


---


**TO:** GENERAL COMMITTEE


**SUBJECT:** ICE ALLOCATION POLICY AMENDMENTS

**WARD:** ALL

**PREPARED BY AND KEY CONTACT:** R. BELL, MANAGER RECREATION FACILITIES  
P. McCARRON, RECREATION FACILITY SUPERVISOR, EXT.5665

**SUBMITTED BY:** B. ROTH, DIRECTOR RECREATION SERVICES 

**GENERAL MANAGER APPROVAL:** P. ELLIOTT SPENCER, MBA, CPA, CMA  
GENERAL MANAGER COMMUNITY AND CORPORATE SERVICES 

**CHIEF ADMINISTRATIVE OFFICER APPROVAL:** C. LADD, CHIEF ADMINISTRATIVE OFFICER 

---

### RECOMMENDED MOTION

1. That the amended Ice Allocation Policy, included as **Appendix B**, governing the equitable assignment and management of indoor ice within City of Barrie owned facilities be adopted, and implemented for the 2017/2018 ice allocation season, starting September 1<sup>st</sup>, 2017; and
2. That delegated authority be granted to the Director of Recreation, in consultation with the General Manager of Community and Corporate Services, to implement various pricing techniques throughout the year as appropriate to increase utilization of programs and facilities;

### PURPOSE & BACKGROUND

3. Motion 15-G-247 of General Committee dated Monday, November 30<sup>th</sup>, 2015, directed staff in the Recreation Department in consultation with major ice user groups to review the ice allocation policy and report back to General Committee on the following matters;
  - a) The current process, time periods, prioritization and the amount of ice time allocated; and
  - b) Opportunities to enhance the ice allocation policy; and
  - c) Opportunities to enhance non-prime time ice utilization.
4. In addition, the existing Ice Allocation Policy that was adopted in September 2011 specifies that the Municipal Ice Allocation Policy will be reviewed within a 5 year period by staff, as outlined in Section 19 – Monitor and Review of the Policy.

### ANALYSIS

#### **Policy Overview**

5. The City of Barrie is committed to providing ice time usage within municipally owned and operated facilities without prejudice in a fair and equitable manner.
6. The Recreation Services department has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns. The department is also responsible for the administration of the policy.

7. On an annual basis, municipal staff will meet with key ice stakeholders and users, to review the organizations and City of Barrie requirements.
8. The 5 guiding principles of the policy are:
  - i) Access and Equity
  - ii) Efficiency
  - iii) Diversity
  - iv) Youth and Recreation Development
  - v) Partnerships
9. The Recreation Services department has a guideline of a minimum threshold of 70% youth assigned ice within the useable winter ice time allotment. The City is currently achieving an 88% ice allocation for youth.

#### **Policy Review**

10. In October of 2015, an evaluation team of Recreation Services staff was formed to complete a comprehensive review of the current Ice Allocation Policy with the objective of improving customer service delivery. Policies from surrounding municipalities (Kingston, Mississauga, Burlington, Toronto, Markham) were reviewed and analyzed for relevant procedures and industry standard practices.
11. The evaluation team identified the following four key areas for improvement.
  - a) Identified start and end dates for winter and summer season
  - b) The classification of timeslots as Prime or Non-prime
  - c) Cancellation time limits
  - d) Language covering banner/sign display
12. Subsequently, the current policy was distributed to our principal youth partner groups, and adult seasonal clients. An initial meeting with key stakeholders was held on January 27, 2016 to gain input on the needs of the various organizations and capture feedback and concerns.
13. In addition, a meeting was conducted with Recreation program staff on February 17, 2016 to identify ice usage requirements for public skates, and drop in skating programs.
14. All feedback and comments received from partner groups, program staff, and team members were considered and assessed in amending the existing Ice Allocation policy and revisions were incorporated in the final revised draft proposed for implementation.
15. Detailed comments from partner groups have been outlined in **Appendix A** with the corresponding provision in the revised Ice Allocation Policy that will strive to address each item.

16. A follow up meeting with all principal youth partner and seasonal clients was held on April 19, 2016 in order to present the draft final amended policy and gain acceptance by the groups to support the changes to the Ice Allocation Policy.
17. Specifically, the amended Ice Allocation Policy addresses Council's direction with the following key elements;
  - a) The current process, time periods, prioritization and the amount of ice time allocated;
    - i) The evaluation team, through working with key user groups, was able to extend the information submission dates and provide quicker turnaround time for tournaments and events. Presently, confirmation of tournaments is scheduled for April 1<sup>st</sup>, and we are proposing that confirmation to be January 1<sup>st</sup>. This will allow organizations more time to bid on tournaments and book hotel rooms, refer to Section 12, Table 12.1 in **Appendix B** Ice Allocation Policy (page #14).
    - ii) We outlined the allocation prioritization and altered the allocation guidelines to reflect the existing use of ice by our users, and to align the chart with Canada's Long Term Development Plan for Sport (LTDP) where competitive level sport should have higher level of development hours, refer to Table 13.1 – **Appendix B** Ice Allocation Guidelines page #14.
  - b) Opportunities to enhance the ice allocation policy;
    - i) Changed the winter season end dates from April 30<sup>th</sup> to May 31<sup>st</sup>, allowing organizations to complete spring try-outs in the winter season at the winter rate compared to summer season rental rates (Section 8 – sub section 1 and 2 in **Appendix B** Ice Allocation Policy, page #12). In addition, we aligned the summer ice season Prime time hours to the weekday time slots and the Non-Prime hours to the weekends.
  - c) Enhance non-prime ice utilization.
    - i) Extended the late afternoon prime timeslot (4pm to 5 pm) to non-prime, to allow users a chance to book ice at an decreased rate (Section 9 in **Appendix B** Ice Allocation Policy, page #12);
    - ii) Performed a fee review amongst other municipalities, and developed a school user category and a fee that will attract school skates and curriculum based activities to the centres during the school day, non-prime hours.
    - iii) Converted weekend summer season hours to non-prime as evidenced by lower utilization during these times.

### **Financial Considerations**

18. As identified, the amended Ice Allocation Policy converts the 4:00 – 5:00pm timeslot from prime to non-prime or from \$237.17 per hour to \$133.85 per hour, respectively. Current utilization for this timeslot is 31.6%. To achieve the same amount of revenue the City will need to achieve a 49.4% utilization level. With the 3:00 – 4:00pm timeslot currently utilized at 54.0% it is believed this will be achievable with an opportunity to enhance overall revenue through increased utilization.

19. All other changes through the amended Ice Allocation Policy are not deemed to have a material impact on overall revenues. Increased or decreased ice revenue will be monitored through normal budget management, alongside all facility rental revenues.

#### **Implementation**

20. The Recreation Services department recommends implementation of the amended Ice Allocation Policy for ice allocated starting on September 1<sup>st</sup>, 2017 for the 2017/2018 regular ice season. To complete ice allocation for the 2017/2018 season information gathering will begin as early as the fall of 2016 under the new timelines included in the amended policy.

#### **ENVIROMENTAL MATTERS**

21. There are no environmental matters related to the recommendation.

#### **ALTERNATIVES**

22. The following alternatives are available for consideration by General Committee:

##### **Alternative #1**

General Committee could maintain the existing policy with respect to the Ice Allocation. (i.e. Status Quo)

This alternative is not recommended as it would not address the concerns of current practices as they pertain to customer service delivery expectation, facility operations and allocation procedures.

#### **FINANCIAL**

23. There are no direct financial implications as a result of the amended Ice Allocation Policy.

#### **LINKAGE TO 2014-2018 STRATEGIC PLAN**

24. The recommendation(s) included in this Staff Report support the following goals identified in the 2014-2018 Strategic Plan:
- Vibrant Business Environment
  - Inclusive Community
25. The amendments to the policy will enhance our relationship with our largest associates and youth partner groups; while at the same time allowing new and growing segments of our community, such as accessible and sledge programs, the opportunity to participate and foster program development

APPENDIX "A"

Highlights of Proposed Ice Allocation Policy

	<u>Items</u>	<u>Solutions</u>	<u>Rationale</u>
1.	Identification of age restriction for youth groups (currently 17 and under)	Moved the age restriction from 17 to 18 years of age.	User groups governing body identify 18 years of age as Youth. Some Instructional programmes use 18 years of age to allow accessibility participation.
2.	Residency requirements.	Moved from 100% requirement for youth to 80%.	Reflective of governing body regulations where draw of participants may be outside City boundaries.
3.	Timeline for special event/tournament submittal	Moved submission request dates to December for the following ice season.	Allows more lead time for out of town teams to book limited hotel space for major tournaments.
4.	Guidelines of Ice Allocation (specifically as it relates to Sport Canada's new Long Term Development Plan for Sport – LTDP)	Altered House league hours per team per week to reflect actual use and align competitive with LTDP.	Organizations moving toward Sport Canada's LTDP. Organizations agree that the guidelines are now focusing on age and competitive level appropriate development.
5.	Definition of length of season	Winter Season end date moved from April 30 to May 31.	Organizations utilizing until the 2 <sup>nd</sup> week of May for end of year try outs. Adjusted to Reflect the true ice use.
6.	Prime time hours  Summer Ice time	Proposing weekday 4pm – 5pm prime time to Non-Prime.  Weekend ice utilization is low, therefore we are aligning these hours to Non-Prime ice rates.  Clarified weekday 6am-8am as Prime Ice Time.	Presently 4pm-5pm utilization is low and we believe this change will increase utilization.  We analysed the weekend ice and believe that by offering a Non-Prime rate on the weekend, should result in a higher utilization rate  Proposed edits to policy clarify that this time are prime time hours.
7.	Cancellation time	<u>Youth partner groups</u> 29 days or less – 50% refund 7 days' notice – no refund  <u>Tournament and Events</u> 59 days or less – refund 50% of returned hours.	Many Municipalities do not allow returned ice once it has been booked. We wanted to work with the organizations to allow for some flexibility on ice returns. These fees are based on our ability to re-sell the ice if returned within the identified time frame.
8.	New Section – Additional language covering banner/sign display	Develop standardize banner policy to maintain consistency across organizations and facilities.	Included to formalize the process for banner display, addressing growing requests and protocol for present inventory of banners.

**APPENDIX "B"**

**ICE ALLOCATION POLICY**

**SUBJECT**

Policy governing the equitable assignment and management of indoor ice time within Municipally Owned Arena Facilities.

**POLICY STATEMENT**

The Corporation of the City of Barrie is committed to providing ice time usage within municipally owned and operated facilities, giving priority to City of Barrie residents, clubs and affiliates, patrons and visitors to our facilities, without prejudice, in a fair and equitable manner.

**ICE ALLOCATION RESPONSIBILITY**

The City of Barrie's Recreation Services Department – Facilities Division (RS) has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns, in addition to applying municipal, provincial and federal directives where required. The Recreation Services Department is responsible for implementation of the policy as outlined.

**ICE FACILITY OPERATIONS**

The City of Barrie will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives and to minimize risk and operational issues, as well enhance fiscal health to allow for timely and effective infrastructure updates.

On an annual basis, municipal staff will organize a meeting with key ice facility stakeholders and users to review, define or confirm the City's ice seasons, hours of operation, ice pad uses and restrictions, facility closures, holiday operating hours, prime and non-prime time hour definitions.

The results of this meeting will enable municipal staff to update annual arena operations calendars, ice management schedules, milestones, critical dates, tournament/special event and regular ice allocation schedules.

**TABLE OF CONTENTS**

SECTION 1	PURPOSE
SECTION 2	GUIDING PRINCIPLES
SECTION 3	ICE ALLOCATION AND DISTRIBUTION PHILOSOPHY
SECTION 4	ICE ALLOCATION USER PRIORITY RANKING
SECTION 5	DEFINITIONS OF ICE USERS
SECTION 6	RESIDENCY REQUIREMENT
SECTION 7	DEFINITIONS OF TYPICAL ICES USES
SECTION 8	DEFINITION OF SEASON OF PLAY
SECTION 9	DESIGNATION OF ICE TIME CATEGORIES
SECTION 10	DEFINITION OF ICE TIME
SECTION 11	ALLOCATION OF ICE TIME
SECTION 12	CLASSIFICATIONS OF ICE TIME ALLOCATION REQUEST
SECTION 13	PRINCIPLES APPLIED TO ICE TIME ALLOCATION REQUESTS
SECTION 14	NEW ORGANIZATIONS REQUESTING REGULAR ICE TIME
SECTION 15	TOURNAMENT AND SPECIAL EVENT REQUESTS
SECTION 16	ICE TIME AMENDMENTS AND CANCELLATION PENALTIES
SECTION 17	GENERAL ADMINISTRATION – INSURANCE REQUIREMENTS
SECTION 18	PROMOTION OF THE POLICY
SECTION 19	MONITORING AND REVIEWING OF THE POLICY

## **SECTION 1 PURPOSE**

The City of Barrie has been identified as a growth centre within the provincial document "Places to Grow – Simcoe Area: A Strategic Vision for Growth". As a result the City of Barrie is projected to experience significant population growth and change over the next decade.

With our increasing demographic and demand for existing facilities municipal Council and staff are committed to the effective management, allocation and distribution of ice time within our municipally owned facilities.

This policy will serve as a guide for the ice allocation process. It will guide all ice allocation outside Council approved agreements.

The goal of this policy is to promote and encourage participation in ice sports and activities to the overall benefit of the community.

The ice allocation policy establishes and clarifies the City's responsibility for ice allocation, facility administration, and its commitment to the management of:

1. Fiscally responsible ice facility operations
2. Fair and equitable ice allocation
3. Processing of tournament, special event and seasonal ice permits
4. Special event ice management
5. General administration requirements
6. Enhancement of the quality of life for all citizens
7. Safe and accessible services to all

**NOTE:** Sections of this Ice Allocation Policy may not apply at this time to organizations which have established separate agreements with the City of Barrie approved by Council defining their annual ice allocation (e.g. Barrie Colts Junior Hockey, Mariposa School of Skating).

## **SECTION 2 GUIDING PRINCIPLES**

The Ice Allocation Policy is based on the following principles which should be considered when implementing and/or interpreting the Policy's statements:

1. **Access and Equity:** to ensure fair and equitable access to ice
2. **Efficiency:** to ensure the effective and efficient use of facilities, both in terms of time and space
3. **Diversity:** to provide for a wide range of opportunities
4. **Youth Sport and Recreation Department:** in recognition of the role municipal arenas play in the development of youth sport and recreation, special consideration should be given to accommodating youth activities
5. **Partnership:** to recognize the importance of partnerships with sport and recreation organizations, as well as commercial operations in the delivery of arena-based activities.

### **SECTION 3 ICE ALLOCATIONS AND DISTRIBUTION PHILOSOPHY**

- On an annual basis the Recreation Services Department – Ice Time Allocation Committee (ITAC) comprising of staff will circulate, to user groups, a Timetable Schedule outlining key milestone dates for submission of requests and confirmation dates.

Through this process the RS – ITAC will develop an Ice Distribution Schedule that best reflects the expressed needs of the users and application of this Policy's principles, directives, definitions and guidelines.

The City of Barrie reserves the right, at its discretion, to reassign ice annually as required and redistribute unassigned ice.

The City reserves the right to change the ice allocated to these groups when facility closures or restrictions negatively impact the 80% youth requirement for ice allocation.

### **SECTION 4 ICE ALLOCATION USER PRIORITY RANKING**

The City of Barrie will allocate ice time utilizing the following user priority ranking:

1. City of Barrie (Recreational Programs)
2. Youth Partner Groups (as defined below)
3. Tournaments & Special Events (primarily hosted by Partner Groups)
4. Seasonal Clients (regular seasonal contracts)
5. Boards of Education (Programs – high school hockey and curriculum/open skate school ice)
6. Occasional and Commercial Users

### **SECTION 5 DEFINITIONS OF ICE USERS**

#### **1) City of Barrie Recreational Programs**

The City of Barrie ensures resident access to recreational ice opportunities through municipal recreation programs initiated by and directly, or indirectly, operated by the Recreation Services Department. Programs are open to the general public (although in some cases, may be targeted at a subset of the general public e.g. seniors, adults, youth).

Opportunities include: Drop-in (no registration) skating or ice-related activities open to the general public (although in some cases, programs are targeted at a specific subset of the general public (e.g. senior/adult skates (SAS), youth skate, parent & tot skate, shinny hockey and learn to skate).

Programs provide low cost access to recreational opportunities organized through the Recreation Services Department.



2) **Youth Partner Organization**

A City of Barrie Youth Partner Group is defined as follows:

1. Youth sport organization

- a) A non-profit youth sport organization with a minimum of Eighty percent (80%) of the registered players being residents of Barrie including the residents of surrounding municipality with a City of Barrie Council endorsed Residency Recognition Agreement. (Refer to Section 6 – Residency Requirement).
- b) Will be established providers of quality recreational programmes, primarily for youth offering individuals recreational, athletic and social activities.
- c) Will be the main provider of its particular activity in the City of Barrie (if c) is dominant than the residency requirement may be waived).
- d) Participants must be 18 years of age or under prior to December 31<sup>st</sup> of that year's season and/or in the age categories as outlined by the provincial or national governing body. Some partner groups may have limited adult membership (excluding coaches). Programmes intended for youth, will be charged a youth rate. Mixed age competitive ice will be charged an adult rate. If complete teams within an organization consist of players over the age of 20 years, those teams will be considered separately as an adult division of the organization and prioritized separately and will be subject to adult rates.
- e) Must be a member in good standing of an affiliated or governing body. (E.g. Ontario Minor Hockey Association, Ontario Women's' Hockey Association, Ontario Ringette Association, Ontario Speed Skating Association, Skate Canada.

Youth Partner Organizations within sub-category 1 must:

- 1) Have a constitution.
- 2) Be incorporated.
- 3) Have an elected body of officers and hold an annual meeting of members.
- 4) May be required to provide the City an annual financial statement prepared by a Chartered Professional Accountant (CPA).
- 5) Be affiliated with a responsible regional, provincial or national organization. The choice of organization can be entirely at the discretion of the partner group.

2. Youth recreation groups

- 1) A non-profit recreation organization which meets the above definition of youth sport organization with the exception that the organization may exist without a constitution, may not be incorporated, and may not be affiliated or associated with a recognized provincial or national sports governing body, but shall have an elected body of officers and hold an annual general meeting and may be required to provide the City an annual financial statement prepared by an auditor. (i.e. Barrie Christian Hockey League).

**3) Tournament and Special Events**

The City of Barrie supports special programs like tournaments and special events. These programs provide revenue generating opportunities to both the program organizers and the Corporation of the City of Barrie as well as economic spin-off to the community at large.

Generally, tournaments and special events are competitions hosted by recognized City of Barrie youth partner groups. They may include events of regional, provincial or national significance.

Tournaments may also be hosted by adult seasonal clients such as men's or ladies' hockey leagues. Special events may not be limited to competitions and may include events such as trade shows or exhibitions.

Typically, tournaments and special event ice time allocated above and beyond a group's regular seasonal allocation and will be examined annually to minimize any negative impact on regular programs scheduled and public skating opportunities.

**4) Seasonal Client**

Seasonal Clients use an ice facility on a weekly basis for the entire season and are defined as:

- a) A not for profit sports organization with (active) members 80% by residents of Barrie, including the residents of a surrounding municipality with a City of Barrie Council endorsed Residency Recognition Agreement.
- b) The primary purpose of the organization is to offer, and involve, individuals in recreational, athletic or social activities.
- c) Age of the participant is greater than that which qualifies it as a youth sport organization.  
(Examples of seasonal clients are organized men's/ladies hockey leagues)

**5) Boards of Education – High School Hockey, and School Ice**

A publicly-funded school or a "non-profit" school recognized by the Province of Ontario as an educational institution, located in the City of Barrie.

School booking will be administered on a first-come-first-served basis through the Recreation Services Department.

Only school programmes which form part of the school curriculum or have open skate times during the school time period will be eligible for school rates. All others will be categorized under the applicable times. (I.e. youth prime, youth non-prime)

For High School Hockey – A designated convenor will be the point of contact for the high school hockey allocations (practice & game allocation).

**6) Occasional**

Groups in this category do not meet the criteria of seasonal clients. Groups are defined as organizations and/or individuals that use ice time occasionally. Groups utilizing the ice for the purposes of youth will be charged the applicable youth rate and Adult use will be charged the applicable Adult rate

7) **Commercial User**

Groups in this category do not meet the criteria of seasonal clients. Groups are defined as organizations and/or individuals that use ice time occasionally and/or with the intent of generating positive net income.

**SECTION 6 RESIDENCY REQUIREMENTS**

The City of Barrie recognizes the tax-based contribution provided by its residents toward the development and operation of recreation ice facilities and recognizes that residents of the City of Barrie and residents of a surrounding municipality with a City of Barrie Council endorsed Residency Recognition Agreement, will always receive priority over non-residents in the allocation of ice time.

On an annual basis, registration date from the prior season of play must accompany ice allocation requests. Registration information must be supplied, in an approved format, by all Youth Partner Groups and Adult Seasonal Clients to the Recreation Services Department on or before February 1 of each year. Registration Data must include Registrant's full name, complete address including postal code.

Information collected by the City of Barrie shall be in accordance with the Freedom of Information and Privacy Protection Act, and shall be used for the sole purpose of determining and assigning eligible ice time to users.

The Recreation Services Department may apply the data to the ice allocation benchmark formula which will determine the total number of weekly hours each user shall be assigned and the distribution of those hours to different age and skill level groupings.

The City will accommodate the regular use of ice by non-resident after resident demand is satisfied and under special circumstances such as reciprocal agreement. Non-residents will not achieve historical status in regards to permit allocation on a year to year basis. Non-resident use will be reviewed on a case by case basis.

**SECTION 7 DEFINITIONS OF TYPICAL ICE USERS**

**1) Major Special Events**

1. Those which bring recognition to, or increase the public profile of, the City of Barrie.
2. International, national, provincial and regional multi-sport/recreational events which are sanctioned by an appropriate governing body. (i.e. Ontario Winter Games) and which bring recognition to, or increase the public profile of, the City of Barrie.

**2) Minor Special Events**

1. Non-recurring (i.e. not weekly) recreational activities initiated by the Recreation Services Department, or by a specific user organization/group, for the purpose of the enhancement, promotion, and expression of the sport, culture or social needs of the participants (e.g. an annual tournament, Championship Day).
2. Any use by an organization or group where the purpose is to generate funds which will be put to a "public good" in the community. The "public good" may be within the organization, or may be an external public project.

**3) Regular ice time**

1. A weekly ice time which is available for the season, for a regularly scheduled sport or recreational use?

**4) Casual ice time**

1. An Ice time which is not available on a weekly basis throughout the full season?

**SECTION 8 DEFINITION OF SEASON OF PLAY**

The City of Barrie Recreational Services Department has adopted the following Season of Play:

- 1) **Summer Ice Season** shall be defined as June 1 through to August 31 inclusive
- 2) **Regular Ice Season** shall be defined as September 1 through to May 31 inclusive

The opening of arena facilities when they are normally closed, or beyond established operating hours (as defined by the Ice Allocation Policy), will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff.

For further clarification the City reserves the right at its sole discretion to determine the length of the operational season on a per pad basis (i.e. not all pads must be open for the entirety of the defined winter season)

All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

**SECTION 9 DESIGNATION OF ICE TIME CATEGORIES**

Ice allocation hours shall be designated and categorized as prime-time and non-prime time by the Recreation Services Department based on user demand and ice time availability.

Winter Prime Time Ice shall be defined as:

- a) 5:00pm to 11:00pm (Monday through Friday)
- b) 6:00am to 12:00 midnight (Saturday and Sunday)
- c) 6:00am to 8:00am (Monday-Friday)
- d) All Statutory Holidays

Winter Non-Prime Time Ice shall be defined as:

- a) 8:00am to 5:00pm (Monday through Friday – excl. Statutory Holidays)
- b) After 11:00pm (Monday through Friday)

Summer Prime time ice shall be defined as:

- a) Monday through Friday from 6:00am to 12:00 midnight

Summer Non-Prime Time Ice shall be defined as:

- b) 6:00am to 12:00 midnight (Saturday and Sunday)

Summer ice shall be made available by the Recreation Services Department based on an expressed need by user groups balanced with the department's annual business plan.

## **SECTION 10 DEFINITION OF ICE TIME HOUR**

The City of Barrie Recreation Services Department has adopted the following one hour block of ice time definition:

A one (1) hour block of ice time shall be defined as fifty (50) minutes of ice time play. The remaining ten (10) minutes of time shall be utilized by facility operations staff for ice maintenance purposes.

Where there exists only one ice pad within a given municipal arena facility, all rentals shall commence on the hour mark.

Where there are two or more ice pads within the same municipal arena facility complex:

- 1) All rentals for First Ice Pad (1) shall commence on the hour mark
- 2) All rentals for Second Ice Pad (2) shall be offset by 30 minutes, commencing on the ½ hour mark to allow appropriate time for ice maintenance.

In order to maintain the efficient scheduling of maintenance staff, ice floods, and to ensure the accurate communication of pad and room assignments to participants, the City requires that all groups supply ice use schedules and flood requirements to the City one month prior to the commencement of the season.

Failure to comply could result in the cancellation of all or some of the permit contract for the remainder of the ice season.

The City reserves the right to accept or modify ice flood requests to ensure the achievement of operational efficiencies and pad coordination. Special flood for any ice use time of less than two hours will not be considered (e.g. 90-minute game does not qualify to receive an extra mid-game flood).

### Ice Rental Agreement

An Ice rental Permit/permits will be issued for all contracted ice within City of Barrie facilities. The permit will be accompanied by the guiding rules and regulations (which may be amended from time to time) that will dictate the governance of conduct both on ice and in the facility. Failure to adhere to these regulations may result in permit cancellation.

## **SECTION 11 ALLOCATION OF ICE TIME**

The City Recreation Services Department shall develop and implement procedures for the allocation of ice time requests in accordance with the Guiding Principle, Distribution Philosophy, User Priority Ranking and definitions of this policy.

## **SECTION 12 CLASSIFICATIONS OF ICE TIME ALLOCATION REQUESTS**

For the purpose of ice allocation, requests for ice time from organizations and groups will be classified as "existing", "existing program expansion" or "new". These terms are defined as follows:

- 1) Existing Programs – organization/group was allocated regular ice time in the previous comparable season (e.g. organization was allocated ice time in previous fall/winter season and requests ice time again in the upcoming fall/winter season)
- 2) Existing organization or group program expansion or core/primary/basic services – requests by an existing organization/group to expand program, due to program registrations, and/or changes to governing sports affiliation rules and regulations, which requires additional ice time, or more ice time than the ice entitlement (refer to section 13.1).
- 3) New Programs - organization/group not allocated regular ice time in the previous comparable season, whose program or services meet a previously unmet need

Table 12.1 – Ice request timelines

Tournament	Request Date	Confirmation Date
Winter Request	December 1 <sup>st</sup> for the following season	January 1 <sup>st</sup>
Summer Request	June 1 <sup>st</sup> for the following season	August 1 <sup>st</sup>
Regular Season		
Winter Request	December 1 <sup>st</sup> for the following season	March 1 <sup>st</sup>
Summer season	August 1 <sup>st</sup> for the following season	October 1 <sup>st</sup>

## SECTION 13 PRINCIPLES APPLIED TO ICE TIME ALLOCATION PROCESS

### 1. Ice Time Allocation Guidelines for Youth Sport Organizations

Ice time guidelines are formulas used by municipalities to allocate the ice time required to meet the basic requirements for a sport and are expressed through a ratio of ice time per team or number of skaters, and differ based on a sport's activity requirement and caliber/level of play. Ice time guidelines apply only to **youth sport Organizations** and should not be considered to be guaranteed. (Please refer to Table 13.1 and Notes below table.)

TABLE 13.1 ANNUAL ICE TIME ALLOCATION GUIDELINE BY SPORT

Sport	Suggested Allocation Guidelines	Definition
<b>Minor Hockey</b>		
Up to Atom	1.00 hour per week per team	Team defined as 14 to 17 players registered with the Ontario Minor Hockey Association
Atom	1.50 hours per week per team	
Peewee	1.50 hours per week per team	
Bantam to Juvenile	1.50 hours per week per team	
Rep: Minor Tyke to Minor Atom	2.00 hours per week per team	
Rep: Atom to Peewee	2.50 hours per week per team	
Rep: Bantam/Midget	2.75 hours per week per team	
Men's	0.75 hour per week per team	

<b>Figure Skating</b>	1.00 hour per week per 14 to 18 skaters	Skaters registered with Skate Canada
<b>Ringette</b>		
U7	1.00 hour per week per team	Team defined as 11 to 14 players registered with the Ontario Ringette Association
U8	1.00 hour per week per team	
U9	1.5 hours per week per team	
U10	1.5 hours per week per team	
U12	1.5 hours per week per team	
U14	1.5 hours per week per team	
U16	1.5 hours per week per team	
U19	1.5 hours per week per team	
18+ (Open)	1.5 hours per week per team	
<b>Speed Skating</b>	1.00 hour per week per 4-5 skaters	
<b>Women's Hockey</b>		
Youth	Same allocation as Minor Hockey divisions	Team defined as 14 to 17 players registered with the Ontario Women's Hockey Association
Adult	0.75 hours per week per team	

**Note:**

1. Ice time allocation guidelines include all ice cleaning & maintenance required during a block of ice time.
2. Allocation guideline is based on actual learn/skater registration for a given season (e.g. September to April). Organizations which are assigned ice time through the allocation guideline will be required to provide information regarding the total number of participants, number of teams, team caliber/level of play, etc.
3. Teams will be asked to submit registration numbers for their organization including residency (as per section 6) as well as number of teams and their competitive category. Teams must submit requests as per 14.sub 3. In the case of a shortage of ice time at City of Barrie facilities, it is recommended that all organizations which are assigned ice time by the allocation formula, should book a minimum of 15% of their ice time at facilities other than those operated by the City of Barrie. This percentage may change.
4. If required ice will be taken back by the City in reverse order of the user priority ranking
5. Organizations may be allocated additional time beyond their allocation guideline, if time is available.

**2. Principles Applied in the Ice Time Allocation Process**

- a) Organizations/groups to which ice the allocation guideline do not apply will be allocated ice based on the Ice Time Allocation Schedule, availability of ice and user group registrations.
- b) Casual ice time will be made available to organizations/groups based on the availability of ice time...
- c) Organizations are responsible for the distribution of ice time to their teams or members.
- d) Allocated hours must be used by the organization/group to which they are assigned, unless otherwise approved by the Department.
- e) No tournaments, special events or expansions to existing programs may be implemented without the prior written approval of the Department.
- f) School Boards/Colleges/universities will be allocated ice time to comply with existing reciprocal use agreements where applicable.

**3. Weekly Hours Assigned and Distribution for Youth Partner Groups**

- a) Number of weekly hours allocated to a Youth Partner Group will be based on justified need.
- b) On an annual basis, registration data from the prior season of play must be supplied, in an approved format, by the Youth Partner Group to Recreation Services Department by January 1 of each year. A Registration Data Form template will be provided by the Recreation Services to clearly illustrate the information data to be provided.
- c) Information collected by the City of Barrie shall be in accordance with the Freedom of Information and Privacy Protection Act, and shall be used for the sole purpose of determining and assigning eligible ice time to users.
- d) The Recreation Services Department will apply the data to the ice allocation benchmark formula which will determine the total number of weekly hours each user shall be assigned and the distribution of those hours to different age and skill level groupings.

**SECTION 14 NEW ORGANIZATIONS REQUESTING REGULAR ICE TIME**

1. If a new organization requests regular ice time and an existing organization are meeting similar needs in the community, the Department will direct the new group to the existing organization.
2. A new organization requesting regular ice time must meet an identified need in the community, which is not being provided by any of the existing organizations. Identified need and appropriate use of a facility will be evaluated by the Department.
3. Organizations, groups or individuals requesting regular ice for the first time must submit a request in writing to the Manager of Facilities no later than January 1 for the following winter season, and by August 1 for the following calendar year summer season.
4. Recognition and ice allocation will occur once the conditions and criteria outlined in the Ice Allocation Policy is met and if existing users will not be adversely affected.  
The City will use unallocated ice first to meet the needs of a new applicant but reserves the right to reasonably reallocate hours from existing users, if warranted.

**SECTION 15 MANAGEMENT OF TOURNAMENTS AND SPECIAL EVENT REQUESTS**

The City Recreation Services Department recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. In order to accommodate these events and minimize disruptions to regular programs and league play, the City of Barrie Recreation Services Department will allocate seasonal ice addressing Tournament and Special Event Requests first.

Existing and new organizations (sports, recreation, non-sports or other) requesting Tournament and/or Special Event ice time must submit a request in writing to Recreation Services Department to the attention of Manager of Facilities no later than December 1 for the following calendar regular season, or by June 1 for the following calendar year summer season.

The Recreation Services Department through the Ice Time Allocation Committee will be responsible for effectively managing client requests for tournaments and special events. Based on the previous year's allocation, the Ice Time Allocation Committee will, objectively, evaluate tournament and special event ice time request, based on their past success, impact on the community, impact on departmental operations and existing schedules and resources, and availability of ice.



User groups will receive notice of acceptance/refusal of tournament and special event dates by the RS – ITAC within 60 days.

A maximum of two tournaments or special events per organization per Fall Regular Season (September to December) and per Winter Regular Season (January to March) will be considered.

## **SECTION 16 ICE TIME AMENDMENTS AND CANCELLATION PENALTIES**

### **Tournament Permit Amendments and Cancellations**

The City will effectively manage any client requests for tournaments and special event permit amendments or cancellations with the goal of minimizing administrative, revenue and operational impacts. When changes or cancellations are requested, the guidelines outlined in the Ice Allocation Policy will be stringently applied.

### **Permit Amendments and Cancellations**

Allocated ice time turned back into the Recreation Services Department must be done utilizing the same ratio as the originally allocated ice (i.e. a proportionate number of prime and non-prime ice, weekday and weekend ice). The Recreation Services Department reserves the right to accept only hours that hold only the greatest potential for rebooking.

The Recreation Services Department has the right to control all ice distribution and use of City-owned and operated ice facilities for the duration of the ice permit. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on the arena system operation and its clients. As such, the Recreation Services Department will apply all guidelines outlined in the Ice Allocation Policy to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

### **Added Ice (Temporary or Permanent)**

All ice hours added to an existing contract will be final on the date issued and accepted. No further changes will be considered.

### **Transferred Ice/Ice Trades/Sublet or Sub-Leased Ice Prohibited**

The City of Barrie is the sole permit authority for all ice times. The City must be aware of and able to control the intended use of all ice permitted within its facilities at all times.

It is recognized that last-minute changes to the intended use of the ice may occur under rare, infrequent and unforeseen circumstances; however, the Recreation Services Department must be notified by the permit holder, even after the occurrence. Failure to notify the Recreation Services Department may result in termination of the permit and cancellation of future bookings.

No person, organization, association or minor sports group shall transfer or sublet/sub-lease, or permit to be transferred or sublet/sub-lease, any ice allocation or part thereof, for value or otherwise.

If any person, organization, association or minor sports group transfers or sublets/sub-leases, or permits such transfer or sublet/sub-lease, of any ice allocation or part thereof, their facility rental contract shall be terminated without notice and the City shall refund the permit fee on a prorated basis.

### City Programme Skate Cancellations

To minimize customer dissatisfaction and related negative impacts the City of Barrie will not cancel advertised programmes or leisure skates with the following exceptions:

1. Significant and high profile events as identified by Council
2. Low registration
3. Emergency shut down and ice maintenance issues

### Ice Time Cancellation Penalties

Once an ice rental permit has been signed, the following penalties shall be applied to cancellations of ice time allocation:

1. For Youth Partner Groups, Boards of Education Programs, and Seasonal Clients
  - a. 30 days written notice is required for a full refund
  - b. Notice of cancellation given 29 days or less will be refunded at 50% of the number of hours being returned
  - c. All ice cancellations made in 7 days or less will result in full payment being charged
2. Occasional and Commercial Clients
  - a. 30 days written notice is required for a full refund
3. Tournaments and Events
  - a. 60 days written notice is required for full refund
  - b. All ice returned in 59 days or less will be refunded at 50% of the number of hours being returned.

### Payment

Payment of contracted ice shall be made on the 1<sup>st</sup> day of the month of which the ice is to be used. For clarification the payment for ice used from Sept 1- Sept 30 will be paid in full Sept 1<sup>st</sup>.

## **SECTION 17 GENERAL ADMINISTRATION**

### Insurance Requirements for All Youth Partner Groups and Adult Seasonal Clients

Organizations/groups shall, at all times during which they are allocated ice time in the City of Barrie municipally owned arena facilities, arrange, pay for and keep in force and in effect Comprehensive General Liability Insurance on an "occurrence" basis including personal injury, bodily injury and property damage protecting the Corporation of the City of Barrie, its elected Members of Council, its employees, agents and contractors (hereinafter "Released Persons") and the organization against all claims for damage or injury including death to any person or persons, and for damage to any property of the Released Persons or any public or private property, howsoever caused including damage or loss by theft, breaking or malicious damage, or any other loss for which the Released Persons or the organization may become liable resulting from the organization's use of ice time in City of Barrie municipally owned arenas facilities.

Such policy shall be written with an inclusive limit of not less than the amount stipulated by the City of Barrie's policy on insurance limits (currently at Two Million Dollars or \$2,000,000), shall contain a cross liability clause, a severability of interest clause, and shall be primary without calling into contribution any other insurance available to the Released Persons as additional insured parties.

**THE CORPORATION OF THE CITY OF BARRIE MUST BE NAMED AS ADDITIONAL ISSURED.**

The organization (for itself and its insurers) shall release each of the Released Persons and waives any rights, including rights of subrogation; it may have against them for compensation for any loss or damage occasioned by organization or loss of use of property of the Purchaser.

The organization shall provide certificates of insurance evidencing the coverage as required above to the Recreation Services Department upon ice time confirmation by the City, which certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide thirty (30) days written notice of cancellation to the certificate holders. Upon expiry, documents of renewed coverage are again to be provided and the organization will make policies available to the City for review from time to time and in the event of a claim.

**Banners/signage**

Banners will be permitted for consideration from Youth partner groups.

The following stipulations will apply:

- It must be a championship banner at a provincial or higher level
- Submission requests will be made by June 1<sup>st</sup>
- It must be made of a fire-retardant and mould resistant material
- It will be displayed in a place selected by the City
- The number of banners will be at the discretion of the City
- The maximum time a banner may be displayed is 5 years after which it will be returned to the appropriate organization
- Existing banners will be granted a 7 year term based on their year of award ( i.e. a banner won in 2010 will hang until 2017)
- Section does not apply to organizations which have established separate agreements with the City as approved by Council

**SECTION 18 PROMOTION OF THE POLICY**

- a) The Municipal Ice Allocation Policy will be identified and accessible electronically via the City of Barrie web-page.
- b) The Municipal Ice Allocation Policy will be incorporated into the Recreation Services Department (RS) Municipal Policies & Procedures Manual.
- c) All relevant City of Barrie Recreation Services staff will be made aware of and provided access to a copy of the Municipal Ice Allocation Policy as a component of orientation.

**SECTION 19 MONITOR AND REVIEWING OF THE POLICY**

The Municipal Ice Allocation Policy shall be reviewed within a 5 year period by Departmental Staff.

The Recreation Services (RS) Department has the authority to adjust procedural items related to timing, process, etc., as appropriate and to respond to Council directions related to revenue achievement, goals and strategic business approaches.

