

Ice Facilities Strategy

Phase 2

Online Survey Summary

Survey Dates: January 5 to February 2, 2026

Parks & Recreation
City of Toronto



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Introduction

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 indoor and outdoor rinks, skating trails and curling pads.

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.

Survey Overview

This report summarizes the findings from the Ice Facilities Strategy Phase 2 Online Survey, which was conducted between January 5 and February 2, 2026. A total of 5,115 survey responses were collected. In total, over 12,300 people participated through these surveys, as many responses included feedback from multiple participants (e.g. households could complete a survey together). Most surveys were completed by an individual or household, with 4% of surveys completed by a representative of a group or organization.

The survey collected feedback on draft Ice Facilities Strategy priorities and goals, to help shape the final Strategy. Respondents selected the topics they would like to review and provide feedback on through the survey. Topics included:

- Accessibility (all ice facilities)
 - ~1400 survey responses selected this topic (~28%)
- Community outreach and communications (all ice facilities)
 - ~1800 survey responses selected this topic (~35%)
- Arenas (including dry pads in the off-season)
 - ~3600 survey responses selected this topic (~71%)
- Outdoor artificial ice rinks* (including dry pads in the off-season)
 - ~3100 survey responses selected this topic (~61%)
- Outdoor skating trails (including dry pads in the off-season)
 - ~2400 survey responses selected this topic (~47%)
- Curling facilities
 - ~1300 survey responses selected this topic (~26%)

In the survey, each topic included a short summary of Phase 1 key findings about that facility type, and asked respondents to review and rate the proposed Ice Facilities Strategy actions. Respondents were able to provide written comments on any topic at the end of the survey. Each topic selected added approximately 3-8 minutes to the survey's length.

The survey was available in English, French, Spanish, Bengali, Filipino, Hindi, Tamil and Chinese.

About this Report

This report summarizes feedback in the following sections:

1. Accessibility (all ice facilities)
2. Community outreach and communications (all ice facilities)
3. Arenas (including dry pads in the off-season)
4. Outdoor artificial ice rinks* (including dry pads in the off-season)
5. Outdoor skating trails (including dry pads in the off-season)
6. Curling facilities
7. Other feedback
8. Who we heard from
9. How we reached people

Of the approximately 5,000 survey responses, 1,929 provided written feedback. This written feedback is summarized within the section(s) it applies to (see numbers 1-7 in the list above). Email feedback received during the Phase 2 engagement window is also integrated into these summaries.

When summarizing key themes that emerged through written feedback, this report uses the words below to provide a general sense of the proportion of respondents sharing a given perspective¹:

- A large number of respondents: over ~100 comments
- Many respondents: ~30-99 comments
- Some respondents: ~10-30 comments
- A few respondents: less than ~10 comments

Most survey respondents did not leave comments.

“[Rinks] are more than just places to play a game, they are gathering spaces that promote physical activity, social connection, and community pride. Rinks bring people together across all ages and backgrounds, offering a safe, welcoming environment where friendships are built, skills are developed, and healthy lifestyles are encouraged year-round.”
- *Survey Respondent*

¹ These are approximations.

Summary of Feedback

Accessibility

Approximately 1,300 survey respondents shared their level of support for potential actions related to ice facility accessibility. Approximately 65 survey respondents provided written feedback on this topic.

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to accessibility, below:

- New or renewed ice facilities that:
 - Meet or go beyond TADG and AODA standards. This includes using flexible and universal design so people with different abilities can enjoy the facilities, designing for inclusive and adaptive sports like sledge hockey and blind curling, and working with disability advocacy groups early in the design process to make sure real experiences of people of different abilities shape how facilities are built.
 - Provide plenty of seating, including spots for people who use wheelchairs or need more space.
 - Provide signage that is AODA and TADG compliant.
- Increase access to on-ice support tools for all ages and abilities (such as ice walkers or chairs) to help people who have trouble balancing or skating on their own.
- Focus repair projects on facilities that have poor or partial accessibility.
 - Add accessibility upgrades (such as barrier-free entrances and gender-inclusive washrooms and changerooms) to all repair projects.
- Make it easier to reach ice facilities by adding accessible parking, and safe, accessible pathways.
- To support outdoor ice facilities, provide accessible year-round amenities, such as gender-inclusive washrooms, changerooms, and drinking fountains.
- Create inclusive and accessible programs for groups who face barriers, such as youth, newcomers, people with low incomes, racialized groups, 2SLGBTQ+ communities, and people with disabilities.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~1,300):

- Strong support. No adjustments are needed: 38%
- Support. Little to no adjustments are needed: 28%
- Neutral. I neither support nor oppose these potential actions: 17%
- Oppose. Adjustments are needed: 10%
- Strongly oppose. Significantly rewrite or remove: 6%

Written Feedback

Approximately 65 survey respondents provided written feedback related to accessibility. A summary of key themes shared through this feedback includes²:

- Many respondents highlighted the need to improve widespread physical accessibility barriers across ice facilities. Improvements suggested include: providing more accessible parking near facilities (especially at High Park) and transit access to facilities; improving warming spaces in indoor facilities; providing accessible washrooms and changerooms; properly maintaining automatic door openers and elevators; fixing uneven flooring and installing ramps and elevators as needed; providing accessible viewing areas; providing gender-inclusive and family change rooms; more seating; more outdoor change areas (e.g. seating and rubber-matted paths) at outdoor ice facilities to support immunocompromised skaters who cannot use indoor change areas; and, improved lighting and sightlines.
 - Respondents suggested consulting with accessibility experts and people with lived experience with disabilities when designing new or improved ice facilities.
- Many respondents suggested providing more inclusive on-ice supports, such as adult-sized skate aids, ice chairs, and handrails for individuals with visible and non-visible disabilities.
- Some respondents suggested improvements to make ice facilities more accessible - beyond a focus on physical accessibility improvements. Suggestions include:

² When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: "A large number of respondents" is over ~100; "many respondents" is ~99-30; "some respondents" is ~10-30; "a few respondents" is less than ~10 comments.

- Increasing ice availability by building more ice facilities (especially to fill gaps) and improving maintenance and state of good repair planning to avoid facility closures – this would enable more residents to access ice;
- No or low-cost helmets and skates rentals (especially helpful for people with low-incomes and newcomers), including expanded access to the skate lending library;
- Reduced ice booking costs (including a few suggestions for free daytime school access, and sliding-scale program and booking fees);
- Increased access to year-round ice facilities through facility improvements;
- Exploring alternative pricing approaches to help reduce financial barriers to participation, such as discounted rates for unused ice time or expanded subsidies;
- Multilingual signage;
- Improved anti-harassment measures;
- More programming opportunities for underserved groups, including newcomers, girls and women, racialized communities, and people with disabilities. This includes beginner-friendly environments and opportunities for families to participate together and sensory-friendly accommodation times (e.g. hours with reduced noise and calmer facilities). Some respondents emphasized the importance of learn-to-skate programs for beginners, newcomers, and young children.
- Some respondents noted that long travel times, parking limitations, and lack of transit accessibility, especially during evenings and through the winter, are barriers to accessing ice facilities.
- Some respondents noted that the City’s permitting process systemically limits their access to ice facilities. A few respondents suggested existing groups or certain activities/sports were prioritized over others, and requested clearer, more transparent online booking systems and fairer allocation of prime-time hours. This is explored further in the section on [Arena Programming and Permits](#).
- Some respondents emphasized the need for improved supervision and rule enforcement at ice facilities to ensure these spaces are welcoming for all users (e.g. preventing unsafe behaviour such as strollers on ice, reckless skating, and sticks and pucks during public skate times; ensuring correct use of skate aids; enforcing program times so women’s programs feel welcome staying on the ice).

Community Outreach and Communications

Approximately 1,600 survey respondents shared their level of support for potential actions related community outreach and communications. Approximately 180 survey respondents provided written feedback on this topic.

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to community outreach and communications, below:

- Improve ice facility webpages with more up to date, clear information about programs, events, ice conditions, hours, how to book ice time, rules, and how to report any problems.
- Create an easy-to-use map showing all indoor and outdoor rinks that offer public skating and lessons, and highlight which ones are close to TTC routes.
- Post clear on-site signs showing daily schedules and upcoming programs or events.
- Promote awareness of local ice facilities through community events, posters, and online advertising.
- Add welcoming signs at all ice facilities to show that everyone is welcome and invited to take part.
- Build partnerships to give more people access to arenas and ice time (especially those who do not have any access), such as working with schools, sports groups, accessible sports programs, multicultural agencies, and others.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~1,600):

- Strong support. No adjustments are needed:46%
- Support. Little to no adjustments are needed:34%
- Neutral. I neither support nor oppose these potential actions:11%
- Oppose. Adjustments are needed:7%
- Strongly oppose. Significantly rewrite or remove:2%

Written Feedback

Approximately 180 survey respondents provided written feedback related to community outreach and communications. A summary of key themes shared through this feedback

includes³:

- Many respondents support improving how the city shares information about ice facilities, including:
 - Where facilities are located
 - When facilities are open
 - Ice schedules
 - Program availability, including where drop-in programs are available, city-wide, on a given day (without having to view separate facility webpages)
 - Ice rules
 - Ice conditions and/or closures
 - Facility accessibility information (including availability of support equipment)
 - Availability of change rooms, washrooms, and other amenities
 - Locations with equipment rentals (skates, helmets)
 - Transit directions
 - Parking availability
 - Closures
 - Zamboni times
 - Health and safety information (e.g. defibrillator and first aid kit locations)
 - Facility layout (images or videos)
- A few respondents noted that these improvements are also needed for Board of Management operated arenas.
- Suggestions for improving communications include on-site signage (with a few suggestions for multi-lingual or picture-based signage), enhanced webpages (including enhanced search functions), increased advertising of programming and ice availability (including offline advertising in communities, such as flyers), more community events and 'learn-to' events and guides, in-community wayfinding signage, promotions through Councillors' offices, neighbourhood groups, and other partners.

³ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: "A large number of respondents" is over ~100; "many respondents" is ~99-30; "some respondents" is ~10-30; "a few respondents" is less than ~10 comments.

- Some respondents noted their support for the City to work with partners to increase use of existing ice during off-peak times, to fund ice facility improvements, modernizations, rebuilds (including corporate sponsors and other levels of government), equipment upgrades, and/or operational costs.
 - Some respondents suggested strengthening partnerships with schools (especially in lower-income areas) to increase daytime skating opportunities, including school skating programs (including through integration into Phys-ed programs).
- Some respondents emphasized the importance of collaboration with local sport organizations and community associations when making decisions about ice allocation, programming, and facility planning, including decisions about how to improve and increase use of existing ice facilities.
- A few respondents noted a need to make the ice booking system easier to use, easier to search for ice still available to book, and easier to instant-book last-minute ice (to reduce the amount of ice that goes unused).
- A generally equal number of respondents noted their support for improving signage, compared to those who opposed prioritizing sign improvements.

Arenas

Approximately 2,800 survey respondents shared their level of support for potential actions related to arena facilities, programs, and permits. Approximately 550 survey respondents provided written feedback on this topic.

Arena Facilities

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to arena facilities, below:

- Keep the same number of arenas that Toronto has now, focusing on improving and modernizing existing arenas so they are well-maintained, clean, accessible, eco-friendly, and welcoming places for everyone to play, train, and spend time together. Possible actions include:
- Add better amenities, like concession stands, comfortable seating areas, gender-inclusive washrooms and changerooms, and dry-land training spaces.
- Update signage inside and outside arenas (including digital screens) to help people find their way, feel welcome, and learn about programs, events, and booking options.

- Build or rebuild arenas to replace older ones that are harder to access. New or rebuilt arenas should have more than one ice pad and be located with other community spaces, making them active, shared community hubs. For example, one new double-pad arena could replace two single-pad arenas that are old or in poor condition.
- Work with partners, sponsors, and donors to help fund arena improvements and make sure these spaces can be used by the community all year round.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~2,800):

- Strong support. No adjustments are needed:42%
- Support. Little to no adjustments are needed:32%
- Neutral. I neither support nor oppose these potential actions:6%
- Oppose. Adjustments are needed:16%
- Strongly oppose. Significantly rewrite or remove:4%

Written Feedback

A summary of key themes relating to arena facilities that emerged through written survey feedback includes⁴:

- A large number of respondents support building more arenas, noting that it is difficult to get indoor ice permits during prime times at city arenas, resulting in patrons travelling further to get ice time, paying for more expensive private ice, using ice at inconvenient or age-inappropriate hours, or not being able to access the amount of ice time they would like. Respondents noted that building more arenas would support all types of ice activities and sports and enable the growth of ice programming for underserved communities.
 - Many respondents noted a particular need for more arenas in the west end, with a few noting a need in Scarborough and other parts of the City.
- A large number of respondents support improving and modernizing existing arenas (rebuilding where required), with many noting that some arenas are in poor condition.
 - Many respondents support improving overall maintenance.
 - Many respondents suggested emulating the quality and features of newer arenas in the Greater Toronto Area.

⁴ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: "A large number of respondents" is over ~100; "many respondents" is ~99-30; "some respondents" is ~10-30; "a few respondents" is less than ~10 comments.

- Some respondents shared support for specific improvements, including: accessibility; functionality (e.g. lighting, heating, sound systems); cleanliness; improving washrooms, dressing rooms and spectator facilities; providing more off-ice training facilities (fitness spaces, walking tracks) and amenities (concessions, skate sharpening, lockers).
- Some respondents noted that it is challenging for existing ice users when arenas are shut down for repairs, as less ice is available to permit. This often results in groups securing fewer permit slots than desired, and patrons needing to use arenas further away from home or at impractical hours. A few respondents noted the need to improve maintenance schedules to avoid closing arenas for major repairs. A few respondents suggested that, when closures are required, the City plan closures for major maintenance or rebuilds ahead of time, so that multiple arenas are not closed at the same time.
- A few respondents noted their support for more or improved concession stands (especially to encourage greater community use of rinks and support social activities around skating). They also noted a need to ensure existing concession stands and skate sharpening amenities are consistently functioning and open for patrons.
 - A few respondents noted that snack bars can bring in funds for arenas and are good opportunities to employ youth.
 - Conversely, a few respondents noted they do not feel concession stands are necessary.
- A large number of respondents stated they do not support the closing of the Weston Lions Arena.
- Many respondents support rebuilding existing arenas to include multi-pad arenas (not limited to two pads), however, a significant amount of these respondents noted they would not want a multi-pad facility to replace multiple single pad facilities, as this would reduce local access to arenas.
 - A few respondents suggested the City aim to build significantly larger arenas, with 3 or more pads to better facilitate hockey tournaments, provide different pads for different uses, and/or to provide year-round dry pad access.
- Some respondents noted their support for increasing physical accessibility of arenas. A few respondents suggested the need to balance accessibility upgrades with costs, with some suggesting prioritizing accessibility upgrades to a few key locations across the city rather than at every arena. Suggested accessibility improvements include:
 - Physical accessibility upgrades throughout arenas and ensuring immediate maintenance of accessibility features (as needed).
 - Increasing transit-accessibility of arenas or providing more local arenas.
 - Increasing parking.

- Some respondents noted their support for providing more year-round ice in arenas.
- Some respondents suggested increasing year-round dry pad availability, while others supported increased use of dry pads in the off season (e.g. for indoor soccer, lacrosse, ball hockey, pickleball, as a roller rink, and more).
- Some respondents suggested the city build an Olympic-size rink and arena, especially to facilitate speed skating.
- Some respondents noted their support for arenas that are co-located with other community spaces (e.g. libraries, gyms, pools, multi-purpose rooms, walking tracks, etc.).
 - A few respondents noted their support for building off-ice training spaces in arenas, while others noted they did not feel these spaces were necessary.
- A few respondents noted that ice surface quality can be poor when there is a change between activity types and suggested increased rink flooding or resurfacing between uses.
- A few respondents suggested building new arenas (or ice pads in arenas) for exclusive use for specific activities, (e.g. figure skating-only rinks, hockey-only rinks).
- A few respondents suggested adding ringette lines to arena ice pads.

Arena Programming and Permits

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to arena programming and permits, below:

- Increase access to and use of existing ice at all times of the day, including during quieter times, like weekday morning or afternoons (also known as “non-prime” times). Possible actions include:
 - Offer free or low-cost skate and helmet rentals, skate sharpening, and skating aids for people of all ages and abilities.
 - Add more City-run programs during non-prime times (weekday mornings, or afternoons).
 - Promote arena use during non-prime times, so more people know ice is available.
 - Test earlier weekday morning hours at some arenas to let early risers get on the ice.
 - Offer discounts and flexible pricing to encourage people to skate or rent ice during non-prime times.
 - Create unique or alternative ice programs (like new sports or themed skates) that appeal to different communities.

- Partner with schools, seniors' homes, newcomer groups, and other organizations to help fill non-prime time ice.
- Create inclusive and accessible programs for groups who face barriers, such as youth, newcomers, people with low incomes, racialized groups, 2SLGBTQ+ communities, and people with disabilities.
- Increase local access to arenas to make it easier for nearby residents to use them. Possible actions include:
 - Add more public skating and learn-to-skate programs during prime times.
 - Make better use of public spaces in arenas (such as community rooms, lobbies, and outdoor areas) for community events and activities.
 - Work with local organizations to use empty rooms for programs that meet community needs, such as after-school programs, seniors' activities, or newcomer supports.
 - Expand the community space tenancy program to allow groups to use underused rooms in arenas.
 - Hire staff who reflect Toronto's diversity and train them to support people with different needs, helping make arenas welcoming for everyone.
- Increase all-season access to facilities to help arenas stay active year-round. Possible actions include:
 - Look for ways to offer more spring and summer ice.
 - Review which arenas could support warm-weather ice and open them for City programs first.
 - Explore small upgrades (such as cooling or insulation improvements) to make summer ice possible.
 - Offer more off-season (dry pad) programs such as summer camps, floor hockey, lacrosse, pickleball, and other activities when ice is removed in the off-season.
- Review ice permitting process to ensure ice time is shared fairly among different user groups, so everyone has a chance to play.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~2,800):

- Strong support. No adjustments are needed:44%
- Support. Little to no adjustments are needed:32%
- Neutral. I neither support nor oppose these potential actions:9%
- Oppose. Adjustments are needed:11%
- Strongly oppose. Significantly rewrite or remove:4%

Written Feedback

A summary of key themes relating to arena permits and programming that emerged through written survey feedback includes⁵:

- Many respondents participating in existing ice programming (e.g. hockey, shinny, figure skating and more) noted they have seen an increase in prime-time ice demands. Many noted they find it challenging or impossible to find prime-time city ice to meet their full programming needs (including children and adult programs), suggesting prime-time hours at City ice facilities are fully booked. Respondents explained that this has forced some organizations to turn to more expensive private ice to meet their needs (if it is available at all), which in turn, drives up the price of ice programming, making it inaccessible for some families and individuals.
- Many respondents noted that they want greater access to prime time ice for their or their household's preferred ice program or drop-in activity (hockey, shinny, figure skating, public skating, learn-to-skate, ringette, speed skating, etc.) at a local arena (or nearby).
- Many respondents noted that they do not believe ice is allocated correctly and would like to see improved allocation policies, with considerations including:
 - Providing women and girls with equitable access
 - Some respondents specifically noted that demand for girls' and women's hockey is increasing but ice allocation to these groups is inadequate.
 - A few respondents noted that they felt figure skating, a predominately female sport, has a disproportionately low amount of ice time (both permitted and drop-in) compared to more male-dominated activities like hockey and shinny.
 - Prioritizing youth programming (regardless of activity)
 - Prioritizing providing younger children access at earlier times
 - Prioritizing programs that serve *local* youth
 - Respondents proposed various and opposing priorities between:
 - recreational and competitive programs
 - various ice sports/activities (e.g. prioritizing hockey vs public skating vs figure skating vs ringette vs speed skating, etc.)
 - A few respondents noted that they support long-term groups at arenas maintaining existing ice allocation, as it provides stability and reliability for those program users.

⁵ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: "A large number of respondents" is over ~100; "many respondents" is ~99-30; "some respondents" is ~10-30; "a few respondents" is less than ~10 comments.

- Many respondents support increasing leisure/public skate and learn-to-skate programs in arenas to improve access to ice for those who do not play organized ice sports. Conversely, many other respondents are concerned that this will reduce access for existing hockey, figure skating, and other organized ice sports and activities, especially those serving youth.
 - Many respondents noted the importance of prioritizing and not disrupting existing youth ice programs (beyond learn-to-skate programs).
 - Some respondents noted that learn-to-skate classes often fill quickly and many families are unable to register due to limited availability. They suggested expanding program availability across the city, particularly in areas with the most unmet demand.
 - Some respondents noted that there should be collaboration with local associations to determine how best to utilize available ice.
 - Some respondents highlighted the value of learn-to-skate programs and introductory lessons for newcomers and people new to ice sports.
 - Other suggestions included providing more year-round and holiday programming; more adult learn-to-skate programs; more 'learn-to' hockey programs; and support for age-specific public skate times.
- Many respondents noted their support for increasing off-peak ice use.
 - Some respondents noted their support for increasing partnerships that improve use of off-peak ice time.
 - Some respondents noted their strong support for increasing learn-to-skate programs through partnerships with schools, especially during non-prime times, and in neighbourhoods with greater sociodemographic needs.
 - A few respondents noted that providing free or low-cost skate and helmet rentals can be especially helpful to facilitate schools' daytime use of arenas
 - A few respondents emphasized the importance of programming for seniors and older adults during daytime hours, including skating, shinny, and other recreational opportunities that support physical activity and social connection.
 - A few respondents noted their support for increasing morning programming (e.g. seniors' programs, toddler/child shinny), permitting, and public skate hours.
 - A few respondents suggested increasing drop-in programs during off peak hours.
 - A few respondents suggested lowering last-minute ice booking fees and improving the ice booking system to make it easier and more affordable to book last minute city ice, so it doesn't go unused.

- Some respondents noted their support for ice programming geared towards specific groups, (e.g. seniors morning and daytime programming and public skate hours; age- and group- specific free skate times (e.g. adult skate and parent and tot skate); youth programs in age-appropriate time slots; programs specifically designed for women and girls, including learn-to-skate, learn-to-play hockey, and women-only shinny or recreational leagues, etc.).
 - Conversely, a few respondents suggested programming should not specifically be for any one group and should be inclusive to all.
- Some respondents noted their support for increasing arena access (beyond physical accessibility), including:
 - Offering more affordable programming, at times of day that are practical for patrons (e.g. many people cannot attend programs late and night or during the day).
 - Increasing the ease of booking city ice, including last-minute bookings.
 - Providing free or low-cost skate and helmet rentals (this can be especially helpful to facilitate schools' daytime use of arenas), skate sharpening, and other equipment rentals (e.g. hockey sticks).
 - Provide (more) adaptive/inclusive programming.
 - Providing skate-aids for a range of ages and abilities.
 - Purchasing a few sledges for every arena, to enable those with disabilities to enjoy an impromptu skate or join others for a skate without having to place a request weeks in advance.
- Some respondents noted their support for increased use of dry pads in arenas throughout the off-season for a range of activities, including increased dry pad programming (e.g. lacrosse, ball hockey programs, skills development, roller skating, pickleball, and more).
- Some respondents suggested the City make ice activities more affordable, including reducing costs for ice permits, providing more affordable or free programming, and providing low cost or free skate and helmet rentals.
- A few respondents suggested improvements to existing city ice programs, including:
 - providing higher-level city-run skating and hockey programming
 - surveying program participants to learn how to improve program satisfaction
 - smaller class sizes
 - additional instructors
 - equipment for beginners

Outdoor Artificial Ice Rinks (AIRs)

Approximately 2,300 survey respondents shared their level of support for potential actions related to AIR facilities, programs, and permits. Approximately 229 survey respondents provided written feedback on this topic.

AIR Facilities

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to AIR facilities, below:

- Invest more in AIR maintenance and repair to keep them in good condition and make them usable year-round. Possible actions include:
 - Add support buildings and features like warm viewing areas, lockers, gender-inclusive washrooms and changerooms, concession areas, seating, drinking fountains, lighting, and sound systems. These features would make rinks more comfortable and welcoming places for people to gather and play, even outside the winter skating season.
 - Make improvements that support year-round use, such as better drainage, shade, non-slip surfaces, and lining that protects the rink pad.
 - Take care of ice-making equipment to keep the ice in great shape. When fixing equipment, consider new technologies that make AIRs more eco-friendly
- Build more AIRs in communities that don't currently have easy access to outdoor skating. Possible actions include:
 - Locate new AIRs near transit routes and close to existing arenas or community recreation centres to make them easier to reach and to share staff and equipment.
 - Make sure new AIRs include space for support features like changerooms or seating.
 - Add skating trails to some AIRs where it makes sense to share infrastructure. Not every rink needs a trail.
 - Design AIRs for year-round use, so the space can also host non-ice activities during warmer months.
- Build more covered outdoor rinks to protect ice from weather, extend the skating season, and provide shade in the summer.
- Work with partners, sponsors, and donors to help fund rink upgrades and make AIRs active, welcoming community spaces all year round.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~2,300):

- Strong support. No adjustments are needed:54%
- Support. Little to no adjustments are needed:32%
- Neutral. I neither support nor oppose these potential actions:8%
- Oppose. Adjustments are needed:4%
- Strongly oppose. Significantly rewrite or remove:1%

Written Feedback

A summary of key themes relating to AIR facilities that emerged through written survey feedback includes⁶:

- Many respondents supported building more outdoor artificial ice rinks (AIRs), noting that the increased availability of rinks would help to promote skating and hockey's accessibility, introduce newcomers to ice activities in a low-cost and low-barrier environment, and ensure that supply keeps pace with demand.
 - A few respondents noted the lack of outdoor ice rinks in Scarborough in particular, highlighting that there is a geographic gap in access. These comments supported building more AIRs in Scarborough.
- Some respondents supported rinks with boards, as many leisure skaters, especially those newer to skating, felt more comfortable having boards to hold onto as they learn to skate; shinny and hockey players similarly supported boarded rinks.
- Some respondents supported increasing amenities at outdoor rinks, like food vendors, skate sharpening, equipment rentals, washrooms, and an area to put on skates.
- Some respondents supported covering outdoor rinks, either with bubbles or a roof, to protect from adverse weather and provide a longer operating season. A few respondents opposed covering outdoor rinks, suggesting that the benefit of outdoor rinks was being able to see the sky, and that roofs compromise ice quality.
- A few respondents suggested increasing the availability of skate aids to support beginner skaters, particularly children participating in learn-to-skate programs.
- A few respondents recommended providing skating supports designed for adults and beginner skaters who may benefit from additional stability on the ice.

⁶ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: "A large number of respondents" is over ~100; "many respondents" is ~99-30; "some respondents" is ~10-30; "a few respondents" is less than ~10 comments.

- A respondent noted that improved staff supervision may be needed to ensure skate aids are used safely and do not create hazards during public skating sessions.

AIR Programming and Permits

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to AIR programming and permits, below:

- Offer more free or low-cost options for skate and helmet rentals, skate sharpening, and skating aids for people of all ages and abilities.
- Keep outdoor ice rinks mainly for open and free public skating, even during busy times.
- Open AIRs earlier in the season and keep them open longer when possible, so people can enjoy them for more of the year.
- Encourage the use of AIRs during spring, summer, and fall when there is no ice. Possible actions include:
 - Create a fair and open process for deciding which non-ice activities can use AIR spaces.
 - Make sure that any new, non-ice activities are compatible with nearby parks and neighbourhoods.
- Create inclusive and accessible programs for groups who face barriers, such as youth, newcomers, people with low incomes, racialized groups, 2SLGBTQ+ communities, and people with disabilities.
- Make sure everyone can safely and fairly enjoy rink time. Possible actions include:
 - Post rink schedules clearly so everyone knows when each activity or group has ice time, helping reduce confusion and conflict.
 - Train staff and consider hiring supports if needed to make sure all visitors feel safe and respected.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~2,300):

- Strong support. No adjustments are needed:48%
- Support. Little to no adjustments are needed:32%
- Neutral. I neither support nor oppose these potential actions:9%
- Oppose. Adjustments are needed:8%
- Strongly oppose. Significantly rewrite or remove: 2%

Written Feedback

A summary of key themes relating to AIR programming and permits that emerged through written survey feedback includes⁷:

- Many respondents requested more shinny opportunities, particularly for youth and teens.
 - Many respondents suggested improving the scheduling of shinny sessions, including offering more evening and weekend times that align with school and work schedules, as well as additional indoor options and summer programming.
 - Some respondents highlighted the need for shinny programming for specific groups, including beginners, women, older adults, and parent-and-child sessions.
 - Many respondents were supportive of shinny times at AIRs, noting that specific time slots were missing for younger children, or families, and more drop-in shinny times are needed overall.
 - Conversely, some respondents mentioned that shinny seemed to be prioritized over leisure skating, especially on larger, boarded AIRs with leisure skaters limited to using the adjacent smaller rinks or skating trails.
- Many respondents supported more public, leisure skating times at AIRs.
 - Some respondents shared their support for age- and group-specific free skate times (e.g. adult skate and parent and tot skate).
 - Some respondents emphasized the value of drop-in skating as an accessible activity, noting that free or low-cost public skating supports participation for families, beginners, and adults.
- Many respondents supported providing skate and helmet rentals at AIRs in order to support equitable access and use of the facilities by those who do not have skates or are trying skating for the first time.
- Some respondents supported adding concession stands or small food vendors at AIRs, suggesting items such as hot drinks, snacks, or partnerships with local vendors to improve the overall visitor experience.
 - Some respondents noted that food services and gathering spaces could encourage greater community use of rinks and support social activities around skating.
 - Some respondents expressed concerns about the costs associated with concessions, suggesting that investments should prioritize rink maintenance and access to ice rather than additional amenities.

⁷ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: “A large number of respondents” is over ~100; “many respondents” is ~99-30; “some respondents” is ~10-30; “a few respondents” is less than ~10 comments.

- Many respondents were supportive of keeping dry pads open throughout the year, ensuring they were available to use in the summer. Some suggested offering drop-in or registered programs like ball hockey, rollerblading/roller skating, pickleball, tennis, lacrosse, basketball, soccer, futsal, skateboarding, etc.
- Many respondents provided feedback on High Park AIR parking and accessibility.
 - Many respondents stated that vehicle bans and reduced parking in High Park have made the outdoor AIR inaccessible, noting that long, icy walking distances and the need to carry skates, hockey gear, strollers, or mobility devices create barriers for young children, families, seniors, and people with disabilities. Restoring car access and nearby parking, especially on weekends and evenings, was requested by some participants.
- Many respondents emphasized the importance of staff training and rule enforcement at rinks, noting concerns about unsafe behaviour on the ice and inconsistent enforcement of age restrictions or activity rules during programs such as shinny or leisure skating.
 - Some respondents emphasized the importance of staff support and rule enforcement during women's and girls' programs, including ensuring that designated ice times are respected and accessible to intended participants.
- Some respondents indicated that demand for girls' and women's hockey is increasing and advocate for greater access to ice time to support this growing participation.
 - Some respondents highlighted the need for more programs specifically designed for women and girls, including learn-to-skate, learn-to-play hockey, and women-only shinny or recreational leagues.
- A few respondents emphasized the importance of programming for seniors and older adults, including daytime skating, shinny, and other recreational opportunities that support physical activity and social connection.

Outdoor Skating Trails

Approximately 1,800 survey respondents shared their level of support for potential actions related to outdoor skating trail facilities, programs, and permits. Approximately 174 survey respondents provided written feedback on this topic.

Skate Trail Facilities

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to skate trail facilities, below:

- Build new skating trails in communities that don't have easy access to them. Possible actions include:
 - Build skating trails near public transit and next to City-owned arenas or community recreation centres, so it's easier to run programs and use existing staff and equipment.
 - Make sure new skating trail locations have space for things like washrooms, seating, and food areas.
 - Build skating trails near outdoor artificial ice rinks (AIRs) when it makes sense, so they can share the same equipment and space. (Not every AIR needs a skating trail.)
 - Design skating trails so they can be used all year for a variety of activities and park programs.
- Keep skating trails in good condition and add more support spaces and amenities to make them more comfortable, welcoming, and fun. Examples include warm viewing areas, lockers, gender-inclusive washrooms and changerooms, sound systems, food vendors, benches, water fountains, and good lighting.
- Take care of ice-making equipment to keep the ice in great shape. When fixing equipment, consider new technologies that make skating trails more eco-friendly.
- Work with partners, sponsors, and donors to help improve skating trails, support spaces, and their use by the community all year long.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~1,800):

- Strong support. No adjustments are needed:60%
- Support. Little to no adjustments are needed:27%
- Neutral. I neither support nor oppose these potential actions:9%
- Oppose. Adjustments are needed:3%
- Strongly oppose. Significantly rewrite or remove:1%

Written Feedback

A summary of key themes relating to skate trail facilities that emerged through written survey feedback includes⁸:

- Many respondents supported building more skating trails, with many noting that they would like one in closer proximity to their neighbourhood.
- Some respondents noted that many skating trails can be busy and crowded due to their popularity, which can make skating feel unsafe due to the crowds and ice condition.
- Some respondents indicated that more skating trails would allow for more dedicated time for hockey and shinny on artificial ice rinks
- Some respondents noted that increased safety is needed at skating trails, including safe, accessible, well-lit pathways and secure places to leave their personal belongings
- Some respondents supported creating longer skating trails, especially in “destination” or scenic parks.
- Some respondents noted that support areas like seating, warm areas, washrooms, and other amenities would make skating trails more comfortable and enjoyable to use.
- Some respondents particularly noted that longer trails could be located in ravines or other tree-lined areas, similar to those found in some provincial parks and in other countries with similar climates (e.g. Nordic countries)
- Some respondents suggested creating “oval” shaped trails, in order to support speed skating.

⁸ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: “A large number of respondents” is over ~100; “many respondents” is ~99-30; “some respondents” is ~10-30; “a few respondents” is less than ~10 comments.

- Some respondents noted they did not support the replacement of the outdoor rink at Wallace Emerson with a skating trail, since it provides a different skating experience and doesn't allow for hockey or shinny to be played

Skate Trail Programming and Permits

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to skate trail programming and permits, below:

- Keep skating trails mainly for free public skating, so they continue to be fun and welcoming community spaces.
- Extend the hours of operation so people can enjoy skating trails for longer periods of the day.
- Encourage use by groups who face barriers, such as youth, newcomers, people with low incomes, racialized groups, 2SLGBTQ+ communities, and people with disabilities; ensure spaces are welcoming, accessible, and inclusive.
- Encourage the use of skating trails during spring, summer, and fall when there is no ice. Possible actions include:
 - Create a fair and open process to review requests for using skating trails for other activities.
 - Make sure that any new, non-ice activities fit well with the nearby parks and surrounding areas.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~1,800):

- Strong support. No adjustments are needed:59%
- Support. Little to no adjustments are needed:28%
- Neutral. I neither support nor oppose these potential actions:9%
- Oppose. Adjustments are needed:3%
- Strongly oppose. Significantly rewrite or remove:1%

Written Feedback

A summary of key themes relating to skate trail programming and permits that emerged through written survey feedback includes⁹:

- Many respondents supported more public, leisure skating times at skating trails.
- Some respondents shared their support for age- and group-specific free skate times (e.g. adult skate and parent and tot skate).
- Some respondents emphasized the value of drop-in skating as an accessible activity, noting that free or low-cost public skating supports participation for families, beginners, and adults.
- Many respondents supported providing skate and helmet rentals at skating trails in order to support equitable access and use of the facilities by those who do not have skates or are trying skating for the first time.
- Some respondents supported adding concession stands or small food vendors at skating trails, suggesting items such as hot drinks, snacks, or partnerships with local vendors to improve the overall visitor experience.
 - Some respondents noted that food services and gathering spaces could encourage greater community use of rinks and support social activities around skating.
 - Some respondents expressed concerns about the costs associated with concessions, suggesting that investments should prioritize rink maintenance and access to ice rather than additional amenities.
- Many respondents emphasized the importance of staff training and rule enforcement at rinks, noting concerns about unsafe behaviour on the ice and inconsistent enforcement of age restrictions or activity rules during programs such as shinny or leisure skating.

⁹ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: “A large number of respondents” is over ~100; “many respondents” is ~99-30; “some respondents” is ~10-30; “a few respondents” is less than ~10 comments.

- Some respondents emphasized the importance of staff support and rule enforcement during women's and girls' programs, including ensuring that designated ice times are respected and accessible to intended participants.

Curling Facilities

Approximately 1,100 survey respondents shared their level of support for potential actions related to curling facilities, programs, and permits. Approximately 365 survey respondents provided written feedback on this topic.

Curling Facilities

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to curling facilities, below:

- Keep current curling facilities in good shape and make sure they continue to offer safe, high-quality ice for both recreational and competitive curlers. Possible actions include:
 - Add more staff, including specialized ice experts, to help maintain ice.
 - Continue to provide warm indoor spaces where players can relax, talk, and build a sense of community.
- Address the shortage of curling options in Toronto's west end by using existing facilities in Etobicoke for recreational curling, instead of building a new curling centre. Possible actions include:
 - Look into covering an outdoor ice rink with a bubble or converting a single-pad arena after a new replacement double-pad arena is built.
 - Seek funding from other governments, donors, or sponsors to help create more curling opportunities.
- Make better use of curling facilities during the off-season. Possible actions include:
 - Try offering year-round curling at one location as a test project.
 - Explore new spring and summer uses, such as non-curling programs or events.
- Work with partners, sponsors, and donors to help improve curling facilities and make them more available for community use all year long.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~1,100):

- Strong support. No adjustments are needed:54%
- Support. Little to no adjustments are needed:27%
- Neutral. I neither support nor oppose these potential actions:7%
- Oppose. Adjustments are needed:9%
- Strongly oppose. Significantly rewrite or remove:3%

Written Feedback

A summary of key themes relating to curling facilities that emerged through written survey feedback includes¹⁰:

- A large number of respondents indicated that they want more curling facilities to be constructed across the City.
 - Many respondents indicated the need for more curling facilities, especially in the west district of the City (though all districts were mentioned).
- Some respondents voiced opposition to the proposal of converting non-curling facilities to accommodate curling due to the unique requirements of curling ice and associated amenities which may be costly to convert and ultimately yield unsatisfactory results.
 - For similar reasons, a few respondents emphasized the importance of purpose-built facilities that support high quality curling ice and amenity spaces like meeting and social spaces.
- Some respondents supported improving and modernizing existing facilities to maintain and increase their capacity.
- Some respondents supported pursuing sponsors, partners, and grants to create more curling opportunities.
- A few respondents highlighted accessibility barriers and reduced access to curling facilities following multiple facility closures. This has necessitated further travel, which limits opportunities for newcomers and older adults, and may diminish the community-building effect of curling.
- A few respondents noted their support for year-round curling, while twice as many noted their opposition to year-round curling.

¹⁰ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: "A large number of respondents" is over ~100; "many respondents" is ~99-30; "some respondents" is ~10-30; "a few respondents" is less than ~10 comments.

- Those opposed to year-round curling cited the challenges of maintaining quality ice in summer temperatures and the tendency for curlers to turn to outdoor sports, like golf, in the off-season.
- A couple of respondents highlighted the need for summer closures to support maintenance activities.
- A few suggested curling pads be converted to dry pad uses, like pickleball, in the summer months.

Curling Programming and Permits

Potential Actions Proposed in the Survey

The survey asked respondents to share their level of support or opposition for the potential actions related to curling programming and permits, below:

- Work closely and openly with the operators of City curling facilities to help increase use and improve maintenance, operations, and programs. Possible actions include:
 - Review agreements with curling operators to make sure community needs are being met, that programs match the City’s recreation goals, and that curling facilities and programs are open to everyone.
 - Set up clear ways to communicate regularly with curling operators about maintenance, safety, and day-to-day operations.
- Encourage more people to try curling by welcoming new players of all ages and backgrounds. Possible actions include:
 - Offer drop-in “try curling” sessions at City arenas, outdoor rinks, and curling facilities.
 - Use City events and programs, like camps, to introduce curling to new people.
 - Create inclusive and accessible programs for groups who face barriers, such as youth, newcomers, people with low incomes, racialized groups, 2SLGBTQ+ communities, and people with disabilities.
 - Add curling coach training (like Club Coach and Club Coach–Youth courses) to the City’s Let’s Get Coaching! program, which offers free coach certifications.
 - Promote and advertise curling programs more often to help people learn how to get involved.
- Use curling facilities year-round by offering other types of programs in the off-season, such as after-school programs or seniors’ activities.

Survey Respondent Support for the Potential Actions

Respondents' level of support or opposition (N~1,100):

- Strong support. No adjustments are needed:58%
- Support. Little to no adjustments are needed:27%
- Neutral. I neither support nor oppose these potential actions:7%
- Oppose. Adjustments are needed:5%
- Strongly oppose. Significantly rewrite or remove:2%

Written Feedback

A summary of key themes relating to curling programming and permits that emerged through written survey feedback includes¹¹:

- Many respondents emphasized that curling is an accessible sport for all genders, ages, and abilities.
- Many respondents noted their support for drop-in “try curling” programming to attract more players to the sport, including youth and newcomers.
- Many respondents noted their support for camps and partnerships with schools to introduce the sport to a younger demographic, with a few respondents identifying lack of ice access as a barrier to greater youth participation.
- Many respondents highlighted the important role curling plays for seniors in remaining physically and socially active.

¹¹ When summarizing key themes that emerged through written feedback, this report uses the following words to provide a general sense of the proportion of respondents sharing a given perspective. Numbers are approximate: “A large number of respondents” is over ~100; “many respondents” is ~99-30; “some respondents” is ~10-30; “a few respondents” is less than ~10 comments.

Other Feedback

Ice activities important to survey respondents

Respondents were asked which of the following ice activities are important to them/their household / their organization. (N~4,800)

- Drop-in skating/Public skate/Leisure skate: 70%
- Hockey: 61%
- Shinny: 46%
- Learn to skate: 41%
- Dry pad uses: 27%
- Curling: 22%
- Figure skating: 13%
- Ringette: 4%
- Not listed: 4%
 - The top two responses listed included speed skating (65 respondents, and lacrosse (30 respondents)
- None: Ice activities are not important to me or my household: <1%

Ice facilities used by survey respondents

Respondents were asked which of the following City of Toronto ice facilities they /their household /their organization used. (N~4,800)

- Indoor arenas: 77%
- Outdoor rinks: 71%
- Outdoor skating trails: 42%
- Outdoor natural ice rinks: 33%
- Dry pads: 26%
- Indoor curling facilities: 19%
- None: 2%

Other written feedback

A summary of key written feedback, not summarized above, includes:

Staffing, Training, and Supervision

- Some respondents emphasized the importance of staff training and rule enforcement at rinks, noting concerns about unsafe behaviour on the ice and inconsistent enforcement of age restrictions, activity schedules, or activity rules during programs such as shinny or leisure skating.
- A few respondents indicated that additional staffing may be needed to support snow clearing, supervision during busy skating periods, and expanded programming.
- A few respondents noted the importance of hiring qualified and experienced instructors and staff, including instructors and ice technicians with strong skating knowledge.

*Natural Ice Rinks**

****A note on natural outdoor ice rinks:*** *Natural outdoor ice rinks are not included in the Ice Facilities Strategy. The City does not have long term-plans for where natural ice rinks are located, since these are community-led volunteer projects that change from year to year.*

- A few respondents expressed support for expanding or better supporting community natural ice rinks, including providing equipment, infrastructure, or program support to help volunteers create and maintain neighbourhood rinks.
- A few respondents highlighted the role of natural ice rinks in supporting community gathering, particularly in underserved areas.

General Positive Feedback

- Some respondents expressed general support for the City's efforts to review and improve ice facilities, noting that the proposed directions and ideas appear positive and promising.
- Some respondents highlighted the importance of skating facilities for physical activity, mental health, and social connection, noting that rinks provide valuable spaces for recreation, family activities, and community interaction.
- Some respondents expressed appreciation for existing rink operations and staff, acknowledging the work involved in maintaining facilities and delivering programs.

- A few respondents specifically noted the value of free outdoor skating opportunities and well-maintained local rinks as important features of winter recreation in Toronto.
- A few respondents encouraged continued investment in maintaining and improving skating facilities across the city.

Who We Heard From

The last few questions asked respondents about who was filling out the survey. This information is collected about Toronto residents and service users to help us understand:

- Who is using our services and programs
- The needs of service users

This information will help provide better services to meet the diverse needs of our service users. This data is collected in alignment with the Data for Equity Strategy, which was passed unanimously by City Council in November 2020, and is meant to ensure that City programs and services are delivered equitably. Respondents could select 'Prefer not to answer' for any questions they did not want to answer or that made them feel uncomfortable.

Location of Respondent

Respondents were asked to share the first three digits of their postal code. Based on these responses (N~4,800), the distribution of survey respondents is:

- Toronto East-York: 37%
- Etobicoke York: 30%
- North York: 15%
- Scarborough: 15%
- Not in Toronto / Invalid response: 3%

Age of Survey Respondent

The age group of primary survey respondents (N~3,600) includes:

- 12 years old or under 0%
- 13 to 18 years old 1%
- 19 to 29 years old 4%
- 30 to 39 years old 14%

- 40 to 55 years old 50%
- 56 to 64 years old 12%
- 65 to 74 years old 12%
- 75 years old or above 4%
- Prefer not to answer 3%

An additional 7,221 people participated in the survey as non-primary responders (e.g. surveys could be completed as a household). The number of additional respondents who participated in the survey by age group is identified below:

- 12 years old or under 2250
- 13 to 18 years old 1026
- 19 to 29 years old 505
- 30 to 39 years old 634
- 40 to 55 years old 1580
- 56 to 64 years old 469
- 65 to 74 years old 498
- 75 years old or above 259

Preferred Language

Respondents (N~3,600) shared the following as their preferred language:

- English 96%
- Prefer not to answer 1%
- French 1%
- Spanish <1%
- Chinese - Mandarin <1%
- Chinese - Cantonese <1%
- Not listed, please describe <1%
- Ukrainian <1%
- Arabic <1%
- Korean <1%
- Portuguese <1%
- Polish <1%
- Russian <1%
- Albanian <1%
- Italian <1%
- Vietnamese <1%
- Punjabi <1%
- Tamil <1%
- American Sign Language <1%
- Armenian <1%

Indigenous Identity

Indigenous people from Canada identify as First Nations (status, non-status, treaty, or non-treaty), Inuit, Métis, Aboriginal, Native, or Indian. Respondents (N~3,600) identified as:

- Indigenous: 2%
- Not Indigenous: 90%
- Prefer not to answer: 8%

Racial Identity

People often describe themselves by their race or racial background. For example, some people consider themselves "Black", "White" or "East Asian". Respondents (N~3,600) could select all identities that applied. Racial identities of respondents include:

- White (e.g. English, Greek, Italian, Portuguese, Slovakian, Eastern European) 65%
- Prefer not to answer 14%
- East Asian (e.g. Chinese, Japanese, Korean) 9%
- South Asian or Indo-Caribbean (e.g. Indian, Indo- Guyanese, Indo-Trinidadian, Pakistani, Sri Lankan) 4%
- More than one race category or mixed race 3%
- Black (e.g. African, African-Canadian, Afro-Caribbean) 2%
- Southeast Asian (e.g. Filipino, Malaysian, Singaporean, Thai, Vietnamese) 2%
- Not listed, please describe 2%
- Latin American (e.g. Brazilian, Colombian, Cuban, Mexican, Peruvian) 2%
- Arab, Middle Eastern or West Asian (e.g. Afghan, Armenian, Iranian, Lebanese, Persian, Turkish) 2%
- First Nations (status, non-status, treaty or non-treaty), Inuit or Métis 1%

Ability

Disability is understood as any physical, mental, developmental, cognitive, learning, communication, sight, hearing or functional limitation that, in interaction with a barrier, hinders a person's full and equal participation in society. A disability can be permanent, temporary or episodic, and visible or invisible.

Respondents (N~3,600) were asked if they identify as a person with a disability:

- Yes: 9%
- No: 81%
- Don't know: 1%
- Prefer not to answer: 9%

Respondents (N~3,600) were asked if excluding themselves, anyone in their household identified as a person with a disability:

- Yes: 10%
- No: 80%
- Don't know: 1%
- Prefer not to answer: 9%

Gender

Gender identity is the gender that people identify with or how they perceive themselves, which may be different from their birth-assigned sex. Respondents (N~3,600) identified their gender as:

- Woman 44%
- Man 43%
- Prefer not to answer 11%
- Gender non-binary (including gender fluid, genderqueer, androgynous) 1%
- Not listed, please describe 1%
- Trans 1%
- Two-Spirit 0%

Sexual Orientation

Sexual orientation describes a person's emotional, physical, romantic, and/or sexual attraction to other people. Respondents (N~3,600) identified their sexual orientation as:

- Heterosexual or straight 71%
- Prefer not to answer 20%
- Gay 3%
- Bisexual 2%
- Not listed, please describe 2%
- Queer 2%
- Lesbian 1%
- Don't know <1%
- Two-Spirit <1%

Housing

Respondents (N~3,600) shared the following about their current housing situation:

- Homeowner 75%
- Renting 14%
- Permanently living with parent(s) or other family member(s) 3%
- Temporarily staying with others (no fixed address) 0%
- Unhoused (staying outside, in a shelter, in a 24-hour respite) 0%
- Prefer not to answer 8%
- Not listed, please describe <1%

Access to Outdoor Space

Respondents (N~3,600) shared the following about their current access to outdoor space:

- I have access to private outdoor space like a yard 69%
- I have access to private outdoor space like a balcony 13%
- I only have access to public spaces like parks (I do not have access to private or semi-private outdoor space) 12%
- Prefer not to answer 8%
- I have access to semi-private/shared outdoor space 7%

Income

Respondents (N~3,600) shared the following about their total household income before taxes in the previous year:

- 0 - \$29,999: 2%
- \$30,000-\$49,999: 3%
- \$50,000-\$69,999: 4%
- \$70,000-\$99,999: 8%
- \$100,000-149,999: 15%
- \$150,000 or more: 36%
- Don't know: 1%
- Prefer not to answer: 32%

How We Reached People

Print Media

Signage On-site

Each of the City's outdoor ice facilities, including skating trails and outdoor artificial ice rinks had a large (2 ft by 3 ft) Coloplast sign posted to promote the survey, along with smaller paper signs as needed.

Each of the City's indoor arenas and curling facilities had a minimum of two large (2 ft by 3 ft) posters promoting the survey, along with smaller posters as needed.

Printable posters were distributed to Board of Management arenas.

The City of Toronto Skate Lending Library and Playmobile printed, posted, and shared copies of the poster at their various destinations through the duration of the survey.

Posters were distributed to and posted at all city Community Recreation Centres.

Digital Media

Project Webpage

The survey was promoted on the [Ice Facilities Strategy webpage](#) , which hosts all up-to-date information regarding the project.

Email Blasts & E-Flyers

Email notifications, which included links to the survey as well as a shareable e-flyer were dispatched to:

- The Ice Facilities Strategy listserv
- The Parks and Recreation Facilities Plan listserv
- All City Councillors
- Managers of Arena Boards of Management
- The Parks and Recreation Facilities Plan Equity Deserving Advisory Group
- Current City of Toronto ice permit holders and/or ice program registrants
- Aboriginal Affairs Advisory Committee listserv
- Toronto Accessibility Advisory Committee listserv
- Seniors' Forum Advisory Committee listserv
- 2SLGBTQ+ Advisory Committee listserv
- Confronting Anti-Black Racism Advisory Committee listserv

City Engagement Webpage

The survey was promoted on the City's "[Have Your Say](#)" [community engagement webpage](#).

Social Media and Digital Ads

Paid and organic social media content were promoted on Parks and Recreation Facebook and Instagram accounts.

Next Steps

The feedback collected through this online survey, and wide phase of engagement, will be used to refine and finalize the Ice Facilities Strategy. The Ice Facilities Strategy will be brought to City Council for approval as part of wider updates to the Parks and Recreation Facilities Plan.