



Constant Contact Survey Results

Survey Name: 2009 Quarter Marathon Volunteer Survey

Response Status: Partial & Completed

Filter: None

Aug 12, 2009 1:13:32 AM

Did you pre-register online to volunteer at the 2009 Williams Route 66 Quarter Marathon

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			33	97.0 %
No			5	14.7 %
No Response(s)			0	0.0 %
Totals			34	100%

What jobs did you volunteer for?

(Please select all that apply.)

Answer	0%	100%	Number of Response(s)	Response Ratio
Tuesday July 28th - Packet Stuffing			2	5.8 %
Wednesday July 29th - Packet Stuffing			1	2.9 %
Friday July 31st - Packet Pickup and Registration			3	8.8 %
Saturday August 1st - Setup			4	11.7 %
Saturday August 1st - Race Day Registration			4	11.7 %
Saturday August 1st - Entertainment			2	5.8 %
Saturday August 1st - Medical Support			2	5.8 %
Saturday August 1st - Course Marshall			2	5.8 %
Saturday August 1st - Split Callers			1	2.9 %
Saturday August 1st - Gatorade Stop			20	58.8 %
Saturday August 1st - Food Tent			3	8.8 %
Saturday August 1st - Finish Line			8	23.5 %
Saturday August 1st - Cleanup			2	5.8 %
Totals			34	100%

Were you able to work the shifts you volunteered for?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			35	102.9 %
No			4	11.7 %
No Response(s)			0	0.0 %
Totals			34	100%



Please rate your experience as a volunteer at the 2009 Williams Route 66 Quarter Marathon.

1 = Poor :(, 2 = Adequate :, 3 = Good :], 4 = Incredible! :)



Answer	1	2	3	4	Number of Response(s)	Rating Score*
Volunteer Registration					35	3.4
Pre-Race Communication					35	3.4
Race Day Communication					37	3.3
Overall Organization					35	3.3

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.



Were you provided accurate instructions by your team captain?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			33	97.0 %
No			4	11.7 %
No Response(s)			0	0.0 %
Totals			34	100%

Did you have everything you needed to perform your job effectively?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			31	91.1 %
No			6	17.6 %
No Response(s)			0	0.0 %
Totals			34	100%

Did you feel appreciated before during and after the event?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			35	102.9 %
No			1	2.9 %
No Response(s)			0	0.0 %
Totals			34	100%

Is there anything else you would like us to know about your experience volunteering at the 2009 Williams Route 66 Quarter Marathon?

13 Response(s)

Please enter your contact information if you would like us to contact you about your answers to this survey.

Answers	Number of Response(s)
First Name	10
Last Name	10
Company Name	6
Work Phone	6
Home Phone	8
Email Address	10

Constant Contact Survey Results

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Aug 28, 2009 5:18:08 PM

3. Were you able to work the shifts you volunteered for? - Comments

Answer

registration then moved to FL and foodtent and helped clean up recycleables

I ran the quarter marathon.

I originally had volunteered for packet stuffing, but I can't get off during the day to do it. So on Friday, when I was picking up my race packet, I mentioned that I would still like to help. The lady mentioned that I could help with registration on race day, so I did. :)

I LOVED IT...LOVED IT... LOVED IT...

I had a conflict on that same date and didn't think I could do both.

It was great fun, but we ran out of cups--we got hit with runners going both ways--water stop #4. had a great time, love doing this.

My band had to cancel, so I worked the water/gatoraid stop at the same place where I would have played

Able to do the first day but due to family was unable to do the second day.

there were plenty of people there

4. Please rate your experience as a volunteer at the 2009 Williams Route 66 Quarter Marathon. - Comments

Answer

Organizer's support for start water station was essentially nonexistent until after the first race had started. Not RC fault.

We ran out of cups mid race.

If I had known earlier that packet stuffing was going to take place during the day, instead of the evening, I could have originally signed up for something else. I just hate to have someone expect me to do something, then not be able to. I am not griping at all. I think race volunteers are just about the bestest, friendliest people in the world!!

We ran out of cups during the race but Jennifer Miller was right on top of getting some more. I think part of it was due to the fact we had the outbound and inbound racers pass our water stop back to back.

The handout to volunteers with directions to my water stop location were wrong and thus the map I used showed that the location could not be found.

The day of the race it was hazy as to what our job duties entailed as well as what was expected of us to do with the supplies once the race was finished.

Our cup supply was replenished in short order and overall it was a very fun and rewarding experience. The other volunteers at water stop #4 felt the same.

I got e-mail after e-mail I knew what i was to do.

The majority of the people wearing the blue shirts seemed in my observation annoyed (or did not want to deal with; make feel welcome) by the volunteers wearing the orange shirts. Once the event started and I took the ini

I thought everything went very well and everyone involved was very nice and cooperative. The Blk Star Mothers were happy to be there and plan on being at the marathon in November.

5. Were you provided accurate instructions by your team captain? - Comments

Answer

Our team captain was awesome, very energetic!!

I called my team captain about the mistake in directions and she called me the morning of the race about where to meet her.

It was hazy. This was due to not information was provided to the team captain in regards to connection to the water hose and if we were responsible for gathering all the supplies at the end of the race.

13th Street doesn't intersect with Riverside....

When I arrived that morning ready to volunteer at the finish line no one wanted to give me direction. In so many words I was told to stand out of the way. At one point when I introduced myself as a volunteer for the finish line; I was told I should go to the START line which made no sense.

6. Did you have everything you needed to perform your job effectively? - Comments

Answer

We were at a water/gatorade stop at the fire station and the firemen did not wake up very early. We needed a water supply!
Minus the cup issue.
Our station ran out of cups which caused a temporary loss of our ability to hand out water to participants. Cups were brought when we notified the directors of our situation.
At the beer booth could of used a canopy top over it and along with a third hole puncher available or one for each worker in there.
See cup remarks above
needed the tables to start
The system flow that we arranged after some unorganized pickups when we first started our jobs for the pick up of bibs, chips, and shirts, turned out to really speed up the process of runners getting their packets.

7. Did you feel appreciated before during and after the event? - Comments

Answer

We ran out of cups
Very much so!!!
This is one event that you know how much you are loved and in return you give back to the runners the support that was given you!!!!
Very!
The runners were very nice to say "thank you".
Not in any way. This was extremely discouraging because I enjoy volunteering. I never volunteered for an organization where a volunteer was treated as an annoyance.
It was incredible to hear the thanks offered by the runners/walkers as they stopped to get something to drink
We should have worked out something for breaks to get something to eat or drink. Most of us didn't want to leave the table, so if we would have put together a plan, we would have been more receptive to leaving to get something. Several of us were working the 10:30 - 3:00 shift, so we should have brought a lunch or something if we had thought about it.

8. Is there anything else you would like us to know about your experience volunteering at the 2009 Williams Route 66

Answer

It was lots of fun and we had a great group from Hillcrest!
I think you did a fantastic job!!
I enjoyed myself. Overall, I felt the finish line was a little quiet. Perhaps louder music next year and a more involved EmC. I only mean this after Jeff went back up to the 5K starting line. When he left the finish line everything just went quiet. One guy took over for a little bit, but.... Loved that a volunteer guided the runners in to the end.
I think the event was a huge success and I was so happy to be a part of it!!
The internet volunteer registration form could be clarified as I discovered I made some errors in completing the form on my computer.
NO
Very well organized.

Ensure your staff knows it is their job (and it should not be looked at like a job) to welcome and make the volunteers feel part of a team not someone they avoid discussion with. Maybe the staff should be rotated more frequently and that each candidate is an extravert.
We were told to be there very early and stood around for quite a while before the tables, water, etc. were brought to us.
I enjoyed it very much and would enjoy doing it again.
loved it
It was great!
I am planning and training to run the Route 66 Marathon. This will be my 1st ever.
It was a lot of fun, and I really enjoyed the people I was working with!