLAINTS, COMMENTS AND SUGGESTIONS

We welcome your comments whether it is a suggestion, a compliment or a complaint.

Complaints - We try to serve all our camping guests to the best of our abilities, but sometimes we fall short of that mark. Your complaints serve as a reminder to us that we might not consistently be doing our best. If your complaint is about something minor and can be easily corrected, feel free to contact any member of the staff who can help you. If you feel that you need to talk to someone with more authority, you may want to talk to a department supervisor, Park Manager or Assistant Park Manager. If you are uncomfortable voicing your complaint to any of the park staff, feel free to contact our main office, however, we do ask that you make every attempt to resolve your complaint on the level closest to the source of the problem.

Comments - In an effort to make it easy for you to express your comments about our facilities, you will find comment cards located at most sales counters or registration windows. Cards are pre-addressed and postage paid for your convenience.

Revised 2/19/2010

Atwood Lake Park

(330) 343-6780 atwood@mwcd.org

Charles Mill Lake Park (419) 368-6885 charlesmill@mwcd.org

#### Pleasant Hill Lake Park (419) 938-7884

pleasanthill@mwcd.org

Seneca Lake Park (740) 685-6013 seneca@mwcd.org

Tappan Lake Park (740) 922-3649 tappan@mwcd.org

# INDEX

Addition or Removal of Fill Material (B.21)	7
Alcohol (G1)	. 11
Antennas, Radio, Television, Satellite (B.16)	6
Appearance of Campsite (C.4)	7
ATV's, Operation of (D.6)	8
Awnings (B.6)	4
Bicycles, Mopeds, Skateboards (D.5)	8
Boat Removal (B.9)	5
Boats (D.1)	8
Bug Killers, Electronic (B.15)	6
Camper Assistance Program (F.9)	. 11
Campgrounds Quiet Hours (B.3)	4
Camping Permit: Obtaining/Displaying/Expiration (A.2)	1
Camping Unit, Occupancy of (C.3)	7
Campsite Appearance (C.4)	7
Campsite Markers, Removal of (B.12)	6
Campsite Mowing (F.2)	. 10
Campsite Transfer Procedure (F.10)	. 11
Canopies (B.6)	4
Clotheslines (B.18)	6
Comments (G7)	. 12
Complaints, Comments and Suggestions (G.7)	. 12
Decks, Porches, and Shoreline Steps (B.5)	4
Decorative Fences (B.23)	7
Disposal of Gray Water and Wastewater (B.19)	6
Dock Location (B.8)	5
Dock Removal (B.9)	5
Dock Structures and Requirements (B.7)	5
Drugs, Use, Possession, and Consumption (G2)	. 12
Electrical Connections (B.20)	7
Electronic Bug Killers (B.15)	6
Emergencies (F.8)	. 11
External Lighting (B.11)	6
Extra Camping Units on a Campsite (B.1)	4
Extra Persons (B.2)	4
Fences, Decorative (B.23)	7
Fill Material, Addition or Removal of (B.21)	7
Filling Potable Water Tanks (C.5)	8
Fire Rings, Removal of (B.12)	
Fires/Firewood (B.10)	5
Flowers, Planting (B.14)	6
Gazebos/Screen Houses/Canopies (B.6)	4

Golf Carts (D.8)
Golf Carts, Operation of (D.6)
Gray Water, Disposal of (B.19)
Horseback Riding on MWCD Property (E.3) 10
Hunting Areas (F.6) 11
Impoundment of Personal Property (G4) 12
Landscape Ponds (B.24)
Late Payments (A.10)
Leash Requirements/Registration (E.1) 10
Lighting, External (B.11)
Location of Camping Unit on the Campsite (C.1)
Mail and Messages (F.7) 11
Markers, Removal of Campsite (B.12)
Messages and Mail (F.7) 11
Metal Detectors, Use of (G.5) 12
Mopeds (D.5)
Motor Vehicle, Operation of in Campground (D.3)
Motor Vehicles Operating and Parking Restrictions (D.2) 8
Mowing of Campsites (F.2) 10
Obtaining a Dock Location (B.8)
Obtaining an Extra Refrigerator Permit (A.4) 1
Occupancy of Camping Unit (C.3)7
Occupied Signs and Their Use (A.3 1
Operation of Motor Vehicles in Campground (D.3)
Operation of Snowmobiles, Golf Carts, ATV's (D.6)
Operation of Trail Bikes (D.6)
Parking Restrictions (D.2)
Personal Property, Impoundment of (G.4) 12
Personal Property, Storage of (G.3) 12
Pets in Camp Areas: Leash Requirements/Registration (E.1) . 10
Pets, Removal of Problem (E.2) 10
Picnic Table (B.17)
Planting Trees, Flowers, Vegetable Plants (B.14)
Ponds, Landscape (B.24)
Porches, Decks, and Shoreline Steps (B.5)
Potable Water Tanks, Filling (C.5)
Propane Tanks (C.6)
Pump Out Service (F.3) 10
Radio Antennas (B.16)
Radio, Television and Satellite Antennas (B.16)
Recycling (F.1) 10
Registering Vehicles – Obtaining Car Passes (A.5) 1

Registration Restrictions (A.1)
Relocation of Trailer (F.5) 11
Removal of Boats and Docks (B.9)
Removal of Campsite Markers and Fire Rings (B.12)
Removal of Problem Pets (E.2) 10
Removal of Trash and Waste (F.1) 10
Removal of Vehicles (D.4)
Rental of Slip on Cluster (B.8)
Roller Blades (D.5)
Satellite Antennas (B.16)
Scooters and Roller Blades (D.5)
Screen Houses (B.6)
Seasonal/Transient Camper and Lottery Guidelines (A.7) 2
Self-Registration Procedure (A.6)
Sewage Disposal (F.4) 10
Shoreline Steps, Porches, and Decks (B.5)
Skateboards (D.5)
Snowmobiles, Operation of (D.6)
Soliciting – For Sale Signs/Campers and Boats (G6) 12
Speed Limit in Park (D.11) 10
Steps, Shoreline (B.5)
Storage of Personal Property (G.3) 12
Storage Unit (B.22)
Structural Additions/Awnings (B.6)

Suggestions (G7)	12
Table, Picnic (B.17)	6
Television Antennas (B.16)	6
Trail Bikes, Operation of (D.6)	
Trailer Relocation (F.5)	11
Trailer Size and Accessibility (C.2)	7
Trailer Storage-Obtaining a Seasonal Storage Permit (A.	.8) 3
Transfer, Campsite (F.10)	11
Trash and Solid Waste Removal/Recycling (F.1)	10
Tree Trimming (B.13)	6
Trees, Planting (B.14)	6
Trimming of Trees (B.13)	6
User Fee Refunds (A.9)	
Vegetable Plants, Planting (B.14)	6
Vehicles, Removal of (D.4)	
Vehicles, Utility (D.9)	10
Vehicles, Washing (D.10)	10
Visitors to Campground - Hours/Obtaining Pass (B.4)	
Washing Vehicles (D.10)	10
Waste Removal/Recycling (F.1)	10
Wastewater - Sewage Disposal (F.4)	10
Water and Wastewater Disposal (B.19)	6
Water Tanks, Filling of Potable (C.5)	
Wheelchairs (D.7)	



#### MWCD MISSION STATEMENT

Responsible stewards dedicated to conservation, recreation and flood control in the Muskingum River Watershed, striving to enhance the quality of life in the region.

MWCD Park Campground Guidelines • Page 14

#### **2011 SEASONAL CAMPING REGISTRATION FORM**

Muskingum	PARK LOT
Watershed	NAME
Conservancy District	ADDRESS
	CITY/STATE/ZIP
	PHONE NUMBER

#### PERMIT WILL START ON APRIL 1, 2011 AND END ON OCTOBER 31, 2011

		PE	T INFORMATION
PERMIT FEE		BREED	
REFRIGERATOR		NAME	
FIRST BOAT		AGE	
PAYMENT ENCLOSED		VACCINATED ON	
IS YOUR TRAILER PRESEN	NTLY IN STORAGE? 🗖 YES 🗖	NO 🗖 ON SITE	OFF SITE
VEHICLE #1 LICENSE		VEHICLE #2 LICENSE	
BOAT #1 OH#		BOAT #2 OH#	

#### • FOR CREDIT CARD PAYMENT ONLY •

MASTERCARD		
NUMBER	 EXPIRATION DATE	
NAME ON CARD	 CODE (3-digit)	
	• PARK USE ONLY •	
RECEIVED BY	 PERMIT NUMBER	
CHECK NUMBER	 AMOUNT	
DATE	 	



January 7, 2011

«Contact\_First\_Name» «Contact\_Last\_Name» «Billing\_Address» «City», «StateProvince» «Postal\_Code»

Dear Seasonal Camper:

I hope that you and your family enjoyed a wonderful holiday season and looking forward to a happy new year. And even though the winter season is now upon us, the 2011 camping season is less than 100 days away!

To help prepare for the upcoming camping season, as usual we have prepared a few items for you that are included in this mailing, and want to take the opportunity to update you on other items. As a returning camper, your camping registration form is enclosed.

And again this year, three (3) payment options are available to you for your campsite:

- 1. Regular Payment in full: Due no later than April 1, 2011.
- 2. Early Payment in full: Receive a 5% discount by making your payment by February 28, 2011
- 3. Installment Plan: Four (4) payments due on February 1<sup>st</sup>, April 1<sup>st</sup>, June 1<sup>st</sup> and August 1<sup>st</sup>, with the 5% finance fee waived on the final payment provided that all payments were made on time.

If you again are docking your boat at the park this summer, you will still need to provide proof of ownership when purchasing your boat decals for 2011. Please include a copy of your boat registration with your boat number (ex.. OH1234YZ) and send it along with your payment. The fee for the first boat decal is \$65.00 and additional boat decals are \$220.00 each. Please be sure to include these fees in calculating your payment for 2011.

All seasonal camping permits will be written for a seven-month period – April 1, 2011 to October 31, 2011. Although every effort will be made to provide water service to all locations of the park, in the event of freezing weather, we cannot guarantee service at all locations prior to April 15<sup>th</sup> and after October 15<sup>th</sup>. We are working to address this problem and have committed to continuing to add frost-free hydrants at specific locations in an effort to increase the number of these hydrants at each camp area.

Enclosed you will find an Emergency Relocation Release which is required for the emergency relocation of your camping unit in the event of an emergency. Please complete this form and return it with your registration form and payment. You must complete this form or we will be unable to process your camping permit for the season.

If you have any questions, please do not hesitate to contact me at the e-mail address listed below or by calling me at 740-922-3649, extension 2703.

Sincerely,

R. Berney

John R. Birney Tappan Park Manager jbirney@mwcd.org

**Note:** If you or someone that resides with you and is a Fireman, Paramedic, EMT, First Responder or has any specialized medical training and would be interested in assisting with any emergencies or emergency exercises in the park, please contact the park office. Thank you. APPENDIX A.16



# **EMERGENCY RELOCATION RELEASE**

#### **Muskingum Watershed Conservancy District**

1319 Third Street NW • P.O. Box 349 New Philadelphia, OH 44663-0349

The reservoirs of the Muskingum Watershed Conservancy District, hereafter referred to as MWCD, were created in 1933 for the primary purpose of flood protection. For that reason, fluctuation in water elevation may occur and affect the recreational facilities and activities conducted at these reservoirs.

In cooperation with the MWCD and its employees and designated agents in maintaining flood protection activities, and in consideration of being granted a camping permit, I hereby agree to release and hold harmless MWCD and its employees or designated agents from any liability for any damage to property or person that may result from the **EMERGENCY** relocation of my motor vehicle, mobile home, camping unit or watercraft from areas impacted by flood protection activities or any other situation deemed an emergency by the Park Manager.

Owner Signature	MWCD Representative
Lot Number	Relocated to Lot Number
Address	Date Relocated
Daytime Phone Number	
Evening Phone Number	
Work Phone Number	
Cell Phone Number	
E-mail Address	

#### CAMPING PERMIT TRANSFER

PARK

#### CONTROL NO.

Camping permit holders at MWCD parks occasionally desire or have need to sell their camping units for various reasons. At times it would be advantageous for the buyer, seller and the Conservancy District to be able to transfer the camping permit to the buyer. Transfers may be permitted under the following circumstances:

- 1. Seller and Buyer must notify the park office of transfer and the buyer must pay a \$125.00 transfer fee.
- 2. Transfer must occur prior to the expiration of sellers camping permit.
- 3. The buyer will assume the campsite for the current season ONLY, and will not be guaranteed the option of renting that site the following year.
- 4. In the event that the buyer has a current camping permit, he or she must pro-rate that permit to reflect the current site rate.
- 5. In the event the buyer does not have a current camping permit, the buyer must assume the seller's permit through the payment of the transfer fee. Payment of this transfer fee will guarantee the buyer the option of a seasonal campsite the following year, however, will not guarantee that specific site.

Any lots transferred during the camping season will be required to attend a transfer lottery held after the first lottery on April \_\_\_\_\_\_. Transfers that occur during the duration of a valid camping permit will be guaranteed seasonal designation for the following year, however, not guaranteed the specific site on which the transfer occurred.

Failure to pay transfer fee prior to permit expiration will result in the loss of "seasonal designation" and will require the buyer to participate in the new seasonal lottery and may result in the inability to obtain a seven-month seasonal permit the following year.

LOT NUMBER	PERMIT NUMBER	DATE	
	TRANSFERRED FROM		
NAME	ADDRESS		
CITYSTATE		ZIP	
	<b>TRANSFERRED TO</b>		
NAME	ADDRESS		
CITY	STATE	ZIP	
TELEPHONE			
Explained transfer procedure			

Attached copy of permit to form

\_\_\_\_\_ Changed information on green copy of permit to reflect new owner

Changed information in computer to reflect new owner

\_\_\_\_ Completed form and signatures in all locations

As buyer of a camping unit which is currently registered as a seasonal camper at an MWCD Lake Park, I have been advised and have read and understand the Camp Lot Transfer procedure as outlined above.

Signature of Party Transferred From		Date	
Signature of Party Transferred To	œ	Date	
MWCD Agent		Date	<u> </u>

#### Tappan Lake Storage Agreement WS-242

The Muskingum Watershed Conservancy District, 1319 Third Street, N.W., New Philadelphia, Ohio, 44663, hereinafter referred to as 'District', and the undersigned, hereinafter referred to a as 'Owner', with intent to legally bound and in consideration of the mutual premises and obligation of the parties, agree as follows:

1. District shall store Owner's Trailer and approved structures, hereinafter referred to as 'Unit', on the campsite the owner occupied upon entering into this agreement, or at another location designated by the Park Superintendent or his designee. The period of storage shall be from 11/1/2011 to 4/1/2012 or for a lesser period within said dates at the option of the parties.

All storage MUST occur in designated areas ABOVE U.S. Army Spillway Elevation. It shall be the Owner's responsibility to remove, or cause to be removed, his Unit from storage immediately upon expiration of this agreement.

2. Owner sh	all pay the District, for specified services, the following:	Qty: DESC	AMOUNT:
-		1 Season Storage	\$130.00
Owner	JOHN HARRISON	TAX:	\$9.10
Address	105 SUNSET DR	TOTAL SALE:	\$139.10

City, State, Zip SCIO, OH 43988

Storage Location / Lot: ST483

Description of Unit 33' 08 Rockwood wht/mrn

Dated Tuesday, November 22, 2011

<her Applicant Signature:

Authorized Agent M.

### Muskingum Watershed Conservancy District • REFUND REQUEST FORM •

Park/Marina	Date
Facility Type	
Permit Number	
Name	Camping\$5.00
Address	Docking\$10.00
Autross	Patio Cabins
Phone	Vacation Cabins\$100.00
	ompleted by guest) ROCESSING FEE FOR REFUNDS
Circle one that applies: Camping Docking	Vacation Cabin Camper/Patio Cabin Picnic Shelter
Number of nights	
Reason for refund request	
Guest Signature	
Park/Marina Employee Signature	
Park/Marina Manager's Comments (refund reque	ested minus the fee = total of refund requested)
Park/Marina Manager Signature	Coupons offered: Uyes Ono
Recreation Coordinator Signature	
PARK/MARINA OFFICE USE ONLY <u>REIMB</u>	BURSEMENT TYPE PARK/MARINA OFFICE USE ONLY
Number of Days	
Coupon Numbers	Coupon Amount
Same Day Cash	
\$ Reimbursement \$ Amount Requested	

Muskingum Watershed Conservancy District	TRAILER TR	Muskingum Watershed Conservancy District TRAILER TRANSPORT AGREEMENT AND RELEASE			
			Permit N	0	
Owner	Ad	ldress			
City, State, Zip			Phone		
Moving camping unit from	Lot no. or storage locatio	on			
Moving camping unit to	Lot no. or storage location				
Transfer to take place on (dd	ate)		at ( <i>time</i> ) _		
Amount paid	Method of I	Payment:	[] Cash	[] Check	[] Credit Card
The Muskingum Watershe 44663 hereinafter referr	•				

The Muskingum Watershed Conservancy District, 1319 Third Street NW, New Philadelphia, Ohio, 44663, hereinafter referred to as "District," and the undersigned, hereinafter referred to as "Owner," with intent to be legally bound and in consideration of the mutual premises and obligation of the parties, agree as follows:

In consideration of the assistance of the District and its employees and agents in voluntarily moving my motor vehicle, motor home, or camping unit from snow, mud, ditch or other physical obstruction, or assistance, I hereby agree to release the District and its employees and agents from any legal liability for any damage to property or person that may result from such assistance.

Owner/Applicant Signature

Authorized Agent for MWCD

Date



ATWOOD LAKE PARK 4956 SHOP ROAD NE MINERAL CITY, OH 44656

# RELEASE

In consideration of the assistance of the Muskingum Watershed Conservancy District and its employees and agents in voluntarily removing my motor vehicle, mobile home, or camping unit from snow, mud, ditch, or other physical obstruction, I hereby agree to release Muskingum Watershed Conservancy District and its employees and agents from any legal liability for any damage to property or person that may result from such assistance.

Signature
-----------

Lot Number

Date

Address

City/State

Release Form 05/22/08 WORD P:2BARNHART:FORMS:RELEASE

# **APPENDIX B**

Please hang on rear	view mirror.
CAMPER CA	
	0.
Lot No.	
License N	0.
License N	<u>ío.</u>
License N	10.
Date Expi	red

APPENDIX B.1

al.
Muskingum Waterslied
Muskingum Watershed Conservancy District

刺乳

#### MUSKINGUM WATERSHED CONSERVANCY DISTRICT CAMPING PERMIT

398701

	Conservancy District					
)	GUEST INFORMATION	LOT NO.	NO. OF PERSONS			
1		EFFECTIVE DATE	EXPIRES 4 P.M.			$\langle  \rangle$
						nhkk
) —	PET INFORMATION	- AUTO #1	AUTO #2			( <sup>1</sup>
ł						( Second
,		AUT	FO #3			and the second
, d						( ·
;" 						يا <sup>ين و</sup> رقيع
,	TYPE OF CAMPING UNIT	BOAT REG	BISTRATION			( )
						( second s
į	I have read and understand the rules and regulations on the reverse side of this form and agree to comply with these and the rules and regulations of the M.W.C.D.					
1	SIGNATURE OF APPLICANT	AUTHORIZED AC	gent — M.W.C.D.			¥XY¥ K)
	1	,,,,,,,,,		NO REFUNDS DUE	<b>FO WEATHER</b>	(***)
				a . <u>Anny ana i</u> na amin'ny <u>ana amin'ny ana amin'ny ana amin'ny ana amin'ny ana amin'ny ana amin'ny ana amin'ny a</u>		
		CAMPING REG	ULATIONS			inter state
)	Camping is permitted only in authorian camping permit. Permits are not tran	orized camp area		t assigned as indicated on a	Ą	
	Campers shall use the sanitary fac nuisance or unsanitary act to be dor					

Trailers having plumbing fixtures will not be permitted in any District camping area unless drain lines are sealed so that no waste can be discharged in the camping area, except that use of sealed holding tanks will be permitted providing they have been approved in compliance with Section 3733.08 of the Ohio Revised code.

Bathing and washing dishes at drinking water outlets is prohibited.

Only one district owned picnic table is permitted on each camp site.

Campers shall observe quiet hours from 11:00 P.M. to 7:00 A.M. and no unnecessary noise is permitted during these hours.

Two motor vehicles shall be permitted on each campsite. Both vehicles must be registered and carry a pass for entrance. Vehicles must be confined to the campsite for which they are registered.

A maximum of three boats are permitted per lot. All boats must be registered and display a valid docking decal.

Structural additions to camping equipment are not permitted. Flies and awnings are permitted if quickly removable. Trailers must be kept on wheels and strictly mobile at all times.

Trailers and other camp shelters must not be left unoccupied in district camp areas for a period in excess of twenty-four hours during the winter camping season from November 30 to March 1.

Dogs and other pets are permitted only in designated campground sections and only if confined to the camping structure or kept on leash and only if such animals do not create noise or nuisance.

Upon termination of the camping permit, the premises shall be yielded up in good order and condition.

For a complete overview of park regulations, see Park Campground Guidelines Booklet.

NOTE: NO REFUNDS DUE TO WEATHER.

집계거나

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	
Serial Numbered	00001 to 03500
Shape	Square

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	
Serial Numbered	00001 to 01000
Shape	Round

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	
Serial Numbered	00001 to 02000
Shape	Oval

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	
Serial Numbered	00001 to 01400
Shape	Rectangle

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	
Serial Numbered	00001 to 01000
Shape	Diamond

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	
Serial Numbered	00001 to 03000
Shape	Triangle

- All decals must be pressure-sensitive vinyl for **OUTDOOR MARINE USE ON BOATS.**
- All decals **must be resistant to fading.**
- Color of all decals is to be LIGHT GREEN with black lettering and black border, except as noted.



Quantity	5,000
Serial Numbered	00001 to 05000
Shape	Diamond