

Derby Phoenix Motor Cycle Club Limited

Member Satisfaction Survey – 2009

In 2007 we asked our member their views about the way we run the Club and our meetings to try to make it as efficient and friendly as we can. You responded magnificently and we made changes based on your feedback. We thought it is time to ask you again for your views to see if we are on the right track. We would be grateful if you could spend a few minutes answering some questions about how you think the Club and its meetings are currently run.

You can complete the questionnaire in paper form or as a download from www.dpmcc.co.uk . You can submit your answers anonymously or you can put your name and membership number at the end. We will hold a Prize Draw for all forms with membership numbers, with the following prizes: -

1st Prize – one free entry for one class at a meeting of your choice during 2010

2nd Prize – one free additional class at a meeting of your choice during 2010 (or 50% contribution towards one entry for sidecars)

3rd Prize – one free membership for the 2010 season

(There can be no cash alternatives to any prize and the Board's decision will be final)

The **final date for the submission** of forms is **31st October 2009** and the Prize Draw will be held at the Club's Board Meeting on 9th November 2009. Winners will be informed by post and published on our website.

General

A. Classes

1. How do you rate the current choice of classes?

a. Good OK Poor

2. If poor, why?

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3. Would a Veterans' Class (for riders over 40) be of any interest Yes / No

4. Would you favour splitting the 1300 Open Class into Up to 600 and Over 600 Classes? Yes \ No

5. Would a Pre-injection 750 class be worth running? Yes / No

6. Is there any other class which you think we should run?

If so what is it?

B. Venues

1. How do you rate the current range of circuits that make up the championship?
a. Good OK Poor
2. Are there any other circuit you would like to be included in the championship? If so, which?
3. Please rate the circuits used in the past 2 seasons from 1 to 5, with 1 being very poor and 5 being excellent.
a. Anglesey.....
b. Cadwell Park.....
c. Croft.....
d. Snetterton
- e. Donington Park.....
f. Oulton Park.....
g. Brands Hatch.....
4. If you have rated any circuit as 1 or 2 please tell us why?
.....
.....

C. Championship

1. How would you describe the number of rounds that make up the championship?
a. Too many About right Too few
2. How do you rate the quality of the trophies?
a. Good OK Poor
3. If Poor, please tell us why?
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D. Regulations / Entries

1. How easy to understand and use are the Supplementary Regulations and Entry Forms?
a. Easy OK Difficult
2. If Difficult, please tell us why?
.....
3. How would you rate the process of entering out meetings?
a. Straightforward OK Complicated
4. If Complicated, please tell us in what way?
.....

5. Have you had any queries about your entries? Yes / No
6. If Yes, please tick all of the following words that apply to how it was dealt with: -
- | | | | |
|-----------------------------|--------------|-----------------------------|-------------|
| a. <input type="checkbox"/> | Helpful | f. <input type="checkbox"/> | Unhelpful |
| b. <input type="checkbox"/> | Efficient | g. <input type="checkbox"/> | Slow |
| c. <input type="checkbox"/> | Polite | h. <input type="checkbox"/> | Rude |
| d. <input type="checkbox"/> | Prompt | i. <input type="checkbox"/> | Inefficient |
| e. <input type="checkbox"/> | Satisfactory | | |
7. How do you rate the choice of methods of payment for your entries?
- a. Good OK Poor
8. If Poor, please tell us why? .
-

E. Documentation

1. Is the documentation that is sent to you with your entries easy to understand?
- a. Yes / No
2. Does it contain enough information for you about the meeting and what you will need to do?
- a. Yes / No
3. Is there anything else that should be included? If so, what?
-

F. Racing Numbers

1. How do you rate the allocation of racing numbers?
- a. Good OK Poor
2. If Poor, please tell us why?
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Race Day

G. Scrutineering

1. Is the scrutineering bay open at times which are convenient to you?
- a. Yes / No
2. If no, what additional / alternative times would you prefer?
-
3. Please tick all of the following words that apply to your experience of scrutineering:

- | | | | |
|-----------------------------|--------------|-----------------------------|-------------|
| a. <input type="checkbox"/> | Helpful | f. <input type="checkbox"/> | Unhelpful |
| b. <input type="checkbox"/> | Efficient | g. <input type="checkbox"/> | Slow |
| c. <input type="checkbox"/> | Polite | h. <input type="checkbox"/> | Rude |
| d. <input type="checkbox"/> | Prompt | i. <input type="checkbox"/> | Inefficient |
| e. <input type="checkbox"/> | Satisfactory | | |

H. Signing On

1. How do you find the process of signing on?
 - a. Easy OK Difficult
2. If difficult, please tell us why?

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3. Was there enough time to sign on?
 - a. Yes / No
4. If No, please tell us why?

.....
5. Please tick all of the following words that apply to your experience in the Race Office: -

- | | | | |
|-----------------------------|--------------|-----------------------------|-------------|
| a. <input type="checkbox"/> | Helpful | f. <input type="checkbox"/> | Unhelpful |
| b. <input type="checkbox"/> | Efficient | g. <input type="checkbox"/> | Slow |
| c. <input type="checkbox"/> | Polite | h. <input type="checkbox"/> | Rude |
| d. <input type="checkbox"/> | Prompt | i. <input type="checkbox"/> | Inefficient |
| e. <input type="checkbox"/> | Satisfactory | | |

I. Paddock Announcements

1. In general, how would you describe the paddock announcements?
 - a. Good OK Poor
2. If Poor, please say why?

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J. Paddock Assembly

1. Do you find the system of paddock assembly works satisfactorily?
 - a. Yes / No
2. If no. please say why?

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3. Please tick all of the following words that apply to your experience in the Paddock Assembly: -

a. <input type="checkbox"/>	Helpful	b. <input type="checkbox"/>	Efficient
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- | | | | |
|-----------------------------|--------------|-----------------------------|-------------|
| c. <input type="checkbox"/> | Polite | g. <input type="checkbox"/> | Slow |
| d. <input type="checkbox"/> | Prompt | h. <input type="checkbox"/> | Rude |
| e. <input type="checkbox"/> | Satisfactory | i. <input type="checkbox"/> | Inefficient |
| f. <input type="checkbox"/> | Unhelpful | | |

K. Grid Positions

1. How do you find the current system of allocating grid positions in races?

- a. Good OK Poor

2. If Poor, please say why

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L. Qualifying

1. How would you rate the current the use of qualifying for the Open 1300 Class?

- a. Good OK Prefer heats and finals

2. Would you be more likely to enter the 1300 Open if we went back to running heats and finals? Yes / No

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M. Clerk of the Course

1. How would you rate the overall running of meetings?

- a. Good OK Poor

2. If poor, please tell us why

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3. If you have had dealings with a Clerk of the Course, please tick all of the following words that apply to your experience: -

- | | | | |
|-----------------------------|--------------|-----------------------------|-------------|
| a. <input type="checkbox"/> | Helpful | f. <input type="checkbox"/> | Unhelpful |
| b. <input type="checkbox"/> | Efficient | g. <input type="checkbox"/> | Slow |
| c. <input type="checkbox"/> | Polite | h. <input type="checkbox"/> | Rude |
| d. <input type="checkbox"/> | Prompt | i. <input type="checkbox"/> | Inefficient |
| e. <input type="checkbox"/> | Satisfactory | | |

N. Marshals / Recovery

1. In general, how would you describe your experience of marshals and recovery staff?

- a. Good OK Poor

2. If Poor, please say why

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Overall

1. How do you rate the value for money of racing with the Club?

a. Good OK Poor

2. If you have any other point you want to raise please put it here.

a.
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<p>To be entered into the Prize Draw please enter your name and membership number below: -</p> <p>Name</p> <p>2009 Membership Number</p>
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If returning a paper questionnaire, please put it in the box at the Cadwell meeting in the Race Office, otherwise, please post them David Smith at Hall Farm, Stramshall, Uttoxeter, Staffordshire. ST14 5AG. Alternatively you can email scanned copies of the completed questionnaire to david.smith@dpmcc.co.uk

Thank you for spending the time to answer these questions and to help the Club improve the service that it offers to its members.

DPMCC Ltd.
September 2009

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