



City of Oshawa Ice Allocation Policy

Introduction

Oshawa's ice capacities have been significantly expanded, as of the 2005-06 ice year, as a result of Council's commitment of capital and operational investments in arenas. It has become necessary to more clearly define and communicate how ice will be managed, allocated and distributed.

The City's goal is to promote and encourage participation in ice sports to the overall benefit of the community. This Ice Allocation Policy has been developed to address the changing demographics, market supply of indoor ice, the distribution of ice in a fair and equitable manner, and the successful ongoing management of ice.

The Policies identified in this document establish and clarify the City's responsibility for ice allocation and administration and its' commitment to the management of:

- ice facility operations and capacities,
- ice allocation and distribution,
- the processing and management of tournament, special event and seasonal ice permits,
- special ice management issues, and
- general administration requirements

1. ICE ALLOCATION RESPONSIBILITY

The City of Oshawa's Recreation and Culture Services staff have the responsibility to manage the allocation and distribution of ice on a yearly basis to reflect population, registration, utilization and participation patterns in addition to applying municipal, provincial and federal directives where required. The City's Facility Booking Office (FBO) is responsible for implementation of the policies as outlined.

2. ICE FACILITY OPERATIONS and CAPACITIES

The City of Oshawa will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives and to minimize risk and operational issues.

On an annual basis, city staff will organize a meeting with ice facility provision partners (Durham College/VOIT, Sport and Entertainment Centre) 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 and ice capacity calculations. The results of this meeting will enable city staff to update related portions of this document, the Annual Arena Operations Calendar, the Ice Management Schedule and Critical Dates, the Ice Allocation Matrix, the Five Year Ice Planning Calendar and operational budgets.

3. ICE ALLOCATION and DISTRIBUTION

On an annual basis the FBO will develop an Ice Distribution Matrix that best reflects the expressed needs of the users and application of this Policy's directives and guides. The City of Oshawa reserves the right to reassign ice annually as required.

3.1 Client and Scheduling Priorities

Ice will be allocated according to the following priority levels:

1. City of Oshawa Program – includes leisure skate and instructional programs
2. Affiliated Minor Associations, Organizations and Groups
3. Affiliated Adult Associations, Organizations and Groups
4. Junior A – Generals and Legionnaires (outside of contract allocation of the Civic)
5. Boards of Education – LOSS and high School hockey, and school ice
6. Occasional and Commercial Users

3.2 Affiliation

The City of Oshawa will qualify minor and adult associations, organizations and groups, who can demonstrate their stability and viability, for priority ice time access. Once qualified, affiliated minors will receive Priority 2 status while affiliated adults will receive Priority 3 status. Affiliation status will be granted for the first time in 2005, to be renewed annually.

Priority 2 and 3 clients are also expected to fulfill additional responsibilities in order to receive additional benefits outlined in the Ice Allocation and Management Policy and Procedure document.

3.3 Non-Affiliated Adult Clients – ‘Grandfather’ Status

Adult clients who permit two or less hours per week are not eligible for affiliated status and will become a Priority 6 level client. The City of Oshawa wishes to recognize long term adult clients. Grandfathered status will provide existing adult ‘league’ clients (clients prior to the 2005-06 ice season) Priority 3 status privileges without having to perform all affiliation process requirements. It also provides access to historical ice (same or similar date or time block) to all adult shinny and league users.

The City reserves the right to change the ice allocated to grandfathered clients only when facility closures or restrictions must be applied or when operational efficiencies are required. In these circumstances every attempt will be made to find an equitable ice time replacement.

If a designated ‘grandfathered’ permit holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their ‘grandfather’ status. If they reapply in a subsequent ice season, they will be treated as a new client. The ‘grandfather’ designation is not transferable.

3.4 Residency

The City of Oshawa recognizes the tax-based contribution provided by its residents toward the development and operation of recreation ice facilities and recognizes that residents will always receive priority over non-residents in the allocation ice time. For the purpose of supporting the ongoing development of ice user groups (e.g. girls/women’s hockey), the City of Oshawa will accept the residency requirements defined by the Sport Governing Bodies (SGB’s) which govern the actions of local affiliated ice user groups.

The City reserves the right to impose residency requirements or limitations on permit applicants at any point in time in the future when it is deemed necessary to do so (e.g. restricted ice capacities).

The City will accommodate the regular use of City ice by non-residents after resident demand is satisfied and under special circumstances such as reciprocal agreements. 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.

3.5 Weekly Hours of Entitlement and Distribution for Affiliated Minor Clients

The number of weekly hours allocated to any affiliated minor group or organization will be based on justified need. On an annual basis registration data must be supplied by the user in an approved format to the FBO Office. The FBO Office will then apply the data to a ‘Standards of Play’ (SOP) formula which will determine the total number of weekly hours each user is entitled to and the distribution of those hours to different age and skill level groupings.

3.5.1 Standard of Play for Hockey and Ringette

Level of Participation	Age Qualifier	Max # per Team	Entitlement in hours/wk	Weighing Factor multiply...
INSTRUCTIONAL	Not Applicable	Up to 35 on ice	1	# Reg x .035
RECREATIONAL / HL ROSTERED SELECT RINGETTE B,C	Hockey - Up to/Incl. Age 10 Ringette - Up to/Incl. Age 11	cap @ 19	1	# Reg x .056
	Hockey - Age 11 + Ringette – Age 12 +	cap @ 19	1.5	# Reg x .088
SELECT LEAGUE MINOR DEVELOPMENT (MD) RINGETTE A, AA	Hockey - Up to/Incl. Age 10 Ringette - Up to/Incl. Age 11	cap @ 19	2	# teams x by 2
	Hockey - Age 11 + Ringette – Age 12 +	cap @ 19	3	# teams x by 3
REP SPORT (AE, A, AA, AAA) (B, BB, C – Girls)	Hockey - Up to/Incl. Age 10	cap @ 19	3.5	# teams x by 3.5
	Hockey - Age 11 +	cap @ 19	4.5	# teams x by 4.5

Note 1 - Entitlement is not transferable to other levels in an organization without the written consent of the City of Oshawa. Requests for transfers will be reviewed on a case by case basis.

Note 2 – Entitlement reflects the minimum number of hours each level or team must assume. If more hours are desired, each organization must justify this need in writing well in advance of the seasonal ice application process. Additional needs will be satisfied pending ice availability and demand.

3.5.2 Standard of Play for Figure Skating

Level of Participation	Age Qualifier	Max # / # of Teams	Entitlement* in hours/wk
INSTRUCTIONAL			
KIDSKATE - Non Prime	Minor	34	2
KIDSKATE - Prime	Minor	50	1
PARENT AND TOT	Adults and Minors	25*	1
LEARN TO SKATE	Adults	50	1
CANPOWER	Minor	25	1
POWERSKATING	Minor	25	1
* means 25 pairs of moms and tots or up to 50 persons			
RECREATIONAL			
COMPETITIVE			
		Min - Max	
CANSKATE	Minor	100 - 240	4
delete or add 1 hr for every 1 to 25 registered below min. or above max.			+/- 1
STARSKATE 1	Minor	25	2.5
STARSKATE 2	Minor	25	4
STARSKATE 3	Minor	25	6
ADVANCED	Minor	12	7
FIGURE SKATING ENRICHMENT PROGRAMS			
TALENT ID CANSKATE	Minor	25	1
TALENT ID DANCE	Minor	25	1
SKILLS/STROKING	Minor	10	2
TALENT ID FREESKATE	Minor	25	1
SYNCHRONIZED			
JUVENILE	Minor	1 team	4
NOVICE/JUNIOR	Minor	1 team	5
SENIOR	Minor	1 team	6
ADULT RECREATIONAL	Adult	1 team	1.5
ADULT MASTERS	Adult	1 team	1.5

3.5.3 Minimum Hours of Commitment Per Week

Each affiliated user must commit to a minimum number of ice hours each season as determined during the benchmark 2006-07 ice season application process. This number will be determined through application of the Standards of Play formula against actual registration data. A future permanent decrease in commitment will only be considered after staff are satisfied that every attempt has been made by the client to meet commitment levels over a two year period.

An immediate adjustment to the minimum commitment level will be considered when a local organization is impacted by a rule or program change initiated by its SGB. The local

association must supply documentation to demonstrate the origin of the change and its impact locally.

3.6 The 24 Week Minimum Commitment

All affiliated minors and adults and all grandfathered adult Priority 6 clients are required to commit to a 24 consecutive week permit schedule to be completed between the Tuesday after Labour Day in September and the end of Winter session. Exceptions to the 24 week commitment may be made when the City is unable to supply replacement ice for disruptions to regular ice time during event weekends and emergency closures.

3.7 Time Period Entitlements and Restrictions

3.7.1 Prime and Non Prime Ice

Affiliated minor users will receive an equitable distribution of prime and non prime hours. An affiliated user, regardless of gender orientation and level of competitiveness and total hours of entitlement shall not receive relatively more or less prime time ice access than a similar client.

Prime Time: Monday – Friday 4:30 p.m. – 10:45 p.m.; Saturday and Sunday All Hours
Non Prime Time: Monday – Friday Open to 4:30 p.m. and 10:00 p.m. to close

3.7.2 Weekday and Weekend Ice

An ice distribution ratio of 75% weekday ice to 25% weekend ice be used as a guideline, and where possible, staff attempt to accommodate user groups in allocating ice to all competitive/rep individuals and teams scheduled by affiliated minor ice organizations and associations.

An ice distribution ratio of 25% weekday ice to 75% weekend ice be used as a guideline, and where possible, staff attempt to accommodate user groups in allocating ice to all houseleague and recreational individuals and teams scheduled by affiliated minor ice organizations and associations.

Weekday: Monday to Friday
Weekend: Saturday & Sunday

3.7.3 Time Block Bookings

Ice will be allocated in blocks of time (minimum of 2 hours). No organization will dominate a specific time block to the detriment of another organization. All organizations will share equally in the distribution of early and late prime time ice. If an organization can demonstrate, to the satisfaction of FBO staff, that ‘blocking of time’ as outlined in this policy is not feasible, then alternate methods of time distribution may be considered.

4. PROCESSING and MANAGEMENT of TOURNAMENTS and SPECIAL EVENTS APPLICATIONS and PERMITS

The City of Oshawa recognizes the significant positive impacts that tournaments, special events and championships can provide to the community. In order to accommodate these events and minimize disruption to regular programs and league play, they will be considered and permitted in advance of seasonal applications into pre-determined event slots and facilities. The City is committed to achieving a balance between recreational and special event use during the regular ice season.

4.1 Opportunities and Restrictions

The New Recreation Centre (To be named) will be considered as the primary facility to host tournaments and special events. City ice programs will not be cancelled at this facility during tournament weekends.

A maximum of two weekend tournaments or events per month will be scheduled at the tournament facilities identified in this Policy between September and March inclusive.

4.2 Permit Amendments and Cancellations

The City will effectively manage any client requests for tournament 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 this Ice Allocation and Management Policy and Procedures document will be stringently applied.

5. PROCESSING and MANAGEMENT of SEASONAL and LEAGUE ICE APPLICATIONS and PERMITS

5.1 Permit Amendments, Cancellations and Burnt Ice

The City has the right to control all ice distribution and use at City owned facilities for the duration of the ice contract. Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice can have on the City and its users. As such the City will apply all guidelines outlined in this Ice Allocation and Management Policy and Procedures document to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

5.1.1 Permit Amendments

5.1.1.1 Returned Ice (Temporary)

Due to unforeseen circumstances, some affiliated users may not generate the registrations required to meet their minimum weekly hours of commitment (established in 2006-07) – leaving them with a temporary oversupply of hours. FBO will ‘loan’ out hours not required for the remainder of the season. If another buyer cannot be found, the contract holder is responsible for the payment. The hours will then revert back to the original user in the next ice season. This ‘loan’ process can be repeated for a second season, if required.

Time turned back in must be in same ratio as booked (e.g. a proportionate number of prime and non prime time ice, weekday and weekend ice). The City reserves the right to accept only hours that hold the greatest potential for rebooking.

5.1.1.2 Returned Ice (Permanent)

If the user is unable to fulfill their original level of commitment for a third season, a permanent adjustment to the affiliated user’s commitment will be negotiated.

5.1.1.3 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.

5.1.1.4 Transferred Ice/Ice Trades/Sub-Leased Ice

The City of Oshawa 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. The practice of occasionally transferring ice, trading ice or sub-leasing ice between contract holders is strictly prohibited and may lead to the cancellation of a season permit and future ice allocation reductions.

Changing the intended use or users of ice (e.g. practice becomes a game, Team A replaces Team B) within a single organization’s contract is acceptable upon advance written notification and forwarding of related schedule updates to the FBO Clerk.

It is recognized that last minute changes to the intended use of the ice may occur under rare, infrequent and unforeseen circumstances; however the FBO must be notified by the permit holder, even after the occurrence.

5.1.2 Permit Cancellations

5.1.2.1 Permit Cancellations by the Contract Holder

Once a contract is signed, single or occasional ice use cancellations will be permitted only if initiated by the contract holder's designated ice permitter/scheduler(s) and under the following conditions:

- 10 business days written notice is provided to the FBO
- payment of a \$20 cancellation fee per facility affected by the cancellation request

If a buyer cannot be found for the hours returned, the contract holder is responsible to pay the full cost for unsold hours and the additional cancellation fees.

If non prime ice is cancelled but rebooked by the same Priority 3 or 5 client, the cancellation fee will be waived.

5.1.2.2 Permit Cancellations by the City of Oshawa

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 contract or portion of the contract without notice should there be a breach of the conditions 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 contract holder affected will receive a full refund/credit for the time owing.

5.1.3 Unused Ice

Affiliated users are not permitted to book ice that will go unused except for the purpose of ensuring that sufficient ice time is available, as a contingency, to prevent a curfew situation for tournaments or league games. Unused ice (no shows) reflects badly on the contract holder and on the City's administration of ice and is not acceptable. The guidelines detailed in Ice Allocation and Management Policy and Procedures for managing unused ice will be strictly applied.

6. GENERAL ICE MANAGEMENT

6.1 Ice Use and Ice Flood Schedules

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 affiliated groups supply ice use schedules and flood requests to the FBO Office by the dates specified in this Ice Allocation and Management Policy and Procedures document. 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 floods for any ice use time of less than two hours will not be considered (e.g. a 90 minute game does not qualify to receive an extra mid game flood).

6.2 Curfewed Ice

The City reserves the right to curfew any games, including tournament games, to maintain the schedule submitted and will consider the cancellation of any or all permits if the user does not cooperate in the implementation of this Ice Allocation and Management Policy and Procedures directive. It is the responsibility of user groups to inform the FBO of any special requirements regarding curfews at the time the schedules are submitted.

6.3 Instructional Program and Leisure Skate Management

The City of Oshawa reserves the right to exclusively offer instructional programs and leisure skate services at its arenas for the benefit of the general public. Instructional programs and ice services proposed to be offered by any permit applicant is subject to the City's review and approval. Through application of the guidelines outlined in the Ice Allocation and Management Policy and Procedures document, duplication of programs and services will be managed and/or eliminated.

6.4 Ticket Ice

Ticket Ice is a regularly scheduled ice program held at the Donevan and NRC facilities during non prime weekday hours. Access to ticket ice will be restricted to competitive figure skaters accompanied by certified coaches. The City reserves the right to restrict the number of participants on the ice. A separate ice access fee will apply.

6.5 Program or Leisure Skate Cancellations

In order to minimize user frustration and dissatisfaction and related negative impacts, the City of Oshawa will not cancel advertised instructional programs and leisure skate times, with the exception of the following:

- Significant and high profile special events as directed by Council
- Low registration in instructional programs

- Emergency shut down situations

6.6 Temporary Ice Cancellation and Redistribution

In the event of an unplanned multi-day facility closure, the FBO will act to redistribute ice permits so that all ice users are universally impacted while certain types of ice use are protected from cancellation over others. The City will apply predetermined ice priorities and procedures identified in this Ice Allocation and Management Policy and Procedures document. The City reserves the right to make all final decisions regarding emergency ice cancellations and redistribution.

6.7 Introduction of New Community Ice Programs and Services

New programs/services and sponsoring organizations/associations will be accommodated only to provide for unmet community needs. Existing or new groups must demonstrate/justify the need for a new program or service while also meeting other criteria outlined in this Ice Allocation and Management Policy and Procedures document.

6.8 New Organization/Emerging Sport

When reasonable and feasible, the City of Oshawa will recognize a new ice organization or emerging ice sport and will allocate ice time to enable it to establish its programs and services in the City. Recognition and ice allocation will occur once the conditions and criteria outlined in this Ice Allocation and Management Policy and Procedures document are met and if existing affiliated 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.

6.9 Opening Arenas Outside of Standards Hours of Operation

The opening of arena facilities on statutory holidays, when they are normally closed, or beyond established operating hours (as defined by this Ice Allocation and Management Policy document), 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. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

7. GENERAL ADMINISTRATION

7.1 Forms

All applicants and users must submit all requests for permit applications, processing, amendments and cancellations on City- approved forms. Packages and forms are available in the permit office year round. The City reserves the right to reject applications and requests from clients who submit forms which are not complete or contain falsified information.

7.1.1 Insurance Requirements for Priority 2 to 5 Clients and Commercial Users

The organization shall, at all times during which it is allocated ice time in City of Oshawa 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 Oshawa, 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 Oshawa 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 and shall include, within the written certificate, each of the Released Persons as additional insured parties. THE CORPORATION OF THE CITY OF OSHAWA MUST BE NAMED AS CO-INSURED.

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 FBO upon ice time confirmation by the FBO, 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.

7.1.2 Insurance Requirements for Priority 6 and Grandfathered Adults

All casual users must purchase insurance through the City for each arena rental hour.

7.2 Ice Allocation and Management Policy and Procedures Review and Update

The Ice Allocation and Management Policy and Procedures will be reviewed on an annual basis, initiated by the FBO. FBO has the authority to adjust procedural items related to timing, process, etc. as appropriate and to respond to overarching Council directions related to revenue achievement and strategic business approaches.