

Phase 1 What We Heard Report

Ice Facilities Strategy

October 18, 2024 to February 20, 2025





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Overview

About the Ice Facilities Strategy

The City of Toronto is developing an [Ice Facilities Strategy](#), a long-term plan to maximize use and guide future investment in both indoor and outdoor ice facilities where residents skate, play hockey, curl and more.

The City of Toronto owns or operates many types of ice facilities, including:

- 50 indoor arenas (single, double, or quadruple pad) with a total of 65 ice pads
- 52 outdoor artificial ice rink locations (single or double pad) with a total of 63 ice pads
- 8 skating trails
- 3 curling facilities

The Ice Facilities Strategy will identify:

- How the City's ice facilities, including indoor arenas, curling rinks, outdoor artificial ice rinks and skating trails are used year-round.
- Trends in how other cities provide and use their ice facilities.
- Current and future demand for all types of ice facilities.
- Gaps in where ice facilities are located and what types are available, considering population growth and changing recreation habits.
- Ways to improve access to ice facilities for local communities
- Ways to make better use of off-peak times and increase year-round use (including for dry pads when there is no ice).
- Which ice facilities should be improved or repurposed and where new ones should be added.
- New partnership opportunities to help the City fund, program and/or provide ice facilities.
- How community feedback has shaped the priorities and outcomes of the Strategy.

The Strategy will be integrated into the new [Parks and Recreation Facilities Plan](#), which helps guide future investments in all City recreation facilities, including rinks, sports fields, sports courts, pools, community recreation centres and other amenities.

The Parks and Recreation Facilities Plan (PRFP)

The City owns and maintains hundreds of recreational facilities in buildings and parks. The [Parks and Recreation Facilities Plan](#) and its [Implementation Strategy](#) help prioritize investments in indoor and outdoor recreation facilities across Toronto, like new basketball courts, cricket fields, skateparks, splash pads and community recreation centres. These documents also help the City assess new opportunities for partnerships and community proposals for new or improved recreation facilities.

The [PRFP is being updated](#) to reflect:

- Changing resident needs and priorities
- A growing population
- Provincial legislation changes
- New city-wide policy directions (e.g. Net Zero Strategy, Indigenous Reconciliation Action Plan, Action Plan to Confront Anti-Black Racism, and more)
- New financial tools resulting in less funding
- Updated accessibility and environmental standards

The new Ice Facilities Strategy will be incorporated into the updated PRFP.

How we engaged

Between fall 2024 and Winter early 2025, the City's Parks and Recreation Division conducted a multi-phase, city-wide community engagement process to inform the creation of the City's new **Ice Facilities Strategy (IFS)**. In addition to engagement events focused on the Ice Facilities Strategy, relevant community feedback collected through the **Parks and Recreation Facilities Plan (PRFP)** review process is also being used to inform the Ice Facilities Strategy. The following list provides an overview of the different ways the public were able to participate in this process, where feedback on the Ice Facilities Strategy was received along with feedback on the other strategies. Individual reports will be available that summarize the input received through the various engagement activities, which provide a greater level of detail on the themes covered within this report.

- **Ice Facilities Online Survey*** (*Focus: IFS*)
From November 13, 2024, to January 5, 2025, an online survey collected over 2,000 responses from community members. The survey focused on their experiences and insights regarding the needs and priorities for ice facilities, including arenas, curling rinks, outdoor artificial ice rinks and skating trails.
- **Ice Facilities Strategy Virtual Public Meeting** (*Focus: IFS*)
On December 11, 2024, a total of 33 community members participated in a virtual public meeting. The meeting included an overview of the Ice Facilities Strategy and Parks and Recreation Facilities Plan. Participants engaged in a question-and-answer session and small group discussions to share their needs and priorities for the future of the City's ice facilities.
- **In-Person City-Wide Pop-ups** (*Focus: PRFP and IFS*)
From October 19 to November 30, 2024, approximately 2,775 people attended community pop-up engagement booths at locations in each of Toronto's 25 wards. The goal of the pop-ups was to raise community awareness about the launch of the review process and promote the online surveys, as well as capture input through several high-level engagement questions at the booths.
- **Parks and Recreation Facilities Plan Online Survey*** (*Focus: PRFP*)
From October 18 to December 19, 2024, over 8,800 members of the public participated in an online survey that collected feedback on a wide range of topics relating to the City's recreation facilities and parks. The survey consisted of a mix of multiple choice and open-text questions.
- **Parks and Recreation Facilities Plan Virtual Public Meetings** (*Focus: PRFP*)
On November 28, 2024, a total of 18 participants attended two virtual public meetings, one in the afternoon and one in the evening. Participants shared their feedback on and priorities for the future of the City's recreation spaces and parks. The presentation and discussion questions were the same at both sessions.

- **DIY Community-Led Workshops** (*Focus: PRFP*)

Between October 18 to December 18, 2024, 16 organizations engaged a total of 332 community members in discussions about the future of their recreation spaces and parks using a do-it-yourself workshop kit. The kit included a presentation, a discussion guide, and an online submission form to help groups host their own community conversations and share feedback with the City.

Of the 16 organizations, 12 were part of the City's Social Development, Finance and Administration Division's Community Coordination Plan Cluster partnerships. This model ensures communication with more than 400 community-based organizations and implements localized solutions to meet the needs of Toronto's Equity-Deserving communities. The CCP clusters include 10 geographic cluster areas and two city-wide clusters that focus on Newcomers and Black Resilience. Self-selected organizations in each CCP cluster were paid to host their own community-led engagement on the PRFP and PLS. Learn more about the [Community Coordination Plan Clusters](#).

- **DIY Classroom Workshops** (*Focus: PRFP*)

From October 18 to December 18, 2024, approximately 210 students from grades 5 to 11 were engaged through a classroom engagement kit available for download on the project webpage. The kits were available in French and English and were shared with the Toronto District School Board and Toronto Catholic District School Board for distribution to teachers. In total, 4 schools located in Scarborough, North York, Toronto, and East York and one Youth Council located in Thorncliffe submitted results.

- **City of Toronto Seniors' Forum Meeting**

On Monday, September 30, 2024, the project team delivered a presentation at a meeting of the City of Toronto's Seniors' Forum. A discussion followed where the project team received feedback on challenges, opportunities, and priorities for future investment in recreation facilities and parks, from the perspectives of seniors.

- **City of Toronto Lived Experience Advisory Group Meeting**

On January 15, 2025, the project team delivered a presentation at a meeting of the City's Lived Experience Advisory Group (LEAG). A discussion followed where the project team received feedback on challenges, opportunities, and priorities for future investment in City recreation facilities and parks, from the perspectives of people with lived experience.

- **City of Toronto Parks and Recreation Community Disability Steering Committee Meeting**

On February 20, 2025, the project team delivered a presentation at a meeting of the Parks and Recreation Division's Community Disability Steering Committee. A discussion followed where the project team received feedback on the challenges, opportunities, and priorities for future investment in recreation facilities and parks, from the perspectives of people with disabilities.

- **Equity Deserving Advisory Group** (*Focus: PRFP*)
On January 23, 2025, the first meeting of the Equity-Deserving Advisory Group (EDAG) took place. The project team presented to the EDAG to gather feedback on priorities for future investment in recreation facilities and parks. Representatives from 20 organizations participated in the first meeting.

The EDAG was formed to ensure the Parks and Recreation Facilities Plan and Parkland Strategy reviews are informed by and reflective of the needs and interests of equity-deserving communities. These communities include: racialized communities; Black communities; women, girls, and gender-diverse people; children and youth; seniors; people with disabilities; 2SLGBTQ+ communities; newcomers; and people with low income. It is understood that these and other identities are often overlapping and intersecting, and people often identify as part of multiple communities.

How we reached people

The project team promoted community engagement activities to audiences across the city through the following channels:

- **Social media promotion**
Between October 18 and January 5, 2025, video and image posts were shared on Parks and Recreation social media channels (Instagram, Facebook, and LinkedIn) to promote the pop-ups, online surveys, and public meetings.
- **Paid advertisements**
Between October 18 and January 5, 2025, paid social media advertisements ran on Parks and Recreation Instagram and Facebook to boost promotion of public meetings and the online survey.
- **Communications through Councillor Offices**
Promotional material was shared via Councillor newsletters and email distribution lists for all 25 wards.
- **Posters in community locations**
Community Recreation Centres, public libraries, Toronto Community Housing sites, City of Toronto Arenas and Ice Facilities across the city displayed posters promoting the engagement process. Posters were also displayed at the traveling City of Toronto Skate Library in late December.
- **Email notifications**
Sent to over 90,000 members of the public through City email distribution lists, including recreation program registrants and permit holders. Emails were also sent to community organizations, school boards, Business Improvement Areas, and more.

About this report

This report provides a summary of comments and feedback received across all engagement channels during Phase 1 of public engagement for the Ice Facilities Strategy. It summarizes what we have heard so far about the public's experiences with City of Toronto ice facilities, and priorities for future investments.

This document includes select quotes and data from specific engagement activities to help illustrate overall Phase 1 findings. The intent of this summary is to capture the wide range of feedback shared and is not intended to assess the merit or accuracy of the feedback.

Individual summary reports are being prepared for each type of engagement that has occurred, including a summary report focused on Indigenous engagement. These reports will be available on the [Parkland & Recreation Facilities Strategies: Community Engagement](#) webpage and the [Ice Facilities Strategy](#) webpage.

What We Heard

Facilities overall

Investment in existing vs. new facilities

While there was a majority preference to find a balance between maintaining, repairing, and improving existing facilities and building new facilities, about a quarter of participants (across all City districts) favored a focus on maintaining, repairing, and improving existing facilities instead of building new facilities.

Ice Facilities Strategy Survey: Respondent Investment Priorities

(~1,900 responses)

- A. Focus on maintaining, repairing, and improving existing ice facilities: 25%
- B. Focus on building new ice facilities in underserved and/or growing communities: 12%
- C. Find a balance between A and B: 58%**
- D. Invest less in ice facilities: 2%
- E. Don't know / Prefer not to answer: 3%

Parks and Recreation Facilities Plan Survey: Respondent Investment Priorities

(~6,000 responses)

- A. Focus on maintaining, repairing, and improving existing recreation facilities: 24%
- B. Focus on building new recreation facilities in underserved and/or growing communities: 8%
- C. Find a balance between A and B: 67%**
- D. Don't know / Prefer not to answer: 1%

Engagements with equity-deserving communities illustrated the importance of and support for investment in existing facilities:

- Participants in the [Community Coordination Plan Cluster](#)-led engagements noted the particular importance of improving facilities in low-income communities, where it can be especially important for youth to have access to facilities and programs that are safe, fun, positive, and offer an alternative to anti-social behavior.
- Participants in the Equity Deserving Advisory Group meeting noted that poor maintenance creates a perception of neglect and discourages use, and supported

investment into maintaining, repairing, and improving existing recreation facilities overall.

- Youth who participated in classroom engagements noted that it is important for a facility to be clean, well-lit and well-maintained to feel comfortable and safe.

Repurposing ice facilities

Should an ice facility be considered for conversion, participants expressed more support for considering the needs of all ages, nearby communities, beginner and community-level recreation groups, and equity-deserving groups over serving of adults, seniors, or high-performance sports.

Ice Facilities Strategy Survey: Priority Considerations for Conversion

(Respondents ranked their top five) (~1,900 responses)

1. Serving people of all ages
2. Serving youth
3. Serving communities that live nearest to existing ice facilities
4. Serving beginner and community-level recreation activities
(e.g. over high performance)
5. Serving equity-deserving groups¹

Provide ice that serves local neighbourhoods, so kids and others do not have to travel far from home.

- Ice Facilities Strategy Public Meeting Participant

¹ Survey respondents over 65 ranked “prioritize serving seniors” as a top five priority consideration for conversion

Activity demand

Drop-in/public skate was, across all sources of community feedback, the most in-demand ice activity. Drop-in/public skate was also one of the top three in-demand ice activities across Black, Indigenous, and equity-deserving communities². Hockey, learn to skate, and shinny rounded out the top four most in-demand ice activities. Notably, curling was a lower priority for many, except for older adults, who were more likely to rank curling as a higher priority ice activity.

Ice Facilities Strategy Survey: Ice activities respondents were most interested in (*Respondents ranked the list*) (~2,600 responses)

1. Drop-in skating/Public skate
2. Hockey
3. Shinny (informal pick-up hockey)
4. Learn to skate
5. Curling³
6. Figure skating
7. None: Ice activities are not important to me or my household.
8. Not listed/Other
9. Ringette

Popups: Ice activities respondents were most interested in (*Respondents selected their top 3*) (>600 responses)

1. Drop-in/Public skating (185 responses)
2. Learn to skate (171 responses)
3. Hockey (99 responses)
4. Shinny (58 responses)
5. Figure skating (57 responses)
6. Curling (49 responses)
7. None (not interested in ice activities) (21 responses)
8. Other (11 responses)
9. Ringette (11 responses)

² For the purpose of this work, “Equity-Deserving” communities includes youth, seniors, women and girls, people with a disability, LGBTQ2S+, low-income, racialized, and Black communities. Where possible, survey data was reviewed through the lenses of these equity-deserving communities to better understand specific needs and barriers that may be experienced. For example, it is important to understand if women and girls face unique barriers to ice facility use, so that appropriate action can be taken to remove these barriers.

³ Curling is a top 4 priority for survey respondents over 56 years old.

Parks and Recreation Facilities Plan Survey: Ice activities most important to respondents/their households

(Respondents ranked the list) (~2,300 responses)

1. Drop-in skating/Public skate
2. Learn to skate
3. None - Ice activities are not important to me or my household
4. Hockey
5. Curling
6. Shinny (informal pick-up hockey)
7. Figure skating
8. Not listed/Other
9. Ringette

Facility demand

Ice facilities were generally of medium importance for participants to have access to, when asked to prioritize need across all recreation facility types. Participants generally ranked ice facilities below access to community recreation centres, indoor pools, gymnasiums, weight rooms, playgrounds, and some sports fields and sports courts. Of the ice facility types, participants prioritized arenas as generally the highest priority, skating trails and rinks were of comparable medium-priority, and curling facilities and natural rinks were the lowest priority (curling facilities being ranked very low priority by multiple equity-deserving communities, but higher by older adults).

Parks and Recreation Facilities Plan Survey: Recreation facilities most important for respondents/their households to have access to

(Respondents ranked their top 5) (~6,100 responses)

- | | |
|--|-------------------------------|
| 1. Indoor Leisure Pool | 17. Indoor playground |
| 2. Indoor Lane Pool | 18. Dogs off-leash area |
| 3. Gymnasium | 19. Bike park |
| 4. Outdoor playground | 20. Baseball diamond |
| 5. Indoor ice rink/arena | 21. Wading pool |
| 6. Weight/cardio room | 22. Outdoor fitness equipment |
| 7. Outdoor pool | 23. Beach volleyball court |
| 8. Ice skating trail | 24. Golf course |
| 9. Splash pad | 25. Curling rink |
| 10. Multipurpose room | 26. Lawn bowling green |
| 11. Basketball court | 27. Skateboard park |
| 12. Tennis court | 28. Not listed/Other |
| 13. Outdoor artificial ice rink | 29. Frisbee/disc golf course |
| 14. Pickleball court | 30. Bocce court |
| 15. Sports field | 31. Cricket field |
| 16. Outdoor natural ice rink | |

High performance ice space

High-performance ice facilities that go beyond the City's typical level of provision (including those that support year-round sport development and competitive events) were not a priority for the majority of participants. Less than a third of Ice Facilities Survey respondents (across every City district) were seeking access to higher-performance ice facilities.

Ice Facilities Strategy Survey: Respondents seeking access to higher-performance ice facilities that go beyond the City's typical level of provision, (including those that support year-round sport development and competitive events)

(~1,700 responses)

- Yes, seeking access to higher-performance ice facilities: 27%
- No, not seeking access to higher-performance ice facilities: 53%
- Don't know: 19%

Key suggestions for creating more high-performance spaces included the following:

- Providing more year-round ice availability.
- Providing more multi-pad facilities with support amenities for hosting tournaments and events (including snack bars, lockers, and spectator viewing areas).

- Including training facilities in arenas (e.g. gyms, dryland training areas, shooting pads, skating treadmills, lockers, and warm-up spaces).
- Modernizing amenities to support more competitive play, including larger change rooms and washrooms (this includes equal space for women and girls and support for more co-ed teams), lockers, built-in projector screens, light controls, and better spectator seating.
- Building new and upgrading existing facilities so they are accessible (e.g. to support sledge hockey, blind curling, and other inclusive ice sports and activities).
- Improving ice quality to enable safer competitive play.
- Building more pro shops and skate sharpening services.
- Ensuring high performance spaces are affordable for a wide range of users and are equitably available to women and girls.
- Specific facility requests:
 - Olympic or regulation-sized rinks for figure skating (including sound systems and mirrors instead of boards).
 - Ticketed ice time for competitive figure skaters (e.g. as existed pre-2020 at Centennial Community recreation centre).
 - High-performance curling centres.
 - Speed skating facilities.
 - Ringette lines on ice.

Key considerations for new facilities

There was broad support for a community-hub model for community recreation centers, which involves co-location of recreation spaces (including ice) with other community services and facilities, including lounge spaces, multi-purpose rooms, libraries, school, health services, and more. Many participants believed this model can create synergies between different programs, services, and sports – exposing community members to ice activities that may be new or unfamiliar to them, leading to higher levels of, and more diverse participation in ice activities.

For ice facilities (including co-located facilities), there was support from community members to:

- Reflect the cultural and social needs of the community, including multi-use and intergenerational spaces while ensuring co-location does not take away from recreation facilities and programs.
- Consider uses that are complementary to one another to maximize facility use at all hours.
- Include amenities like cafes, community spaces, multi-purpose rooms, and viewing areas.
- Include dry-land training spaces (e.g. gyms and weight rooms).
- Design ice facilities to be adaptable for a range of uses in all seasons, including designing for the use of dry pads in the off-season.

- Provide dual pads to support multiple activities at once.
- Consider public-private partnerships to unlock new facilities opportunities.
- Select facility locations that are easy to travel to by multiple forms of transportation, including transit, walking, biking, and driving.
 - Some community members suggested prioritizing locations that serve low-income communities and/or communities with high youth populations, to provide walkable and constructive recreation options for youth.

Multi-anchor facilities are good for exposing new potential participants to ice activities. For example, at centers with multiple facilities like ice, a pool and a gym, people can be exposed to and take part in many types of activities.

- Ice Facilities Strategy Public Meeting Participant

Inclusive, welcoming, and safe ice spaces

Current state

Most participants felt that City of Toronto ice facilities are safe, welcoming and inclusive for all.

Ice Facilities Strategy Survey:

To what extent do you agree or disagree with the following statement:

"I feel that City of Toronto _____ are safe, welcoming and inclusive for all."

Overall Ice Facilities (~1,400 responses)

- Strongly agree: 34%
- Somewhat agree: 38%
- Neutral: 14%
- Somewhat disagree: 6%
- Strongly disagree: 2%
- Don't know/Prefer not to answer: 6%

Artificial Ice Rinks (~1,200 responses)

- Strongly agree: 35%
- Somewhat agree: 41%
- Neutral: 12%
- Somewhat disagree: 6%
- Strongly disagree: 3%
- Don't know/Prefer not to answer: 3%

Arenas (~1,400 responses)

- Strongly agree: 36%
- Somewhat agree: 42%
- Neutral: 13%
- Somewhat disagree: 5%
- Strongly disagree: 2%
- Don't know/Prefer not to answer: 2%

Curling Facilities (~260 responses)

- Strongly agree: 38%
- Somewhat agree: 27%
- Neutral: 11%
- Somewhat disagree: 3%
- Strongly disagree: 5%
- Don't know/Prefer not to answer: 15%

Skating Trails (~800 responses)

- Strongly agree: 42%
- Somewhat agree: 32%
- Neutral: 14%
- Somewhat disagree: 2%
- Strongly disagree: 1%
- Don't know/Prefer not to answer: 8%

Dry Pads (~380 responses)

- Strongly agree: 29%
- Somewhat agree: 35%
- Neutral: 19%
- Somewhat disagree: 5%
- Strongly disagree: 2%
- Don't know/Prefer not to answer: 10%

While the majority of participants felt that City of Toronto Ice Facilities are safe, inclusive, and welcoming, community members noted the importance of doing more to ensure these spaces are truly welcoming for all. In particular, a number of women and LGBTQ2S+ community members left comments about experiencing harassment or being intimidated off of the ice by men and boys during women/girls/LGBTQ2S+ ice times. This issue is not limited to a single facility.

“At outdoor skating rinks during leisure skate, men arrive with hockey sticks and pucks and insist on their right to use them during leisure skate. Many women have experienced threats.”

– PRFP Survey Respondent

“Too often young men and boys try and push us women off the ice when it’s our time. Or they badger us to let them play shinny with us. The worst is when they verbally harass us and make horrible homophobic and transphobic slurs!”

- Ice Facilities Survey Respondent

“Enforcement of scheduled ice times has been better and should continue. The thing that makes me feel the least safe, welcomed and included are angry male patrons who resent women’s and trans’ hours. A few years ago, I could count on verbal abuse or physical intimidation almost every ice slot. Staff presence and enforcement recently has improved this and made it a rarer experience.”

- Ice Facilities Survey Respondent

Suggestions for improvement

Suggestions to improve the overall user/visitor experience and make ice facilities more safe, welcoming, and inclusive included:

Facility improvements and upgrades

- Ensure ice facilities and support amenities (spectator areas, seating, washrooms/changerooms, etc.) are accessible, clean and well-maintained. Poor maintenance/cleanliness discourages use, and makes a space feel unwelcoming.
- Ensure good ice quality to prevent falls.
- Update, improve, maintain, and build new support amenities. They are an important part of the overall experience of ice facilities and encourage community use. This includes:
 - Bottle fillers.
 - Larger and gender-neutral washrooms and changerooms.
 - Update facilities as needed so that women/girls have equal access to change rooms and washrooms, and to ensure facilities can host co-ed teams.
 - Snack/concessions.
 - Warm viewing/lounge areas and plentiful seating.
 - Plentiful and simple seating for skate changing.
 - Multi-purpose/community rooms.
 - Large and secure lockers.

- Storage space for activity groups (enables sharing of equipment across groups).
 - Improved lighting within and outside of facilities to improve safety.
- Ensure proper heating of spectator areas, washrooms, and changerooms.
- Enable temporary division of ice and dry pads so multiple programs can occur at once (e.g. with foam dividers). This can help prevent conflicts between users and allow for higher use of space.
- Provide more parking, especially accessible parking.
 - Where appropriate, work with community and transportation services to identify surrounding locations where ice facility users can park their cars (outside of lots).
 - Protect existing parking spots for ice facility users by preventing area residents from parking in ice facility lots.
- Consider transit improvement and on-site storage improvements to reduce the need for users to drive to ice facilities.

Equipment

- Provide skating aids for all ages, including assistive on-ice devices for people with disabilities who may have difficulty balancing or skating on their own.
- Provide affordable skate and helmet rentals and skate lending libraries. Many residents do not own skates and helmets; access to this equipment on site would reduce barriers to participation, especially if they are no or low cost.

Programing and operations

- Extend the hours of operation of existing indoor and outdoor ice facilities, and provide greater public access, in all seasons.
- Provide more programing and drop-ins:
 - Affordable/free programing.
 - Drop-in public/leisure skate times (including family times, adult, and older adult-only times).
 - Free learn to skate programs (including for new immigrants and adults).
 - Drop-in hockey, and shinny times.
 - Inclusive/adapted/accessible programing.
 - After-school and weekend programing for child and caregiver or family skating.
 - Age, skill-level, or culturally-specific programming and leisure skate times (as is in-demand in a community)
 - Time slots for non-profit, local community programs/organizations
- Ensure equitable access for women, girls, and LGBTQ2S+ community members, including during prime time. This includes equitable access to permit times, and running city programs, and drop-in programs.
 - Where the City is providing programing/drop-in ice times for women, girls, and/or LGBTQ2S+ community members, there needs to be stronger enforcement of these times, as participants are experiencing verbal harassment from men and boys who are also physically intimidating participants off the ice. In some cases,

City staff supervising the rink are young and not able to effectively shut down this harassment. Suggestions for improving these scenarios includes more staff and more senior staffing presence, hiring security staff, repercussions for abusive users, and having the Zamboni clear the ice before women's, girls', and LGBTQ2S+ programs.

- Host more community events to bring youth and other community members who may not usually use ice facilities into these spaces.
- Partner with schools to encourage daytime use of facilities.

Example of an effective program:

"Women's over-35 hockey is a really excellent program. It has an unusual structure that has created a lovely community that is welcoming, tolerant and exciting. It's a high point of my life and I haven't even been here very long. The women's hockey skills program is extremely well done and the staff at Bolton are actively trying to develop programs that appeal to women, fill gaps, etc. It's so special."

- Ice Facilities Survey Respondent

Communications and promotions

- Improve public awareness of ice facilities in neighbourhoods and their service offerings and make it easier and more transparent to find up-to-date information about ice facilities and dry pads, including programming, ice conditions, permitting, hours of operation, rules, and how to report and follow up on issues (aggression, harassment, maintenance, etc.).
 - Increase community outreach, especially to newcomers and equity-deserving groups to raise awareness of the existing facilities, programs, and activities available to residents (some participants feel that narrow demographic groups are using ice facilities).
 - Improve signage at and outside of facilities to create more welcoming spaces and improve wayfinding.
 - Post daily ice schedules on-site.

Staffing

- Hire more staff, so that ice facilities are always well-supervised.
 - Staff members should be available to answer participant questions, explain to newer users how the facilities/programs work, provide assistance and supervision, ensure community members are being treated with respect and enforce rules and safety standards.
- Staffing should represent the diversity of the city wherever possible (including hiring more Indigenous staff members).

- Ensure staff are attentive and well-trained to foster a safe, respectful, and welcoming environment for all participants (e.g. cultural sensitivity training, accessibility training, anti-racism and anti-oppression training, 2SLGBTQ+ inclusivity, youth interaction)
 - Support staff who may not feel comfortable enforcing rules on their own (e.g. pair more experienced staff with younger staff members, hire security, etc.)

Permits, rentals

- Simplify and improve the permit/rental process so it is easier, faster, more transparent, and more equitable for all groups seeking ice time.
- Permit prime time less to private groups, and more for City programming (to increase equity of use).
- Allocate prime time permits more fairly to ensure underrepresented groups (women, LGBTQ2S+, families, youth etc.) and community uses (e.g. leisure skate and learn to skate) have fair prime time ice access.
 - Prioritize not-for-profit over for-profit organizations when allocating permits.
- Better support organizations trying to find ice permit time for youth.
- Keep permit fees affordable.

Registration process improvements

- Improve the registration processes online so it is easier, more user friendly, and more transparent.
- Consider alternatives to a first-come-first-serve system, which can be inequitable for those who face technological, language, or financial barriers.
 - Reduce language barriers by providing registration in multiple languages.
 - Reduce tech barriers for those who have challenges navigating online registration systems.
- Expand drop-in programs to reduce reliance on registration systems.

Other

- Include Indigenous art and represent Indigenous history in/near facilities as part of a broader Placekeeping and education program throughout the City.
- Include signage that indicates ice facilities are open/welcome to all, in multiple languages.
- At indoor facilities, include a welcome/info desk for residents to easily find information and speak with a member of staff.
- Do not allow facilities to get overcrowded (especially important for people with disabilities who need more space to navigate and move).

Maximizing use and encouraging local and off-peak use

Participants supported or shared many suggestions for increasing access to ice facilities that were related to programming, rather than the physical facilities themselves. Key suggestions for increasing use, including local use, included:

- Provide more public skate on evenings or weekends (*the most popular suggestion across all surveys, by significant margins*).
- Extend hours of ice facilities and dry pads overall, including more summer skating opportunities, and longer skating seasons. To facilitate this:
 - Bubble or add roofs over outdoor rinks.
 - Add automatic lights to outdoor facilities to encourage evening/night use and extending use hours (including in the off-season for dry pads).
 - Keep dry pads unlocked to allow for passive community use and host city programming on dry pads (e.g. roller-skating lessons, drop-in ball hockey, etc.).
 - Improve air quality at indoor arenas and improve ventilation and cooling to enable summer uses (ice or dry pads).
- Ensure ice facilities and support amenities are clean, well maintained, and modernized, with consistent quality across all facilities, so that people feel good about using these facilities.
- Provide more learn to skate for new skaters and more drop-in programming (e.g. shinny, figure skating).
- Provide affordable skate rentals/lending libraries, helmet rentals, and skate aids for various ages and abilities.
- Provide more public skate times on weekdays, during morning or afternoon.
 - E.g. There are programs (e.g. figure skating, competitive programs) that could make use of early ice time, however facilities are often closed during those times.
- Increase local awareness of the ice facilities and programs available in the neighbourhood.
 - Partner with local schools to offer daytime programs.
 - Improve signage so that passersby know there are public ice facilities in their neighbourhood.
 - Invest in targeted advertisement to encourage off-peak use (especially with seniors and students) and provide simplified communication about ice facilities and programs in communities so people know about and feel welcome to participate at existing facilities.
 - Use flyers to promote programs and events (like senior's programs, youth programs, etc.). Include QR codes/links to websites with more information.
 - Host 'Welcome Nights' so that newer community members, or those unaware of recreation offerings, feel invited into their local ice facility to explore the space and programs. These can be free use days.

- Ensure ice facility web pages are easy to find, easy to navigate, and are up-to-date with hours, closures, and programs/permits/activity information.
 - Enable quick, easy, and transparent facility booking of rinks and dry pads
 - Improve the registration process.
- Reconfigure use (permits/programs) at underutilized facilities to ensure more efficient use across the ice facility network.
- Encourage and enable use of dry pads for a wide range of activities.
 - Ensure one activity group does not monopolize use of dry pads.
 - Some participants noted that they are against the use of dry pads by dogs or as an off-leash area, as this makes the facility unusable for other community members (due to dog waste or other conflicts).
- Encourage and enable community involvement in facilities:
 - Enable local community involvement in governance and planning to ensure facilities reflect community needs.
 - Consider participatory budgeting processes to build trust and accountability.
- Install roofs and bubbles over some outdoor ice facilities to extend seasons and enable year-round use.

Ice Facilities Strategy Survey:

Options that would encourage respondents and their community to use indoor arenas more often:

(Respondents ranked the list) (~1,900 response)

1. More public skate times on evenings or weekends
2. Summer skating opportunities
3. Modernized facilities
4. More intro to skating programs, such as learn to skate for new skaters
5. Partnerships with local schools to offer daytime programs
6. More public skate times during weekday mornings or afternoons
7. Lower permit fees
8. Lower public skate or program fees
9. Skate rentals
10. Not listed/Other

“Allow use of outdoor facilities later into the night. Do not remove people using outdoor rinks after hours.”

“Partner with schools, especially if ice facilities are nearby.”

“Provide more weekday early-morning ice time. This is not offered often, as some ice facilities are not open weekday mornings. However, there are programs (e.g. figure skating, especially more competitive participants) that would use early ice time if the facilities were open.”

“Bubble outdoor ice for year-round use”

- Ice Facilities Strategy Public Meeting Participants

Parks and Recreation Facilities Plan Survey:

Options that would encourage respondents and members of their household to use indoor ice rinks/arenas more often:

(Select all that apply) (~6,000 response)

1. More public skate times on evenings or weekends: 47%
2. More skating programs, such as learn to skate for new skaters: 33%
3. Skate rentals: 23%
4. More public skate times on weekdays, during the morning or afternoon: 21%
5. Modernized facilities: 19%
6. Lower public skate or program fees: 19%
7. None - Ice activities are not important to me or my household: 19%
8. Partnerships with local schools to offer daytime programs: 18%
9. Summer skating opportunities: 17%
10. Don't know/Prefer not to answer: 9%
11. Not listed. Please describe: 8%

Ice Facilities Strategy Survey:

How would you like indoor or outdoor ice rinks used during the off-season (spring and summer), when there is no ice?

(Select all that apply) (~1,900 response)

1. Ball hockey: 46%
2. Pickleball: 39%
3. Roller skating: 38%
4. Events (e.g. farmers Markets, Movie Nights, etc.): 36%
5. Fitness/training: 27%
6. Tennis: 24%
7. Basketball: 22%
8. Soccer or Futsal: 19%
9. Lacrosse: 17%
10. Volleyball: 16%
11. Don't know/Prefer not to answer: 11%
12. Not listed. Please describe: 7%
13. Dog/Pet Area: 6%

Physical accessibility

Participants noted that facilities and programs are not helpful if people can't physically or practically access them. Key suggestions for improving accessibility included:

- Prioritize accessibility retrofits where existing facilities are not accessible/lack inclusive features to ensure full physical accessibility of facilities, including but not limited to: wheelchair accessible pathways; barrier-free access; elevators and ramps; accessible seating areas and viewing areas; washrooms; and, changerooms.
- Design for universal accessibility and consider accessibility needs at the start of design processes (not as an afterthought). Choice and flexibility are important, as different individuals have varying needs and preferences.
- Include consultation with disability advocacy groups to ensure the lived experiences of people with disabilities inform decision-making and design.
- Build new facilities that are accessible for inclusive and adaptive sports (e.g. sledge hockey, blind curling).
- Incorporate more accessibility-friendly exercise and sport equipment at recreation facilities (e.g. inclusive weight machines, skating aids, water wheelchairs, etc.).
- Improve accessibility to facilities including transit, providing more accessible parking, and accessible pathways.
- Year-round accessible support amenities for recreation facilities are important (washrooms, changerooms, viewing areas, lobbies, etc.).
- Build in accessibility redundancies in case of failure (e.g. where elevators are required, install a minimum of two).
- If dry-land facilities (e.g. weight rooms) are provided in new or renovated arenas, ensure accessibility-friendly equipment, such as adaptive weight machines and wider pathways are included to accommodate individuals using mobility devices.
- Provide assistive on-ice devices for people with disabilities who may have difficulty balancing or skating on their own (e.g. like an ice 'walker').
- Planning of new facilities should include consultation with disability advocacy groups to ensure the lived experiences of people with disabilities inform decision-making in facility design.
- Provide plentiful seating at facilities, including accessible seating.

Ice Facilities Strategy Survey:

Respondent satisfaction with accessibility for persons with disabilities

Arenas (~1,000 responses)

- Very Satisfied: 15%
- Somewhat Satisfied: 12%
- Neutral: 22%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 43%

Skating Trails (~700 responses)

- Very Satisfied: 15%
- Somewhat Satisfied: 11%
- Neutral: 22%
- Somewhat Dissatisfied: 1%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 49%

Artificial Ice Rinks (~1,200 responses)

- Very Satisfied: 12%
- Somewhat Satisfied: 10%
- Neutral: 24%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 48%

Curling Facilities (~140 responses)

- Very Satisfied: 20%
- Somewhat Satisfied: 16%
- Neutral: 19%
- Somewhat Dissatisfied: 8%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 35%

Dry Pads (~320 responses)

- Very Satisfied: 13%
- Somewhat Satisfied: 14%
- Neutral: 28%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 40%

Outdoor artificial ice rinks (AIRs)

The majority of engagement participants, including all equity-deserving communities, were generally satisfied with City of Toronto AIRs and felt that City of Toronto AIRs are generally safe, welcoming and inclusive for all. Some of the key feedback provided about opportunities to improve existing AIRs, or to consider including with new AIRs, including suggestions for creating more safe, welcoming and inclusive AIRs include:

Facilities

- Provide more AIRs.
 - Participants from each district most commonly selected their own district to receive new facilities
 - Consider upgrading natural ice rinks into AIRs as natural rinks become less viable due to climate change
- Modernize facilities and improve or add support amenities including:
 - Washrooms and changerooms (larger and brighter with gender-inclusive washrooms and family changerooms).
 - Food/concession options.
 - Warm lounging/viewing areas with plentiful seating including accessible seating.
 - Lockers.
 - Drinking fountains.
- Improve or install automatic lighting to improve safety and allow for later/earlier use
- Improve accessibility for people with disabilities, including ice facilities themselves and support amenities (e.g. ramps, fall prevention like handrails etc.), pathways to facilities, transit access, and accessible parking.
- Provide roofs over AIRs to extend the ice season, allow greater use in inclement weather, and improve ice quality.
- Ensure good ice quality through more frequent resurfacing, and well-maintained refrigeration systems.
- Increase/improve parking (especially accessible parking spots and including bike parking).
- Create separate spaces for different ice activities to occur at the same time (e.g. hockey and public skate, using temporary barriers or through facility design).
- Ensure first aid kits are located in an area that is well-known and easily accessible.
- Make facilities more festive with decorative lighting and music systems.
- Plant more trees around rinks to cut wind and create a more pleasant environment.

Programs, permits, and access

- Improve staff enforcement of ice rules and allocated times/programming.
 - Provide more effective and well-trained staff and/or security (and cameras) where necessary to ensure safety and respect. This will help create a space that is more welcoming and inclusive for a wide range of ice users.
 - Ensure women's, family, and trans-inclusive shinny times are available and safe; a significant number of comments described that at some AIRs, men are intimidating or harassing women, girls, and 2SLGBTQ+ community members off of the ice during women and 2SLGBTQ+ programming (especially women's shinny) so they can have the ice for themselves. Hire security guards to assist staff with enforcement and resurface the ice before women's program times to ensure it is cleared of other users.
 - Ensure leisure skate does not include sticks and pucks and stop skaters who are making the ice unsafe for others. Comments noted that seniors or less-experienced skaters can feel unsafe or intimidated by more experienced skaters who are using sticks and pucks when they should not be (e.g. during public skate times), and when they are skating in a very fast and 'unsafe' manner.
 - Ensure enforcement of age-appropriate shinny times
- Provide skating equipment on-site including affordable or free skate and helmet rentals, and skating aids for all ages and abilities.
- Programming:
 - Schedule more leisure skating hours, including during prime time.
 - Increase hours of operation (earlier and later).
 - Schedule (and enforce) more dedicated ice time for women, girls, and gender-diverse people.
 - Provide more low-cost programming for families, youth, and people with disabilities, especially learn to skate/play programming.
 - Provide more accessible/inclusive programming, including more sensory (quiet) programming.
 - Host special events to reach out to local and diverse communities, with food, music, and social activities (e.g. family skates, 'newcomers skate afternoons', Saturday-night skates, or queer skating parties).
 - Continue to offer shinny program time, including gender, age, and skill-specific programs.
 - Consider age or skill-level-specific program times to increase feelings of safety (e.g. senior's skate, beginners' skate).
 - Program separate areas of the ice for different users.

Communications

- Make it easier and more transparent to find up-to-date information about AIRs including programming, ice conditions, hours of operation, how to permit space, ice rules, and how to report and follow up on issues (aggression, harassment, maintenance, etc.).
 - Post large signs with daily rink schedules on-site.
 - Frequently updated webpages.
- Improve public awareness of rinks in neighborhoods and their service offerings through advertising and events.

Top priorities for improving airs

Ice Facilities Strategy Survey: Respondents ranked their top five priorities for improving AIRs

(~1,200 responses)

1. Providing more outdoor rinks
2. More warm/social spaces
3. Modernized facilities
4. Providing roofs over outdoor rinks
5. Food/concession options

Level of satisfaction with airs

Ice Facility Survey respondents rated their degree of satisfaction with their most used City of Toronto AIR. Responses across all AIRs are summarized below:

(~1.2k responses)

Overall

- Very Satisfied: 34%
- Somewhat Satisfied: 47%
- Neutral: 9%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 1%

Safety

- Very Satisfied: 44%
- Somewhat Satisfied: 34%
- Neutral: 12%
- Somewhat Dissatisfied: 6%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 2%

Hours of Operation

- Very Satisfied: 36%
- Somewhat Satisfied: 37%
- Neutral: 11%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 3%

Cleanliness

- Very Satisfied: 33%
- Somewhat Satisfied: 36%
- Neutral: 20%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 3%

Lighting

- Very Satisfied: 38%
- Somewhat Satisfied: 34%
- Neutral: 17%
- Somewhat Dissatisfied: 4%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 7%

Functionality and Design

- Very Satisfied: 31%
- Somewhat Satisfied: 37%
- Neutral: 17%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 2%

Physical Condition / State of Repair

- Very Satisfied: 26%
- Somewhat Satisfied: 38%
- Neutral: 17%
- Somewhat Dissatisfied: 13%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 2%

City Customer Service / Cooperation / Helpfulness of Staff

- Very Satisfied: 27%
- Somewhat Satisfied: 28%
- Neutral: 21%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 12%

Support Amenities (washrooms, changerooms, etc.)

- Very Satisfied: 21%
- Somewhat Satisfied: 32%
- Neutral: 18%
- Somewhat Dissatisfied: 15%
- Very Dissatisfied: 8%
- Don't Know/Prefer not to answer: 6%

Transit Accessibility

- Very Satisfied: 34%
- Somewhat Satisfied: 17%
- Neutral: 23%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 20%

Parking

- Very Satisfied: 27%
- Somewhat Satisfied: 20%
- Neutral: 21%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 11%
- Don't Know/Prefer not to answer: 10%

Ease of Finding Information Online

- Very Satisfied: 22%
- Somewhat Satisfied: 26%
- Neutral: 22%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 5%
- Don't Know/Prefer not to answer: 13%

Cost to Use / Rental / Permit Rates

- Very Satisfied: 24%
- Somewhat Satisfied: 10%
- Neutral: 19%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 41%

Accessibility for Persons with Disabilities

- Very Satisfied: 12%
- Somewhat Satisfied: 10%
- Neutral: 24%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 48%

Booking and Permitting Process

- Very Satisfied: 8%
- Somewhat Satisfied: 8%
- Neutral: 22%
- Somewhat Dissatisfied: 4%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 54%

Tournament and Event Capabilities

- Very Satisfied: 5%
- Somewhat Satisfied: 5%
- Neutral: 24%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 6%
- Don't Know/Prefer not to answer: 55%

Arenas

The majority of engagement participants, including all equity-deserving communities, were generally satisfied with City of Toronto arenas and felt that City of Toronto arenas are generally safe, welcoming and inclusive for all. Key feedback about opportunities to improve existing arenas, including suggestions for creating more safe, welcoming and inclusive arenas include:

Facilities

- Modernize, clean, and maintain facilities in a good condition/state of repair overall, including improving support amenities like washrooms, changerooms, spectator areas, and concessions.
 - Update and enlarge washrooms and changerooms and provide gender-inclusive options.
 - Ensure these spaces are heated and have hot water (e.g. for showers).
 - Update viewing areas by providing more seating and improving heating systems.
 - Improve lighting (both in parking lots and indoors).
 - Provide better concession options.
 - Provide multi-purpose rooms and communal spaces where community can relax and mingle.
 - Provide dry-land training spaces.
 - Modernize facilities overall to match standards in other municipalities.
 - Improve signage in arenas and consider upgrading to digital signage.
 - Ensure sound systems are operational and accessible for programming.
- Update facilities for year-round use and to provide more spring/summer ice availability.
- Improve physical accessibility so that people of all abilities can use these facilities. This includes but is not limited to the inclusion of ramps, elevators, updated washrooms and changerooms, provision of accessible parking spots, picture communication boards, accessible seating and viewing areas, sensory-friendly areas, and more.
- Improve ice and board conditions (e.g. through more frequent resurfacing and improved maintenance).
- Provide enough parking spaces, especially accessible spots.
 - Ensure lots are not used by non-arena users.
- Provide more multi-pad arenas (*note that this was ranked below modernizing existing facilities by most participants*).
 - Participants from each district most commonly selected their own district to receive new facilities.
- Increase the community benefits of arenas by providing additional amenities like libraries and meeting rooms, creating a community hub.

Programs, permits, and access

- Increase staff presence and ensure enforcement of ice rules and scheduled uses, to prevent harassment, bullying, and intimidation on and off the ice.
 - Ensure women, girls, and 2SLGBTQ+ community members are not experiencing harassment or being intimidated on or off the ice by men and boys, especially during women, girls, and 2SLGBTQ+ programmed ice times. This is an issue at multiple rinks.
 - Ensure leisure skate does not include sticks and pucks.
 - Stop or remove skaters who are making the ice unsafe for others.
 - Enable staff to be more effective and proactive to ensure safety and respect for all participants (e.g. pair junior and senior staff so that teens are not responsible for enforcement of rules being broken by older men).
 - Improve staff training and create a transparent issues management process, as some participants feel that their concerns are not taken seriously by arena staff.
- Increase ice availability by opening facilities for longer hours, including opening rinks to leisure skate/public use during the day and morning.
- Provide lower rental/permit rates.
- Provide low-cost or free skate sharpening and equipment rentals including skates, helmets, and skating aids for all ages and abilities.
- Improve staff awareness and training to accommodate users with a variety of needs (e.g. teaching staff to provide verbal and visual signals to warn users that the ice is being switched over; this can help ensure the deaf and hard of hearing community can participate more fully).
- Improve staff training to ensure all community members, including Black and racialized community members, and newcomers, feel welcome in arenas and hire more diverse staff to reflect a neighbourhood's diverse community.
- Programming:
 - Allocate ice time to a wider diversity of groups instead prioritizing 'historic users'.
 - There is a sense from some participants that the current allocation of ice time is unfair and prioritizes boys/men's programs over girls/women's programs.
 - Provide more public/leisure skate times and learn-to programs for all ages, including on evenings and weekends.
 - Provide more drop-in programs (including but not limited to public skate, shinny and hockey).
 - Prioritize youth programming (including youth hockey and skating) in prime-time hours.
 - Provide more dedicated ice time to and programming for equity-deserving groups including girls and women, 2SLGBTQ+ community members, seniors, people with disabilities, people who are neurodiverse (e.g. low-noise and low-light program times) as well as programs serving local residents.

- Schedule more community events to bring new users into arenas (e.g. Holiday skates and newcomer family events).
- Improve security in arenas (e.g. controlled access, numbered change stalls for easier emergency response, cameras, security guards, improved lighting in and outside of arenas including in parking lots).

Communications

- Make it easier and more transparent to find up-to-date information about arenas including programming, ice conditions, hours of operation, how to permit space, ice rules, and how to report and follow up on issues (aggression, harassment, maintenance, etc.).
 - Post large signs with daily arena schedules on-site.
 - Frequently updated webpages.
- Improve public awareness of arenas in neighborhoods and their service offerings through advertising and events.

Additional feedback

- A significant number of participants use non-City of Toronto arenas, the top reason for which was better availability /hours of access (about half of Ice Facility Survey respondents). Secondary reasons (just over a quarter of Ice Facility Survey respondents) include that other locations are higher quality/better able to meet needs and can be used year-round.
- More than half of Ice Facility Survey respondents would travel over 15 minutes, and over a quarter would travel over 20 minutes, to access a City of Toronto arena.

Top priorities for improving arenas

Ice Facilities Strategy Survey: Respondents ranked their top five priorities for improving Arenas

(~1,400 responses)

1. Modernized facilities
2. More spring/summer ice availability
3. Lower rental/permit rates
4. Providing more multi-pad arenas
5. Larger or more change rooms

Level of satisfaction with arenas

Respondents rated their degree of satisfaction with their most used City of Toronto AIR. Responses across all AIRs are summarized below:

(~1,200 responses)

Overall

- Very Satisfied: 34%
- Somewhat Satisfied: 47%
- Neutral: 9%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 1%

Safety

- Very Satisfied: 44%
- Somewhat Satisfied: 34%
- Neutral: 12%
- Somewhat Dissatisfied: 6%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 2%

Hours of Operation

- Very Satisfied: 36%
- Somewhat Satisfied: 37%
- Neutral: 11%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 3%

Cleanliness

- Very Satisfied: 33%
- Somewhat Satisfied: 36%
- Neutral: 20%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 3%

Lighting

- Very Satisfied: 38%
- Somewhat Satisfied: 34%
- Neutral: 17%
- Somewhat Dissatisfied: 4%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 7%

Functionality and Design

- Very Satisfied: 31%
- Somewhat Satisfied: 37%
- Neutral: 17%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 2%

Physical Condition / State of Repair

- Very Satisfied: 26%
- Somewhat Satisfied: 38%
- Neutral: 17%
- Somewhat Dissatisfied: 13%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 2%

City Customer Service / Cooperation / Helpfulness of Staff

- Very Satisfied: 27%
- Somewhat Satisfied: 28%
- Neutral: 21%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 12%

Support Amenities (washrooms, changerooms, etc.)

- Very Satisfied: 21%
- Somewhat Satisfied: 32%
- Neutral: 18%
- Somewhat Dissatisfied: 15%
- Very Dissatisfied: 8%
- Don't Know/Prefer not to answer: 6%

Transit Accessibility

- Very Satisfied: 34%
- Somewhat Satisfied: 17%
- Neutral: 23%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 20%

Parking

- Very Satisfied: 27%
- Somewhat Satisfied: 20%
- Neutral: 21%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 11%
- Don't Know/Prefer not to answer: 10%

Ease of Finding Information Online

- Very Satisfied: 22%
- Somewhat Satisfied: 26%
- Neutral: 22%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 5%
- Don't Know/Prefer not to answer: 13%

Cost to Use / Rental / Permit Rates

- Very Satisfied: 24%
- Somewhat Satisfied: 10%
- Neutral: 19%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 41%

Accessibility for Persons with Disabilities

- Very Satisfied: 12%
- Somewhat Satisfied: 10%
- Neutral: 24%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 48%

Booking and Permitting Process

- Very Satisfied: 8%
- Somewhat Satisfied: 8%
- Neutral: 22%
- Somewhat Dissatisfied: 4%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 54%

Tournament and Event Capabilities

- Very Satisfied: 5%
- Somewhat Satisfied: 5%
- Neutral: 24%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 6%
- Don't Know/Prefer not to answer: 55%

Skating trails

The majority of engagement participants, including all equity-deserving communities, were generally satisfied with City of Toronto skating trails, and feel that City of Toronto skating trails are generally safe, welcoming and inclusive for all. Key feedback about opportunities to improve existing skating trails, including suggestions for creating more safe, welcoming and inclusive skating trails include:

Facilities

- Provide more skating trails.
 - Participants from each district most commonly selected their own district to receive new facilities.
- Modernize facilities and support amenities, and update skating trail designs.
 - Provide more warm and social spaces. Include seating and communal areas off-ice, concession stand, and heating to support community gathering and create spaces that are more welcoming for all-ages.
 - Building wider, longer trails, to provide more space for users, especially when the trails are crowded (this also increases accessibility).
 - Do not include tight turns; wider turns make the space more welcoming for beginner/weaker skaters.
 - Improve lighting so facilities can be used for longer hours and provide more warm and festive lighting.
 - Provide lockers for skaters' personal belongings.
 - Provide roofs over skating trails to increase the ice season, improve ice quality, make the facility more useable in inclement weather, and improve physical accessibility.
 - Provide gender-inclusive washrooms, large family change rooms.
 - Install fencing/grab rails along the outside of trails for beginner skaters and to deter people from crossing trails (prevent collisions).
 - Include wind-blocks or trees to make the conditions on the trails more enjoyable.
 - Ensure trails and support facilities are accessible, including for people using wheelchairs (e.g. no steep access points).
- Improve facility and amenity maintenance.
 - Ensure good ice quality through more frequent resurfacing.
 - Ensure clean and well-maintained washrooms and changerooms.
- Improve transportation options to skating trails.
 - Locate new skate trails in areas easily accessible by public transit.
 - Provide more parking (especially accessible spots for people with disabilities and seniors) and consider reduced fee or free parking nearby.
 - Provide secure bike parking.

Programs, permits, and access

- Provide low-cost or free skate and helmet rentals, and skating aids for people of all ages and abilities.
- Ensure staff keep the ice safe by:
 - Stopping or removing unsafe skaters/activities (e.g. skaters going too fast or zipping through others).
 - Only allow skates on the ice (e.g. no pucks, sticks, shinny, or hockey).
 - Limit skaters to prevent overcrowding and unsafe conditions.
- Extend operating hours to enable greater use of existing facilities.
- Programming:
 - Support for more community events, especially those that include food, music, and entertainment.
 - Host special programs to encourage a diverse range of users to participate (e.g. seniors-only skate times).
 - Consider separate timing of programming for beginners and more advanced skaters.
 - Offer programming for newcomers, who may be new to skating.
- Improve the booking process for fire pits and picnic areas (currently a confusing and unclear process).

Communications

- Make it easier and more transparent to find up-to-date information about skate trails including programming, ice conditions, hours of operation, how to permit space, ice rules, and how to report and follow up on issues (aggression, harassment, maintenance, etc.).
 - Post large signs with daily schedules on-site.
 - Frequently updated webpages.
- Improve public awareness of skate trails in neighborhoods and their service offerings through advertising and events.

Additional feedback

- Overall, skating trails were ranked as less important for most participants/their households to have access to than arenas and outdoor artificial ice rinks (AIRs). However, there is very strong support for drop-in/public/leisure skating across all engagement inputs; this is an activity well-suited to skating trails.
- Some participants noted the usefulness of dry-pad skate trails, which can be used by the roller-skating community as a summer roller skating trail

Top priorities for improving skating trails

Ice Facilities Strategy Survey: Respondents ranked their top five priorities for improving Skating Trails

(~750 responses)

1. Provide more skating trails
2. More warm/social spaces
3. Food/concession options
4. Modernized facilities
5. Larger or more change rooms

Level of satisfaction with skate trails

Respondents rated their degree of satisfaction with their most used City of Toronto skate trail. Responses across all skate trails are summarized below:

(~700 responses)

Overall

- Very Satisfied: 43%
- Somewhat Satisfied: 40%
- Neutral: 10%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 3%

Safety

- Very Satisfied: 45%
- Somewhat Satisfied: 32%
- Neutral: 14%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 5%

Hours of Operation

- Very Satisfied: 46%
- Somewhat Satisfied: 31%
- Neutral: 13%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 6%

Cleanliness

- Very Satisfied: 36%
- Somewhat Satisfied: 38%
- Neutral: 17%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 0%
- Don't Know/Prefer not to answer: 6%

Functionality and Design

- Very Satisfied: 42%
- Somewhat Satisfied: 30%
- Neutral: 15%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 5%

Physical Condition / State of Repair

- Very Satisfied: 37%
- Somewhat Satisfied: 34%
- Neutral: 14%
- Somewhat Dissatisfied: 6%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 6%

Lighting

- Very Satisfied: 40%
- Somewhat Satisfied: 27%
- Neutral: 19%
- Somewhat Dissatisfied: 2%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 13%

Parking

- Very Satisfied: 33%
- Somewhat Satisfied: 22%
- Neutral: 18%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 11%

City Customer Service / Cooperation / Helpfulness of Staff

- Very Satisfied: 27%
- Somewhat Satisfied: 26%
- Neutral: 26%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 16%

Support Amenities (washrooms, changerooms, lounges, etc.)

- Very Satisfied: 23%
- Somewhat Satisfied: 32%
- Neutral: 22%
- Somewhat Dissatisfied: 9%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 12%

Ease of Finding Information Online

- Very Satisfied: 21%
- Somewhat Satisfied: 25%
- Neutral: 23%
- Somewhat Dissatisfied: 9%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 19%

Transit Accessibility

- Very Satisfied: 26%
- Somewhat Satisfied: 17%
- Neutral: 24%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 26%

Cost to Use / Rental / Permit Rates

- Very Satisfied: 20%
- Somewhat Satisfied: 8%
- Neutral: 21%
- Somewhat Dissatisfied: 1%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 49%

Accessibility for Persons with Disabilities

- Very Satisfied: 15%
- Somewhat Satisfied: 11%
- Neutral: 22%
- Somewhat Dissatisfied: 1%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 49%

Booking and Permitting Process

- Very Satisfied: 9%
- Somewhat Satisfied: 6%
- Neutral: 21%
- Somewhat Dissatisfied: 2%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 61%

Tournament and Event Capabilities

- Very Satisfied: 7%
- Somewhat Satisfied: 4%
- Neutral: 21%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 62%

Curling facilities

The majority of engagement participants⁴ were generally satisfied with City of Toronto curling facilities and feel that City of Toronto curling facilities are safe, welcoming and inclusive for all. Key feedback about opportunities to improve existing curling facilities, including suggestions for creating more safe, welcoming and inclusive curling facilities include:

Facilities

- Build more curling facilities.
 - Many comments noted the need for more curling facilities in the west end, where no City facilities are available. While respondents most often selected their own district as a location in need of new curling facilities, many also selected Etobicoke as a district in need of new curling facilities.
 - Ensure facilities are accessible by multiple modes of transportation by locating facilities on transit routes and providing parking (especially accessible parking).
- Modernize facilities, including larger, gender-inclusive, and improved changerooms and washrooms, and more welcoming entrances.
- Maintain a good state of repair (e.g. fresh paint, quick response to capital repair needs, updating chillers as needed).
- Ensure facilities have good food and concession options and well-functioning social spaces. These are a critical part of curling culture and are good spaces to foster community.
- Enable year-round curling use.
- Add multi-purpose spaces in curling facilities to attract new and diverse users (e.g. a gym), and summertime uses (e.g. pickleball).
- Improve accessibility at existing facilities (e.g. ensure functioning elevators).
- Ensuring good quality ice at all facilities.
- Improve transit accessibility to facilities.
- Maintain parking lots in good condition, including proper snow plowing (to maintain all parking spots).

⁴ **Note: A sub-group analysis of responses from equity-deserving groups was not performed on curling-related data from the Ice Facilities Strategy survey due to low response rates from these sub-groups, on curling-related engagement questions.*

Programs, permits, and access

- Create more affordable, accessible, and targeted programming to bring in new curlers from diverse communities (e.g. learn to curl, pride leagues, youth leagues, drop-in 'try it' days).
- Consider discounted memberships for youth, casual leagues, and others.
- Partner with schools to encourage more youth curling.
- Partner with newcomer groups to encourage curling in diverse communities.
- Adopt Curling Canada's harassment and safe play policies.

Communication

- Improve communications and promotions to invite local and diverse community members into curling programs and spaces.
 - Make information about learn-to-curl and other programs easily accessible online.
 - Advertise curling facilities and programming locally.

Additional feedback

- For most participants, access to curling facilities is a lower priority than access to other ice facilities (e.g. arenas, AIRs, and skating trails), with especially low rankings from First Nations, Black and racialized participants. Only older adults (over 65 or over 56, depending on the data source) ranked curling as one of their more important facilities and activities to have access to.
- Some participants noted their support for the existing City curling facility ownership/management structure, where the City owns the facility and a Board of Management runs the facility

Top priorities for improving curling facilities

Ice Facilities Strategy Survey: Respondents ranked their top five priorities for improving Curling Facilities

(~180 responses)

1. Providing more curling facilities
2. Modernized facilities
3. More spring/summer ice availability for curling in existing City of Toronto facilities
4. Food/concession options
5. Larger or more change rooms

Level of satisfaction with curling facilities

Respondents rated their degree of satisfaction with their most used City of Toronto curling facility. Responses across all facilities are summarized below
(~140 responses)

Overall

- Very Satisfied: 63%
- Somewhat Satisfied: 25%
- Neutral: 5%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 2%

Functionality and Design

- Very Satisfied: 39%
- Somewhat Satisfied: 41%
- Neutral: 12%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 2%

Safety

- Very Satisfied: 71%
- Somewhat Satisfied: 16%
- Neutral: 7%
- Somewhat Dissatisfied: 1%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 3%

Ease of Finding Information Online

- Very Satisfied: 52%
- Somewhat Satisfied: 22%
- Neutral: 15%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 7%

Hours of Operation

- Very Satisfied: 68%
- Somewhat Satisfied: 18%
- Neutral: 7%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: <1%
- Don't Know/Prefer not to answer: 3%

Support Amenities (washrooms, changerooms, etc.)

- Very Satisfied: 38%
- Somewhat Satisfied: 39%
- Neutral: 12%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 3%

Cleanliness

- Very Satisfied: 56%
- Somewhat Satisfied: 31%
- Neutral: 8%
- Somewhat Dissatisfied: 2%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 1%

Physical Condition / State of Repair

- Very Satisfied: 33%
- Somewhat Satisfied: 42%
- Neutral: 12%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 2%

Parking

- Very Satisfied: 54%
- Somewhat Satisfied: 31%
- Neutral: 10%
- Somewhat Dissatisfied: 2%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 2%

Tournament and Event Capabilities

- Very Satisfied: 44%
- Somewhat Satisfied: 28%
- Neutral: 17%
- Somewhat Dissatisfied: 1%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 9%

City Customer Service / Helpfulness of Staff

- Very Satisfied: 55%
- Somewhat Satisfied: 14%
- Neutral: 14%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 14%

Cost to Use / Rental / Permit Rates

- Very Satisfied: 37%
- Somewhat Satisfied: 24%
- Neutral: 16%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 14%

Booking and Permitting Process

- Very Satisfied: 33%
- Somewhat Satisfied: 23%
- Neutral: 13%
- Somewhat Dissatisfied: 4%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 25%

Ability to Use Year-Round

- Very Satisfied: 13%
- Somewhat Satisfied: 11%
- Neutral: 37%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 11%
- Don't Know/Prefer not to answer: 18%

Transit Accessibility

- Very Satisfied: 16%
- Somewhat Satisfied: 20%
- Neutral: 19%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 5%
- Don't Know/Prefer not to answer: 30%

Accessibility for Persons with Disabilities

- Very Satisfied: 20%
- Somewhat Satisfied: 16%
- Neutral: 19%
- Somewhat Dissatisfied: 8%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 35%

Dry pads

The majority of engagement participants were generally satisfied with City of Toronto dry pads and feel that City of Toronto dry pads are generally safe, welcoming and inclusive for all. However, dry pads received the lowest satisfaction rate amongst all ice facility types. Key feedback about opportunities to improve existing/consider for new dry pads include:

Facilities

- Modernize and improve dry pad design so they are more functional for a variety of uses.
 - Include surfacing appropriate for dry uses (e.g. anti-slip).
 - Improve drainage (ensure flat surface to prevent puddles, squeegee water out).
 - Include automatic lighting to allow for later use, and ensure lighting is turned on to improve safety.
 - Include roofs to allow use in a range of weather (keeps pads dry in rain and provides protection from the sun in hot weather).
 - Provide shade (where pads have no roof).
 - Improve ventilation and temperature controls/air conditioning at indoor dry pads.
 - Improve physical accessibility of facilities and support amenities.
 - Provide seating (including accessible seating) for both activity participants and spectators.
 - Provide gender-inclusive washroom and change room facilities help support higher use of dry-pads (indoor or outdoor)
 - Provide storage for dry pad uses (e.g. bike polo, pickleball).
 - Where and when appropriate, add amenities and provide equipment that support dry-pad uses such as basketball and ball hockey nets, pickleball nets/lines, etc.
- Ensure pads and support facilities are clean and are well maintained.
 - Ensure staff clear pad surface of debris like leaves, water, rocks, pet waste, or garbage.
 - Repair cracks.
 - Repair leaks in outdoor roofs over pads.
 - Remove bird nests from roofs over pads (their droppings make the surface unsafe).
 - Provide hot water through the summer for existing indoor dry pad showers.

Programs, permits, and access

- Participants were open to a wide range of activities for dry pads including various sports (ball hockey, roller skating, pickleball, fitness/trailing, tennis, basketball, lacrosse, soccer/futsal, bike polo, skateboarding, and more), activities (e.g. kids learning to ride bikes and scootering), and events (e.g. farmers market, movie night, community events etc.).
 - Notably, dog/pet use of dry pads was seldom proposed, with multiple participants commenting about not wanting dogs to use dry pads, often due to concern around pet waste.
- Provide more access to indoor and outdoor dry pads, including more equitable access between various user groups.
 - Unlock outdoor dry pads for casual use.
 - Make it easier to find information about dry pads online, including how to permit the facility, hours of use and what time slots have been booked/permited.
 - Improve the booking/permit process so it is easier, more transparent, and quicker to book/permit dry pads.
 - Lower permit fees.
 - Prioritize not-for-profit over for-profit permit groups.
 - Prevent any one activity group from monopolizing use of a dry pad. Some user groups feel pickleball groups are monopolizing dry pad space and pushing others out, even when they do not have a permit. Ensure a more clear and equitable approach to space sharing between activity groups.
 - Consider creating temporary separations within dry pads so multiple activities can occur at once, and to prevent any one activity from taking over the use of a dry pad.
- Consider set times for drop-in vs. permitted use of dry pads.
- Provide more City programming at dry pads (e.g. drop in or youth basketball or pickleball).
- Provide more parking near dry pads.
- Staff dry pads to maintain order, fair sharing of space, and ensure the pad is clear of debris.
 - Some requested security guards on-site.
- Listen to and involve groups that consistently use the dry pads in the design and scheduling process.
- Keep off-leash dogs off of dry pads, as pet waste on pads is a problem.
 - Consider stronger enforcement and/or signage.

Top priorities for improving dry pads

Ice Facilities Strategy Survey: Respondents ranked their top five priorities for improving Dry Pads

(~340 responses)

1. Providing more access to outdoor dry pads
2. Providing more access to indoor dry pads
3. Modernized facilities
4. Lower rental/permit rates
5. More parking

Level of satisfaction with dry pads

Respondents rated their degree of satisfaction with City of Toronto dry pads (indoor and outdoor) overall:

(~ 320 responses)

Overall

- Very Satisfied: 17%
- Somewhat Satisfied: 46%
- Neutral: 22%
- Somewhat Dissatisfied: 9%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 2%

Safety

- Very Satisfied: 31%
- Somewhat Satisfied: 37%
- Neutral: 21%
- Somewhat Dissatisfied: 4%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 5%

Hours of Operation

- Very Satisfied: 24%
- Somewhat Satisfied: 36%
- Neutral: 24%
- Somewhat Dissatisfied: 6%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 6%

Cleanliness

- Very Satisfied: 18%
- Somewhat Satisfied: 34%
- Neutral: 25%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 5%
- Don't Know/Prefer not to answer: 6%

Physical Condition / State of Repair

- Very Satisfied: 16%
- Somewhat Satisfied: 35%
- Neutral: 21%
- Somewhat Dissatisfied: 19%
- Very Dissatisfied: 5%
- Don't Know/Prefer not to answer: 4%

Functionality and Design

- Very Satisfied: 18%
- Somewhat Satisfied: 33%
- Neutral: 22%
- Somewhat Dissatisfied: 16%
- Very Dissatisfied: 5%
- Don't Know/Prefer not to answer: 6%

Lighting

- Very Satisfied: 21%
- Somewhat Satisfied: 31%
- Neutral: 25%
- Somewhat Dissatisfied: 8%
- Very Dissatisfied: 3%
- Don't Know/Prefer not to answer: 12%

Parking

- Very Satisfied: 20%
- Somewhat Satisfied: 29%
- Neutral: 28%
- Somewhat Dissatisfied: 8%
- Very Dissatisfied: 6%
- Don't Know/Prefer not to answer: 10%

Transit Accessibility

- Very Satisfied: 25%
- Somewhat Satisfied: 20%
- Neutral: 28%
- Somewhat Dissatisfied: 5%
- Very Dissatisfied: 1%
- Don't Know/Prefer not to answer: 21%

Support Amenities (washrooms, changerooms, etc.)

- Very Satisfied: 14%
- Somewhat Satisfied: 30%
- Neutral: 20%
- Somewhat Dissatisfied: 19%
- Very Dissatisfied: 8%
- Don't Know/Prefer not to answer: 8%

City Customer Service / Helpfulness of Staff

- Very Satisfied: 16%
- Somewhat Satisfied: 24%
- Neutral: 31%
- Somewhat Dissatisfied: 7%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 18%

Ease of Finding Information Online

- Very Satisfied: 11%
- Somewhat Satisfied: 22%
- Neutral: 25%
- Somewhat Dissatisfied: 12%
- Very Dissatisfied: 8%
- Don't Know/Prefer not to answer: 22%

Accessibility for Persons with Disabilities

- Very Satisfied: 13%
- Somewhat Satisfied: 14%
- Neutral: 28%
- Somewhat Dissatisfied: 3%
- Very Dissatisfied: 2%
- Don't Know/Prefer not to answer: 40%

Cost to Use / Rental / Permit Rates

- Very Satisfied: 11%
- Somewhat Satisfied: 15%
- Neutral: 24%
- Somewhat Dissatisfied: 6%
- Very Dissatisfied: 6%
- Don't Know/Prefer not to answer: 38%

Tournament and Event Capabilities

- Very Satisfied: 11%
- Somewhat Satisfied: 14%
- Neutral: 22%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 4%
- Don't Know/Prefer not to answer: 39%

Booking and Permitting Process

- Very Satisfied: 6%
- Somewhat Satisfied: 13%
- Neutral: 23%
- Somewhat Dissatisfied: 10%
- Very Dissatisfied: 6%
- Don't Know/Prefer not to answer: 43%

Appendix A:

Differences by District

Online survey respondents provided the first three digits of their postal code, allowing the responses to be analyzed based on the district of each respondent (Scarborough, North York, Toronto East York, and Etobicoke York). The following provides a snapshot of key differences between the priorities of respondents in different districts, for selected Ice Facilities Survey responses.

Responses by district

Ice Facilities Survey respondents live in the following districts:

- 44% of respondents live in Toronto East York
- 21% of respondents live in North York
- 21% of respondents live in Etobicoke York
- 13% of respondents live in Scarborough
- 1% of respondents provided an invalid postal code or a postal code outside of Toronto

Most important ice activities by district:

Overall

- **Top:** Drop-in skating / public skate
- **Second:** Hockey
- **Third:** Shinny

Toronto East York

- **Top:** Drop-in skating / public skate
- **Second:** Hockey
- **Third:** Shinny

North York

- **Top:** Drop-in skating / public skate
- **Second:** Hockey
- **Third:** Shinny

Etobicoke

- **Top:** Drop-in skating / public skate
- **Second:** Learn to Skate
- **Third:** Hockey

Scarborough

- **Top:** Drop-in skating / public skate
- **Second:** Hockey
- **Third:** Learn to Skate

Arena improvement priorities

Every district prioritized their own district for new facilities. Arena improvement priorities by district are:

Overall

- **Top Priority:** Modernized Facilities
- **Second Priority:** More Spring/Summer Ice Availability
- **Third Priority:** Lower Rental Permits

Toronto East York

- **Top Priority:** More Spring/Summer Ice Availability
- **Second Priority:** Modernized Facilities
- **Third Priority:** Providing More Multi-Pad Arenas

North York

- **Top Priority:** Modernized Facilities
- **Second Priority:** More Spring/Summer Ice Availability
- **Third Priority:** Lower Rental Permits

Etobicoke

- **Top Priority:** Modernized Facilities
- **Second Priority:** More Spring/Summer Ice Availability
- **Third Priority:** More Warm-Up and Training Spaces

Scarborough

- **Top Priority:** Modernized Facilities
- **Second Priority:** More Spring/Summer Ice Availability
- **Third Priority:** Larger or More Changerooms

AIR improvement priorities

Every district prioritized their own district for new facilities. AIR improvement priorities by district are:

Overall

- **Top Priority:** More AIRS
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Modernize Facilities

Toronto East York

- **Top Priority:** More AIRS
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Roofs Over Outdoor Rinks

North York

- **Top Priority:** More AIRS
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Modernize Facilities

Etobicoke

- **Top Priority:** More Warm/Social Spaces
- **Second Priority:** More AIRS
- **Third Priority:** Modernize Facilities

Scarborough

- **Top Priority:** More AIRS
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Modernize Facilities

Curling facility improvement priorities

Every district prioritized their own district for new facilities. Curling facility improvement priorities by district are:

Overall

- **Top:** More Curling Facilities
- **Second:** Modernize Facilities
- **Third:** More Spring/Summer Ice Availability

Toronto East York

- **Top:** More Curling Facilities
- **Second:** Modernize Facilities
- **Third:** More Spring/Summer Ice Availability

North York

- **Top:** More Curling Facilities
- **Second:** Food/Concession Options
- **Third:** Larger/More Changerooms

Etobicoke

- **Top:** More Curling Facilities
- **Second:** Modernize Facilities
- **Third:** Not Listed/Other

Scarborough

- **Top:** More Curling Facilities
- **Second:** Modernize Facilities
- **Third:** More Spring/Summer Ice Availability

Skate trail improvement priorities

Every district prioritized their own district for new facilities. Skate trail improvement priorities by district are:

Overall

- **Top Priority:** More Skate Trails
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Food/Concession Options

Toronto East York

- **Top Priority:** More Skate Trails
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Food/Concession Options

North York

- **Top Priority:** More Skate Trails
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Food/Concession Options

Etobicoke

- **Top Priority:** More Skate Trails
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Modernize Facilities

Scarborough

- **Top Priority:** More Skate Trails
- **Second Priority:** More Warm/Social Spaces
- **Third Priority:** Modernize Facilities

Dry pad improvement priorities

Every district prioritized their own district for new facilities. Dry Pad improvement priorities by district are:

Overall

- **Top:** More access to existing outdoor pads
- **Second:** More access to existing indoor pads
- **Third:** Modernize facilities

Toronto East York

- **Top:** More access to existing outdoor pads
- **Second:** More access to existing indoor pads
- **Third:** Modernize facilities

North York

- **Top:** More access to existing indoor pads
- **Second:** More access to existing outdoor pads
- **Third:** Modernize facilities

Etobicoke

- **Top:** More access to existing indoor pads
- **Second:** More access to existing outdoor pads
- **Third:** Modernize facilities

Scarborough

- **Top:** More access to existing indoor pads
- **Second:** More access to existing outdoor pads
- **Third:** Modernize facilities

Facility demand overall

The Parks and Recreation Facilities Plan online survey also asked respondents questions related to ice facilities. The lists below offer a comparison of responses, showcasing recreation facility demand, by the district of the respondent. The numbers show reflect the ranking of each type of ice facility of a list of a wide range of recreation facilities available in the City.

Arenas

- **Toronto East York:** 10th
- **North York:** 4th
- **Etobicoke:** 5th
- **Scarborough:** 4th
- **Overall:** 6th

Artificial Ice Rinks (AIRs)

- **Toronto East York:** 9th
- **North York:** 18th
- **Etobicoke:** 17th
- **Scarborough:** 19th
- **Overall:** 13th

Skate Trails

- **Toronto East York:** 14th
- **North York:** 20th
- **Etobicoke:** 11th
- **Scarborough:** 13th
- **Overall:** 14th

Curling Facilities

- **Toronto East York:** 27th
- **North York:** 22nd
- **Etobicoke:** 10th
- **Scarborough:** 15th
- **Overall:** 20th

Outdoor Natural Ice

- **Toronto East York:** 18th
- **North York:** 25th
- **Etobicoke:** 23rd
- **Scarborough:** 25th
- **Overall:** 22nd