

QUESTIONNAIRE RESPONSES

96 questionnaires were returned in 2017
(**158** / 122 / **176** / 99 / **114** / 104 / **154** / 126 in previous years : West to East in **bold**)

Q1 Looking back on the whole event, did you find it?

	2017	2016	2015	2014	2013	2012
a) Very enjoyable	93%	88%	93%	93.5%	89%	89.5%
b) Quite enjoyable	4%	12%	7%	5.5%	9%	10.5%
c) O.K.	3%	-	<1%	<1%	2%	1%
d) Didn't enjoy it.	-	-	-	<1%	-	-

Q2 Were you satisfied with the way the administration was handled?

	2017	2016	2015	2014	2013	2012
a) Excellent	94%	85.5%	95%	94%	94%	85%
b) Good	6%	14%	5%	6%	6%	15%
c) Acceptable	-	0.5%	-	-	-	-
d) Poor	-	-	-	-	-	-

Q3 How did you rate the overall transport operations provided by Worthing Coaches ? :-

	2017	2016	2015	2014	2013	2012
		<small>Heritage</small>	<small>Knights</small>	<small>Knights</small>	<small>Knights</small>	<small>Knights</small>
a) Excellent	98%	33%	78%	85%	85%	61%
b) Good	2%	32%	17%	15%	13%	31%
c) Acceptable	-	21%	5%	-	2%	6%
d) Poor	-	9%	-	-	-	-
e) NO RESPONSE	-	5%				

Q4 To help reduce advertising and thereby overall costs, what prompted you to book this year's event (please circle one letter)

	2017	2016	2015	2014	2013
a) An email from Footprints (<i>taken part recently Q7</i>)	43%	20%	27%	23%	-
b) Family or friends suggested we do it	27%	39%	27%	34%	23%
c) Saw a printed advert somewhere	12%	15%	3%	5%	7%
d) Stumbled across the website whilst Googling	13%	8%	14%	12%	24%
e) Other - please specify	5%	18%	15%	10%	43%

Previous years' options included returned postcards and local radio/ library – all of which produced negligible response

Q5 If you were raising money for charity by doing this walk, how much do you hope to raise? (a rough estimate in confidence)

15% were doing it at least partly for charity and hoped to raise a combined total of £5-6,000 (We feel it important that the Annual Walk should NOT be promoted as a fund raising event)

Q6 Organisers of major events, such as this, are being asked to make a contribution per person to 'Natural England' for the maintenance & improvement of the trail. What would you consider an appropriate figure ?

- a) Nothing. It should come out of the 'Natural England' budget. **10%**
- b) £ 1 **14%**
- c) £ 5 **58%**
- d) £ 10 **18%**

Q7 How many times have you taken part in the annual South Downs Way Walk?

	2017	2016	2015	2014	2013	2012	2011
Once	57%	61%	65.5%	65%	70%	56%	59%
Twice	17%	16%	14%	15%	9%	14%	16%
3 – 5 times	17%	14%	12%	13%	10%	22%	14%
> 5 times	9%	9%	8.5%	7%	9%	8%	11%

Q8 Would you like to add any further overall, brief comments about the event?

52 of the 96 returned forms added positive comments, in particular saying how much they enjoyed the event and thanking the team for their help.

Other 'themes' (some mentioned only once):-

- Better signing in a few places (Pyecombe / Whiteways / Beachy Head)
- Last coach too early (particularly on the longest day)
- Newmarket Inn – poor service
- Certificate photo needs changing
- An additional walk in September ?
- Check-in at the end of the day using coach pass

£10 Marks & Spencer gift vouchers were sent to the first three questionnaires opened. Lesley Card (Shoreham) / Sarah Ellis (Arundel) / Dave Stubbles (Chichester).

A total of £261.73 (a high figure of £1.50 p.p. – last year 92p) was collected for the coach drivers at the reception and handed to Worthing Coaches.

©2017 Footprints of Sussex