



CORPORATE POLICY
Community Service Division
Facility Allocation Policy

SECTION: Facilities	EFFECTIVE DATE: April 23, 2018
SUBJECT: Community Services Facility Allocation Policy	POLICY NUMBER: FACILITIES-01
<p>POLICY:</p> <p>The Town of Huntsville’s goal is to promote and encourage participation in all sports, activities and events to the overall benefit of the community. This policy is established to clarify the towns’ responsibility for allocating and administrating facility use. This policy does not cover the Algonquin Theatre, Muskoka Heritage Place, Community Halls, Active Living Centre, Canada Summit Centre meeting rooms or Town Parks.</p>	
<p>OBJECTIVE:</p> <ul style="list-style-type: none"> - To manage the process for allocating and distribution of town facilities for sporting activities. - Define Categories of Use and the order of consideration for allocation of facilities. - Provide a standard of play formula for the purpose of allocation for each of the groups within these categories. The standard of play formula will be applied annually to allow for the organizations changing needs. - Define the Town’s authority to ensure that new Community Organizations that offer a needed activity are provided access to facilities according to their Category of Use. - Ensure Town bylaws, health and safety requirements, rules and regulations & conditions of use are being followed by all customers of the facilities. - Whenever possible, find suitable solutions/alternatives to facility allocation conflicts. 	
<p>DEFINITIONS:</p> <p>Community Program Use: Programs sponsored directly or indirectly by Community Services and are designed for general use by the public, i.e.: public skate, parent and tot, shinny, etc.</p> <p>Local Minor Use: Non-profit organizations operated by volunteers whose membership is comprised of youth 18 years and under with a minimum residency component of 75 % Town of Huntsville registrants.</p> <p>Competitive Use: Non-profit organizations operated by volunteers who are competitive in nature and represent Huntsville versus other communities. These organizations are registered with a provincial or federal sport governing body and do not require a minimum residency component.</p>	

Resident Use: Non-profit organizations comprised of single teams or house leagues whose membership is primarily made up of individuals over the age of 18, 75 % of which are residents of the Town of Huntsville and are recreational in nature.

School Board:

a) In Town: represents elementary and secondary schools renting ice for students whether for elective, intramural or competitive use within the boundaries of the Town of Huntsville.

b) Out of Town: represents elementary and secondary schools renting ice for students from outside of the boundaries of the Town of Huntsville.

Non-Resident Minor Use: Represent an organization whose membership is comprised of youth 18 years and under and less than 75 % Town of Huntsville residents.

Non-Resident Adult Use: Non-profit organizations comprised of single teams or house leagues whose membership is primarily made up of individuals over the age of 18 and is less than 75 % Town of Huntsville residents.

Commercial: Represent organizations who are renting the ice for profit.

Standard of Play: Formula which will determine the total number of weekly hours each organization is entitled to and the distribution of those hours to different age and skill level groupings.

SCOPE

1. ALLOCATION RESPONSIBILITY

The Town of Huntsville Community Service division has the responsibility to manage the allocation and distribution of facilities. The Sales and Customer Service division is responsible for implementation of this policy.

2. FACILITY OPERATIONS AND CAPACITIES

The Town of Huntsville will manage its resources to ensure optimum usage and programming, to reflect municipal directives and to minimize risk and operational issues.

On an annual basis, town staff will organize with division staff (Sales & Customer Service, Facilities, Parks and Recreation and Leisure Services departments) to review, define or confirm the Town's ice, floor, field seasons, hours of operation, facility uses and restrictions, facility closures, holiday operation hours, prime and non-prime hours. The result of the meeting will enable town staff to update related portions of the Standard Operational Procedures.

3. PRIORITY SCHEDULE, CATEGORY OF CUSTOMERS & ASSOCIATED FEES

Facility Rental Contracts will be granted in a fair and equitable manner based on the attached appendixes and in accordance with Council Approved Fees and Charges Bylaw.

4. FACILITY ALLOCATION & DISTRIBUTION

a. PROCESS:

The Town will use last year's facility allocation and previous year's registration numbers to form the basis for the upcoming year.

- A facility request letter and request form will be sent to previous year's customer approximately 4 weeks prior to the applicable deadline dates. New customers must contact the division to be placed on a mailing list or can apply using the request form available online.
- Customers must submit request forms indicating organization profile, facility type, dates and times being requested. Tournaments must be submitted on a separate facility request form. All requests forms must be signed and dated in order to be processed. Emailed requests must be submitted through the organizations main contact email address.
- Requests are to be returned to the Community Service Division, Customer Service, in person at the Canada Summit Centre or via email to summitcentre@huntsville.ca by the advertised deadline date in order to be considered.

b. General Principles:

- Facilities will be granted in priority order according to the category of user;
- Pre and post season requests will be allocated utilizing the principles of this policy.

c. Minor Sports Groups:

- The number of weekly hours allocated to any affiliated group/organization will be based on justified need. On an annual basis, registration data must be supplied by the groups.
- The Community Service Division will then apply the previous year's data to a Standard of Play formula, which will determine the total number of weekly hours each group is entitled to and the distribution of those hours to different age and skill level groups

Where all things equal:

- Facilities will be granted based on the previous year's actual use with the same category of customers (i.e., house league, rep, etc.).

Where all things are not equal, the following options may be utilized:

- Organize an annual allocation meeting held with customers to facilitate dispute resolution and encourage collaborative solutions to facility allocation
- Where demand exceeds supply or to settle a dispute between equally qualifying groups, a random selection process may be used to allocate facilities

d. New Groups/Customers

- New customer groups or customers may be included in the ice allocation process if they demonstrate a need for the program and will be reviewed in order as outlined by the categories of consideration. Given that new groups have the potential of reducing the number of hours available to existing customers, new customer groups will only be considered in cases where a program provides a service to previously un-served segment(s) of the population or where a new program is being introduced that is not available through existing organizations within the Town.

e. Opening Facilities Outside of Standard Hours of Operation:

- Opening facilities on statutory holidays or beyond the established operating hours, will be considered only if the customer agrees to pay for the full operational cost for such an opening and pending the availability of staff. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

f. Timing:

- Deadline dates for seasonal request are established annually by the Community Service Division and may be different for each facility type. Requests received by the deadline dates are allocated according to the priority schedule and general principles described above.
- The Community Service Division will process all booking requests after the facility needs for Town programs have been met and in accordance with this policy. Requests received after the deadline dates will be processed on a first come first served basis according to facility availability.

g. Minimum Booking for Facility Allocation Process:

All required times will be contracted on an annual basis. A commitment of consecutive weeks is required to be considered in a facility allocation process. Each group is expected to fulfill their contract with minimum cancellation, within the cancellation policy.

5. Authority of the Town

Community Services Division reserves the right to cancel any permit temporarily or permanently under the following conditions:

- should accommodation be required for special events
- upon breach of these rules and regulations
- should the Division be of the opinion that the premises are not to be or are not being used for the purpose(s) contained in the application

- in the event of inclement weather and/or poor playing conditions
- should the organization fall in arrears with the Town of Huntsville
- a breach of regulations, including but not limited to the Rule & Regulations; Rental Contract Conditions of Use; Municipal Alcohol Policy; Wet Field Policy; Municipal Concussion Policy or any other applicable policy.
- Any situation that may arise that the Town deems to be a breach of policy

Discretion of the Director of Community Services can be used, relying on other approved policies or demonstration of a substantiated special circumstance.

6. Conditions & Regulations

- All rental contracts note an attachment for the Conditions of Use and Terms & Conditions Governing Use of Town-Owned Facilities. Customers are responsible for ensuring compliance to all conditions of use.
- Conditions may be added, deleted or modified as required.

7. Insurance Requirements:

The Customer will be required to obtain and provide confirmation of the proper insurance policy of and maintain throughout the term of this contract General Liability Insurance to provide coverage to the minimum of 5 million (\$5,000,000.00) dollars per occurrence against loss or damage resulting from bodily injury including death, personal injury, property damage including loss of use thereof and contractual liability in connection with or arising out of the function as a result of any negligence of the applicant group. If alcohol is being served, confirmation of insurance shall include Host Liquor Liability to the full policy limits. The policy is to contain a cross liability/severability of insured clause. The Corporation of the Town of Huntsville is to be added as an additional insured. The policy is to be endorsed to provide the Town of Huntsville with thirty (30) day notice of cancellation and is to be considered primary and not excess of any insurance available to the Town of Huntsville.

POLICIES AND LEGISLATION:

Strategic Plan 2017 & Beyond:

Health and Wellness

GOAL #3: Ensure Huntsville is seen as a safe, welcoming and inclusive community.

Sustainability

GOAL #2: Integrate sustainability principles into planning and development policies and processes.

Financial Management and Governance

GOAL #1 Apply a strategic approach to budgeting and resource allocation.

GOAL #3: Ensure Municipal operations are streamlined, efficient and effective.

Communications

GOAL #1: Improve access, quality and timeliness of Town communications.

GOAL #2: Engage the Community regularly to in order to build a culture of trust and openness within the Municipality.

APPENDICES:

Appendix I – Ice Allocation Procedure

Appendix II – Floor Allocation Procedure

Appendix III – Field Allocation Procedure

Appendix IV – Pool Allocation Procedure