

Cultus Lake Park Board STRATEGIC PLAN

2018 - 2022



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Our Mission

To provide, preserve and advocate for the long-term prosperity of the Cultus Lake community and natural environment.

Our Mandate

Ours to Protect and Preserve.



Message from Joe Lamb, Cultus Lake Park Board Chair

Cultus Lake Park is the gem of the Fraser Valley. There is natural beauty around every bend – including the sparkling clean lake; hiking trails with spectacular views; lush green forests; and, at the heart of it all, the warm, friendly and welcoming nature of the people who make up our community. It is all of this that makes Cultus Lake Park one of the best places in the world to live, work and play.

It is the role of the Cultus Lake Park Board to provide governance to the community, which includes more than 1,500 residential leaseholders, 21 commercial businesses and Sunnyside Campground, with close to 600 campsites.

The Park Board is accountable for the protection and preservation of the 640 acres of park land surrounding a stretch of beach on the eastern shores of the lake. The provision of residential services and the infrastructure necessary to support the homes and commercial businesses is mandated by the Park Board and is funded by its annual capital and operating budgets. It is our honour to act as the governing body for Cultus Lake Park, serving the people of this community. We take this responsibility very seriously and are committed to supporting our residents, businesses, campers and visitors.

The Cultus Lake Park Board Strategic Plan 2018 - 2022 clearly sets out our direction and priorities. This planning provides strategic direction for Cultus Lake Park, as we move forward in a sustainable, effective and efficient way.

Since our last Strategic Plan in 2017, we have achieved a great deal including the establishment of Community Policing, the completion of a parking review, a review on erosion, revisions of the Cultus Lake Park Act, as well as popular community events such as Cultus Lake Day, Party in the Plaza, Movie Nights, the establishment of the Cultus Lake Farmers' Market and Cultus Lake Christmas that are held throughout the year.

We live in a time of exceptional change and challenges, and Cultus Lake Park is not immune to this. Cultus Lake Park grows more popular with visitors every year. We have an aging infrastructure that must be updated – or in some cases, replaced. Climate change is a serious threat with an increased concern over forest fires and other environmental issues. All of these must be addressed in a timely and strategic way. This Strategic Plan will support us in doing that.

We continue to be focused on building a positive internal culture at Cultus Lake Park and expanding our connection with you, our community. This plan also addresses how we can increase community engagement in multiple areas. Cultus Lake Park is a very special place because of our engaged, active and interested community members. We are grateful for your input, feedback and ideas on how we can work together to improve Cultus Lake Park.

A handwritten signature in black ink that reads "Joe Lamb". The signature is stylized with a large, flowing "J" and a cursive "Lamb".



Message from Bonny Bryant, Chief Administrative Officer

The magic of Cultus Lake Park is unique. I felt this when I came on board in 2015, and I feel it every day that I have the pleasure and honour to lead this great organization. Each year brings new challenges, opportunities and a chance to learn more about the people of this wonderful community.

Park staff often do their work behind the scenes. It can be difficult work, often done under pressure – such as during a snowstorm or when dealing with a high potential for forest fires because of hot, dry weather. It can be challenging work to ensure that the infrastructure runs smoothly for our residential and commercial leaseholders, Sunnyside Seasonal Campers and, of course, the more than one million visitors that the area sees each summer. The people who come to work at Cultus Lake Park each day bring their best. They are dedicated, smart, skilled and they care about Cultus Lake. I am proud to call them my colleagues and my friends.

I am grateful to work with a board that respects and acknowledges the work that the Cultus Lake Park staff does – a board that leans in, steps up and embraces new approaches and ideas and that allows us to do our jobs, to make sure that the Park runs effectively and efficiently.

We are excited about the strategic priorities that are outlined in this plan and about increasing engagement with you, our community, as we bring each initiative to life.

THE PLAN



A Strategic Plan is an important document for a community. It acts as a blueprint for future policy and budget decisions and identifies long-term goals and immediate areas of attention that will guide our Board of Commissioners in their decision-making process. It is our road map for the term of the board.

This plan provides the foundation for the Cultus Lake Park Board in moving forward, knowing that, as a community, we are working together. We are focused on clearly defined goals and measurements of our progress, and we have a shared vision for the Park.

In mid-2019, Cultus Lake Park Board Commissioners came together with the senior Park staff to discuss Cultus Lake Park Board's goals for the future. Led by a facilitator, we shared ideas on how to continue to support the Cultus Lake Park community and the area's abundant natural resources – today and tomorrow.

This Strategic Plan identifies the Board's priorities and provides the ability to measure and track our progress and report back to you. The details contained in this plan will be linked to monthly agendas, departmental work plans and the annual budget, as well as to key performance indicators that will demonstrate what we have achieved at identified milestones.

The most effective strategic plans are dynamic and evolving; they are always a work-in-progress. New opportunities and challenges will emerge throughout the time frame of this document and, in this plan, the Cultus Lake Park Board has made the accommodation to be flexible in order to respond to necessary changes in direction.

We have a process in place to review the Strategic Plan quarterly. You will see the progress we have achieved to date and an outline of what we are planning, going forward. This is done so that the Board can report to the community regarding the implementation of the initiatives outlined in the plan and to demonstrate the progress that has been made throughout the year.

BUILDING A LEGACY AS A COMMUNITY



At Cultus Lake Park, we are in a time of rapid change. We are dealing with a growing population, aging public facilities, a changing climate and an evolving economy. The future – our future – will be determined by how we respond to and shape change in our community.

Some of the most pressing and impactful forces include:

- Growth in short-term rentals;
- An aging resident population;
- Visitor growth; and
- A shift to a more permanent (vs. seasonal) resident community.

This is an important time for Cultus Lake Park. In order for us to maintain the special culture of the Park, it is crucial for us to plan for the long term and to be realistic in what needs to be done so that we keep Cultus Lake Park as a great place to live, work and play.

Doing what is best in the long term does not always align with what is the most expedient or profitable in the short term. In building for tomorrow, we must be willing to make sacrifices today. We will need to dig in and think more creatively and entrepreneurially than we have in the past. In addition, we must establish deeper and new relationships where we can align our interests and secure our viability – and our ability to thrive – in the years to come.

PROGRESS TO DATE



Since our last strategic planning process in 2017, there has been substantial progress made in many areas. They include:

2017

- Residential leases were digitized.
- A parking inventory was completed.
- A parking consultant's report was completed.
- A report was made to the Board based on the parking consultant's report.
- The public was asked for feedback on the parking report.
- The public feedback was presented to the Board.
- The bulletin boards were renewed.
- A strategic communications plan was developed and approved by the Board.
- Buoys were mapped out and visually represented.
- A public meeting with community feedback regarding the buoys was held.
- A manager of marketing and events was hired.

2018

- A media policy was drafted and approved by the Board.
- The public was asked to provide feedback regarding short-term rentals.
- A consultant's report on short-term rentals was developed and received by the Board.
- The Cultus Lake Park Summer Farmers' Market was revived.

2019

- The establishment of Community Policing.
- The completion of a parking review.
- A strategic communications plan was developed, approved and implemented.
- The completion of buoys mapping and GPS enforcement.
- The Cultus Lake Park Act was revised and updated.
- The erosion consultant's report was completed and reviewed by the Environment Planning Committee and will be considered by the Board in fall 2019.
- The Short-Term Vacation Rentals consultant's report is completed and the Board will consider this item in fall 2019.
- Residential Lease Version 5 will be considered by the Board in fall 2019.
- Multiple community events such as Cultus Lake Day, Party in the Plaza, Movie Nights and Cultus Lake Christmas are held throughout the year.
- A new Strategic Plan was developed.

STRATEGIC PRIORITIES

In the recent planning session attended by the Cultus Lake Park Board and senior Park staff, our strategic priorities were identified.

They are:

Build a Sustainable Path Forward

We will use existing resources effectively and efficiently and be innovative in creating new approaches that support long-term resilience and liveability at Cultus Lake Park.

This includes:

- Government relations;
- Resource management; and
- Capital asset management.

Continuously Improve the Customer Experience

We will deliver a more accessible and consistent experience for our visitors and residents.

This includes:

- Short-term rentals, secondary suites, bed & breakfast, and home-based business regulations, and residential leases; and
- Digital customer experience.

Strengthen Our Community Connections

Working together, we will focus on understanding and achieving shared goals and effectively stewarding our community.

This includes:

- Village Plaza development; and
- Community engagement.

Preserve the Natural Beauty of Cultus Lake Park

We will demonstrate leading practices to preserve and protect our abundant natural resources and wildlife.

This includes:

- Bylaw enforcement and Community Policing;
- Forest safety and management;
- Landfill capping; and
- Foreshore commercial lease.



BUILDING OUR STRATEGY



The strategic priorities will drive our work over the next three years. Each area has specific outcomes that have been defined and the results will be measured. Those results will be reported quarterly to the Board.

The Board and management team developed recommendations for this plan by reviewing the desired outcomes through a number of lenses. *They are:*

- Accurately frame the parameters of currently available resources;
- Deliver maximum impact on the Cultus Lake Park Mission and Mandate;
- Prioritize revenue generation/cost efficiencies;
- Focus on our stakeholders (residential and commercial leaseholders, Sunnyside Campers and visitors) and prioritize the largest impact over the specific needs of one group;
- Be informed by current and future realities;
- Assist in making decisions and strategically prioritizing initiatives; and
- Identify detailed success measures.

BUILD A SUSTAINABLE PATH FORWARD



GOVERNMENT RELATIONS

Cultus Lake Park is self-funded. Unlike municipalities, the Park Board does not have the ability to levy taxes. The maintenance and operation of Cultus Lake Park is supported by residential and commercial leases, revenue from Sunnyside Campground, and parking fees. There is no funding received from any level of government.

Objectives

- Foster stronger government relationships; and
- Identify new/additional avenues to generate revenue.

Priority Steps

- Initiate discussions with MLA and Fraser Valley Regional District; and
- Research other jurisdictions in BC and beyond to identify best practices and engage in dialogue to expand our knowledge base from those with in-depth knowledge in this area.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Establish government funding;
- A shift in sentiment and relationships with government stakeholders; and
- Ability to apply for grant funding.

Timeline

- Review progress Q2 2020.

Lead/Team

- Board Chair
- Chief Administrative Officer

RESOURCE MANAGEMENT

The Cultus Lake Park Board and staff are dedicated to serving the community. They are committed to operational excellence and customer service, working to prioritize and address the multiple needs and requirements of the Park on a daily basis.



Objectives

- To evolve the operational “backbone” of the team, updating operating procedures, evaluating systems and digitizing practices; and
- Enabling the team to work more efficiently and to focus on higher-value tasks, support distributed decision-making, and build on continuous improvement.

Priority Steps

- Service operation procedures for finance/public works (codify process, calendar of activities);
- Better data collection;
- Asset management/maintenance plan;
- Efficiency study – evaluate tensions, pilot new ways of working;
- Public works tool inventory;
- Review job descriptions and update; and
- Review admin policies and update.

How We Will Know It’s Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Improved productivity;
- Customer satisfaction;
- Employee engagement; and
- Employee retention and innovation.

Timeline

- Project to be initiated Q2 2021.

Lead Team

- Chief Administrative Officer
- All senior staff

CAPITAL ASSET MANAGEMENT

It is important to provide and plan for exceptional recreational, social and cultural amenities at Cultus Lake Park. In order to do this effectively, a capital asset plan that also addresses an aging infrastructure must be developed.



Objectives

- Undertake a review and inventory of our capital assets; and
- Develop a plan that incorporates assessment and replacements on a consistent basis.

Priority Steps

- Conduct inventory and draft an asset list (Park, Sunnyside Campground and commercial leaseholder units);
- Create a life expectancy plan;
- Repair vs. replacement decisions; and
- Determine funding and budget required for a five to 10-year replacement schedule.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Reducing one-off costs overall, as inventory list can be referenced; and
- Decreasing “surprise” costs as assets reach end of life.

Timeline

- Project to be initiated Q1 2021.

Lead/Team

- Manager, Park Operations
- Manager, Finance

CONTINUOUSLY IMPROVE THE CUSTOMER EXPERIENCE



SHORT-TERM RENTALS, SECONDARY SUITES, BED & BREAKFAST, AND HOME-BASED BUSINESS REGULATIONS, AND RESIDENTIAL LEASES

Like many communities around the world, Cultus Lake Park is facing the impact of short-term rentals (STR), as well as dealing with an increase in requests for home-based businesses. These elements must be addressed in residential leases.

Objectives

- To establish guidelines and licensing requirements for STRs, secondary suites, bed & breakfasts, and home-based businesses; and
- Update to relevant bylaws.

Lease Update Priority Steps

- Finalize Version 5 residential lease update; and
- Transition leaseholders to Version 5 leases.

Short-Term Rentals, Secondary Suites, Bed & Breakfast, and Home-Based Business Regulations Priority Steps

- Develop a survey to gauge if residents want STRs, secondary suites, bed & breakfasts, and home-based businesses in the community;
- Provide results to Cultus Lake Park Board;
- Decision point for Board to move forward on STRs, secondary suites, bed & breakfasts, and home-based businesses;
- If Board decides to move forward:
 - Cultus Lake Park Board to review policy on STRs, secondary suites, bed & breakfasts, and home-based businesses;
 - Develop a Communications Plan for the rollout;
 - Plan rollout;
 - Draft bylaw regarding STRs, secondary suites, bed & breakfasts, and home-based businesses;
 - Engage the community and request public input;
 - Revise plan/bylaws based on public input;
 - Implementation; and
 - Enforcement.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Development of policies and procedures;
- Improved compliance rates;
- Reduction in parking issues created as a result of STRs, secondary suites, bed & breakfasts, and home-based businesses; and
- The creation of new revenue streams for Cultus Lake Park.

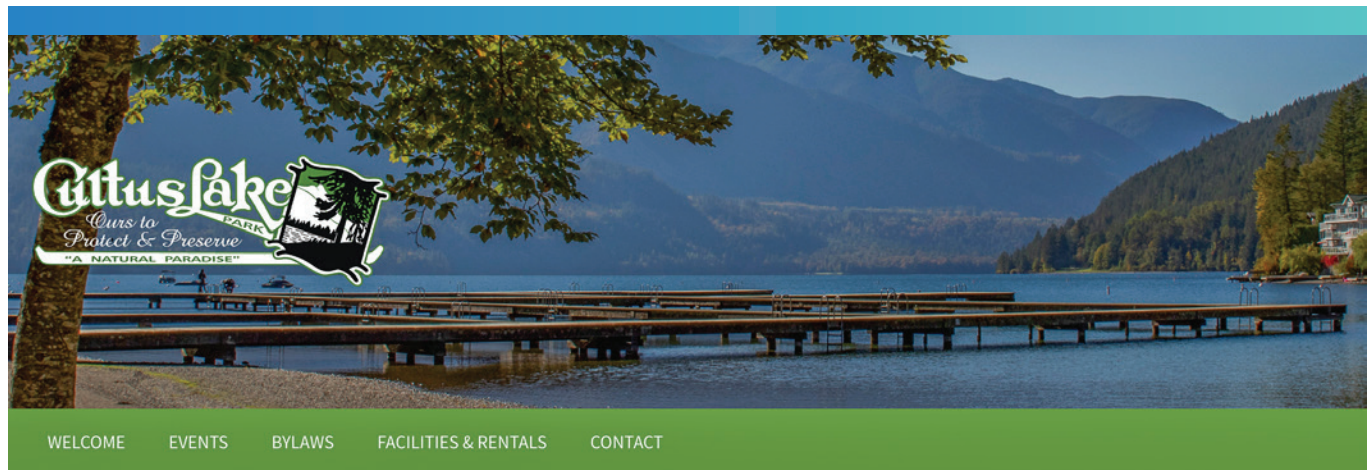
Timeline

- Lease Update Priority Steps – completion Q4 2019
- STR, Secondary Suites, Bed & Breakfast, and Home-Based Business Regulations - project initiated Q3 2019.

Lead/Team

- Lease Update Priority Steps – Manager of Finance
- STR, Secondary Suites, Bed & Breakfast, and Home-Based Business Regulations - Manager of Visitor Services, Accommodation and Bylaw Enforcement

DIGITAL CUSTOMER EXPERIENCE



Service delivery is an integral part of Cultus Lake Park's operations, and technology and digital tools can play an increased role in this.

Objectives

- Increase information on website;
- Create the ability to book and pay for Sunnyside Campground sites online;
- Define and develop automated responses and segmentation for customer inquiries; and
- Develop the ability to pay fines online.

Priority Steps

- Business requirements discovery;
- Customer needs discovery;
- Existing vendor assessment of what can we buy/license; and
- Scope the project – prioritized requirements, budget and time frames.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Decreasing volume of basic customer service inquiries;
- Increasing stakeholder/customer satisfaction;
- Delivering more effective resource allocation to high-value tasks, and
- Improved employee engagement.

Timeline

- Project initiated Q3 2020.

Lead/Team

- Manager, Finance

STRENGTHEN OUR COMMUNITY



VILLAGE PLAZA DEVELOPMENT

As we consider the long-term prosperity of Cultus Lake Park, it is important that we address the lack of affordable housing alternatives and the new requirements in amenities to support a full-time community and growing number of summer visitors.

This plan proposes the first phase of land valuation and viability assessments to develop the Village Plaza site. One that would – if successful – be sensitively integrated and designed to maximize environmental, social and economic benefits, including new revenues for Cultus Lake Park.

Objective

- To research the potential for the redevelopment of the Village Plaza.

Priority Steps

- Appraise land and potential revenue streams;
- Request for Interest (RFI) for developer/planner;
- Develop and determine options;
- Secure provisional high-level design options;
- Go/no-go decision; and
- Community engagement plan.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Improvements in revenues through additional leases, parking fees and new sources;
- Affordable housing keeps families at Cultus Lake Park; and
- Improved well-being and sense of community.

Timeline

- Project to be initiated Q3 2021.

Lead/Team

- Chief Administrative Officer

COMMUNITY ENGAGEMENT



One of the fundamental promises made by the Cultus Lake Park Board is to continue to build community. This includes engaging the community, government and other stakeholders on many levels, proactively communicating, acting in a transparent manner, and building on the existing culture of collaboration and connection.

Objectives

- To continue to build community at Cultus Lake Park by developing productive and co-creative relationships with the people who live, work and play here, with all levels of government and with other stakeholders;
- To build on the foundation of regular and consistent communication;
- To act in a transparent manner;
- To create multiple opportunities and channels for community input and feedback to the Board and Park staff; and
- To create a positive, engaging workplace that inspires the Cultus Lake Park staff.

Priority Steps

- Identify communications needs;
- Develop project/initiative-specific communications plans; and
- Integrate communications plans/strategies into execution of initiatives, moving forward.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Sentiment from community on levels of trust;
- Successful completion of projects; and
- Employee engagement and well-being.

Timeline:

- Ongoing throughout the term of the Board.

Lead/Team

- Board Chair
- Board Commissioners
- Chief Administrative Officer

PRESERVE THE NATURAL BEAUTY OF CULTUS LAKE PARK



BYLAW ENFORCEMENT AND COMMUNITY POLICING

Cultus Lake Park is a popular destination – along with residential leaseholders, people come from the Fraser Valley, the Lower Mainland and around the world to spend time at the Park and to enjoy the abundant natural resources of the area. The number of visitors each year continues to grow and there are serious concerns regarding the recreational capacity of Cultus Lake Park. Not only does this increase impact how visitors and residents use the Park, but it also has a serious impact on the ecological health and environment of the area.

In addition, there has been an increase in encroachments in the residential areas of the Park. An encroachment occurs when a leaseholder builds, creates or places something that reaches past their own property line and onto what is considered public property.

Ensuring that the community is compliant in following the bylaws requires education and enforcement. Bylaws are crucial in ensuring that Cultus Lake Park remains a safe, secure and comfortable place for everyone – visitors and locals alike.

Objectives

- To update bylaws;
- To bring in dedicated resources to provide oversight for Park bylaw compliance; and
- To engage the community in support of a greater compliance of Park bylaws.

Bylaws and Community Policing Priority Steps

- Update bylaw fines and fees;
- See approval from the Ministry of the Attorney General to be included in the Registry under the Bylaw Adjudication Act;
- Implementation of policies;
- Establish Community Policing office and adjudication;
- Communications plan development; and
- Pilot over season, then optimize process, policy and prioritization.

Encroachments Priority Steps

- Undertake inventory of existing encroachments;
- Cultus Lake Park Board to develop policy regarding encroachments;
- Update bylaws; and
- Develop community engagement and communications plan regarding encroachments.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- A reduction in complaints and security incidents;
- An increase in voluntary compliance; and
- Greater consistency and equitable outcomes for encroachments and other enforcements.

Timeline

- Bylaw and Community Policing six-month pilot project completion Q3 2019; and
- Encroachments project initiated Q4 2019.

Lead/Team

- Manager, Visitor Services, Accommodations and Bylaw Enforcement

FOREST SAFETY AND MANAGEMENT



The heart of Cultus Lake Park is its abundant natural resources – the lake, the beaches and foreshore, the park, the trails and the forests. The health of our natural environment is critical to the community – now and in the future.

The Cultus Lake Park Board has made great strides in enhancing the health of the lake and these efforts will continue.

Objectives

- To clean up the forest floor; and
- To implement strong bylaw enforcement in order to reduce fire hazards, to protect habitat and improve the visitor experience.

Priority Steps

- Update the Cultus Lake Park Wildfire Protection Plan;
- Estimate the effort;
- Determine if support programs are available;
- Determine resource requirements (staff and external);
- Draft timeline for initial effort and ongoing tasks; and
- Resource initiatives and begin effort.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- A commitment to community and environmental safety;
- Cleaner forest areas; and
- Reduced workload over time, as efforts required are for maintenance rather than focused on clean-up.

Timeline

- Project to be initiated Q3 2020.

Lead/Team

- Manager, Park Operations
- Manager, Visitor Services, Accommodations and Bylaw Enforcement
- Cultus Lake Park Fire Chief
- Chief Administrative Officer

LANDFILL CAPPING

There are legal requirements to effectively cap the Cultus Lake Park landfill in order to isolate contents and avoid the spread of contamination.

Objective

- To make an informed decision based on information that comes out of the first phase of a development exploration for the Village Plaza, as to the viability of a sustainable development (repurposing excavation materials) for this initiative.

Priority Steps

- Review Ministry requirements;
- Hire consultant;
- Estimate fees for capping;
- Determine resources needed;
- Prioritize operations;
- Seek Ministry approvals; and
- Work commences.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- To meet the legal requirements and remove remaining liability; and
- To prepare the site for possible future use.

Timeline

- Project to be initiated Q4 2021.

Lead/Team

- Manager, Park Operations

FORESHORE COMMERCIAL LEASE



Effective foreshore management is required to manage water-based development and infrastructure, as well as manage and conserve the sensitive foreshore environment.

Objective

- To obtain a commercial foreshore lease.

Priority Steps

- Submit application for commercial foreshore lease;
- Undertake survey of foreshore; and
- Work with Ministry staff to convert the foreshore lease.

How We Will Know It's Working

In order to understand what works and what may need to be revisited, it is important to track our progress.

Results We Are Focused on Achieving

- Increased compliance and oversight of foreshore;
- Transfer between license holders resolved; and
- Improved boat and human safety.

Timeline

- Project to be initiated Q2 2019.

Lead/Team

- Chief Administrative Officer
- Manager, Park Operations

COMMITMENTS TO THE ORGANIZATIONAL CULTURE



In the strategic planning session, the Board and senior Park staff discussed how to build on the organizational culture of Cultus Lake Park.

They are committed to:

- Communicating expectations internally and externally;
- Supporting one another in achieving the goals;
- Being open and sharing challenges;
- Respecting time constraints;
- Being open to hearing different/all perspectives before drawing conclusions;
- Being unafraid to table requests;
- The ability to stay the course; and
- Respecting each other's roles.

SERVICE LEVEL AGREEMENTS

CLASSIFICATION DESCRIPTION	RED	ORANGE	YELLOW	GREEN
	<i>Critical: Danger to health and well-being</i>	<i>Urgent: Considerable distress to resident or visitor</i>	<i>Important: Temporary distress to a resident or visitor</i>	<i>Cosmetic issue or non-urgent request</i>
EXAMPLES	<ul style="list-style-type: none"> • Lost child • Fire in campground washrooms • Live hydro wire down • Medical emergency 	<ul style="list-style-type: none"> • Noise complaint between 10 pm and 7 am • Road obstruction • Burst water pipe • Illegal fire • Trees being unlawfully cut down • Possible property damage on leased land or if homeowner is away 	<ul style="list-style-type: none"> • Cabin issues • Full garbage cans in public area • Car parked illegally • Seasonal rate change complaints • Resident garden maintenance issue 	<ul style="list-style-type: none"> • Leaseholder account inquiry • Canoe storage dispute • Tasks that flow from Board Meetings
RESPONSE TIME	IMMEDIATE	WITHIN 2 HOURS	WITHIN 24 HOURS	WITHIN 48 HOURS

As a part of the strategic planning, Cultus Lake Park has implemented a new approach in how staff and leaseholders, Sunnyside Seasonal Campers, visitors and other stakeholders engage, communicate and resolve issues – through Service Level Agreements (SLAs).

SLAs are useful in setting and managing expectations between those who may have an issue or who contact Cultus Lake Park for other reasons. By putting a classification system in place, staff are better positioned to prioritize critical issues, increase efficiency, and to support long-term strategic issues.

SLAs provide those contacting the Park about an issue, idea or other query with clarity as to when they will receive a response. It also reduces concern about whether their message has reached anyone at the Park.

CONCLUSION



We are committed to bringing this Strategic Plan to life and to building upon the achievements to date and our work in progress. With this plan, we will work with the community to support Cultus Lake Park as we move into the future. We will create opportunities for everyone to flourish as we respect and care for the abundant natural resources that make Cultus Lake Park so special. We look forward to supporting our community as it grows, evolves and thrives today and into the future.

If you have any questions about the Strategic Plan or other Cultus Lake Park Board initiatives, please contact us at: **reception@cultuslake.bc.ca**, call: **(604) 858-3334**, or drop in for a coffee or a hot chocolate. *We encourage you to come and meet us – we would love to connect with you.*