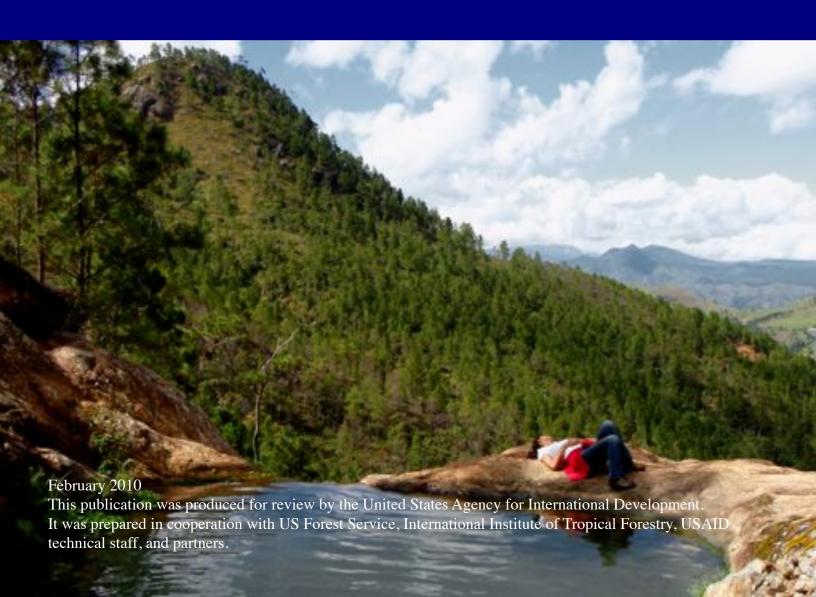


ENHANCING TOURISM AND BIODIVERSITY IN THE DOMINICAN REPUBLIC: RECOMMENDATIONS FOR TOURISM DEVELOPMENT AT THE AGUAS BLANCAS WATERFALL SITE



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Credits Photos - Jerry Bauer and Jerry Wylie Graphic Design - Liliana Peralta Lopez

SUPPLEMENTAL TECHNICAL REPORT

ENHANCING TOURISM AND BIODIVERSITY IN THE DOMINICAN REPUBLIC: RECOMMENDATIONS FOR TOURISM DEVELOPMENT AT THE AGUAS BLANCAS WATERFALL SITE

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In cooperation with:
USAID/DSTA
Solimar International
Cluster Ecoturístico de Constanza

Submitted to: USAID/Dominican Republic

February 2010





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DISCLAIMER

The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

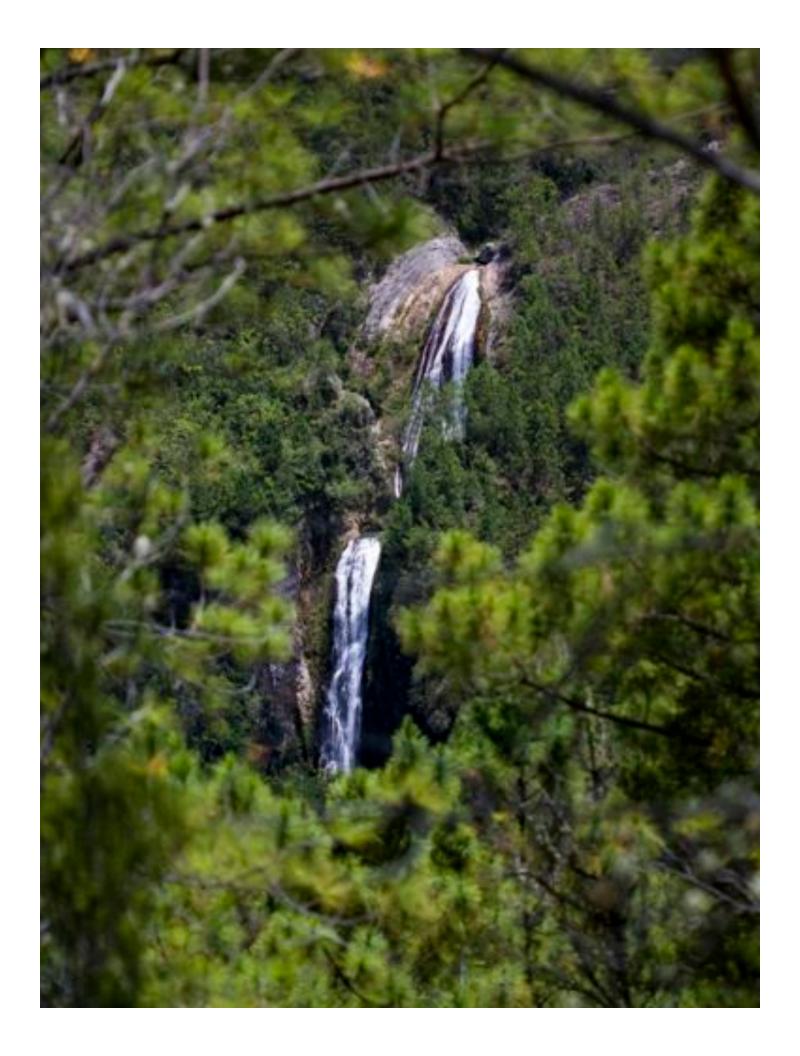
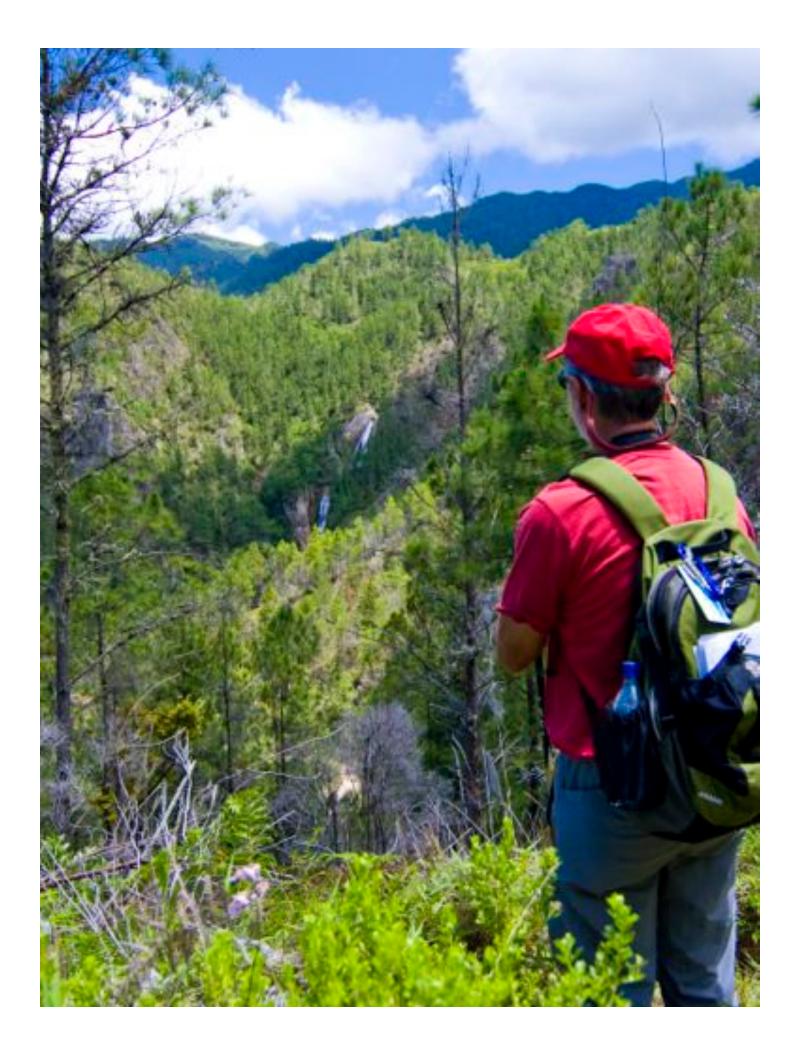


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I.0 INTRODUCTION

This report supplements the assessment of biodiversity threats and a conservation strategy for the Aguas Blancas waterfall (Wylie and Bauer 2009) and the on-going development of community-based tourism for the village of El Convento near Valle Nuevo National Park, as part of the Dominican Sustainable Tourism Alliance. It also directly supports the business plan for the community business being established, "Plan de Negocios: Empresa Ecotouristica Agua Blanca, El Convento, Constanza" developed by Solimar International (Prinz 2009). Details on this project are contained in these two primary documents.

This report responds to specific needs identified in the initial biodiversity assessment and business plan, including:

- · Designs for marketing materials and souvenirs
- · A plan for signage and interpretation
- Need for food services (comedor)
- · Options for new hiking trails
- Alternative business opportunities for El Convento



I.I Fieldwork

The area was visited November 11 and 12, 2009 by team members Jerry Wylie, Juan Pablo Dominguez, Waldemar Acobas, and Liliana Peralta Lopez. The following areas were examined and GPS data points and photographs were obtained:

- The developed recreation site at the lower waterfall was inspected, although GPS satellite reception was difficult in this narrow canyon.
- The team climbed to the upper falls, explored the upper falls area, and also the area near the middle plunge pool. Both the existing path and middle pool area are unsafe and not recommended for public access.
- An alternative trail was scouted to provide access to the upper falls and to an overlook of the upper falls and middle
 pool. Starting from a point along the roadway, the initial portion of a possible route was explored and the remainder
 was visually inspected and determined to be feasible. However, additional work will be needed to develop a precise
 route
- The thickly forested hillside below a prominent rocky summit immediately to the west of the waterfall was inspected and found suitable as a site for deck-camping platforms. A connecting trail between this area and the new waterfall trail was also scouted and mapped.

Areas along the roadway and adjacent to the stream were inspected as possible sites for tent-camping platforms, but nothing suitable was found.

The team examined a flat area along the roadway several hundred meters away from the waterfall site that would make an excellent site for a rustic "comedor" serving snacks, drinks and simple meals. In addition, it has an existing parking area for up to 10 vehicles.

Situated in the middle of extensive agricultural fields upstream from the waterfall, the small community of El Castillo was visited to explore opportunities for accessing the falls from above. The only easy way to reach the stream is to follow the small dirt road that runs east from the village. However, the watercourse here appears to be heavily polluted by silt and agricultural runoff.

The team also drove the road from Villa Pajon Ecolodge to El Castillo and further down to the road leading to the waterfalls, to assess this route for mountain biking or horse tours.

On both days the team attempted to visit the large greenhouses near El Convento used for growing flowers, but was unable to gain access. Consequently, the potential as a supplemental agri-tourism attraction remains unknown.



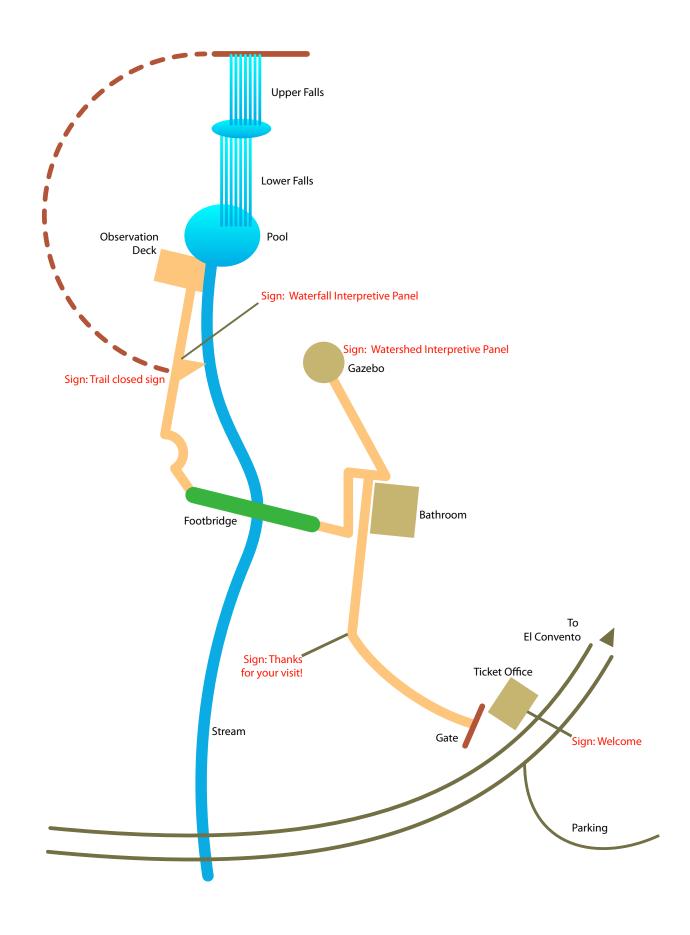


Figure 1. Schematic drawing of the Aguas Blancas recreation site.

2.0 EXISTING TOURISM INFRASTRUCTURE

Existing facilities at the developed recreation site include an entrance hut or "boletería", toilets, a gazebo overlooking the waterfall and a viewing platform at the lower falls, all of which are connected by a paved trail with metal handrails and a metal bridge over the stream. The materials and construction of these facilities are good for long-term heavy use, and are appropriate for the expected visitation. However, there are some recommendations will improve infrastructure safety, functionality and attractiveness, while providing a much richer visitor experience.

- I. Present a user-friendly and welcoming entrance. First impressions are important and the existing entryway is uninviting. The windowless entrance hut could be redesigned by creating a big window and adding a wooden extension to the roof. This would increase the impression of entering an inviting and special area while providing shelter from the sun and rain. It would also provide a place to welcome visitors and offer information and souvenirs.
- 2. Paint all metal fences, bridge and roofs a dark green color. The current colors --blue for metal fences and the bridge, red for roofs-- make the infrastructure more conspicuous, thus increasing the visual impacts and potentially impacting the visitor experience. The recently-applied blue paint is already peeling and should be repainted with a good quality exterior paint that will resist weathering. It is also important to avoid the use of shiny polished finishes. A matte finish would blend better with nature.
- 3. Improve metal steps and bridge floor traction. Although they are made of metal and provide some traction, this feature is not enough for wet outdoor conditions. Therefore, it is recommended that a metal grid be welded to the surface to provide extra traction and diminish the risk of slipping. The new grid should also be painted in dark green, or an existing black option can be used. A temporary solution to improve traction would be to the cover these surfaces with a mixture of paint and sand.
- 4. Replace lookout platform railings. The metal railings of the lookout platform at the base of the waterfall are failing and need to be repaired or replaced. Also, strong concrete bases should be constructed to hold the vertical posts.
- 5. Repair the viewing platform deck. A section of the stone paving has been eroded and should be replaced when the metal railing is repaired.
- 6. Do not install trash containers. Since there is no suitable disposal site for trash in El Convento, visitors should carry out their trash. Emphasize "a carry it in, carry it out" philosophy.
- 7. Eliminate the primitive path to the top of the upper falls. The existing path represents to great a danger for users and also increases soil erosion. Due to the steep terrain, improving or rebuilding the existing trail is not recommended. It is better to permanently close it, restore the area to prevent further environmental damage, and design an appropriate access trail in a different area (see recommendations below for a new trail).



3.0 MARKETING MATERIALS, SOUVENIRS AND SIGNAGE

The assessment report (Wylie and Bauer 2009) recommended the development of a sign plan and designs for directional and interpretive signs, a new site logo, and promotional/marketing materials. The primary objectives for these products are to enhance the recreational experience and communicate more effectively with visitors at all stages of the travel experience, from pre-trip decision-making and planning, to travel to the site, entrance to the recreational facilities, enjoying the visit and learning about the environment, and exiting the site. Other interpretive objectives include promoting biodiversity conservation and assisting with community economic development.

An important educational priority is to inform visitors about the direct and indirect threats to biodiversity. These include firewood harvesting, agricultural expansion, and agricultural practices which lead to the loss of forest habitat and degraded water quality and quantity. The result is that water in the waterfall is highly contaminated by chemicals, human and animal wastes, and siltation.

3.1 Marketing Materials and Souvenirs

To promote the site to prospective visitors, it was recommend that the Aguas Blancas logo be redesigned to create a more attractive and professional image of the waterfalls as a tourism destination. The proposed new logo in Annex A utilizes blue and green colors representing water and the surrounding forest. These same colors should be used whenever possible in all materials produced for the site.

Another important marketing tool for Aguas Blancas is the creation of a small "rack" card to be available at the Tourism Cluster office and hotels in Constanza and at select hotels in Santo Domingo. This would be two-sided, 4" wide by 9" tall to fit into a standard advertising rack. In addition to a photograph of the waterfalls, it would have a map and short description of the site and how to get there (see page 22).

Other marketing materials to attract visitors include a flyer, sales kit for tour operators and a multi-media presentation distributed via the internet. In addition, various types of souvenirs displaying the waterfall logo can also be developed to help advertise the site, such a poster, bookmark, postcards, T-shirts, etc. These can be offered for sale at El Convento and/ or at the tourism cluster office in Constanza (see Annex A).

A summary of proposed marketing materials and souvenirs is given in Table 1. The marketing materials (Items 2-3) should be produced before the inauguration of the site. The souvenirs materials (Items 6-12) can be developed over time as the community enterprise gains experience (and profits) managing the recreation site. Two or three items could be produced early on and the others over a 1-2 year period. Designs for these are in Annex A.

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Table 1. Summary	A Of Dropose	l markating	materials and	COLIVANIES
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ltem	Description	Marketing Materials	Souvenirs
1.	Poster	Χ	
2.	Rack Card	X	
3.	Flyer	X	
4.	Sales Kit	Χ	
5.	Multimedia	X	
6.	Poster		Χ
7.	Bookmark		Х
8.	Post cards		Χ
9.	T-shirts		Χ
10.	Baseball caps		Χ
11.	Coffee mugs		Χ
12.	Keychains		X

In addition to the marketing materials for the Aguas Blancas site, the newly formed El Convento community ecotourism enterprise needs a logo to identify its name and a brand. Recommendations for this are presented in Annex A.



4.0 SIGN PLANNING

New and improved signs are needed to direct visitors to the Aguas Blancas Waterfall site, to guide and control visitors once they reach the site, to provide environmental interpretation of the site and surrounding area, and to provide for public safety.

The following signs are recommended for installation prior to the inauguration of the Aguas Blancas site. Annex B presents the recommended designs and specification for roadway signs. Annex C presents the recommended interpretive panel specifications and Annex D shows examples of the interpretive panels at each location.

- **I. Directional Road Signs "A".** Signs to "El CONVENTO" and the "SALTO AGUAS BLANCAS" (Aguas Blancas Waterfall) should be installed at the junction approximately 20 km from El Convento on the road from Constanza. They should show a left arrow and exact distance in kilometers.
- **2. Directional Road Sign "B".** Another sign for "SALTO AGUAS BLANCAS" with a left arrow should be placed at the road junction just uphill from El Convento. This should replace the two metal signs at this location.
- **3.** Interpretive Panel I: Welcome Sign. "BIENVENIDOS WELCOME" sign should be installed on the wall of the ticket booth facing the parking area. This sign will inform visitors of the co-management of the site by SEMARENA and the community, the entrance fee, regulations, and thank them for contributing to the management and conservation of the area.
- **4. Interpretive Panel 2: Waterfall Interpretive Sign.** An interpretive panel is needed to explain that only the lower falls is visible and show a photograph of both cascades. It will also provide information about what makes this site unique, such as the falls being the highest above sea level in the Caribbean. An excellent location for this panel would be along the trail leading to the main observation deck where there is a small observation point.
- **5. Interpretive Panel 3: Watershed Interpretive Sign.** An interpretive panel is recommended to explain the direct and indirect threats to the watershed. This can be installed at the gazebo overlook, where visitors have their first view of the lower waterfall and which is currently underutilized. To capture visitor interest and ensure the text will be read, we recommend a provocative title such as "THIS WATERFALL IS BEAUTIFUL BUT SICK". This primary message is then supported by details on specific threats and reinforced by a final conservation message that activities in the watershed affect all life below.

The assessment report suggested this sign be placed in the parking area. But upon further conside-ration we feel the gazebo is the better location because people will be in a hurry to see the falls (and bathrooms) and are unlikely to stop at the parking area.

- **6. Information Panels: Bathroom signs.** "HOMBRES" and "MUJERES" signs should be installed on the bathroom doors.
- **7. Information Panel: Trail Closed Sign.** Immediately across the paved path from the observation point are steps leading to the unsafe "trail" to the upper waterfall. We recommend a "TRAIL CLOSED" sign here facing the main path to prevent people from using this route.
- **8. Information Panel: No Swimming Sign.** Because of the cold water temperatures, swift current, and polluted water quality, we strongly recommend a sign be posted at the stairs leading down to the stream at the main observation platform that says "NO SWIMMING OR WADING".
- **9. Information Panel: Thank You Sign.** We recommend placement of a "GRACIAS POR SUVISITA!" (Thanks for Your Visit) downhill from the bathrooms facing visitors who are exiting the site.

5.0 COMPLEMENTARY TOURISM PROGRAMS

There are several opportunities for developing new tourism attractions and programs to complement what is currently available at the lower waterfall recreational site. These will expand the range of recreational opportunities and appeal to a wider range of visitors, lengthen the amount of time spent in the area, enhance visitor satisfaction, encourage repeat visits, and increase revenues for local businesses. If done properly, these projects will avoid environmental impacts and promote environmental protection.

5.1 Hiking

There are currently no opportunities for hiking. Visitors could walk the 2 km road from El Convento, but they prefer to drive. Plus, the developed recreation site at the lower waterfall is very small and has less than 200 meters of paved walkways.

As described earlier, the steep trail from the lower falls to the top of the upper falls is unsafe and recommended for closure. This is unfortunate because the scenery and setting there are very attractive and add an entirely new dimension to the visitor experience (Photos 3 - 5). An alternative trail could provide access to the upper falls and to an overlook of the upper falls and middle pool starting from a point along the roadway (Photo 3).

Another attractive area for hiking with views of both falls is the hillside about I km to the west. A series of connecting trails from this hillside to the upper falls is possible and described in detail in the following section (Photo 2).

5.2 Overnight Accommodations

Home-stays have been considered but are probably not practical due to the small size of homes in El Convento and their lack of modern conveniences. A better option would be to provide camping facilities for those wishing to stay overnight. Two possible camping locations have been identified within I km of the waterfalls (Photos 10 and 11) and are described in detail below.

5.3 Food Services

The site for a small café or comedor in the center of the El Convento has been tentatively identified (Photo 7). This would be an easy location for construction and management. However, its weaknesses include restricted parking, dust from passing vehicles, limited space, trash, and a less than ideal setting.

Although there is a private restaurant partially constructed just outside El Convento on the road to the waterfall, work has been halted. This large structure has a pleasant, rustic design and plenty of parking (Photo 6). If and when it is completed, this would be the most attractive and practical alternative for visitors seeking drinks and food.

If neither of these two options is viable, another possibility is to build a very simple comedor using a deck and canvas awnings in the pine trees and bounders near the waterfall recreation site (Photos 8 and 9). This concept is described in detail below.

In the interim, a simple solution would be to provide cold drinks and snacks at the waterfall gazebo overlook using a small cooler and a table.

5.4 Horseback Tours

Currently, guided horse-back tours are offered from Villa Pajon Ecolodge to the waterfalls using primitive farm roads. A much shorter ride could be done from El Convento if horses and equipment were available.

5.5 Mountain Biking

Serious mountain bikers occasionally come to explore the upper Convento Valley. However, many of these roads are in very poor condition and too steep for all but the most hard-core cyclists. Therefore, this niche market is very limited and would have few economic benefits for El Convento except as customers for the comedor and camping.

5.6 Driving for Pleasure

With its spectacular vistas (Photo I), sightseeing and driving 4x4 vehicles in the upper Convento Valley could become a popular activity for both domestic and international visitors. However, because of poor road conditions, this activity should be limited to the main routes between Constanza, El Convento, and Valle Nuevo National Park. Such a "scenic byway" could link all the region's attractions and serve as a marketing tool for the Constanza Tourism Cluster.

5.7 Agritourism

The massive greenhouses used for flower production in the upper Convento Valley are potential tourism attractions. However, we have been repeatedly denied permission to visit the large facility near El Convento and therefore are unable to assess its potential. Tours are also possible to surrounding fields to view local crops such as strawberries, potatoes, carrots, and onions.

6.0 PROPOSED NEW TOURISM INFRASTRUCTURE

6. I Access to Upper Waterfall

As mentioned earlier, the path currently providing access to upper waterfall must be closed. Given that the upper falls area has some of the most spectacular views and also provides a more primitive experience for nature-oriented visitors, it is important to provide an alternate trail to the upper stream that is safe and does not damage the environment.

A suitable route for a new trail was identified starting from the main access road, approximately 340 m before the site entrance. A final design must be delineated on the ground, but initial calculations show that the trail would be about 700 m long, with an average slope of more or less 5%, which provides for an easy climb (Map I "F").

Additionally, a secondary trail segment can be built from the main trail to a natural overlook of the middle waterfall pool. This segment would start about 200 m before the upper end of the trail, and would extend for 150 m, with a slope close to 0%.

6.2 Comedor

An attractive area for a small-scale food service facility (comedor) was identified about 500 m before the waterfall recreation site entrance, on the east side of the road (Map I "D"). It has a partial view of the lower waterfall and room for a 10-car parking lot only 35 m away. The site is an approximately 50 square meters flat area occupied by about a half-dozen young pine trees and surrounded by large boulders (Photo 8). We propose construction of a wood platform 30 to 45 m2 between the rocks for picnic tables shaded by trees and simple canvas awnings. On opposite sides of the platform a 9 m2 kitchen and a 4 m2 toilet could be built out of local wood and rock.

6.3 Deck-Camping Platforms and Access Trails

The deck-camping concept "is an easy low-cost way" to provide good quality accommodation services that combine the experience of outdoor camping with the comfort of a lodge. Each unit consists of a wood platform on posts, with railings, roof, and a closed space for toilet and shower. A six-person tent is set on the platform and furnished with two single beds. The remaining space is a private, elevated deck surrounded by forest (Photos 18-20).

A good area to install 5 to 10 deck-camping units is located some 500 m northwest of the waterfalls, with views to the valley, mountains and the waterfall (Map I "C"). A parking lot for 5 to 10 vehicles will have to be clear-cut and terraced by the side of the road (Photo 12). By using parts of an existing trail and logging roads, a new 400 m trail would be created to provide access for campers from the parking lot.

Additionally, a 350 m trail could be build to provide access from the deck-camping complex to the new trail going to the upper waterfall (Map I "E").

Another possible location for one or two deck-camping units is the boulders area where the comedor is proposed. This site has excellent access, existing parking, views of the lower waterfall, and is conveniently located near both the comedor and the falls.

7.0 NEXT STEPS AND FUTURE PROJECTS

The highest priority projects focus on advertising and improving the developed recreation site at the lower falls and are essential for attracting visitors and ensuring their safety and enjoyment. These should be completed prior to the official inauguration of the project and include the following:

- Develop promotional materials such as rack cards, posters, fliers, and multi-media presentations (see Table 1).
- Remove all trash, the Brugal Rum sign on the roof of the bathrooms, and the remains of fires.
- Install all signs and interpretive panels (see Annex C).
- Close the path to the upper falls.
- · Repair the viewing platform deck and railing.
- Organize a temporary comedor at the gazebo to provide snacks, drinks and souvenirs.

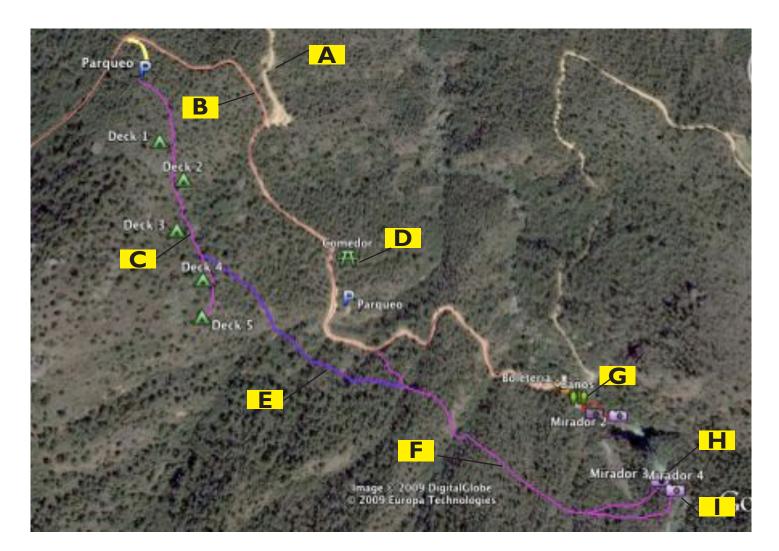
Souvenirs and other infrastructure improvements at the site can be initiated as time and funding permits over the next 6 to 12 months. These mid-term projects may include:

- Develop souvenir postcards, T-shirts, and posters (see Table 1).
- · Repaint metal stairs, hand railings, bridge, and roofs.
- Improve metal tread surfaces to improve traction and safety.
- · Remodel the entrance kiosk.
- Provide snack and drinks at the gazebo.

As the El Convento community ecotourism enterprise gains experience (and profits) managing the recreation site at the lower waterfall, it may wish to expand its tourism program with the following mid and long-term projects over the next one to two years:

• Develop additional souvenirs, such as bookmarks, coffee mugs, and key chains.

- Construct a new trail to the upper waterfall. This project would be the fastest and cheapest way to expand the Aguas Blancas visitor experience and tourism product. A 4-day trails workshop could train up to 20 students and build the first 300 m of trail for an estimated cost of \$9,000 USD. The community would then be responsible for completing the rest of the trail.
- Construct and operate a rustic, outdoor comedor. The estimated cost for a deck, tables, kitchen and bathroom is \$10,000 USD.
- Construct and manage deck-camping platforms for overnight guests at a cost of approximately \$5,000 USD per unit. To test the feasibility of this concept, one or two platforms could first be built adjacent to the comedor.
- Construct additional trails to connect deck-camping platforms to existing trails and the comedor.



Map I. Conceptual plan and locations of proposed infrastructure.

A, 4x4 road from El Convento; B, primitive road to village of El Castillo; C, proposed overnight camping platform facilities with trail and parking; D, proposed comedor and parking; E, proposed trail linking camping platforms and trails to the upper waterfall; F, proposed trails to the middle pool and upper falls; G, existing recreation site at the lower falls; H, overlook for upper falls and middle pool; I, overlook above the upper falls

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Lucia Prinz. 2009. Plan de Negocios: Empresa Ecotouristica Agua Blanca, El Convento, Constanza. Report prepared by Solimar International for the US Agency for International Development in support of the Dominican Sustainable Tourism Alliance (DSTA).

PHOTOGRAPHS



Photo I.The village of El Convento and Valle Nuevo National Park.

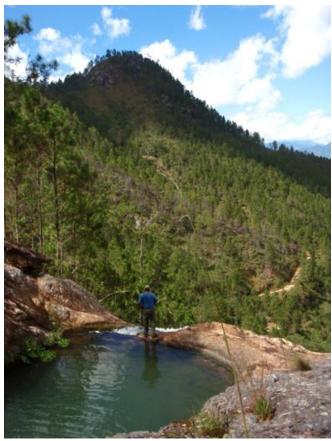


Photo 3. From the top of the upper falls you can see the proposed route for a new access trail starting from where the road makes the turn.



Photo 2.The hillside I km from the falls is the proposed site for new trails, deck camping and a rustic, outdoor comedor.



Photo 4. Stunning views from the upper falls will be the reward for those who make the climb.



Photo 5. The rock gardens and peaceful pools above the upper falls create a natural landscape in contrast to the highly developed recreational site at the lower falls.



Photo 6. The partially-constructed restaurant located just outside of El Convento.



Photo 8.An excellent location for a comedor is among these giant boulders near the waterfalls.





Photo 7. The proposed location for a comedor in El Convento.



Photo 9.A parking area has already been bulldozed adjacent to the boulders comedor site.



Photo II. One or more of the camping platforms would have views of the waterfalls.



Photo 12. The entrance to the camping platforms would require the creation of a small parking area.



Photo 14. The recently painted metal bridge and handrails are already peeling. When repainted, the original green color is recommended.



Photo 16. Human and animal waste, erosion and agri-chemicals have polluted the stream above the waterfalls.



Photo 13. The large metal Brugal Rum sign atop the bathrooms should be removed.



Photo 15.The platform and railing at the main observation platform are in need of immediate repair.



 $\label{eq:Photo-I7.} Photo \ \ I7. \ Large-scale \ farming \ and \ deforestation \ have \ seriously impacted the watershed above the waterfalls.$



Photo 18. Exterior view of a deck-camping platform built on a forested slope similar to the hillside near Aguas Blancas.



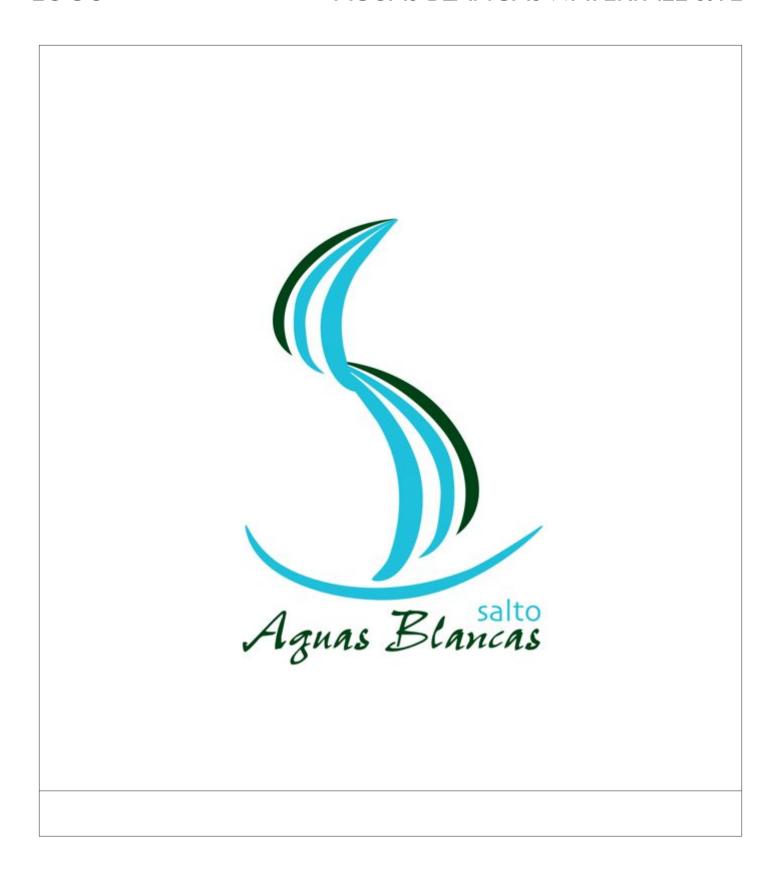
Photo 19. The 6-person tent has two single beds and rustic furnishings.

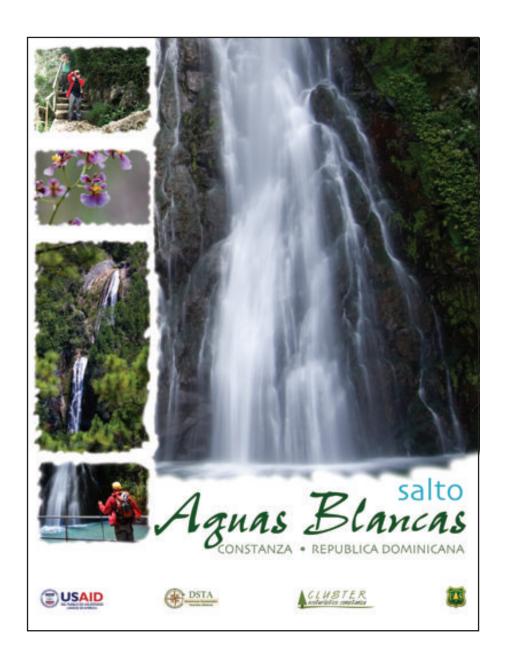


Photo 20. The adjoining bathroom contains a sink, toilet and shower.

ANNEX A

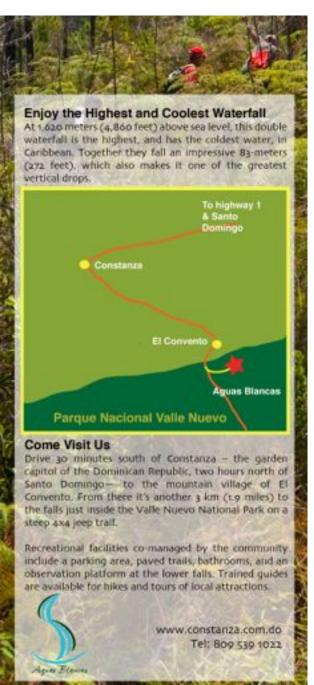
DESIGNS FOR MARKETING MATERIALS AND SOUVENIRS





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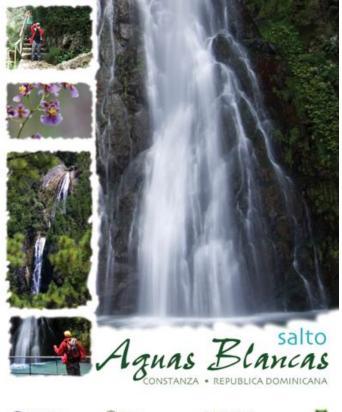




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Dimensions: 8.5" x 11"





USAID



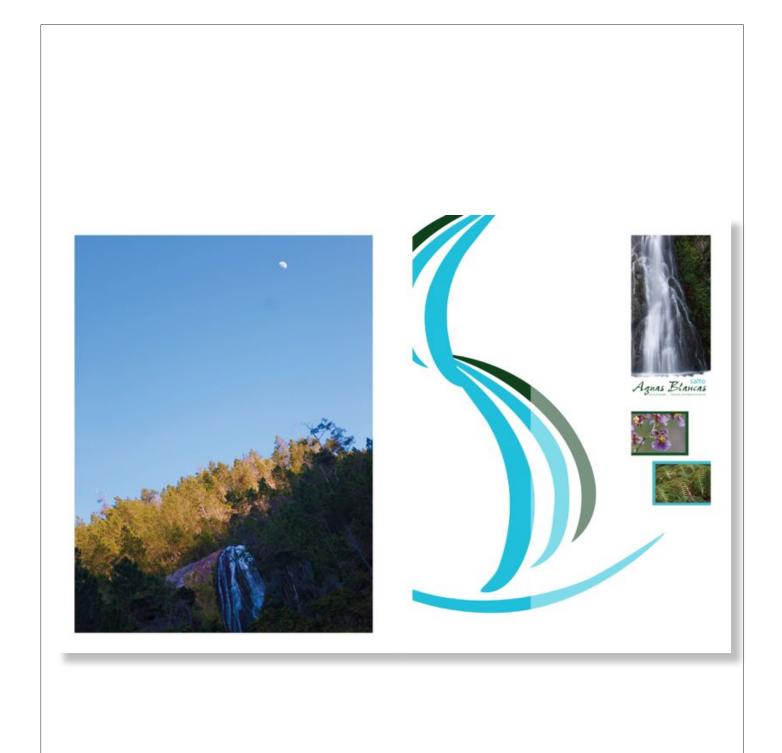




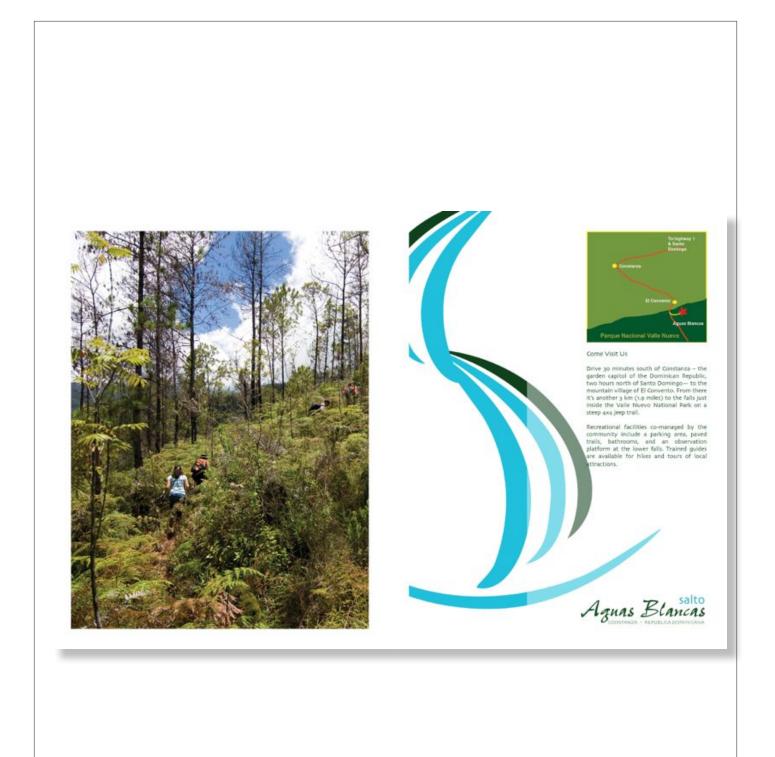
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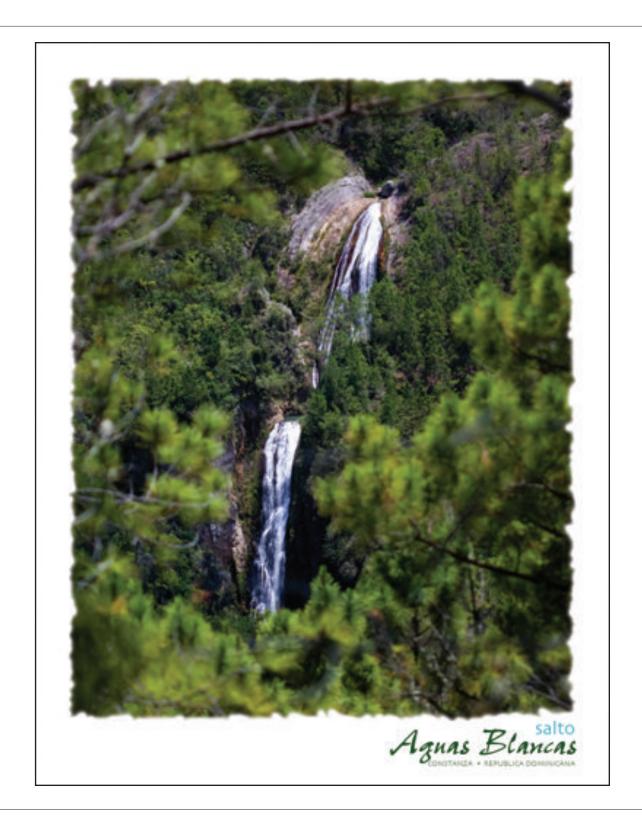


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SOUVENIRS POSTER



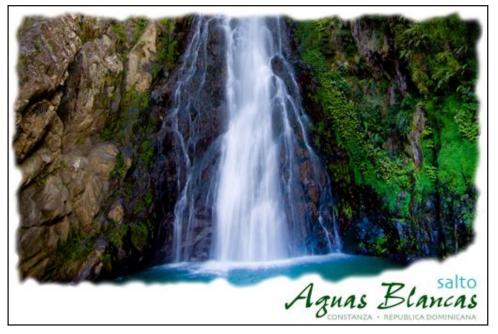
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SOUVENIRS BOOKMARK



SOUVENIRS POST CARDS





Dimensions: 6" x 4"

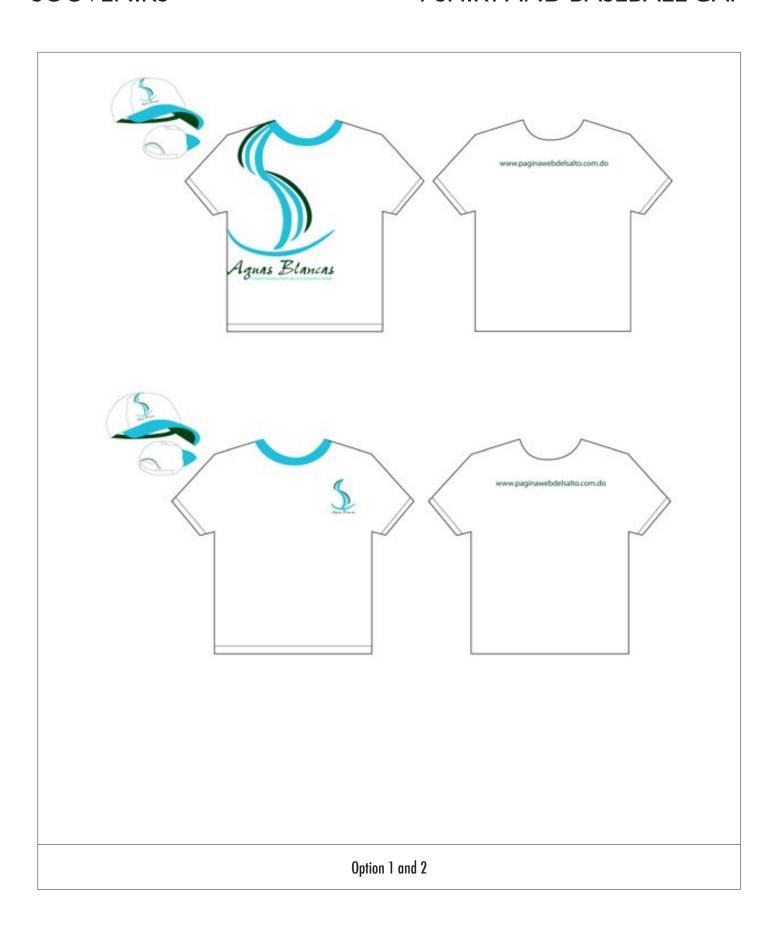
SOUVENIRS POST CARDS





Dimensions: 6" x 4"

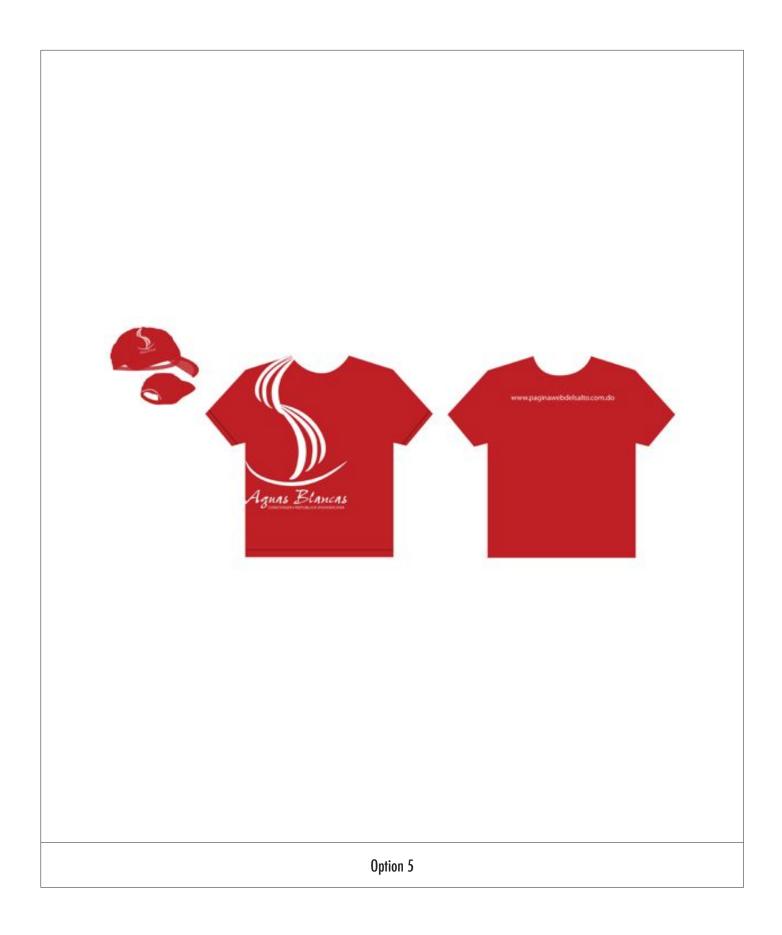
T-SHIRT AND BASEBALL CAP



T-SHIRT AND BASEBALL CAP



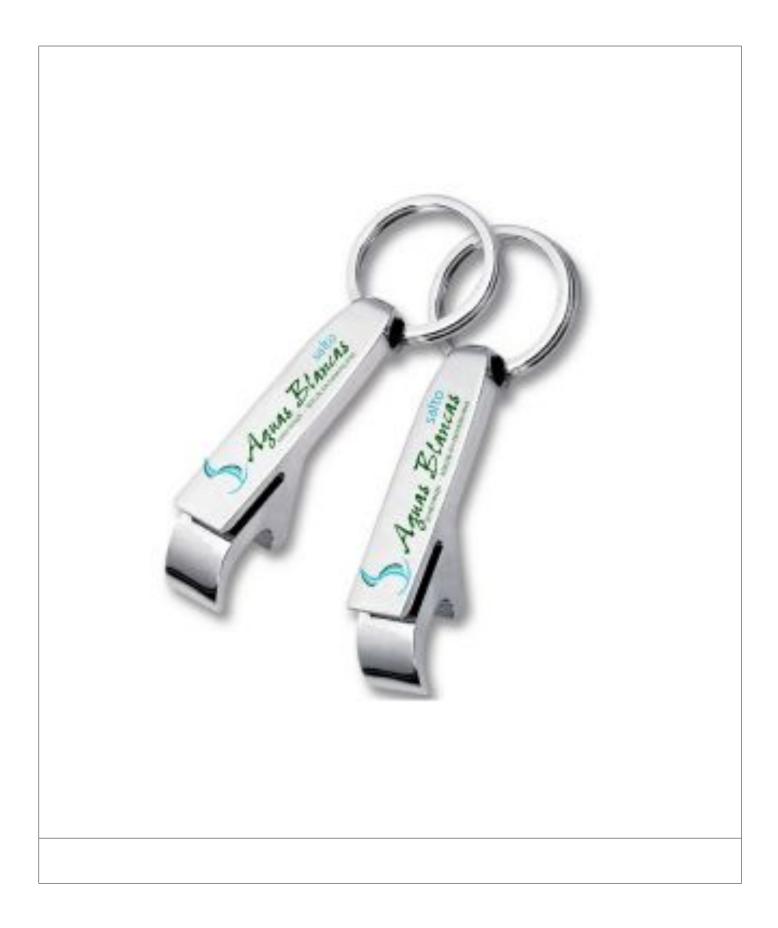
T-SHIRT AND BASEBALL CAP



SOUVENIRS COFFEE MUG

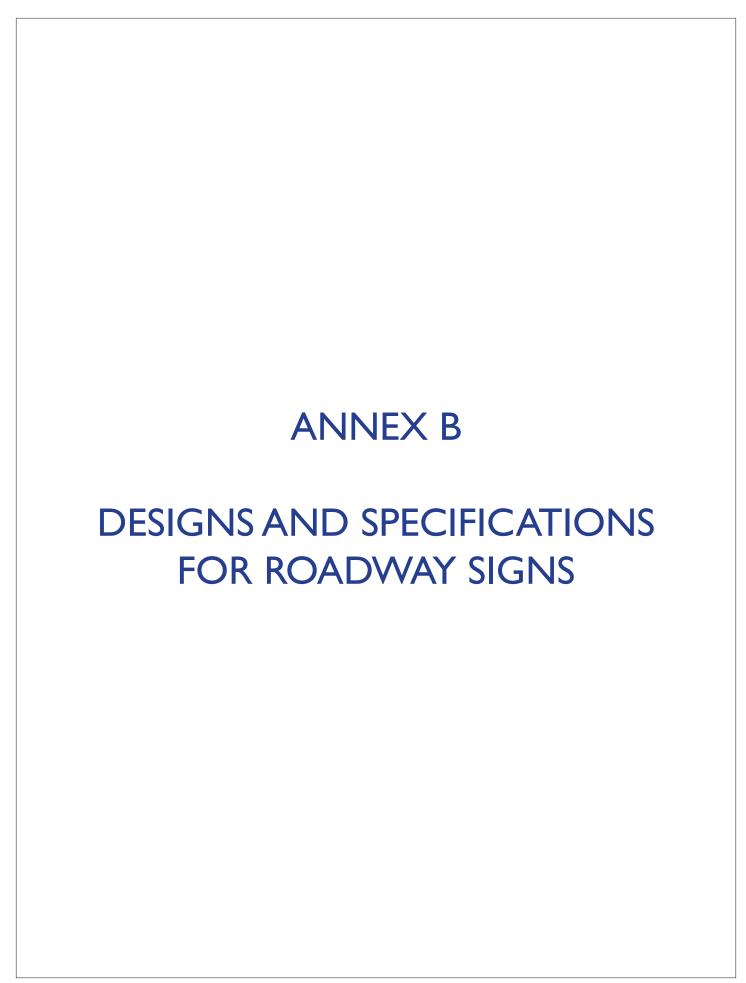


SOUVENIRS KEYCHAIN











 Panel
 width
 length
 thickness

 Panel 1
 12"
 60"
 2"

 Panel 2
 12"
 60"
 2"

Colors

Yellow, green, black and white

Textos

Size Font Points 3 Futura Demi 300 pts

The exact distance will be added when the final sign location is determined



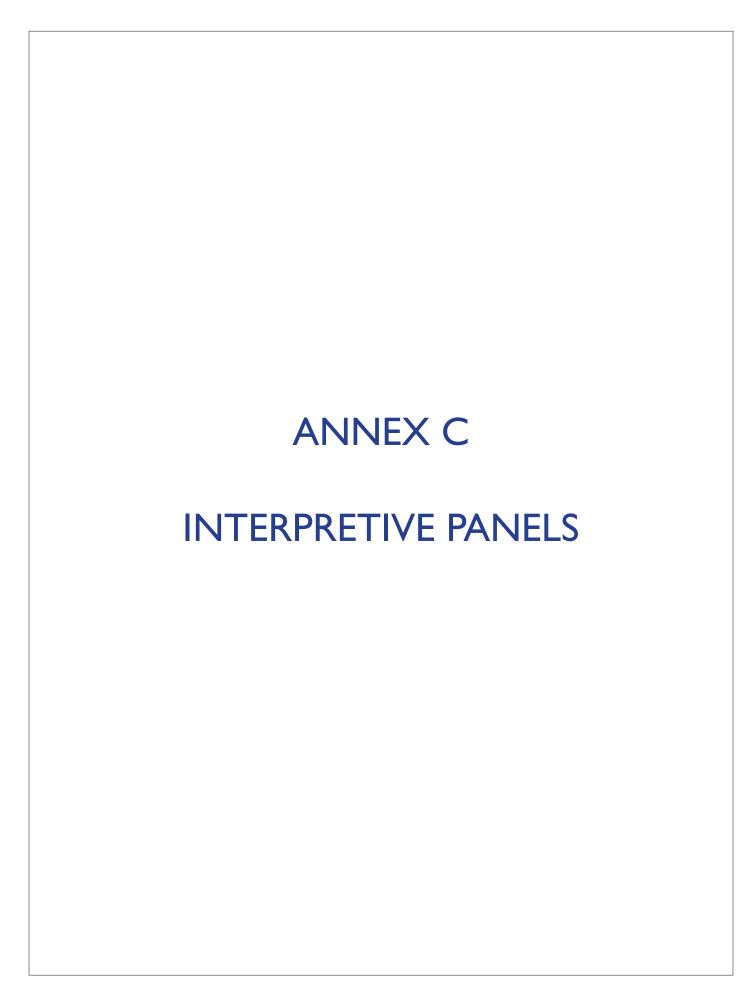
Panel width length thickness Panel 1 12" 60" 2"

Colors

Yellow, green, black and white

Textos

Size Font Points 3 Futura Demi 300 pts





Dimensions: 50" x 40". Printed on vinyl / Permission will be requeste of the children parents before using their photograph on this sign



Dimensions: 42" x 30". Printed on vinyl / Need to insert the average water temperature on this sign



Dimensions: 60" x 40". Printed on vinyl.





 Panel
 width
 length

 Panel 1
 10"
 20"

 Panel 2
 10"
 20"

Colors

Blue and green

Textos

Font Points Helvetica Neue (T1) 119.6

67 Medium Condensed





 Panel
 width
 length

 Panel 1
 10"
 30"

 Panel 2
 10"
 20"

Colors

Blue, red and green

Textos

Font Points
Helvetica Neue (T1) 150
67 Medium Condensed

Gracias por su visita! Thanks for your visit!

Dimensions

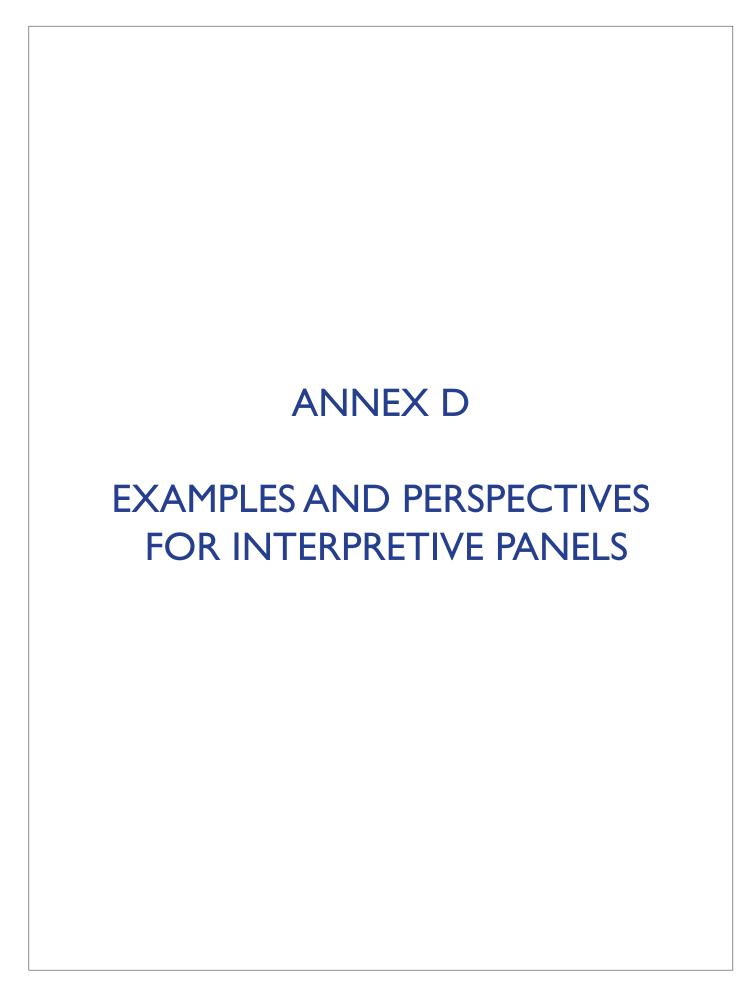
Panel width length Panel 1 10" 30"

Colors

Blue, red and green

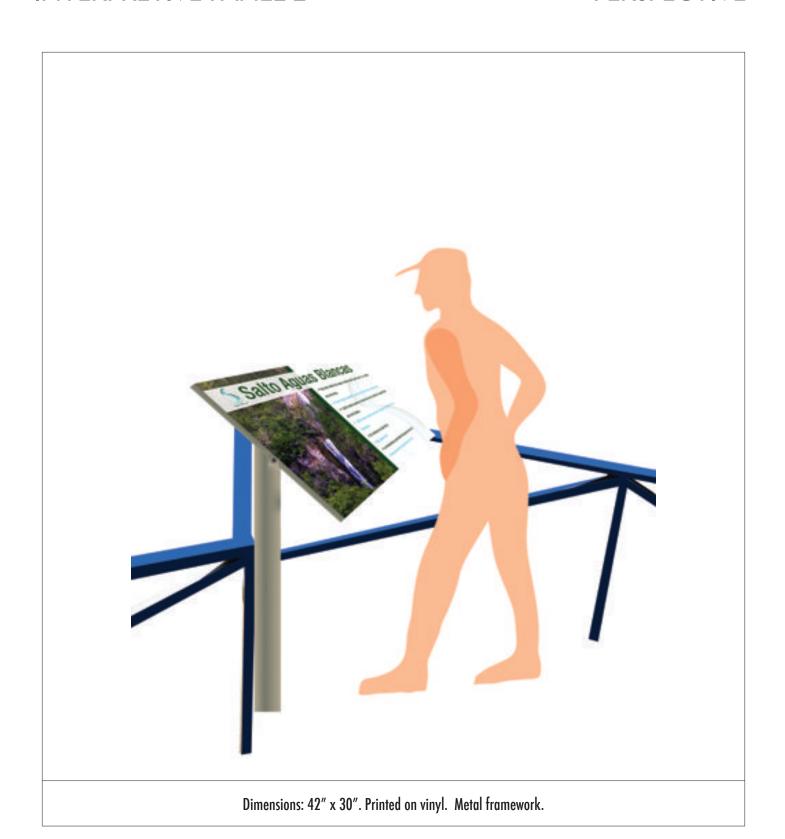
Textos

Font Points Helvetica Neue (T1) 190 67 Medium Condensed





Dimensions: $50'' \times 40''$. Printed on vinyl.





Dimensions: $60'' \times 40''$. Printed on vinyl. Metal framework.