

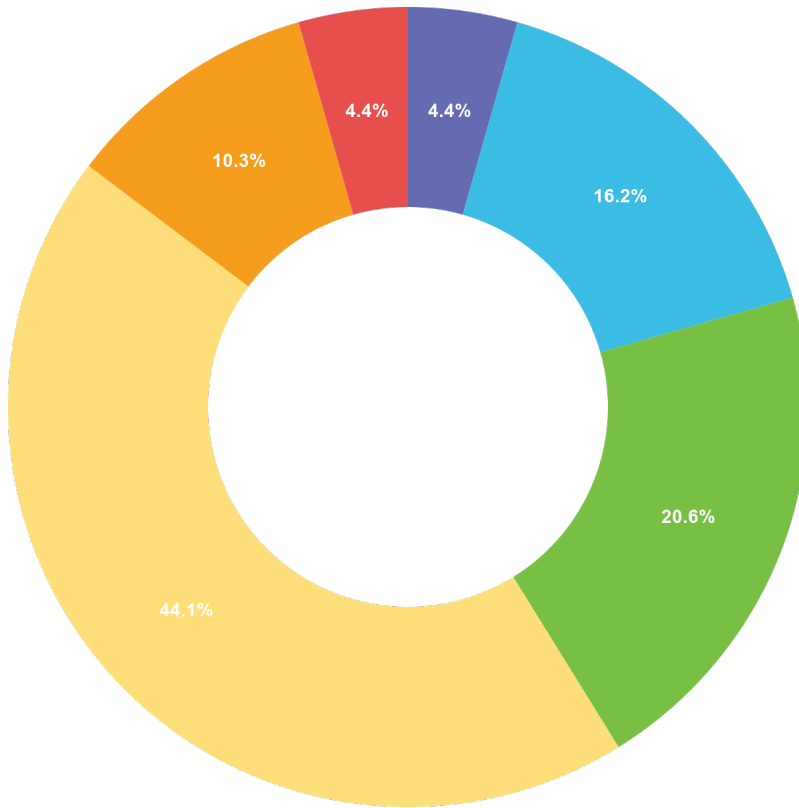


Arena User Survey 2023-2024 Season

Welcome! This survey is to gather information about the Arena from users during the 2023-2024 season.

The survey is only ten questions and takes only a few minutes to complete.

Q1 What is your age group?*

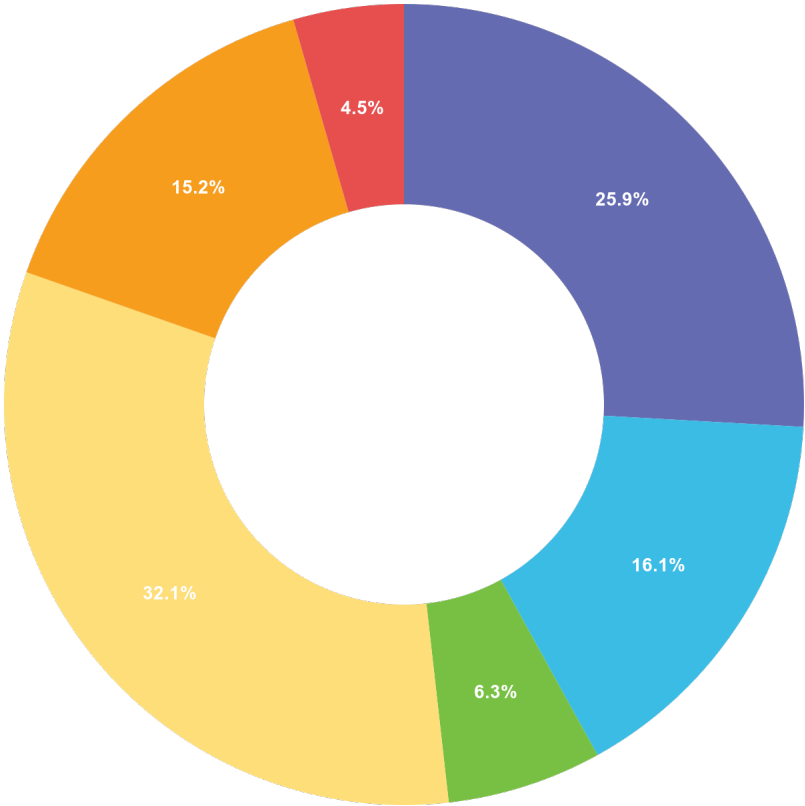


Answered: 68 Unanswered: 0


Choice	Total
0-18 years	3
19-24 years	11
25-34 years	14
35-49 years	30
50-64 years	7
65+ years	3

Q2 What programs do you use at Arena?*

If Select Other, please specify.



Answered: 68 Unanswered: 0

Choice	Total
 Hockey	29
 Minor Hockey	18
 Figure Skating	7
 Public Skating	36
 Curling	17

Choice	Total
<input type="radio"/> Other	5

Q3 On average, how many times a week do you attend the Arena for programming?*

ie. Curling, Public Skating, Men's Hockey, Minor Hockey, Figure Skating, Judo



Answered: 68 **Unanswered:** 0

Q4 What types of programming do you want to see more of?*

Thursday, April 4, 2024 at 9:57 PM UTC

0

Thursday, April 4, 2024 at 9:36 PM UTC

NONE

Thursday, April 4, 2024 at 1:21 PM UTC

Mid-week public skate

Wednesday, April 3, 2024 at 3:29 PM UTC

More curling

Wednesday, April 3, 2024 at 1:52 AM UTC

Introductory programs

Tuesday, April 2, 2024 at 9:22 PM UTC

daytime use

Tuesday, April 2, 2024 at 7:31 PM UTC

Not sure

Sunday, March 31, 2024 at 3:49 AM UTC

Public skate during the week please, happy to pay for it

Wednesday, March 27, 2024 at 3:31 AM UTC

Day time events during the week

Tuesday, March 26, 2024 at 10:39 PM UTC

Not sure

Wednesday, March 20, 2024 at 2:56 AM UTC

?

Wednesday, March 20, 2024 at 2:13 AM UTC

Ball hockey in summer

Roller blading or roller skating in summer

Power Skating Program during winter

Tuesday, March 19, 2024 at 10:12 PM UTC

Public skating

Tuesday, March 19, 2024 at 9:20 PM UTC

Better public skate hours on Sunday. Why not in the mornings?

Tuesday, March 19, 2024 at 9:13 PM UTC

Power skating

Tuesday, March 19, 2024 at 9:00 PM UTC

Ice skating

Tuesday, March 19, 2024 at 2:35 AM UTC

More hockey

Monday, March 18, 2024 at 5:31 AM UTC

More support from the town in general.

Similar to how they support the new pool

Wednesday, March 13, 2024 at 4:48 PM UTC

Shinny

Tuesday, March 12, 2024 at 4:00 AM UTC

Shiny hockey

Tuesday, March 12, 2024 at 1:29 AM UTC

Some sort of drop in hockey session because me and my friends love hockey but can only play outside

Monday, March 11, 2024 at 2:28 AM UTC

More curling

Sunday, March 10, 2024 at 2:17 AM UTC

Public skating

Saturday, March 9, 2024 at 6:00 PM UTC

Bring back Christmas Boxing Day tourney.

Saturday, March 9, 2024 at 12:20 AM UTC

Toddler time and or free skate on Sundays

Saturday, March 9, 2024 at 12:02 AM UTC

Na

Friday, March 8, 2024 at 7:41 PM UTC

Youth hockey and skating opportunities outside of the minor hockey system without renting the ice

Friday, March 8, 2024 at 6:32 PM UTC

N/A

Friday, March 8, 2024 at 5:53 PM UTC

N/a

Monday, March 4, 2024 at 5:05 PM UTC

Bigger change tooms

Monday, March 4, 2024 at 1:03 AM UTC

Power skating

Sunday, March 3, 2024 at 5:58 AM UTC

Better ice

Sunday, March 3, 2024 at 5:08 AM UTC

Nothing

Sunday, March 3, 2024 at 5:01 AM UTC

Animal control

Sunday, March 3, 2024 at 4:58 AM UTC

Better animal control

Sunday, March 3, 2024 at 4:58 AM UTC

Animal control

Sunday, March 3, 2024 at 4:57 AM UTC

Hockey

Sunday, March 3, 2024 at 4:56 AM UTC

None

Saturday, March 2, 2024 at 1:34 AM UTC

Programs that update all parts of the building.

Friday, March 1, 2024 at 3:37 PM UTC

Hockey shinny for youth

Friday, March 1, 2024 at 4:10 AM UTC

Youth hockey shinny

Wednesday, February 28, 2024 at 11:55 PM UTC

Nothing

Wednesday, February 28, 2024 at 9:20 PM UTC

Public skating

Wednesday, February 28, 2024 at 5:47 PM UTC

None

Wednesday, February 28, 2024 at 5:09 PM UTC

Free skating

Wednesday, February 28, 2024 at 4:28 PM UTC

Public skating

Wednesday, February 28, 2024 at 4:50 AM UTC

N/A

Wednesday, February 28, 2024 at 1:57 AM UTC

Public skating

Wednesday, February 28, 2024 at 12:57 AM UTC

Something to attract more your kids to minor hockey.

Demo day?

Wednesday, February 28, 2024 at 12:24 AM UTC

N/a

Tuesday, February 27, 2024 at 11:43 PM UTC

More Jr curling events

Tuesday, February 27, 2024 at 11:41 PM UTC

I would like to have options for ice in September

Tuesday, February 27, 2024 at 11:35 PM UTC

I'm not sure. Not for profits tend to offer all the programming and rent the ice

Tuesday, February 27, 2024 at 10:23 PM UTC

Hockey

Tuesday, February 27, 2024 at 9:16 PM UTC

more parent and tot

Tuesday, February 27, 2024 at 9:14 PM UTC

Shinny

Tuesday, February 27, 2024 at 9:14 PM UTC

More shinny

Tuesday, February 27, 2024 at 8:05 PM UTC

More open ice time/public skating offered

Tuesday, February 27, 2024 at 7:44 PM UTC

More options for public skating

Tuesday, February 27, 2024 at 7:44 PM UTC

Parents and tots sessions to teach skating for beginners

Tuesday, February 27, 2024 at 7:14 PM UTC

More public skating times...in evenings during the week not just weekends.

Skate sharpening.

Tuesday, February 27, 2024 at 6:54 PM UTC

Sponsored public skate

Tuesday, February 27, 2024 at 6:48 PM UTC

/sldkgjerafougeoruf m

Tuesday, February 27, 2024 at 6:44 PM UTC

Ball hockey or lacrosse in the spring

Tuesday, February 27, 2024 at 6:40 PM UTC

More public skating. Longer public skating times. Shinney for different age groups.

Tuesday, February 27, 2024 at 6:03 PM UTC

youth club for older teens, rec room, drop in centre in upstairs rooms, pool table, ping pong etc.

Tuesday, February 27, 2024 at 5:45 PM UTC

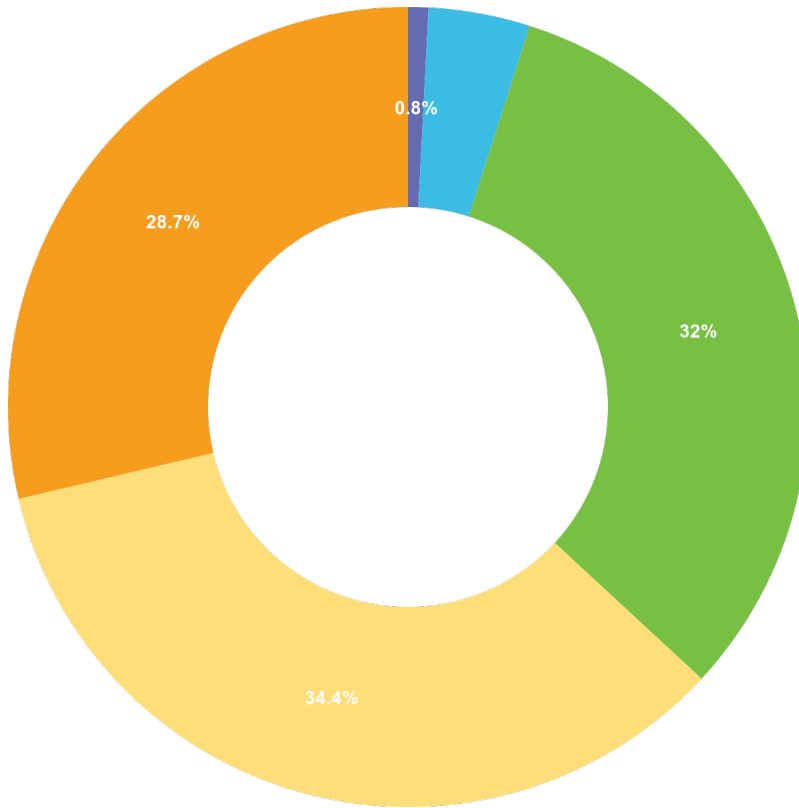
Idk

Tuesday, February 27, 2024 at 5:42 PM UTC

Youth shinney hockey

Answered: 68 **Unanswered:** 0

Q5 Rate the **cleanliness** of the Arena this season.*

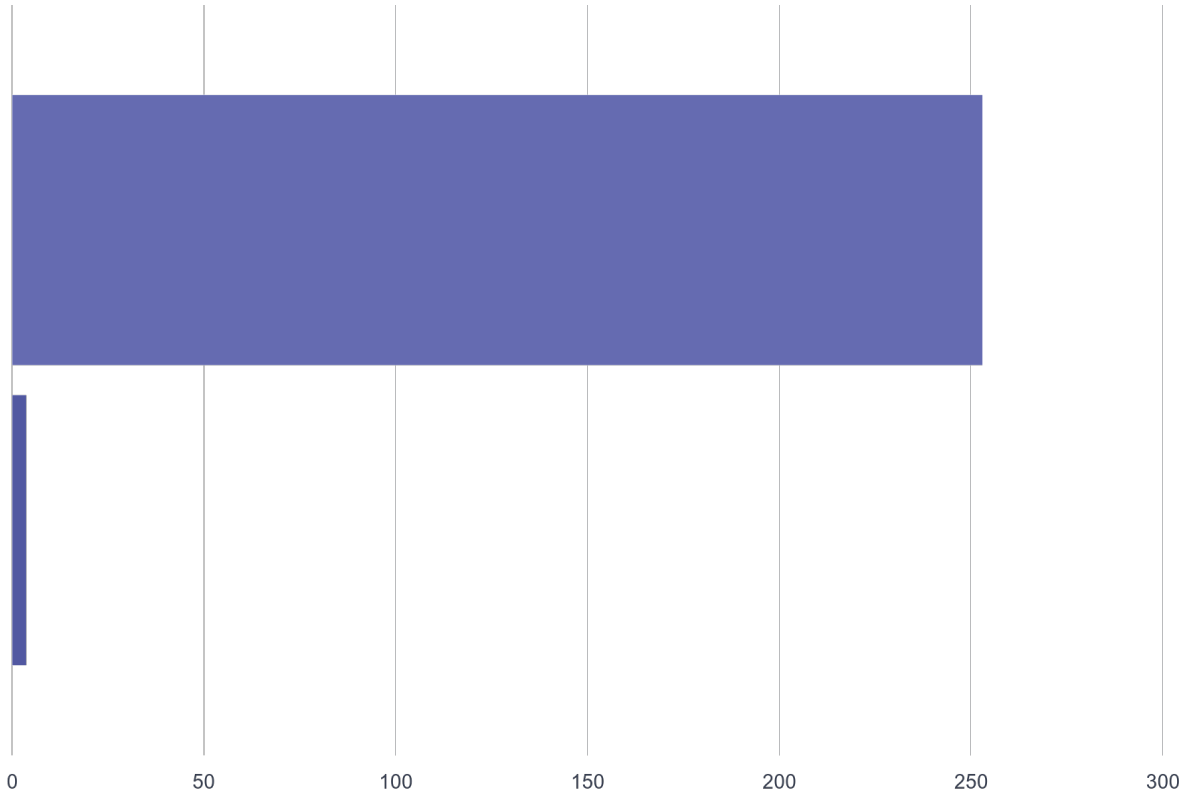


Answered: 68 Unanswered: 0 Average Rating: 4 - Above average

Choice	Total	Rating
1 - Poor	2	2
2 - Below average	5	10
3 - Average	26	78
4 - Above average	21	84
5 - Excellent	14	70

Q6 How would you rate the **staff** in the Arena this season? Were they helpful, present

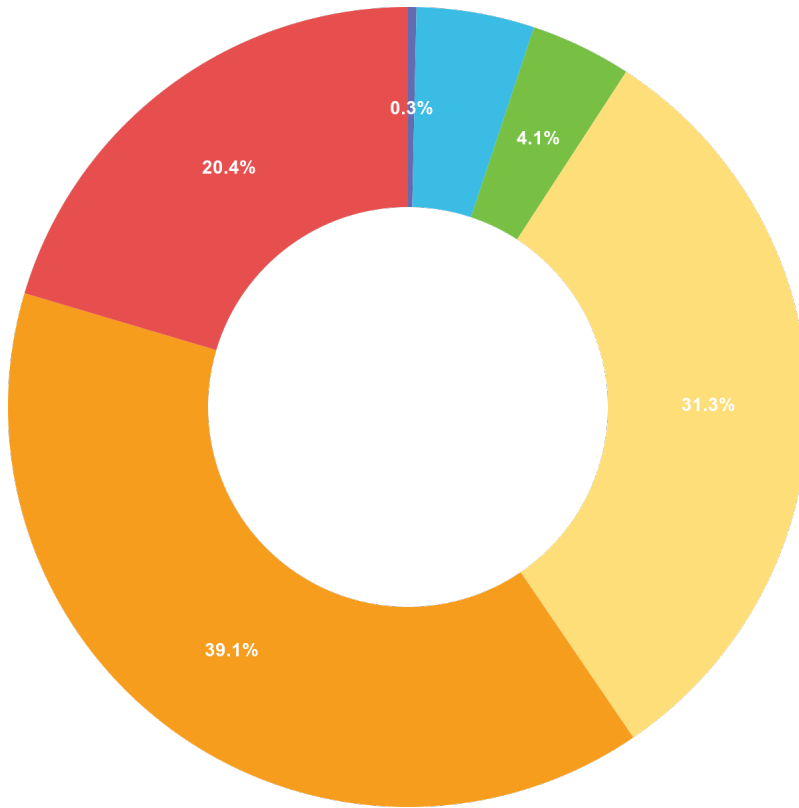
and able to answer any questions?*



Answered: 68 Unanswered: 0

Choice	Score	Average
<input checked="" type="radio"/> Choose one	253	3.72

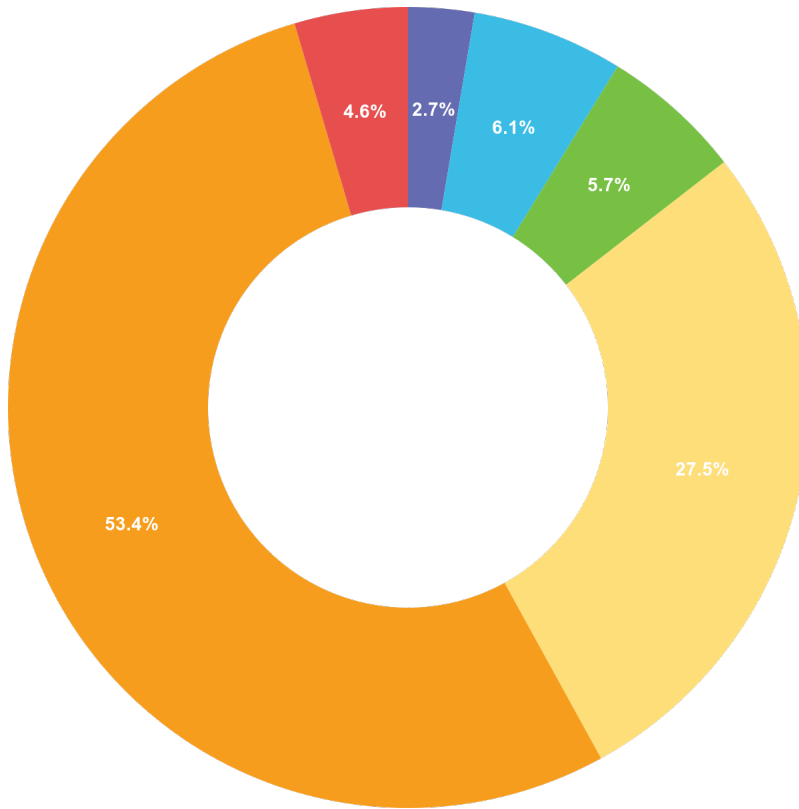
Q7 How did you feel the **ice quality** was this season?*



Answered: 68 Unanswered: 0 Average Rating: 4 - Okay

Choice	Total	Rating
1 - Terrible	1	1
2 - Could have been better	7	14
3 - Not Great	4	12
4 - Okay	23	92
5 - Great	23	115
6 - Excellent	10	60

Q8 What was your experience accessing information about the arena? ie: Public Skating calendar, rates, rental calendar, rental fees, etc?*



Answered: 68 **Unanswered:** 0 **Average Rating:** 4 - After some digging I found what I was looking for

Choice	Total	Rating
1 - Terrible, Could not find any Information	7	7
2 - Got information through word of mouth	8	16
3 - Information was not consistent	5	15
4 - After some digging I found what I was looking for	18	72
5 - Good, easy to find	28	140

Choice	Total	Rating
 6 - Easy Peasy, Good Communication	2	12

Q9 What are your top priorities as an ice user that you would like to see the Town improve in the Arena? ie: dressing rooms, washrooms, showers etc.*

Thursday, April 4, 2024 at 9:57 PM UTC

Paint and improve the curling rink ... very dated upstairs and the outside stairs are very dangerous and in poor conditions.

Thursday, April 4, 2024 at 9:36 PM UTC

MAYBE COULD HAVE USED VACANT CURLING RINK FOR POOL DRESSING ROOMS

Thursday, April 4, 2024 at 1:21 PM UTC

I'm not a heavy enough user to have much of an opinion

Wednesday, April 3, 2024 at 3:29 PM UTC

More concession hours

Wednesday, April 3, 2024 at 1:52 AM UTC

Dressing rooms and parking

Tuesday, April 2, 2024 at 9:22 PM UTC

all of the above

Tuesday, April 2, 2024 at 7:31 PM UTC

Looks of the curling rink. The ice looked great. The ceiling and one wall need improvement. The viewing windows up and down need improvement. The whole wall should be glass.

Sunday, March 31, 2024 at 3:49 AM UTC

Smoother ice

Wednesday, March 27, 2024 at 3:31 AM UTC

Price for playing hockey should go down

Tuesday, March 26, 2024 at 10:39 PM UTC

Dressing room bathrooms (they are nasty), more tables to sit at, the sounds system is old and sounds awful, more plug ins for events.

Wednesday, March 20, 2024 at 2:56 AM UTC

More space in the common area.

Wednesday, March 20, 2024 at 2:13 AM UTC

Update washrooms

Rubber flooring into the lobby area

Tuesday, March 19, 2024 at 10:12 PM UTC

Would be nice to have actual paper towel dispensers. Smaller kids are often nervous around air dryers and it would be nice to have access to paper towels to small spills in the stands to clean up.

Tuesday, March 19, 2024 at 9:20 PM UTC

Would be nice to have a change table in the curling rink bathrooms upstairs. Kind of a pain to gather all my stuff and go downstairs... when sometimes downstairs isn't open during curling nights.

Tuesday, March 19, 2024 at 9:13 PM UTC

Dressing rooms

Tuesday, March 19, 2024 at 9:00 PM UTC

Wahsrooms

Tuesday, March 19, 2024 at 2:35 AM UTC

Showers, washrooms, dressing rooms, entry.

Monday, March 18, 2024 at 5:31 AM UTC

Washrooms added on the curling side main floor.

Wednesday, March 13, 2024 at 4:48 PM UTC

New dressing rooms

Tuesday, March 12, 2024 at 4:00 AM UTC

Dressing rooms, hockey, curling

Tuesday, March 12, 2024 at 1:29 AM UTC

I'm not sure was pretty good already maybe shelving in one dressing room give the home town teams a nice and big dressing rooms

Monday, March 11, 2024 at 2:28 AM UTC

All good more curlers

Sunday, March 10, 2024 at 2:17 AM UTC

Hadn't thought of anything that needed improvement

Saturday, March 9, 2024 at 6:00 PM UTC

Dressing rooms could be updated. Bring back skate sharpening for all hours.

Saturday, March 9, 2024 at 12:20 AM UTC

Mats that go to the women's bathroom

Saturday, March 9, 2024 at 12:02 AM UTC

Sound system

Friday, March 8, 2024 at 7:41 PM UTC

Dressing rooms: bigger (or better layout, maybe centre bench), separate washroom and showers for each, more rooms would be nice; skate sharpening, heater for players benches or solution to reduce cold

Friday, March 8, 2024 at 6:32 PM UTC

N/a

Friday, March 8, 2024 at 5:53 PM UTC

Dressing rooms showers need to have the ability to adjust temperature, sometimes to hot, other times ice cold

Curling rink lounge, I'm sure the town could do a refresh up there carpets, ceiling tiles

Monday, March 4, 2024 at 5:05 PM UTC

Dressing rooms

Monday, March 4, 2024 at 1:03 AM UTC

A girls dressing room is needed. Heater need to be marked better.

Sunday, March 3, 2024 at 5:58 AM UTC

Good hard ice

Sunday, March 3, 2024 at 5:08 AM UTC

Nothing

Sunday, March 3, 2024 at 5:01 AM UTC

Like to see updates on the rink.

Sunday, March 3, 2024 at 4:58 AM UTC

Was good warm water some times other times cold

Sunday, March 3, 2024 at 4:58 AM UTC

Seemed good

Sunday, March 3, 2024 at 4:57 AM UTC

Bigger room. Better showers. Spend some money and Reno inside them

Sunday, March 3, 2024 at 4:56 AM UTC

Better ice

Saturday, March 2, 2024 at 1:34 AM UTC

How about the curling side. The town owns that part of the building also.

Friday, March 1, 2024 at 3:37 PM UTC

Having one washroom per room

Friday, March 1, 2024 at 4:10 AM UTC

Unsure

Wednesday, February 28, 2024 at 11:55 PM UTC

Extend the building to the east and add more dressing rooms.

Wednesday, February 28, 2024 at 9:20 PM UTC

Concession and washroom

Upgrade

Wednesday, February 28, 2024 at 5:47 PM UTC

Shower cleanliness and more consistent water Temps

Ice could be better on warm days as well

Wednesday, February 28, 2024 at 5:09 PM UTC

Friendly staff

Clean

Smooth ice

Wednesday, February 28, 2024 at 4:28 PM UTC

Hockey players benches cleaned before public skating

Wednesday, February 28, 2024 at 4:50 AM UTC

Dressing rooms and lobby

Wednesday, February 28, 2024 at 1:57 AM UTC

Washrooms, viewing area

Wednesday, February 28, 2024 at 12:57 AM UTC

Soundssystem upgrade, concession was inconsistent, foyer needs better setup, more seats out there would be good.

Go to Irvine and check out thier lounge.

Wednesday, February 28, 2024 at 12:24 AM UTC

More dressing rooms, upgraded washrooms, more seating in lobby, dedicated girls change room, upgraded sound system , easier access to rink from parking lot

Tuesday, February 27, 2024 at 11:43 PM UTC

Minor Hockey needs more dressing rooms. An actual female room would be great

Tuesday, February 27, 2024 at 11:41 PM UTC

The Arena needs at least 2 more dressing rooms. To accommodate the younger age minor hockey teams and the girls program. We can have girls changing in a room adjacent to a boys team.

Tuesday, February 27, 2024 at 11:35 PM UTC

Dressing room bathrooms and showers. With a female team it becomes issues when male teams are on before or after.

Tuesday, February 27, 2024 at 10:23 PM UTC

Better dressing rooms better bleachers

Tuesday, February 27, 2024 at 9:16 PM UTC

new dressing rooms and better showers

Tuesday, February 27, 2024 at 9:14 PM UTC

New dressing rooms and upgraded lobby

Tuesday, February 27, 2024 at 9:14 PM UTC

Dressing rooms for sure as well as lobby could use an update

Tuesday, February 27, 2024 at 8:05 PM UTC

Turn the heaters on for the spectators

Tuesday, February 27, 2024 at 7:44 PM UTC

None

Tuesday, February 27, 2024 at 7:44 PM UTC

Not sure

Tuesday, February 27, 2024 at 7:14 PM UTC

1. A snack vending machine would be nice.
 2. Offering Skate sharpening, even once a month, would be nice.
 3. Better speakers for music during public skating
 4. Washroom access while wearing skates
-

Tuesday, February 27, 2024 at 6:54 PM UTC

Dressing rooms suck showers suck worst in all of southern AB

Tuesday, February 27, 2024 at 6:48 PM UTC

rewd;ligjre[0gu nlm

Tuesday, February 27, 2024 at 6:44 PM UTC

Washroom/ showers dressing rooms.

Need more dressing rooms.

Lobby needs to be updated and add better seating for users to eat at the concessions. Be sooo nice to

have a lobby where you could see rink!

Tuesday, February 27, 2024 at 6:40 PM UTC

There should be an accessible washroom by near the ice where skaters don't need to remove their skates to use

Tuesday, February 27, 2024 at 6:03 PM UTC

Focus on the non ice areas, the facilities

Tuesday, February 27, 2024 at 5:45 PM UTC

Cleaning the ice

Tuesday, February 27, 2024 at 5:42 PM UTC

Unsure

Answered: 68 **Unanswered:** 0

Q10 What was your experience with the concession?*

How was the quality of the food, the cleanliness of the facility , the hours and the professionalism of the Concession operator?

Thursday, April 4, 2024 at 9:57 PM UTC

The food was good and the people were very pleasant

Thursday, April 4, 2024 at 9:36 PM UTC

OK

Thursday, April 4, 2024 at 1:21 PM UTC

Did not see concession open even once while I was there.

Wednesday, April 3, 2024 at 3:29 PM UTC

Good food but needs to be open more hours

Wednesday, April 3, 2024 at 1:52 AM UTC

Ok

Tuesday, April 2, 2024 at 9:22 PM UTC

average

Tuesday, April 2, 2024 at 7:31 PM UTC

Didn't use

Sunday, March 31, 2024 at 3:49 AM UTC

Great!

Wednesday, March 27, 2024 at 3:31 AM UTC

Average

Tuesday, March 26, 2024 at 10:39 PM UTC

Great

Wednesday, March 20, 2024 at 2:56 AM UTC

Expensive, rarely open

Wednesday, March 20, 2024 at 2:13 AM UTC

Good, one time during a tournament it wasn't open right away during the supper hour.

Tuesday, March 19, 2024 at 10:12 PM UTC

Good

Tuesday, March 19, 2024 at 9:20 PM UTC

Very good. Best one in awhile.

Tuesday, March 19, 2024 at 9:13 PM UTC

Didn't purchase at concession

Tuesday, March 19, 2024 at 9:00 PM UTC

Great food ! Very friendly staff ! Food always fresh and good quality

Tuesday, March 19, 2024 at 2:35 AM UTC

The best thing about the area.

Monday, March 18, 2024 at 5:31 AM UTC

Meh

Wednesday, March 13, 2024 at 4:48 PM UTC

Amazing great food

Tuesday, March 12, 2024 at 4:00 AM UTC

Very good

Tuesday, March 12, 2024 at 1:29 AM UTC

Never had it this season

Monday, March 11, 2024 at 2:28 AM UTC

Didn't use it

Sunday, March 10, 2024 at 2:17 AM UTC

Wouldn't know never used it

Saturday, March 9, 2024 at 6:00 PM UTC

Prices are high for average deep fried food.

Saturday, March 9, 2024 at 12:20 AM UTC

Not open on sundays

Saturday, March 9, 2024 at 12:02 AM UTC

The concession was not open consistently, there were times they seemed overwhelmed

Friday, March 8, 2024 at 7:41 PM UTC

Good food, good service

Friday, March 8, 2024 at 6:32 PM UTC

Never tried it. Food is too expensive

Friday, March 8, 2024 at 5:53 PM UTC

Haven't used it

Monday, March 4, 2024 at 5:05 PM UTC

N/A

Monday, March 4, 2024 at 1:03 AM UTC

Good. The new concession operator did a good job.

Sunday, March 3, 2024 at 5:58 AM UTC

Good

Sunday, March 3, 2024 at 5:08 AM UTC

Haven't used it

Sunday, March 3, 2024 at 5:01 AM UTC

Never used it

Sunday, March 3, 2024 at 4:58 AM UTC

Was good

Sunday, March 3, 2024 at 4:58 AM UTC

Never open

Sunday, March 3, 2024 at 4:57 AM UTC

Never been

Sunday, March 3, 2024 at 4:56 AM UTC

None

Saturday, March 2, 2024 at 1:34 AM UTC

Don't use it

Friday, March 1, 2024 at 3:37 PM UTC

The food was good.

Friday, March 1, 2024 at 4:10 AM UTC

Never used.

Wednesday, February 28, 2024 at 11:55 PM UTC

Good was great. They need to do better when taking breaks. Both ladies leave during the intermission to go for a smoke break. They need to stagger their breaks so the concession is open all the time.

Wednesday, February 28, 2024 at 9:20 PM UTC

Just no

Wednesday, February 28, 2024 at 5:47 PM UTC

Never open when there

Wednesday, February 28, 2024 at 5:09 PM UTC

Did not use

Wednesday, February 28, 2024 at 4:28 PM UTC

Never used it

Wednesday, February 28, 2024 at 4:50 AM UTC

Really good food. Needs to open sooner

Wednesday, February 28, 2024 at 1:57 AM UTC

Great

Wednesday, February 28, 2024 at 12:57 AM UTC

Nice enough people with decent staff, but we're inconsistent with hours, and poor output at high demand

Wednesday, February 28, 2024 at 12:24 AM UTC

Food was good. The hours didn't seem consistent. Sometimes not open until games started and closed before games were over. Not open on weeknights

Tuesday, February 27, 2024 at 11:43 PM UTC

Not great. Inconsistent hours. Often closed before game or tournament was finished.

Tuesday, February 27, 2024 at 11:41 PM UTC

The food was great. Service was inconsistent.

Tuesday, February 27, 2024 at 11:35 PM UTC

It was pretty good, although the ladies seemed to take smoke breaks during intermissions people were trying to buy.

Tuesday, February 27, 2024 at 10:23 PM UTC

Great

Tuesday, February 27, 2024 at 9:16 PM UTC

awesome great food

Tuesday, February 27, 2024 at 9:14 PM UTC

Amazing great food

Tuesday, February 27, 2024 at 9:14 PM UTC

Really good food. Wish she opened sooner

Tuesday, February 27, 2024 at 8:05 PM UTC

Never used

Tuesday, February 27, 2024 at 7:44 PM UTC

Was never there during concession hours

Tuesday, February 27, 2024 at 7:44 PM UTC

Haven't tried it

Tuesday, February 27, 2024 at 7:14 PM UTC

Not open on a regular basis and it's expensive. so having a snack vending machine would be nice.

Tuesday, February 27, 2024 at 6:54 PM UTC

Great

Tuesday, February 27, 2024 at 6:48 PM UTC

sfd.kvbihv

Tuesday, February 27, 2024 at 6:44 PM UTC

Food was good but unfortunately they never seemed to be open consistently! Would shut down multiple times during a game or when teams were leaving. No one could get food. Very frustrating during

tournaments. The staff was very polite and nice. Just need to be open more and during the week evenings

Tuesday, February 27, 2024 at 6:40 PM UTC
Never open during public skating

Tuesday, February 27, 2024 at 6:03 PM UTC
inconsistent

Tuesday, February 27, 2024 at 5:45 PM UTC
Idk

Tuesday, February 27, 2024 at 5:42 PM UTC
Never open when I am there. So never use it.

Answered: 68 **Unanswered:** 0