



Town of Hinton
STANDING COMMITTEE MEETING
Agenda
February 23, 2016 - 4:00 PM
Committee Room, Hinton Government Centre

TOWN COUNCIL MISSION
*Council serves the interests of our citizens
to enable our community to reach full potential.*

Page

ORDER

1. Call to Order

ADOPTION OF AGENDA

1. Standing Committee Agenda - February 23, 2016

CITIZENS "MINUTE WITH COUNCIL"

ACTION AND DISCUSSION ITEMS

- 2 - 9
1. Ice Availability, Scheduling Flexibility and Released Ice Bookings - Response to Written Concerns from Bill McDonald - Presented by Hans van Klaveren (10 minutes)

ADDITIONAL INFORMATION

1. Urgent Matters from Council
2. Chief Administrative Officer Status Report
3. Legislative and Executive Assistant Logistics Information

ADJOURNMENT

1. Adjournment

MEMORANDUM



DATE: February 17, 2016

TO: Standing Committee Meeting of February 23, 2016

FROM: Hans van Klaveren - Parks, Recreation & Culture Manager

SUBJECT: Ice Availability, Scheduling Flexibility and Released Ice Bookings –
Response to Written Concerns from Bill McDonald

At the February 9, 2016 Standing Committee Meeting, there was consensus from Council on the following direction:

Provide a report to Council based on the written concerns outlined by Bill McDonald (Attachment 1) with respect to the use of available ice time, flexibility of scheduling, making available released ice time at the Standing committee meeting February 23, 2016.

The Town of Hinton has a relationship with the major ice user groups in which they collaborate to effectively plan and realize sport activities for their members, in conjunction with the other ice user groups (i.e. adult recreation groups), the general public and (potential) other renters.

The major ice user groups include the Hinton Ringette Association (Ringette) and the Hinton Minor Hockey Association (HMHA); they are the two associations that organize competitive youth league games under the flag of their respective Alberta sport organizations. This requires specific arrangements to accommodate planning with the provincial schedulers, for instance in regards of timelines and flexibility. To achieve this we, as do other communities and facilities, block off times on the weekends throughout the season.

The regular process to plan both the pre-season (Summer - September) and regular ice season (October – April) is outlined in the 'Ice-User Package' and shared with all organizations that were in previous season(s) and will (likely) be in the upcoming season use of our facilities.

This ice user package contains for example:

- ✓ Ice allocation information and guidelines
- ✓ Reference information regarding previous season core ice allocations
- ✓ Town of Hinton Council approved Policy # 032 : Cancellation Fee Policy for Arena Facilities

Part of the planning process for each upcoming ice season is:

- Ice user meeting hosted by the Town mid-April (in 2015 this occurred on April 16 with representatives from Ringette, HMHA, Figure Skating, and Challenge in the Rockies in attendance), this includes a debrief of the previous season specific to service, staffing, ice quality, relationships etc. as well as any new requirements / standards from the provincial associations.
- Deadline for regular season ice requests occurs near the end of June (in 2015 this was June 24).
- Further planning and finalizing regular season facility use with input from users and their (league) ice conveners occurs until the final schedule is created.

For competitive game planning in the 2015/2016 regular season, the ice block booking required:

Ringette	Fridays = 0 hrs	Saturdays = 5 hrs	Sundays = 2 hrs
HMHA	Fridays = 3 hrs	Saturdays = 10 hrs	Sundays = 10 hrs

The association can release ice 5 working days ahead of time (Attachment 2). Last Minute Ice (LMI) is announced to the public on Tuesday or Wednesday prior to the weekend. This ice is offered as:

1. Private rental opportunities (discounted price)
2. Public program slots (i.e. Public Skate / Youth Hockey / Family Stick 'N Puck)
3. First come – first served drop in time

These additional (plus standard) rental times on the weekends provide the opportunity for the general public to plan and book the ice for parties and other (private) functions. So far this season, 11 LMI bookings were accommodated (this excludes special tournaments which consume approximately 12 weekends in the season). In the case of holding a 2.5 hour slot available for flexibility (game re-scheduling) the remaining accessible ice time for other users would be limited (Attachment 3):

In the past months, Administration has been working with Challenge in the Rockies to accommodate requests and offer options for ice usage (Attachment 4).

ActiveNet is the administrative booking and accounting system for the Recreation Centre:

- The two ice conveners from Ringette and HMHA have viewing privilege to accommodate efficient planning of the reserved ice blocks for their league games.
- All potential users of all the other options are most efficiently served with direct contact with our admin support
- Note: public 'viewing and reservation rights' are limited to pre-set program/blocks (similar to lesson enrollment)

There is a long standing relationship in which the ice conveners of the associations work closely with Town Administration. At the annual major ice user meetings there is evaluation and feedback exchange taking place, and the Town is able to adjust the guidelines and models used according to trends and input. This ensures the community interest is served most efficiently and effectively.

Administration has communicated that the current usage of both ice surfaces is being monitored and evaluated to support future adjustments to the guidelines as mentioned above or to pursue potential changes in Town of Hinton policies to this matter.

Attachments:

1. Letter of Concerns from Bill McDonald to Town
2. Cancellation Fee Policy for Arena Facilities #032
3. Spreadsheet for Examples of Used-Open Ice
4. Overview Ice Times Offered to Challenge in the Rockies

Town Council, Admin

In regards to my concerns regarding ice availability during standing Tuesday February 9, 2016.

My concern is the amount of unused ice every week that is being released back last minute to the general public and other user groups. The time frame in which it is then offered is Wednesday afternoon for that upcoming weekend at a discounted rate.

- Some weekends there is as much as 8 hours of open ice daily
- Is there a contract between the town and the main user group/s allowing them to hold the unused ice until the Monday of that said week?
- Are these groups then charged a fee once released back to the Town?
- When and why was this system implemented?
- Why do not all user's groups have access to the Active Net system? This would make the booking system easier with quicker access.

My frustration with this process is not being able to book events like skate clinics, goalie camps and power skating. We cannot promote and secure instructors, volunteers and participants within 3 days' notice.

This can also be said for our community wanting to book the facility for personal use such as birthday parties and gatherings.

I understand the user groups require some ice held for last minute changes to their programs and would like to see a 2.5-hour slot held for such circumstances. At the end of the day there is only 2.5 hours of ice released not up to 8 hours per day.

Opening up this ice would bring more income into the Recreation Centre and would also allow all user groups to build their programs, along with out of town teams including possible AAA, Junior, exhibition to not only utilize our facility but help our hospitality industry.

Over the last several months I have had meetings and discussions with Recreation Staff, Council members, Town Administration, the Mayor and other user groups.

Our community has some amazing facilities; we need a solution now that benefit's all.

Thank you,

Bill McDonald

President Challenge in the Rockies Society

Hintonice@shaw.ca 780-223-4166



TOWN OF HINTON
Cancellation Fee Policy
For Arena Facilities
Policy No. 032

Created By:	Infrastructure Services	
Approved By:	Town Council	Approved On: 2001 09 21
Revised By:	Town Council	Revised On:

POLICY STATEMENT

The Town of Hinton Parks and Recreation Department encourages the optimum involvement of the community in recreation and ensures the maximum utilization of Town owned recreation facilities. Attention to customer service, department efficiency and overall tax dollar subsidy is essential in maintaining this commitment.

METHODS AND PROCEDURES

REGULAR ARENA USER-GROUPS AND INDIVIDUALS:

- ◆ When notice of cancellations or changes is given with less than 5 full days (120 hours) remaining before the booking, groups or individuals shall be charged 100% of the booking.
- ◆ The department may waive the 5 day cancellation fee due to unforeseen circumstances (i.e. teams bumped out of their playoffs, poor travelling conditions for visiting teams); this consideration will particularly apply during playoff season.

NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.

CASUAL BOOKINGS (made with less than 5 days remaining before the booking):

Youth and casual recreation groups are the primary patrons of casual bookings; therefore consideration is given for the time required to gather players. The following opportunity is also available to regular arena user-groups booking the facility outside the regular season schedule.

- ◆ The department shall reserve a booking for a group or individual for up to one hour before offering the booking to another group or individual.
- ◆ Upon confirmation (up to one hour), the group or *individual shall formally book the arena by:
 - a) paying the full amount if booking in person or;
 - b) using a VISA number (plus expiry date), ensuring name and full mailing address is given if booking over the phone or;
 - c) identifying themselves as the Ice Convenor for a regular arena-user group and the Department will add the booking to the regular monthly billing.

* Direct adult supervision is required if participants are not the age of majority.

TOURNAMENTS AND SPECIAL EVENTS:

- ◆ When notice of cancellations or changes is given with less than **15 days (two full weekends) remaining before the booking, groups or individuals shall be charged 50% of the booking.

NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.

** If less than 5 days notice is given, the following shall apply:

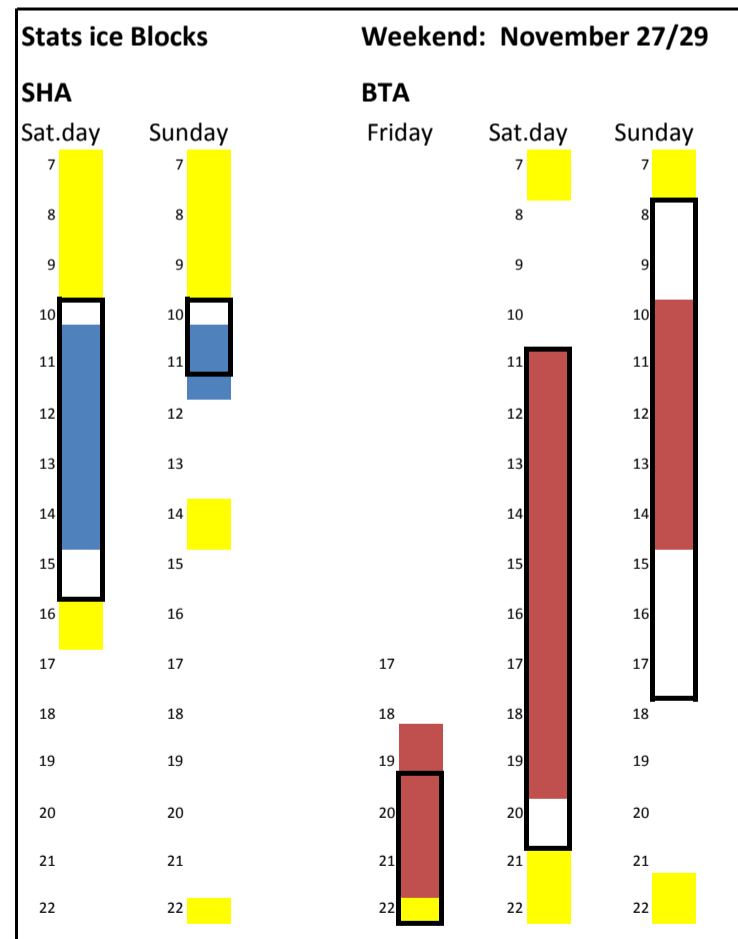
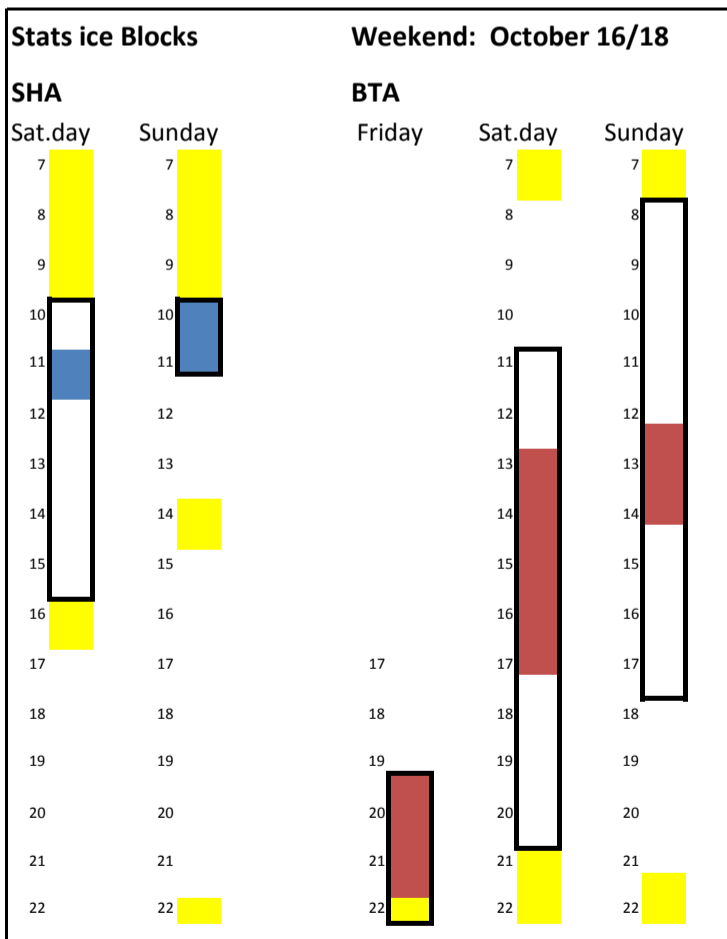
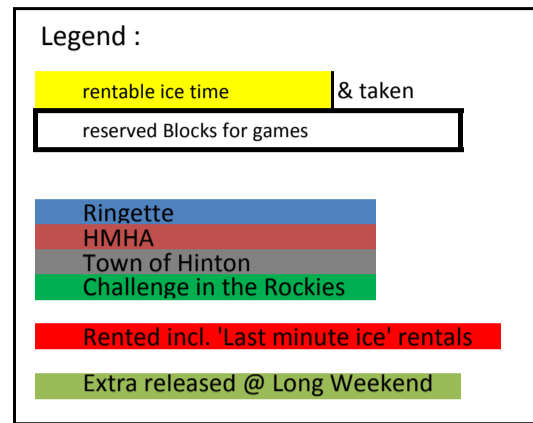
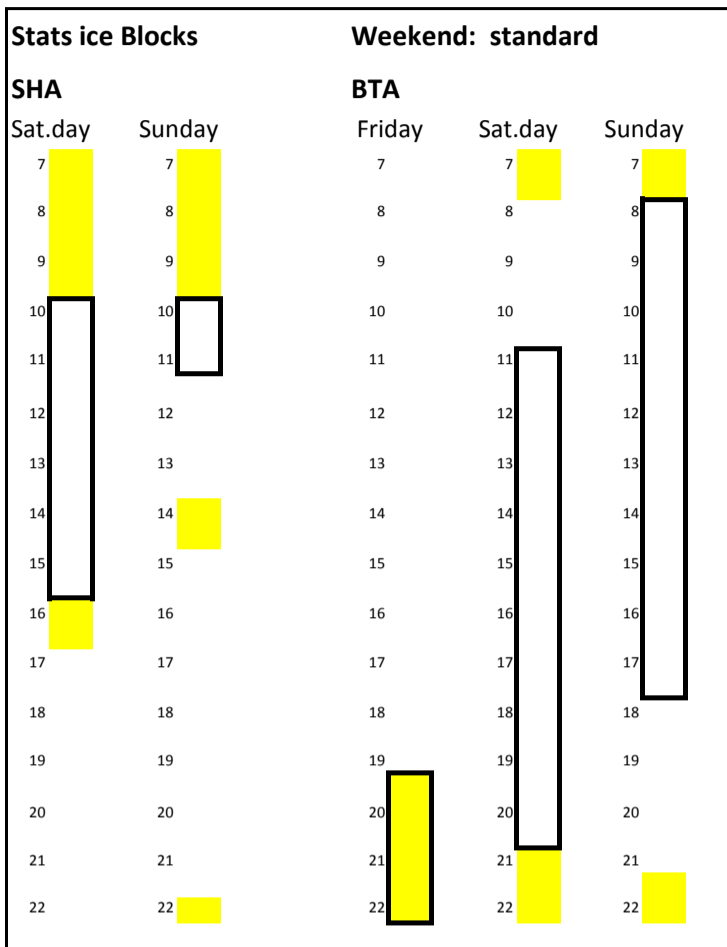
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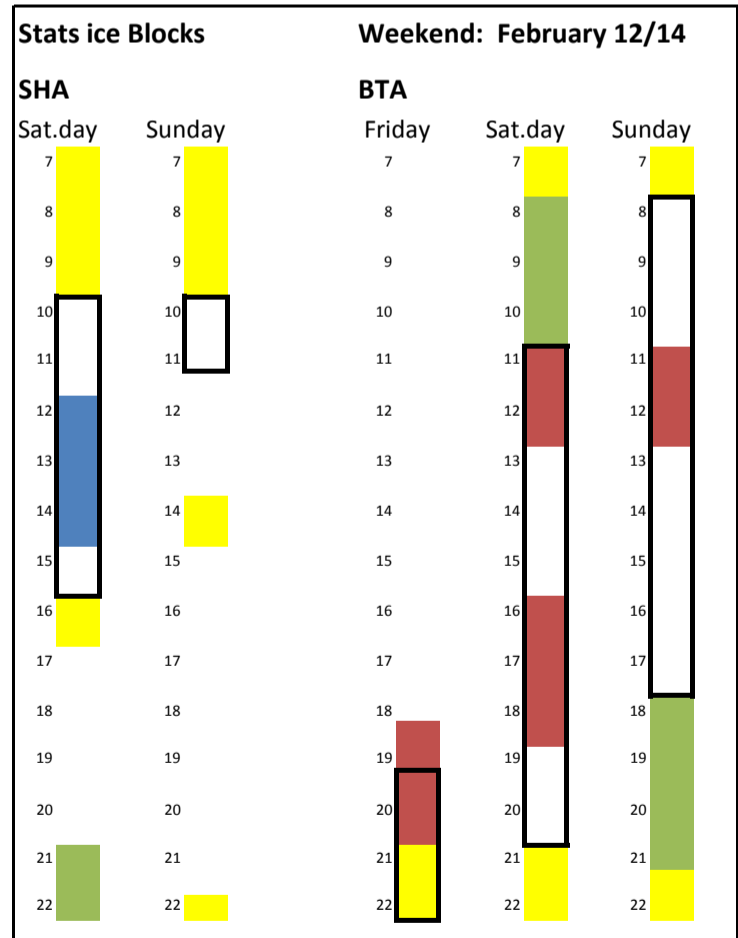
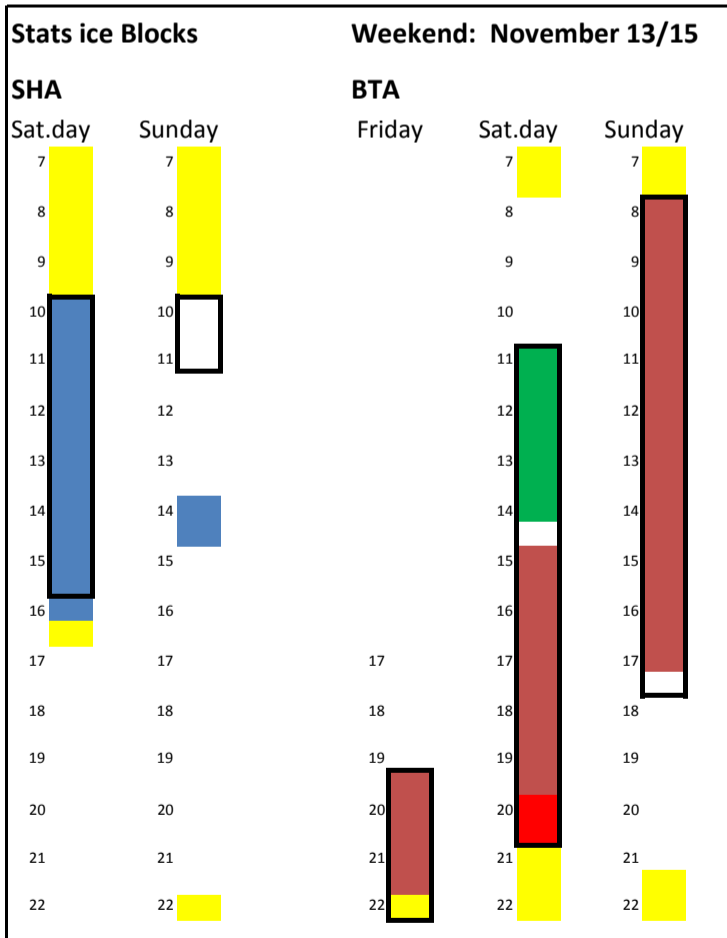
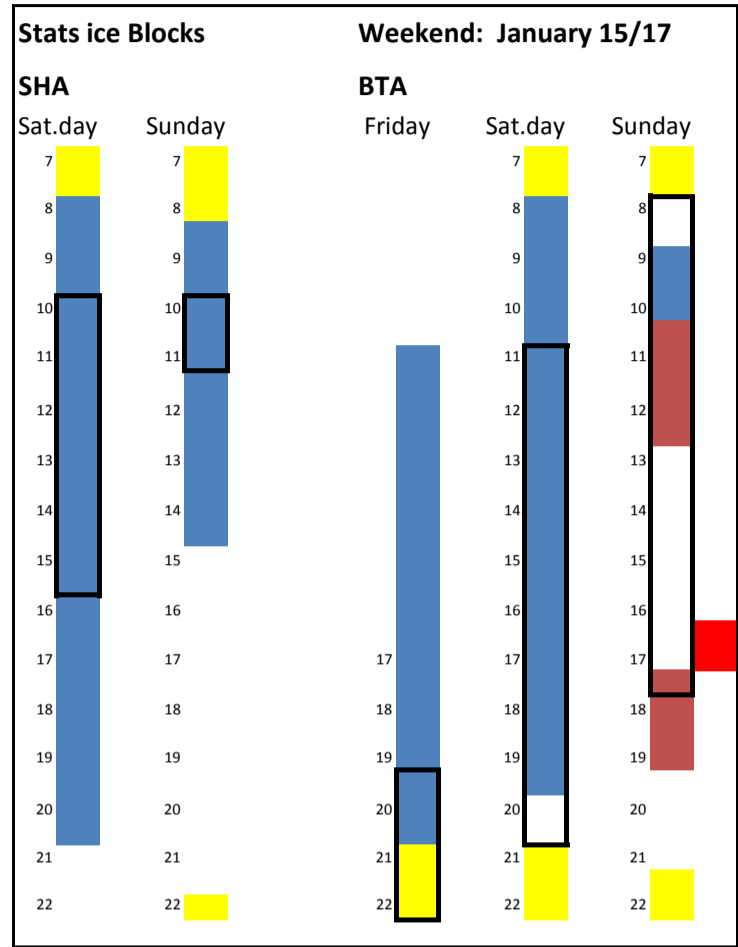
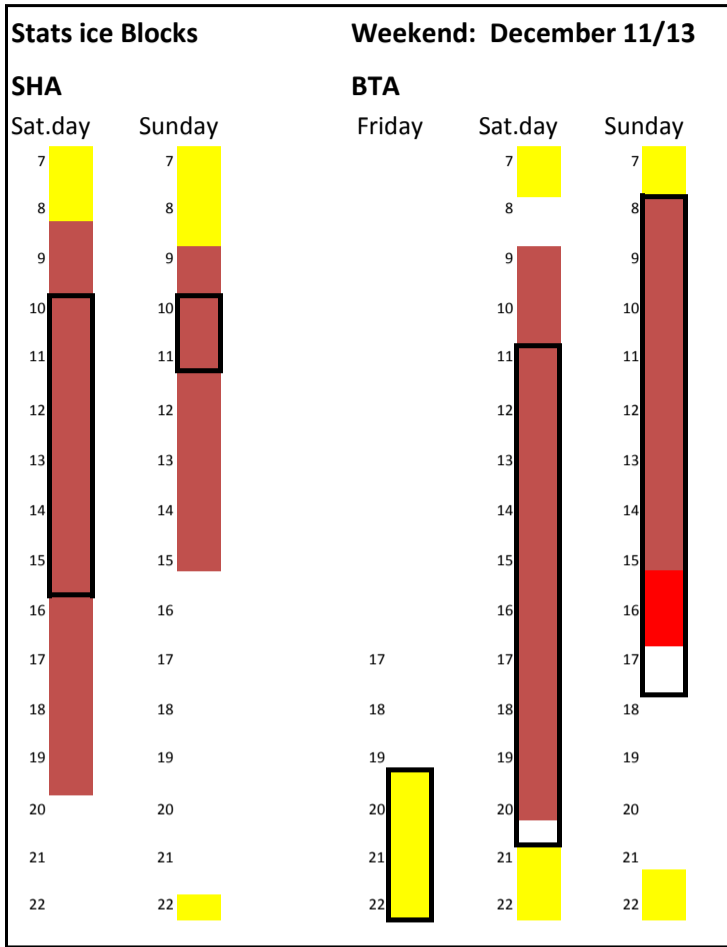
- ◆ When notice of cancellations or changes is given following confirmation, the group or individual shall be charged 100% of the booking.

NOTE - If the group, individual or department re-sells all/part of the cancelled/changed booking, the original group or individual will not be charged for the re-sold portion of the booking.

Ice used examples from season 2015/2016



Ice used examples from season 2015/2016



**Overview of Ice Times Offered to
Challenge in the Rockies (CITR) 2015/2016**

Requested by CITR	Offered by Town	Declined by CITR	Accepted by CITR
Consistent weekday ice time	Mondays from 3:30-5:30pm		X
Consistent weekend ice time	Sundays from 3:45-5:45pm for Nov. and Dec.	X*	
Structured skate times / clinics	Rental slots & morning ice	X	
Skate Swap by Town & CITR	Nov. 14 from 11:00am-2:00pm		X
Structured skate times / clinics	Christmas Break Dec. 21 – 23 (on Nov. 4)	X	
3 on 3 Tournaments by Town & CITR	Christmas Break opportunity	X	
Structured skate times / clinics	Jan. 9 in the SHA from 8:00-11:45am & 3:15-5:15pm (on Dec. 23)	X	
Structured skate times / clinics	Feb 27 (various ice times) (on Feb. 2)	?	?

* Due to not being available in 2016