

## Hot Chilli Triathlon Club – November 2017 Survey results

A total of 34 surveys were completed.

### **Q1 What is your current membership?**

- Gold 21 (42%)
- Pay as you go 13 (38%)

### **Q2 What do you most enjoy/value in being a member of the club?**

- Flexibility- Able to join sessions if and when I want
- The coaching provided by Richard Smith. Swimming a.m. sessions great especially when the lanes are busy. Learning new skills like riding a bike in a pack and putting all three sports together.
- All the support and knowledge within the club,
- Doing group sessions, the banter and the amount of training and sessions available for the monthly fee.
- The range of different abilities
- Training
- Meeting and training with like-minded people Being able to compete as a "Hot Chilli" Being able to dip in and out as time and other commitments allow
- A community feel
- Being part of a club
- High quality coaching sessions in all disciplines.
- Training with others
- sharing experiences with like-minded individuals motivation derived from training with others
- High quality, consistent, professional coaching at times that suit my work schedule. I used to enjoy the friendly atmosphere but no longer feel that exists.
- The choice of varied sessions.
- Banter with Kirk ... 😊 Swim sessions available...
- training sessions - swim, run and turbo etc.
- getting good coached swimming sessions in the trowbridge pool at a better rate. going to the rugby club for coached running and brick sessions
- A proper and well constructed programme which can be seen by all on the website so that new members can see we have over 24 sessions in a Gold membership. An all inclusive

opportunity for any member to get on with their sport without feeling it is just for young men barging them out of the way.

- Friendly, inclusive of all abilities, support and encouragement from other members.
- Wide range of coaching opportunities and that they cater for all abilities
- The exceptional coaching standard and team unity.
- Training without feeling not good enough
- The encouragement of exercising with others which helps me keep going.
- Being able to train alongside like minded people with high quality coaching
- Positive coaching & camaraderie.
- High quality training sessions
- Training with like minded people. Structured Training and informal social get togethers.
- Surrounding myself around like minded people, whilst achieving my own goals.
- Being part of a club and gaining motivation from the symbiotic enthusiasm that can be gained.
- Quality of sessions, social ability and value for fitness
- The club atmosphere and the support we give each other
- The friendship and banter.
- Swimming, camaraderie, banter & social events

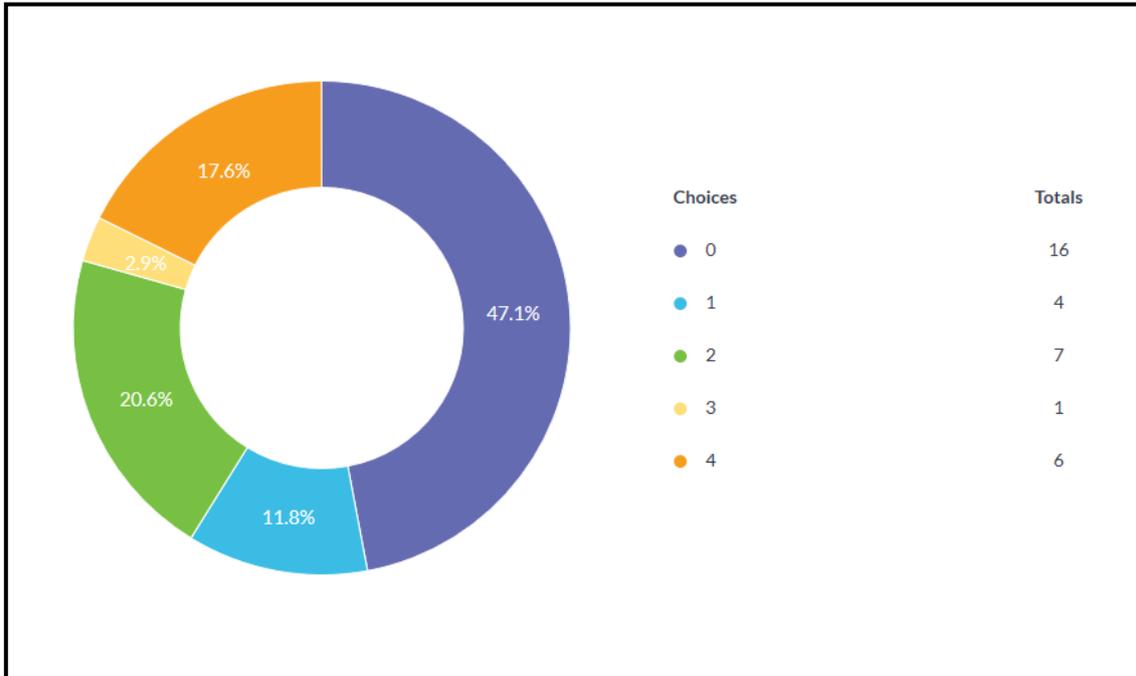
### **Q3 What do you least enjoy/value in being a member of the club?**

- Politics
- The swim sessions are slightly too short (time wise)
- When club fixtures are cancelled without prior notice. I re-arranged flights and my work schedule so as to attend the week 2 technical swimming fixture only to learn, from a Facebook post by someone talking about another topic, that it was cancelled. Absolutely no consideration was given to those who had signed up. Hot Chilli have members who don't live locally to Trowbridge and have complicated work schedules, so when they sign up for a scheduled event they have made serious travel/work arrangements so they attend. Please don't do this again without asking for a vote. Also, I would like to know why this particular event was cancelled.
- hearing the friction between coach and committee
- the constant bitching and crap what goes on which is so draining and unnecessary.
- Politics and needlessness
- That it's in Trowbridge, 30 mins' drive from where I live. Historically, all of the crap that went on with the committee and not knowing what/why. Glad to see that it seems to be all in the past now.

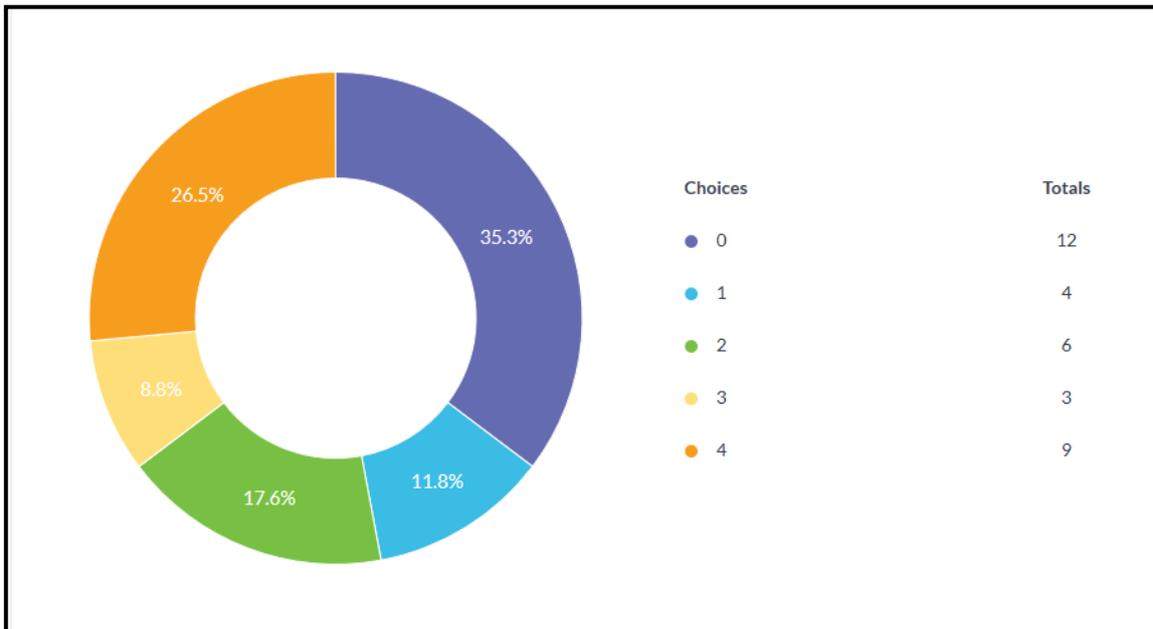
- Paid coaches
- The running part as it's never different always the same
- Politics
- politics asinine facebook feeds
- The fact that new menets have joined who don't like the way it is run and rather than leave and find a club that suits them, they have undermined Richard and taken over the committee.
- The politics and crap that goes on fb
- Being compared to other members of the club, by coach.. Not having enough group rides called with people of same abilities.. ??
- bad posts
- all the confusion stuff on Facebook. People keep losing the thread and posting rubbish about nothing to do with club events or training sessions. When a group ride is posted it just seems to be for the lads and I don't know where it is going or what is really going to do.
- Continual threat to a well-established programme by talking about 'volunteer coaching' which never gels or comes to anything but snipes at established coaches and confuses members as to what is really well organised with some substance. Continual Facebook 'closed' pop up options called 'group rides' which never get properly organised and detract from organised sessions. Who is organising what? Last minute FB pop up sessions of activities from any old address which clearly don't welcome all members, Continual reliance on FB for sending out contradictory and long threads on what's not happening, it isn't all inclusive!
- Politics, 'banter' that sounds personal
- Flexibly of sessions
- Sniping and politics that appears to go on around the committee - the last year was one of stability not convinced by the new committee
- The competitive atmosphere during training
- Seems to be bad feeling
- Don't know yet.
- People in the Club thinking of themselves rather than the greater good of the Club
- Aggressive type comments. Unnecessary rudeness. Some coaching feels more biased towards the more competitive members.
- Politics!
- The ongoing friction between individuals within the club can be a little tedious.
- Too much emphasis on swimming
- Any pettiness with in club, politics

- By not being a higher level athlete, not being like recognised enough and supported enough to be able to progress higher. Think same level of support should be given to everyone in the club.
- Political rubbish
- Politics and disputes.

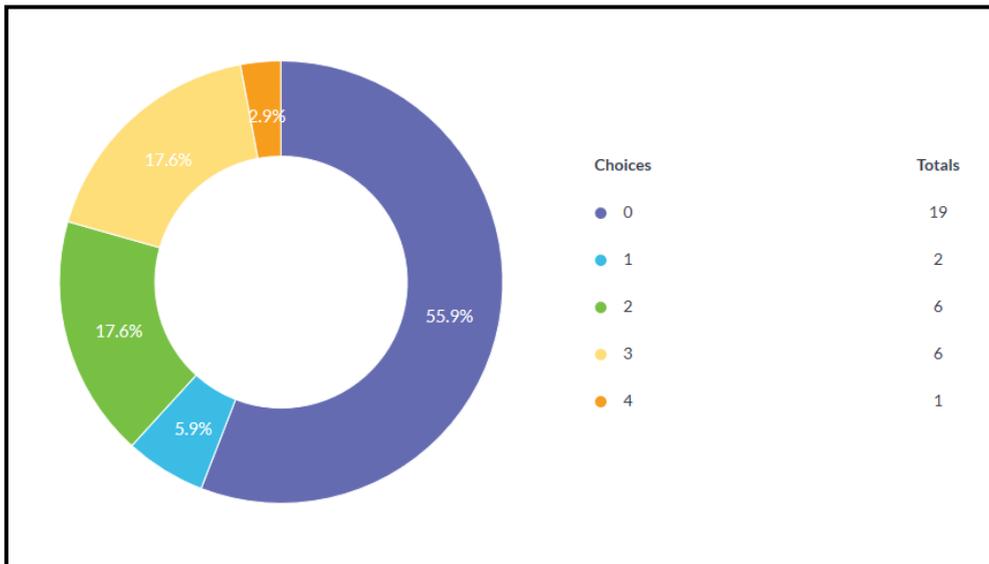
**Q4 How many times a month do you attend the - Monday early swim?**



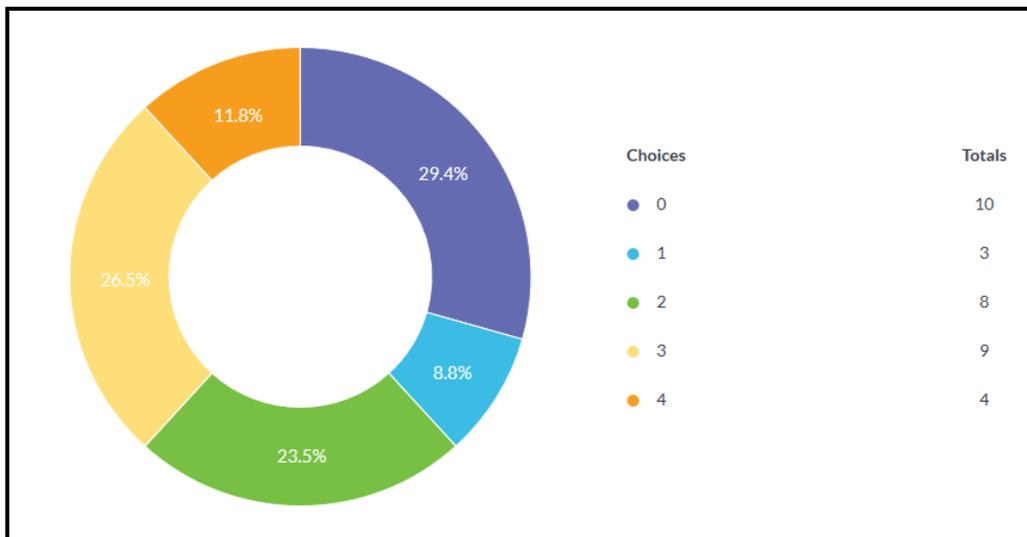
**Q5 How many times a month do you attend the - Tuesday early swim?**



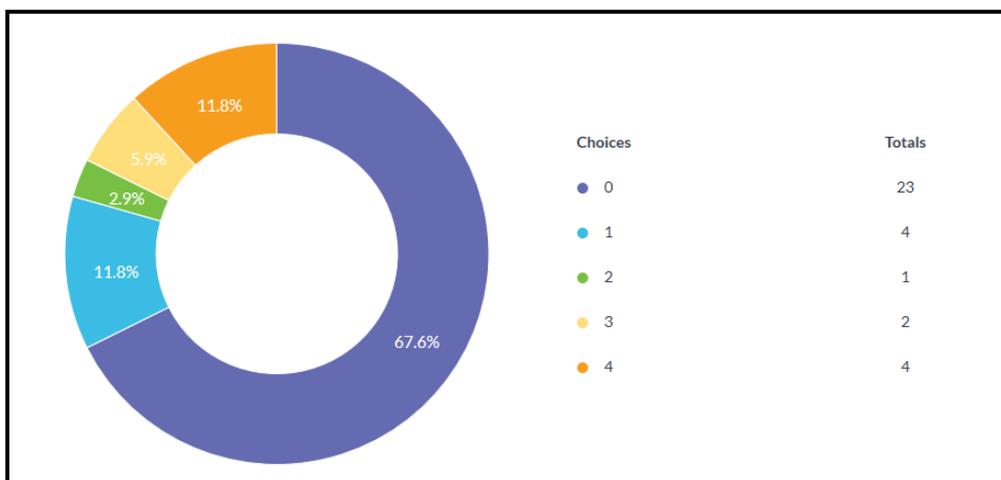
**Q6 How many times a month do you attend the - Tuesday evening run?**



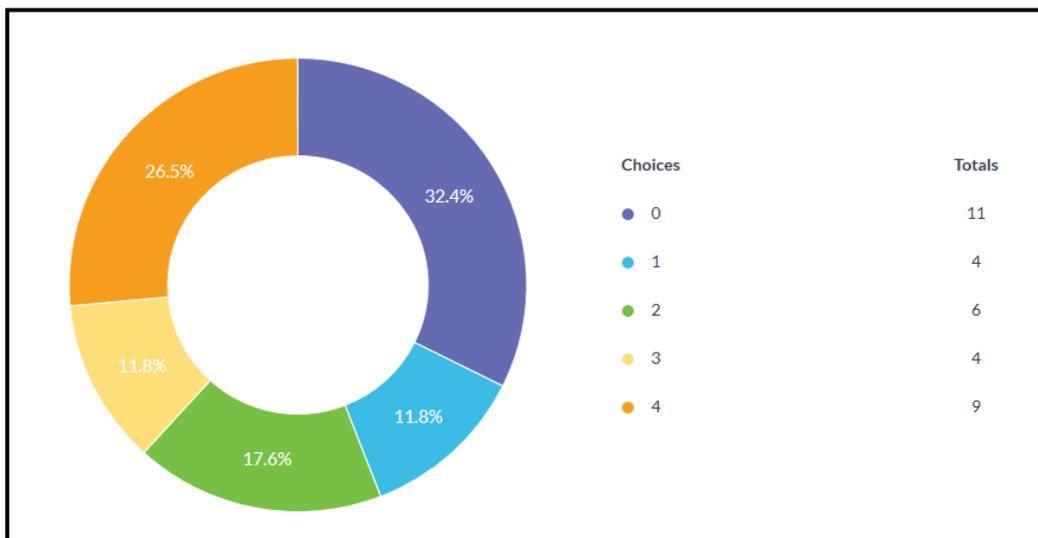
**Q7 How many times a month do you attend the - Wednesday evening brick or turbo?**



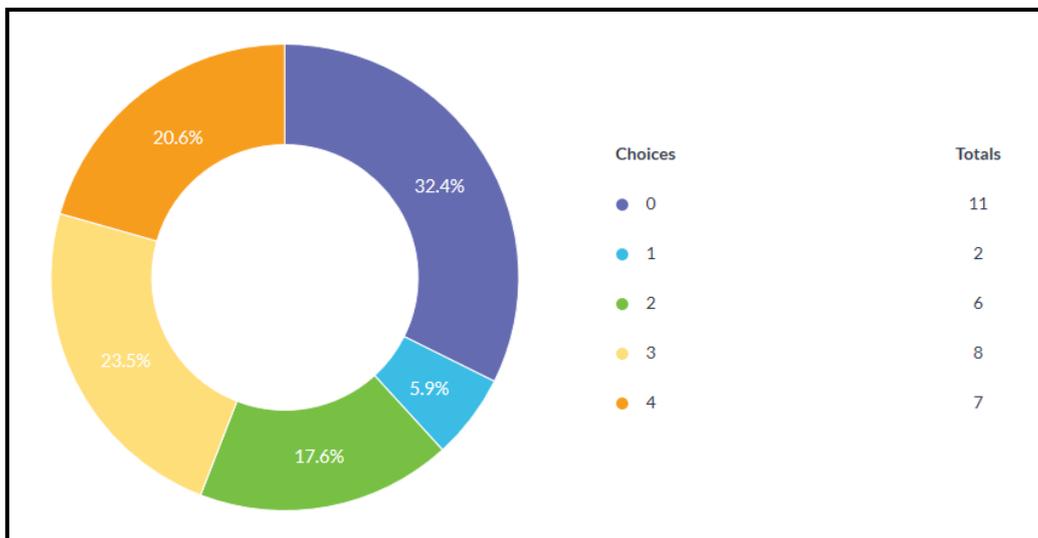
**Q8 How many times a month do you attend the - Wednesday evening swim?**



**Q9 How many times a month do you attend the - Thursday early swim?**



**Q10 How many times a month do you attend the - Friday early swim?**



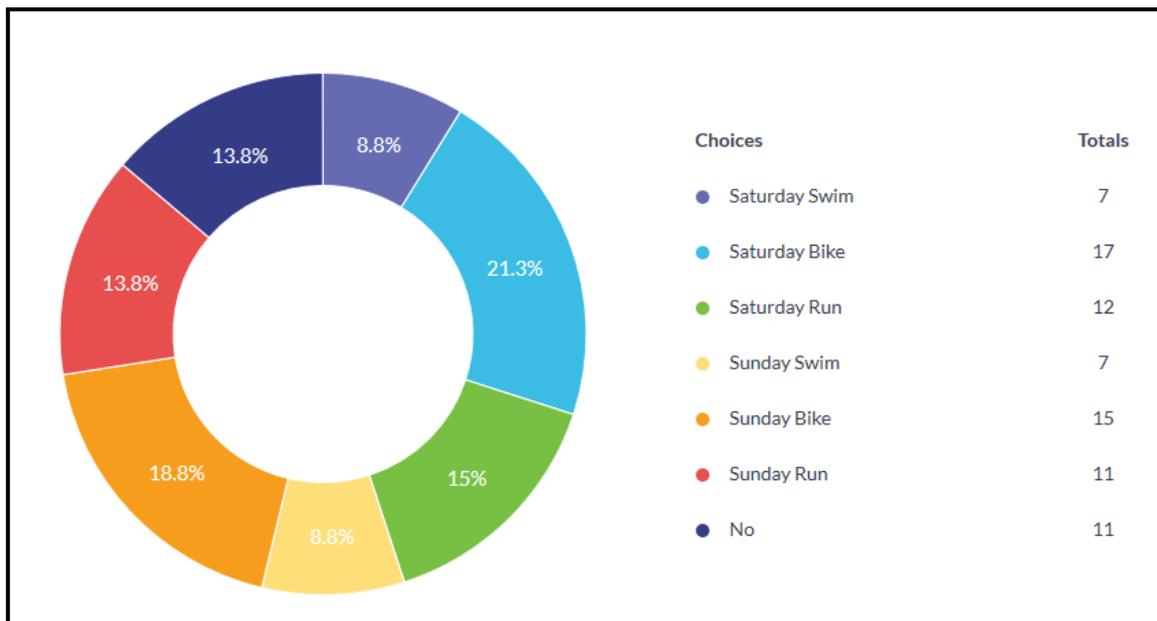
**Q11 Which of these sessions do you feel are the most useful for you and why?**

- Running and turbo
- The turbo/brick sessions as it helps to simulate a race and it also helps fit in two quality sessions in one go
- All of them as they work on different elements of training for triathlon.
- run session, I enjoy them and feel fitter and faster
- Swim Sessions are always good the only reason if I miss these sessions is work commitments and I believe they are good group sessions and there is a social side to them as well.
- I prefer evening sessions. Double-header is good because of travel time.
- All
- All morning swim sessions as these are a great way to start the day

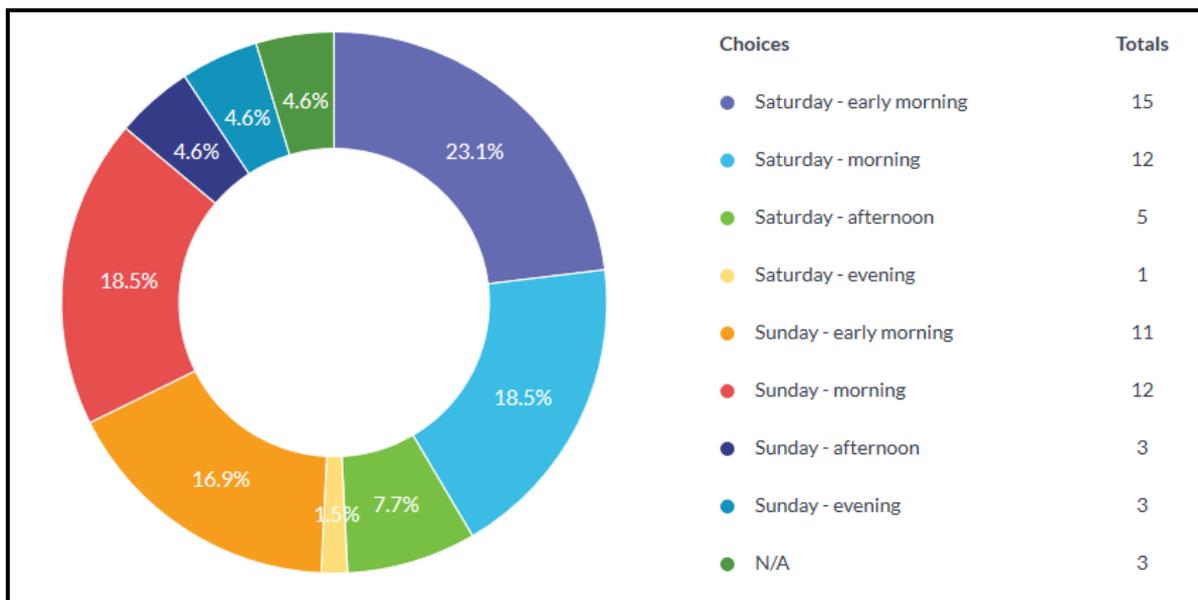
- The swimming as it fits in with my training plan but having different swim coaches would help. As I feel each coach would pick up on different faults that maybe the other coaches would not identify
- All of the sessions are useful as deal with range of aspects needed e.g. pacing, technique, etc.
- Swim as I get a speed session and other session on Thursday. Also different coaches is good
- turbo - need the motivation of others to go hard group rides - makes doing a "long" ride easier to navigate/easier to pass the time
- I used to attend the Tuesday and a Thursday morning swims and occasional runs. Richard taught me how to swim properly and vastly improved my running form.
- Fitness and coached professionally. I would like to do more swimming but put off by fast swimmers.
- Turbo sessions.... but not summer brick sessions... Need to have more cycling in training schedule, which is tricky in winter.. Swim sessions are all useful ... needed...
- All good for fitness, technique etc.
- any swim session is useful when its properly coached and structured to me in the slow lane
- Yes two lanes for the swims allow all capabilities to have an option to get structured training in with excellent and experienced coaches which the club can afford. Sessions put all abilities in the right swim lanes and avoid dominance by one group over the other and so excluding novices and older members. Don't let us lose our swim sessions to other very interested commercial users so that our club members will lose out. Spinning and brick sessions are structured to go with the training year.
- I enjoy the run session as not being a good runner this helps me push myself, maybe more feedback needed on how to improve technique
- All useful I have had a major injury and have not be able to train
- Turbo session and brick sessions in the summer. However swim sessions are a very close second.
- Wednesday because the turbo session improves my bike strength
- Brick and spin swim elsewhere
- Tues & Thursday swim timings work for me as I then also have time to get back to the family in good time afterwards.
- Swim sessions for both coaching and training in a group Brick sessions as great fun and hard work Run sessions for speed work & technique
- I used to attend more sessions however due to my below par fitness have decided to wait until I am more confident with my ability to keep up with the group.
- Morning swims.
- Weds Turbo and pm swim. Good use of time.
- Motivation from swimming within a group

- Swim session, very technical based aspect in triathlon
- It's hard as I'm on rota shifts so every week can be different to what I do. I do swim every Wednesday night session. Try to do every run session and turbo session. And Monday Fridays and Tuesday. All swim sessions as I'm a weaker swimmer so need more swim availability. Turbo because to work on my cycling. Intensity. And run session to make me run quicker
- Club swims. Running was good at the track before it got dropped for another swim.
- All the swim sessions are great. Turbo not so much, prefer to turbo/static bike by myself on my own set. Tuesday run not really my thing.

**Q12 Are you interested in any additional coached training sessions during the weekend?**



**Q13 When would you prefer these sessions to run? (tick all that apply)**



**Q14 Would you prefer free sessions led by other members instead of 'paid for' coached sessions e.g. monthly trail run, café ride?**

- Yes 15 (44%)
- No 19 (56%)

**Q15 Would you be willing to promote and lead these sessions?**

- Yes 10 (29%)
- No 24 (61%)

**Q16 We have a diverse range of experience and levels of athletes in the club, if you have any ideas how we could cater for all levels so that we can be more inclusive please write below.**

- Used to swim regularly but felt as back of group always playing catch up and not doing drills properly and therefore not improving so cater for slower swimmers and their needs
- I think the current training schedule is flawless something we should be very proud of, the current coaching is second to none.
- events which put the slower people teamed with faster ones and then average people together so that racing training is closer, also mixes up the social groups we have.
- Stop the sabotage of what is already in place
- Muster runs are good (run along a dead end road, when the fastest gets to the end, all turn round and run back, then repeat on another road) Also hash runs
- Yes put more weekend activities on and get coaches to volunteer their services to take them. We have numerous coaches within the club now of vast experiences which could cater for all levels.
- Certainly within swimming all levels are catered for, coaching given is often personalised to help individuals make progress.
- Less able members on FB asking for training partners
- Running - join up with AVR once a week. AVR also have a wide range of abilities and so may be more inviting for those who are finding their way in running whilst having more runners to push the faster. Doing intervals with <10 runners is not helpful nor fun. They are also experts in running (presumably) and so best practice could be learnt. May also make more of the AVR's think about joining HC.
- You could have kept things how they were and supported Richard to continue to build the programme... when I first joined four years ago he, and the committee, were doing a brilliant job of including all abilities. The politics of the last two years have wasted time and depleted energy.
- A variety of sessions should be available for all standards of athletes.
- Group rides need to be split ... identify group leaders for rides... call distance and speed... The club doesn't have the stronger runners attending the running sessions...??
- more mixed bike rides then may be interested in weekend bike rides

- That last page was rubbish didn't want sat or Sunday sessions as got family and other commitments. isn't Sunday a race day don't have spare time after that get more coaches so I know that I am going to get a range of sessions in the week with other in the slow lane
- This is all about paid coaching, what's your problem! Listen to ALL members and not just the FB chat and waffle by everybody and his dog (it's meant to be a closed club site but has a lot of unknowns cluttering up the tread with absolute rubbish) and make sure that this is not just an ATHLOS club. Get those members who think they are that good to commit to proper qualifications, and those that think they can or are keen to coach to get properly qualified by applying for BTF training grants through the club, then commit to the training, get proper experience, and as they were paid for by the club pay back the club by committing to free structured coaching for a reasonable period. Members have no problems with volunteer coaches or paid coaches as long as they commit to doing sessions and don't argue the point as to paid coaching! Get over it!!!! Either way good structured and committed coaching costs. Volunteers are all good and fine but if not committed and amateur it shows by lack of a structured programme which Gold members want! Ruin that and all we have is a loss of lanes and facilities to other commercial coaching. By the way Sat and Sun coached sessions (previous pages) are not of interest if amateur and pop up via FB at addresses all over the country! By the way always hearing that members have families, jobs and so much to do, so is it real that they will really give up Sat (shopping day/Parkrun) or Sunday (race days!!!) to do a proper structured coached session in pool or on road. Hasn't happened in past years and all that's been managed has been group rides, but start those at a well-recognised address, where there car parks, loos and shelter, a place that doesn't leave late-comers (from bad described address) lost and left out! As a new Committee members are disappointed that you want ideas now on how to run a club! You are meant to be full of good ideas to start out in the first place. This seems to be a clear case of ruining a good thing by removing a basic structured programme that a 1/3 of the club sign up to with Gold, including a majority of the Committee
- It would be good to cater for all level, although I feel this may lose sight of a club for the community, encouraging novices to feel comfortable to come along, also the concern would be ensuring there is enough funds on going to include higher levels of training
- Being at the slower end more numbers is a help so that there is a better spread of abilities, but have never felt that any degree of exclusion.
- Scrap the Toby Cup. You want things to be more inclusive? Then don't exclude people that "aren't good enough"!!!
- All pool together for running bikes etc. rather than separate sub groups would make it more inclusive
- Buddy up new members with a more experienced person to encourage them to attend different types of session.
- Ability grouped training rides on weekends. More involvement of members in Club events e.g. bike time trial, 1mile runs etc.
- Try to keep in mind that all members regardless of their ability benefit from positive coaching and the same level of attentiveness as some of the more established athletes. More club rides for different levels.
- More beginners sessions/cycles

- Social group rides/runs for all abilities together! I.e. start and finish at same point but routes vary depending on ability. All together for social aspect (coffee, cake)
- Encouraging new/novice members to take part in uncoached members led rides/runs.
- I feel it's well catered for at present
- More like group activity. Do technical work and technique work with all members

**Q17 Do you feel the amount of sessions we currently offer is value for money?**

- YES 33 (97%)
- NO 1 (3%)

Comments

- If you can get to the morning swim sessions then Gold is excellent value. Otherwise PAYG is also good value.
- Although we have a great amount the range is poor with 1 run session 1 turbo/bike. We are effectively a swim club
- Seems to be too many swim sets and not enough run sets and bikes sets
- Would like to keep the running track sessions that were run at Clarendon going in the summer, although I appreciate that open water sessions need to be available in the summer too.
- Gold is a good way to give the individuals the incentive to attend a number of sessions.
- It feels more like a mini swim club ... members are not involved with other sessions regularly, apart from turbo.
- have tried gold and liked it for options on sessions I could attend
- We get two lanes at a crowded and busy town pool which are the envy of commercial coaches and other pool users. We get the rugby club for a lot of facilities and so can claim to be Trowbridge triathlon club. Will we be able to afford commercial coaching rates or buying more pool lanes or rooms for training sessions elsewhere in Warminster or Bradford, I think not so we have good value for money with paid coaching and training venues, don't ruin it add to it with committed coaching and real booked training places
- Maybe a couple of coaches on some sessions to be able to cater for different ability levels training side by side
- Confusion over what is / not included at times - espresso ride for example, why is that charged as it appears to be a social event

**Q18 Do you feel the range of sessions we currently have provides enough training opportunities across swim/bike/run?**

- Yes 22 (67%)
- No 11 (33%)

Comments

- we missing bike training, 30-40 mile bike rides or about two hours I feel would be good, maybe a hill challenge event or the odd mtb ride as well
- Except when they are cancelled
- But you need to be an early bird!
- More coaches required to bring in a wealth of experience not just one coach with his coaching ideas.
- Whilst there are less bike and run sessions, it is much easier to train in your own time for these disciplines, building on the coaching points made during coached sessions.
- No specialist run session taken by a run specialist
- Too much swim relatively, but maybe difficult to motivate people to get out of bed early for a group run/bike/turbo/S&C
- Perhaps more turbo/brick sessions.
- Swimming is fine... but something isn't working re running & bike
- brick sessions were good last winter so would like some of them on Saturday mornings
- Yes throughout the year a structured programme caters for all abilities to learn and train from sprint to full Ironman. Don't see that anywhere else for club coached sessions. ATHLOS will confirm to get more special training you need to pay for coaching which a majority of the Committee have does or do. Can the Committee not be hypercritical about paid coaching and not make it personal against Mark Harrison or Richard Smith!
- The program is very swim heavy, but I assume this is to cater for the demand
- There are enough session to pick and choose. Inevitably some times are inconvenient but this is more of a personal scheduling problem
- Would like more running sessions
- Heavily geared towards swimming however I would like the swimming to remain the same and add to the run and bike which could be member lead.
- Too swim focussed, be nice to have free run meet ups/training, short loops etc. to be inclusive but no need for coach/cost
- Think we could do with another swim and run session and possibly another brick session. Turbo / run and long bike ride catered for all ability
- Through this summer the 1 and only run a week got dropped for a vobster swim right at race season which was extremely annoying considering it was the only run session put on and that there's plenty of swims a week etc.

- Run and bike largely neglected vs swim. In fairness though that suits me personally but as a club it's a bit of a weakness imo

**Q19 Do you have any ideas about changes you would like to see made to the pricing structure e.g. £25/month for 3 sessions a week (2 swims and a turbo for example) instead of £35 unlimited**

- Keep unlimited
- Its fine as it is.
- think the £35 work well for me but can see the positive is less money for less session but hard to control without management of the register all the time.
- Personally with the volume of training I do I prefer the unlimited option if I could only get 3 sessions per week then I would probably base myself elsewhere as I would need to find additional sessions etc., but that is what would suit me and might not be the best option for the club.
- 35 unlimited is great value even for the 3 a week it's cheaper than a public swim
- Keep it simple. Current model works fine for me
- Yes that would be a good idea as I only benefit from the swim sets.
- £25 deal sounds a good idea
- £35 unlimited is excellent value. The current system is clear and uncomplicated.
- I think the £35 gives people the incentive to do more than the average. Plus would the club cope with less money coming in? Would it compromise the amount of sessions? I.e. if there is less money, would that mean less facilities to use, giving limited space making each event oversubscribed?
- We like to be able to attend 4 swim sets. Only 4 hours in the water ... Maybe good to have another tier in the pricing structure... for less sessions, but that maybe more difficult to manage
- the sums above don't add up
- No
- What are you trying to do, take out Gold sessions and give the lanes back to commercial coaching and let Athlos have our lanes. Members want 26 sessions in Gold and a majority of the Committee all had gold for months at a time! You know who you are and are hypocritical if you want coaching but not by Richard Smith a trusted committed member of the club you produces a proper programme, makes sure all inclusive know about it, brings in new members with such (doesn't sell then his coaching first unlike other coaches), and then with Mark Harrison turns up for every session programmed. Who has been let down by the Gold programme as it runs week after week. In contrast the Juniors parents are very disappointed by the fact that kids sessions were ad hoc when not run by Richard Smith, surprised they didn't complain en mass but they really weren't supported by the original Juniors Committee member hence the new Junior Committee member signing up with a proper way forward unlike the rest of the Committee! Do you relay know what you are doing or are you just winging it?

- There should be a limit on the swims per person a week for £35 as this is the most expensive to put on
- The virtue of the current system is that it is simple. Over a month I feel I get value for money
- No I'm happy with how things are.
- Could be good
- No
- £35 a month offers great value
- The above is a good alternative option.
- I like the current set up especially in the off season
- The unrestricted access to the club sessions works really well, don't see any reason to change.
- £35 unlimited is great value, but obviously can be seen as unfair to those that have the time and ability to attend all compared to paying a lower rate and limiting the sessions. The example might encourage more to sign up and commit to regular training.
- Not at present
- Yeah maybe something needs looking at as I'm now currently only swimming twice a week for £35 gold but the £5.50 PAYG is too expensive. The £25 a month with 3 sessions does sound good.
- I'm happy with costs and values, but would prefer some of the £35 and membership to subsidise kit purchases rather than all go on coaching.

**Q20 Do you have any ideas how to we can attract more members and increase income e.g. open up the club to non-members to generate more income?**

- Depends goals of club. Income vs members or both
- I'm happy with costs and values, but would prefer some of the £35 and membership to subsidise kit purchases rather than all go on coaching.
- Yes, too long to write.
- Hot chilli swim caps, people not know who we are, could be given out for the £35 membership fee as well as a T-shirt we normally get. enter in the Wiltshire leagues for running and promote though Wiltshire time, Westbury news stuff like that offer an extended trail for prizes in local swim/bike/run events would work for both jr and adults
- Members could bring a non-member friend for example a bike ride on a Saturday for a small fee where that person might not want to commit to a membership but might want to do a group ride now and then.
- Really need to try keeping members and stop the backbiting first
- Move GB - This gives me unlimited use of a lot of the smaller clubs in Bath, e.g. Pilates, yoga, sports centre gym, etc. Maybe they could do a deal to give access to Hot Chilli sessions (not necessarily all). But with Bath pool shut at the moment there may be some takers...and it

would raise awareness too. Get members to wear Hot Chilli gear at Park Run. Have a Hot Chilli stand at the Southwick one? Winter run programme for non-members - couch to 5km type of thing - could run in parallel to other run sessions (or not!) - could do this via Move GB

- More presence at local events such as the park run. There are coaches willing to offer their services for free. But yet we pay a coach a large sum of money every month for the same stuff month in month out
- Have a set swim each week where any non-affiliated athlete can come at £6. May draw more in and may convert to members. Perhaps same if we had specialist weekend coached runs or rides
- Link up with the other Trowbridge sports clubs for shared sessions/events. Do some of the AVR/rugby club/swimming club etc. want the chance to try it out? We already share facilities so by sharing some sessions with them they may feel more encouraged to do so?
- The new committee might do well to try and retain existing members before worrying about that!
- If you open it to non-members then it's no longer a club, it's an open session. Who would get priority if oversubscribed?
- No
- Make sure that we have enough lanes for all abilities in Trowbridge pool what non-members? are we a triathlon club or something else I don't know about
- Hang on Committee we have Family membership to encourage sporting parents and children into an all-inclusive club. Members don't need all sorts of odd balls with no interest in Triathlon cluttering up FB with social media drivel. This is a Triathlon club not a social service and needs to concentrate on keeping a great system of introducing novices, bring them on and also catering for experienced members with structured coaching in training facilities that we control as a club. Also don't members make income by Running the BIG T are you getting your head around that as FB crowd funding won't get off the ground with the drivel that is appearing more and more. Show a professional FB site and an informative and updated web site and that with a good BIG T will bring in new members and keep current members in Hot Chilli Triathlon club. Members don't want to be part of Athlos or have to plough through FB trivia to see what a sports club is doing! Very disappointed as a member that this is a unstructured questionable survey which has meandered around paid coaching offered by Mark Harrison and Richard Smith all taken without objection as Gold members by a majority of the Committee
- Positive promotion of the club, as a lot of damage was done to the club reputation last year.
- Triathlon is an individual sport and it seems to me that most members use the club as a way to bringing a bit more structure to training. There a number of people who have used triathlon as a way to get fit and lose weight. May be promote the health values and participation in mass events as a way of getting fit
- Rather than trying to attract more members to the club, you should aim to create a comfortable environment for everyone who is ALREADY part of the club.
- Should be concerned to keep the ones we have
- Not immediately but will have a think.

- Club offers a free trial - if non-members can train, why pay a membership and will that impact coached sessions?
- Possibly by continuing to build on being a positive all-inclusive club.
- The club will continue to grow without resulting to non-members participation.
- Intro days to tri or even multi-sport aspects promote swim bike or bike run / or duathlon to no members as some public think if they can't do one discipline they can't get involved in a tri club
- Promote it on Facebook more. Posters at all leisure centres In supermarkets notice boards Just promoting our club everywhere
- Maybe hold some fun runs etc. and have an open invite.
- Less politics, get back old members first I would think. Make more of social events and family membership from junior section to attract parents perhaps.

**Q21 Are there any areas you would like to see improved in the management of the club?**

- Collaborate rather than compete seems to be a lot of politics and game playing amongst adults
- I thought the club has been great very well. It's a hobby we all enjoying participating in, keep it friendly and welcoming and members will find their way.
- Drop all the attitude and support each other.
- Communication with each other (example bike ride on Saturday it would of been great if we all went out as a group also if there is a disagreement between the committee can this be done in private as from the outside it looks like the same shit is repeating itself.
- As previously mentioned sort the rift
- all good
- More coaches
- Allow the new chairman to do his role and not have other people interfering
- Allow the committee to represent the membership not the head coach
- Perhaps all Committee members have to race in club kit. The club came back to full fruition after a difficult year when it was lead a badly astray.
- Stop picking on Richard Smith as he seems a devoted and very professional coach who told me to try the club first before trying out coaches. haven't needed to get private coaching like all the others as Richard and mark do a very good job
- Form up a Committee that hasn't got the biggest grudge and chips on their shoulders over a proven all-inclusive training programme that works day after Day. Don't patronise members by asking after the event with no solutions on their training programme which suits all needs not just Athlos. If the Committee has excellent coaching in the wings then tell us and let them be tested for cost, commitment and professionalism before we sack the rest! If members lose what they like that works now then you as a Committee will be notorious for ruining a club again!

- Egos to be left at the door. Sound financial management. Use volunteer coaches as a second coach to help ensure coaching is delivered to all so sessions aren't just organised training sessions
- Loved the previous system of a weekly email with what's going on in the week communication could be improved
- Comparing the last year of stable management to the chaos of the year before avoid squabbling amongst the committee. Recognise that Richard is the mainstay. There needs to be an explanation of why there is a club within a club - what is the ATOS Team - it seems divisive, compete under one banner.
- No, just continue what the old committee set up as they made the club successful.
- Communication could be nicer on social media.
- Communication
- Send emails rather than rely on Facebook for communication
- I'm more than happy with the direction the new committee appear to be taking things. Open and honest dialogue
- Continue to maintain and develop a professional committee.
- Not particularly think it's been going well the past 12mth more so more smoothly
- Currently no.
- It's a member's owned club. Feels sometimes like it's a coach owned club. There shouldn't be that divide.

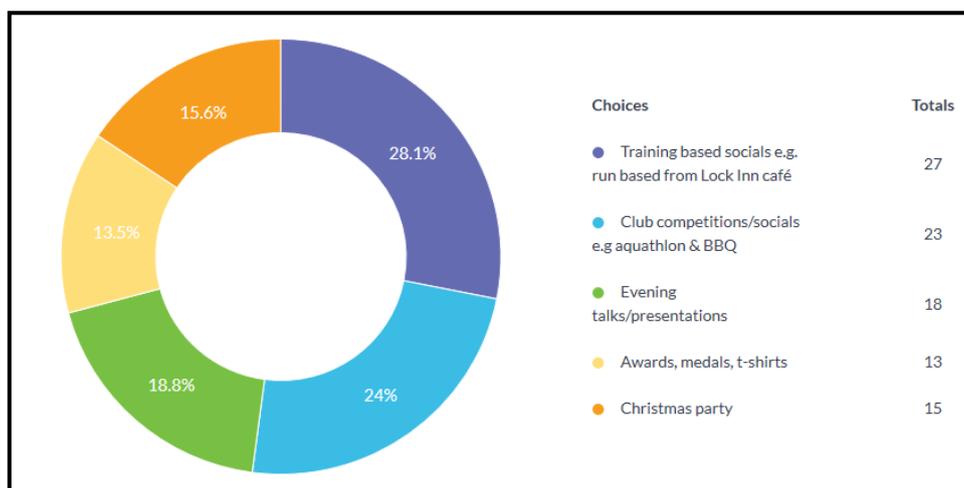
**Q22 Can you think of anything that could help the clubs management, promotion, new events, kids club or anything else?**

- Work together
- I think the idea of local club competitions could be good, maybe a club trophy to be won this could be done with the events already on the calendar for example Big T, Frome tri, Whitehorse tri etc.
- Less events and then more effort to get people to them. Give volunteers an incentive to help
- Don't want this to be anonymous Jane Wosika
- Female beginner's bike. Open water swimming Events. I would concentrate on the events already in the calendar and make them a success. Walk before you run.....
- Mini tri events are exciting...
- Get the rubbish of Facebook as it seems to have become a chat room all of a sudden don't start rides and runs at places that aren't open to everybody, there must be a good reason for starting at the car park at Trowbridge pool or the rugby club. other clubs start at community centres and not private addresses in the middle of nowhere
- Use a website that is all informative, up to date and one single point of correct information and a proud site for us to show off our club. Get newsletters out on a mailshot and keep it up to date! DONT rely on an open non-member FB site which loses all the real information in

social trivia and gossip under the pretence of moderation ( what are you moderating ... people you don't like or rubbish that doesn't show this club in good light) The basics seem to be missing you by Committee!

- Promotion in schools. Promote hot chilli not just for triathlon as there are many members that do various running distance events, duathlons, aquathons, distance swimming, sportive all of which coaching for these events can come from the club
- No
- Better promotion of Club events, with more members attending
- Encourage the entire membership to take part in all of the clubs coached sessions
- School fate demo or information days at school events as this also can advertise to parents what tri/multi sports about
- Better interaction with swimming, cycling and running clubs locally. Better relationship with DB Max Events Company - perhaps sponsor one of their events to attract members?

**Q23 Are you interested in the following club social events? (Tick all that apply)**



**Q24 How would like to see the money made by the Big T event used? (Tick all that apply)**

