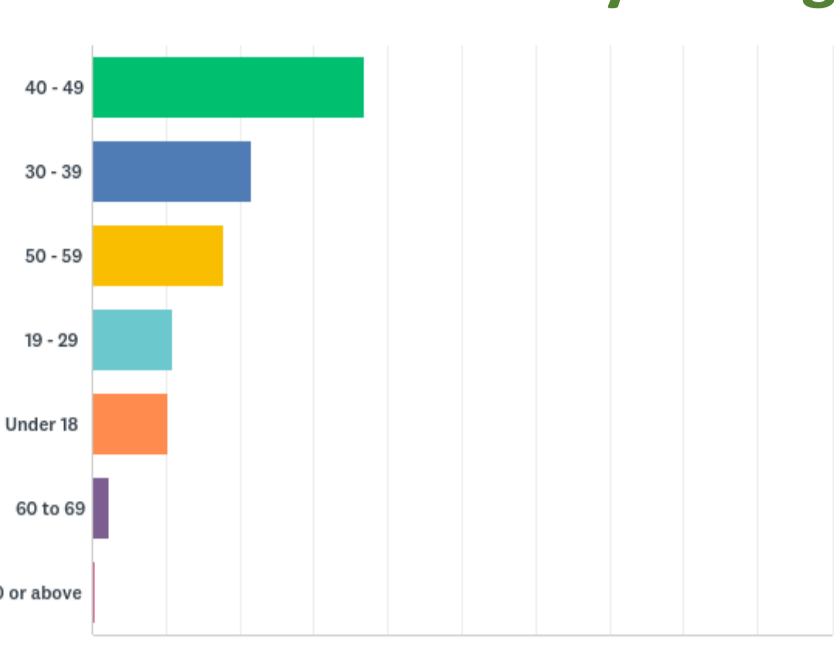




2018 Rider Survey Results

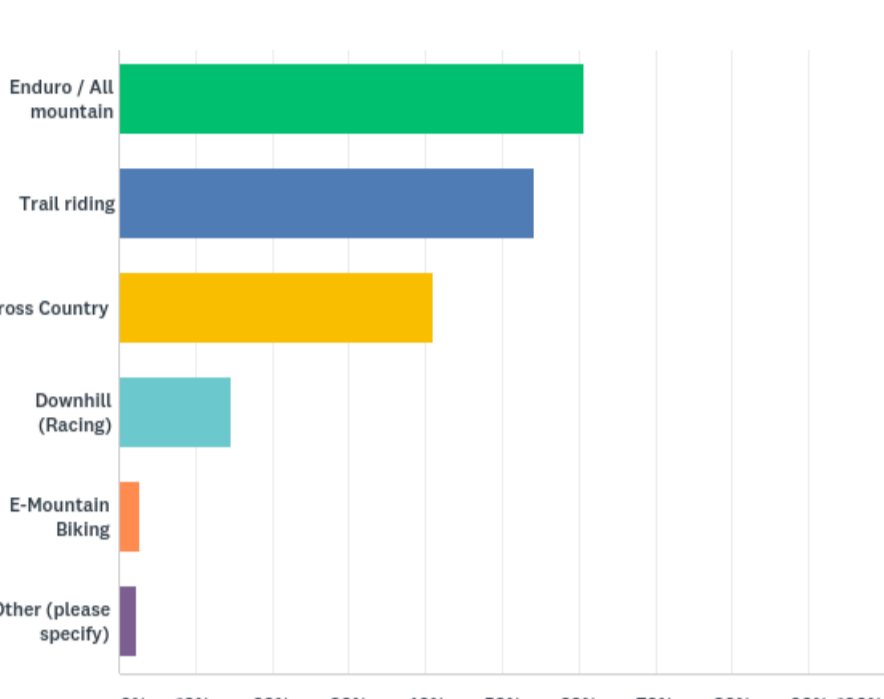
The survey received 295 responses, which is around 15% of the current club membership. Below are the summary results for each question.

Question 1 – What is your Age?



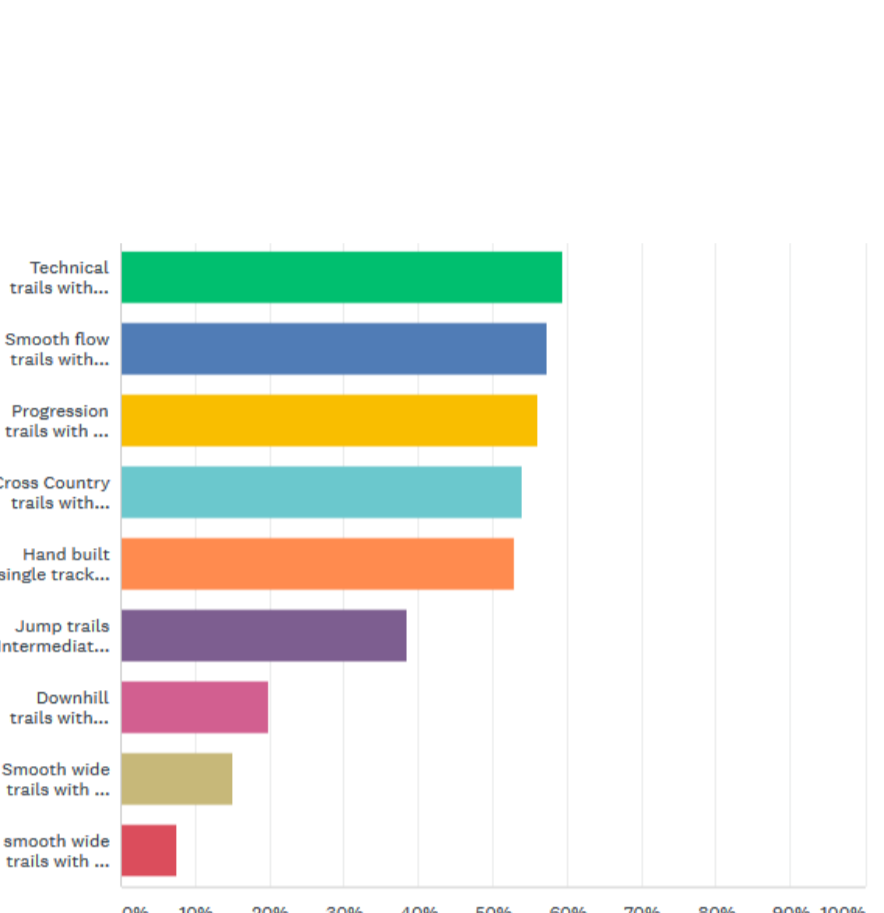
Answer Choices	Responses
40 - 49	108
30 - 39	64
50 - 59	53
19 - 29	32
Under 18	30
60 to 69	7
70 or above	1

Question 2 – What kind of mountain biking do you most enjoy?



Answer Choices	Responses
Enduro / All mountain	179
Trail riding	159
Cross Country	121
Downhill (Racing)	43
E-Mountain Biking	8
Other (please specify)	7

Question 3 – What kind of trails do you enjoy riding?



Answer Choices	Responses
Technical trails with roots, steep chutes etc (Intermediate / Advanced)	174
Smooth flow trails with small jumps / rollers (Easy / Intermediate)	169
Progression trails with a range of jumps, drops and gaps and ride-rounds on all features (Beginner / Intermediate / Advanced)	166
Cross Country trails with climbs and descents (Intermediate)	158
Hand built single track (Beginner / Intermediate / Advanced)	156
Jump trails (Intermediate / Advanced / Expert)	113
Downhill trails with drops, gaps, tabletops etc (Advanced / Expert)	58
Smooth wide trails with a few small features (Beginner / Easy)	45
Smooth wide trails with no features (Beginner)	23

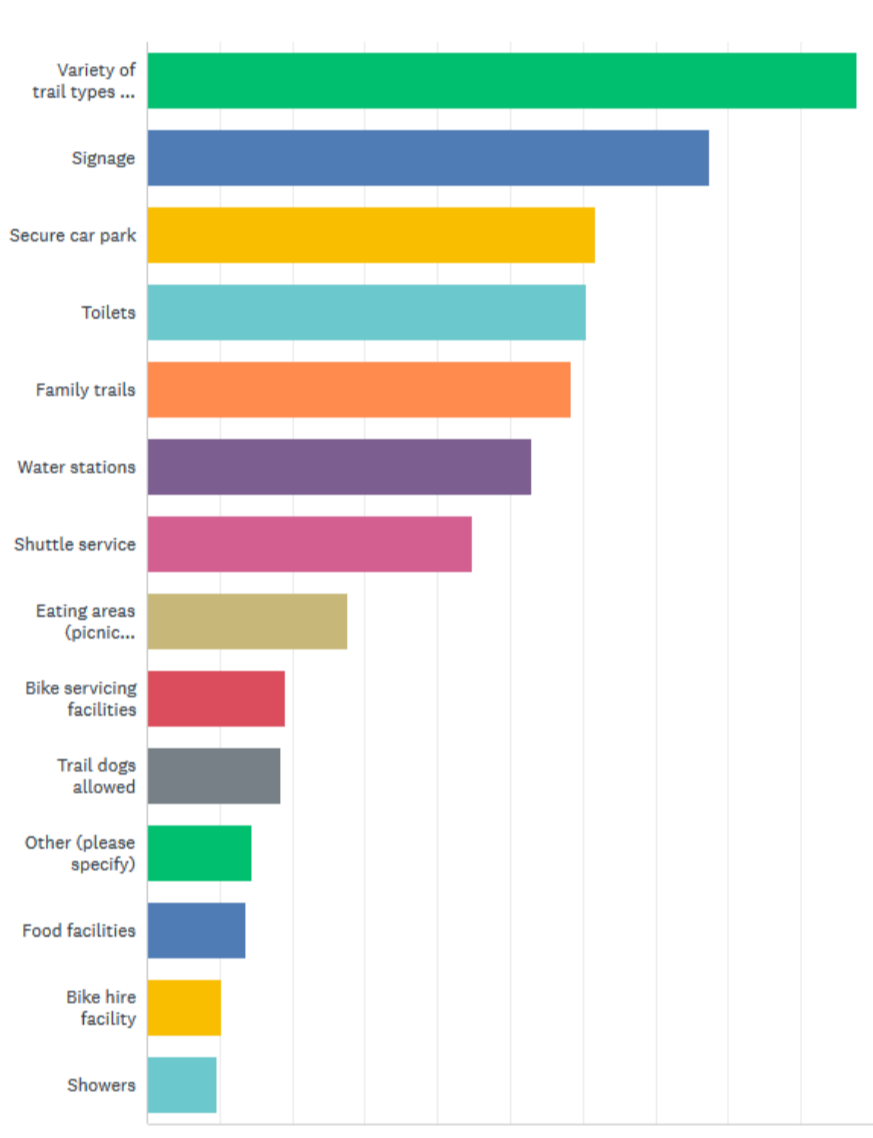
Question 4 – If you ride at other MTB Parks, where else do you ride and what are your favourite trails? What do you like most about riding there?

In terms of where else people who completed the survey ride, Rotorua (Redwoods and Skyline) was by far the largest result, with over 75% of respondents answering this. The next most popular place to ride was Taupo (Taupo trails and Craters) with 26% of respondents answering this.

In terms of what trails most respondents enjoyed, the most popular were Eagle vs Shark, Corners, Billy T and Challenge.

Respondents identified the variety of trails as a key factor in riding in other places. This includes the variety in style and length, the opportunity to link trails and the flow. In addition, the accessibility for all levels was also noted by a number of respondents, along with the facilities that are available, such as toilets, shuttles etc.

Question 5 – What features do you think make a good MTB Park?



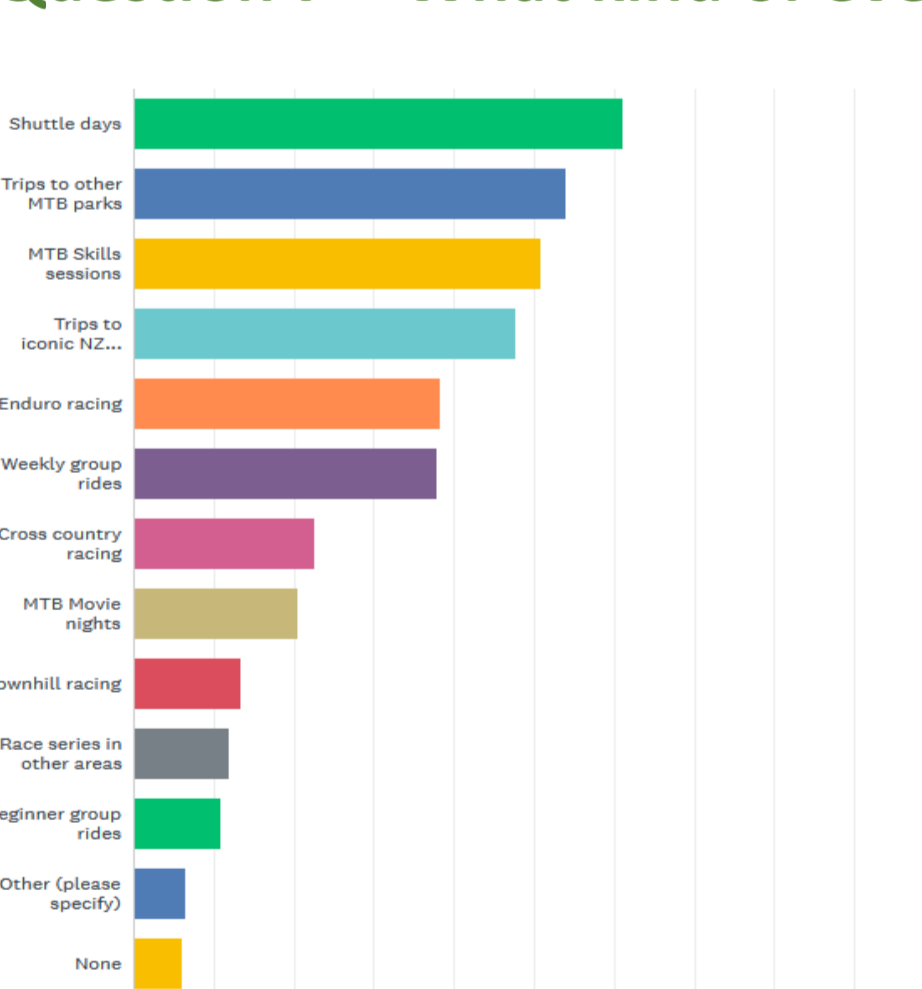
Answer Choices	Responses
Variety of trail types and difficulties	287
Signage	228
Secure car park	183
Toilets	178
Family trails	172
Water stations	156
Shuttle service	132
Eating areas (picnic benches)	82
Bike servicing facilities	56
Trail dogs allowed	55
Other (please specify)	43
Food facilities	40
Bike hire facility	30
Showers	28

The majority of respondents who answered other noted that a bike wash area was something that would be a good feature in a park.

Question 6 – Do you think the current membership fee represents good value for money?

1 - Poor value	2- Not so good value	3- Average value	4 - Good value	5 - Great value	Weighted Average
1.71%	2.39%	20.48%	22.87%	52.56%	4.22
5	7	60	67	154	

Question 7 – What kind of events would you be keen to take part in?



Answer Choices	Responses
Shuttle days	180
Trips to other MTB parks	159
MTB Skills sessions	149
Trips to iconic NZ Trails	141
Enduro racing	113
Weekly group rides	111
Cross country racing	66
MTB Movie nights	61
Downhill racing	39
Race series in other areas	35
Beginner group rides	32
Other (please specify)	19
None	18

Question 8 – What are your favourite trails in the PanPac Eskdale MTB Park?

The top 5 tracks were:

- Mint – 45%
- Grand Traverse – 38%
- Smooth Operator – 26%
- Cannonball Lector – 23%
- Oliver's Twist – 22%

Mr Whippy was just outside the top 5 with 21% of respondents noting it as a favourite track.

Question 9 – What could we do to improve the PanPac Eskdale MTB bike park? If you ride with children, what could we do to improve their experience in the park?

The main themes noted by respondents were:

- Easier access into the park – most respondents noted Gateway is a hard start for beginner and younger riders and can be off putting.
- The park needs a wider variety of trails, including more beginner / intermediate trails around grade 2-3 and some more advanced / expert trails.
- Maintenance of trails needs to be done more frequently. This includes repairing cattle damage and ensuring that easy tracks do not become a harder grade due to a lack of maintenance.
- The addition of water stations near trails, a bike wash and a toilet in the car park would help improve the park.

Question 10 – The club relies heavily on the time given by volunteers. How best could we involve you in what we do in the future?

The main thing respondents felt they could give to the club was time in volunteering. However, it was noted by a large number of respondents that they would be able to provide more time to the club if there was a schedule / calendar of working bees, so that other commitments could be planned around them. Respondents also noted that shorter maintenance sessions during weekday evenings in the summer would allow them to attend and help out.

A number of respondents also noted that they would respond better to being emailed directly to notify them of upcoming working bees and volunteering opportunities, rather than relying upon Facebook and the newsletter to get information.

Thanks to everyone who took part in the survey. Your responses really help the committee to understand what our members want.

