



ORLAND PARK
recreation department

2014 Sportsplex Duathlon Survey Results

Survey Title: 2014 Sportsplex Duathlon Survey

Survey Properties:

Total Respondents: 19

Closed Date: 04/19/2014

Responses By Question Analysis:

1. How did you hear about the Sportsplex Duathlon?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------------|--|----------------|------------------|--------|-----|
| Recreation Brochure | | 4 | 21% | n/a | n/a |
| Newspaper | | 1 | 5% | n/a | n/a |
| Direct Mail | | 0 | 0% | n/a | n/a |
| Village of Orland Park Website | | 0 | 0% | n/a | n/a |
| Word of Mouth | | 7 | 37% | n/a | n/a |
| Local Cable Station | | 0 | 0% | n/a | n/a |
| Signage | | 2 | 11% | n/a | n/a |
| Flyer | | 2 | 11% | n/a | n/a |
| Runners' Website | | 2 | 11% | n/a | n/a |
| Constant Contact Email | | 0 | 0% | n/a | n/a |
| Facebook | | 0 | 0% | n/a | n/a |
| Twitter | | 0 | 0% | n/a | n/a |
| Other, please specify | <ol style="list-style-type: none"> 1. im a member at sportplex 3. Previously participated 4. Past participant 7. participated in the past 11. Saw the flyer at the Orland Village Hall while at another event | | | | |
| Total Respondents | | 19 | | | |

2. How many years have you participated in the Sportsplex Duathlon?

| Response Total | Response Percent | Points | Avg |
|----------------|------------------|--------|-----|
|----------------|------------------|--------|-----|

| | | | | | |
|--------------------------|--|-----------|-------------|-----|-----|
| This was my first year | | 8 | 42% | n/a | n/a |
| 2-5 years | | 10 | 53% | n/a | n/a |
| 6-10 years | | 0 | 0% | n/a | n/a |
| 11 plus years | | 1 | 5% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

3. Did you find registering for the event to be convenient?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|--|-------------------|---------------------|--------|-----|
| Yes | | 15 | 79% | n/a | n/a |
| No | | 4 | 21% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

4. If you answered no, please explain.

- Would be easier if there was online registration.
- An online registration would be most convenient.
- I was registering several adults, all with one credit card, via the faxed form, and all three signed the waiver. I was given permission by someone there to do this, and then was called and told it wouldn't work, but eventually got it all figured out. Should be able to register multiple adults on one form, especially if they are adults that have participated in the past - and why not have them sign the waivers when they arrive like other races require???
- It was better this year since it was online but my friend still had to pay for us in person and we had to pay her back. A full online experience (registration and payment) would be more desirable since I don't live nearby.
- Even though I missed the deadline they were kind enough to allow me to late register as there was still some open slots.

Total Respondents 5

(skipped this question) 14

5. Was your heat time desirable?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|--|-------------------|---------------------|--------|-----|
| Yes | | 19 | 100% | n/a | n/a |
| No | | 0 | 0% | n/a | n/a |
| Total Respondents | | 19 | | | |

6. Were the pre-event calls regarding heat times communicated in a timely manner?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|--|-------------------|---------------------|--------|-----|
| Yes | | 16 | 84% | n/a | n/a |
| No | | 3 | 16% | n/a | n/a |
| Total Respondents | | 19 | | | |

7. Did you receive the time you requested?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|--|-------------------|---------------------|--------|-----|
| Yes | | 17 | 89% | n/a | n/a |
| No | | 2 | 11% | n/a | n/a |
| Total Respondents | | 19 | | | |

8. Would you be supportive of a "virtual race bag" or do you prefer the traditional race packet with coupons?

| | | Response Total | Response Percent | Points | Avg |
|-------------|--|-------------------|---------------------|--------|-----|
| Traditional | | 11 | 58% | n/a | n/a |

| | | | | | |
|--------------------------|---|-----------|-------------|-----|-----|
| Virtual |  | 8 | 42% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

9. Was the track too crowded?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|-------------------|---------------------|--------|-----|
| Yes |  | 1 | 5% | n/a | n/a |
| No |  | 18 | 95% | n/a | n/a |
| Total Respondents | | 19 | | | |

10. Did your volunteer keep up with you and motivate you?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|-------------------|---------------------|--------|-----|
| Yes |  | 15 | 79% | n/a | n/a |
| No |  | 4 | 21% | n/a | n/a |
| Total Respondents | | 19 | | | |

11. If not, please explain.

1. My volunteer was OK. I found it a little unmotivating when he was eating Cheetos and drinking Pepsi while I was on the bike. Also, there were a bunch of them sitting together during the run and I was concerned they would miss a lap (or count one twice) since they were there talking, on their phones and goofing around.
2. My volunteer was nice enough but was too busy talking to her friend most of the time. I believe she called me in one lap early during the first run portion of the event.
3. The volunteers and especially mine, were outstanding.
4. Very nice young man, but did not pay close attention during 1st set of laps- missed counting a lap.
5. This was the only year my volunteer was more interested in talking to his fellow classmates than accurately recording my time. He did not even look up for at least one lap and I really think he shorted a lap at the end.

Total Respondents 5

(skipped this question) 14

12. Did you enjoy the post-race refreshments?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|-------------------|---------------------|--------|-----|
| Yes |  | 15 | 79% | n/a | n/a |
| No |  | 4 | 21% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

13. If you answered no to question 11, please explain.

1. I simply didn't eat any. Was in the last heat and by the time I was done and got my massage the food had been cleared.
2. Didn't eat anything.
3. Not that I didn't enjoy them, but I didn't eat them.
4. Great Harvest was a wonderful choice.
5. I was quite surprised and disappointed that there was not any bottled water available during the competition. Hydration is critical especially to new athletes who have never completed before.

Total Respondents 5

(skipped this question) 14

14. Was the race clearly explained during the announcements?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|--|----------------|------------------|--------|-----|
| Yes |  | 19 | 100% | n/a | n/a |
| No | | 0 | 0% | n/a | n/a |
| Total Respondents | | 19 | | | |

15. Did you find the facility accommodations to be adequate?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Yes |  | 18 | 95% | n/a | n/a |
| No |  | 1 | 5% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

16. If you answered no to question 14, please let us know how we can improve.

- Last year, there were free combination lockers but this year there were fewer and they were broken. It would be nice if someone told us ahead of time to bring a lock for valuables.

Total Respondents 1

(skipped this question) 18

17. Were the bikes in good working condition?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Yes |  | 18 | 95% | n/a | n/a |
| No |  | 1 | 5% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

18. If you answered no to question 16, please explain.

- My bike was flashing low battery, but it operated as expected throughout my ride.

Total Respondents 1

(skipped this question) 18

19. Did you enjoy the vendors' information tables before/after the race?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Yes |  | 11 | 58% | n/a | n/a |
| No |  | 8 | 42% | n/a | n/a |
| Total Respondents | | 19 | | | |

20. Were the calculations and times accurate?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Yes |  | 15 | 79% | n/a | n/a |
| No |  | 4 | 21% | n/a | n/a |
| Total Respondents | | 19 | | | |

21. Should age categories be split into a few more categories?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Yes |  | 7 | 37% | n/a | n/a |
| No |  | 12 | 63% | n/a | n/a |
| Total Respondents | | 19 | | | |




22. How satisfied were you with the quality of the T-shirt?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Very Satisfied |  | 5 | 26% | n/a | n/a |
| Satisfied |  | 7 | 37% | n/a | n/a |
| Neutral |  | 2 | 11% | n/a | n/a |
| Dissatisfied |  | 5 | 26% | n/a | n/a |
| Very Dissatisfied | | 0 | 0% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

23. How would you rate the quality of the welcome bag?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Excellent |  | 2 | 11% | n/a | n/a |
| Very Good |  | 6 | 32% | n/a | n/a |
| Good |  | 8 | 42% | n/a | n/a |
| Fair |  | 3 | 16% | n/a | n/a |
| Poor | | 0 | 0% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

24. How would you rate your overall experience at the 2014 Sportsplex Duathlon?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Excellent |  | 7 | 37% | n/a | n/a |
| Very Good |  | 10 | 53% | n/a | n/a |
| Good |  | 2 | 11% | n/a | n/a |
| Fair | | 0 | 0% | n/a | n/a |
| Poor | | 0 | 0% | n/a | n/a |
| Total Respondents | | 19 | 100% | | |

25. If you answered poor to the previous question, please explain.

- I would like to see a start line- put down a piece of tape on the track so you know where to end.

Total Respondents 1

(skipped this question)

18

26. Would you like to be notified of future races or special events provided by the Village of Orland Park?

| | | Response Total | Response Percent | Points | Avg |
|--------------------------|---|----------------|------------------|--------|-----|
| Yes |  | 18 | 95% | n/a | n/a |
| No |  | 1 | 5% | n/a | n/a |
| Total Respondents | | 19 | | | |

27. Please share any suggestions or comments you may have for improving the Sportsplex Duathlon.

- Race results are slow to be posted and don't include everyone's age which was important to me in that I was in the large age group of 41-50 and would like to see how I placed against people more in line with my age. This is the usual way in which race results are reported. Further, there was a big mistake made by the volunteer in calculating my time. This could very well have happened to others as well who may not have caught the error. I would recommend someone double checking the entry of times along with the calculations made for overall time. I felt that the notification of heat times came pretty late. For my own planning purposes for the day of the event, I prefer to have this info earlier. Overall, it's a good event.
- Always one of my favorite events of the year! Thank you Deborah!
- I like this event. I rated the welcome bag as fair only because there isn't much in the bag, but I don't register for the race for what I get in the bag.

- 4. I have participated in the duathlon for all eleven years. I will be 70 years old for next year's duathlon and hope there is an age classification for 70 and over. Debbie has done a superb job of organizing the duathlon for all eleven years.
- 5. I mentioned some ideas above.
The reported distance of the bike ride is nowhere near 10 miles. The finish times of the bikes would mean that some people were riding in excess of 40 mph! That is just not a reasonable speed for the athletes that were present, or even pro athletes for that matter. Some were spinning high revs at a low setting and some were spinning in the 100 rpm range with the bike set at a moderate level (I had mine set at 5). The high spinners were done much quicker than those with bikes set to a more difficult level. On a real bike, they wouldn't be traveling as far per revolution on a level of 1 as those who were pushing a level of 5. To eliminate this variance, you should make everyone ride the bikes at the same bike settings.
- 6. Also, the cotton t-shirt was okay, but most athletes now would prefer a technical garment made of a moisture wicking material. As an athlete, I do train in the shirts I get at events, which can be free advertising when I'm running. But I generally won't wear them when they are cotton.
- 7. Offer water or a refillable bottle during the competition.
- 8. A short sleeved dry-fit shirt would be nice

Total Respondents 8

(skipped this question) 11

28. Please enter me in the drawing for a chance to win a free 2015 Sportsplex Duathlon entry.

| | | | |
|--------------------------|--|-----------|-------------|
| Name |  | 19 | 100% |
| Phone |  | 17 | 89% |
| Email |  | 19 | 100% |
| Total Respondents | | 19 | |