

# CITY OF WHITEHORSE

## COUNCIL POLICY

**POLICY:** ARENA SCHEDULE DEVELOPMENT POLICY

**PURPOSE:** To provide a methodology for the development of user schedules in municipal owned and operated arenas.

**AUTHORITY:** Council Resolution # 2003-11-15 dated June 16, 2003

## **ARENA SCHEDULE DEVELOPMENT POLICY**

### **ENABLING LEGISLATION**

1. Section 177 of the *Municipal Act*, 1998, provides that “A council is responsible for developing and evaluating the policies, services, and programs of the municipality”.

### **POLICY STATEMENT**

2. The City of Whitehorse develops and operates municipal arenas for the benefit of their citizens. They believe it to be important to include the users of those facilities in the development of schedules and to set priorities for their use to provide for the fair, objective and transparent allocation of ice.

### **DEFINITIONS**

3. In this policy,  
"CITY" means the corporation of the City of Whitehorse.  
"CONTRACT HOLDER" means the person or group that has entered into a contract with the City for arena booking services.  
"COUNCIL" means the elected Council of the City of Whitehorse.  
"DEPARTMENT" means the Department of the City of Whitehorse.  
"DEPARTMENT PROGRAM" means those programs that are offered by the City's Department.  
"EARLY ICE SEASON" means the timetable of use that precedes the regular ice season and/or as approved in the budget process.  
"EXTENDED ICE SEASON" means the timetable of use that immediately follows the regular ice season and/or as approved in the budget process.

“FEES AND CHARGES BYLAW” means the City of Whitehorse Fees and Charges Bylaw as amended from time to time.

"MANAGER" means the Manager of Parks and Recreation or his approved designate.

“REGULAR ICE SEASON” means the timetable of use that occurs on a consistent basis in the arenas from October 1<sup>st</sup> to March 31 and/or as approved in the budget process.

“SCHOOL PROGRAM” means the programs that are offered by the Department of Education subject to the Joint Use Agreement.

### **OBJECTIVES**

4. The objectives of this policy are:
  - (1) To guide City decisions on development of arena user schedules for all indoor ice arenas owned and operated by the City.
  - (2) To provide arena user groups with guidelines for priority of use in all indoor ice arenas owned and operated by the City.
  - (3) To facilitate broad participation in all indoor arenas by its users, residents and visitors.

### **INTERPRETATION**

5. Whenever the singular, masculine or feminine is used in this policy it shall be interpreted as if the plural, feminine or masculine has been used where the context of the policy requires.

### **RESPONSIBILITIES**

6. City Council shall:
  - (1) Set and adopt the Arena Operating Budget;
  - (2) Set the levels of service;
  - (3) Establish arena fees and charges to be included in the Fees and Charges Bylaw;
  - (4) Approve the policy and amendments thereto.
  - (5) Hear appeals on arena schedules from disaffected arena user groups.
7. The Manager shall:
  - (1) Ensure the implementation of the Arena Schedule Development Policy in its entirety.
  - (2) Determine the priorities for arena use by all interested groups;
  - (3) Schedule and allocate time in municipal arenas;

- (4) Address Public concerns;
  - (5) Manage the Budget;
  - (6) Review the policy from time to time and recommend revisions when required.
8. Department Employees shall:
- (1) Operate the City owned indoor ice arenas in accordance with the directions from the Manager.

### **THE ARENA USER GROUP**

9. The Arena User Group is defined, as an ad-hoc group comprised of appointed representatives from the respective arena user groups who use City of Whitehorse arenas.
10. Representatives on this advisory body provide input and advice into schedule development and arena operations. For example, in special events, the various groups put forth their ice requirements (dates, facility and times). If there is an overlap in times requested, it is left to the groups involved to reach an equitable solution.
11. The arena users meetings are also used as a vehicle for user groups to voice concerns over operations. Examples include building maintenance problems (showers, heat) and booking priorities as established by policy.
12. The Department also uses the arena users meetings as a vehicle for disseminating information to the user groups. For example, implications and applications of the Goods and Services tax (GST).
13. All regular arena users meetings shall be held on the following schedule unless otherwise agreed upon and will be preceded with a written notice and package a minimum of 10 working days prior to the meeting:
  - (1) Third week in January
  - (2) Third week in March
  - (3) Third week in July
  - (4) Third week in September

### **RULES AND REGULATIONS**

14. The Department shall supply to all potential renters all rules and regulations as contained in the arena rental agreement.
15. During times booked by the contract holder, all costs incurred through vandalism or damage caused during the rental period will be the responsibility of the contract holder (materials and labour inclusive). Contract holders will have 30 days to make payment. Failure to comply will result in cancellation of future bookings until payment is received by the City of Whitehorse.

**PAYMENT/FAILURE TO PAY**

16. Ice users will be invoiced at the end of each month for the 15<sup>th</sup> of the previous month to the 14<sup>th</sup> of the current month's usage according to actual ice times booked and utilized (see cancellations).
17. Renters with outstanding accounts greater than 60 days will be denied booking privileges for the upcoming season.

**PRICE SCHEDULE**

18. Fees and Charges are established through the budget process and are approved annually by City Council.
19. Immediately upon approval by City Council, the Manager will communicate the fees and charges for rental of ice facilities to the respective user groups.
20. Fees shall be effective on July 1<sup>st</sup> of the year in which they were adopted in the budget.

**REGULAR SCHEDULE DEVELOPMENT**

21. The hours of operation in the Regular Ice Season shall be in accordance with the yearly operating budget for the Department.

**Schedule development**

22. In February of each year, the requests for ice time requirements for the upcoming regular ice season will be mailed to all arena user groups listed on the Department mailing list for the current year.
23. It is the responsibility of each user group to notify the Department, in writing, of changes to their mailing address or contact person.
24. User groups will be asked to submit the following information, in writing:
  - (1) Background information
    - (a) Number of participants and/or teams anticipated for the upcoming season;
    - (b) Number of participants and/or teams registered in the most recent past season;
    - (c) Age groups/categories.
  - (2) The Department reserves the right to request submission of detailed membership lists.
25. The Department will use both the previous years schedule and, where there is a requirement for more ice from one group and less from another, reserves the right to modify the time allotted.

26. Requests and background information will be due on or before March 1<sup>st</sup> of each year.
27. Schedules will be based, and available ice offered, with the following priorities:
  - Priority #1 – Special Events
  - Priority #2 – Youth Ice Users/Programs for Disabled Individuals
  - Priority #3 – Department Programs
  - Priority #4 – Public Skating
  - Priority #5 – Adult Users
  - Priority #6 – School Programs (as per the Joint Use Agreement)
  - Priority #7 - Other
28. Other criteria that will be considered in the allocation of facilities are:
  - (1) Traditional use(s), which means a use/user who has historically utilized a specific time period;
  - (2) Maximum use, which means a minimum of ten (10) users per session.
29. Public skating time slots will encompass a minimum of:
  - (1) 1-2 hour time slot 2:00 pm – 4:00 pm Saturdays at Takhini Arena;
  - (2) 1-1.5 hour time slot 2:45 pm – 4:15 pm Sundays at Stan McCowan Arena
30. A draft regular season schedule will be distributed to arena user groups for discussion/review at the March arena users meeting.
31. At arena users group meetings, groups can mutually agree and negotiate changes between themselves, or, more specifically, two user groups may exchange time slots, facilities or days assigned. All changes are subject to approval by the Department.
32. In April, the Department will distribute tentative regular season schedule for the upcoming arena regular ice season.
33. Any requests for ice time received after April 30<sup>th</sup> may be eligible to book any open time slots shown on the tentative schedule.
34. At the July arena users meeting, the tentative regular ice season schedule will be reviewed, updated and finalized. A final schedule will be distributed prior to August. This schedule may be subject to change due to operational requirements.

### **Cancellations**

35. All cancellations will be submitted in writing.

36. For ice or mezzanine bookings, groups are responsible for advising the Manager of the cancellation in writing with at least 10-calendar days notice. The Department will actively pursue the re-renting of the ice time slot.
37. For special event ice, mezzanine bookings and dry floor bookings, groups are responsible for advising the Manager of the cancellation in writing with at least 21-calendar days notice.
38. There will be no subletting of any ice time by user groups.

### **Bookings**

39. All regular season bookings received after the September arena users meeting will be done through the respective arena offices:

Stan McCowan Arena Office	668-8698
Takhini Arena Office	668-8380
Arena Leadhand	668-8366

### **SPECIAL EVENT SCHEDULE DEVELOPMENT**

40. Special events are events over and above the planned seasonal activities of an organization:
  - (1) During the regular ice season, each traditional special event user is limited to one special event for the season.
  - (2) For sports included in the Arctic Winter Games, one additional special event per sport may be booked for use as trials only during an Arctic Winter Games year.
  - (3) During the arena's regular season, special events have precedence.
  - (4) Consideration for multiple special events, "non-traditional" special events or any other circumstances or requests may be considered on a case-by-case basis, upon written application to the Department.

### **Schedule Development**

41. Development of a special events schedule will be done in consultation with user groups at the arena users meeting.
42. Date selection will occur at the March arena users meeting. A draft special event schedule will be discussed with the arena user groups for discussion/review at the July arena users meeting.
43. In May, the Department will distribute a tentative special event schedule for the upcoming arena season.
44. At the July arena users meeting, the final special event schedule will be reviewed, updated and finalized. A final schedule will be distributed prior to September. The dates of special events will not be changed after the July

arena users meeting. Times can be adjusted and cancellations made within the parameters defined in this policy.

45. No requests for new special event ice time received after the July arena users meeting will be considered unless the City has been advised of extreme circumstances relating to the special event dates before the July arena users group meeting.

### **Bookings**

46. When special event dates/times are being booked at the arena users meeting, priority will be given to the group that traditionally has made use of the date/time and facility in the past.
47. To minimize short notice and disruptions to the regular users, groups will book their special events at the arena users group meeting in March and confirm the booking dates and proposed time slots at the arena users group meeting in July.

### **Cancellations**

48. For cancelling special event ice times, groups must provide 21 calendar days written notice. This also applies to changes in time slots.
49. For special events with less than 21 days cancellation notice:
  - (1) The regular ice time user will be given the choice of having the time slot back;
  - (2) In the event that the regular ice time holder does not want the time slot, the arena staff will actively try to rent the time slot;
  - (3) If a renter cannot be found, the organization that cancelled the special event will be charged the applicable arena rental rate as per the Fees and Charges Bylaw.

### **EXTENDED ICE SEASON**

50. The provision of an extended ice season shall be dependent upon approval of the yearly operating budget.

### **Schedule development**

51. Groups will be notified in December as to the dates and locations of the extended ice season.
52. User groups will be asked to submit ice time requirements for the extended ice season in January. The Department will prepare and distribute an extended ice season schedule for review by February. In an attempt to block ice times, user group's requests will be adjusted to conform to the operating hours identified for the arena.

53. Schedule development shall be done in accordance with three (3) criteria used in regular ice season schedule development:
  - (1) Priorities identified as per the Fees and Charges Bylaw;
  - (2) Traditional uses; and
  - (3) Maximum utilization of available facilities.
54. After the January arena users meeting, all bookings will be done through the designated arena office.

### **EARLY ICE SEASON**

55. The provision of an early ice season shall be dependent upon approval of the yearly operating budget by Council.

### **Schedule development**

56. Groups will be notified at the January arena users meeting as to the proposed dates and facility of the early ice season.
57. Prior to the arena users meeting in March, user groups will be asked to submit ice tie requirements. The Department will prepare and distribute a schedule in April. In an attempt to block ice times, the user group's requests will be adjusted to conform to the operating hours identified for the arena.
58. Schedule development shall be done in accordance with three (3) criteria used in the regular ice season schedule development:
  - (1) Priorities identified as per the Fees and Charges Bylaw;
  - (2) Maximum utilization of available facilities; and
  - (3) Traditional uses.
59. After the arena user meeting in March, all bookings will be done through the designated arena office – either Stan McCowan Arena or Takhini Arena.

### **CHRISTMAS BREAK SCHEDULE**

60. The Christmas Break schedule begins the first Saturday after school is out in December and ends at midnight of the Friday before school resumes in January.
61. Groups choosing to cancel their regularly scheduled times over the Christmas break should supply written notification prior to, or at the September arena users meeting.
62. Based on input received (cancellations, requests for bookings), the Department will develop and distribute updated ice schedules.
63. All requests for bookings received after the arena users meeting in September must conform to the department-developed schedule. In an attempt to block



ice times, group ice slots over the Christmas break will be adjusted to conform to the operating hours of the arenas.

64. After the arena users meeting, all bookings are done through the arenas.

### **DRY FLOOR USE**

65. All bookings are done through the Takhini Arena Office at 345 Range Road, or by phone at 668-8366.

### **TAKHINI ARENA MEZZANINE**

66. For bookings associated with special events, bookings will be done at the arena user meeting along with special event ice bookings.
67. Bookings associated with an arena special event will have priority for mezzanine use.
68. For bookings received outside the arena special event schedule development, all bookings:
- (1) Are done through the Takhini Arena office at 668-8380.
  - (2) Will be made on a first come, first served basis.

### **ARENA USER GROUP MEETINGS**

69. An agenda for each meeting shall be mailed to each user group in advance of the meeting and is subject to change.
70. If groups do not have representation at the arena users meeting, their bookings may be adjusted by the Manager to accommodate other user group needs.
71. Each arena user group will be required to enter into an agreement for the rental of the City's arenas. One rental agreement will be required for each season and is subject to booking amendments as per the rental agreement and this policy.
72. A schedule of critical dates for arena users wishing to book City arenas is attached. (APPENDIX 1)

### **APPEAL PROCESS**

73. The appeal process will be used for:
- (1) Groups who are dissatisfied with their ice allocations in the regular ice season schedule; and
  - (2) Groups who are unable to reach an equitable solution in the special event schedule.
74. Groups wishing to appeal shall submit their appeal, in writing, to the Manager and to all other affected groups.

75. The appeal process shall consist of the following:
- (1) Representatives from the Department will meet with the representatives of groups to work out a solution.
  - (2) If the department is unable to work out an agreeable solution with the groups after a minimum of two meetings, representatives will be asked to appear before the Manager.
  - (3) The Manager will hear the presentations and will broker a solution.
  - (4) Failing agreement with the Manager, the group may appeal to Council by registering to appear as a delegation at a Community Services Committee meeting.

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