

## **COMMITTEE OF THE WHOLE (WORKING SESSION) June 10, 2003**

### **INDOOR BOCCE USAGE AT CITY-OPERATED FACILITIES**

#### **Recommendation**

The Commissioner of Community Services in consultation with the Director of Recreation and Culture and the Manager of Programs recommends:

That the Facility Allocation Policy be used to administer bocce facilities city-wide effective September 1, 2003.

That the West Woodbridge Community Centre Bocce Committee Agreement dated March 2001 with the City of Vaughan not be renewed at Fr. Ermanno Bulfon CC.

That the city-operated bocce membership program be expanded to Fr. Ermano Bulfon CC. If public demand warrants in the future, a membership program be offered at Maple CC. and Dufferin Clark CC.

That allocated permitted time be made available at Fr. Ermanno Bulfon CC for bocce clubs based on the Facility Allocation Policy and the approved City Rental Rates Report.

That the City Bocce Annual Membership fee of \$55.00 be reviewed.

That funds be allocated in the remainder of the 2003 budget to operate the city bocce membership program at Fr. Ermanno Bulfon CC.

That staff prepare written operating guidelines for appropriate behaviour of bocce users in city facilities with the goal of widely communicating the information to all club user groups and posted throughout the bocce facilities.

#### **Purpose**

The purpose of this report is to obtain Council approval for changes to the delivery of bocce services at city owned bocce facilities.

#### **Background – Analysis and Options**

In January 2003 Members of Council and staff met to discuss the operations and management of bocce services at city-operated bocce facilities. Staff was directed to meet with various bocce clubs to better understand club operations and issues and report back to Council on ways to improve the delivery of bocce services.

#### **Mandate of City Operated Bocce Facilities**

The mandate of the City of Vaughan Recreation and Culture Department is to ensure that Vaughan adults and seniors are provided with fair, equitable access, and the consistent delivery of city bocce facilities at a reasonable cost.

The City of Vaughan operates four (4) indoor bocce facilities located at Fr. Ermanno Bulfon, Chancellor, Dufferin/Clark and Maple Community Centres. Five (5) community bocce clubs utilize the city facilities. Each club offers a different mix of membership benefits from organized tournament/league play to extensive club social activities throughout the year. (See Attachment #1 – Bocce Clubs & City-Operated Bocce Membership Summary)

The City of Vaughan in July 2002 instituted a city-operated bocce membership program at Chancellor CC, which operates 5 days per week (Mon, Tues, Fri 7-11p.m., Sat-Sun. 12- 5 p.m. & 11-7 p.m.) Recreation and Culture staff manages all scheduling, collection of fees, distribution of equipment, promotion and general maintenance. Users pay an annual membership fee of \$55.00, which includes the use of the bocce courts during the operating times. Program costs include: staff wages, benefits and program supplies at an annual cost of \$19,000. 2003 revenues are \$4,785 for 87 memberships along with permits totaling \$2,700.

In addition, the City permits the bocce courts at Chancellor CC to two groups, Ansley Grove Club and the Woodbridge Bocce Clubs one night each per week during most of the year.

The Maple Bocce Club continues to use the Maple CC for bocce three times per week. Casalvieri Amici permit Dufferin Clark CC once per week or as needed. Neither group charge members court fees as the permit fees are recovered in the cost of the membership. All groups permit the time based on the City of Vaughan Rental Rate of \$12.50/crt/2 hour session.

In March 2001 a formal agreement was created with the Rainbow Creek Bocciofila Club to operate all the bocce courts at Fr. Ermanno Bulfon CC on behalf of the City. The agreement gave the Rainbow Creek Bocciofila Club exclusive rights and responsibilities for organizing, scheduling and general maintenance of the courts at the centre. In return the City of Vaughan would receive 15% of the net revenue each year (2002 - \$358.00). The contract agreement was extended for one year in October 2002.

Seniors continue to benefit from the use of bocce courts free of charge during non prime time hours five days per week from 12 - 5:00 year-round at all four locations. Seniors operate the use of the courts without staff assistance during this time. Direct costs to the City include staff maintenance and utility costs.

### **Bocce Clubs Meeting of March 12, 2003**

On March 12 staff met with bocce representatives from each club to discuss the use of the indoor bocce facilities. The meeting was attended by:

<b>Club &amp; Representative</b>	<b>Location</b>
Casalvieri Amici Gilbert D'Agostini	Dufferin Clark CC
Ansley Grove Bocce Club Gino Greco	Chancellor CC
Woodbridge Bocciafila Vince Infusino	Chancellor CC
Maple Bocce Club Metod Serazin	Maple CC
Rainbow Creek Benny DiBiase	Father Ermanno Bulfon CC
G. Desanto	A member with Rainbow Creek Bocci Club and concerned resident

City Representatives:

Domenic Colalillo, Rick De Medeiros, Diane LaPointe-Kay

### **Bocce Club and City Comments**

From the meeting and subsequent discussions with individuals, staff and Council, the following issues were identified:

1. There is inconsistency city-wide in the way bocce is administered.
2. The city-operated membership program at Chancellor CC is subsidized which causes some conflicts with other bocce clubs.
3. A number of members of the Rainbow Creek Bocciofila Club have expressed concerns about the way the club operates. Formal complaint letters have been received in addition to telephone calls to City staff and Council.
4. Special tournament (weekend) rates and guidelines do not exist with clubs wanting discounts.
5. Some seniors believe they should be entitled to play free of charge during prime time hours. (evenings and weekends)
6. Staff have tried to use a community development approach in dealing with bocce but more structure and direct involvement appears to be required to assist some groups.

### **Bocce Operation and Management Structure**

Staff recommend that the Indoor Bocce facilities be fully operated by the Recreation and Culture Department to ensure that all residents of the community, regardless of age, gender or ethnic culture, are provided with fair and equal access to programs and services. The bocce program at Chancellor CC continues to operate well and the intent would be to expand this program to Fr. Ermanno Bulfon CC for the fall of 2003. As the community demand for bocce grows, the bocce membership program would be expanded to Maple CC. and Dufferin Clark CC. The Department will continue to be responsible for ensuring the day-to-day management and ongoing repair and maintenance of courts and for implementing appropriate services and membership opportunities.

### **Hours of Operation**

After reviewing the Chancellor Community Centre Bocce membership program staff recommend that Fr. Ermanno Bulfon CC's operating hours be consistent with Chancellor CC. as follows:

- Weekdays - 3 evenings per week from 7 – 11 p.m.
- Weekends - Saturdays and Sundays from 1 – 5 p.m. and 7– 11 p.m.
- Special Requests for Weekend Tournaments – a maximum 112 hours (14 days) per year (with no more than one special request per month to a maximum of 2 days), would be set aside for special tournament or private booking requests per facility. Members would be notified in advance and the changes posted at the centre.

Staff would meet with Bocce users at Fr. Ermanno Bulfon to ensure that the operating hours would reflect the local community needs. The Chancellor CC. Bocce Membership

program has not had a full year of operation and it is difficult to determine the demand for indoor bocce during the summer time period. Staff during the year would have the authority at all locations to adjust the hours of operation if attendance drops significantly or usage patterns change in order to maximize operating efficiencies. The hours of operation would be posted at the centres well in advance to ensure the users would be aware of the changes. As attendance patterns are monitored it will be easier to determine the most efficient hours of operation. Hours of operation would be reviewed on an annual basis.

Each bocce facility would be open for a total of 48 weeks per year with two weeks allowed for bocce court maintenance and building closures along with a maximum of 112 hours or 14 days per year used for private bookings, special tournament requests, etc. The courts would remain open if a private booking or tournament is not requested.

Members would be notified in advance and any changes in hours of operation, closures for special tournament requests would be communicated to the members through notifications posted at the centre.

### **Bocce Membership Fees**

The City Membership Fee for Recreational Bocce was first introduced in an area that had never been charged for a membership service in the past. The present \$55.00 membership fee covers approximately 20% of the direct operating costs based on 87 members. The goal of the City will be to continue to increase the membership base but it would be impossible to fully recover the direct operating costs based on the present Membership Fee. The goal of 90 memberships is realistic in the first year of operation.

While the goal should be to recover 100% of costs for adult programs it is now extremely difficult to expect full cost recovery for this program since a fee has already been introduced into the marketplace.

To lessen the impact to users a phased in approach over the next three years to recover part of the operating costs may be the most realistic approach. Following are a number of options for Council's consideration:

#### **Option #1 - Present Membership Bocce Rate -\$55.00/year**

- Leave the rate unchanged for this year
- Recovers approximately 20% of the direct operating costs
- Introduce phased in increase starting in 2004

#### **Option #2 – Membership Bocce Rate – Year 1**

- 100 adult memberships
- \$65.00/year
- Recovers approximately 55% of the total city bocce program costs

#### **Option #3 – Membership Bocce Rate – Year 2**

- 100 adult memberships
- \$70/year
- Recovers approximately 60% of the total city bocce program costs

### **Membership Registration Package**

Membership registrations will be administered through the CLASS registration software system. Each member will receive a membership card that includes photo identification

to access the bocce courts. Becoming a member provides the opportunity to enjoy the bocce facility any time during the regular hours of operation, at one of the bocce locations. This membership would be valid for one year from the date issued.

To communicate with members a membership registration package will be available to them that includes but not be limited to registration information, membership guidelines, benefits, hours of operation, etc.

### **Using Bocce Courts**

A membership card would be presented to facility staff prior to access. The participants can enjoy a safe environment knowing that all individuals who access the site are valid members. Sign up sheets for each bocce court will be available in the bocce court area. As the bocce players enter the facility, they put their name(s) on the list and when there are enough players to commence a game, they proceed to the stated court. This does not inhibit more than 1 individual signing up to play at a time, but facilitates the single player who comes to the centre alone.

### **Permitting Bocce Courts**

#### Vaughan Bocce Clubs

The City of Vaughan will continue to make available bocce courts for organized bocce clubs in Vaughan. The Facility Allocation Policy would apply and groups would follow this process to obtain court dates and times. All clubs except the Rainbow Creek Bocci Club use this method of permitting bocce facilities and groups appear to be satisfied with this booking method.

Special requests for tournaments and private bookings would be made through Facility Permits in Recreation and Culture. Permit fees are based on the approved Rental Rates Report with fees as follows:

Type	Weekdays – Mon. - Friday	Weekday Evening Rates – 7-11 p.m	Weekend Rate Friday Night, Saturday, Sunday
Vaughan Resident	Free for Seniors	\$12.50/court/2hours	\$12.50/court/2hours

The Rental Rate Schedule approved from 2002-2004 will show an increase in court fees to \$13.00/court/2hours.

### **Conclusion**

Council approval is being sought to approve the recommended changes to the delivery of bocce services with the goal of ensuring that Vaughan adults and seniors are provided with a more fair, equitable and consistent delivery of bocce facilities.

### **Attachments**

1. Summary of Bocce Clubs & City-Operated Bocce Membership dated June 3, 2003.
2. City of Vaughan Facility Allocation Policy

**Report prepared by:**

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Director, Recreation and Culture

Respectfully submitted,

G. Doris Haas  
Commissioner, Community Services

<b>Name of Club &amp; Representatives</b>	<b>Location</b>	<b>Number of Users</b>	<b>Schedule</b>	<b>Membership Fee</b>	<b>Court Fees</b>	<b>Revenue to City 2002</b>
<b>Rainbow Creek Bocciofila</b> Benito DiBiase	Fr. Ermanno Bulfon CC (5 courts)	90 Club Members	Joint Agreement	\$35/yr. Crt fees extra includes socials at no charge	\$10/2 hours	\$358
<b>Woodbridge Bocciafila</b> Vince Infusino	Chancellor CC (4 courts)	100 Club Members	1 night/week Fall, Winter, Spring	\$25/yr. Crt fees extra		\$592.00
<b>Ansley Grove Bocce</b> Gino Greco	Chancellor CC	100 Club Members	1 night/week	\$15.00	\$13/2hours	\$1,056.00
<b>Frank Marcella</b>	Chancellor CC	Individual User	1 night/week	no membership fee		\$513.60
<b>Casalvieri Amici</b> Gilbert D'Agostini	Dufferin Clark CC (4 courts)		1 night/week	no membership fee		\$1,171.50
<b>Maple Bocce Club</b> Metod Serazin	Maple CC (3 courts)	100 Club Members	3 times/week F/W/S Fall, Winter, Spring	\$25/yr Crt fees extra		\$1,865.50
Other General Permits						\$389.00
<b>City-Operated</b>						
City Members Program Staff, equipment, scheduling Operating since July 2002	Chancellor CC	87 City Members	M,T,F 7-11 p.m. Sat-Sun. 12-5, 11-7pm 4 seasons	\$55.00		\$4,785.00
					Other Permits	\$409.92
					Tot. Revenue	\$11,645.12

## **Community Services Policy for Facility Allocations**

### **GOAL**

The City of Vaughan, Department of Recreation & Culture recognizes that municipal recreation facilities are intended to be used by the public and encourages the community members to permit these facilities. The Department of Recreation & Culture will process all permit requests *after* the facility needs for City programs have been met and in accordance with this policy.

### **OBJECTIVES**

The objectives of this policy are to :

1. define the Category of Users and the priority schedule for allocation of facilities;
2. outline timing, procedures and conditions unique to certain facilities and/or uses and associated permit rules.

### **CATEGORY OF USERS**

Facility permits will be granted in a fair and equitable manner based on the following priority schedule:

#### **Priority 1A: Children & Youth Community Service Organizations**

Definition: Recognized Community Service Organizations (CSO's) offering non-profit programs for children and youth up to the age of 20. Vaughan residents must form at least 75% of the membership (90 % for minor houseleague) .

Groups in this category are entitled to the CSO rental rates.

In order to be recognized as a CSO\*, groups must have a volunteer board of Directors and file the following annually :

-most recent membership list (including full addresses and telephone numbers);

-season schedules, where applicable (eg games and practices);

-list of elected executives;

-constitution or statement of purpose;

-most recent financial statements.

*Failure to submit any or all of the requirements may result in the revoking of the CSO status.*

**\*Groups applying for CSO status intending to offer a similar or duplicate service to an existing one will not be approved if the existing group is not in agreement and can meet the overall demand for the service.**

**Priority 1B: Social Service Organizations**

Definition: Groups not necessarily based in Vaughan offering non-profit services to the Vaughan community. These organizations are required to substantiate that the service is needed in the Vaughan community.

Groups in this category are entitled to the CSO rental rates.

\* See Priority 1A for annual submission requirements.

**Priority 1C: Adult Community Service Organizations**

Definition: Recognized CSO's\* offering non-profit programs for adults 21 years of age and over. Vaughan residents must form at least 75% of the membership.

Groups in this category are entitled to the CSO rental rate for meetings only. All other uses are subject to the Vaughan Resident rental rates.

\* See Priority 1A for annual submission requirements.

**Priority 2: Vaughan Residents**

Definition: Individuals residing in Vaughan requesting a facility for private functions and groups operating a semi-professional sport organization.

Individuals in this category are required to pay the Vaughan Resident rental rates.

**Priority 3: Vaughan Commercial Organizations**

Definition: Vaughan-based corporations or industries offering programs for their employees. All of the members must be employed or reside in the City of Vaughan. Groups may be required to validate employment and/or residency.

Groups in this category are required to pay the Vaughan Commercial rental rates.

**Priority 4: Non-Vaughan Organizations**

Definition: Non community-sponsored activities of any type.

Groups in this category are required to pay the Non-Vaughan rental rates.

**TIMING**

Deadline dates for seasonal requests are established annually by the Department of Recreation & Culture. Past customers are invited to submit a request for the following year. Requests received by the deadline dates are allocated according to the priority schedule.

Requests received after the deadline dates will be processed on a first come first served basis.

**PROCEDURES/CONDITIONS**

1. Facilities will be granted based on the previous year's actual use within the same category of users (ie houseleague, rep etc). Groups requiring additional times for new initiatives or increases in membership must receive approval for supplementary times prior to the development of the program.
2. Analysis based on player/facility ratios may be utilized where equally qualifying groups for a like sport are applying for the same facility/times. If required alternative quantitative methods may be used to support the allocations.
3. Prior to general allocations the Department of Recreation & Culture will make every effort to respect the territories sanctioned by their governing bodies.

4. Where **demand exceeds supply** (eg Doctor's Mclean Park)) a random selection process may be used to allocate facilities.
5. In the case of soccer fields groups will be restricted from practicing on premium fields Monday to Thursday evenings. Refer to the Wet Field and Managing Use on Premium Fields Policies for additional conditions for outdoor facilities.
6. Pre-season soccer fields will be identified by the Parks Department annually based on maintenance and weather conditions. **Premium and Senior soccer fields are prohibited from use during the pre-season.**
7. The Department of Recreation and Culture reserves the right to designate passive community use as required.
8. In the case of outdoor tennis and outdoor bocce courts permits will not be issued to individuals for private time.
9. In the event a group is not utilizing the permitted facility ("no show") the Department of Recreation and Culture will issue an alert. Subsequent occurrences may result in progressive action.
10. The Council approved rental rates will be applied for all tournaments.

#### PERMIT RULES

1. Rules, regulations and payment schedules outlined on the permit must be strictly adhered to by permit holders. Refer to the Facility Permit Conditions and Regulations for further details.
2. The falsification of any information or disregard of the rules and regulations may result in the immediate cancellation of the permit.
3. Unless prior arrangements have been confirmed, any permit holder with an outstanding account will not be eligible for a permit.
4. Users of outdoor facilities must be familiar with and abide by the Parks By-Law number 134-95 including but not limited to the Wet Field Policy and the Managing Use on Premium Fields Policy.
5. Where the use includes alcohol consumption the permit holder must be familiar with and abide by the Municipal Alcohol Policy. Permit holders will be held responsible for any illegal use of alcohol and any contravention of the Municipal Alcohol Policy.

6. Permit Holders are responsible for their own liability insurance unless they are affiliated with the City of Vaughan's Insurance Policy. Groups may be asked to provide proof of insurance and to name the City of Vaughan as co-insured to a minimum of two million dollars of liability for major events.
7. Children & Youth CSO's offering sports programs with representative teams must be affiliated with a regional or provincial sport body.
8. Permit holders are responsible for ensuring that all parking regulations are abided by all members of their group.
9. The Commissioner of Community Services reserves the right to grant exemptions to the Facilities Allocation Policy based on requests demonstrating a substantiated special circumstance.

#### FACILITY PERMIT CONDITIONS AND REGULATIONS

##### **The City of Vaughan:**

1. Is not responsible for liability claims against the applicant unless the applicant is an affiliate under the City Insurance Policy for affiliate groups.
2. Will not be responsible for damages, loss or theft of equipment or clothing of any applicant or their guests.
3. Reserves the right to require police or security staff at any event at the expense of the applicant. Written proof confirming security arrangements must be submitted to the Department of Recreation & Culture ten days prior to the event.
4. Reserves the right to require a security deposit for any event. The eligibility and the amount of the refund for a security deposit will be considered following the event.
5. Reserves the right to cancel this permit should there be a breach of regulations or on 24 hours notice as required. Permits may be cancelled on short notice due to mechanical failures or weather related alerts.
6. Provides arena change rooms on the basis of one room per team or one room per 20 adults, to a maximum of 2 rooms per hour of rental time. Access to dressing rooms will be given 30 minutes prior to ice access time.

### **The Permit Holder:**

1. Hereby agrees to indemnify and hold harmless the City of Vaughan from all claims and actions arising as a result of the use of the facility.
2. Shall pay for all damages to the property of the City arising from the use of the facility where the applicant is deemed responsible.
3. Must notify the Recreation & Culture Department of any cancellation at least two weeks in advance. Failure to provide two weeks notice will result in a penalty of one half the rate. Failure to provide less than one week's notice will result in a penalty of the full rate. A \$15 administration fee will be deducted from any refund issued by the City of Vaughan initiated by the applicant.
4. Shall be responsible for the conduct and supervision of all persons attending this event and shall ensure all regulations contained in this permit are observed. Vandalism, littering, abusive language, smoking and use of alcohol without a license shall be deemed as just cause to cancel a permit or refuse future permit applications.  
Activities must be restricted to the permitted area. Access to other areas is prohibited. Due to fire and alcohol regulations, restrictions may be placed on open flames, such as candles, that may create a fire hazard.
5. Is responsible for vacating, returning the facility to the original condition, keeping facilities clean and the removal of all rented or privately owned property, alcohol and personal effects by the specified permit end time unless written prior arrangements have been made with the Recreation & Culture Department. Confetti is prohibited in all City of Vaughan facilities. Litter must be placed in litter cans and any excess should be removed from the premises.
6. Agrees to vacate arena change rooms within 30 minutes after the end of their permit. Change rooms must be left in a clean and usable condition when vacated.
7. Must be a minimum of 18 years of age at the time of booking and be present in the permitted facility during the permitted times. Anyone under the age of 18 must be supervised by an adult and/or permit holder at all times.

8. Shall not sell items deemed to be in competition with the Recreation & Culture Department unless prior approval has been given by the Director of Recreation & Culture. A vendor's permit must be posted during permitted times.
9. Must provide their own first aid supplies and a qualified participant trained in Emergency First Aid and CPR.
10. Must comply with the rules and regulations outlined in the City of Vaughan's Parks By-Law 134-95 including but not limited to the Wet Field and the Managing Use on Premium Fields Policies. Copies of the By-Law and policies are available at the Recreation and Culture Department.
11. Must receive authorization prior to affixing any decorations. If granted, the applicant must ensure all decorations are fireproof, affixed with masking tape and removed by the specified permit end time.
12. Must wear non-marking athletic shoes for all sports activities held in the gym.
13. Must comply with the Municipal Alcohol Policy (MAP), where a Special Occasions Permit has been issued. Copies of the MAP are available at the Department of Recreation & Culture.

#### IMPORTANT INFORMATION

1. No games are to be played on sports fields posted or considered unplayable by Community Services. Enquiries regarding outdoor facilities can be made by calling 905/832-8577.
2. The sale and/or consumption of alcohol is forbidden at all sport facilities and park locations unless a permit has been granted. Failure to comply with the LLBO and the MAP regulations will result in the immediate cancellation of the permit and may result in police intervention. No refund will apply.
3. Rental fees are to be paid at least ten days prior to the event at the Department of Recreation & Culture. A 20% deposit is required at the time of booking. Full payment of permits issued within the ten days prior to the event is required at the time of booking. The Department of Recreation and Culture reserves the right to cancel the permit if the applicant defaults in any or all payments.

4. Facility permits are valid for specified use, location, date and time and may not be changed or subleased unless approval is first received by the Department of Recreation and Culture. In the case of a dispute, the status of the Department of Recreation and Culture Department copy of the permit will take precedence.
5. In accordance with the municipality's noise by-law, 270-81, and unless authorized by permit, no person shall operate loud speakers or amplifying equipment in any park.  
The above is prohibited:
  - at all times in a Quiet Zone
  - from 1700 to 0700 hours (0900 Sundays) in a residential zone.
6. Smoking is prohibited in all municipal facilities under By-Law 10-96.
7. The City of Vaughan GST Registration Number is 108-642.
8. Failure to abide by any City of Vaughan policy may result in the termination of the permit and all future permit applications.