
Request for Support: Enforcement of City Guidelines at Nations Tobin Inline Hockey

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Date Fri 9/26/2025 3:46 PM

To Caballero, Pablo E. <CaballeroPE@elpasotexas.gov>; Vargas, Monica <VargasM@elpasotexas.gov>

Cc Gonzales, Mike <GonzalesM@elpasotexas.gov>

 2 attachments (530 KB)

Inline Hockey Documentation.pdf; InlineHockeyIncidentReports-09_16-09_25 (1).pdf;

Hello,

I am reaching out to ask for support with a group of inline hockey participants whose repeated violations have created a challenging and unsafe environment for staff and other participants. While I have attached documentation outlining specific incidents and rule violations in this email, I want to emphasize the broader impact this has had on our team here at Nations Tobin Sports Center.

These ongoing violations and constant pushback are wearing down staff morale and making it increasingly difficult to perform our jobs safely and effectively. Staff are repeatedly yelled at, questioned, ignored, and belittled by Inline Hockey participants, Javier Macias and Eric Torres. Recent incidents have left me with no choice but to reach out directly for help. We can no longer ignore or enable these behaviors. Their repeated disregard for rules and expectations is not only undermining the Inline Hockey program but also creating an unwelcoming and unsafe environment for the broader community we serve here. As the supervisor of this center, I am deeply concerned by the lack of respect shown toward this facility and the team that keeps it running. Despite repeated efforts to address these issues, I have reached my limit and am urgently requesting support to reestablish the structure and order that has long been neglected. The ongoing challenges are not just frustrating; they are compromising the ability of city staff to perform their roles effectively and putting the overall success of Nations Tobin at risk.

I have made every effort to accommodate this group, personally cleaning the rink before they arrive, allowing them input on how the adult inline hockey league is ran, pitching incentives to grow the sport, opening the center earlier for their use, and enhancing the facility environment, yet each effort has been met with resistance and hostility. Multiple incidents have created serious liability risks and present clear violations of city guidelines. If this behavior persists, it could undermine the integrity of other programs and set a concerning precedent. I do not believe this level of disregard for rules and procedures would be tolerated in any other City recreation program or league.

All I am asking is for participants to follow city guidelines and expectations so that structure can be restored, and the overall experience at Nations Tobin can improve. Instead, these individuals bypass the chain of command and operate as they please, leaving staff powerless to enforce rules. If Nations Tobin is to become a positive and safe environment moving forward, this behavior must be addressed.

Staff should not feel unsafe leaving the facility at night. They should not be brought to tears over how they are treated by these participants. Our staff deserve to be protected, and this facility, and those who dedicate themselves to running it, deserve respect. While I may not know the full history of

management at Nations Tobin, I am fully committed to raising the standard and maintaining a safe, structured environment, but I cannot do it without clear support and authority.

Having the opportunity to work for the City of El Paso is something I hold with great pride, and since given the responsibility to be a Recreation Program Supervisor at Nations Tobin, I strive every day to uphold the standards that the City of El Paso Parks and Recreation Department has worked hard to achieve. Unfortunately, the actions of this group have made it nearly impossible to maintain those standards. Instead of fostering a welcoming, safe, and professional environment, staff are often placed in confrontational situations where city guidelines are openly disregarded.

Please help and support to address these issues in a way that reinforces our standards, ensures staff safety, and protects the integrity of our programs and facilities.

Best,

Malanie Gardea

Recreation Program Supervisor

Nations Tobin Sports Center

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Participant Violations

Guideline/ Rule in Place / other	Violation	Incident report	Expectation moving forward
<p>Rule VII point C Ineligible players in league – no fees paid, no paperwork done, underage, play in multiple teams</p>	<p>09/23/2025 7PM game, under 18 participant played in league game Goalies – did not play league fee (\$50 per player) via perfect mind – “fill in” on several teams</p>	<p>Yes (Reference Incident report #3)</p>	<p>Game will be forfeited Player is subject to suspension</p>
<p>Rule XI point B Issued jersey is required to be worn at every game – if a player does not have the correct jersey at start of scheduled game they will not be allowed to participate for day *Jerseys provided by Eric, jerseys stored at Tobin*</p>	<p>Gabe Mendez – Never worn jersey for any game PA – not worn for 1 game Rodrigo – not worn for one game Presents a liability and safety issue Supervisor let Official – Eric Torres know about violation and stated, “He will allow them” and did not enforce city rules/ league rules</p>	<p>Email sent to Eric/Javier reminding them of rules on 09/22/2025</p>	<p>Game will be forfeited Player is subject to suspension</p>
<p>Rule XI. Point F Changing outside of the dressing room is not allowed. Parks and Recreation Guideline 301 “Appropriate clothing must be worn at all times”</p>	<p>Multiple league players / Inline Community members not in appropriate clothing (no shirts) outside of designated areas. Changing inside the rink benches / Changing outside of the dressing rooms</p>	<p>Yes. Yes (Reference Incident reports # 1,2,4,5,6) Email sent to Eric/Javier reminding them of rules – they “did not agree” to those expectations on 09/22/2025</p>	<p>Participant subject to suspension</p>
<p>Inline Hockey Officials: Team Bias and Conflict of Interest</p>	<p>Refs play in same league they ref, step out of rink during play time, make comments toward city staff, does not enforce city policies and rules</p>		<p>Ref can not play in the league they ref in call for more refs</p>

<p>Promoting on personal media / public about "free lessons" at nations for youth</p>	<p>No youth waivers in place, No adult has a honesta background checks No rink rental to offer "instruction"</p>	<p>Rink rentals to have instructed practice time. If designated time slots are desired, participant must pay for that time.</p>
<p>City of El Paso Code of Conduct</p>	<p>Alcohol found inside the main rink and shower rooms during inline hockey tournament Aug 9-10</p>	<p>Reported to Mike Gonzalez / Monica Vargas Email Eric/Javier on 8/14/2025 Met with Inline community members eric/Javier on 08/16/2025</p>
<p>City of El Paso Participant code of Conduct</p>	<p>On 09/25/2025 moved city property Player ID check in table from designated area to another area. Staff moved the table back – later on the participant moved the table to another location again. Broke code of conduct "Involved in an instance of any form of insubordination" "Failure to conform to all city rules"</p>	<p>Yes (Reference Incident Report #7) Reported to Mike Gonzalez</p>
<p>City of El Paso Code of Conduct</p>	<p>Eric Torres and Javier Macias became aggressive with staff in regard to staff following procedure – both participants were asked to leave the facility as it was closed but remained in the building yelling at staff. They were told multiple time to leave the building, they disregarded directives and remained in the building 25 minutes after closing time.</p>	<p>Yes (Reference Incident Report #8) email from staff on 09/25/2025 (Reference NT David Caro Inline Hockey concerns PDF)</p>

Inline Hockey Participant Concerns / Complaints

Participant	Concern/ Complaint	Nations Tobin Team Solution	Outcome	Proposition
Eric Torres/ Javier Macias	Saturday practice slot was "taken over" City ran Indoor Soccer league	Open center at 7am to accommodate for rink usage for free for participants	From July 18 – Oct 3 rd Team made that accommodation to allow for "practice"	If designated time slots are desired, participant must pay for that time similar to outdoor facility booking via perfectmind
Eric Torres	Game schedule needed to be 4 games a week, 2x a week. No Blackouts No 1x week league play	Accommodated game schedule request Still have a blackout week for a community event that was pre planned (Skeleton Shout out)	Youth practice times are being affected with 2x a week adult league Youth and Adult play / both in locker rooms – liability issue	Like all other parks and rec leagues – games take place 1x a week moving forward. Other day for youth hockey only
Javier Macias	More youth inline programming	Pitched Donation based / volunteer clinic for the sport in November	Javier wants to be compensated. Asking for city to buy equipment. Said there should be an alternative event instead. "Learn to skate"	Event that was pitched will not take place – Nations staff will look for other events / volunteers. Have one designated day for youth only
Javier Macias	Rink Cleanliness	Provided 3 rink only dust mop available to use (as requested) Nations Staff dust mops/ sweeps full rink 2 hours prior to Inline Hockey slot times	According to Javier, Rink is still not clean enough and dust mopping and repainting rink makes rink slippery	Close rink until all concerns are addressed No practice no games for inline

Javier Macias	Rink Panels / Screws / Nets Note: Thunderbird Tournament Incident - Rink still has a broken panel due to event led by Javier and Eric.			Close rink and request to re bolt bolts / fix net -> Stop all inline hockey activity in rink until resolved New "to standard" Panels : Increase upcoming league participant fee to \$65-70 to support improving the rink panels
Javier Macias	Nations Tobin Cooling System	Staff brought in 3 porta coolers to support air circulation into main rink and turns on all fans on 2-3hrs prior to their slot time	Participant spreading false information that "A/C is broke" and stated that porta coolers only "circulate hot air" A/C is not broken, it it's a swamp cooler, once its at 80 it takes a while to cool again Multiple facility requests submitted	
Eric Torres / Javier Macias	Dressing rooms availability – not enough room	Create designated "team times" to use dressing rooms 15 min prior game and 15 after game to change	Participants got frustrated with waiting – all agreed to go in at the same time. Still causes "not enough room" after not wanting to have reserved slot times.	Open 3 main rink dressing rooms with 3" rink limitation to only women/goalies. Restroom as an option 2 shower rooms as options if needed. All other rooms (1 room for softball/baseball. 2. Fire riser/ roof access rooms) will not be open to public due to safety
Javier Macias / Eric Torres	Youth Practice time affected	Adult league is 2x a week tue/thu - rink reserved for	Youth and adult in the rink at same time / youth changing out of rink / adults changing out of rink.	Youth team "diablos" and "thunderbirds" practices should be paid for similar to

		<p>league from 6:45pm-9pm (per Eric request)</p> <p>Timer on scoreboard to give youth enough time to be out of the rink by 6:45pm</p>	<p>Youth in dressing rooms as adult arrive to start league play</p>	<p>outdoor fields / indoor facility team practice rentals to avoid any overlap in activities.</p>
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