



Briefing Note

To: General Public (via CAO)

From: Jordan Petrovics, Manager of Recreation Services

Date: Wednesday March 11th 2020

File: 0340-50 Policies and Procedures Rec Services Space Allocation

RE: Proposed edits to the Recreation Space Allocation Policy

SUMMARY OF ISSUE

At the Tuesday March 3rd 2020 Regular Open Council Meeting Council discussed a report that outlined some proposed changes to the Recreation Space Allocation Policy. From this discussion Council passed a motion; *THAT Council CONSIDER adoption of the Town of Golden Recreation Space Allocation Policy at a future meeting; AND THAT Council ENDORSE the consultation process as outlined by the Manager of Recreation Services.*

With this direction staff are e-mailing key users of our recreations facilities and requesting that users groups provide feedback on this proposed bylaw VIA e-mail. The feedback time period is from March 11th to March 27th 2020. All comments must be sent to rec.booking@golden.ca. These comments will be presented to council in a memo that will appear on the April 7th regular open council meeting.

Comments will be submitted to Council to help inform the group and influence any further direction on changes and future adoptions of the *Recreation Space Allocation Policy*.

BACKGROUND

Prior to 2017 the department had no formal policy to guide the booking processes for recreation spaces. The drafting of this policy took roughly one year for council adoption as staff wanted to ensure time for public feedback and proactively forewarn key sports user groups that a booking process was in development. During this time staff presented a series of discussion papers that requested direction on various aspects of allocating space to all facility user groups. The document also received a legal review before being adopted.

When compared to many similar sized municipalities the existing policy is considered very pro-active. The policy helps ensure booking efficiencies, limits short notice cancellations and provides multi user group utilization at our key recreation facilities.

The existing policy encourages groups to pre-event plan for larger tournaments by nature of the deadlines associated with submitted desired dates for events and attempts to balance supporting local user groups (tax payers) having the first opportunity to book the space before opening up facilities for bookings from groups that reside outside our tax supported region.

DISCUSSION

Since the adoption of this policy staff have been keeping an active list of potential changes that could help further improve the way existing booking processes are administered. This policy with comments outlines some of the proposed changes to the document for council consideration.

Attached to this report is the existing policy with larger changes showcased through 'track changes' along with comments the provide reasoning for the edits and additions.

Noteworthy items that staff consider a significant change to the policy include:

Communication Timelines

- The presentation of a formal response time line for booking inquires
- A formal time line for response from people requesting bookings

Booking Guidelines

- Details on an early intake process to help ensure early season ice bookings are submitted in a timely fashion

Tournaments

- A six team limit to all tournaments that are planned to happen over a Friday, Saturday, Sunday time line.

Booking Conflicts

- Expanded details on how overlapping booking requests are allocated

Pre-Payment

- Acknowledgement that some organizations have limitations on providing pre-payment as they are funded by provincial or federal authorities.

IMPLICATIONS

Strategic

(Guiding Documents Relevancy -Strategic Plan, OCP)

Recreation Program Stability: Establish long term use, occupancy strategies, and management regimes for key public facilities.

Financial

(Corporate Budget Impact)

None.

Administrative

(Policy/Procedure Relevancy, Workload Impact and Consequences)

As part of the corporate work plan

Respectfully Submitted,



Jordan Petrovics
Manager of Recreation Services



TOWN OF GOLDEN CORPORATE POLICY

Recreation Space Rental Allocation

Effective Date: July 18 th 2017	Authorized By: Resolution No. 17-169	Replaces: New
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INTENT

It is the purpose of the Town of Golden Recreation Space Allocation Policy to help manage use of municipally operated recreation facilities by:

- Developing an understanding amongst users that Space allocation guidelines help to simplify the booking and rental process;
- Determining reasonable allocation guidelines for the public and providing facility staff with clear direction;
- Providing a framework that is fair to all users of the Recreation Facilities

It is the intent of the policy to provide clear direction to Council, Staff and Facility Users on the guidelines for using these Spaces for private and public Events.

The Golden & District Recreation Complex, The Golden Municipal Swimming Pool, Keith King Memorial Park and Mount 7 Rec Plex are the Recreation Facilities this policy will address.

1. DEFINITIONS

“Booking” means scheduled time on or in the desired Space. It may or may not include access prior to and/or after the booking.

“Council” means the Council for the Town of Golden.

“Event(s)” means any booking that is not considered a Recurring Booking, including Jr. B games, single games, one time private rentals, tournaments and special Events.

“Equipment” means items or materials requested by a User that are associated with the use of the Recreation Facility by the User.

“Facility Rental Agreement” or FRA, means an agreement between a User and the Town or among the User, the Town and an operator, containing a license of occupation by the User or group of Users and terms and conditions governing the use and occupation of the Facility.

“Local User” means any person, including an individual, organization whether or not incorporated, educational, sports, arts or community group, or other party, and their Responsible Person who resides in Golden or the Columbia Shuswap Regional District.

“Manager” means the Manager of Recreation Services for the Town or an individual designated by the manager to act in place of the Manager.

“**Non-Prime Time**” means a time that a lesser rental rate will be charged as defined in the facility fee schedule under the current Recreation Fees Bylaw, as amended or replaced from time to time.

“**Operational Season**” as defined in the Recreation Fees Bylaw schedules

“**Prime Time**” means a time that a higher rate will be charged as defined in the facility fee schedule under the current Recreation Fees Bylaw, as amended or replaced from time to time.

“**Recreation Facilities Fees Bylaw**” means the current fees bylaw that lists the rental rates for each specific Recreation Facility, as amended or replaced from time to time.

“**Recurring Booking**” means weekly Event bookings made at a Recreation Facility that repeat for more than two consecutive weeks.

“**Recreation Facility**” means the building, park, Space, or parts thereof as identified in the Schedule relating to each named Recreation Facility in this Policy, but does not include closed areas. The Golden & District Recreation Complex, The Golden Municipal Swimming Pool and Mount 7 Rec Plex are the Recreation Facilities this policy will address.

“**Regular Operational Hours**” or ROH means the general hours of operation for any Recreation Facility.

“**Regular Program**” means those Town of Golden programs that run weekly or on a regular basis and are open for public enrolment, including drop-in programs.

“**Regular User**” means a User or group of Users booking a Facility for the purpose of a regular recurring use over a period of time exceeding three weeks to host meetings, regular practice, league play, social events, tournaments, rehearsals, competitions or similar things.

“**Responsible Person**” means an individual aged 21 or older assigned by a group of Users to act as agent on behalf of the Users, who in accordance with an FRA must fulfill the terms of the FRA and ensure the Facility is used by the Users in accordance with the FRA.

“**Rules & Regulations**” means the documented details on how a Recreation Facility should be administered or operated in concordance with existing regulations. Each Facility has separate rules and regulations that the Responsible Person must read, review and sign before using any Recreation Facility.

“**Space**” means an area, room or collection of rooms in a Facility available for occupation by a User or group of Users and specified in a Facility Rental Agreement for an Event by the User or group of Users, as outlined in the schedules of the Recreation Fee Bylaw that relates to that Facility, but does not include a Closed Area.

“**Tentative Booking**” is any booking request under consideration which has not yet been confirmed by the Town. The term ‘Pending Bookings’ is intended to have the same definition as a ‘Tentative Booking’.

“**Town**” means the Town of Golden.

“**User**” means a person, including their Responsible Person, who uses or occupies a Facility or Space in a Facility, and includes an individual; an organization, whether or not incorporated; or an educational, or a sports, arts or community group.

Commented [JP1]: New definition added to help provided clarity and provide reference to the defined operation dates for key recreation facilities.

Commented [JP2]: A new definition that supports how many tournament bookings are submitted. Staff generally take a tentative booking and give user groups a couple weeks to sort out event planning specifics before confirming and billing for the booking.

2. COMMUNICATION METHOD:

2.1 Method of Requests / Changes / Confirmations

- a) All booking related inquiries shall be sent to rec.booking@golden.ca.
 - i. Any communication regarding bookings that constitutes a *booking request*, involves *changes to booking times*, and/or *confirmation of booking(s)* shall be by email only.
 - ii. Verbal conversations between Users and Town of Golden staff can be valuable in order to exchange information and clarify topics, and are encouraged; however requests / changes /

Commented [JP3]: Some copy changes have been made in this section attempting to provide clear direction to the user groups who read this policy. The intent remains the same to the original policy. Communications for bookings needs to flow through one communication channel to ensure consistency with managing the booking process.

Commented [JP4]: Booking requests often come via text message or by phone message. Some users consider that if they send a request that it is confirmed despite not getting a formal response.

confirmations are not considered formal and/or final until validated through email contact from rec.booking@golden.ca.

- b) Bookings can only be made via rec.booking@golden.ca by the assigned responsible person.
 - i. By special request, a User may arrange to have two persons designated as a Responsible Person to act as point of contact for booking-related communications. Arrangements of this nature must be done in advance with the Recreation Coordinator – Programs Lead.
 - ii. The Manager may assist the Recreation Coordinator as required.

2.2 Communication Timelines

- a) Responses from the Town will be sent within 2 to 7 business days, inclusive.
- b) Responses from the Responsible Person(s) must be received by recbooking@golden.ca within 2 weeks.
 - i. If a response has not been received within 2 weeks, the booking request will be put on hold and an email will be sent by the Town with a request for action.
 - ii. If a response to the request for action has not been received within 5 days, the applicable booking request(s) may be considered abandoned and forfeit.

Commented [JP5]: NEW time line to the booking process as some users have unrealistic expectations when it comes to requesting bookings in a timely manner. With tournament bookings there is often requests submitted that staff struggle with getting timely follow up on. In peak demand times 5+ requests can be in line for the same time frame.

3. GENERAL PROVISIONS / STIPULATIONS

3.1 Managerial Oversight

- a. Notwithstanding this Policy, the Manager shall have discretion to schedule bookings or Events at any time when the Manager deems it necessary and desirable and in the interests of the Town, Users and the good use of the Town's recreation facilities to do so.
- b. The Manager will approve, amend, modify and add terms or conditions to any form of FRA as the Manager deems necessary having consideration for:
 - i. the safety and convenience of employees, visitors, licensees, and of Users under this Policy;
 - ii. the potential nuisance to residents and businesses in the vicinity;
 - iii. the safe and proper use of the Recreation Facility; and
 - iv. the protection of property from damage or injury and avoidance of nuisance in circumstances of each application.
- c. The Manager will refuse a request for Recreation Facility rental if the proposed use appears to present:
 - i. a significant safety hazard to any person within or near the Recreation Facility;
 - ii. a significant risk of injury or damage to the Recreation Facility or Equipment owned by the Town, or other property;
 - iii. a scheduling conflict with another User who has entered a Facility Rental Agreement;
 - iv. conflict with an applicant whose proposed use will provide greater revenue or more substantial benefits to the community;
 - v. if the proposed use and purposes of the applicant can be better met by another venue.
 - vi. if the proposed use is outside of the annual operational periods of the facility

3.2 Booking Requests

- a. Initial booking requests must include certain details to be considered, such as but not limited to:
 - i. identity of User,
 - ii. nature of booking request,
 - iii. estimated Space required,
 - iv. date(s) with desired start and end time(s) for each day
- b. Subsequent information will be required and shall be submitted by the Responsible Person via FRA before a booking will be confirmed.
- c. Minimum hours required to book. Facility use minimums exist to simplify the booking and billing process and to allow us to maximize the use space; and are defined in each Recreation Facility schedule in the Recreation Fees Bylaw.

4 BOOKING GUIDELINES: How do we book?

4.1 Booking Timelines. Timelines and deadlines are utilized to address order of priority.

- a) Annual Pre-Season Bookings

- i. Regular Users with Recurring bookings and Local User Events are booked first.
 - Arena and Rec Plex Event Bookings from a Local User requesting space in August, September & early October are permitted an early intake; must be submitted no less than 1 month and 20 days prior to the Recreation Facilities' scheduled operations season opening date.
 - Submissions of Recurring Bookings and Event Bookings from a Local User must be submitted no less than 20 days prior to the Recreation Facility's scheduled operations season opening date to be considered a priority over Out of Town Users.
 - Regular Users have priority for one Event per season that requires more than 5 hours of space.
 - If Regular Users wish for more than one Event per season, they shall submit a list of all Events in order of preference
 - Must comply with 2.2 b in this policy
 - If overlapping booking requests are made, Regular Users are required to provide additional booking information and the Manager then resolves the issue using methods listed under section "Booking Conflicts".
 - The Manager may shift originally requested Regular User booking requests by up to 30 minutes to maximize the use of the Space.
 - ii. Out of town users are addressed after 20 days before the opening date of the facility
 - Submissions from Out of Town Users will be considered within 20 days of the Recreation Facility scheduled operations season opening date.
- b) **Operational Season Bookings:**
- i. Booking requests are addressed in order of request received when the facility is operational.
 - ii. Bookings requests made within 2 weeks of booking date can be denied and subject to staffing availability.

Commented [JP6]: NEW. The intent of an early intake for Aug, Sept & Oct events is to allow for adequate planning by Users who wish to hold early season events. All regular programming generally does not start until the middle of October and staff often deal with random booking requests during this time.

Commented [JP7]: Some new information is presented to define how bookings are made during the operational season

4.2 Space Allocation Guidelines. Space allocation requests will be accommodated in the following order of priority for Regular User and Event bookings

- a) Town of Golden Regular Programs open to the general public
- b) School District No. 6
- c) Regular User group playoff games or certification test days
- d) Jr. B league home games
- e) Youth User (ages 18 and under) Regular Users
- f) Senior User (ages 60 and over) Regular Users
- g) Adult User (19 years – 59 years) Regular Users
- h) Event bookings by local User groups
- i) Outside of community – not a Local User
- j) Commercial User groups

4.3 Time Categories

- i. Bookings occur during Regular Operational Hours (ROH). ROH refers to the general hours of operation for a Facility as set out in the Town of Golden Recreation Facilities Fees Bylaw.
 - Requests for rentals outside of ROH are negotiated with the Manager.
 - Facilities that require onsite staff to operate may be closed or have limited hours on all Statutory Holidays.
- ii. Recreation Facilities can have "Prime Time" and "Non-Prime" time schedules, with different fees applicable to the same User categories depending on the requested booking(s). Prime and Non-Prime times are defined in each Recreation Facility schedule in the Town of Golden Recreation Facilities Fees Bylaw.
- iii. Booking times between 4:00pm Sundays and 5:00pm Fridays are a priority for Regular Users, in order of the Space Allocation Guidelines.
- iv. 5:00pm Fri to 4:00pm Sun are prioritized in the following order:
 - Town of Golden Regular Programs
 - Users who are hosting Events

Commented [JP8]: NEW From an operations perspective tournaments that host more than 6 teams in size consistently result in operational challenges with ice times and balancing our weekend public programs. Staff generally have to deal with schedules that run behind, tight turn around with flood times and unrealistic timelines presented by event organizers.

4.3 Tournaments

- a) A six team limit is in place for all full ice hockey tournaments from local users with a proposed schedule that requests games on Friday afternoon, Saturday and Sunday.

Larger tournaments can still be planned however groups will need to book ice during Friday morning / mid-day (or another time)

- b) A four team limit is in place for all tournaments booked by outside the community user groups with a proposed schedule that requests games on Friday, Saturday and Sunday.

5 BOOKING CONFLICTS

5.1 Recurring Bookings for Regular Users:

- a) When overlapping Recurring Booking requests are made by Regular Users during the pre-season booking process, Regular Users are then required to provide:
 - i. A list of desired bookings identifying the 3 most desired times if considered a Youth User, or 2 most desired times if considered a Senior or Adult User AND
 - ii. Details for the desired booking including the estimated number and ages of participants.
- a) Once the above information is submitted, the Manager will determine which Regular User will have access to the Space and the other groups will be allocated a second option.
 - i. The Manager may use a discretionary approach based on the following factors
 - space allocation guidelines
 - a utilitarian approach (greatest impact though greatest numbers)
 - availability of other open spaces for alternate use

5.2 Events for Regular Users:

- a) If overlapping requests for the same weekend are submitted the Manager will work with the Regular Users to find a reasonable solution that will address the priorities of each Event.
- b) When booking overlaps and conflicts exist for the same Space the Manager will approve the use of other open Spaces for the same rental price as the originally requested Space if that space is not being utilized for other events.

5.3 Booking Conflicts with Town of Golden programs

- a) Upon request the Manager may shift the times of Regular Programs to another reasonable time during the same day.
- b) Users requesting Regular Programs to be cancelled to accommodate Event needs will present the requests 20 days before the operational season begins. Staff will present the dates to Council in an annual staff report for approval.

6 PRE PAYMENT

6.1 Pre Payment is Required.

- a) Recurring Bookings must be pre-paid monthly, based on the projected bookings for the next 30 days.
 - i. Payment from groups that are funded by provincial or federal authorities can be subject to payment after the rental if provincial / federal contracts require.
- b) Events
 - i. All Events must be paid in full 60 days prior to the Event day.
- c) Refer to the Town of Golden Recreation Facilities Fees Bylaw for methods of payment.

6.2 Pre Payment is Enforceable.

- a) Compliance with all prepayment requirements listed in the Bylaw is expected of all Users.
- b) A lack of compliance with prepayment requirements may result in a booking request being denied (and/or not confirmed), account suspension, and/or cancellation of upcoming bookings. Refer to the Town of Golden Recreation Facilities Fees Bylaw for penalties for outstanding accounts and history of non-sufficient funds.

7. Cancellations and Time Modifications

7.1 Cancellation Requests for Recurring Bookings

- Regular Users are permitted a limited amount of short notice cancellations. Up to five no-fee cancellations made on short notice to cancel a regular recurring booking each season, provided that:

- Length of the Recurring Booking being cancelled must have been less than five hours in duration. Time of the Recurring Booking must be between 4:00pm Sunday and 5:00pm the following Friday
- Pre-payment fees associated with cancellations will be held on credit for future use.

7.2 Cancellation Requests for Events

- 50% refund 60 days or more prior to the Event.
- 25% refund 50-59 days prior to the Event.
- No refund for Events submitted after 50 days prior to the Event.
- In the circumstance that the Manager is able to re-book the cancelled time, the original User is eligible for a full refund, minus a \$100 administration fee.
 - Rebooking the cancelled time is subject to the Booking Guidelines (4.1 timelines and 4.2 space allocation guidelines) and is subject to approval and discretion of the Manager.
 - Users are encouraged to assist in finding another User to rebook the space, however it is not the User's discretion to exchange booking times or rebook without the approval of the Manager.

7.3 Modifying Booked Time for Recurring Bookings

- If a Regular User wants the privilege of adding last-minute time to the amount of recurring bookings they must allow 2-4 business days for a response (as per 2.2 (b); have pre-payment and insurance on account).

7.4 Modifying Booked Time for Events

- Reducing time for an Event from the original booking request can be made up to 30 days prior to the Event up to a total of 20% reduction in time originally booked, with no fees.
- The Manager will dictate when any modifications in booking times are made to accommodate Facility efficiencies.

7.5 Unforeseen Circumstances. Unforeseen circumstances resulting in the closure of a Recreation Facility will result in an account credit to a User group and a full refund for any Event booking made during the closure period.

- Unforeseen circumstances include power outages, lightning, unsafe Facility conditions, operations equipment failure, natural disaster and state of emergency.
- Event cancellations due to highway closures resulting in Users not being able to safely travel to the Recreation Facility will result in a refund with a 10% administration charge of the total booked value.

8. REVIEW AND RECONSIDERATION

- 8.1 A person whose request for Recreation Facility rental has been refused by the Town may seek reconsideration of the decision by the Manager by applying in writing to the Manager within 7 business days of receiving the decision. On reviewing the application and any other information the Manager considers may be relevant in the context and circumstances, the Manager may confirm the decision of the Town, or may approve the request, imposing any variation, terms, conditions, restrictions and requirements through a Facility Rental Agreement the Manager deems appropriate or necessary in the circumstances.
- 8.2 A person whose request for Recreation Facility rental has been refused by the Manager may seek reconsideration by Council of the Manager's decision by contacting the Corporate Officer in writing at least 7 calendar days before the next scheduled meeting of Council. The corporate officer will arrange for the person to be heard as a delegation to Council. After hearing from the representative of the proposed User, and considering the reasons of the Manager and any other information it considers may be relevant in the context and circumstances, Council may confirm the decision of the Manager, or may approve the request, imposing any variation, terms, conditions, restrictions and requirements that Council deems necessary or appropriate in the circumstances, which shall then become part of the User's obligations under the Facility Rental Agreement.