

2024-25 PLAYER SURVEY



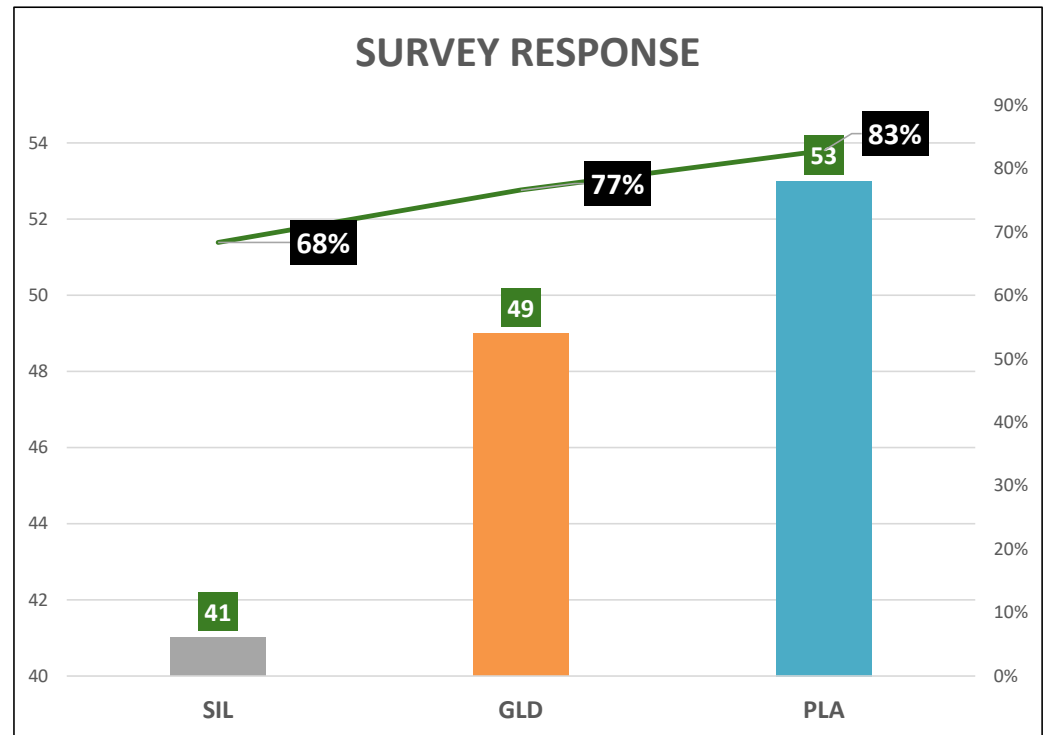


75% Response Rate

We mailed **190 invitations** and received a **75%** response rate which is consistent with our historical average.

Platinum Division had highest response rate at **83%**.

2024-25	75%	143
2023-24	78%	147
2022-23	77%	153
2021-22	79%	174
2019-20	82%	208
2018-19	82%	202
2017-18	81%	197
2016-17	76%	185
2015-16	79%	196
2014-15	84%	190
2013-14	81%	195
2012-13	72%	172
2011-12	72%	173
2010-11	77%	184
2009-10	70%	169
2008-09	63%	150
2007-08	78%	189
2006-07	75%	180
2005-06	75%	181
2004-05	63%	147
2003-04	63%	152
2002-03	75%	181
Avg	75%	

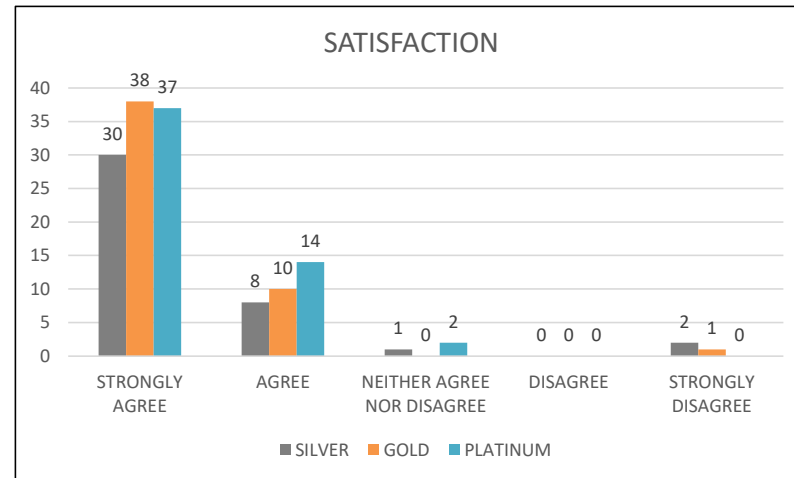
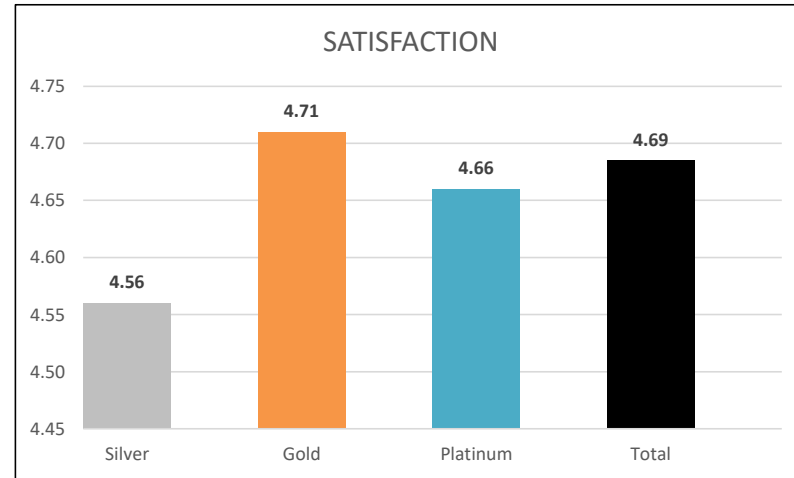


I look forward to playing in this league every week

The weighted average across all Divisions was 4.69 (on a scale of 5), up slightly over last year, and higher than the historical average.

The Gold Division had the highest score at 4.71.

2024-25	4.69
2023-24	4.63
2022-23	4.75
2021-22	4.66
2019-20	4.51
2018-19	4.57
2017-18	4.60
2016-17	4.64
2015-16	4.68
2014-15	4.62
2013-14	4.52
2012-13	4.63
2011-12	4.62
2010-11	4.66
2009-10	4.76
2008-09	4.76
2007-08	4.41
2006-07	4.69
2005-06	4.67
2004-05	4.63
2003-04	4.63
2002-03	4.71
	4.64



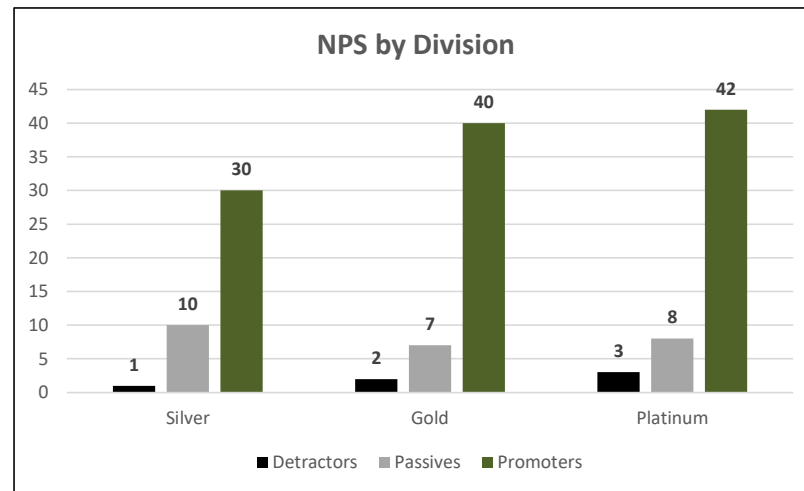
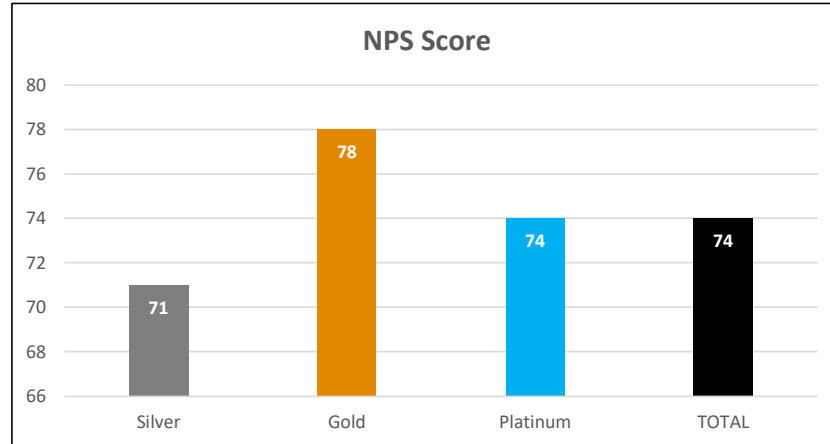


How likely is it that you would recommend this League to a friend or colleague?

The League NPS score was 74, up from last year and higher than the historical average.

The Gold Division had the highest score at 78.

2024-25	74
2023-24	71
2022-23	70
2021-22	76
2019-20	72
2018-19	64
2017-18	73
2016-17	64
2015-16	68
Average	70

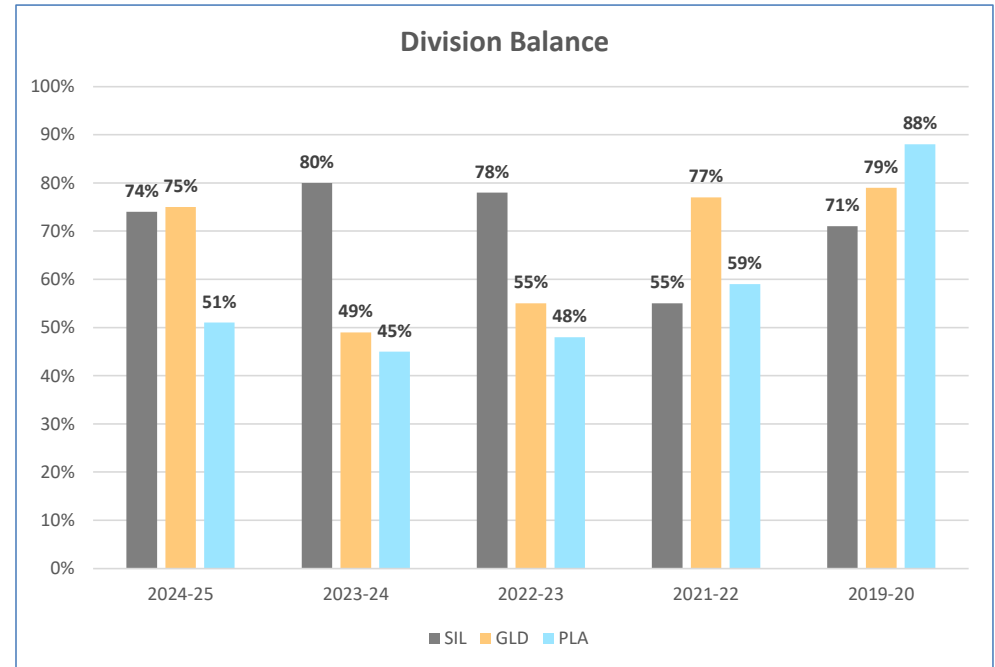




Divisional Team Balance

The Gold and Silver Divisions were awarded comparable top box scores for balance at 75% and 74% respectively while the Platinum Division was given a 51% rating.

	SIL	GLD	PLA
2024-25	74%	75%	51%
2023-24	80%	49%	45%
2022-23	78%	55%	48%
2021-22	55%	77%	59%
2019-20	71%	79%	88%
2018-19	43%	67%	39%
2017-18	73%	77%	64%
2016-17	58%	68%	54%
2015-16	75%	87%	36%
2013-14	64%	62%	57%
2012-13	44%	78%	60%
2011-12	77%	48%	30%
2010-11	40%	62%	83%
2009-10	97%	78%	43%
2008-09	96%	84%	74%
2007-08	70%	83%	70%
2006-07	96%	68%	84%
2005-06	100%	72%	39%
2004-05	74%	73%	77%
2003-04	69%	80%	73%
Average	72%	71%	59%

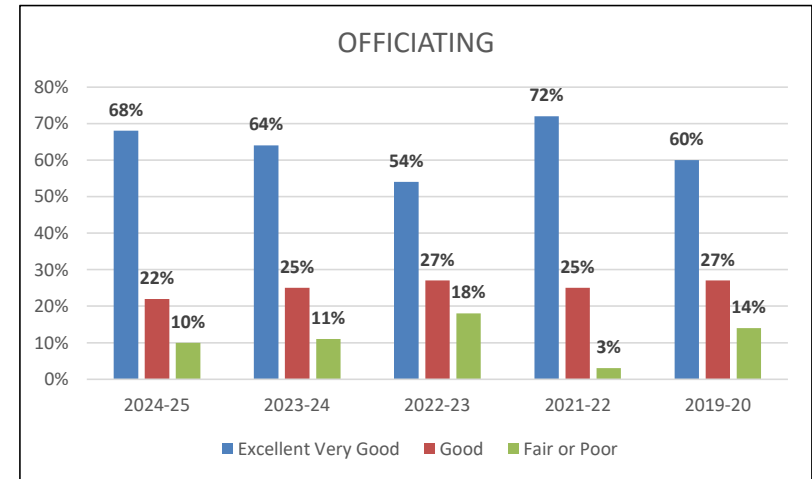




Quality of Officiating

The Officiating crew were given top box scores by 68% of players, the 2nd highest rating ever, versus an historical average of just 49%.

	Excellent Very Good	Good	Fair or Poor
2024-25	68%	22%	10%
2023-24	64%	25%	11%
2022-23	54%	27%	18%
2021-22	72%	25%	3%
2019-20	60%	27%	14%
2018-19	56%	31%	13%
2017-18	62%	29%	9%
2016-17	64%	26%	10%
2015-16	56%	33%	11%
2014-15	52%	40%	7%
2013-14	46%	42%	11%
2012-13	32%	40%	27%
2011-12	31%	42%	27%
2010-11	37%	35%	28%
2009-10	46%	41%	12%
2008-09	41%	44%	15%
2007-08	31%	48%	21%
2006-07	33%	45%	21%
2005-06	47%	40%	13%
2004-05	47%	40%	13%
2003-04	40%	39%	21%
Average	49%	36%	15%

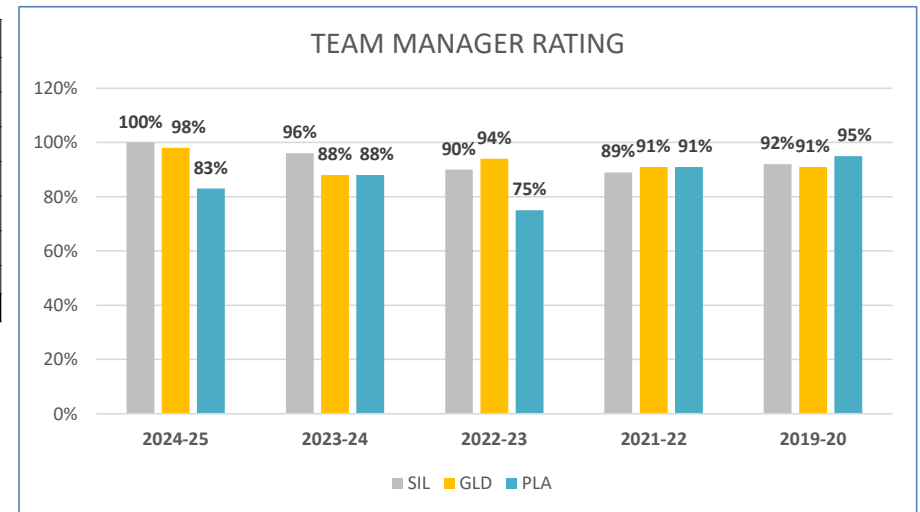




Team Managers

The Team Managers in every Division were given very high top box scores with Silver Division leading at 100%.

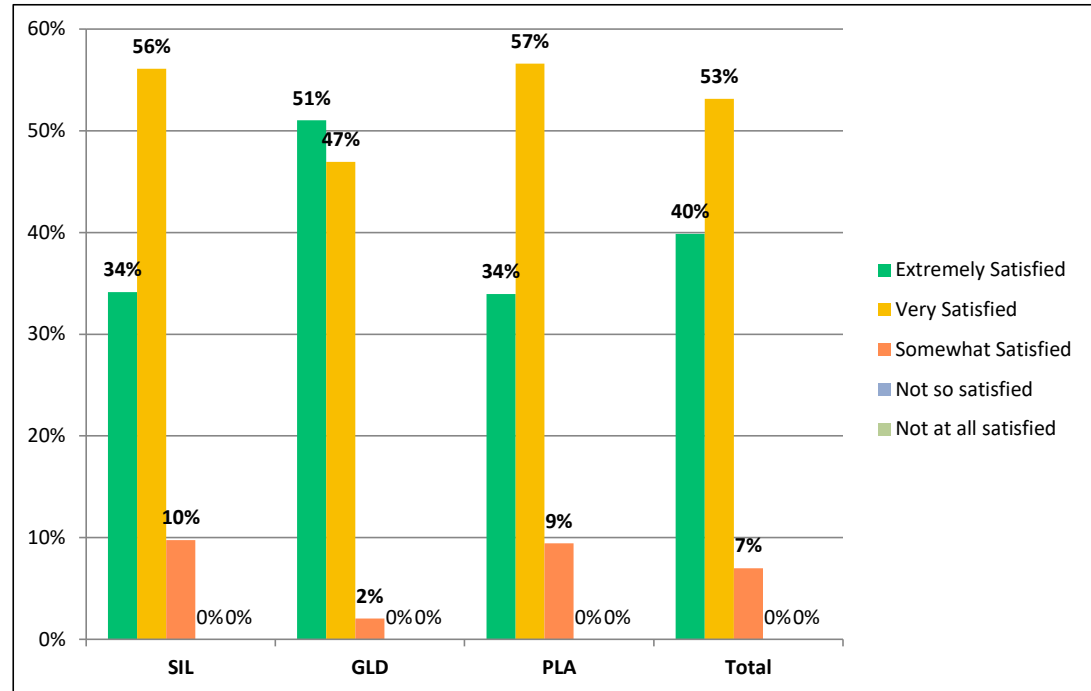
	SIL	GLD	PLA
2024-25	100%	98%	83%
2023-24	96%	88%	88%
2022-23	90%	94%	75%
2021-22	89%	91%	91%
2019-20	92%	91%	95%
2018-19	94%	84%	86%
2017-18	92%	87%	79%
Average	92%	89%	86%





How satisfied are you with the league web site?

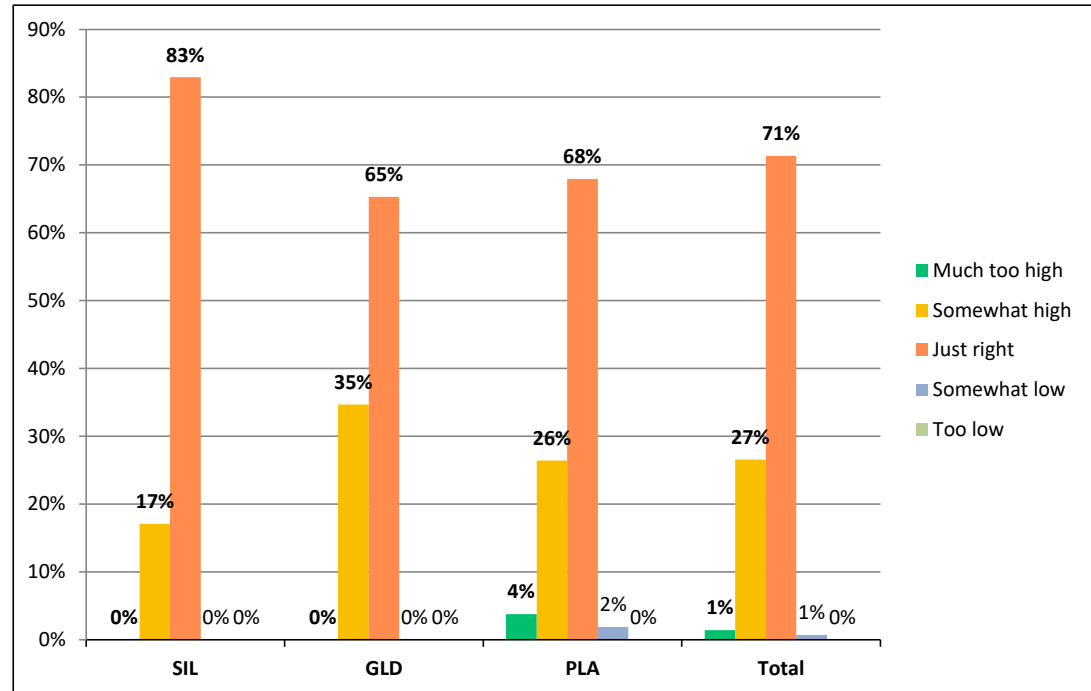
Players in every Division reported being extremely or very satisfied with the web site. No player expressed dissatisfaction.





Do you think the League fee is too high, too low, or about right relative to other Leagues?

A large majority of players (71%) feel the current fee is “Just Right” while 27% feel it is “Somewhat High”. Just 1% think the fee is too high.

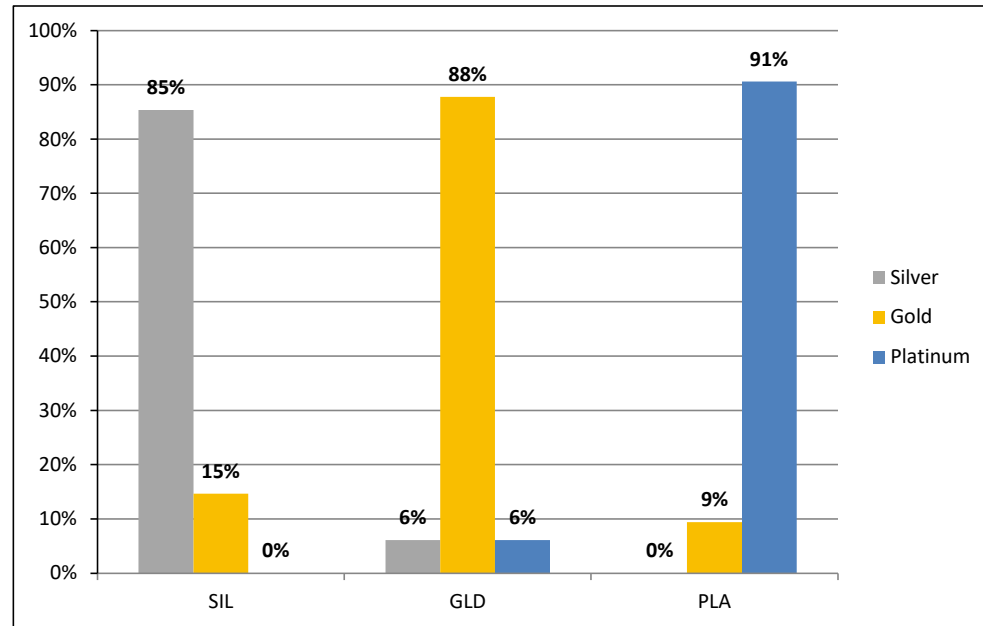




Which Division do you prefer to play in?

In the Silver Division 15% expressed an interest in moving to Gold while in Gold 12% indicated they would prefer to play in another Division. In Platinum just 9% indicated they would prefer Gold.

	Silver		Gold		Platinum	
SIL	85%	35	15%	6	0%	0
GLD	6%	3	88%	43	6%	3
PLA	0%	0	9%	5	91%	48

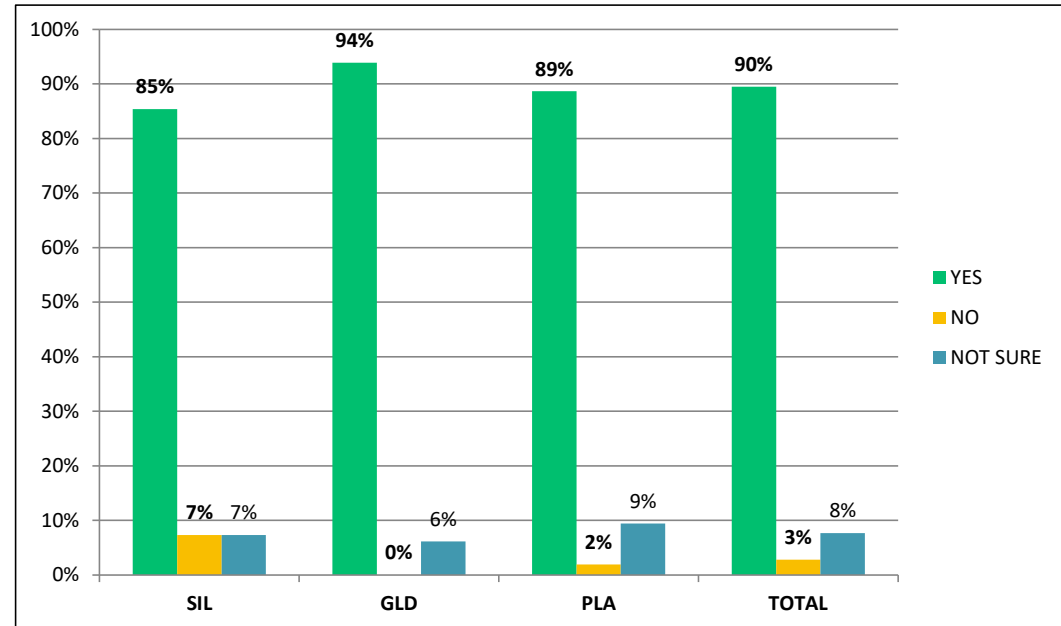




Do you intend to play again next season?

Across all Divisions 90% of players are planning to return next season with the highest expected attrition in the Silver Division.

	YES		NO		NOT SURE		Total
SIL	35	85%	3	7%	3	7%	41
GLD	46	94%	0	0%	3	6%	49
PLA	47	89%	1	2%	5	9%	53
TOTAL	128	90%	4	3%	11	8%	143



VERBATIM COMMENTS



What one change would the League have to make for you to give it a higher rating?

SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> ▪ Boost the age limit higher for the Silver division ▪ Oh, it's tough when you're in your 60s and 70s and play it against guys in their 30s but because of the numbers ▪ Change Silver division to 50+; eliminate 35+ players ▪ No 35-year Olds ▪ Silver division should be divided. Younger players coming into the league are much faster and stronger than players (i.e.55+) still in the Silver division. 	<ul style="list-style-type: none"> ▪ The arena facility is woefully inadequate in terms of accessibility and basic services like regularly working heat ▪ Improve ice conditions. I play on Leaside's surface and it is amazing compared to West Mall. Also rooms are cold and showers suck. ▪ Refund us for missed games. Why does the league pay for ice we don't use? ▪ Consider the goaltending situation where if a player is not suited in one division he should be moved to another division whether it's one way or another. 	<ul style="list-style-type: none"> ▪ Balance the strength of each team effectively. Attempts to balance a team during the season have not worked. In addition, players who exhibit an extraordinary ability to score regularly should be placed in a division suited to their ability, not their age group. ▪ I know it is difficult to balance the teams, but it might be worthwhile to have us get her heads together and create some kind of uniform process. One thing I would say is that we tend to focus on moving around the good players, sometimes not paying attention to the fact that one team has a whole bunch of weaker players.



What improvements would you make to the League?

SILVER	GOLD	PLATINUM
<ul style="list-style-type: none"> ▪ Make Silver 45 or 50+; stop inclusion of 35+ year olds in silver. this will force some players that can normally play in silver to jump to Gold as a high percentage can't play with 35+ year old players. ▪ Better method to improve player movement between divisions ▪ In Silver, since amalgamation with Bronze, there is a growing disparity in skills within division. Not sure how to address unless minimum age increased. 	<ul style="list-style-type: none"> ▪ Heat in the dressing rooms. ▪ Ice surface. Dressing room. Showers ▪ Keep rink staff accountable for ice quality. Dressing rooms were cold for a long time. ▪ More Teams in each division, which may be difficult. ▪ Be nice to get back to 4 Divisions - not sure how. More Advertising? League reaching out to Existing Players to assist with Recruiting as most probably do not know that the League could use more Players. 	<ul style="list-style-type: none"> ▪ More even draft. lots of same players on same teams. not a chance to play with different players over the years ▪ More predictable player changes between teams, ie when does it happen and when does it stop? ▪ Better repairs by the City, no heat in the dressing rooms, wood replacing plexglass, broken front door, shower water spilling into the dressing room, shave the ice when flooding. ▪ In the true spirit & safety of our league - deal with the few real trouble makers. It's not only not fun with their competitors but also for their team mates on the bench but also in the change room.



WEB SITE IMPROVEMENTS

- Accurate goalie stats.
- It needs modernizing, and a little more organization. The info is all there, but some of the info is not intuitive to find.
- Add 'schedule' to main menu nav
- Easier to navigate, more intuitive
- Have access to the weekly schedule easier to access I.e. don't need to click into stats to get the schedule
- Have the site respond equally well across all the different software platforms. Apple, android, PC.
- Show next week or two schedule on the main page.
- When viewed on phone, things do not fit well and you have to scroll to see things.

RULE CHANGES

- Better / Clearer rules about what to do when a goalie cannot play. EG regular season VS playoffs; from within the division VS within the league VS 'known to the league' VS from outside the league.
- Change ends after the first period
- Perhaps remove the soccer offside rule. It is confusing for everyone, and does NOT get called consistently, or sometimes the refs do not even know about the rule.
- Enforce the actual rules concerning unsportsmanlike conduct - guys who continually yell & threaten other players should get penalties.
- Make slapshots a penalty. One player in particular takes advantage of the weak rule, and someone's ankle is going to get broken as a result.
- Make the penalties only two minutes and not three.

