

## **APPENDIX B**

### **ALLOCATION POLICY**

#### **1. Introduction**

##### **1.1. Purpose**

- 1.1.1. Allocation Policy ("Policy") provides guidance to determine how a limited number of permitted recreation facilities are strategically, consistently, and equitably distributed among User Groups.
- 1.1.2. Effective Allocation matches the right uses to the right facilities, identifying efficiencies within a limited system through a defensible process.
- 1.1.3. The Policy builds on *Leading Practices for Facility Allocation* developed by the British Columbia Recreation and Parks Association (BCRPA) and viaSport BC, and a shared *Framework for a Parks and Recreation Space Allocation Policy* prepared by and agreed to by large municipalities in Western Canada.

##### **1.1. Scope**

- 1.1.1. The Allocation Policy applies to permitted aquatics, arena, and outdoor sport facilities operated under the jurisdiction of the Vancouver Board of Parks and Recreation ("Park Board").
- 1.1.2. The Policy may not apply to facilities operated by other organizations or agreements separate from the Park Board's Joint Operating Agreement, such as for arena and pool facilities at Britannia Community Centre.

##### **1.2. Definitions**

- 1.2.1. *Affiliation* is the prioritization of access to aquatics, arena, and outdoor sport facilities for User Groups that demonstrate public benefit, safety, equity, and compliance with Park Board policy and sport governance.
- 1.2.2. *Allocation* is the process for determining how a limited number of permitted facilities are strategically, consistently, and equitably distributed among User Groups.
- 1.2.3. *Entitlement* is the product of a User Group's Allocation, constituting a season's bookings of facilities.
- 1.2.4. *Booking* is the permitted use of a Facility for a specific time by a User Group, received in their Allocation Entitlement.
- 1.2.5. *Facility* is space within a pool, arena, or park under the jurisdiction of the Park Board that is made available for booking by a User Group through Allocation.

- 1.2.6. *User Group* is a sport organization requesting bookings of facilities through Allocation and includes groups provided space through Park Board delivered and supported programming.

## **1.2. Principles**

### **1.2.1. *Prioritize public good.***

- 1.2.1.1. Ensure learning, skill development, and introductory programs are available to residents to build healthy living habits at a young age.
- 1.2.1.2. Privilege activities with the greatest number of resident participants, except where there are equity considerations.

### **1.2.2. *Equitable, inclusive, and safe.***

- 1.2.2.1. Provide space for emerging sports and equity deserving groups to access and grow.
- 1.2.2.2. Integrate SafeSport to ensure all the benefits of sport.

### **1.2.3. *Emphasize clarity.***

- 1.2.3.1. Communicate a clear methodology with User Groups and be transparent about decisions and changes made over time.

### **1.2.4. *Establish consistency across service lines.***

- 1.2.4.1. Align the processes for aquatics, arenas, and outdoor sports facilities while accommodating unique circumstances.

### **1.2.5. *Balance activity needs, events, and community.***

- 1.2.5.1. Add value through recreation services complimentary to, and beyond what, the Park Board provides.
- 1.2.5.2. Reference Provincial Sport Organization standards as guidelines for determining activity needs, where they are available.
- 1.2.5.3. Accommodate special events and tournaments in appropriate balance with regular peak time uses.

### **1.2.6. *Ensure practical, adaptable, and effective delivery.***

- 1.2.6.1. Strive for the most efficient use of space within limitations of facilities and resources.
- 1.2.6.2. Work with User Groups to establish constraints and opportunities in our system, recognizing that allocation may not provide for all needs for everyone.
- 1.2.6.3. Reserve the right to refuse or revoke allocation to protect facilities from damage by overuse, allow repair and maintenance, and ensure public safety.

### **1.2.7. *Gather data and accommodate feedback.***

- 1.2.7.1. Continually improve data collection to identify gaps and emerging needs.
- 1.2.7.2. Report annually on facility use, summarizing outcomes and changes.
- 1.2.7.3. Provide a consistent process for gathering and resolving user concerns.

### **1.3. Prioritization**

- 1.3.1. Allocation is to follow the order:
  - 1. Park Board direct-delivery programs and services;
  - 2. Park Board supported programs and services;
  - 3. Affiliated minor;
  - 4. Affiliated adult;
  - 5. Non-profit minor;
  - 6. Non-profit adult;
  - 7. Commercial recreation;
  - 8. Commercial;
- 1.3.1.1. Park Board direct-deliver programs and services are core services delivered by the Park Board providing public benefit.
- 1.3.1.2. Park Board supported refers to partner Community Centre Associations, Vancouver School Board, and vetted groups meeting approved policy and direction but not Affiliation criteria, such as Indigenous groups and/or Park Board-sponsored events or tournaments.
- 1.3.1.3. Affiliated minor is a non-profit youth-oriented User Group that has been accepted through the Affiliation process and is primarily sport and recreation-oriented and Affiliated adult is adult-oriented but otherwise follows the same criteria.
- 1.3.1.4. Non-profit minor is a registered non-profit User Group that is youth-oriented, and not Affiliated, and Non-profit adult is a registered non-profit, adult-oriented, and not Affiliated.
- 1.3.1.5. Commercial recreation is a recreation-oriented commercial entity primarily serving residents and Commercial represents all other commercial entities.
- 1.3.2. Top priority for Park Board delivered and supported services is not intended to establish opportunities for Park Board and/or partners to introduce new services that replace those delivered by User Groups but to ensure the continued delivery of existing core services offered with high public benefit.
- 1.3.3. Any proposed expansion of these services will be reviewed against potential impacts on Affiliated User Groups.

## 2. Allocation

### 2.1. Process

- 2.1.1. Following Park Board's assignment of User Group category informed by the submitted Affiliation & Allocation Application Form, User Group registration numbers will be applied to Standards of Play to determine seasonal allocations, in the order of the User Group categories described above.
  - 2.1.1.1. The Standards of Play will be decided by Park Board, informed by Provincial Sport Organizations, the practices of other local and regional municipalities, and User Group engagement. Standards of Play are a target for Allocation entitlements based on criteria including sport-specific training requirements per age group, length of season, team size, practice and match frequency and duration.
- 2.1.2. Facilities will be allocated for use to appropriate sports.
- 2.1.3. Park Board will aim for consistency in facility booking from season to season.
- 2.1.4. Consideration will be provided for equity deserving and community-focused User Groups to retain preferred facilities for the support of local sports communities.
- 2.1.5. Age and gender will be taken into consideration for bookings (e.g. consideration of safety for women's sports and children late at night).
- 2.1.6. Park Board will aim for groups within the same prioritization category to receive a similar proportion of bookings at the most desired facilities and times.
- 2.1.7. Efforts may be made to consolidate multiple bookings on the same day on the same facility and/or concurrent bookings to adjacent facilities, when feasible.
- 2.1.8. Allocation will aim to ensure facilities are used to maximum capacity.
- 2.1.9. If multiple User Groups of the same prioritization category request use of the same facility, the following criteria can be considered to help guide the Allocation decision:
  - 2.1.9.1. percentage of participating residents;
  - 2.1.9.2. balance of Allocation entitlements across User Groups;
  - 2.1.9.3. demonstration of public good through consideration for equitable access and community needs.
- 2.1.10. User Groups will be informed of initial Allocation entitlements and provided two weeks to respond with requests for minor adjustments, which staff will attempt to fulfill according to Policy Principles, if possible.
- 2.1.11. Allocation is expected to be finalized for the upcoming season up to 5 months before start of season.
- 2.1.12. Late requests and submissions from User Groups may be processed outside of the Allocation prioritization on a first come first served basis.
- 2.1.13. Remaining unallocated time is made available for all User Groups to book online following completion of Allocation for all User Group categories.
- 2.1.14. Staff reserve the right to hold a proportion of space for non-Park Board delivered

and supported and non-Affiliated categories to sustain sport communities and ensure access to sport for all ages and abilities.

- 2.1.14.1. The proportion of Allocated space is generally expected to follow ~75% for Park Board and Affiliated categories (1 through 4) and ~25% for remaining categories (5 through 8).
- 2.1.15. Year to year changes to a User Group's Allocation will be capped within reasonable limits and phased over time to mitigate impacts on User Groups and ensure growth and adjustments are sustainably managed.

## **2.2. Seasonality**

- 2.2.1 Allocation will be provided for two consistent seasons where possible: starting with spring-summer and fall-winter for aquatics and outdoor sport facilities and with additional summer season for arenas.
- 2.2.2 Allocation is prioritized for the season of play established by a User Group's Provincial Sport Organization. If additional out-of-season bookings are requested, they may be made only after the Allocation prioritization process is completed for all User Group categories.

## **2.3. Appropriate Use**

- 2.3.1. User Groups are expected to follow guidelines for appropriate use:
  - 2.3.1.1. generally abide by minimum and maximum use levels determined for each facility by the Park Board;
  - 2.3.1.2. use the facility for the purpose requested;
  - 2.3.1.3. not sell, trade, or sublease a booking for the use of another User Group or member(s) of the public;
  - 2.3.1.4. be respectful of users of adjacent park spaces, area residents, and/or surrounding businesses;
  - 2.3.1.5. not leave the facility in a condition of damage beyond reasonable wear from their allocated use, reporting any significant damage or maintenance challenges to staff immediately;
  - 2.3.1.6. remain in compliance with Park Board's Safe access for everyone policy and behavioural expectations at all times.
- 2.3.2 Not complying with guidelines for appropriate use may result in cancelled booking(s) and/or a User Group losing status of good standing at the discretion of the Park Board.

## **2.4. Tournaments and Special Events**

- 2.4.1. Requests for tournament bookings and special events should be made one year in advance, where possible, and at least two months before the submission

deadline for a season's booking request deadline and will be reviewed against Policy Principles to determine acceptance.

- 2.4.2. Care will be taken to ensure the scheduling of tournaments does not dominate peak times ahead of the Allocation process.
- 2.4.3. Staff may negotiate with User Groups for use of allocated space to accommodate late-notice special events as they arise.
- 2.4.4. If required for use during an emergency, an allocated facility may be used on short notice by the Park Board to support critical needs.

## **2.5. Insurance Requirements**

- 2.5.1. User Groups must obtain Comprehensive General Liability Insurance protecting the City of Vancouver, Vancouver Board or Parks and Recreation and the Vancouver Police Board against liability for bodily injury, death or property damage, arising out of the activity. The minimum limits shall be \$ 2,000,000 inclusive per occurrence, maximum deductible \$500 per occurrence, with a cross-liability clause. Acceptable proof of insurance must be received by the Board of Parks and Recreation prior to the use of any facilities covered under the rental agreement.

## **2.6. Cancellations**

- 2.6.1. User Groups must provide two weeks written notice of cancellation for full refund, and only cancellations that span the remainder of the season will be accepted.
- 2.6.2. Late cancellations require full payment of fee unless the Park Board can transfer to another User Group. User Groups that frequently cancel bookings (more than three per season) may be subject to penalty, either through additional fee or consideration for reduced Allocation in the subsequent season.
- 2.6.3. Park Board reserves the right to cancel bookings for reasons additional to maintenance.

## **2.7. Unscheduled Maintenance**

- 2.7.1. The Park Board reserves the right put limits on facility use to ensure adequate maintenance.
- 2.7.2. The Park Board reserves the right to cancel bookings, where required, for maintenance of the facility and its infrastructure to ensure safety and continued operation, with staff providing advance notice and attempting alternative accommodation for affected User Groups.
- 2.7.3. When long-term facility closure is necessary for unscheduled maintenance or renovation, aim to spread impacts of re-allocation evenly among all user groups, not just those directly impacted by the closure. Impacts of planned maintenance closers will not be relocated to alternate sites.

- 2.7.4. Procedures may be provided to assist in redistributing impacts among User Groups depending on length and scale of impact of facility closure, with shorter term closures potentially requiring User Group facilitation of redistribution.

### **3. User Group Engagement**

#### **3.1. Iterative Process and Permitting Improvements**

- 3.1.1. Implementation of the Policy is intended to be continually informed and updated through data gathering and input from User Groups, to ensure effective management of sport facilities following its Principles.
- 3.1.2. User Groups will be engaged on iterative updates over time to implementation processes and improvements for the permitting experience.

#### **3.2. Annual Reporting**

- 3.2.1. The Park Board will report annually on Affiliation uptake and Allocation of facilities.

#### **3.3. Dispute and Conflict Resolution**

- 3.3.1. User Groups that disagree with staff's decision on Affiliation status, exemption, and/or their Entitlement and wish to dispute the decision may request reconsideration through a letter of appeal. The final decision will be made by the Director of Recreation, following assessment of the appeal against the Principles of this Policy.
- 3.3.2. To ensure consistent and timely process for all User Groups in receiving their Entitlement, the appeal window will remain open for two weeks after received confirmation of assigned User Group category and/or Allocation entitlement. User Groups will receive a response to their appeal within two weeks following the conclusion of the appeal window.