

CTT District Chair and District Secretary Survey

Thursday 29th June 2023

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Prepared by Dawn Sherrin

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Background

SurveyMonkey was utilised to undertake a rider survey in 2022, the results of which were published mid-year 2022 and circulated to all riders, clubs and Districts.

A TT Working Group was set up under the leadership of Andrea Parish in 2022, utilising the content of the rider survey and experiences of the working group to suggest and recommend proposals – some of which were put forward to the National AGM in 2022.

A number of survey volumes were retained in SurveyMonkey in order to facilitate future surveys during 2023 for other volunteer groups within CTT.

Treasurer Survey was undertaken and completed in February 2023, the results of which have been shared to date with the CTT Board and National Treasurer – actions as a result are being considered.

Timekeeper Survey was undertaken and completed in March 2023 – the outputs of which are now with Martyn Heritage Owen for analysis and the findings of which will be published in due course.

Event Organiser Survey was undertaken and completed in March/April 2023 – the outputs of which are now with Dawn Sherrin for analysis and the findings of which will be published in due course.

District Secretary and Chair survey was undertaken and completed in March/April 2023 – the outputs of which follow.

This approach has ensured that our volunteer groups within CTT have been surveyed for their views and inputs and contribution to the future of the sport. For that, every contributor has my heartfelt thanks.

Introduction

The draft outline of the survey was constructed by Dawn Sherrin, current CTT NE District Secretary and CTT Board Director.

The survey was circulated to other CTT Board Directors who also fulfil District Secretary volunteer roles within their District for review and further input.

The final draft was independently reviewed by Dr Bryce Dyer for content, wording, style and to ensure our approach was inclusive.

The survey link (via Survey Monkey) was circulated to all current District Chair and District Secretary (as per the publication of the 2023 CTT Handbook).

Total circulation was to 50 respondents.

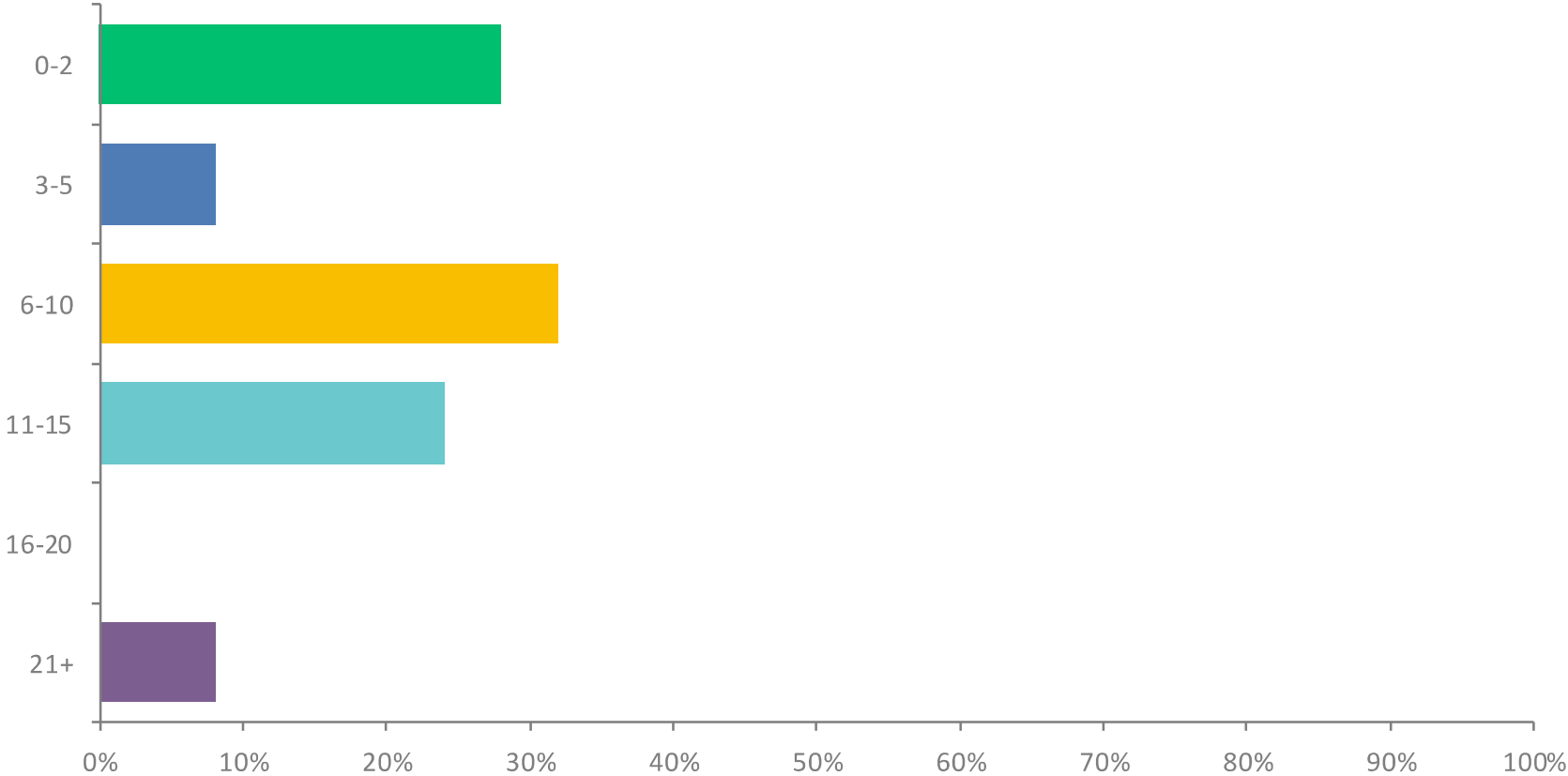
Total responses were 25.

Response rate of 50%.

The outputs and comments from the 25 responses follow.

Q1: General:-How many years have you been volunteering as either Chair or Secretary for CTT?

Answered: 25 Skipped: 0



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Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
0-2	28.00%	7
3-5	8.00%	2
6-10	32.00%	8
11-15	24.00%	6
16-20	0%	0
21+	8.00%	2
TOTAL		25

Q2: What was your original motivation to want to get involved as a volunteer for CTT ?

Comments:-

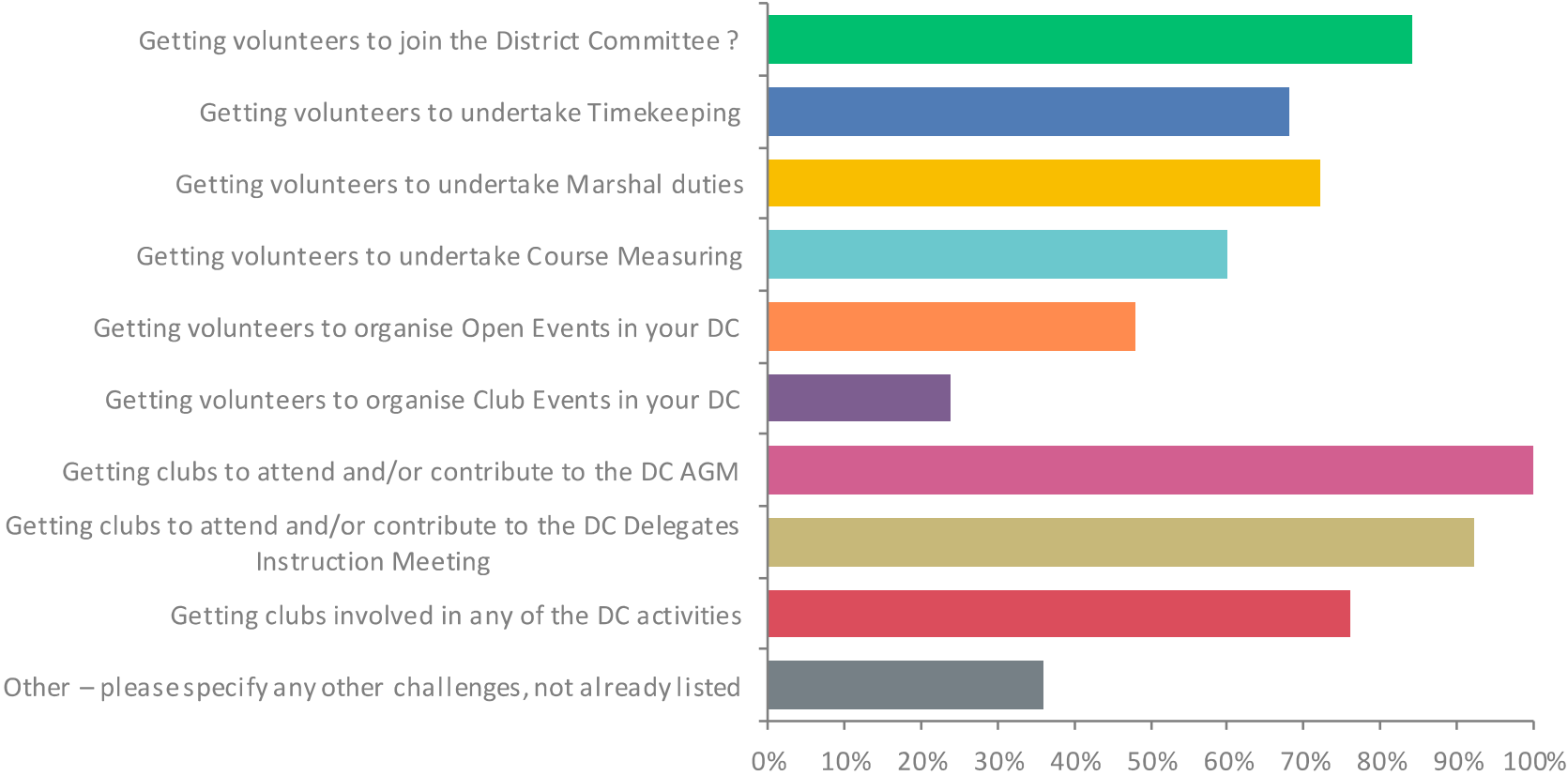
Putting something back into the sport	9
Representing women in cycling	2
Was asked to help out and/or wanted to help out	3
No-one else would volunteer	3
Help develop the sport	2
Keep the District and/or Committee functioning	3
Co-opted to the Committee when promoted a National Championship TT	1

Q3: How do you promote and raise awareness of your CTT District activities to the wider rider community ?

- The vast majority of comments in this section reflected the use of Social Media as the primary vehicles for communication within the Districts:-
 - District Facebook Pages
 - Club Events promoted via What's App
 - Other Facebook pages used by the District
- Emails to Clubs and/or riders:-
 - Via the CTT website email function
 - Via District contacts
- Via District Websites
- Promoter and/or Club notes for Open & Club Event Programmes
- Some responses indicated this was not an activity they did very well, it was under review or acknowledging that social media is the best platform but not their strong point

Q4: What challenges do you have within your DC ?

Answered: 25 Skipped: 0



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Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
Getting volunteers to join the District Committee ?	84.00%	21
Getting volunteers to undertake Timekeeping	68.00%	17
Getting volunteers to undertake Marshal duties	72.00%	18
Getting volunteers to undertake Course Measuring	60.0%	15
Getting volunteers to organise Open Events in your DC	48.00%	12
Getting volunteers to organise Club Events in your DC	24.00%	6
Getting clubs to attend and/or contribute to the DC AGM	100%	25
Getting clubs to attend and/or contribute to the DC Delegates Instruction Meeting	92.00%	23
Getting clubs involved in any of the DC activities	76.00%	19
Other – please specify any other challenges, not already listed	36.00%	9
TOTAL		165

Q5: What activities have you undertaken to try to address the challenges you have indicated in Question 4 ?

- The following activities / ideas were shared by the survey respondents:-
- Invites to all clubs in the District to attend relevant meetings
- Share information with all clubs re the necessary District positions
- Communications and reminders via Social Media and emails
- Communicating that the tasks aren't onerous but they do need support
- Re Marshal Duties – prep marshal plans for signage at the major junctions on courses
- Remove “excuses” – zoom meetings instead of F2F, making meetings efficient, on-line options for people to vote on the national motions
- Personal cajoling and direct appeals
- Email the registered riders direct (as well as notifying club secretaries) – NB even with this approach, attendance at the AGM and Delegates meetings were still poor
- Leaflet car windscreens at DC open events to ask for help
- AGM via email
- Open communication that DC Chair is under 30 – raise awareness it's not just older persons who volunteer to help run CTT
- Organisations like VTTA or TTA are good grounds to recruit from as they have similar structure

Other comments that would benefit from further investigation:-

- Information was sent to clubs re the AGMs but found out later a number did not arrive – without delivery receipt on website emails, no idea if the messages are being received – is delivery and/or read receipt on CTT website emails an option?
- Remove the “opt-out” facility – it should not be an option to opt out after riders and/or clubs have signed-up to and/or affiliated to CTT.

Q6: What are your thoughts on the current process around standing for and selection to the Board of Directors ?

Where there have been some common or similar responses, they have been grouped under the following:-

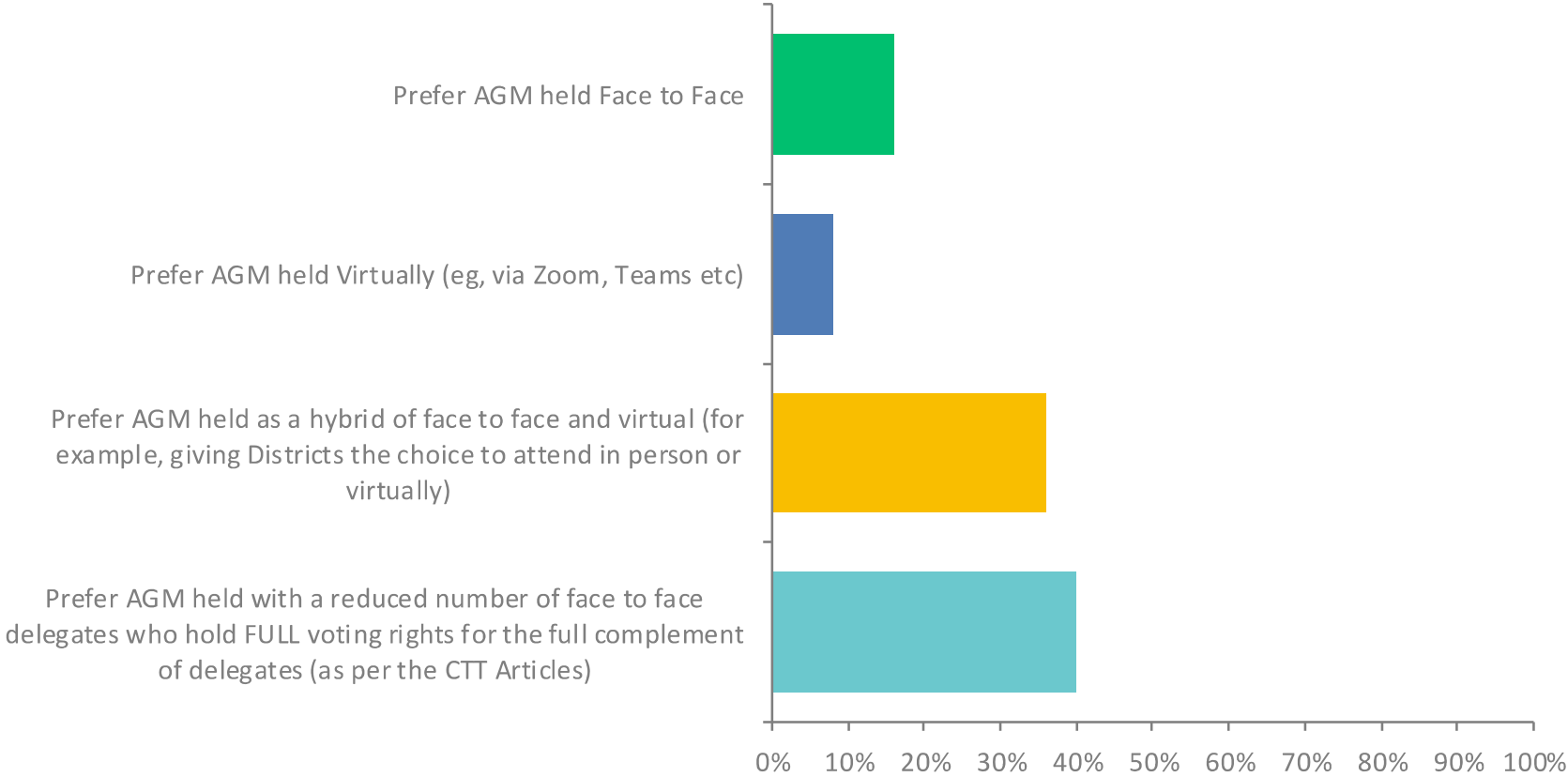
- | | |
|---|---|
| – Process works fine / is acceptable | 5 |
| – Process is out of date | 2 |
| – No particular thoughts / no strong opinion | 4 |
| – Process is democratic | 1 |
| – Process is overly complex / can be manipulated / needs streamlining | 3 |
| – Process is “secret” or “hidden” | 2 |

Some of the comments and/or suggestions within the responses are as follows:-

- Limit the selection to 1 per District Council
- Clear set of skills requirements are needed to address any skills gaps on the Board
- Selection should not be a numbers game – directors should be selected on skills, not who your friends are – not a “jobs for the boys”
- Selection should be for 3 years – it’s not feasible for a new director with a one year term to make an impact
- Resumes are not always useful for selection, unless you know the person involved
- There isn’t sufficient information re what’s involved in being a Director which could be putting off good candidates from putting themselves forward if they don’t know what and how much time is involved
- Nominations should not be allowed at the AGM (as in 2022) – nominations should be settled prior to the AGM

Q7: What is your District preference re the current process around the AGM ?

Answered: 25 Skipped: 0



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Answered: 25 Skipped: 0

ANSWER CHOICES	RESPONSES	
Prefer AGM held Face to Face	16.00%	4
Prefer AGM held Virtually (eg, via Zoom, Teams etc)	8.00%	2
Prefer AGM held as a hybrid of face to face and virtual (for example, giving Districts the choice to attend in person or virtually)	36.00%	9
Prefer AGM held with a reduced number of face to face delegates who hold FULL voting rights for the full complement of delegates (as per the CTT Articles)	40.0%	10
TOTAL		25

Q8: What are your thoughts on the current process around changing or updating the Rules and Regulations (via the AGM) ?

Where there have been some common or similar responses, they have been grouped under the following:-

AGM is the correct place / process is acceptable / fine	4
Process is long-winded / time-consuming /needs to be streamlined / chaotic	5
Rules Council Idea:-	3 – Yes 1 - No

Some of the comments and/or suggestions within the responses are as follows:-

- Control should not go to the board, it's unconstitutional
- Too many old guard views that won't be moved
- No need to do this once per year and have to wait years for a sensible motion to be passed (NB – example of helmets used numerous times in responses)
- Would be better at the AGM with pre-selected motions that have some broad agreement prior to the AGM
- DCs would benefit from more support in developing proposals deemed to be competent
- Good that grass roots can put forward amendments as they are aware of the issues faced in the sport
- Better wording needed on the proposals
- Anything which is done must comply with the existing Articles of Association. Provided any proposals do comply with the above, it does really seem necessary to examine any proposals from the Districts/Clubs and to vet them for practicality of implementation and potential clashes with other Rules etc etc before finalising proposals for voting. This would imply allowing any proposals to be put forward much earlier, to allow for any problems to be ironed out before the item reaches the AGM agenda.

Q9: What would you like to see changed in order to improve the working of the AGM and the Rules and Regulations proposals ?

Ideas and/or comments put forward in response to Q9:-

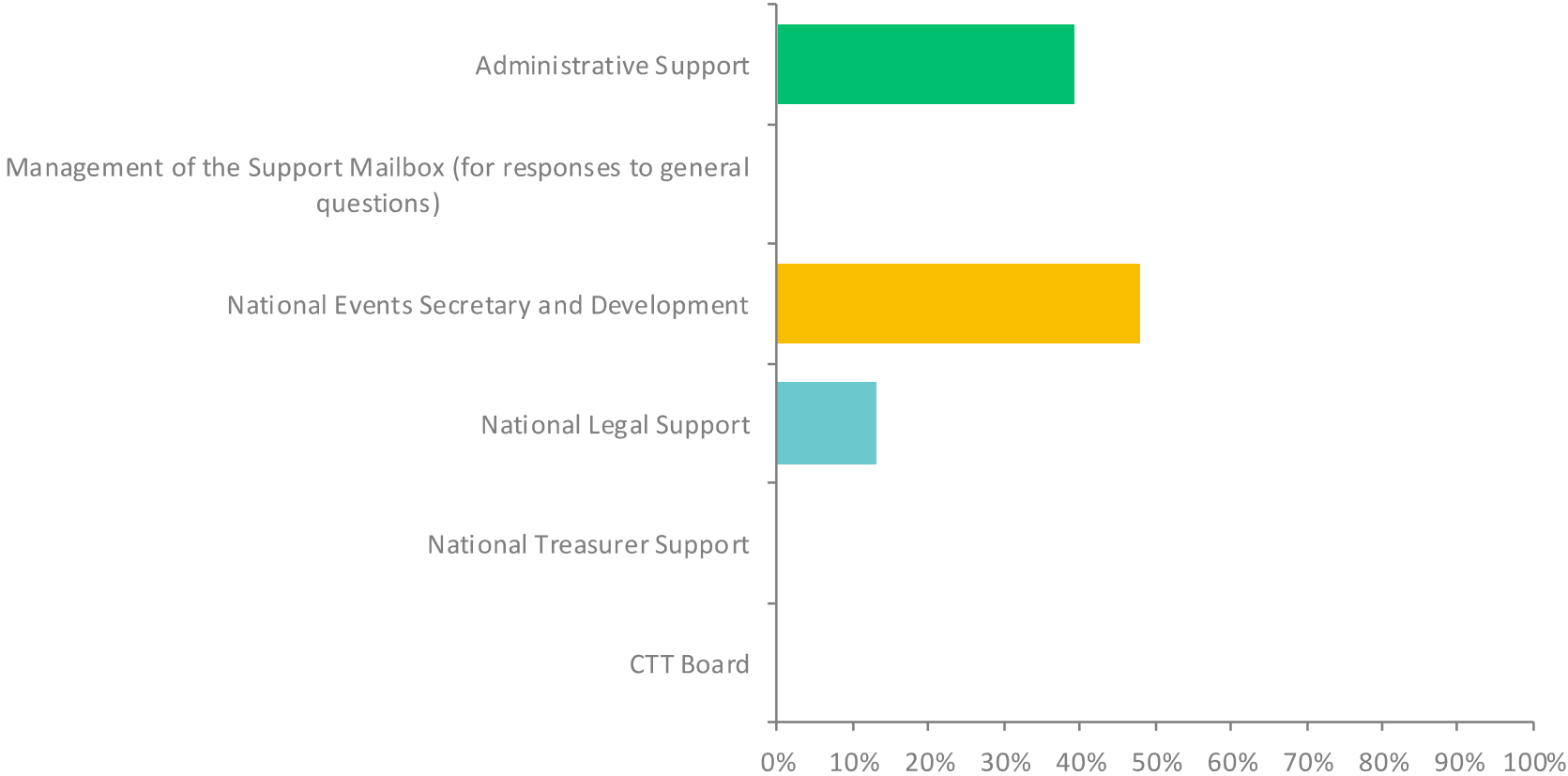
- . I would like a more harmonious and cohesive working National Committee.
- . Introduce a rules council.
- . Districts to rotate their delegates.
- . Overnight stays ONLY for those delegates who have to travel more than X hours or X miles. It is NOT a freebie or a "right" for delegates - the AGM is about handling our core business then discussing key business issues.
- . Pre voting for/neutral/against by district committees to allow only sensible topics at the AGM.
- . Some kind of vetting process to reduce the spurious proposals ahead of the meeting.
- . More support for districts in proposal development.
- . It's very poor that the same DC's can keep putting forward the same rule and reg changes year after year. This reduces time for new issues to be discussed and keeps the sport in a loop where actual new and innovative ideas may be lost because the same stuff comes up year after year.
- . Brought up to date.
- . More engagement from the younger riders to try and understand how things are done and managed. If this was achieved then there would be more understanding because fundamentally I don't think the system is broken. The issue is newer people don't understand it.
- . Less delegates, 2 from each district is ample, then maybe it could be held virtually ?
- . They need to be separated from each other, while ensuring that it is still democratic. Maybe rules and regulation could be looked at by a knowledgeable elected Committee that then gives the main AGM or Districts options to vote on. If Districts were going to vote and then combine to make a national vote some weighting may be needed.

Q9: What would you like to see changed in order to improve the working of the AGM and the Rules and Regulations proposals ?

- . Rule changes should be distributed much earlier than the notice of AGM.
- . Individual membership a la British Cycling rather than club affiliation would make members feel more involved.
- . Directors could set a time limit.
- . Removal of board comments.
- . Allow proposing DC the chance to answer questions prior to AGM meeting. All of this could be done though survey monkey or Microsoft forms. The AGM should simply be the voting with all the 'back and forth' done prior to the meeting.
- . 50 percent wins vote
- . Proposals should be submitted earlier by Districts and reviewed by National. Then an electronic consultation/debate could take place with district delegates giving an indication of requested amendments and likely for and against. This would reduce the amount of debate at the National Meeting.
- . ALL CTT members should be sent - emailed a copy of the basic agenda so they can see what to be discussed, and maybe get more involved. They could also ask to be sent the full annual report?
- . The bottom up governance of the CTT makes rule changes very slow to implement. The lights and helmets are a good example that took about 12 years to pass.
- . Better wording for some of the proposals to make them clearer.
- . Wording of motions. A timetable that allows motions to be sent back to the districts (or board) when it seems that the wording or principles suggested in the original motion won't work at all, or may not lead to the required result if passed.

Q10: What support from a DC perspective do you rely upon the most:-

Answered: 23 Skipped: 2



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Answered: 23 Skipped: 2

ANSWER CHOICES	RESPONSES	
Administrative Support	39.13%	9
Management of the Support Mailbox (for responses to general questions)	0%	0
National Events Secretary and Development	47.83%	11
National Legal Support	13.04%	3
National Treasurer Support	0%	0
CTT Board	0%	0
TOTAL		23

Q11: What other volunteer roles/responsibilities do you have within your DC to make up your District Committee ?

Below is a list of some of the volunteer roles that DCs have in place (as well as the usual Chair, Secretary, Events Secretary (Open and Club), Treasurer, Risk Assessment Co-Ordinator:-

- . Course & Risk Assessment Secretary
- . Timekeeper Trainer
- . Traffic Counts Assistant
- . Website Administrator
- . District Competitions Co-Ordinator
- . Course Librarian
- . Course Design & Measuring
- . Assistant Secretary for PN's
- . Media and Communications volunteer

Within the responses, some respondents indicated that they were undertaking more than one role within the District Committee – the total for this was 6 (that's almost 25% of the respondents).

Q12: What should/could CTT do to help/support the Districts Councils ?

Ideas and/or comments put forward in response to Q12:-

- . At present the help and support is fine. Its reassuring that if help is needed then the CTT is there.
- . More up to date information from national meetings, open events.
- . Expand on the board director/District buddy so that DC Chair and Secretary buddy up with adjacent DCs to work together more proactively to share ideas and opportunities.
- . Central accident investigation by qualified team would be helpful.
- . Most important time for support is in supporting the processing of claims following accidents. Nick Sharp was very good at this and I hope it continues
- . Engagement in activity more than once a year - eg publish Board agendas and minutes, perhaps invite districts to have a representative attend (virtually) even if it's only as an observer.
- . Possibly paying a small honorarium to some DC officials might be helpful - no one ever claims expenses but volunteering is quite expensive
- . More information on the Website for new riders (eg a tab saying how to get started, basically giving the information to a new person which in the old days the club would have given – ie how to register to get a CTT number; how to enter an event; why one needs to belong to a club.) An introductory page for the beginner would be of great help.
- . Improved communication (though does seem to be improving).
- . Some new/improved course measuring equipment.
- . Hold a Regional Conference, ie group DCs into geographical clusters.
- . Improve communication. Take more suggestions and be more open. The Board portrays a high and mighty secret club appearance that makes a lot of riders resent the board automatically.

Q13: What ideas or initiatives have you put in place within your District that you think have made a difference to your events and/or rider entries ?

Ideas and/or comments put forward in response to Q13:-

- . Club event lists have been passed to all district clubs and also added to the local district web site.
- . Open events listings for the season & dates avoiding clashes.
- . Support and encouragement to riders with some local influence e.g. schoolteachers to spread the word - especially to Triathlon Clubs.
- . Hill Climb League introduced a few years ago had turned around our HC event entries pre Covid. Equitable prize awards for M/F/Junior/Vet etc. Local BAR and the HC league had made a difference as there are set number of events within course length categories that riders have to do to qualify for the local BAR.
- . Adding some additional new courses and revisions has helped – struggled with courses being swallowed up by traffic management.
- . Be open and approachable to our organisers as we recognise their role is crucial and difficult, especially for new ones.
- . Same for general engagement as well as events/riders:
 - . Use platforms that work for the target audience, so FB page, webpage, WhatsApp Group.
 - . Ensure organisers have appropriate support - quick, accurate responses, especially in the run up to events.
 - . Promote heavily via the above platforms.
 - . Try initiatives - tried to run an initiative where we lowered entry fees, really expecting to disprove the idea that these were a major barrier. However, organisers were not keen (even though we were willing to find funding to enable it) and the one event that did reduce the fee saw little noticeable impact.
- . Our DC competitions are quite popular but as with other DC's we are experiencing lower entries even in events that have been traditionally oversubscribed. Only events on super fast courses have the issue of excess entries now.
- . A group of clubs/individuals have got together to share ideas/resources and promote events.
- . Tried to get organisers to move off DC courses, but that's difficult as if they do the entries decrease
- . Organised a Hill Climb Series last year and intend to organise both a TT and HC series this season.
- . Organisers' and Timekeepers' seminars.

Q13: What ideas or initiatives have you put in place within your District that you think have made a difference to your events and/or rider entries ?

- . Organised a Hill Climb Series last year and intend to organise both a TT and HC series this season.
- . Organisers' and Timekeepers' seminars.
- . Nearly all events in the district now have a road bike event running along side a normal TT event.
- . Introduction of season long and spring cup events for sporting courses.
- . Closed circuit events.
- . Local regs to manage safety without banning courses.
- . Increased communications and physical presence at events.
- . Road bike cats.
- . Closed Circuit “come and try it”.
- . Whatsapp group and FB pages promoting events throughout the season
- . More competitions and better communication. We are quite a good active committee with a good spread of ages - although not gender. We value equal prizes etc and involvement of young people. We try to advertise events on behalf of clubs.
- . Good use of social media can help in places. Targeted approach for specific events.
- . Tried to find a social media officer to promote events within the District, but, so far, with no volunteer coming forward.
- . Looked at District competitions but failed to find a universally acceptable formula.

Q14: Are there any other comments or suggestions for CTT that you wish to make as District Chair or District Secretary ?

Ideas and/or comments put forward in response to Q14:-

- . My DC needs to know that the CTT national committee are all "singing off the same hymn sheet". It was very evident following last years AGM that all was not well.
- . Take notice of the DCs not in favour of the AGM being face to face, as it works very well.
- . An overriding issue for our DC is an ever decreasing amount of safe road space for us to use. In the last 10 years we have had to restrict use of many of our courses due to the traffic levels and poor road surfaces.
- . Ensure the Board provides good leadership, provides a united front, and demonstrates competence in what it does.
- . Need to work to attract volunteers who are more representative of the community, as well as more diverse regards sex and age.
- . My own view is that the sport needs to move away from using DC main roads promote more sporting / road bike events as fast main roads and TT bikes are seen as a big negative for club cyclists and newcomers to the sport.
- . Make CTT HQ much easier to understand from a grass roots perspective - we need to communicate better. Get back to basics.
- . The Board need to consider a longer term strategy for TTs in a world where traffic on dual carriageways is always increasing to the point where it will be unreasonable to hold an event on a road where any sensible cyclist would not normally chose to ride.
- . Requirement to have Open Events in before Dec 31st is a disincentive for clubs that might (eg) decide in May to run an Open event in August.
- . DC websites should be able to prioritise their own reports, not be over-ridden by National features.
- . Better transparency for TT reporting - wider coverage of Snowdons' write-ups.
- . Board reputation needs to be improved. I myself know its a group of volunteers working hard for the sport, but to the everyday rider it does look like a political party all trying to push their own agenda in secret.
- . More open and frequent communication will help.
- . I feel there needs to be a shake up and change to how things are done, there is a lot of discontent amongst the general riding community, particularly the younger generation.
- . Consider promotions/discounts for open events - enter 5 and get one free, or enter a series and get a discount etc.
- . More communication about what board is doing - 3 year strategy outlining key issues and financial plan. Get chairs and secs involved with some board working groups to look at improvements and development.
- . To help new post holders it would be good to have a national guide for how the job should be done. Some incumbents are willing but may not have served on the DC before so need some support to guide them and give an overview of what the job entails.
- . Collaborate with other organisations (particularly BC & VTTA) - find out how they approach the problems we all have.
- . Run a forum with representation from all districts (online probably) to look at common problems/solutions.

Key Findings

With such a varied range of questions within the survey and with a number of the questions as Open and Comment based questions, there is a wealth of output as can be seen from the presentation content.

Common themes or subjects from the outputs are:-

- **Club life and structure is breaking down – the traditional route in to the sport via a club background is not as prevalent**
- **As a result, communications via the clubs is perhaps not the best route – should more communications go directly to riders ?**
- **Volunteers – have a passion for the sport and willingly volunteer to give something back to the sport they love**
- **Social Media usage grown significantly and seen as the primary vehicle for communications**
- **Communications are key – to riders, clubs, Districts – relevant and frequent and open**
- **Board Director recruitment / selection:**
 - be clear about the skills needed within the board – what are the gaps and recruit for these
 - be clear about what is required and expected of a Director
 - be clear about the time commitment

Suggest here that a Director Role Description is created against which prospective Directors can submit their resumes.

- . **AGM – fully F2F is not the preferred option – hybrid / reduced number of delegates is favoured.**
- . **Rules Council is an option to be further explored.**
- . **Motion Proposals – Districts should be better supported and manage the process earlier to ensure quality of inputs and motions so motions are credible and competent (both DC and Board submissions)**

Key Findings

- . More harmony and a joined-up approach from the Board – to improve the Board’s reputation
- . AGM structure and format does need to be looked at as no universal agreement to the approach – suggestions of on-line voting ahead of the AGM

Ideas worth exploring further:-

- **Communications, Communications, Communications** – need to be improved – content, frequency, openness/transparency
- **Rules Council**
- **AGM format and structure**
- **Board Director “recruitment”**
- **AGM motions** – better quality support for content and wording of motions
- **Expand on Board / DC Buddy** – have the DC Chair and Secretary buddy with other DCs
- **Central accident investigation support**
- **Discounts/promotions for multiple entries**
- **Social Media Officer for CTT** – to support the DCs as well as do more promotion and marketing of CTT
- **On-line Forum of reps from all DC’s** to look at the common problems and explore potential solutions (from the outputs from this survey)
- **Read and Delivery Receipt from CTT Website emails** – giving the DC volunteers using this facility confidence that their emails are reaching their intended audience

Summary

A wide-ranging survey to the Chair and Secretary within the DC covering multiple subjects and questions.

It was designed to elicit responses, comments, ideas and suggestions and these have been forthcoming and honest.

With some of the open style of questions seeking comments and responses, it has not always been possible to group some of the outputs into particular categories (in the way that it was with the rider survey), therefore, the actual responses have been included in these outputs. I have aimed to anonymise this as much as possible by removing specific District names / references that could identify the District.

There are some ideas and suggestions throughout the outputs that are clearly worth exploring to further progress the sport and some of these have been highlighted in the Key Findings, but there are some valuable ideas and comments throughout the outputs which can and should be explored.

As Secretary for NE District, I would like to thank my fellow DC Chair and Secretary for taking the time to complete the survey, to provide their views and their insights and for openly sharing their ideas.

For any DC Chair and Secretary that for whatever reason did not get to complete the survey and wishes to provide their input – all of the questions asked are represented in this presentation and I am happy to accept their inputs via email to dawn.sherrin@cyclingt看trials.org.uk.