

DEPARTMENT: RECREATION & CULTURE	DATE EFFECTED: September 13, 2010	POLICY: Ice Allocation Policy and Guidelines R-2010-12
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Section 1000.59**Purpose**

This policy and guidelines contained within will serve as a guide for the City of Niagara Falls Ice Allocation process. The goal of this policy is to promote and encourage participation in activities to the overall benefit of the community.

The policies identified in this document establish and clarify the City's responsibility for ice allocation and administration, and the City's commitment to the following:

- Managing fiscally responsible arena operations
- Facilitating new revenue opportunities, by working closely with the hospitality sector
- Promoting Fairness, Equity and Accessibility
- Processing tournament, special event and seasonal ice permits
- Providing excellence in customer service
- Promoting healthy living and access to City programs including public skating

1. Ice Allocation Responsibility

The City of Niagara Falls, Recreation & Culture 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 City of Niagara Falls recognizes the annual tax-based contribution provided by its residents toward the development, capital maintenance costs and operation of arena facilities. The goal is to increase ice revenues without unduly compromising needs or access by the community organizations and clients. This approach will be coupled with increasing utilization and reducing revenue loss occurring through cancellations.

2. Rates and Fees

The City of Niagara Falls has a responsibility to make recreation accessible to the community and at the same time operating the facilities in a way that is fiscally responsible. Arena rates and fees are reviewed annually and recommended to City Council for approval.

Fall & Winter and Spring Seasons (mid-September to April 30)

Prime Time	Monday -Friday Saturday & Sunday	5:00 pm to 11:00 pm 6:00 am to closing
Non-Prime Time	Monday - Friday	6:00 am - 5:00 pm 11:00 pm to closing

Spring Season (May 1 - June 30)

Prime Time	Monday -Friday Saturday & Sunday	5:00 pm to 11:00 pm 6:00 am to closing
Non-Prime Time	Monday - Friday	6:00 am - 5:00 pm 11:00 pm to closing

Summer Season (July 1 - mid-September)

Prime Time	Monday - Friday Saturday & Sunday	5:00 pm to 11:00 pm 6:00 am to closing
Non-Prime Time	Monday - Friday	6:00 am - 5:00 pm 11:00 pm to closing

3. General Administration**3.1. Forms**

All applicants and users must submit all requests for permit applications, processing, amendments and cancellations on City – approved forms.

3.2. Insurance Requirements For All Ice Users

Each organization shall, at all times during which it is allocated Ice time in City of Niagara Falls Recreational 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 Niagara Falls, 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 Niagara Falls Recreational Facilities. Such policy shall be written with inclusive limits of not less than Two Million Dollars (\$2,000,000), shall contain a cross liability clause, a severability of interest clause, 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 Niagara Falls must Be Named as Additional Insured.

The organization shall provide certificates of insurance evidencing the coverage as required above to the Recreation & Culture. Upon confirmation by the Recreation & Culture, which certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide thirty (30) days written notification 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 and in the event of a claim.

3.3 R-Zone policy

The R-zone policy, R-2008-21 approved by City Council May 2008, promotes a positive, safe, enjoyable and supportive environment for all users and staff in City recreational programs and facilities. The R stands for Respect and Responsibility, respect for yourself and others and responsibility for your actions. The policy outlines the measures and enforcement steps to be taken by staff, volunteers and users in order to address inappropriate behaviour or violence in Recreation, & Culture programs, City owned or leased facilities and properties.

The City of Niagara Falls is committed to ensuring the safety of users and staff in its programs, facilities or properties, fostering an environment where there is Respect for others, and Responsibility for all actions. The City will exercise no tolerance to any form of violence, vandalism or inappropriate behaviour in its programs, facilities or properties. For more information please refer to the City’s website, www.niagarafalls.ca

4. Ice Allocation and Distribution

The City of Niagara Falls reserves the right to assign ice on a seasonal basis.

4.1 User Groups - Community Organizations and Leagues

The City of Niagara Falls understands that due to registration numbers the amount of ice time allocated to each user group may fluctuate from season to season. Season, application and allocation meeting dates are defined in the chart below.

Season	Dates	Application Date	Allocation Meeting	Date to confirm ice contract
Fall/Winter	mid-September to May 1	May 1	first week of June	September 1
Spring/Summer	May 1 to mid-September	November 1	first week of December	March 31

- Ice dates and times will be allocated on historical usage to try and provide a solid groundwork for user groups. The City will attempt to allocate user groups hours similarly from season to season.
- Groups will be allocated the same amount of ice as was used in the previous season.
- Ice dates and times will be allocated based on historical usage. If a group is to receive less ice than previous years due to cancellations or reduction in ice the City of Niagara Falls will determine what dates and times the group will not be allocated.
- The above guidelines will be applied to groups that cancel 10% or more of their ice allocated in the previous fall/winter and/or spring/summer seasons.
- If a user group can show a significant increase based on actual registration numbers (participant registration information to be provided) they will be given consideration for more hours than originally allocated.

4.3. Adult and Youth Seasonal Clients

Seasonal clients are defined as groups that use ice on a weekly basis for an entire fall/winter and/or spring/summer season. The City of Niagara Falls recognizes long-term clients. The City will endeavour to allocate the same ice or similar day and time as in the past for long-term clients.

4.4 Commercial Clients

Organizations or individuals that use ice time with the intent of generating positive net income (profit).

4.5. City of Niagara Falls - Programs

The City of Niagara Falls is committed to providing residents access to recreational ice opportunities at low cost through municipal skating programs. Opportunities include public skates, shinny hockey and other programs provided in response to resident demand. Public skating will be allocated during special events. The schedule may be adjusted for low participant numbers or emergency maintenance shut downs.

4.6. Block Bookings

The City of Niagara Falls strives to allocate ice at all arenas in a fair and equitable manner to ensure access to all user groups. All organizations allocated block bookings will share equally in the distribution of prime time ice on a percentage basis at all City arenas.

4.7 New Organization/Emerging Sport

When reasonable and feasible, the City of Niagara Falls will recognize a new ice organization or emerging ice sport and will allocate time to enable it to establish its programs and services in the City. Recognition and ice allocation for new users will occur if existing users are not adversely affected.

4.8 Conflict Resolution

Ice time request conflicts that arise from ice schedules will be discussed at allocation meetings. These conflicts will be brought forward to the specific groups affected for discussion and resolution with the Manager of Recreation Services or designate acting as mediator.

4.9 Administration and Management of Tournaments and Special Events

The City of Niagara Falls recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. The City is committed to achieving a balance between recreational and tournament/special events throughout the year, including the fall/winter ice season. The City of Niagara Falls recognizes the economic and recreational impact past events have had on our community.

Special events are not limited to tournaments and may include dry floor events, for example: cheerleading competition, circuses and Remembrance Day service. Typically, tournament and special event ice time is allocated above and beyond a group's regular seasonal allocation.

The City of Niagara Falls understands that weekend ice time is the most desirable ice time for youth leagues. Weekend ice time is also the most commercially viable ice time for special events and tournaments.

Tournament/special event guidelines:

- The Gale Centre will be considered as the primary facility to host tournaments and special events.
- October, November, December, January, February and March tournaments will be scheduled based on the capacity to accommodate community use, regular league play and tournaments.
- April, May, June, July, August and first two September weekends ice will be designated with first priority to tournaments/special events. Weekday nights will be allocated with priority to user groups.

- User group “Championship days”, “All-star games”, etc. will not be considered tournaments but rather extended league play
- Public skating will continue to be accommodated and scheduled at the Gale Centre during tournament weekends.

4.10 Consideration to schedule special events/tournaments

- Events will be given dates as similar as possible to previous years.
- An existing group can ask for a different date for their event as long as that event does not conflict with another organization’s event date.
- When a user group cancels their tournament, all ice users and applicants including tournament organizers will be informed by email or telephone of the opportunity to implement a new tournament.
- Staff will evaluate tournament requests based on the following criteria:
 - Impact on regularly scheduled resident user groups
 - Number of pads booked
 - Days and time requested
 - Overall financial impact to arena operations
 - Economic development for the City
 - Relationship to the City
 - All criteria will be considered, and with everything being equal, priority will be given to resident organizations.
- A tournament which has cancelled 50% or greater of its allocated ice in each of the last two years will lose its historical precedence and will need to apply as a new event in the future.
- When an existing tournament has been cancelled, the ice time may be reserved for a new tournament.
- Dry floor special events will be considered based on demand of ice at the day of the special event, impact on user groups, number of pads booked, days, times, overall financial impact to arena operations, economic development for the City and relationship to the City.

5. Permit Amendments

5.1 Cancellations

The City of Niagara Falls has the right to control all ice distribution and use of City-owned and operated arenas for the duration of the permit. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on arena operations and its clients.

5.2. Transferred Ice/ Ice Trades/Sub-Leased Ice

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

5.3. Permit Cancellation

Arena Payment and Cancellation Policy (1000.55), all events are subject to the terms and conditions within that policy. When an arena rental permit has been signed, the City of Niagara Falls cancellation policy comes into effect.

5.4. Permit Cancellations and Rescheduling by the City of Niagara Falls

The City reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances. The City reserves the right to cancel a permit or portion of the permit if there is a breach of the condition or regulations or should the City be of the opinion that the facilities are not being used for the purpose contained in the application. Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing.

5.5. Unused Ice

To ensure future equitable allocation of ice, Recreation & Culture will monitor the actual use and cancellations of permitted ice for each organization and tournaments. Cancelled ice may be allocated to other users.

6. General Management

6.1. Group Representation

In order for Recreation & Culture representatives to effectively serve their customers, all groups are asked to elect no more than two representatives to serve as liaison between the Recreation & Culture and their group. All communications between the group and the Recreation & Culture should, at all times, be channeled through each group's representatives.

6.2. Opening Facilities Outside of Standards Hours of Operation

The opening of facilities on statutory holidays, when they are normally closed, or beyond established operating hours (as defined by this Ice Allocation Policy), will be considered only if the applicant agrees to pay all fees, including staff costs related to opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

Revised April 20, 2010

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