

**Agreement**

Between

the Ministry of Environment Regions for the Parks and Protected Areas  
Program (BC Parks) and  
the Ministry of Transportation

British Columbia Parks Directional & Confirmatory Signage

May 2007

### Terms and Conditions

- 1 The Ministry of Transportation supports initiatives which promote tourism, provide information to the traveling public and enhance access to recreation areas within British Columbia.
- 2 This agreement details specifications for the approval, manufacture, supply, installation and maintenance of Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) directional and confirmatory signs on Ministry of Transportation rights of way on freeways and highways.
- 3 Signs included in this agreement comprise directional, iconographic park facility information and confirmatory signage established for the primary purpose of providing traveler information regarding nearby park facilities.
- 4 The Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) is responsible for providing the Ministry of Transportation with annual accounting information in order that the Ministry of Transportation can journal voucher each region the cost of manufacture, supply, shipping and installation of each sign.
- 5 The Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) will pay, quarterly, to the Ministry of Transportation the full supply, shipping, install and sign record fee costs for signs installed during the previous quarter. All costs associated with this agreement will be debited to the Provincial Sign Program of the Ministry of Transportation.
- 6 The Ministry of Transportation will provide a listing by Highways District of the number of park signs installed or in place during the previous fiscal year. Annual maintenance will be reviewed prior to the end of fiscal 2008 and an agreement around assignment of those costs will be formalized at that time.
- 7 The Ministry of Transportation is responsible for the manufacture, supply and installation of signs approved for installation by the Ministry of Environment Parks and Protected Areas Program (BC Parks), and the Ministry of Transportation district managers is responsible for BC Parks signs on Ministry of Transportation rights of way only, and excludes BC Parks entrance signs.
- 8 Maintenance of park signs installed on rights of way within MoT's jurisdiction shall consist of a, b & c below while assignment of these costs will be determined and an agreement will be in place for them by the end of fiscal 2008.
  - a. annual cleaning of the sign face and posts to ensure legibility to the Ministry's standards
  - b. periodic patching and minor restoration of damaged sign faces when required
  - c. periodic clearing of vegetation in the sight line of the sign to comply with the Ministry's standards

- 9 Maintenance does not include the installation of new or replacement sign faces or the alignment and replacement of sign posts or bases. These costs will be assigned to Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks).
- 10 Charges for the manufacture and supply of new or replacement park sign faces or posts shall include all materials, fabrication, handling and transportation costs incurred.
- 11 Maintenance activities by MoT's maintenance contractors exclude all BC Parks entry signs and signs off the Ministry of Transportation's rights of way.
- 12 The Ministry of Transportation will work with the Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) to ensure signs to be installed on MoT rights of way comply with MoT's standards for construction and visual identity.
- 13 The Provincial Sign Program, Ministry of Transportation, will develop sign templates and standard sign part numbers for each sign type to allow consistency of sign order/reorder.
- 14 The Ministry of Transportation shall provide the Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) with individual sign records describing the text, size, location, and number assigned to the particular sign for each directional or confirmatory park sign produced and installed on Ministry of Transportation rights of way.
- 15 For an additional fee, noted in Appendix II – Fee Structure, the Ministry of Transportation shall provide the Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) with an In-Park Signage Catalogue which will include all signage specifications, structural and visual identify standards which the Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) can use to develop vendor supply and maintenance contracts for those signs with alternative vendors.
- 16 Excluding installation and maintenance, the Ministry of Transportation is responsible for the manufacture and supply – at full cost recovery - of signs as approved by the Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) and the Ministry of Transportation District Manager for installation on rights of way not under the jurisdiction of the Ministry of Transportation. Such signs will be supplied from the Provincial Sign Program to the District Parks Manager who will arrange for the signs to be approved for installation by the appropriate jurisdictional authority, picked up and installed under separate contract. The Park Manager will then notify the District Highways Manager of the installation of the signs and the District Highways manager will then authorize the installation of any complimentary signs on the Ministry's right of way.
- 17 Park names shall be shown as indicated in the sign specifications attached which shall constitute the standard layout for park signs. Where an individual park name cannot be accommodated using the text sizes specified for the particular class of sign within the dimensions specified for the particular class of sign a special sign board of appropriate dimensions to suit the specified text shall be substituted.
- 18 Where the substitution of a special sign board, in excess of the dimension specified for the particular class of sign, results in an increase in the cost of manufacturing, supply, installation and maintenance the Ministry of Transportation shall notify the Ministry of

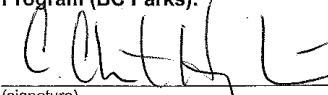
Environment Regions for the Parks and Protected Areas Program (BC Parks) before proceeding with manufacture and installation.

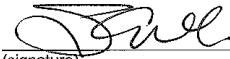
- 19 Signs for provincial parks will only be erected on the particular highway from which it takes access; however, under special circumstances where the route to the park is along a low traffic volume highway, signs may be erected on the first highway intersecting the low volume highway to identify the particular park, by approval of the Ministry of Transportation District Manager. Note: a low traffic volume highway is a highway with a summer average daily traffic volume of fewer than 1000 vehicles.
- 20 Where a park is located more than 20 km from a highway along a minor road, 2 km and 400 M advance notice signs shall be erected in advance of the entrance to the park on the minor road at the discretion of the District Manager, Ministry of Transportation.

This Agreement becomes effective on the date it is signed by representatives from the Ministry of Environment Regions for the Parks and Protected Areas Program (BC Parks) and the Ministry of Transportation and will remain in effect until termination by mutual agreement after a minimum of 30 days notice.

**Signed on behalf of the Ministry of Environment  
Regions for the Parks and Protected Areas  
Program (BC Parks):**

**Signed on behalf of the Ministry of Transportation:**

  
(signature)  
 Christine Houghton  
(name – type or print)  
 Director  
(title)      April 18/08  
(date)

  
(signature)  
 Sandy Carroll  
(name – type or print)  
 Executive Director,  
 Properties and Business  
 Management Branch  
(title)      April 1/08  
(date)

**Appendix I - SIGN SIZES AND LETTERING**

1. The following constitutes the list and specifications of standard directional and confirmatory park signs and dimensions (see Appendix II)

SIGN CLASS	DIMENSIONS	ROADWAY TYPE	Symbol Size	Reflective Value	Substrate Material	Sign Post Material
A	183cm x 366cm	FREEWAY/EXPRESSWAY	60cm x 60cm	ASTM Type 1	Ext Alum	H Beam Steel Post
B	122cm x 244cm	MULTI-LANE HIGHWAY	45cm x 45cm	ASTM Type 1	14mm Plywood	Telespar or Wood Post
C(1)	91.5cm x 183cm	2 LANE – 2 WAY ROADWAY	30cm x 30cm	ASTM Type 1	14mm Plywood	Telespar or Wood Post
D	61cm x 122cm	NON-FREEWAY/EXPRESSWAY LINEAR PARK/MULTIPLE ACCESS	45cm x 45cm	ASTM Type 1	14mm Plywood	Telespar or Wood Post
E (Finger Board) Overlaying (A) Overlay(B) Overlay(C)	100cm x 30cm	MINOR ROADS/PARK ACCESS ROADS	Not Required	ASTM Type 1	14mm Plywood	Telespar or Wood Post
C(2)	60cm x 60cm	FREEWAY/EXPRESSWAY	60cm x 60cm	ASTM Type 1	.081 5052 Alum	Not Required
Closed Tab	45cm x 45cm	MULTI-LANE HIGHWAY	45cm x 45cm	ASTM Type 1	.081 5052 Alum	Not Required
	30cm x 30cm	2 LANE – 2 WAY ROADWAY	30cm x 30cm	ASTM Type 1	.081 5052 Alum	Not Required
	122cm x 183cm	2 LANE – 2 WAY ROADWAY	30cm x 30cm	ASTM Type 1	14mm Plywood	Telespar or Wood Post
	122cm x 20cm	All Highway Applications	Not Required	ASTM Type 1	.081 5052 Alum	Not Required

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### 2. Visual Standards

- a) A visual standards package for Parks will be created following the MOU being agreed to and signed off by both parties.
- b) Sign Post: Wooden sign posts, treated but unpainted  
Metal sign posts shall be hot dip galvanized
- c) Symbols may appear on all park directional signs with the exception of Class E (finger board) signs.
- d) The maximum number of symbols per park sign shall be three (3) and only if the services are located on the same side of the road.
- e) single symbols may not be erected unless they form part of a larger sign
- f) No symbols other than those depicted in the visual standards package shall be used on BC Park signage on Ministry of Transportation rights of way

Created on May 14, 2007

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Appendix II – Fee Structure

1. Supply & Install

SIGN CLASS	Sign Supply	Sign Post Supply and Installation	Sign Record Fee	Total \$ per Sign	# of Signs	Total \$
A	\$1490.72	\$2,000	\$300	\$3790.72		
B	\$458.19	\$1,500	\$300	\$2258.19		
C (1)	\$362.72	\$1,500	\$300	\$2162.72		
D	\$195.01	\$600.00	\$300	\$1095.01		
E	\$127.01	\$350.00	\$300	\$777.01		
(Finger Board)						
Overlay (A)	\$69.26	\$100	\$100.00	\$269.26		
Overlay(B)	\$52.75	\$100	\$100.00	\$252.75		
Overlay(C)	\$25.00	\$100	\$100.00	\$225.00		
Closed Tab	\$53.21	\$200	Not Required	\$253.21		
		Annually (includes install/remove)				
C (2)	\$410.14	\$1,500	\$300	\$2210.14		

\*\* C (2) represents the 183x122cm park sign which is part of the same family as the C (1) 183x91.5cm park sign.\*\*

\*\* sign record fee includes cost to develop sign templates, reorder numbers and to coordinate graphic approval

**Estimates as at May 14, 2007:** the cost of most commonly used sign X quantity estimated

- 851 parks X 2 signs per park = 1702 signs
- X \$2158.19 sign/design/install costs for C(1) = \$3,673,239.30
- divided by 3 year replacement plan (ie:2010) = \$1,224,413.10 annually **or** over 8 year cycle (reflectivity life expectancy) = \$459,154.91

2. Maintenance – cost assignment and agreement of these costs will be finalized by the end of fiscal 2008 and are presented here as an estimate only.

Annual maintenance cost province wide:

2007 – maintenance of existing sign inventory following current process in place

2008 – maintenance cost \$113, 466.66 (3 year replacement cycle)

**or** \$42,550.00 (8 year replacement cycle)

3. One time development of In-Park Signage Catalogue - \$18,000

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**Memorandum of Understanding**

Between

the Ministry of Tourism, Culture and the Arts  
Recreation, Sites and Trails Branch  
and  
the Ministry of Transportation and Infrastructure  
Properties and Business Management Branch

British Columbia Tourism Sites Directional & Confirmatory  
Signage

November 2008

Cliff 157865

Terms and Conditions

- 1 This agreement details specifications for the approval, manufacture, supply, installation and maintenance of Ministry of Tourism, Culture and the Arts (hereafter "MTCA") directional and confirmatory signs on Ministry of Transportation and Infrastructure (hereafter "TRAN") rights of way on freeways and highways.
- 2 Signs included in this agreement comprise directional, iconographic recreation site or trail facility information and confirmatory signage established for the primary purpose of providing traveler information regarding nearby recreation site or trail facilities.
- 3 Signs requiring installation on right of way which is not under jurisdiction of TRAN but approved by the MTCA and District Manager Transportation will be manufactured and supplied by the Provincial Sign Program at full cost recovery. Such signs will be supplied from the Provincial Sign Program to MTCA's District Recreation Officer who will arrange for the signs to be approved for installation by the appropriate jurisdictional authority, picked up and installed under separate contract. The District Recreation Officer will then notify the District Manager Transportation of the installation of the signs, and the District Manager will then authorize the installation of any complimentary signs on TRAN's rights of way.
- 4 Permitting and approval
  - a. The MTCA will contact District Manager Transportation for the permitting and approval of the placement and installation of new signs, replacement sign faces or the alignment and replacement of sign posts or bases.
- 5 Manufacturing
  - a. MTCA will liaise with the Provincial Sign Program of TRAN to coordinate the manufacture, supply, shipping and handling of all the recreation site or trail signs upon approval by District Manager Transportation and MTCA.
  - b. TRAN Provincial Sign Program will only accept requests for manufacture, supply, shipping and sign records between April 1 and January 15<sup>th</sup> for work which can be completed within the given fiscal year.
- 6 Installation
  - a. TRAN will work with the MTCA to ensure signs to be installed on TRAN rights of way comply with current TRAN's Standard Specifications for Highway Construction ([http://www.th.gov.bc.ca/publications/const\\_maint/contract\\_serv/standardspecs.htm](http://www.th.gov.bc.ca/publications/const_maint/contract_serv/standardspecs.htm)). All costs for sign post supply and installation of signs on TRAN right of way will be billed by the maintenance contractor or any other installation contractors to MTCA under separate contract.

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### 7 Maintenance

- a. TRAN will provide a listing by highway districts of the number of recreation site or trail signs presently located on TRAN rights of way.
- b. Maintenance of recreation site or trail signs on rights of way within TRAN's jurisdiction shall consist of:
  - annual cleaning of the sign faces and posts to ensure legibility to TRAN's standards
  - periodic patching and minor restoration of damaged sign faces when required
  - periodic clearing of vegetation in the sight line of the sign to comply with TRAN's standards

Annual maintenance will be reviewed and a supplementary agreement around assignment of those costs will be formalized prior to the end of fiscal 2009/2010.

- c. Maintenance does not include the installation of new or replacement sign faces, the alignment and replacement of sign posts or bases, and winter removal of signs for purpose of prolonging the life of the signs.

### 8 Standards

- a. Recreation site & trail names shall be shown as indicated in the sign specifications attached (Appendix 1) which shall constitute the standard layout for recreation site or trail signs. Where an individual site/trail name cannot be accommodated using the text sizes specified for the particular class of sign within the dimensions specified for the particular class of sign, a special sign board of appropriate dimensions to suit the specified text shall be substituted.
- b. Where the substitution of a special sign board, in excess of the dimension specified for the particular class of sign, results in an increase in the cost of manufacturing, supply, installation and maintenance, Provincial Sign Program shall notify the MTCA before proceeding with design and manufacture.
- c. Signs for recreation site or trail will only be erected on the particular highway from which the recreation site or trail takes access; however, the District Manager Transportation may, under special circumstances where the route to the recreation site or trail is along a low traffic volume highway, approve signs to be erected on the first highway intersecting the low volume highway to identify the particular recreation site or trail. Note: a low traffic volume highway is a highway with a summer average daily traffic volume of fewer than 1,000 vehicles.
- d. Where a recreation site or trail is located more than 20 km from a highway along a minor road, 2 km and 400 M advance notice signs shall be erected in advance of the entrance to the recreation site or trail on the minor road at the discretion of the District Manager Transportation.

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9 Record keeping


- a. The Provincial Sign Program will develop sign templates and standard sign component numbers for each sign type to allow consistency of sign order/reorder.
- b. The Provincial Sign Program will provide the MTCA with individual sign records (noted in Appendix II – Fee Structure) describing the text, size, location, and number assigned to the particular sign for each directional or confirmatory recreation site or trail sign produced and installed on TRAN right of way.

10 Payment

- a. All costs associated with this agreement will be charged to MTCA.
- b. The MTCA is responsible for providing TRAN with annual account coding information in order that TRAN can journal voucher the cost of manufacture, supply, shipping, and sign record fees for each sign.
- c. The MTCA will pay TRAN the cost of manufacture, supply, shipping, and sign record fees for signs within 30 days of goods received.
- d. Charges for the manufacture and supply of new or replacement sign faces shall include all materials, fabrication, handling and transportation costs incurred.

This Agreement becomes effective on the date it is signed by representatives from the Ministry of Tourism, Culture and the Arts and the Ministry of Transportation and Infrastructure and will remain in effect until termination by either party with a minimum of 30 days notice.

**Signed on behalf of the Ministry of Tourism, Culture and the Arts:**

  
\_\_\_\_\_  
Bill Marshall  
Director,  
Recreation, Sites and Trails Branch

*November 20, 2008*  
\_\_\_\_\_  
(date)

**Signed on behalf of the Ministry of Transportation and Infrastructure:**

  
\_\_\_\_\_  
John Dowler  
A/Executive Director,  
Properties and Business Management Branch

*Nov. 30, 2008*  
\_\_\_\_\_  
(date)

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**Appendix I - SIGN SIZES AND LETTERING**

1. The following constitutes the list and specifications of standard directional and confirmatory recreation site or trail signs and dimensions:

SIGN CLASS	DIMENSIONS	ROADWAY TYPE	Symbol Size	Reflective Value	Substrate Material	Sign Post Material
A	183cm x 366cm	FREEWAY/EXPRESSWAY	60cm x 60cm	ASTM Type 1	Ext Alum	H Beam
B	122cm x 244cm	MULTI-LANE HIGHWAY	45cm x 45cm	ASTM Type 1	125 H38	Steel Post
C(1)	91.5cm x 183cm	2 LANE – 2 WAY ROADWAY	30cm x 30cm	ASTM Type 1	5052 Alum	Telespar or Wood Post
D	61cm x 122cm	NON-FREEWAY/EXPRESSWAY LINEAR RECREATION SITE OR TRAIL/MULTIPLE ACCESS	45cm x 45cm	ASTM Type 1	125 H38	Telespar or Wood Post
E (Finger Board)	100cm x 30cm	MINOR ROADS/RECREATION SITE OR TRAIL ACCESS ROADS	Not Required	ASTM Type 1	125 H38	Telespar or Wood Post
Overlaying (A)	60cm x 60cm	FREEWAY/EXPRESSWAY	60cm x 60cm	ASTM Type 1	.081 H38	Not Required
Overlay(B)	45cm x 45cm	MULTI-LANE HIGHWAY	45cm x 45cm	ASTM Type 1	.081 H38	Not Required
Overlay(C)	30cm x 30cm	2 LANE – 2 WAY ROADWAY	30cm x 30cm	ASTM Type 1	5052 Alum	Required
C(2)	122cm x 183cm	2 LANE – 2 WAY ROADWAY	30cm x 30cm	ASTM Type 1	.081 H38	Not Required
Closed Tab	122cm x 20cm	All Highway Applications	Not Required	ASTM Type 1	5052 Alum	Telespar or Wood Post
					.081 H38	Not Required
					5052 Alum	Required
					.081 H38	Not Required
					5052 Alum	Required
					.081 H38	Not Required
					5052 Alum	Required
					125 H38	Telespar or Wood Post
					.081 H38	Not Required
					5052 Alum	Required

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2. Visual Identity Standards

- a) A visual identity standards package for Recreation sites and trails will be created and forwarded to Central PAB and MTCA for review and approval following the MOU being agreed to and signed off by both parties.
- b) Sign Post must meet current TRAN's Standard Specifications for Highway Construction ([http://www.th.gov.bc.ca/publications/const\\_maint/contract\\_serv/standardspecs.htm](http://www.th.gov.bc.ca/publications/const_maint/contract_serv/standardspecs.htm)).  
Wooden sign posts shall be treated but unpainted;  
Metal sign posts shall be hot dip galvanized.
- c) Symbols may appear on all recreation site or trail directional signs with the exception of Class E (finger board) signs.
- d) The maximum number of symbols per recreation site or trail sign shall be three (3) and only if the services are located on the same side of the road.
- e) Single symbols may not be erected unless they form part of a larger sign.
- f) No symbols other than those depicted in the visual standards package shall be used on BC Recreation site or trail signage on Ministry of Transportation and Infrastructure right of way.

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**Memorandum of Understanding**

Between

Tourism British Columbia  
and  
The Ministry of Transportation and Infrastructure  
Engineering Branch

Service & Attraction Sign Program

Dated for Reference: August 7, 2009

This Memorandum of Understanding (“MOU”) is a statement of objectives and principles and is subject to any and all applicable laws and regulations. Nothing in this MOU creates legal obligations of any kind or fetters the statutory discretions of the Minister of Transportation and Infrastructure in any way.

**Context and Summary of Principles**

Since 1989, following a successful signing “pilot project” in the previous year, signs were provided on provincial public highways, under the Service & Attraction (S&A) Signing Program.

The S&A signs assist motorists, unfamiliar with an area, to locate turnoffs leading to tourist facilities and provide directional and sometimes distance information. Thus, the S&A Signing Program is jointly sponsored by the Ministry of Transportation and Infrastructure (hereafter “MoT”) and Tourism British Columbia (hereafter “TBC”).

This MOU outlines the shared understandings of the MoT and TBC as to their respective roles and responsibilities in reference to the jointly sponsored Service & Attraction Sign Program. This MOU documents existing practice between TBC and the MoT.

The MoT participates in the program as the highway authority responsible for the highways upon which the S&A signs are placed, and is responsible for ensuring that the S&A signs provided for the program are consistent with safety principles for posting information helpful to provincial public highway users. Notwithstanding anything in this MOU, the MoT retains the discretion to refuse the placement of any S&A sign or any sign, including if the MoT considers the sign or its placement inconsistent with these or other public interest objectives.

The MoT provides signs and space for signage, to TBC in accordance with this MOU. Nothing in this MOU establishes or confirms any right on the part of TBC, any tourism facility or any person, to signs on provincial public highways or Crown property.

TBC and the MoT share the common goal of providing consistent, accurate, and useful information to motorists regarding tourist information and recognize that this goal is primarily achieved through a single signage program across the province, which is complemented by other information

sources such as that provided by TBC online, in print and through in-person dissemination (i.e. tourism information booths), and media advertising.

### **General Information**

An “S&A sign” as referred to in this MOU means that a tourism facility has been designated by TBC as a tourism facility eligible to apply for S&A signing in the categories of lodging/camping, artisans and attractions (i.e. tourist, heritage, historical, and cultural, et al) as laid out in the TBC-MoT joint Service & Attraction Sign Manual, prepared for the primary purpose of providing directional information for highway users regarding TBC designated tourism facilities.

Signs included in the S&A Sign Program are generally blue and white in color and comprised of directional, iconographic facility information. If such signs are to be installed on provincial public highways, then they are to comply with the MoT Standard Specifications for Highway Construction and the MoT Sign Pattern Manual.

### **S&A Sign Eligibility**

1. An accommodation, artisan or attraction operator (a “Tourism Operator”) who desires an S&A sign on a provincial public highway may apply to TBC for designation of the tourism facility as an approved Tourism British Columbia product. TBC will provide the MoT with its decision regarding eligibility for each applicant under this program.
2. S&A signs for tourism facilities offering lodging/camping must consistently meet the established policy and requirements of TBC’s Approved Accommodation Program, and the tourism facilities must maintain annual enrollment in the HelloBC Listings Program with TBC, to be eligible for an S&A sign.
3. The MoT may provide S&A signs on provincial public highways as a service to TBC, to provide information on TBC-enrolled tourism facilities, which meet the requirements listed above. Should a tourism facility not meet those requirements, S&A signs referring to that tourism facility will be refused or removed. Not meeting the requirements may include:

- failure to obtain, or loss of TBC enrollment
- failure to obtain, or loss of TBC approved status as a tourism facility
- failure to maintain annual enrollment in the HelloBC Listings Program with TBC.

### **S&A Sign Approval**

1. The MoT is responsible for reviewing and approving all applications for signs on provincial public highways including S&A signs for tourism facilities designated as approved by TBC.
2. The MoT is responsible for the supply and maintenance of any S&A signs on provincial public highways, save for the business name panels and other tabs, which are to be provided by the applicant (including but not limited to Canada Select, Camping Select, B&B name blades and artisan name blades).
3. The MoT, in its discretion, will establish the location of S&A signs on provincial public highways.
4. The MoT may, in its discretion, refuse to install S&A signs, based on a number of factors including budgetary limitations, space availability, operational/safety limitations, visibility of the subject tourism facility from the highway and availability of "International Symbols" in respect of the subject tourism facility.

### **Gaining Approved Status**

Qualifications for enrollment in the S&A Sign Program, as well as in all other TBC programs, is exclusively the responsibility of TBC. TBC will provide information to the public, setting out the criteria for enrollment in its various programs including the S&A program.

From time to time, as it deems advisable, TBC will inform the MoT of approved accommodations for which S&A signs should be considered for installation.

Upon receipt of this information, the MoT may, in its discretion, including subject to the considerations set out in this MOU, arrange for the fabrication and installation of the appropriate S&A signs.

**Loss of Approved Status**

The requirements for ongoing participation by tourism facilities in the S&A program is the responsibility of TBC, which will set standards as it deems appropriate and conduct inspections it considers necessary for maintaining the integrity of the program.


If a facility which has received S&A signs loses its approved status, or is otherwise not eligible for or no longer eligible for participation in the S&A program, TBC will inform the MoT of this development and the MoT may remove or alter the related signage to reflect the change.

**Dispute Resolution Process**

TBC will, subject to consultation with the MoT, provide a mechanism for resolution of disputes regarding participation in the S&A Sign Program, including but not limited to questions of eligibility, enrollment, or inspection and will monitor the efficiency and effectiveness of the mechanism on an ongoing basis and make adjustments as necessary to maximize the effectiveness of the process to resolve issues and disputes in an effective and efficient manner.

This MOU will remain in effect until either TBC notifies the MoT or the MoT notifies TBC that, as of a date that is to be no sooner than 30 days after the date of the notice, this MOU is to be considered spent or terminated, as the case may be, as no longer reflecting their shared objectives and principles.

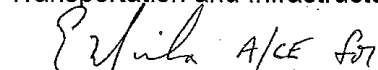
Signed on behalf of Tourism British Columbia:



Susan Rybar  
Vice President, Visitor Experiences

Aug 7, 2009  
(date)

Signed on behalf of the Ministry of  
Transportation and Infrastructure:



Dirk Nyland  
Chief Engineer, Engineering Branch

Aug 7, 2009  
(date)

**Appendix I – Service & Attraction Sign Manual**

[http://www.th.gov.bc.ca/publications/eng\\_publications/electrical/Service\\_Attract\\_manual.pdf](http://www.th.gov.bc.ca/publications/eng_publications/electrical/Service_Attract_manual.pdf)

**Appendix II – Tourism British Columbia’s Attraction & Artisan Requirements & Application**

*(SEE ATTACHED)*

