



# ICE TIME ALLOCATION AND MANAGEMENT POLICY

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City of Saint John  
Leisure Services



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**TO:** Commissioner and Senior Staff of Leisure Services, City of Saint John, NB

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**DATE:** Friday, July 22, 2011

**SUBJECT:** Recommendation Report Proposed Ice Time Allocation Policy

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### Recommendation:

It is recommended that Leisure Service adopt the proposed policy as follows, which provides a public policy framework toward the equitable distribution of ice time among sport groups and activities within arenas operated by the City of Saint John.

It is further recommended that the Leisure Service seek the approval and resolution of the “Ice Time Allocation Policy” from Common Council.

CITY OF SAINT JOHN  
ICE TIME ALLOCATION POLICY

## 1. Authority

It shall be the policy of the City of Saint John to confer upon Leisure Services the authority and responsibility for implementation of the policies as outlined herein.

## 2. Responsibility

It shall be the policy of the City of Saint John to manage, allocate and distribute ice times for City owned and operated arenas. Allocation of ice time shall reflect and take account of the population, registration, utilization, and participation patterns of the community in addition to applying provincial or federal directives as may be required.

## 3. Guiding Principles

It shall be the policy of the City of Saint John that the following principles are considered and referenced in the development and updating of the Ice Allocation Policy.

**Optimize Usage of Ice:** The Ice Allocation Policy shall ensure the effective management of total available ice time within the jurisdiction of the City of Saint John.

**Access and Equality:** The policy shall ensure fair and equitable access to ice in terms of allocation as well as in the application of fees and charges.

**Youth Sport Development:** Children and youth are a priority target and special consideration is given to accommodating children and youth activities and sport development.

**Diversity:** The Policy shall provide options for a wide array of users and programs, current and emerging.

**Partnership:** The Policy shall recognize the importance of partnerships with minor sport and community associations in the delivery of rink based activities.

**Financial Sustainability:** The Policy shall provide a transparent framework for fiscally responsible ice facility operations.

## 4. Annual Review

It shall be the policy of the City of Saint John that an annual review and update of the Ice Allocation Policy be conducted by the Commissioner and Staff of Leisure Services, City of Saint John.

## 5. Operational

It shall be the policy of the City of Saint John to update or amend any portion of this policy, operational and managerial documents as may be required to ensure policy principles are being met. Changes or amendments made to this Policy will be fairly applied.

## 6. Rights Reserved

It shall be the policy of the City of Saint John to distribute ice time in an open and fair manner that best reflect the needs of the community while reserving the right to assign and reassign ice as may be required.

## 7. Client Priority

It shall be the policy of the City of Saint John to allocate ice according to the following priorities:

1. City of Saint John programs and special events.
2. Non-competitive<sup>1</sup> Youth Associations, Organizations and Groups
3. Competitive Youth Associations, Organizations and Groups
4. New Brunswick Department of Education and School Districts
5. Adult<sup>2</sup> Associations, Organizations and Groups
6. Commercial and Occasional Users

## 8. Gender Equity

It shall be the policy of the City of Saint John to undertake all reasonable efforts to provide equal access opportunities to ice time for applicant groups representing both genders.

## 9. Residency Requirement

It shall be the policy of the City of Saint John to require applicant groups to demonstrate a minimum 75% of their total membership as residents of Saint John.

It shall be the policy of the City of Saint John that all applicant groups will submit to Leisure Services membership lists, current year or previous, including participants telephone numbers and addresses for

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<sup>1</sup> “Non-competitive” means a sport or activity where the primary purpose is instructional or for leisure and does not involve an element of competition with regard to maintaining or achieving a competitive standing.

<sup>2</sup> “Adult” means a person over the age of 20 years and includes sports or activities where the majority of participants are greater than 20 years of age.

review. Leisure Services reserves the right to verify residency of participants and where required proof of residency shall be provided.

Notwithstanding the residency requirement, it shall be the policy of the City of Saint John that any applicant group whose membership falls below the mandatory 75% residency requirement shall receive a lower priority and may receive ice time once resident demand is satisfied. The City of Saint John reserves the right to charge additional user or rental fees to applicants that cannot meet the mandatory resident requirement.

It shall be the policy of the City of Saint John to reserve the right to waive the residency requirement for a period not exceeding 2 years to accommodate new and emerging sports as determined by the Commissioner of Leisure Services.

### Proof of Residency

Participants or legal guardians of participants belonging to applicant groups applying for ice time shall supply the following as proof of residency, listed in order of preference:

- A valid New Brunswick Driver's License
- An executed lease bearing the applicant's name and address
- A current utility bill (electricity, water and sewerage, gas or telephone) bearing the name and address of the applicant)
- A statement from a utility declaring that the applicant will begin receiving service. The statement must bear the applicant's name and address.
- A current credit card billing bearing the applicant's name and address
- A current chequing account or savings account statement bearing the applicant's name and address

Note: All documents submitted as proof of residency must bear the name and address shown on the membership application. The City of Saint John maintains the right to require additional proof of residency as may be required.

### 10. Standard of Play

It shall be the policy of the City of Saint John to maintain a standard of play time for various sports in determination of minimum benchmarks for allocation requirements. The standard of play is as follows:

***Youth Team Ice Sports (Hockey/Ringette/Sledge, etc.)***

Age Group	Non-Competitive 1 Team=15 players = Hrs/Week	Competitive 1 Team=17 players = Hrs/Week
Under 6 years	1 Team = 1 Hour	1 Team = 2 hours
8 years & under)	1 Team = 1 Hour	1 Team = 2 hours
10 years & under	1 Team = 1 Hour	1 Team = 2 hours
12 years & under	1 Team = 1 Hour	1 Team = 3 hours
14 years & under	1 Team = 1 Hour	1 Team = 3 hours
17 years & under	1 Team = 1.5 Hours	1 Team = 3.5 hours
20 years & under	1 Team = 1.5 Hours	1 Team = 3.5 hours

***Skating Program Formula***

Level	Minimum Participants = Hours/Week
Instructional Learn to Skate	Participants/55 = 1 hour
Instructional Figure Skating	Participants/24 = 3 hour
Competitive Figure Skating	Participants/15 = 2.5 hour
Competitive Synchronized Skating	Participants/24 = 1.5 hour
Instructional Power Skating	Participants/40 x 1 hour
Competitive Speed Skating	Participants/15 x 1 hour

***Adult Ice Sports Programs***

Level	1 Team = 12 players or 12 Participants Hours/Week
Adult Ice Sports (Various Sports)	1 Team = 30 minutes

It shall be the policy of the City of Saint John to make reasonable efforts to meet the minimum number of hours; however the City assumes no obligation to meet the standards. Where possible additional needs from applicant groups will be satisfied pending ice availability and overall demand.

## 11. Distribution Guideline

It shall be the policy of the City of Saint John to calculate the total number of prime and non prime time hours available per week, deduct ice time required for City Programs and allocate the balance of ice time using the following distribution guidelines<sup>3</sup>:

Non-competitive Youth Associations, Organizations and Group	55%
Competitive Youth Associations, Organizations and Groups	30%
New Brunswick Department of Education and School Districts	0.5%
Adult Associations, Organizations and Groups	14%
Commercial and Occasional Users	0.5%
<b>Total Ice Time Available</b>	<b>100%</b>

## 12. Prime and Non-Prime Ice Time

It shall be the policy of the City of Saint John to proportionally allocate prime and non-prime hours to user groups, recognizing the age of participants to ensure priority groups receive a fair distribution of both prime and non-prime ice times.

Leisure Services shall use as a guideline an ice distribution ratio of 75%-weekday to 25%-weekend for competitive sports or activities scheduled by applicant groups. A 25% weekday ice-to-75% weekend ice ratio will be used as a guideline, for non-competitive sports or activities scheduled by applicant groups.

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<sup>3</sup> Recommended practice that allows some discretion or leeway in its interpretation, implementation, or use.

Competitive
<ul style="list-style-type: none"> <li>• 75% weekday</li> <li>• 25% weekend</li> </ul>

Non-competitive
<ul style="list-style-type: none"> <li>• 25% weekday</li> <li>• 75% weekend</li> </ul>

Ice time distributions will be based upon the following definition of ice time<sup>4</sup>.

*City of Saint John Prime and Non-Prime Ice Hours*

	Prime Time	Non Prime Time
Weekday	4 pm to 10 pm	7am to 4 pm and remaining hours
Weekends	7 am to 10 pm	Remaining Hours

### 13. Maximum Consecutive Hours

It shall be the policy of the City of Saint John to ensure that no applicant group shall regularly dominate consecutive hours of ice time to the detriment of another applicant group. The maximum consecutive block of time per booking shall be 2 hours.

Notwithstanding, if an applicant group can demonstrate to the satisfaction of the Commissioner of Leisure Services or designated Staff that 2 consecutive hours of ice time is not feasible, then alternate methods of ice time distribution may be considered.

### 14. Tournaments and Special Events

It shall be the policy of the City of Saint John to achieve a balance between recreational and special events use during the regular ice season therefore a maximum of 2 weekend<sup>5</sup> tournaments or special events per month will be scheduled between September and March inclusive.

Notwithstanding, additional weekend events may be considered if an applicant group can demonstrate to the satisfaction of the Commissioner of Leisure Services the written agreement of user groups affected by a proposed event.

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<sup>4</sup> Ice time fee structure may involve additional division or hierarchy of times as determined by the Commissioner of Leisure Services.

<sup>5</sup> Weekday tournaments are not subject to this restriction.

### 15. Processing Applications and Permits

It shall be the policy of the City of Saint John to effectively manage requests for cancellations with the objective of minimizing administrative, revenue and operational impacts. Therefore, cancellations will be permitted subject to the following fee conditions:

10% Charge	25% Charge	100% Charge
<ul style="list-style-type: none"> <li>Administration fee for ice cancelled 30+ days prior to the booking;</li> </ul>	<ul style="list-style-type: none"> <li>Administration fee for ice cancelled 30-7 days prior to the booking;</li> </ul>	<ul style="list-style-type: none"> <li>Full payment for those cancelled less than 7 days prior to the booking unless the ice is resold.</li> </ul>

It shall be the policy of the City of Saint John to require 60 days written notice in order to receive a full refund for cancellation of tournaments or special events. The City of Saint John shall provide a 50% refund upon 30 days written notice of cancellation and provide no refund for cancellations made less than 30 days prior to the event unless ice is resold. Exceptions included elimination series where teams may not play a schedule however the contract holder will be responsible for an administration fee of 10% of cancelled bookings.

### 16. City Cancellations

It shall be the policy of the City of Saint John to reserve the right to postpone or reschedule any permitted ice time booking due to unscheduled circumstances such as an emergency shutdown or facility maintenance or repair. Leisure Services shall make all reasonable efforts to provide affected groups with alternative ice times if bookings cannot be coordinated, the affected user shall receive a full refund.

It shall be the policy of the City of Saint John to not cancel or postpone commercially advertised instructional programs and leisure skate times, with the exception of the following:

- Significant and high profile special events as determined by Common Council
- Low Registration in instructional programs

- Unscheduled emergency shut down situations

## 17. Breach of Contract

It shall be the policy of the City of Saint John to reserve the right to cancel a contract or portion of a contract without notice where in the opinion of the Commissioner of Leisure Services the facilities are not being used for the contracted purpose or the user is violating the code of conduct.

The contract holder affected will receive a full refund/credit for unused bookings.

## 18. Exclusivity

It shall be the policy of the City of Saint John to retain the right to exclusively offer instructional programs and leisure skate services at its arenas. Instructional programs and ice services proposed by any applicant are subject to review and approval by Leisure Services. Duplication of programs and services may be restricted.

## 19. New Users or Programs

It shall be the policy of the City of Saint John to reasonably accommodate new users or programs to provide for unmet or emerging community needs while also meeting other criteria outlined in this policy.

It shall be the policy of the City of Saint John to recognize new organizations or emerging sports and allocate ice time to enable it to establish its programs and services. 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 for a period not exceeding one year.

## 20. Opening Arenas Outside of Standard Hours of Operation

It shall be the policy of the City of Saint John to consider opening arenas outside of standard hours of operation and charge fees that cover all hourly rates as well as full operational costs.

## 21. Code of Conduct

It shall be the policy of the City of Saint John to require all applicant groups to agree to abide by the this Code of Conduct as well as all additional rules and regulations that may be attached to a rental agreement or posted within the arena being rented. In the case of a conflict between rules or regulations the more stringent rules shall apply.

It shall be the policy of the City of Saint John to require that all users vacate the dressing rooms within 30 minutes of the conclusion of their rental period.

It shall be the policy of the City of Saint John to authorize the Arena Manager or designate supervisor as the responsible party for the assignment of dressing rooms. Dressing Room keys will only be issued to managers or coaches.

It shall be the policy of the City of Saint John to not accept responsibility for any lost, stolen, or misplaced personal items or equipment of users or applicant groups including but not limited to, items left unattended in the locker rooms or main arena.

It shall be the policy of the City of Saint John that all applicant groups and users assume full and exclusive responsibility for all damages or losses to property, fixtures, and equipment belonging to the City if caused by the applicant group or its respective members, staff, agents, or guests participating in or observing events during the term covered by the rental agreement. The applicant group will notify the Arena Manager or designate immediately of any vandalism, damages or losses to city property, fixtures and equipment.

It shall be the policy of the City of Saint John that all applicant groups and users are prohibited from bringing alcoholic beverages into City arenas.

It shall be the policy of the City of Saint John to reserve the right to eject any person and/or the organization from the facility for noncompliance at the sole and absolute discretion of the City's Arena Manager or designate supervisor in charge.

## 22. General Administration

It shall be the policy of the City of Saint John to require all applicants groups and users to submit requests for booking and cancellations on City-approved application forms. The City of Saint John reserves the right to reject applications and requests from clients who submit forms which are incomplete, contain falsified information, or are submitted after published deadlines.

## 23. Administration of Fees

It shall be the policy of the City of Saint John assign upon the Commissioner of Leisure Services the authority and responsibility for:

- a) Establishing procedures and guidelines for managing rental agreements and fees within the framework of this policy.
- b) Maintaining liaison with other Government agencies, including the Greater Saint John Regional Facilities Commission, the Lord Beaverbrook Rink, and other user groups and organizations concerned with rental agreements and fees for arenas within Greater Saint John.
- c) Implementing a fee policy that is consistent with the market value and pursuing cost recovery of the arena rental service being offered within Greater Saint John.

- d) Implementing the rental agreement and fee policy and procedures, including properly collecting fees.