

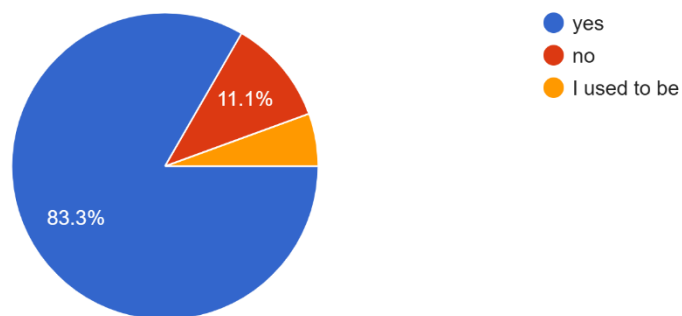
## Public Riding Arena Report

**Overview** This report summarizes the feedback collected regarding the public riding arena's current booking system, potential implementation of designated public riding days, and additional suggestions for improvement.

Respondents – the people who said no were grandparent/guardian of a rider and someone who is interested in becoming a member.

Are you an arena member?

18 responses



## Booking System Satisfaction

- Most respondents expressed satisfaction with the current booking system, with the majority rating it a 5 out of 5.
- The most appreciated aspects of the system include private ride times and the ease of booking.
- Few respondents suggested changes, with one mentioning the potential benefit of displaying the number of booked users on the calendar.

**Interest in Designated Public Riding Days** Feedback on public riding days was divided. Below are the perspectives of those in favor and those opposed.

## Partitioned Feedback on Public Riding Days

### Responses in Favor of Public Riding Days

1. Preferred Days:
  - Respondents who support public riding days suggested Monday, Tuesday, Thursday, Saturday, and Sunday.

## 2. Reasons for Support:

- Riders appreciated the opportunity to ride socially and access the arena without needing to plan ahead.
- Some felt that designated public riding days could foster a stronger community among riders.

## 3. Suggestions:

- Clear rules and etiquette should be established to ensure smooth shared use of the space.
- Public riding times could be limited to specific hours to accommodate both private and shared use.

## **Responses Against Public Riding Days**

### 1. Concerns:

- Many respondents expressed concerns about safety, biosecurity, liability, and the potential for unsafe riding practices.
- Some worried about limited tie space if multiple riders showed up at the same time, leading to overcrowding and logistical issues.

### 2. Preference for Private Booking:

- A significant number of users prefer the current booking system, as it ensures private ride times and prevents conflicts.
- The ability to ride without interruption or unpredictability was highly valued.

### 3. Suggestions:

- If public riding days were to be introduced, there should be clear safety protocols and a cap on the number of riders at a time.

## **Additional Comments and Suggestions**

- A few respondents suggested introducing designated public barrel practice nights.
- Maintenance recommendations included more frequent arena watering and grooming.
- Overall, feedback indicates a preference for maintaining structured bookings while ensuring safety and proper upkeep.

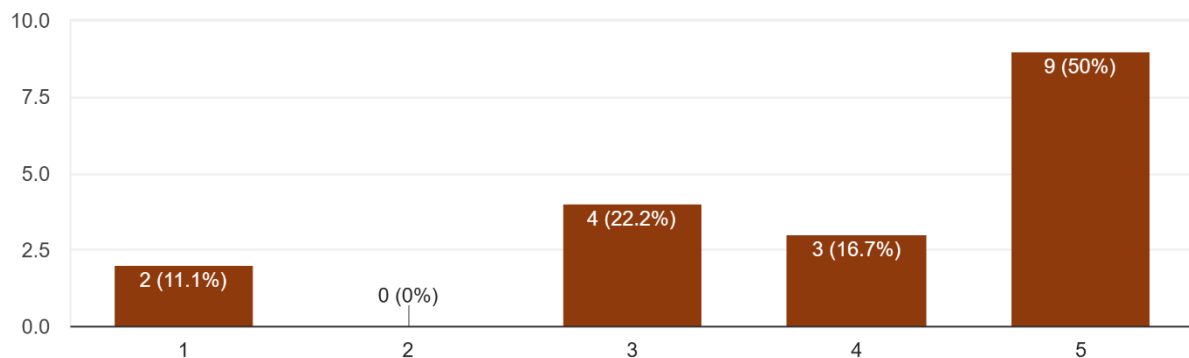
**Conclusion** The feedback suggests that while the current booking system is well-received, there is a divide regarding public riding days. If implemented, additional safety measures and regulations may need to be considered to address concerns raised by users. The strong opposition

from some members suggests that any changes should be carefully planned to accommodate both preferences.

## What Riders Like Most About the Current Booking System

How satisfied are you with the booking system?

18 responses



### 1. Privacy and Personal Ride Times

- "Private ride times."
- "Having the arena to yourself, not worried about other horses in the tie area."
- "I like the guarantee of having the arena to myself; however, I do not mind if people are able to text and ask if they can join."
- "It's private."
- "It's like having your own private arena without the cost and maintenance cost."

### 2. Ease of Use and Convenience

- "Simple and easy to book days and times I'd like to ride, and even if I'm not a member, it's a small fee."
- "Easy & Quick."
- "Convenience."
- "Easy to use and can book the time that works for me."
- "Easy to use."
- "Ease of use."

- "It's easy and usually available at the times I want."

### **3. Safety and Control Over Arena Use**

- "If the time I want to ride is booked, it's easy to ask the person if I know them to ride with them. It's also easier to keep people liable for poor behavior as it's easy to see who used the arena."
- "That I'm able to bring colts and younger horses to book their own time slot to avoid lots of traffic and people in the arena. This is one of the very few arenas with booking options, hence why we keep coming back."

### **4. Opportunities for Specific Activities**

- "If I wanted to bring cattle to practice, I have a time slot to do that."

### **5. Critical Feedback / Barriers to Use**

- "Nothing. I have been wanting to ride there, but unless you know someone who is a member and booked and they allow you to ride there with them, you're SOL. My other option is to be a member, which I would be more than happy to do, but then I have to book a time slot, which, when they come available, lots of your main people have them booked already. So with that said, I have yet to ride in there."
- "Nothing."

## **What Improvements or Changes Riders Would Like to See in the Booking System**

### **1. No Changes Needed / System Working Well**

- "Nothing."
- "None."
- "Nothing."
- "N/A."
- "No that we have it updated instantly, it's perfect."
- "None."

### **2. Improved Communication Between Riders**

- "Provide a number on the calendar so other members can contact me if they would like to join me."

### **3. More Public Riding Opportunities**

- "Open riding for all members when not privately booked."

- "More public riding."
- "You need public riding days with hours that the average working person can make it. Honestly, your arena should be open to the public 24/7 and those who want private bookings can do so; however, there has to be designated days/time for that as well so people can still ride on weekends. After all, that's when most people can ride... I'm just going out on a whim, but I would guess the majority of people do not mind riding with others."

#### 4. Adjustments to Booking Rules

- "To change it to a 2-hour riding time max. People shouldn't be able to have it for more than 2 hours."

#### 5. Frustrations with No-Shows and Scheduling Conflicts

- "I just get disappointed when my time slot is booked. Then I take a later one and no one had showed up — but my day was messed up because of it."

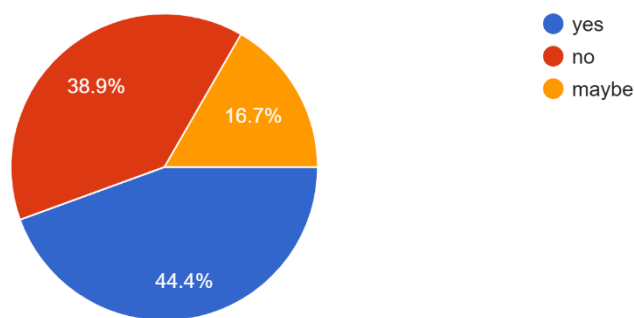
#### 6. Broader Operational Suggestions

- "Look at how other successful arenas operate!!!"

**Would you be interested in designated public riding days where no booking is required, shared with other riders?**

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18 responses




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#### Responses:

- **Yes: 8**

- **No:** 6
- **Maybe:** 3

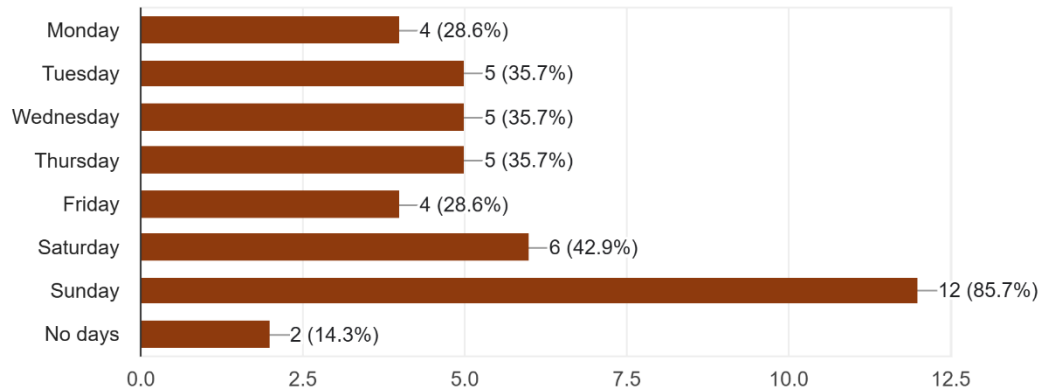
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### Summary:

- A slight majority (8) are **in favor** of designated public riding days.
- (6) are **against** it.
- A few (3) are **undecided** and open to the idea depending on conditions.

If yes, which day(s) of the week would you prefer for public riding? (Select all that apply)

14 responses



### Preferred Days for Public Riding (from those who said *yes* or *maybe*):

Day	Number of Selections
Monday	5
Tuesday	5
Wednesday	4
Thursday	5
Friday	4
Saturday	4
Sunday	9

### Concerns About Public Riding Days

## **1. Safety and Behavior Issues**

- "Bio-security and arena safety."
- "Safety."
- "Liability; people like to ride unsafe horses and practice unsafe riding, which can be dangerous to the other riders and horses in the arena."
- "The small tie area if there's lots of horses/traffic."
- "Patrons bringing colts in that cannot be controlled, having nowhere to tie horses, leaving a mess and not cleaning up after themselves."
- "Uncontrolled horses, kicking horses."
- "People riding out-of-control horses, kicking horses."
- "As my granddaughters ride here, it would be a great concern as to what other horses would be riding with them; some just don't like each other and it could be a major safety concern."

## **2. Cleanliness and Facility Upkeep**

- "It's harder to keep people accountable for things like not cleaning up after their horses."
- "People not cleaning and biohazards."
- "Cleanup issues, arena cleanliness must be enforced."

## **3. Biosecurity and Disease Risk**

- "Public days tend to be chaotic. My other concern is potential bio hazards, as arenas with public rides seem to have an increase in strangles outbreaks."

## **4. Overcrowding and Dust**

- "The arena has been extremely dry and dusty; with more people in there at once, this will only get worse."

## **5. Management and Rules**

- "I believe one weekday and one weekend day is nice and more than enough — allows everyone to get out but also allows members to use the facility for themselves."
- "Everyone must still sign in so the board can keep track of who may leave a mess."
- "No dogs. Children must not be left to run around in the arena while people are riding."
- "Public riding days should not be used to train horses."

## 6. Suggestions for Managing Public Riding Days

- "Anyone with concerns should be paying for a private rental."
- "Yes. I'd only do a public riding day once a month to start. And there would have to be no colts, no lessons, no barrels or poles — nothing that would interrupt other riders."
- "No concerns — I feel it would bring more people to your arena."
- "No concerns."

### In Favor of Public Riding Days:

- Opportunity for more **social riding** and community building.
- Easier for riders who **prefer spontaneous riding** rather than strict scheduling.
- Belief that it would **bring more people** to the arena.
- Interest in **having specific public practice nights** (e.g., barrel racing, roping).

### Against Public Riding Days:

- **Safety Concerns:** Worries about colts, unsafe riding, and crowded arenas.
- **Biosecurity:** Risks of disease outbreaks (e.g., strangles) increasing.
- **Accountability:** Harder to track who is responsible for messes or unsafe conduct.
- **Facility Limitations:** Limited tie space and increased dust with more horses.
- **Strong Preference for Private Use:** Many said the current private system is what makes the arena special compared to others.

## Additional Comments and Suggestions

### 1. Facility Maintenance

- "The arena should be watered/groomed more often to ensure safe ground."
- "The ground is often uneven or harder in some places — better maintenance would help."
- "Maybe if I am being picky, groomed a little more often. But overall so happy!"
- "Beautiful arena — we are fortunate to have it!"

### 2. Public Practice Events

- "Designated public barrel practice nights/rope nights where obstacles are allowed to be set up respectfully."



- "Elk Point arena is a very good example for managing booking systems and events."

### **3. Arena Booking and Use**

- "Having to pre-book is difficult — life happens, and sometimes we can't predict availability."
- "Public riding would allow more spontaneous riding without needing pre-booking."
- "The system in use now works well."
- "The arena loses money by not charging for private bookings when possible."
- "Private bookings should be utilized for income when riders specifically request private rides."
- "If eventually it opens to all open riding, I will not buy a membership — private booking is what makes Rich Lake different."
- "Open riding should only happen when not privately booked."

### **4. Member Responsibilities**

- "All arena members could chip in to help with cleaning and upkeep."
- "If arena members see something needing attention, they should take it upon themselves to fix it."
- "More push for others to clean up after themselves."

### **5. Operational Comparisons**

- "Look at successful examples like Elk Point and St. Paul/Willingdon — they operate differently and successfully."
- "No other arena still operates under Covid-era regulations like this one does."

### **6. Other Positive Comments**

- "Thank you!"
- "Love having such a nice place to work horses."

### **Additional Comments and Suggestions**

#### **Facility Maintenance:**

- More frequent **watering** and **grooming** of the arena.
- Some areas reported as **uneven or too hard**.

#### **Event Ideas:**

- Public barrel practice nights or rope nights for members.

### **Operational Changes:**

- Consider open riding only **when the arena is not privately booked**.
- Charge for **private bookings** when riders specifically request private times.
- Look at how successful arenas like **Elk Point, St. Paul, and Willingdon** operate.
- Some prefer the private system — changing it could **lose members**.

### **Member Responsibilities:**

- Members should be encouraged to **clean up after themselves** and **take initiative** with arena care.

### **Financial Observations:**

- Feedback suggests that the arena is **missing potential revenue** by not monetizing private bookings more formally.

### **Master Summary**

The majority of respondents are very happy with the current **private booking system**, citing convenience, safety, and accountability. The idea of adding **public riding days** is split, with strong opinions on both sides. If public days are introduced, clear safety rules, maintenance plans, and limitations would need to be put in place to address concerns.

Additional feedback focused on the need for **better ground maintenance**, exploring **successful operational models** from other arenas, and **encouraging greater responsibility among members**. There is a strong desire to **preserve the uniqueness** of the current system while being open to minor, controlled improvements.