



Customer feedback survey results – May 2015

How many responses did we receive	58
Are you a member	
Yes	86%
No	14%
Type of member	
Senior	26%
Junior	21%
Family	46%
Other	70%
How many CDKC events did you race in 2014	
0	19%
1-3	23%
4-6	24%
7+	34%
How many non CDKC events did you race in 2014	
0	22%
1-3	22%
4-6	17%
7+	38%
Have you raced at CDKC in 2015	
Yes	74%
No	26%
Have you raced at other events in 2015	
Yes	75%
No	29%
Where have you raced	
NSKC	50%
NKRC	26%
WKRC	28%
Pro Tour	12%
State	28%
National	12%
Other	38%
Comments: Dubbo, Griffith, TAG, Subaru, TKRC, SKRC, MVKC, PMKC, Canberra, Grenfell, Southern Star	

Have you purchased a new engine to race in 2015

Yes	54%
No	46%

Which engine did you purchase?

Micromax	2%
Minimax	7%
Minirok	23%
IAME	47%
Yamaha J	15%
Yamaha S	10%
Comer	2%
Rotax	10%
JMAX	7%
Other	5%

Comments from respondents (all responses included unedited)

- Not much you can do unfortunately as most people have either quit the sport or are waiting to assess their options in the wake of the new engine formula.
- Maybe a draw out of the hat for a free entry for the next race meeting . . . or half price entry? - I think the format is excellent and I love the track and atmosphere . . . one of the reasons I joined after being a member of a few different clubs . . . so keep up the great work is basically all I could add . . .
- Single day meets, on a Sunday.
- Junior clubman and have free practice on Saturday race Sunday
- If running normal 2 day format have a longer carby session (10 laps min). Combine classes if nessecary for this
- Just keep doing what you are doing. When the second hand market for new engines picks up people will be more inclined to buy them, then turn up to club days as usual as the majority of people feel theres "no chance" for them against new engines. CDKC, to this day is still by far my favourite club!
- I think the sport in general is down in numbers, nothing the club is doing wrong. Possibly a cheaper motor would of been a better idea. It's quiet expensive for karters that have been around along time to change to the new motor, I think it's scared a lot of people off
- More promotion regarding club days e.g. Emails to club members, more promotion via social media and website
- Longer races,
- More publicity to members and karters generally and come up with fresh ideas, FIX the CMS system appears to be effecting Karting Generally regardless of what club we attend

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- Saturday meetings for the kids instead of always being on Sunday
- One day event so that there are more people at the track on the day.
- Maybe reduce the price of entry fee. Or have a jnr and snr fee. Offer member entry discount. May increase your membership numbers. Maybe offer jnr and snr club champion free entry to all CDKC club championship rounds the following year. Maybe offer an on the day a prize that a jnr and snr entrant can either win their entry fee back or the next event they have free entry.
- Resurface the track
- Reduce the number of classes. All racing on one day to free up weekends for families. Upgrade the facilities. More time racing less time waiting.
- I don't think there is much CDKC can do. The people I know who have not participated this year have done so because of the age changes for Junior to Senior. New engines aren't really a factor. Combine that with people who are already cranky with the further changes to regulations and all it has done is make these people believe the aka agenda is something they don't wish to be a part of. So to answer your question, you would have 4 more entries in JNL/JNH at each race (from people I know) if you could revert to the previous age bands for junior karting. I think the race days are brilliant.
- Unfortunately I think we have to look at running one day shows. Maybe race s for J classes and Yamaha clubman classes Separate to the new engines, not combined seperate races. Push the advertising to get the the drivers of these classes to comeback to a fabulous club. I hope we can get back to the numbers to warent two day shows.
- Buy a new computer system. But other wise all good. All staff very friendly
- No I wish I did but that is a hard one
- Work with the other central west clubs on the 2016 calendar to provide the best place to race in nsw
- The club is loosing momentum and whatever it needs to fix this should be done. Don't blame KA-nothing has really changed.
- Yes they should run each race meeting for juniors on Saturdays as we need to go to school on Mondays and some times its hard as it is long day The club did have at the start one Saturday next a Sunday but now its all Sundays. And some people have to drive a long way home
- Kids race for trophies, so good trophies to fifth place. A comptuer system that works well. Maybe a good outdoor bon fire on Saturday night.
- I think current race/weekend format is already very good. Club communication/promotion of events is also good. Could a short track meeting be run using the cut through? Might be a bit bumpy on the exit of the sweeper?

- Senior karting is a mess atm, Jnr karting is going great guns with many buying the KA. I would suggest in 3-4 years time snr clubman numbers will grow again and hopefully national numbers as well.
- Unfortunately i think the new motor situation and state/national series is the issue with somewhat low numbers. A contributor to lower senior numbers could be due to meetings repeatedly run on Saturdays from start of year.
- You are already doing a good job with the kart clinic and on social media. I have a few of my son's friends with children who are possible Cadet 9 competitors. Its hard for them to give the kids a try due to licensing requirements. I would be happy for them to drive my son's kart if they didn't have to get a AKA licence just to see if they like (ie get the bug).
- Drop Prices, ie: entry fee across the NSW kart Clubs (particular Metro, when normal club race day is between \$90 and \$100) they are too high when you compare to other states. More Track Time, qualify at every meeting.
- Put minimax
- Juniors on Sundays so they can do other sports on Saturdays. Perhaps try to get a major prize sponsor for the end of the club championship for each class as random draw for those competing in all or most rounds. Interclub challenges like the north coast 3 club challenge or the old Mountain series. Metro overall club champion where a sydney club champion is crowned if they compete in say 3 club championship meetings at each of the 3 sydney clubs therefore all clubs will advertise all other clubs meeting and encourage those who just do 1 track to travel and race at the others, it could culminate and be presented at the metro invitational challenge. Hope this helps.
- Get back the friendly atmosphere that the club use to have. These days when you walk past the club president and try to say hello she walks straight past and doesn't acknowledge you. A lot of the old members that use to do a lot of the volunteer work don't seem to be there any more why is this so? When you set the supplementary regulations stick to them don't change the race days as some people have to book accommodation and if the race date changes then cancellations of accommodation aren't appreciated also when the sup regs state that trophies are to be awarded to new and old engines in certain classes stick to it don't be cheap skates and withhold trophies.
- That is hard. You run a great value for money meetings . No fuss get on with it lack of numbers is the karting state right now. Without offering big prize money the numbers will just be who turns up.

Committee Summary

There were many great suggestions and comments from respondents. Many people said we have a very family friendly club that they love to come to. Some think that this family friendliness has gone by the way side and we need to look at revitalising the atmosphere. Some people have recognised that some of the old faces are no longer around and that some of the new ones are not as friendly.

The group was split 50/50 on racing on Saturday or Sunday, some think that Saturday suits the other sporting and working commitments that people may have and others feel that Sunday is family day and want Saturday only.

The majority feel that the club is doing a great job and needs to continue to put on great events and wait for the turmoil to settle in the sport.

In summary I make the following assumptions from the data and comments:

- Find more volunteers to share the load so that committee members have time to stop and chat to members during race meetings. People want more promotion, dinners and activities, these things all take time so we need some more people to assist.
- Alternate single day events to accommodate both Saturday and Sunday commitments
- Continue to offer a range of classes to assist people to make the transition to the new engines
- Look at trophies to 5th place rather than medallions for juniors. This would then mean a reduction in the amount of trophies offered; ie: first across the line not trophies for each engine.
- Continue to provide feedback to KA on CM:S. Again this comes down to volunteers, we need more people to assist so that the responsibility is not with a few individuals.
- Look at bonus points for volunteering or a similar rostering system like other team sports. Ie; roster duty per class, racing stops until the requirement amounts of volunteers are in the canteen.