

# CTT Event Organisers Survey

Powered by  SurveyMonkey®

Produced 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.**

**District Chair and Secretary survey was undertaken and completed in March/April 2023, the results of which have been shared to date with the CTT Board and with the District Chair and Secretary – 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 February/March 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, National Secretary Competitions and Development, who also fulfil Event Organiser volunteer roles within their District for review and further input.**

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

**The survey link (via Survey Monkey) was circulated to all current Event Organisers (details supplied via the National Secretary Competitions and Development).**

**Total circulation was to 1635 respondents.**

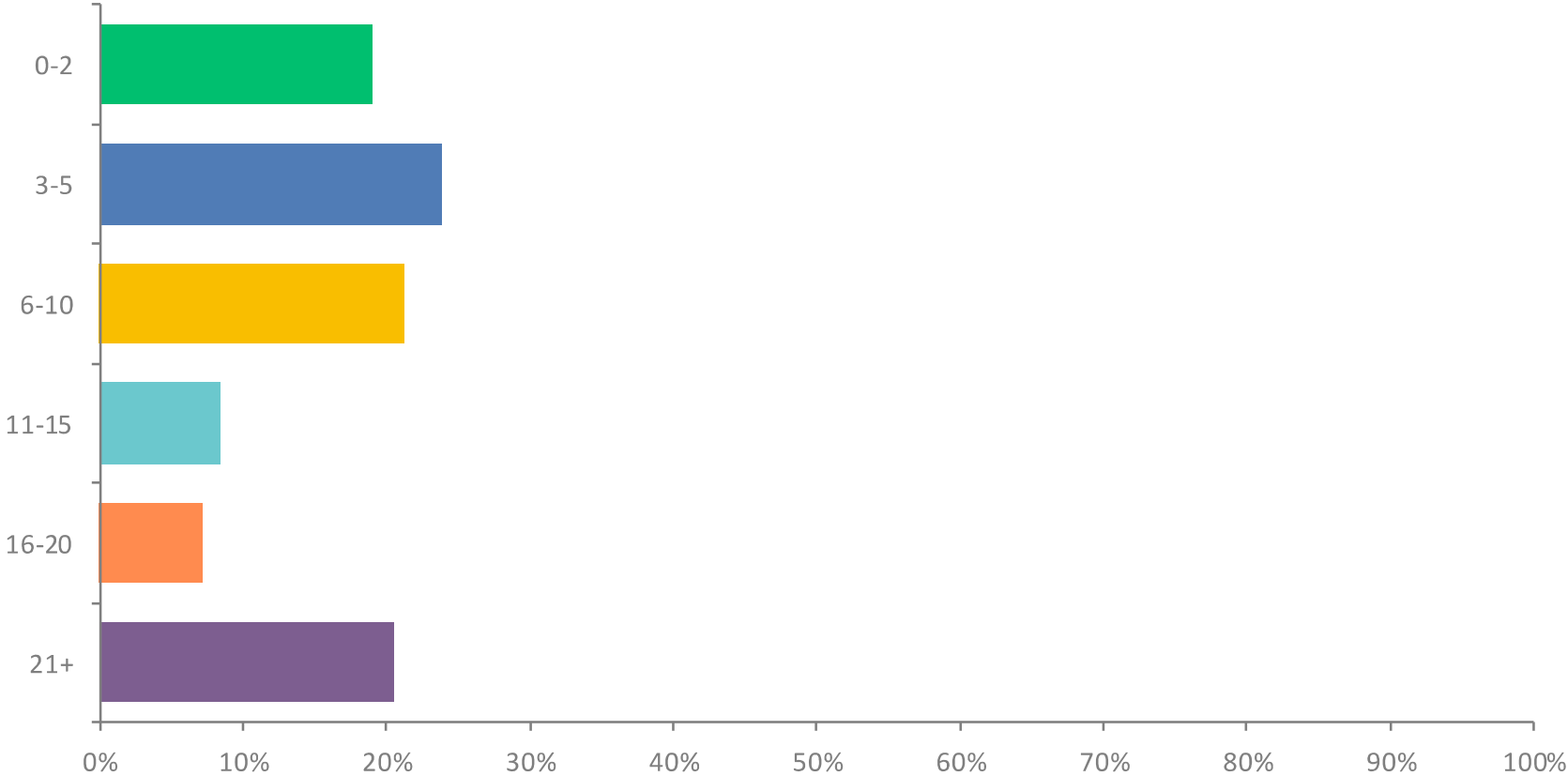
**Total responses were 265.**

**Response rate of 16%.**

**The outputs and comments from the 265 responses follow.**

# Q1: General Question - How many years have you been organising time trial events for CTT?

Answered: 264 Skipped: 1



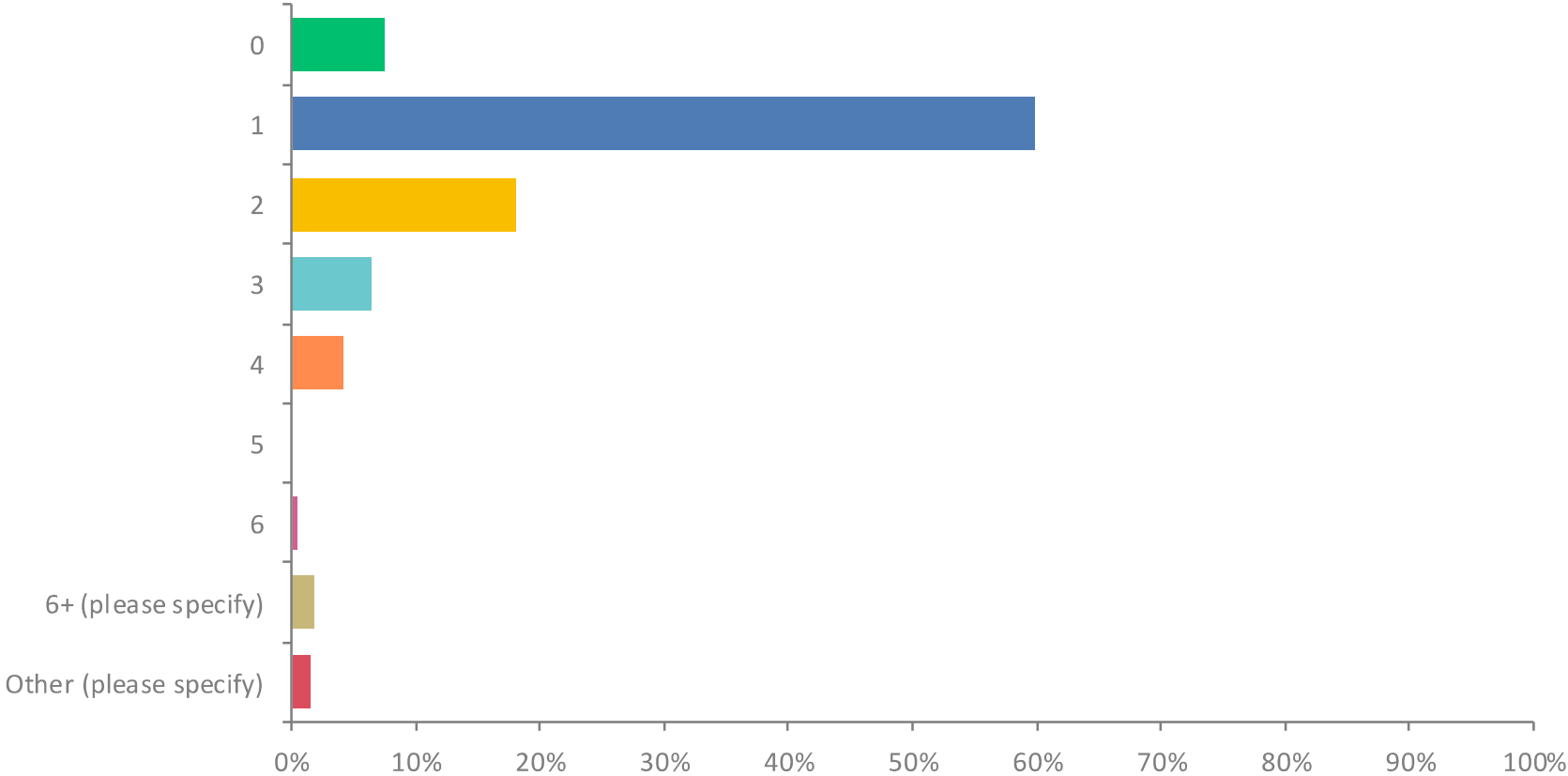
# Q1: General Question - How many years have you been organising time trial events for CTT?

Answered: 264 Skipped: 1

ANSWER CHOICES	RESPONSES	
0-2	18.94%	50
3-5	23.86%	63
6-10	21.21%	56
11-15	8.33%	22
16-20	7.20%	19
21+	20.45%	54
TOTAL		264

# Q2: General Question - How many Open time trial events for CTT do you organise per year ?

Answered: 264 Skipped: 1



# Q2: General Question - How many Open time trial events for CTT do you organise per year ?

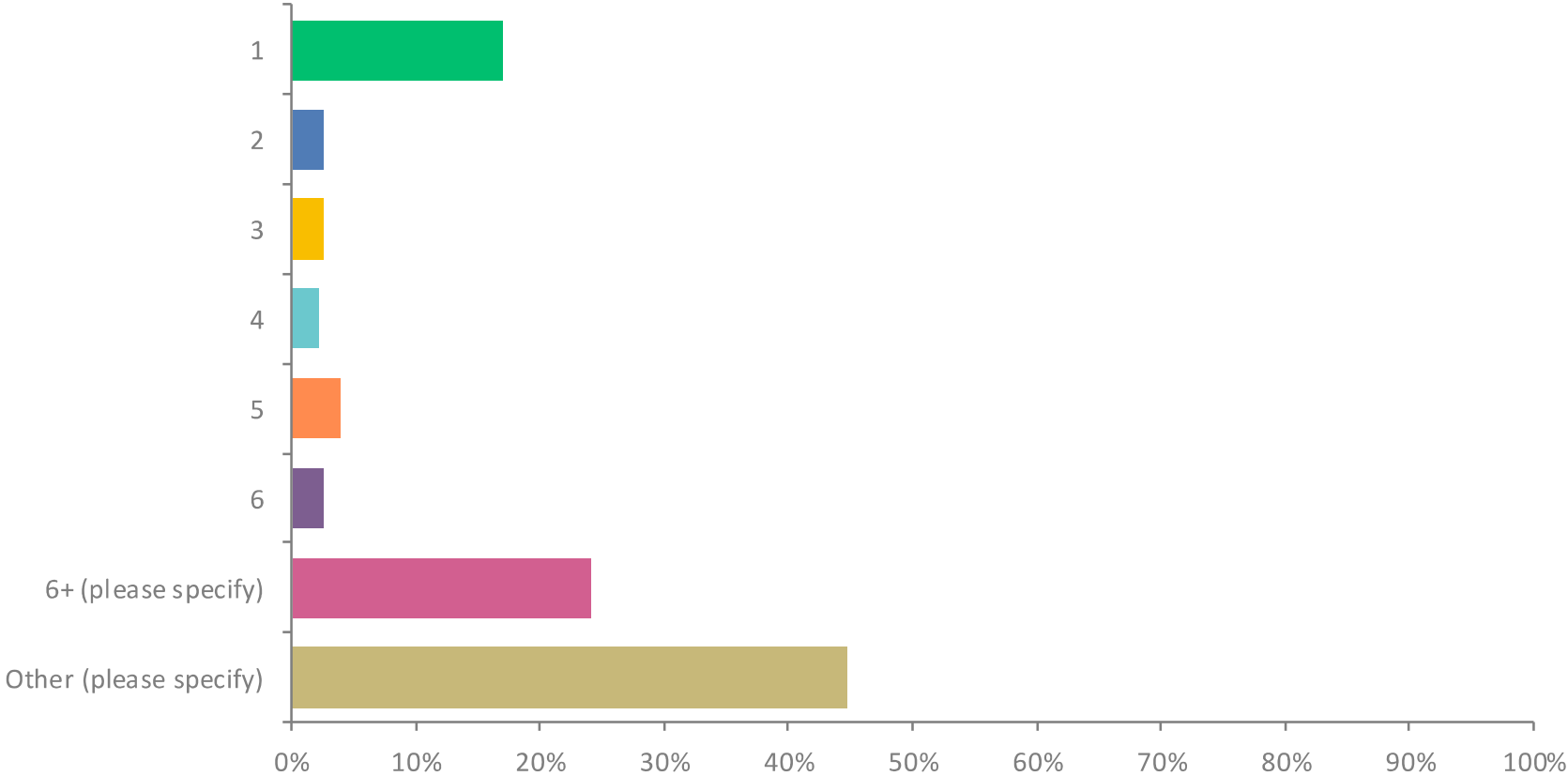
Answered: 264 Skipped: 1

ANSWER CHOICES	RESPONSES	
0	7.58%	20
1	59.85%	158
2	18.18%	48
3	6.44%	17
4	4.17%	11
5	0%	0
6	0.38%	1
6+ (please specify)	1.89%	5
Other (please specify)	1.52%	4
<b>TOTAL</b>		<b>264</b>



# Q3: General Question - How many Club time trial events for CTT do you organise per year

Answered: 228 Skipped: 37



### Q3: General Question - How many Club time trial events for CTT do you organise per year

Answered: 228 Skipped: 37

ANSWER CHOICES	RESPONSES	
1	17.11%	39
2	2.63%	6
3	2.63%	6
4	2.19%	5
5	3.95%	9
6	2.63%	6
6+ (please specify)	24.12%	55
Other (please specify)	44.74%	102
<b>TOTAL</b>		<b>228</b>

## Numbers of Years as an Event Organiser vs Number of Club Events organised

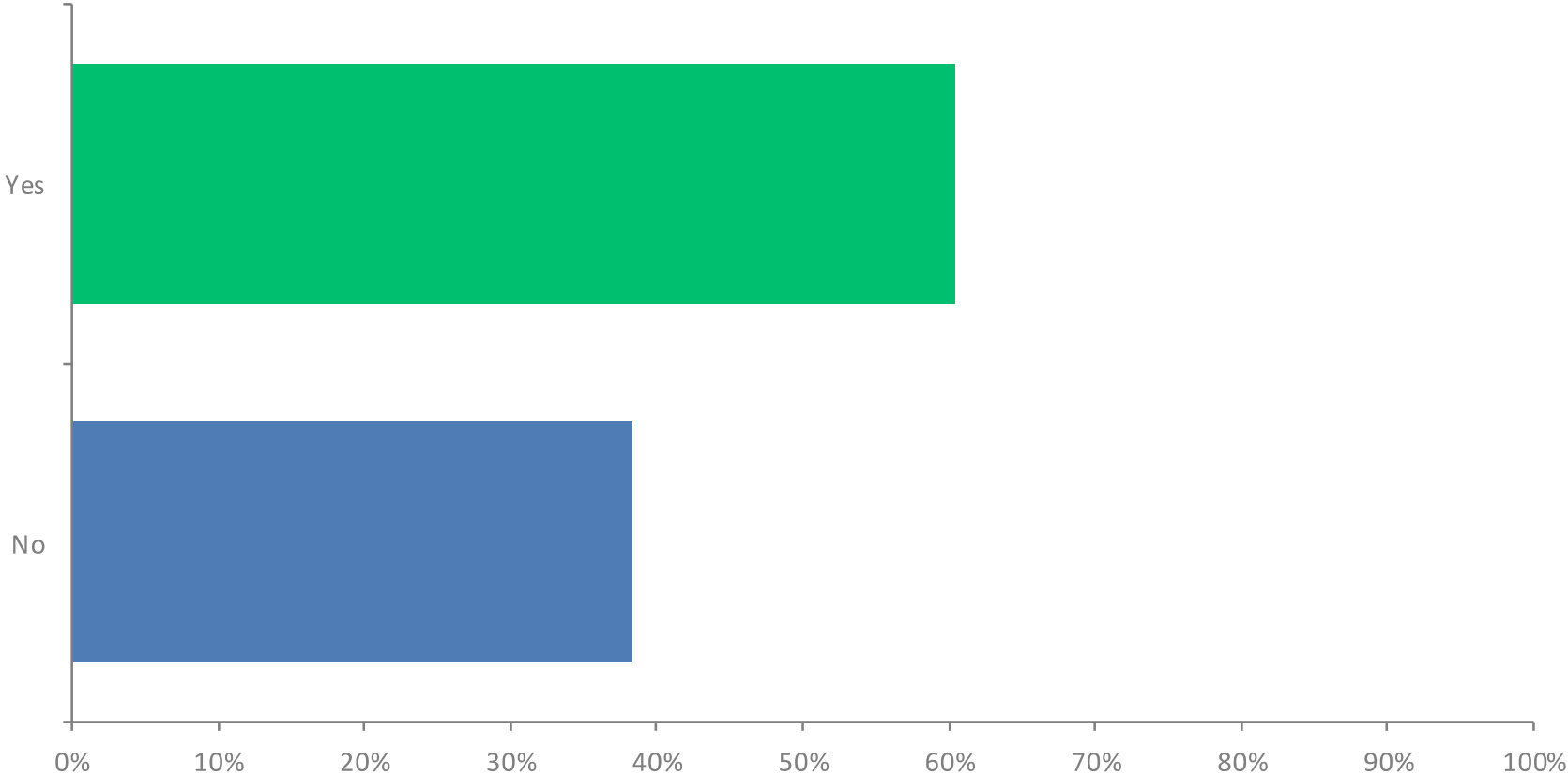
Number of years as an Event Organiser	Total number of Club Events Organised (where specified)
0 – 2	71
3 – 5	39
6 – 10	104
11 – 15	45
16 – 20	44
21 +	124

## Q4 - General Question - What was your original motivation to want to promote and organise a CTT time trial event ?

Comments Responses	Total
To give something back to the sport they love	101
For the love of the club and the sport within the club – maintain club traditions; help and support the club; promoting the club; love TT's and wanted others to enjoy them	72
No other volunteers and/or they took over organising from someone else and/or it was “expected”	35
To keep the sport running and/or to maintain the sport of TTs	23
Encourage new members or new riders to the sport of TTs	10
Providing events for either a specific league, club, course; to maintain a local event; to provide a specific event in a location with a suitable course	15
Other (not within the above categories)	9

# Q5: General Question - Do you find it easy to organise a time trial event for the CTT ?

Answered: 260 Skipped: 5



# Q5: General Question - Do you find it easy to organise a time trial event for the CTT ?

Answered: 260 Skipped: 5

ANSWER CHOICES	RESPONSES	
Yes	60.46%	159
No	38.40%	101
TOTAL		260

## Q6 - General Question - How do you promote and raise awareness of your time trial events for CTT to the wider rider community ?

Ways in which events are promoted or raising awareness	Total	%
Social Media (includes FaceBook; What's App; Instagram; Twitter; LinkedIn)	151	57%
CTT Website and/or CTT Handbook	30	11%
Word of Mouth	20	7%
Club and/or Local Websites	16	6%
Do not promote or raise awareness	16	6%
Do not promote as events are popular and/or on popular courses and/or usually attract full fields	7	3%
Emails – direct to previous entrants and/or general emails to riders and/or clubs	7	3%
Not good at doing this and/or want to improve use of social media etc	7	3%
Other – via VTTA; via bike shop; flyers; year on year returners; local handbook; newsletters; magazines; posters; parish council	11	4%

## Q6 - General Question - How do you promote and raise awareness of your time trial events for CTT to the wider rider community ?

### Notes/Observations within the responses:-

- Social Media – includes Facebook, What'sApp, Instagram, Twitter, LinkedIn but was also used as a generic term so the total number of responses here includes any reference to social media, FB, What'sApp, Insta, Twitter, LinkedIn
- Some of the responses included multiple means of promoting events and where this was the case, the primary method used was included within the category (example – social media, TTF, VTTA – categorised under social media; Facebook, What'sApp, local website – categorised under FaceBook and, therefore, under social media)
- Majority of the categories, however, reflect the responses that were unique to that category (example – CTT Website and/or CTT Handbook – includes responses that specified either only CTT Website, only CTT Handbook or listed both CTT Website and CTT Handbook but no other methods; Word of Mouth includes only a reference to Word of Mouth and no other methods)
- Other category is made up of a number of smaller categories – examples listed of “via VTTA, via Bike Shop, Flyers, Parish Council” – all of which made reference to only that method and no other methods

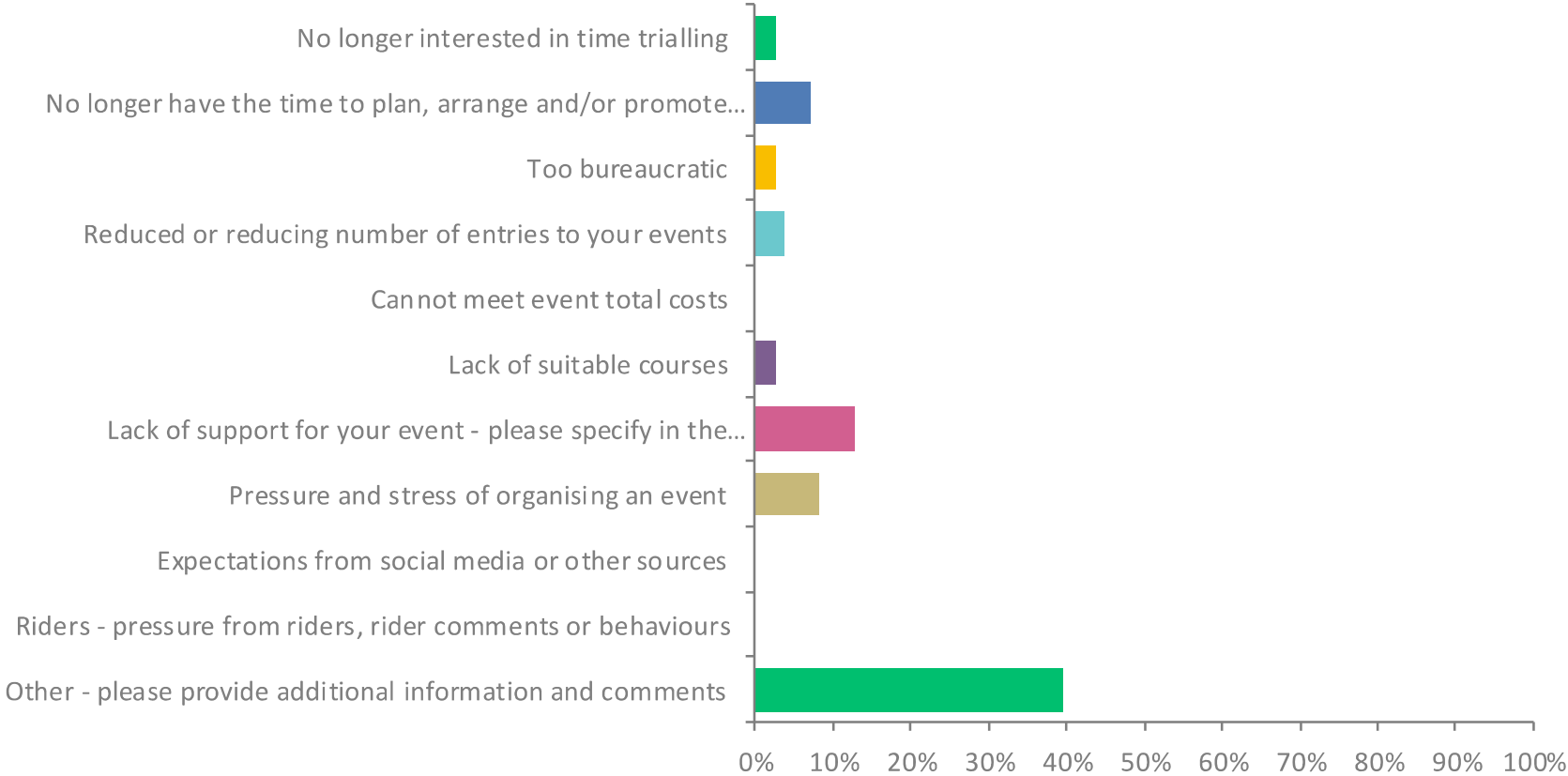


## Q7 - General Question - What would motivate you to promote more time trial events for CTT in the future?

Response categories	Total	%
Nothing	43	16%
I organise enough events	37	14%
Increased number of entries	38	14%
No time to do more than I am already doing eg working (retiring from work would help)	29	11%
More help (general help, support from the club, marshals, timekeepers, more volunteers, more on-the-day help)	44	16%
Less bureaucracy / red-tape / hoops to jump through	9	3%
Financial incentives and/or the Club makes no money	14	5%
Going to reduce the number of events I organise (due to age and/or other reasons)	12	5%
Do not know and/or provided no comment within the response	13	5%
Other (a number of single category responses eg rider attitudes, don't like on-line entry, don't like paper entry, having less DCs and standard distance events, recognition)	24	9%
Intend to promote more events	2	1%

# Q8: If you no longer organise events for CTT, please share your reasons:-

Answered: 88 Skipped: 177



## Q8: If you no longer organise events for CTT, please share your reasons:-

Answered: 88 Skipped: 177

ANSWER CHOICES	RESPONSES	
No longer interested in time trialling	2.70%	3
No longer have the time to plan, arrange and/or promote CTT events	7.21%	8
Too bureaucratic	2.70%	3
Reduced or reducing number of entries to your events	3.60%	4
Cannot meet event total costs	0%	0
Lack of suitable courses	2.70%	3
Lack of support for your event - please specify in the comments whether that is rider entries, marshals, timekeepers, from your club or your District	12.61%	14
Pressure and stress of organising an event	8.11%	9
Expectations from social media or other sources	0%	0
Riders - pressure from riders, rider comments or behaviours	0%	0
Other - please provide additional information and comments	39.64%	44
TOTAL		88

## Q8 – General Question – Breakdown of “Other” category comments

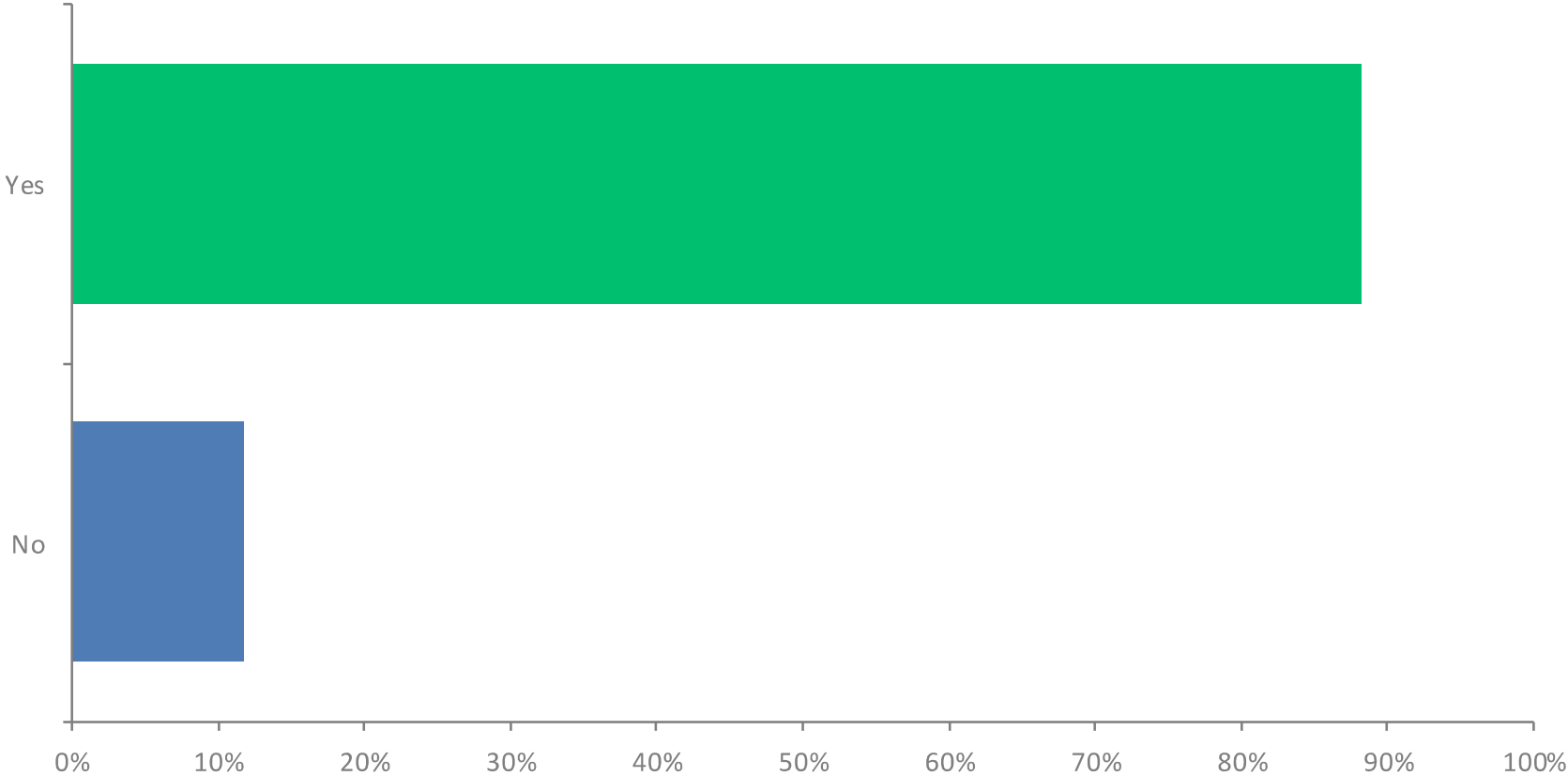
Response categories	Total
Reducing entries; lack of marshals/support; lack of interest	9
Road conditions / traffic	3
Club membership is reducing / aging and/or club is reducing number of events	6
Younger club members taking over event organisation	3
Family / Work commitments	4
Behaviours / attitudes	2
Unhappy with paperless entry	2
Will only do so when female category is female only	1

# Q9 - General Question - What should/could CTT do to help/support Event Organisers ?

Comments, Responses and Ideas/Suggestions put forward	Total
Nothing (and/or it is straightforward)	27
Event promotion / advertising / marketing (eg via social media, external press, to clubs/riders)	26
Reduce the levies / make the sport cheaper	17
Don't know	17
Support Event Organisers with training / mentoring / buddying / coaching	16
Increase numbers of marshals and/or timekeepers – have a register of willing volunteers	16
Simplify the things the Event Organiser has to do	13
Make the website easier to use	12
Reduce bureaucracy	11
Videos and/or communications (step by step with screen examples, where relevant) of what you need to know and what you need to do – not only for Event Organisers but to raise awareness of other roles – Marshal, Timekeeper, Pusher-off, Start Marshal etc	8
Events/Event Organisation help – improving the course information; keeping a file of the Risk Assessments; road closure advice; remove course codes with an easier to understand system; offering electronic chip timing; have an on-line tick list for organisers to follow; start times; have a visible events calendar for event organisers to pencil in next year's events prior to formal submission; more local courses; clear guidance on equality between male and female riders; reward and highlight the efforts of event organisers in Snowdon's features/articles and/or social media / press	19
Entries – entry on the day; more flexibility accepting late entries; automate entry reminders to riders; priority entry (first come first served) to event organisers/marshals/timekeepers/helpers vs rider speeds/times; later event closing dates	5
Other – more financial support for closed circuit events; encourage clubs to work together to share the burden; event organisation managed centrally by paid officials;	5

# Q10: Specific Event Organisation Question - Do you produce a separate, formal start sheet?

Answered: 264 Skipped: 1



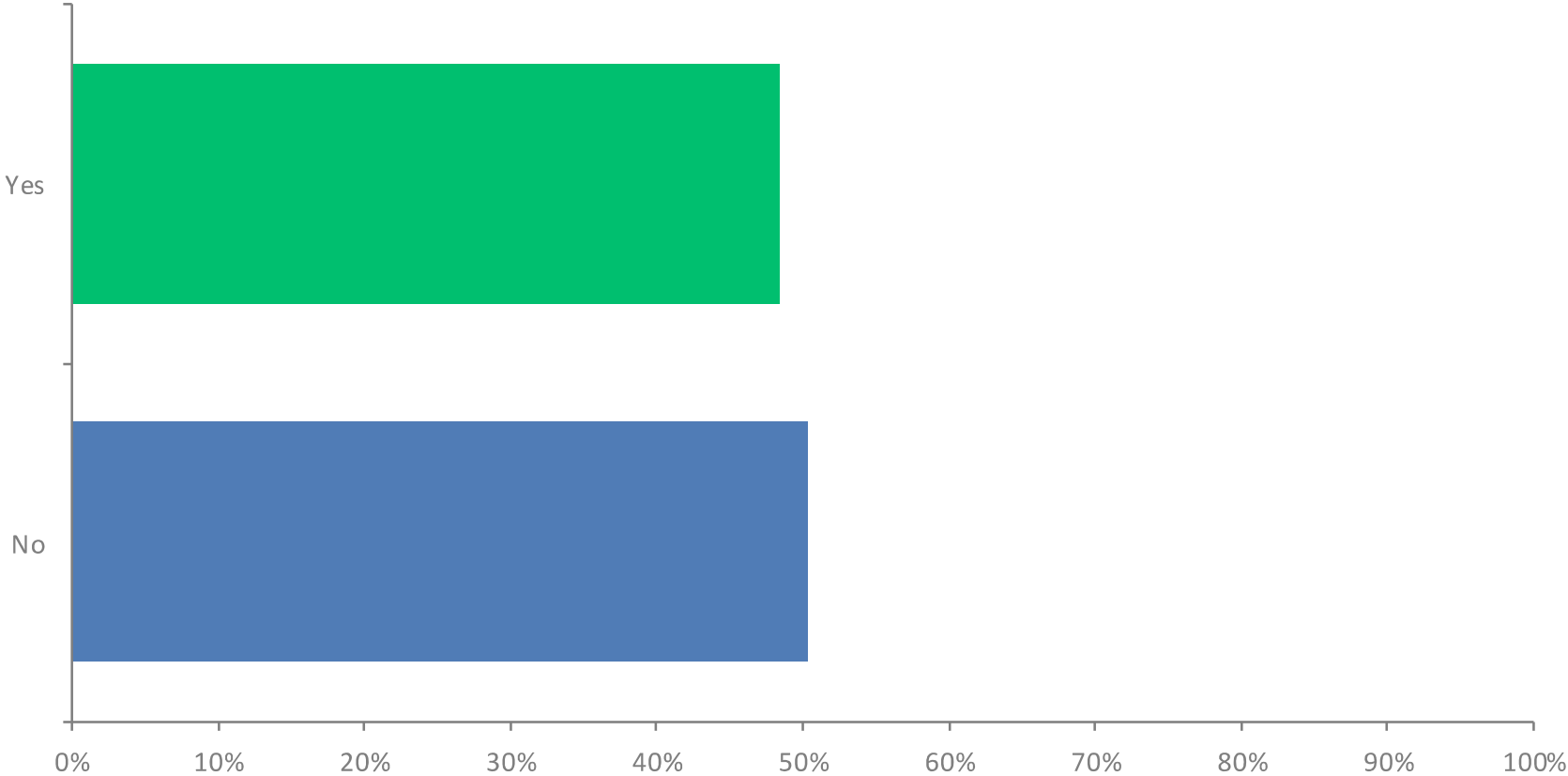
# Q10: Specific Event Organisation Question - Do you produce a separate, formal start sheet?

Answered: 264 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	88.26%	233
No	11.74%	31
TOTAL		264

# Q11: Specific Event Organisation Question - Do you use the “ResultSheet” system to manage your events results?

Answered: 261 Skipped: 4





# Q11: Specific Event Organisation Question - Do you use the “ResultSheet” system to manage your events results?

Answered: 261 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	48.48%	128
No	50.38%	133
TOTAL		261

## Q11 – Results Sheet - Comments

Comments Responses	Total
Have used it / will be using it next year/event/ it is good / looks good	71
Use own other means/system or other/better solutions elsewhere	42
Don't know enough about it	15
Too complicated / too clunky	12
Restrictions with its use (Hotmail, projection to screen, village hall location so not live data)	9
Timekeeper won't use it	3
Not worth it for small entry/club events	3
Other	6

## Q12 - Specific Event Organisation Question - What do you do to check the events results before submitting them via the CTT website?

Comments Responses	Total
Check with timekeepers and timekeeper sheets	122
Check manually when inputting and/or third party check	53
Other (eg other system/process/Excel check)	16
Nothing	13
Check timekeeper results vs ResultsSheet	8
Check timekeeper sheets vs results board	7
Visual check	7
Check vs timekeeper watch printer	6
Display at HQ and check any disputes	5

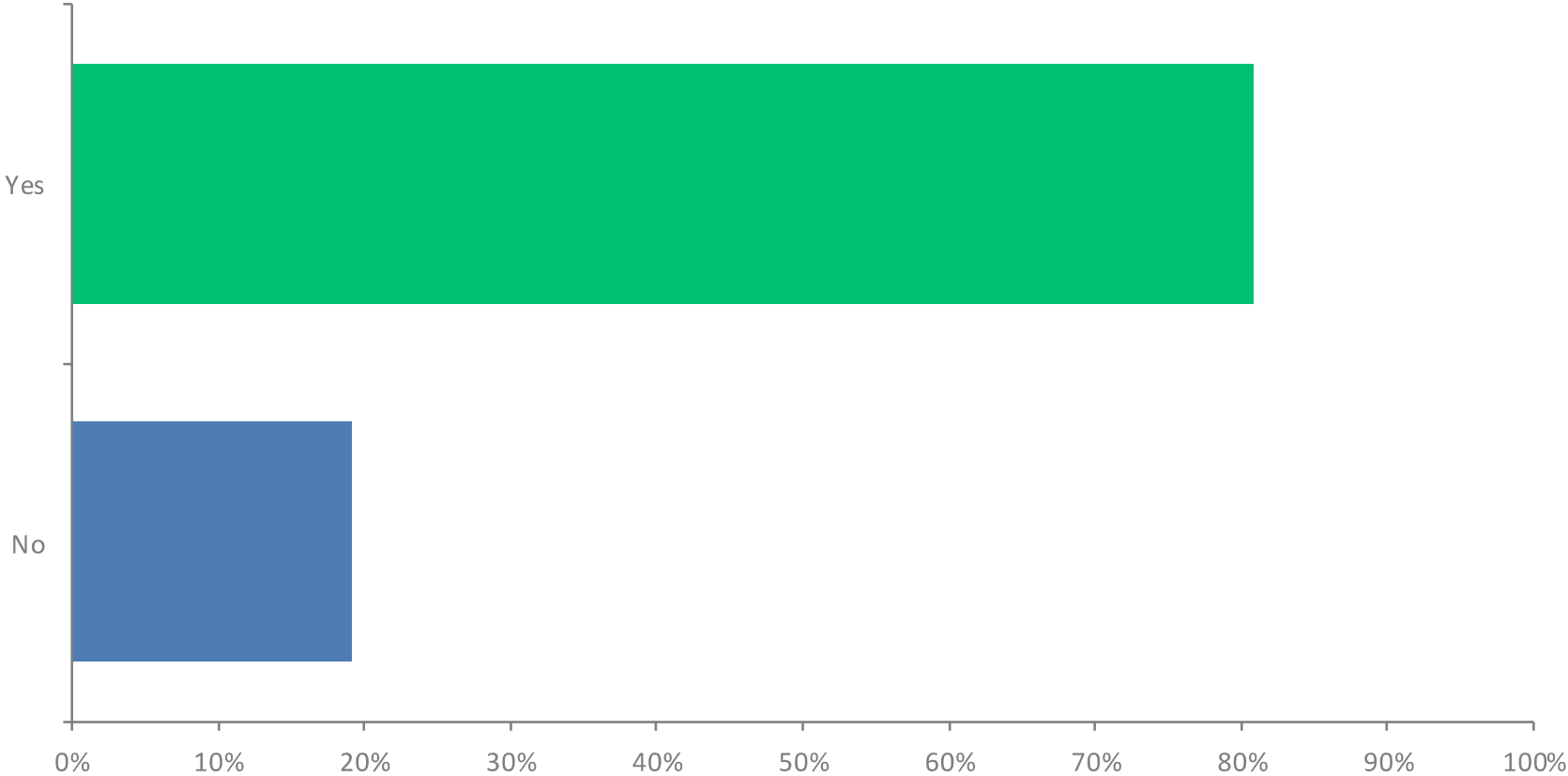
## Q13 - Specific Event Organisation Question - What is your view of the current results process ?

Comments Responses	Total
* Good / Fine / OK / Does the job / improving / time-consuming but not difficult / tolerable	162
No comment / No opinion	49
Old fashioned / too manual / too slow / electronic would be easier / should be automated / QR code welcomed	45
Spindata better / own system	5
Other	3

\* It should be noted here that within the total of 162 comments that the current results process is “Good, Fine, OK” etc, no distinction has been able to be made re whether this is the manual CTT results sheet process or the use of ResultsSheet. Some of the comments specifically referenced the existing CTT process, some specifically referenced ResultsSheet, however the majority made no distinction.

# Q14: Specific Event Organisation Question - Do you award prizes at your events?

Answered: 261 Skipped: 4



# Q14: Specific Event Organisation Question - Do you award prizes at your events?

Answered: 261 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	80.84%	211
No	19.16%	50
TOTAL		261

## Q15 - Specific Event Organisation Question - What is your preferred approach to awarding prizes ?

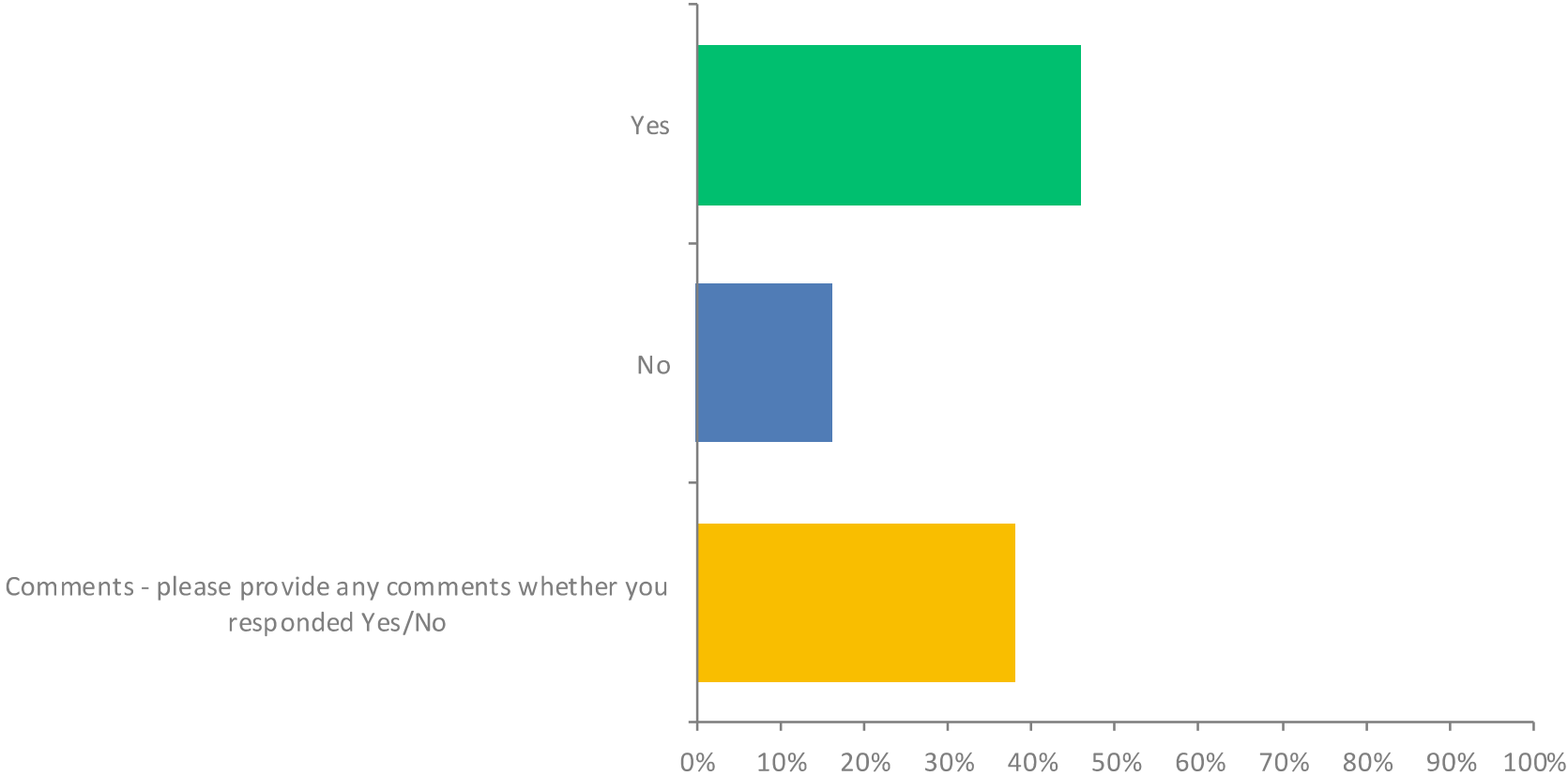
Comments Responses	Total
Presentation awards on the day (cash/cheque/bank transfer afterwards if rider already left HQ)	82
Equal Prize Awards specified	52
Bank Transfer/Cheque sent after the event	45
No monetary awards – medals/trophies instead	21
No prize awards (or moving to no prize awards)	19
Varied prize awards (monetary, spot prizes, merchandise, vouchers etc)	9
Charitable donations instead of prize awards	8
Other	3
Spindata improvement prizes	1

### Notes:-

- The top 3 comments could be combined as presentations on the day / prize awards after the event in some cases were also specified as equal prize values, however as some respondents specified cash prizes and/or presentation on the day only (without elaboration re whether prize awards were equal or not), the responses have been collated separately.
- Some respondents found the question ambiguous .

# Q16: Specific Event Organisation Question - Do you agree that support hours should be limited to office hours of 9am-5pm?

Answered: 261 Skipped: 4





# Q16: Specific Event Organisation Question - Do you agree that support hours should be limited to office hours of 9am-5pm?

Answered: 261 Skipped: 4

ANSWER CHOICES	RESPONSES	
Yes	45.98%	120
No	16.09%	42
Comments - please provide any comments whether you responded Yes/No	37.93%	99
TOTAL		261

## Q16 – Specific Event Organisation Question – Do you agree that Support Hours should be limited to office hours of 9am-5pm?

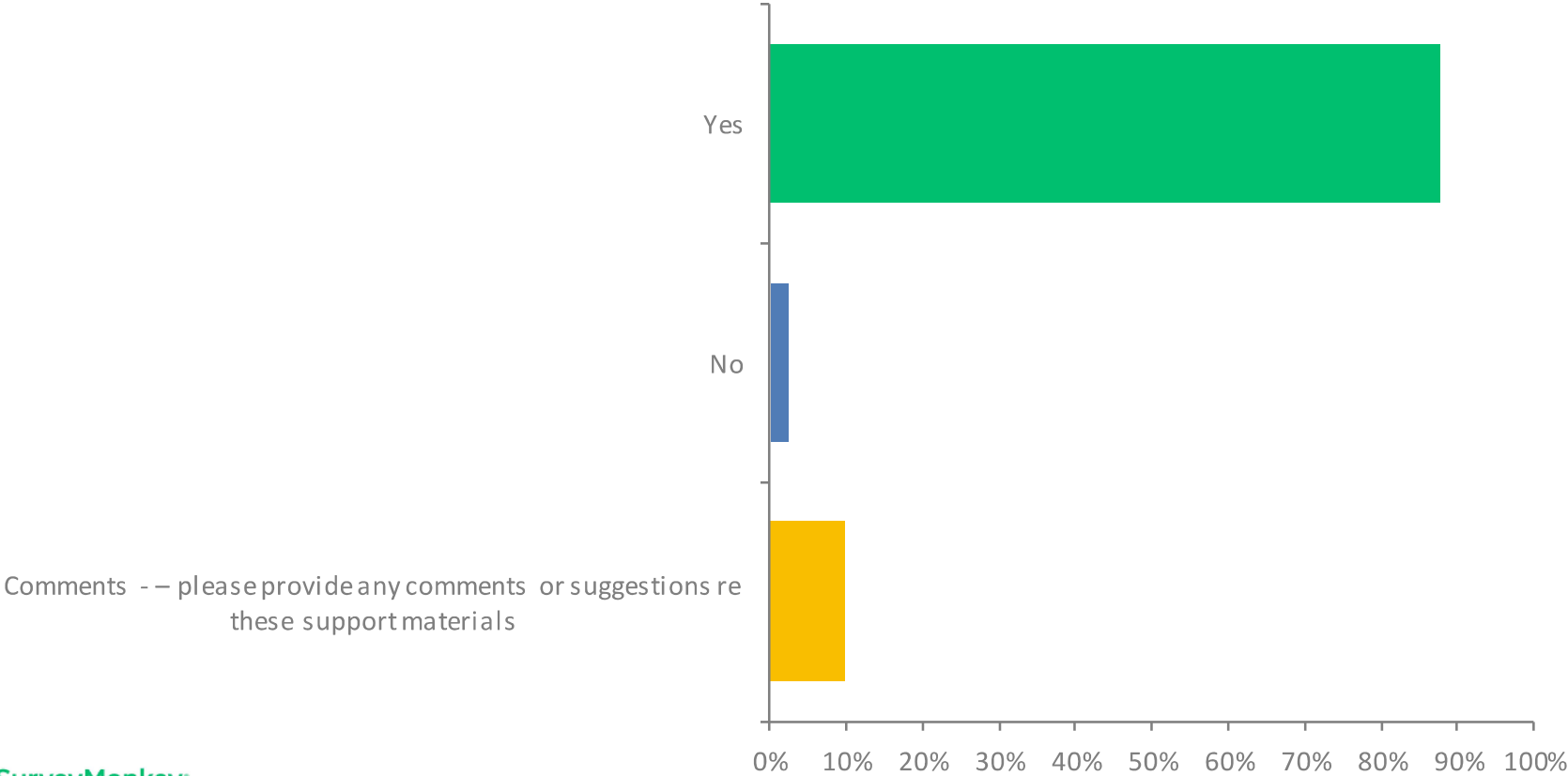
Comments Responses	Total
No – most volunteering is out of office hours – support is needed then	22
For times when assistance is needed, perhaps an emergency / out of hours line to contact	23
Yes – most things can be handled by email, OOH should be for a major issue only (eg system down)	21
No opinion	12
Suggestions of a flexible working approach to support hours eg 4 hours per day mid-week, 7 hours per day weekend	8
No knowledge/awareness of the support hours	4
Other	9

### Additional relevant notes:-

- . Out of Hours support from Stewart is brilliant but not expected
- . Not all respondents left comments, hence the total volume here being 99

# Q17: Specific Event Organisation Question - Are you aware of the support materials for Event Organisers on the CTT Website (Guidance Notes in the CTT Handbook, Organiser Videos, CTT User Guide, Organiser Frequently Asked Questions), Supporting Documents (eg Risk Assessment Form, Accident Form)?

Answered: 263 Skipped: 2



## Q17: Specific Event Organisation Question - Are you aware of the support materials for Event Organisers on the CTT Website (Guidance Notes in the CTT Handbook, Organiser Videos, CTT User Guide, Organiser Frequently Asked Questions), Supporting Documents (eg Risk Assessment Form, Accident Form)?

Answered: 263 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	87.83%	231
No	2.28%	6
Comments - – please provide any comments or suggestions re these support materials	9.89%	26
TOTAL		263

## Q18 - Are there any other comments or suggestions for CTT that you wish to make as Event Organisers ?

To retain the integrity of the survey responses, to follow are some of the further comments and/or suggestions put forward from the Event Organisers:-

- Event applications could all go online easily – instead of manually (as currently). Most events are run the same each year - same club/organizer, same course, same equivalent weekend etc. Give them an online form pre completed to confirm. Give them a chance to see what other events are on around - anyw here in a 100 mile radius of the event HQ - even if it hasn't been confirmed.
- For events of 50 miles and over they need to have all those events listed nationally to co-ordinate them. Even more important for 100m and 12hr but 50's are being affected similarly.
- Get a few organisers who are experienced from each District and pass by suggestions round to them first. This includes Reg changes that affect running events. An online forum for them would also be useful.
- Get a list of organisers who are willing to act as Mentors and publish it in an easy to find place (and keep it up to date!). Link them to Districts if need be but most are happy to 'cross borders'. Same with TimeKeepers.
- Reduce CTT involvement for club events to encourage free participation in time trialling, which would lead to participation in open events. CTT adds no value to club events, where separate insurance exists. A club 10 is no different to a club run.
- Maybe an off road MTB time trial series. It could be popular and is more likely to get new riders than road bike categories in existing TTs.
- The start sheet sorter- can you fix a riders bib number and move other riders about the field without that moving. Also can you get rid of the green/purple if reserve list not needed.
- Market the sport in a more inclusive manner - young people are interested in young people.
- Introduce leagues for riders. Working your way up through the leagues, say 2 times a season, might trigger the competitive instincts in or incentivise more people.
- Streamline the championships. There are too many. Get rid of the BBAR. It is an anachronism. \*
- Reduce levies for Juveniles.
- Use Ride with GPS or similar as a way for planning courses.
- Find a way to make TT less about the equipment you own, less about the type of road (often dangerous) you are riding. Encourage variety and encourage younger riders to give it a go in safer environments.
- CTT should routinely give organiser courses - basic and advanced for all districts.
- CTT should send regular notes on current issues - like relationships with police and local highway authorities - including maps of which are the right ones to contact for a particular course.
- Consider introducing a motor racing circuit series competition to draw more people into the sport.
- Consider an automatic message to organisers to remind them that their PNFs are due to be sent in.
- Handbook received each year is pointless and costly. \*\*
- Levy for Club TT events is too high.
- It is stressful getting very negative responses from police (of the 'we don't approve so be it on your own head' variety). A clear statement from CTT to organisers about our position would not change anything but may make organizers feel a bit better.

\* NB - there were at least 3 comments within the open comments section of Q18 in a similar vein to streamline the National Championships

\*\* NB - there were at least 5 comments within the open comments section of Q18 in a similar vein to dispense with the paper handbook.

## Q18 - Are there any other comments or suggestions for CTT that you wish to make as Event Organisers ?

- Need to tile print off a paper result board from a spread sheet is time consuming (as is having to input rider ages and VTTA standards) - some way of doing this direct from the CTT organisers dashboard would help.
- More support promoting - support other photographers, Kimroy is expensive and not great.
- Support teams that promote who do loads for the sport and get very little back.
- Keep the organiser section of the website as clear, easy to use and up to date as possible.
- Work on how events can be better promoted across media by CTT or with CTT help.
- Provide a list of closed circuit venues that may be available for events.
- Encourage a move to sporting courses and less reliance on the 'dragstrips'.
- Work with other organisations to enhance what the sport can offer
- Handling of champions night was a disgrace. A less expensive venue and less expensive catering would have enabled more worthy winner invites. A lighter set up in a challenging climate in which money is tight for everyone would have been a better option.
- Do entries need to close 12 days before the event? Could this be reduced? \*\*\*
- Do some of the dress rules really need to be adhered to for club riders at an open event.
- CTT should supply signs FOC, they don't last forever and it's a CTT requirement on the RA to use them, a club or organisation shouldn't have to pay for them.
- Encourage riders to enter earlier (perhaps discount entry fee to earlier entrants).
- During the event submission process riders contact details disappear. (NB – this was mentioned in at least 2 comments.)
- CTT should use automated timing and do away with need for timekeepers. To be clear that this view has nothing whatsoever to do with the quality and helpfulness of timekeepers but an automated system is long overdue.
- National Officials need to be more helpful rather than dictatorial.
- Race reports always focus on winners rather than the event. Event pictures are always a side on shot of the winner, never a more engaging pic of the event, eg the helpers or riders round the result board/warming up at the HQ etc - this would be far more engaging.
- Contact members directly for promotions etc, don't rely on club structure.
- Board needs to be more proactive - the new members and chair should steer a clear modernising agenda forward to increase participation.
- Frustrating as a rider that so many courses are still without a map; some not even with a description.
- Enable taking late entries. Need to be more flexible, especially if a rider has had an entry refused (or cancelled) somewhere else.
- The entire sport needs reform. The majority of riders that blasting down dual carriage ways is crazy. But with the continuing focus on blue ribbon distances, especially when qualifying for national championships it is inevitable.
- Maybe CTT should send an email to each organiser after their event, thanking them for their work.
- Try and do the provisional results feeding into definitive results on the CTT website. A CTT app which allows organisers to input times in real time which form the provisional results and which also emails riders to alert them to a new time. After 24 hours if left unchallenged these results become definitive. You enter times once and that is it, unless there are issues.
- Some sort of reward for clubs that promote Open Events. Perhaps reduced affiliation fee?

\*\*\* NB – there were at least 4 comments in the open comments section of Q18 in a similar vein to reduce the closing date timeline.

## 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.

Some ideas from the outputs are:-

### ➤ Volunteer Help

- ❖ Concerns re volunteer help – getting marshals, timekeepers, general volunteers is a challenge – mentor Event Organisers, TKs, Marshals, Volunteers who are willing to help (even “cross border” where travel permits) – “what’s involved” guidance / videos for the volunteer roles who support events

### ➤ CTT systems / IT:-

- ❖ Start sheet sorter
- ❖ Reserve list colour fields (when not needed)
- ❖ Paper results board print option from CTT organisers dashboard
- ❖ Automate the events calendar – make it visible across DC’s
- ❖ Nationally co-ordinate the longer distance events within DCs (50, 100, 12, 24)
- ❖ Automate timekeeping
- ❖ On-line tick-list for organisers
- ❖ Reminder notification to event organisers to submit PNs
- ❖ Automate entry reminder to riders
- ❖ Automate notification to riders of events – eg if you competed in previous years events of event details for same event in next year; similar with distance events / HCs

## Key Findings (continued)....

### ➤ Event Organisation:-

- ❖ Training / coaching / buddying support for Event Organisers
- ❖ have an on-line forum to review and discuss potential issues, proposals for regulation changes etc
- ❖ Flexibility for late entries
- ❖ Change (shorten) the event entry closing date
- ❖ Recognition / Thank you's to event organisers post-event
- ❖ Use race reports to feature more about the event other than winners including more engaging photos/images from the event
- ❖ Improving the course information and/or remove course codes with an easier to understand system
- ❖ Keeping a file of all Risk Assessments
- ❖ Road closure advice
- ❖ Clear guidance on equality between male and female riders

### ➤ National Championships – streamline / reduce / change

### ➤ Financial:-

- ❖ reduce the levy for certain categories (eg juveniles)
- ❖ reduced affiliation fee for clubs that organise events (perhaps sliding scale)
- ❖ priority entry to events for volunteers (Event Organisers, Timekeepers, Marshals etc)
- ❖ Replacement signage FOC for Clubs/Districts that organise a high volume of events
- ❖ Consider subsidy for closed circuit events

### ➤ Other:-

- ❖ Circulate details of suitable closed circuit locations
- ❖ Less DC courses and more sporting courses (may positively impact start times)
- ❖ Consider other types of events/series – Off-road / Gravel / Mountain Bike



## Summary

**A wide-ranging survey to the Event Organisers 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 names/references where I have been able.**

**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.**

**I would like to thank the Event Organisers who contributed for taking the time to complete the survey, to provide their views and their insights and for openly sharing their ideas.**