

## **2021 Nickel Beach Operating Plan**

Readers of this operating plan are cautioned that the plan may be adjusted dependent on the progression of COVID-19 and activity experienced at the beach.

Further, readers will find each section in this operating plan builds on the next. To this point, questions that may arise in one section may be answered in the next. Staff look forward to discussing the following plan with Council.

### **COVID- 19 response and service levels**

#### **Parking & Capacity Limits**

Parking capacity and beach access at Nickel Beach will be restricted to approximately 150 carloads daily for non-Port Colborne residents. All additional parking space will be dedicated for Port Colborne residents. In order to limit the volume of patrons accessing the beach and surrounding areas direct beachfront parking will be the only option available for beachgoers through the 2021 season. For those with limited mobility or those who may not want to park on the beach there will be limited parking spaces available.

In practical terms this means cars will not be parking on Lake Road, Fares Street and Rodney Street.

To facilitate this, limited daily parking passes will be available to purchase online in advance (further details under online ticketing solutions).

#### **Seasonal Resident Passes**

Residents of Port Colborne will have free access to parking at both Nickel, and Centennial – Cedar Bay beaches throughout 2021 by means of a seasonal resident's pass (must display pass for access). Registration will be required in advance and will be available to residents online prior to Victoria Day weekend via an online ticketing solution (below). Appropriate space will be reserved daily for Port Colborne residents to ensure that residents can access the beach at any time. Passes will allow residents to bring family/friends to the beach within their carload.

#### **Walk-on Access**

Accessing the beach by parking outside of the designated parking areas and walking onto the beach will be prohibited. Staff anticipate that residents of Port Colborne will primarily take advantage of parking on the beachfront for free via the seasonal resident pass, however residents of Port Colborne from the local area who choose to walk to the beach will be provided access by showing a resident pass, or government issued photo identification.

## Online Ticketing Technology

To further mitigate potential traffic congestion due to limited/restricted beach capacity and parking options, daily pass sales will be made available through an online ticketing solution. Similar to “event” type ticketing, interested beachgoers will be required to check availability of parking passes in advance and make purchase prior to their trip to the beach.

Residents of Port Colborne will be able to use the online ticketing technology to register for their free seasonal resident pass which will provide access at any time through the season. In practical terms, this means residents of Port Colborne will be able to come and go at the beach without pre-booking. If demand by local residents exceeds expectations, Staff will look to limit ticket sales on future days to increase capacity for local residents.

## Beach Staffing *Levels & Hours of Operation*

The Seasonal Beach Coordinator will supervise summer students and oversee daily operations. The beach will be open seven days per week from Victoria Day weekend to Labour Day. Open hours will be 10 a.m. to 6 p.m. Monday through Friday, and 9 a.m. to 8 p.m. on weekends and statutory holidays.

<b>Nickel Beach (Fees include HST)</b>	<b>2020 Fee</b>	<b>2021 Proposed Fee</b>	<b>Fees (non- residents)</b>
<b><i>Daily Pass Monday - Friday (Per vehicle)</i></b>			
Niagara Residents	\$15	\$20	
Non-Residents	\$50	\$50	
<b><i>Daily Pass Weekends &amp; Statutory Holidays (Per vehicle)</i></b>			
Niagara Residents	\$20	\$25	
Non-Residents	\$50	\$55	

## **Washrooms & hand wash stations**

The washroom building infrastructure on site continues to deteriorate each season with increased use. Staff plan on decommissioning the building for washroom use and will be used as additional storage space in 2021. Portable washroom units and hand wash stations will be secured and placed at various locations around the beach property for ease of access. All units will be cleaned and sanitized every two hours and/or as required. Portable washrooms will be fully serviced two times per week as a minimum.

## **Security**

Security services will continue to be contracted to support staff and operations and ensure patron compliance. Services will also be available to respond to needs at Centennial - Cedar Bay beach as required. Security will primarily station a checkpoint at the corner of Lake Rd. and Rodney St. where they will control the flow of traffic and re-route vehicles while at capacity. Although, as the season progresses and users become more accustomed to the requirement to pre-book, this location may change.

## **Signage**

To deter high volumes of traffic coming to the area when capacity has been reached, an electronic message board will be located on the routes to Nickel Beach and will be updated to reflect capacity status and a reminder that pre-registration is required.

## **Cash Handling/POS**

Point of sale (POS) units linked with the on-line booking system will be utilized to supplement advance online purchasing. Cash transactions will be limited.

## **Communications**

Staff will provide appropriate updates to the Media and Communications Officer. Important information such as capacity, parking, inclement weather, and posted beach closures will be available to the public.

## **Enforcement and Public Health**

Ongoing communication, support and consultation with By-law, Communications, Fire and Emergency, Niagara Regional Police, and Niagara Region's Public Health Department.

## **Third Party Lease Agreements**

Due to the continued health & safety concerns brought on by COVID-19, and limited beach capacity and parking options through 2021, Splashtown Niagara's inflatable water park intends to delay operations until 2022.

Big Pappi's intends to operate food services at Nickel Beach in 2021 by following strict public health measures.