

DATE: September 24, 2021**FILE:** 8020-02**TO:** Chair and Members
Comox Valley Recreation CommissionSupported by Russell Dyson
Chief Administrative Officer**FROM:** Russell Dyson
Chief Administrative Officer***R. Dyson*****RE: Ice Allocation Policy Update – Appeal Process**

Purpose

To provide the Comox Valley Recreation Commission with an amendment to the appeal process within the Ice Allocation Policy at the Comox Valley Sports Centre.

Recommendation from the Chief Administrative Officer:

THAT the Comox Valley Recreation Commission approves amended Ice Allocation Policy Number P55 which includes an appeal process for ice users not satisfied with their ice allocation.

Executive Summary

Following a previous review directive made at September 15, 2020, Recreation Commission meeting, staff have been working with ice groups to ensure a more equitable ice allocation process which has included increased time for user groups that are growing in participation. This has included, increasing the priority and ice times for not-for-profit youth sports in order to provide an opportunity for growth and increasing Comox Valley Regional District (CVRD) programming to meet community needs including delivery of an adult evening hockey league. Through this process, it was recognized that historic ice bookings for user groups may need to be reallocated to meet the current and future needs.

The appeal process for all ice user groups not satisfied with the ice allocation that they had received has been amended to provide a step-by-step process. Those wishing to appeal their assigned ice times for the pre-season, regular season or spring season will submit their appeal in writing as per the process outlined in the amended, Ice Allocation Policy Number P55 Item 7.

The CVRD has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns.

Prepared by:

Concurrence:

J. Zbinden***D. DeMarzo***

Jennifer Zbinden
Senior Manager of Recreation
Services

Doug DeMarzo
General Manager of
Community Services

Attachments: Appendix A – Section 7 From P 55 Ice Allocation Policy Comparison
Appendix B – Draft P55 Ice Allocation Policy

Proposed Changes to Appeal Process**7. Appeal Process**

An appeal process for all ice user groups not satisfied with the ice allocation that they had received will be implemented. Those wishing to appeal their assigned ice times for the pre-season, regular season or spring season will submit their appeal in writing to the General Manager of Community Services within 10 business days of receiving their assigned ice times.

The CVRD has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns.

1. The appeal committee will consist of the following:
 - The Commission Chair or their designate.
 - The General Manager of Community Services.
 - The Senior Manager of Recreation Services
2. General Manager of Community Services Branch receives appeal requests from ice users.
3. Appeal meeting date is scheduled with the applicant and appeal committee members. (Recreation Commission Chair, General Manager of Community Services and Senior Manager of Recreation Services).
4. CVRD staff will respond to the applicant within three business days with a decision or a request for more information if required.
5. CVRD staff will provide a decisive response in writing.

Original Appeal Process**7. Appeal Process**

An appeal process for all ice user groups not satisfied with the ice allocation that they had received will be implemented. Those wishing to appeal their assigned ice times for the pre-season, regular season or spring season will submit their appeal in writing to the General Manager of Community Services by May 1 of each year. Those summer season ice users wishing to appeal their assigned ice times must submit their written appeal by December 10 of each year. The appeal committee will consist of the following:

- The Commission Chair or their designate.
- The General Manager of Community Services.
- The Senior Manager of Recreation Services.
- The Manager of Recreation Programs, Comox Valley Sports and Aquatic centres.

All appeals will be reviewed by the appeals committee and recommendations forwarded to the Commission/Board for final approval.

Policy Title: Ice Allocation		Policy Number: P55
Policy Category: Community Services		
Approval Date: March 25, 2008		Policy Owner: Community Services Branch
Approved by: Board		File Reference: 0340-50

1. Purpose

The purpose of the ice allocation policy is to provide the Comox Valley citizens with a fair, consistent and appropriate policy that will direct how ice will be allocated at the Comox Valley Sports Centre.

2. Guidelines

- a) Operate the facility in a cost effective and fiscally sustainable manner.
- b) Given the limited supply of available ice, this policy will ensure the effective and efficient distribution of ice times.
- c) This policy will assist in the sport and skill development programs for youth.
- d) This policy will provide for public and family activities.
- e) To meet the changing needs of the Comox Valley residents, this policy should be reviewed periodically and revised as appropriate.
- f) The public at large, current user groups and all future groups will be considered equally in the allocation of ice on a seasonal basis.
- g) It is acknowledged that all categories of user groups may experience cancellations or adjustments to their weekly ice allocation over the course of their seasonal permit to accommodate approved events from other community groups, community events, facility users and for building closures.

3. Ice User Categories and Types

- a) **Youth Not for Profit:**
Any community associations providing supervised, structured sporting activities for youth up to 19 years of age. The Comox Valley Minor Hockey Association is permitted to operate programs that may include participants that are 19 years of age.
- b) **Schools:**
Use by schools for school activities during regular school days and hours.
- c) **Adult Rentals:**
An ice user group that offers activities and whose members are 19 years and older.
- d) **Junior Hockey:**
Youth up to 20 years of age affiliated through British Columbia Hockey League
- e) **Private/Casual Rentals:**
All available ice not made after the completion of the ice allocation process for each respective year. This available ice will be distributed on a first come first served basis.
- f) **Commercial Group - Non-Ticketed:**
Any individual, company or organization engaged in the pursuit of business for profit through the use of the Comox Valley Sports Centre.
- g) **Commercial Group - Ticketed:**
Any individual, company or organization engaged in the pursuit of business for profit through the use of the Comox Valley Sports Centre and is charging an admission rate to the event.

h) Recreation Program Use:

A variety of participatory leisure pursuits such as public skating, public programs including sports and games that are operated by the Comox Valley Regional District (CVRD). These public programs are offered for the benefit of and are available to the entire community.

i) Special Events:

Special events or activities that generate a financial benefit to the facility or economic, social or cultural benefit to the community will be considered.

j) Established Ice User:

Has rented a regularly scheduled ice time during the regular season for two (2) or more years.

k) New Ice User:

Has rented a regularly scheduled ice time during the regular season for less than two (2) years.

l) Weekday Early Night Ice Time:

Ice slots that end before 11:00 pm, Monday through Friday excluding Arena #1 on Fridays due to the cancellations for Glacier Kings home games.

m) Weekday Late Night Ice Time:

Ice slots that ends at or after 11:00 pm, Monday through Friday excluding Arena #1 on Fridays due to the cancellations for Glacier Kings home games.

n) Weekend Ice Time:

Includes ice times used by adult groups Friday, Saturday and Sunday.

4. Ice Seasons and Prime and Non-Prime Time Hours

The prime time hours are the hours that have the greatest demand from the various ice users as outlined in Table 1 below and as follows:

SEASON	PRIME TIME	NON-PRIME TIME
Pre-Season (Sept 1-30)	Monday to Friday 3:00 pm – 11:00 pm Saturday/Sunday all open hours	Monday to Friday 11:00 pm – 3:00 pm
Regular Season (Oct 1 – Mar 31)	Monday to Friday 3:00 pm – 11:00 pm Saturday/Sunday all open hours	Monday to Friday 11:00 pm – 3:00 pm
Spring Season (April 1-May 31)	Monday to Friday 3:00 pm – 11:00 pm Saturday/Sunday all open hours	Monday to Friday 11:00 pm – 3:00 pm
Summer Season (June 1 – Aug 31)	All open hours	Not applicable
Note:	School holiday day time hours Monday to Friday 6:00 am	

5. Allocation Process

Pre-Season, Regular Season and Spring Season:

- Letters will be sent to user groups four weeks before the yearly ice users meeting.
- Written confirmation from established ice users indicating their team name, contact information and their intention to rent ice at the same time they held in the previous year. Confirmation is to be received one week prior to meeting.
- Ice scheduling meetings for the pre-season, regular season and spring season will be held after spring break but before April 30 annually preceding the ice seasons mentioned.
- The CVRD will meet annually with the Comox Valley Glacier Kings representatives, prior to the regular ice user’s ice scheduling meeting to determine the upcoming year’s club expectations and to establish a date for the end of the league’s playoffs.

Process for Distributing Early Night Ice:

- When distributing ice for the season the CVRD will maintain six (6) ice times throughout the year of each established early night ice users.
- A meeting will be held where the ice slots that have been held back will be available to established late night ice users through a lottery/draw.
- At that meeting, a draw will take place to establish the order, 1 through 6, in which late night users will select an early night ice time.
- When their priority number is called, the established late night user will have the opportunity to choose one (1) available early night ice time. The ice time selected must be taken as offered, the slot will not be extended or shortened or moved to another arena. The user selecting the early time will relinquish their late night ice time for that week. These dates will be recorded on a calendar for a second meeting of early ice users.
- The process will continue through the established late night users and then be started again with #6 selecting first and #1 selecting sixth. This process will be gone through three (3) times which gives each established late night user the opportunity to select six (6) early ice slots. Early ice slots not selected after this process will be returned to the team they originated from.

Process for Distributing Late Night Ice:

- A meeting will be held with the established early night ice users where they will have the opportunity to select available late night ice times.
- At that meeting, a draw will take place to determine the order in which established early night users will select a late night ice time.
- When their priority number is called the user will have the opportunity to choose one (1) available late night ice time.
- The ice time selected must be taken as offered, unless the time is the last one of the night, in which case the ice slot may be extended.
- The process will continue through the established early night users and then be started again with #6 selecting first and #1 selecting sixth.
- This process will be gone through three (3) times which gives each established early night user the opportunity to select six (6) late night ice slots.

New Users:

Once the allocation of ice to the established users is complete new users will have access to all available ice summer season:

- Letters will be sent to user groups four weeks preceding the meeting.
- Ice scheduling meetings for the summer season will be held after Thanksgiving but before Remembrance Day in the fall preceding the summer ice schedule. Summer ice will be established only if it is economically viable and if one single group or a combination of user groups has confirmed a minimum of 10 hours per day of ice times.

Special Events:

- All special event requests must be booked at the same time as the ice scheduling meetings.
- Public skating times will not be cancelled by the special event unless approved by the general manager of community services.

6. Priority of Ice Allocation [see definition in Section 3]

1. Recreation program use
2. School use – during school hours
3. Youth not for profit
4. Junior hockey
5. Adult rentals
6. Special events
7. Private/casual rentals
8. Commercial (non-ticketed and ticketed)

To ensure that the adult user groups have adequate ice rental times, youth not for profit will not start an ice session later than 8:30 p.m. from Monday to Sunday.

7. Appeal Process

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5. CVRD staff will provide a decisive response in writing.

Revision History

Approval Date	Approved By	Description of Change
August 11, 2020	Board	Housekeeping