

Facility Allocation Policy

Council Adoption Date: 1999

Revision Date: April 2017

Reason for the Policy

The purpose of the Facility Allocation Policy is to establish clear guidelines that will assist City staff and facility users in making fair, equitable, transparent and consistent facility allocation decisions. The policy describes the Parks, Recreation and Culture Department's key strategic directions and principles, defines policy roles, outlines the categories of users and their priority order, and provides for the expectations with respect to facility use for the City's indoor and outdoor recreation facilities.

Policy

The City of Coquitlam Parks, Recreation and Culture Services Department (PRC) programs and allocates recreation facilities to advance the Department's strategic directions, which include delivering quality core recreation programs to the community; enhancing services through partnerships to facilitate learning experiences for all ages and skills; optimizing the use of parks, recreation and culture facilities and amenities; responding to the evolving recreation and culture needs and interests of Coquitlam residents, and building festival and events capacity.

The Facility Allocation Policy is aligned with the PRC Department principles of exceptional service, operational sustainability and community development to provide accessible and engaging opportunities for residents of all ages, abilities, genders, interests, income levels and cultures in Coquitlam.

Scope

This Policy provides the foundational principles and direction for all recreation and leisure facility allocation.

This policy will inform procedures for allocation of each type of public facility in the City's current inventory. The development of separate procedures that are specific to each facility type support staff in allocating facility space. These facility type specific procedures respond to the unique aspects of facility use based on facility type. Separate allocation procedures have been developed for each of the following facility types:

- Outdoor Sports Facilities
- Indoor Sports Facilities (dry floor and gymnasium)
- Ice facilities
- Aquatic Facilities
- Indoor Facility Multi-Purpose Space (meeting, banquet and program rooms)

CITY OF COQUITLAM

Policy and Procedure Manual

Definitions

Casual User:	A user who rents a facility on a one-time or occasional basis (less than monthly).	
Commercial User:	Any individual, company or organization engaged in the pursuit of business for profit through the rental use of City recreation facilities.	
Coquitlam Group:	A registered not-for-profit, non-restricted membership organization whose activities are consistent with the goals and standards of the City of Coquitlam, and whose participating membership is composed of 60% or more Coquitlam residents.	
New Group:	A New or Casual User who requests regular rental time with a plan to offer Coquitlam residents a new or unique participation opportunity that complements (not duplicates) programs or services currently offered in the City facility. This may include participation opportunities for under-represented members of the community. The status of “new” will apply for three years.	
Private User:	Any individual or organization who rents a facility for private use and does not meet the requirements of the “Coquitlam Group” or “Commercial User” definitions.	
Regular Group:	A Regular Group could be a Coquitlam Group, a Tri-Cities Group, a Commercial or Private user who consistently rents a facility e.g. weekly, monthly. The frequency of use may differ for the various service areas.	
Sanctioned Group:	A group that is registered with its governing organization, national, provincial or regional.	
Tri-Cities Group:	A registered, not-for-profit, non-restricted membership organization that does not meet the 60% residency requirement, but whose activities are consistent with the goals and standards of the City of Coquitlam and who defines its purpose as serving a regional membership which is comprised mainly of residents from Coquitlam, Port Moody, Port Coquitlam, Anmore and Belcarra.	
Age Classifications:	Child:	12 years and under
	Youth:	13-18 years inclusive
	Adult:	19 -64 years inclusive
	Senior:	65+ years
In Good Standing:	A user who consistently meets the requirements of the Facility Allocation Policy.	

CITY OF COQUITLAM

Policy and Procedure Manual

In Season:	The generally accepted season for each sport, which is defined in the procedure document for each facility type.
Special Event:	For the purposes of this Policy, a Special Event is an organized gathering of people for the primary purpose of supporting a community, cultural, recreational or sport experience within a limited period of time and available to the general public; a sport competition or recreational or cultural activity that is sanctioned by a recognized authority, such as Council and/or its designated authority.
Standards of Play:	The standards (hours/minutes of active play) for games, practice and warm-up time for sport user groups as established by their governing provincial or national sport organization when available; and/or as defined in the facility type procedures.

1. Priority Allocation

1.1 Guiding Principles

The following principles will be used as a framework within which the City can make fair and equitable facility allocation decisions:

- 1) All use of City facilities must align with the strategic directions as outlined in the PRC Master Plan and the principles described in this Policy.
- 2) The City supports the Long-Term Athlete Development – Active for Life Model (Canadian Sport for Life).
- 3) The City strives to ensure that Coquitlam residents of all ages have access to core learning and skill development, introductory and recreational level programs. The City reserves the right to impose an 80% Tri-Cities residency requirement during times when demand exceeds supply.
- 4) In keeping with the Long-Term Athlete Development model, the provision of sport participation opportunities for older youth, adults and seniors, including skill-development, recreational and competitive play, as well as mentorship opportunities, should be considered by the user groups, where applicable.
- 5) The top priority for facility usage is City of Coquitlam programs and services. The City reserves the right and first priority to any times in the schedule and the ability to recover any time period as required.
- 6) Facility allocation will be based on the current needs of the City and user groups. Sport user groups will be allocated space based on the number and age of regular seasonal participants (as determined through Standards of Play, where available; and/or as defined in the facility type procedures).

CITY OF COQUITLAM

Policy and Procedure Manual

- 7) The City values the contributions of regular users, and expects their participation in their respective sport umbrella organization and allocation processes.
- 8) In some circumstances, enhanced sport, recreation and cultural opportunities may take priority over core services. These include:
 - City delivered or sponsored festivals and special events;
 - Sport Hosting designated events and community organization special events or meetings that the City determines (using assessment criteria) will provide athletic, social, cultural or economic value to the City and community; and
 - City Agreements with groups to provide high performance opportunities for spectator value or other significant community benefit.
- 9) New programs/services and sponsoring organizations/associations will be accommodated only to provide for unmet community needs. New groups will need to demonstrate the need for a new program or service and that there would be sufficient registrants. The City will use unallocated time first to meet the needs of a new applicant, or City time in partnership with the sponsoring organization/association of the new program/service.
- 10) In order to optimize the use of facilities and ensure the economic sustainability of City resources, several strategies may be implemented, which include:
 - Increased sharing of premium amenities -- to be determined through the agreed Standards of Play for sport user groups;
 - Increased sharing of amenities that may be less desirable to users, appropriate for the intended use;
 - A percentage of the time allocated to Regular Groups may be non-prime, with the percentage per season based on the ratio of supply and demand; and
 - The right to refuse use of parks, fields and public open spaces in order to protect them from degradation, provide time for natural areas to recover from repetitive use, and/or to ensure public safety.

CITY OF COQUITLAM

Policy and Procedure Manual

1.2 Priority Allocation for Sport and Recreation Facilities

The following table, in the context of the above “Guiding Principles,” establishes priority levels to administer requests for sport and recreation facility use and space allocation:

1 st Priority:	• City of Coquitlam programs, services, and events • Existing contractual obligations for tenants, leases and special events
2 nd Priority:	• Regular, sanctioned, Coquitlam Groups in good standing, serving children and youth, in season. • Regular, sanctioned Tri-Cities Groups serving children and youth, in good standing, in season.
3 rd Priority:	• Regular, sanctioned, Coquitlam Groups in good standing, serving adults and seniors – in season. • Regular, sanctioned, Tri-Cities Groups in good standing, serving adults and seniors – in season.
4 th Priority:	• Casual Coquitlam Groups and New Groups– in season.
5 th Priority:	• Regular Groups out of season or extra practices above the allocation/standards of play or using non-traditional spaces.
6 th Priority:	• Private and commercial users, including non-association/club based skill development programs.

1.3 Allocation for Multipurpose Rooms

The following table, in the context of the above “Guiding Principles,” establishes priority levels to administer requests for the use and space allocation of multi-purpose rooms:

1 st Priority:	City of Coquitlam programs, services, and events, including existing legal agreements
2 nd Priority:	Regular Coquitlam Groups
3 rd Priority:	Regular Tri-Cities Groups
4 th Priority:	New Groups meeting requirements
5 th Priority:	Casual, private, commercial and all other groups – allocation based on first-come, first served basis through the Department Booking Services.

CITY OF COQUITLAM

Policy and Procedure Manual

1.4 *Priority Allocation for Major Cultural, Community and Sport Events*

The City recognizes that major sporting and other events can provide significant athletic, social, cultural and economic benefits to the community. As an experienced host city and member of the Canadian Sports Tourism Alliance, the City is well-prepared to welcome athletes, participants, festival goers and other attendees and provide amenities appropriate for a variety of event types and tournaments.

It is expected that Regular Groups and event organizers seeking major tournament, festival or event opportunities will advise City staff, in writing, of their intention to host an event within the time period prescribed in the applicable Procedure document. The greater the advance notice, the greater likelihood of support from the City and other facility users, with an increased prospect of success in terms of community participation, spectator attendance, and economic benefit.

Once the City provides written consent, the Group can apply or bid for the tournament, or commence planning for the event opportunity. City staff may lend logistical support for the event and work in cooperation with the affected facility user(s) to arrange alternative allocation.

Regular Groups seeking to host major tournaments are encouraged to use and recommend Coquitlam businesses and accommodations first, and may be requested (with the assistance of City staff) to assess the economic, social and community impacts of their event using the Sport Tourism Economic Assessment Model (STEAM).

2. Method of Allocation

- 1) Every effort shall be made to accommodate all requests so that user groups can meet their anticipated requirements.
- 2) Efforts will be made to provide a degree of consistency in facility scheduling (location and time) from season to season. While preference will be given to established non-profit organizations that have provided quality programming to Coquitlam residents, historical allocation will be balanced against the needs of all user groups and maximizing facility use.
- 3) Previous year's usage shall provide a starting point for the initial development of each facility schedule. If enrollment or registration numbers significantly change, and actual need is determined to be more or less than originally determined (as established through a Standards of Play calculation), the City reserves the right to make changes to the schedule based on such changes.
- 4) Space will be allocated in time blocks to each organization entering into a seasonal contract. It is each group's responsibility to assign times to their member groups/ teams. It is expected that space will be utilized in the manner for which it was intended and booked. Failure to do so may impact future rental privileges.

CITY OF COQUITLAM

Policy and Procedure Manual

3. Application Requirements and Expectations of Users

To ensure that facilities are allocated in accordance with the philosophy and principles of this Policy, allocation and usage must be transparent. The City has the authority to cancel a facility booking contract if the prescribed conditions are not met.

- 1) To be considered in the standard allocation process:
 - (i) Applications must be submitted in writing by the deadline, as prescribed in the allocation procedures for the facility type, or as determined on a season to season basis.
 - (ii) Applications must be completed, with the Groups' most current membership statistics, to include the number of active participants by: city of residence, gender, age group served, and division, if applicable. A format for submitting this information may be provided.
 - (iii) The Group must be "In Good Standing" with the City of Coquitlam.
 - (iv) Requests that are received after the deadline or that are incomplete may be processed outside of the standard process, based on a first come first served basis, according to facility inventory.
- 2) So that all users can trust that the most accurate and current statistics are consistently submitted, the City will conduct annual audits. Each year, City staff may randomly select one or more Regular Groups and request that their membership rosters be provided. *All current privacy legislation will be observed.*
- 3) It is expected that groups will use the facility for the purpose and intent, level of participation, type of activity, and age group stated on the application form/booking contract and/or the season schedule. Each season, Regular Groups, where applicable, may be asked to submit a sample schedule, showing a typical week.
- 4) Sub-leasing facilities is not permitted. Private and commercial youth skills development, where money or consideration changes hands, is the lowest priority for access to the prime-time inventory. Groups must apply separately for this purpose, or in cases where multiple priority levels are being requested, clearly disclose what component of their allocation request falls under this category. Groups using their regular time for this purpose may be docked an equal amount of time or may lose that allocated time for the remainder of the season.
- 5) It is expected that all user groups are efficient with the time allocated to them. It is understood that groups may occasionally find that a booking is unneeded due to unforeseen circumstances. However, habitual failure to report unneeded or unused time may result in penalties as outlined in the specific facility procedure document and a loss of "In Good Standing" status for the season.

CITY OF COQUITLAM

Policy and Procedure Manual

4. Dispute Procedures

There may be occasions in which groups disagree with the proposed amount of time, or times, or facility that they are allocated. It is expected that groups participating in the allocation process will come together to discuss a fair allocation schedule, employing a consensus model in which members are willing to support an acceptable decision for the good of the whole. If, however, a consensus cannot be reached, Council has delegated authority to staff to make the final decision and establish the allocation.

Policy Roles

- **City Council** through delegated authority, directs staff, when needed, to lead a consultation and review process for the Facility Allocation Policy. Council provides feedback on the findings and recommendations, requests amendments, and adopts the revised Policy for implementation, application and administration by City staff.
- **City Staff** implement the Facility Allocation Policy through the development and application of appropriate procedures, which include:
 - o Communicating with the user group representatives; receiving required information; and developing facility schedules based on the Policy priorities;
 - o Organizing allocation and user association meetings;
 - o Assisting with Sport Hosting and community events and festivals;
 - o Responding to issues and mediating disputes in a transparent manner (and in cooperation with the user association when required);
 - o Monitoring and auditing facility usage;
 - o Working in collaboration with other Tri-City municipalities to accommodate Tri-City groups in their facilities based on membership residency; and
 - o Meeting with New Groups to review the guidelines for regular usage and assist them to develop business plans and possibly meet with the user association, where applicable, to discuss options.
- **Users and User Groups (associations/clubs)** contribute to a fair allocation process by:
 - o Communicating to their membership the Facility Allocation Policy principles and the overarching goal to provide a balance of participation opportunities for the Coquitlam community;
 - o Supporting the development of Standards of Play for their sports, where applicable; and
 - o Participating in a collaborative, flexible and transparent manner.
- **User Group Representatives** participate in allocation meetings with the goal to create a balanced schedule that provides the greatest ongoing benefit to the larger community. They are expected to:
 - o Communicate the process of space allocations to their User Group Executive;
 - o Bring forward issues from their User Group;
 - o Consider options in dealing with allocation;
 - o Negotiate allocations on behalf of their User Group;
 - o Participate in a collaborative, flexible and transparent manner; and
 - o Be open to accommodating New Groups.

CITY OF COQUITLAM

Policy and Procedure Manual

- **Umbrella Sport and Recreation Organizations** advocate for their User Groups' sport facility needs. These organizations include, but are not limited to, the Coquitlam Field Sport Association (CFSA) and Coquitlam Sport Centre Users Association (CSCUA). These groups are expected to:
 - o Bring forward issues and suggestions from their collective membership;
 - o Assist with facility dispute processes amongst their membership when requested by staff; and
 - o Participate in periodic reviews of the Allocation Policy by providing suggestions for or feedback on needed or proposed updates/changes to the Policy.

Authority

Authority for this Policy was granted by the City of Coquitlam Council on April 10, 2017.

Effective Date

April 10, 2017.

Review

This policy shall be reviewed as required in response to developments in information technologies, legal instruments, and City of Coquitlam administrative practices.

Approval History

Date Approved/Revised	Approved By	Resolution Number
April 10, 2017	City Council	179

Other Related Policies or Procedures

- *Gender Equity Policy*
- *Festivals and Events Policy*
- *Code of Conduct – Parks, Recreation and Culture Facilities Policy*
- *Use of City Resources and Facilities for Political Activity Policy*
- *City / SD43 Master Joint Use Agreement*
- *Fees and Charges Bylaw*
- *Facility Allocation Procedures:*
 - o Outdoor Sport Facilities
 - o Indoors Sports Facilities (Dry Floor and Gymnasium)
 - o Ice Facilities
 - o Aquatic Facilities
 - o Indoor Facility Multi-Purpose Space (meeting, banquet and multi-purpose rooms)

Policy Status

This policy is:

- ☒ Available on request to the public
- ☐ Not available on request to the public