

SURVEY RESPONSES - NSWRA EVENTS IN 2012

In 2012, NSWRA surveyed all competitors across its six rogaines on their views about each of these events. Survey questions included how suitable the area was for rogaining, how well the course setter used the area, how fair the course was, the quality of administration and catering, and whether there were any problems with the event. We also asked rogainers to make general comments about the event.

We received 590 completed surveys over the year and the results are summarised in the following figure. The feedback from you was overwhelmingly positive with all surveyed aspects of each of the events being rated as between *good* or *excellent*. Typical written comments included “*Thanks for a fantastic event*”, “*Great rogainie - really enjoyed it*”, and “*Loved it - thanks. Can't wait for the next one*”.

Mean ratings of NSWRA’s six rogaines in 2012

In the interests of improving our events, we also gave you the opportunity to make suggestions. The following table summarises your suggestions. The most common issue raised for urban events was the placement of some checkpoints and the use of multiple choice checkpoint questions. To address this we’ve introduced the Navlight system for all our events which should overcome confusion at checkpoints and will substantially reduce the time to produce team scores on the day of the event.

For bush events, the most common suggestions concerned map accuracy. This issue is harder to address because the extensive fieldwork required to produce accurate maps is beyond our means, given the sheer size of most of our bush maps. Regardless, the committee has agreed to work more closely with event organisers to enhance map quality and to remind competitors that, even at their best, rogaining maps can only show generalised detail in many instances. For example, although a cliff may not be marked on a map, its location can be likely predicted by the spacing of contour lines on the map.

Comments and suggestions on the 2012 urban and bush events

| Metropolitan events (3 events) | # times raised |
|---|----------------|
| Unfair/dangerous/misplaced checkpoint | 19 |
| Answering some checkpoint questions took too long/confusing answers | 15 |
| Prefer electronic/punch checkpoints | 3 |
| Insufficient water points | 3 |
| Bigger course needed | 3 |
| Too much hard surface; needed some bush | 2 |
| Results presentation too long | 2 |
| Long lines/ waits to register | 2 |
| Late catering set up/early catering shut down | 2 |
| More signage at start area to get in correct queue | 2 |
| Damage to walking tracks in wet weather | 2 |
| Thick vegetation in bush sections | 2 |
| Pre-start announcements were hard to hear | 1 |
| At least one team split up | 1 |
| Map needed updating | 1 |
| Start location not provided in event publicity | 1 |
| More checkpoints in streets, less in bush | 1 |
| Adding street name made it too easy | 1 |

| Bush events (3 events) | # times raised |
|--|-----------------------|
| Map inaccuracy (e.g., thick vegetation, tracks) | 5 |
| Better identification of cliffs | 4 |
| Course was way too big | 3 |
| Water drops should not be on edges of the map | 3 |
| Rogaine time needs to be displayed and announced | 3 |
| HH needed to be in a more central location | 2 |
| Area was steep/ thick vegetation/ limited route choice | 2 |
| Results displayed more promptly & in easily readable format | 2 |
| Pre-start announcements were hard to hear | 2 |
| Some flags were faded | 2 |
| Access road to assembly wasn't suitable for some 2WD vehicles | 2 |
| Novice briefing needed to be on time | 1 |
| Better parking/camping signage needed for pre-event night arrivals | 1 |
| No display of rogain time | 1 |
| Some Navlights were hard for less agile competitors to access | 1 |
| Hash house was distant from assembly | 1 |
| Approach to one checkpoint was dangerous | 1 |
| More variety needed on catering menu | 1 |
| Misplaced checkpoint | 1 |
| Participant density at PP was too high for checkpoints near HH | 1 |
| Whistles & first aid kits were advertised for sale but couldn't be found | 1 |
| Need for easier terrain near HH for novices and legends | 1 |
| Entry fee too high | 1 |