




Hamilton

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	November 7, 2019
<b>SUBJECT/REPORT NO:</b>	Allocation Policy for Sport Fields, Diamonds and Arenas (HSC19013(a)) (City Wide) <b>(Outstanding Business List Item)</b>
<b>WARD(S) AFFECTED:</b>	City Wide
<b>PREPARED BY:</b>	Steve Sevor (905) 546-2424 Ext. 4645
<b>SUBMITTED BY:</b>	Chris Herstek Director, Recreation Division Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

### COUNCIL DIRECTION

At its meeting of March 21, 2019, the Emergency and Community Services Committee, approved the policy and procedure documents related to Report HSC19013 and directed staff to provide a quarterly review and informational progress reports back to the Emergency and Community Services Committee until April 1, 2020.

### INFORMATION

Following approval from Council, Recreation staff embarked on implementing the policy with the outdoor user groups. Recreation staff focused on ensuring that core programming was satisfied and then worked with all groups to accommodate additional programming requests. Overall, Recreation staff were able to successfully accommodate the allocation requests for the 2019 summer season and the 2019/2020 ice season.

#### User Group Feedback and Reaction

As this is the first year with the new policy in place, the aim is to develop baseline allocation figures for future comparisons. Comparing allocation figures to the previous season would not provide an accurate indication of the implementation process. Anecdotally, there has not been a large change in the level of allocated hours. In future

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reports, staff will provide detail that will highlight percentage increases or decreases in allocation. These baseline figures will also be compared to membership figures and user requests.

Until Recreation staff can establish those baselines, the most reliable indicator of successful implementation is the feedback from sport user groups. Recreation staff received no negative feedback on the implementation of the policy as it relates to our outdoor sport users. The ice season produced two complaints. The first complaint was from an organization that was concerned about how the implementation of the policy would impact the organization's allocated hours from the previous year. In this situation, the representative from the organization was not fully versed on the process that staff undertook in developing the policy. Once Recreation staff met with the organization, there was reassurance that there would be available ice to meet their programming needs. The second complaint, which originated from a separate organization, revolved around the distribution of allocated hours. This complaint was escalated to multiple Ward Councillors by the complainant; however, Recreation staff were able to work with other user groups to satisfy the complainant's geographic requests.

Both situations were resolved as a result of meeting with the user group and the opportunity to educate those organizations on the new policy. As Recreation staff continue to work with the user groups in the following months, staff will solicit feedback on sport specific adjustments that need to be made to the allocation formula.

In addition to the planned implementation process, Recreation staff completed the following items in tandem with the implementation of the policy:

- Worked with organizations to consolidate timeslots for consistent and uninterrupted time blocks;
- Determined opportunities to distribute allocation to a more suitable geographic location;
- Designated select fields to be solely restricted to a specific sport; and,
- Worked with software supplier to develop a mechanism to highlight facility availability in the online environment.

These additional practices will result in better efficiency in managing our sport assets and they will also contribute to creating an improved customer service environment.

#### External Impacts to the Rental Environment

The most significant change to the outdoor rental environment that will have an impact to future allocation is the decision of the Hamilton-Wentworth District School Board (HWDSB) to move toward the development and provision of artificial turf fields for their secondary schools. While the announcement will not have an impact on the current

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calendar year, the availability of other facilities in the City will provide other options to sport users and is envisioned to have a positive impact on the availability of City facilities.

In addition to the plans by the HWDSB, there are also various private organizations such as Hamilton Croatia that are well underway with their planning of new facilities that will also add to the overall sport facility inventory.

**APPENDICES AND SCHEDULES ATTACHED**

Not applicable