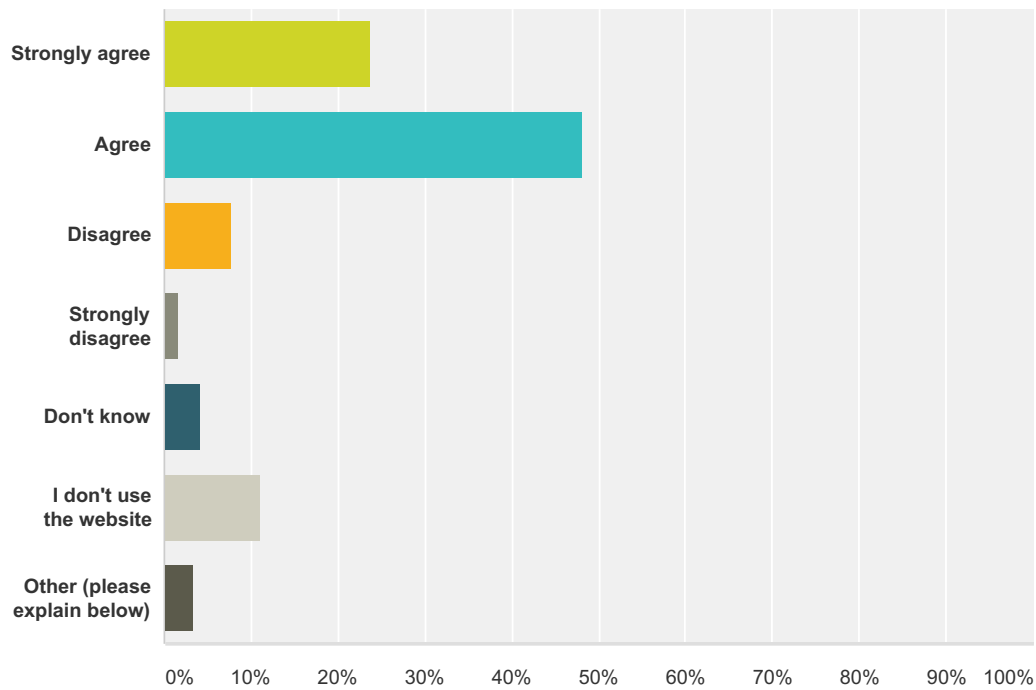


Q1 I find the information on the HBC website information meets my needs.

Answered: 118 Skipped: 5



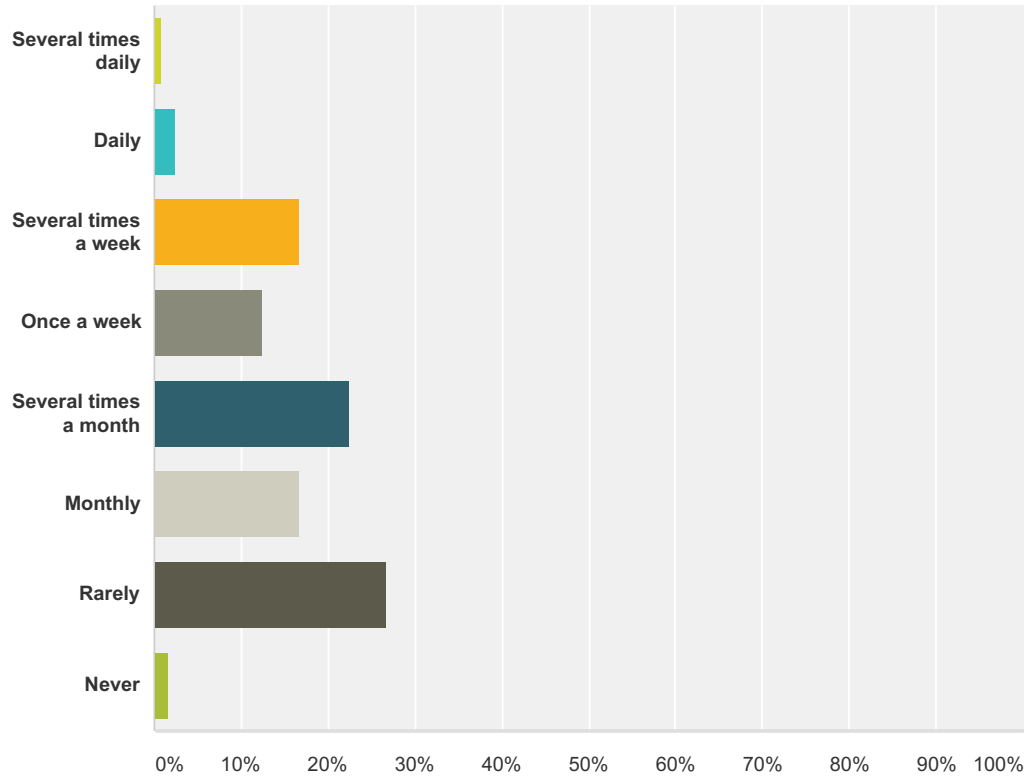
Answer Choices	Responses
Strongly agree	23.73% 28
Agree	48.31% 57
Disagree	7.63% 9
Strongly disagree	1.69% 2
Don't know	4.24% 5
I don't use the website	11.02% 13
Other (please explain below)	3.39% 4
Total	118

#	Comments	Date
1	The website is out of sight, out of mind.	8/2/2015 12:21 PM
2	Too much navigation to get where the info is. Physical newsletter could be browsed easier and annotated.	7/29/2015 4:38 PM
3	hard to navigate	7/28/2015 2:29 PM
4	Days of regular rides not listed	7/28/2015 2:24 AM
5	Bring back the mailing of monthly hardcopy newsletter, at least as an option.	7/27/2015 11:31 PM
6	I just started and haven't gone on any group ride with the club yet.	7/27/2015 8:56 PM

7	The last time I tried to look at the Spokesman, it was out of date and I wasn't able to view the current issue. The latest issue on the site is Nov/Dec 2014	7/27/2015 1:17 PM
8	OK, but little hard to navigate. Not intuitive.	7/26/2015 10:22 PM
9	I prefer the Spokesman, but understand the work, expense and time commitment necessary to publish it.	7/26/2015 9:29 PM
10	Don't regularly use the website	7/26/2015 6:27 PM
11	Using the web site is not something I do. I am not sure why.	7/26/2015 5:23 PM
12	I always read the mailed version at my leisure. I already spend enough time on line that I don't search out this or other newsletter links.	7/26/2015 10:07 AM
13	Ops meeting minutes don't seem to get posted - please post once approved	7/25/2015 10:40 PM
14	I can find information on any event, ride information, times and so on.	7/25/2015 9:13 PM
15	It is difficult to work the website on a tablet.	7/25/2015 5:32 PM
16	Neutral	7/25/2015 5:09 PM
17	The one thing I miss from the hard copy newsletter is that there always seemed to be information on non club rides that were held by other organizations or fundraising orgs.	7/25/2015 3:33 PM
18	If the information on the home page is what I'm looking for, it works fine. Otherwise I may not be aware of events or information that are coming up that aren't list there. I normally only look at the calendar to find information about rides and events I already know about. I don't use it just to see if there is anything I don't know about coming up.	7/25/2015 3:13 PM
19	Email and Facebook posts are better since I never remember to and never take the time to get on the website	7/25/2015 2:09 PM
20	2015 fall tour info was pretty late at getting posted	7/25/2015 1:03 PM
21	i USE THE WEBSITE BECAUSE IT IS THE ONLY TOOL AVAILABLE	7/25/2015 12:18 PM
22	Can't get the links half the time.	7/25/2015 10:57 AM

Q2 I view the HBC website

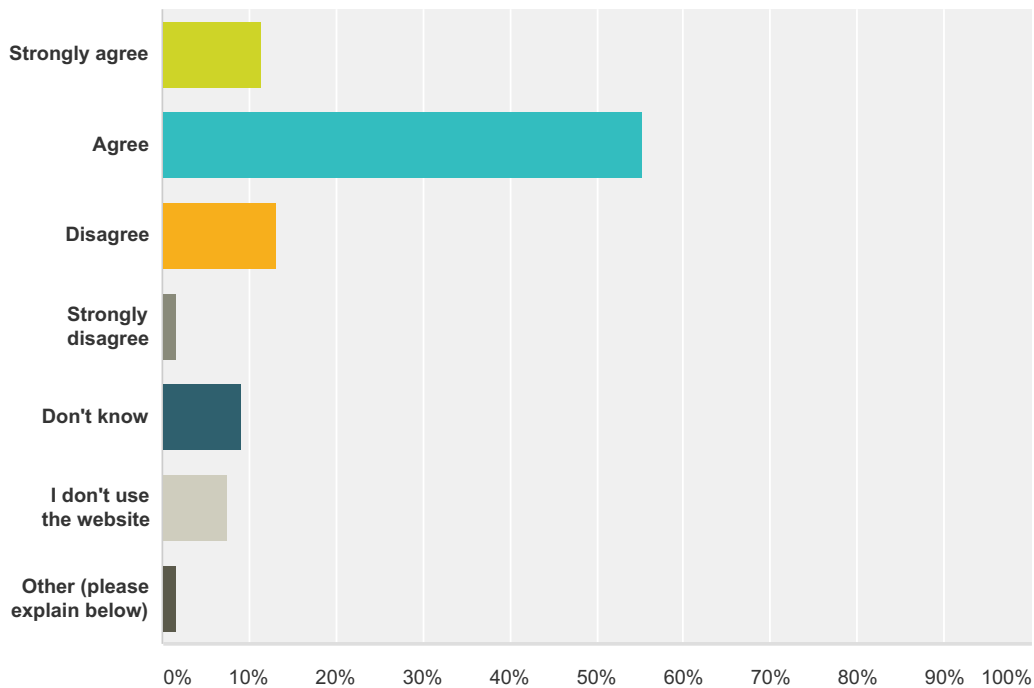
Answered: 120 Skipped: 3



Answer Choices	Responses
Several times daily	0.83% 1
Daily	2.50% 3
Several times a week	16.67% 20
Once a week	12.50% 15
Several times a month	22.50% 27
Monthly	16.67% 20
Rarely	26.67% 32
Never	1.67% 2
Total	120

Q3 I can easily find the information I need on the HBC website. If there is any specific information you find difficult to find on the website, please explain in comments.

Answered: 121 Skipped: 2



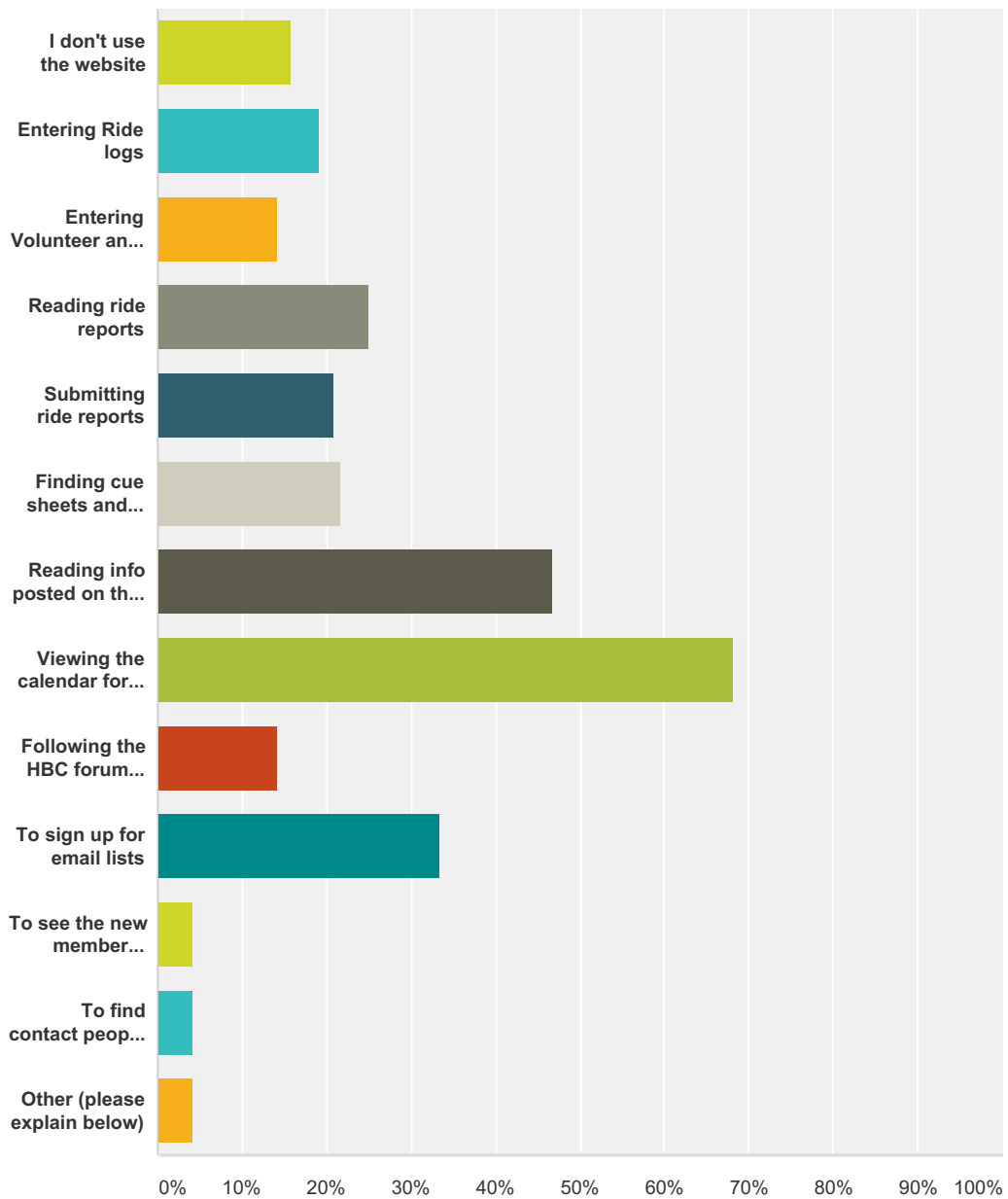
Answer Choices	Responses
Strongly agree	11.57% 14
Agree	55.37% 67
Disagree	13.22% 16
Strongly disagree	1.65% 2
Don't know	9.09% 11
I don't use the website	7.44% 9
Other (please explain below)	1.65% 2
Total	121

#	Comments	Date
1	I wanted to post a report from a FNS ride I led a few weeks ago, but couldn't find anything on the website to help me send my report. I ended up sending it to Dave Powell.	7/29/2015 9:00 AM
2	generally hard to navigate	7/28/2015 2:29 PM
3	In the past, I have found that locating a person in the directory is pretty time-consuming. Perhaps a better search engine for that part of the website. Thanks!	7/28/2015 12:15 PM

4	Bring back the printed hardcopy monthly newsletter, at least as an option.	7/27/2015 11:31 PM
5	Navigation is sometimes difficult due to unfamiliarity.	7/27/2015 5:05 PM
6	Social rides on Fridays are hard to find	7/27/2015 4:18 PM
7	Can't find the current issue of the Spokesman	7/27/2015 1:17 PM
8	Help is always available and received within a timely and reasonable time ... good job Jeff and Rick!	7/27/2015 10:57 AM
9	Search functions are insufficient or not working, e.g. member directory and ride reports, ride leader sortable column header doesn't work when trying to sort by leader (using Firefox 39.0 or Chrome)	7/25/2015 10:40 PM
10	It is true. I do find filing ride reports under Biker Bucks a little illogical and have found it confusing. In the past I had some difficulty finding route information, but that was a couple of years ago. i am not certain how it would be now. I have found it confusing to update my ride reports to correct information.	7/25/2015 9:13 PM
11	I don't use the website much. I prefer the Spokesman.	7/25/2015 5:32 PM
12	It takes time to find where the ride reports are hidden and information on current events.	7/25/2015 5:09 PM
13	I can find the features I use regularly, but finding anything that isn't listed on the home page can be tough. Two examples are the posted ride reports and the "help" button. You have to dig to find them.	7/25/2015 3:13 PM
14	I used to have such a hard time with the web site that I stopped trying and haven't tried lately to see if there have been improvements	7/25/2015 1:08 PM
15	I am not a computer person and find navigating websites to be a bit of a challenge. I eventually work my through it I always preferred paper copies that I can keep handy. For me that is the easiest method of keeping informed.	7/25/2015 10:13 AM
16	Group rides	7/25/2015 9:41 AM

Q4 I use the HBC website for: (check all that apply)

Answered: 120 Skipped: 3



Answer Choices	Responses
I don't use the website	15.83% 19
Entering Ride logs	19.17% 23
Entering Volunteer and Biker Bucks info	14.17% 17
Reading ride reports	25.00% 30
Submitting ride reports	20.83% 25

Finding cue sheets and routes	21.67%	26
Reading info posted on the home and special events pages	46.67%	56
Viewing the calendar for upcoming rides and events	68.33%	82
Following the HBC forum discussions	14.17%	17
To sign up for email lists	33.33%	40
To see the new member information	4.17%	5
To find contact people to answer my questions	4.17%	5
Other (please explain below)	4.17%	5
Total Respondents: 120		

#	Comments	Date
1	The little I have been on the site was confusing.	8/2/2015 5:49 PM
2	I used the website to sign up for email rides; after I did that, I haven't gone back to the site.	7/28/2015 11:57 AM
3	Bring back the mailing of the monthly printed newsletters.	7/27/2015 11:31 PM
4	Updating the ride scheduling system for rides I coordinate	7/27/2015 8:11 PM
5	I don't think "biker-bucks" is incentive to lead rides-those that WANT to lead rides don't want to get paid!!	7/27/2015 1:09 PM
6	Great web site but I miss the more friendly tone of The Spokesman	7/27/2015 10:57 AM
7	I also like to see other local bicycling events posted on the website. I think the website does a fairly good job with that info currently.	7/27/2015 8:10 AM
8	trying to place an ad is very exasperating. I guess this old fart needs HELP!!!	7/27/2015 8:07 AM
9	I rarely look at it. Just send us the RIDE info. Thanx Hapyjack	7/26/2015 4:40 PM
10	I don't often go to the website BUT I get emails about various types of notices, news, about particular rides of lists I've signed up for. SO I see and appreciate a lot of info that is from website but IN an email or CLICKED on in an email. PS This is from someone who used the hard copy newsletters up toward the last.	7/26/2015 11:47 AM
11	Cindy Gorsky's email updates are very well written and helpful	7/25/2015 1:03 PM
12	I find it difficult to navigate the website	7/25/2015 12:18 PM
13	Links don't work too well. Drop downs work, but nothing in the list works.	7/25/2015 10:57 AM

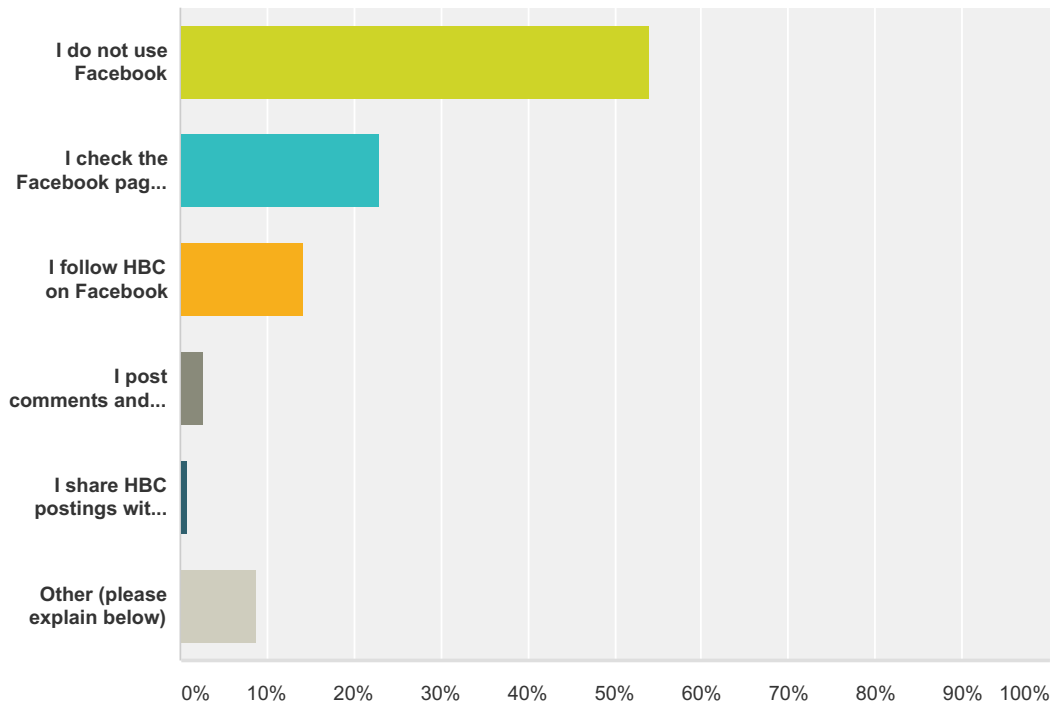
Q5 Are there any additional features you would like to see on the HBC website?

Answered: 24 Skipped: 99

#	Responses	Date
1	Able to view other bikers daily mileage.	7/29/2015 4:16 PM
2	There is TOO much on the website...it gets cluttered..no one is interested in someone else personal agenda	7/27/2015 1:09 PM
3	More local bicycling stories telling readers where people have traveled (by bike) and how it was done and suggestions for bike adventures.	7/27/2015 10:57 AM
4	I ENJOY READING PAPER COPIES BUT I'M AN OLD MAN	7/27/2015 10:19 AM
5	It's very good for info just doesn't guide you thru placing an ad very well, kept getting error messages, page could not be accessed.	7/27/2015 8:07 AM
6	more user friendly	7/27/2015 7:48 AM
7	I would like to see the results of this survey on the website, so I can see how many members responded and if they were pretty much in agreement with me or if they disagree.	7/26/2015 9:29 PM
8	Not sure. Sorry, Rick, I should use it but I do not.	7/26/2015 5:23 PM
9	Ability to see daily mileage input for all riders posting ride logs	7/26/2015 3:17 PM
10	I didn't answer any web site questions cause I rarely go one ot . I LIKED GETTING A PAPER COPY!!!!!!! yes I'm a dinosaur but that what I used .	7/26/2015 2:23 PM
11	Can't think of any.	7/26/2015 11:47 AM
12	Address safety issue of riders riding with ear buds and etc. How safe is that and is it against the traffic laws? If I have to scream at a rider that I am passing and they still not hear me but react negatively tell me bike and not geek.	7/26/2015 8:35 AM
13	If possible to do special event registration via HBC website, PayPal fees would be lower than Eventbrite or Active.com. Also would be great for banquet.	7/25/2015 10:40 PM
14	Not really; it's pretty complete! :-D	7/25/2015 9:13 PM
15	Perhaps a little more consistency in functionality. Have ride reports submitted under the ride leaders options.	7/25/2015 9:13 PM
16	Save the Date and Dates on upcoming events in an east to read table on the home page.	7/25/2015 5:09 PM
17	See above	7/25/2015 3:33 PM
18	Bring more attention to our larger audience events (Spring Fling, out of area 2-3 day tours, HBC Picnic, HBC Century, Fall Tour, and Club Banquet) by placing bold lettered links on the Home Page to draw people's attention rather than assuming they will know how or where to find it.	7/25/2015 1:28 PM
19	No.	7/25/2015 1:23 PM
20	NO - I would like to see the SPOKESMAN	7/25/2015 12:18 PM
21	i don't use the website because i never have been able to fully access it.	7/25/2015 11:02 AM
22	Bring classifieds back. Or is it just that I can't find them?	7/25/2015 10:57 AM
23	Perhaps more interesting articles written by members.	7/25/2015 10:18 AM
24	Na	7/25/2015 9:23 AM

Q6 HBC uses Facebook as a means of communication between members. How much benefit do you get from this feature?

Answered: 113 Skipped: 10



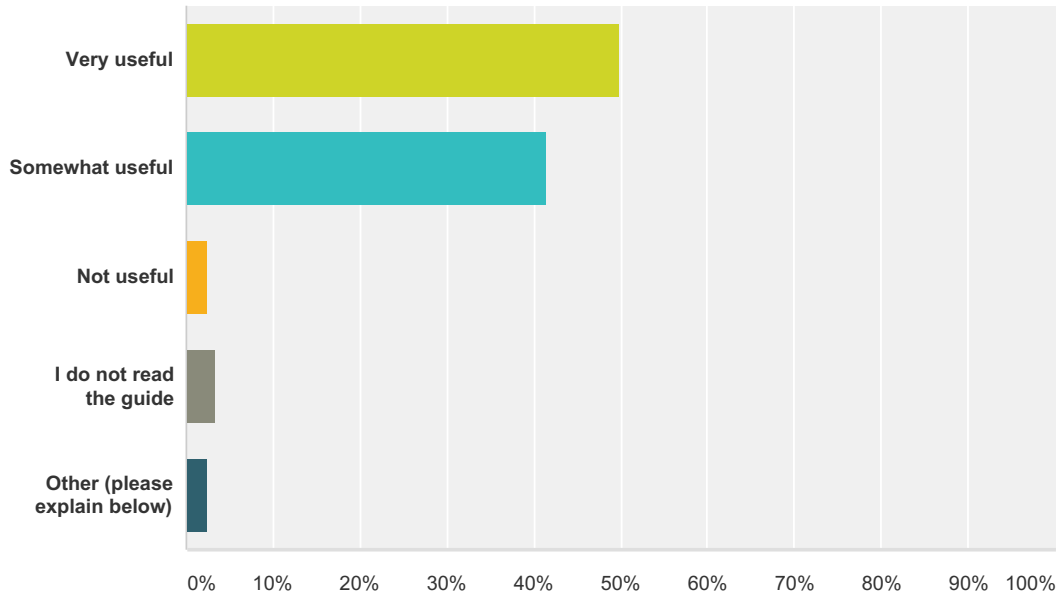
Answer Choices	Responses
I do not use Facebook	53.98% 61
I check the Facebook page occasionally	23.01% 26
I follow HBC on Facebook	14.16% 16
I post comments and information on the Facebook page	2.65% 3
I share HBC postings with my Friends	0.88% 1
Other (please explain below)	8.85% 10
Total Respondents: 113	

#	Comments	Date
1	I use FACEBOOK, but do not view the HBC news while on this site	7/28/2015 9:09 AM
2	I did not know HBC had a Facebook account.	7/27/2015 11:36 PM
3	I'd like to use FB more but do not seem to be able to find the time ... probably due to my lack of experience in this media.	7/27/2015 11:04 AM
4	I did not know there was a facebook address.	7/27/2015 10:20 AM
5	Did not know HBC had a facebook page	7/27/2015 6:19 AM
6	Don't think FB is an appropriate media for club communication.	7/26/2015 10:27 PM

7	I do not like Facebook and do not use it. Also, didn't know HBC was on it. I never saw Facebook mentioned on the website or anywhere else. That's the best kept secret in the club and I'm sure others also don't know about it.	7/26/2015 9:29 PM
8	I do not follow HBC on Facebook	7/26/2015 8:03 AM
9	Didn't know HBC had a Facebook page	7/26/2015 6:45 AM
10	I use FB but have not checked this site.	7/25/2015 9:41 PM
11	I do not check the facebook page instead if I want information I go to the website	7/25/2015 6:17 PM
12	Didn't know HBC was on Facebook.	7/25/2015 5:33 PM
13	It has not been of much additional benefit.	7/25/2015 3:41 PM
14	I wish more people would post info on the website	7/25/2015 3:21 PM
15	I didn't know the club had a FB page.	7/25/2015 1:59 PM
16	I am on Facebook but have not visited the HBC page, so I will do so and go from there.	7/25/2015 10:20 AM
17	I use Facebook but didn't realize HBC had page - guess I should have :)	7/25/2015 9:12 AM

Q7 The HBC President, Cindy Gorski, sends out a Quick Reference Guide by email about twice monthly that lists upcoming events, volunteer needs and other HBC related information. I find this guide to be

Answered: 118 Skipped: 5



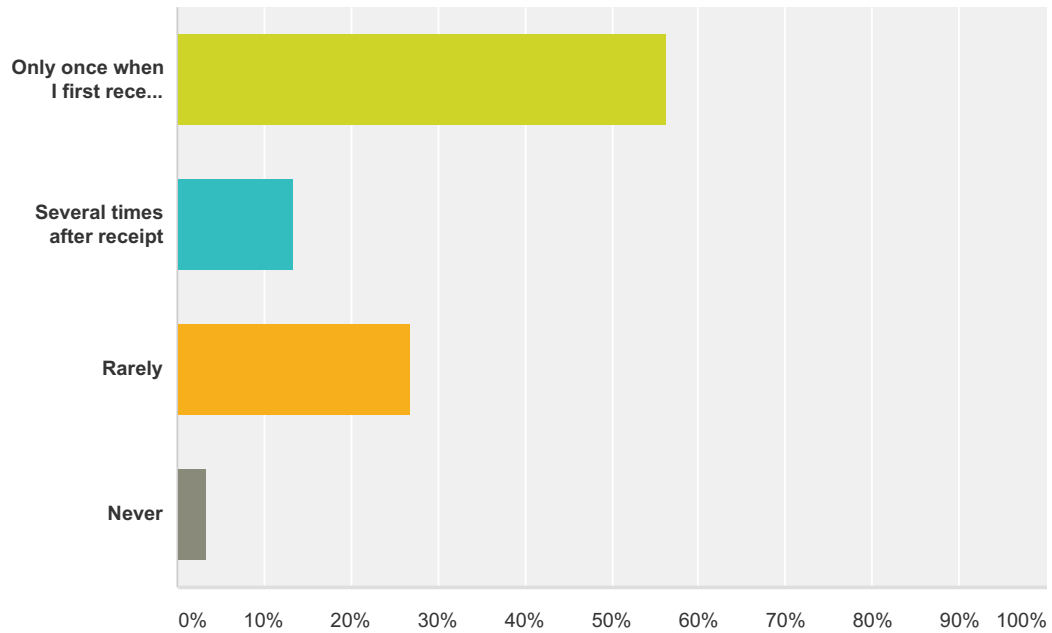
Answer Choices	Responses
Very useful	50.00% 59
Somewhat useful	41.53% 49
Not useful	2.54% 3
I do not read the guide	3.39% 4
Other (please explain below)	2.54% 3
Total	118

#	Comments	Date
1	please simplify it	8/3/2015 10:50 AM
2	Once a month would be sufficient.	7/28/2015 12:22 PM
3	I think Cindy does a commendable job in trying to keep us all informed of HBC happenings but this does not replace The Spokesman. On the other hand the "Old" Spokesman had far more information than I personally found useful. I'd like to see an on-line Spokesman which could be printed since there is nothing like a hard copy sometimes.	7/27/2015 11:04 AM
4	I appreciate that this is done and I do read it every time I receive it. However, It is probably un-necessary as the same information is available at the website.	7/27/2015 8:14 AM
5	too repetitive and sent too often (once a month would suffice)	7/26/2015 3:19 PM
6	Wouldn't miss it if it was dropped.	7/25/2015 1:25 PM

7	Cindy does an excellent job of this	7/25/2015 1:05 PM
8	A lot is repeated month to month. Not a lot of new information.	7/25/2015 12:24 PM
9	Too much "canned stuff" instead of getting to the meat of the messages	7/25/2015 12:20 PM
10	main source of info. I know more details are available on web	7/25/2015 9:25 AM

Q8 How often do you reference the President's Quick Reference Guide?

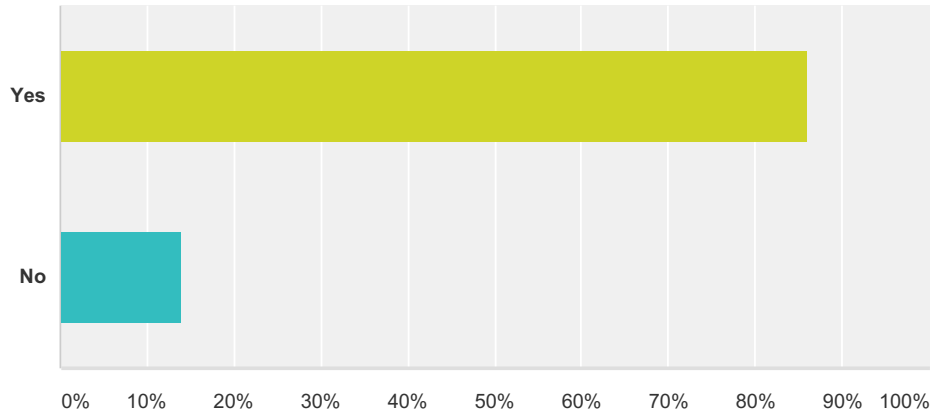
Answered: 119 Skipped: 4



Answer Choices	Responses
Only once when I first receive it	56.30% 67
Several times after receipt	13.45% 16
Rarely	26.89% 32
Never	3.36% 4
Total	119

Q9 Are reminder emails helpful to receive?

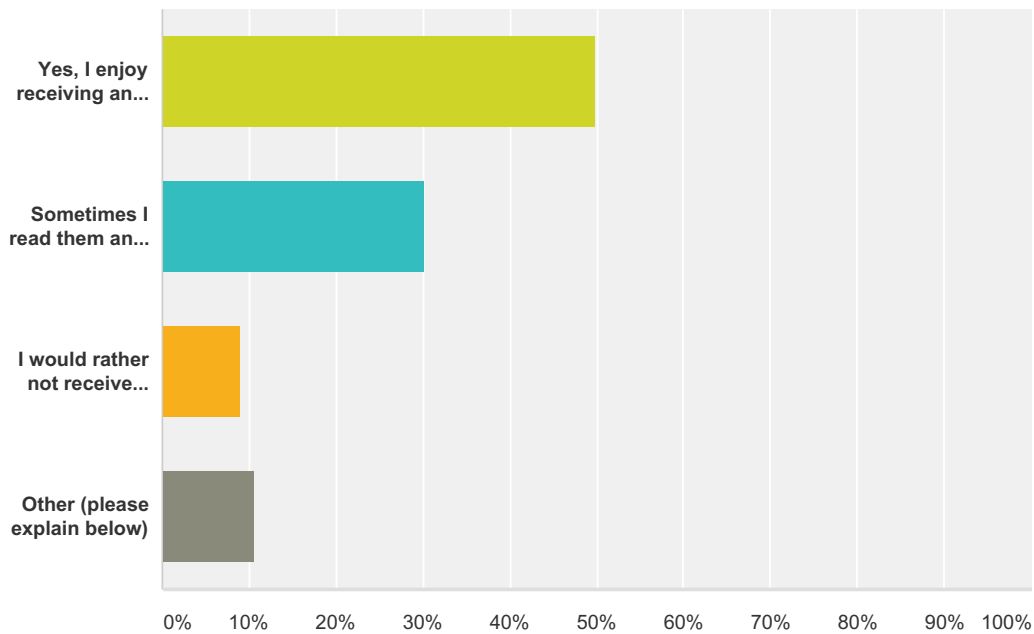
Answered: 115 Skipped: 8



Answer Choices	Responses
Yes	86.09% 99
No	13.91% 16
Total	115

Q10 Ride reports are sometimes sent out to members who are signed up for the appropriate email list. Is it a benefit for you to receive these ride reports?

Answered: 112 Skipped: 11



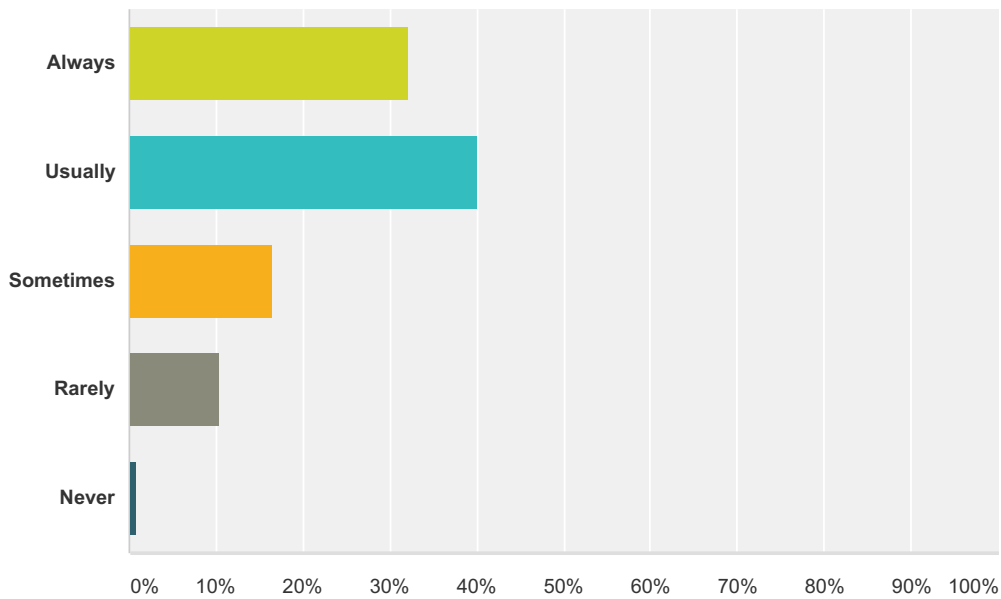
Answer Choices	Responses
Yes, I enjoy receiving and reading the ride reports	50.00% 56
Sometimes I read them and sometimes I don't	30.36% 34
I would rather not receive them	8.93% 10
Other (please explain below)	10.71% 12
Total	112

#	Comments	Date
1	I'm not signed up for most of your email lists.	8/2/2015 12:22 PM
2	don't get them	7/29/2015 1:20 PM
3	I appreciate the Grantville reports written by ride leaders Larry & Rick. (fyi...Larry is an excellent writer)	7/27/2015 11:36 PM
4	Haven,t used	7/27/2015 8:58 PM
5	I have not yet taken the time to sign up for any e-mail lists but I intend to.	7/27/2015 8:14 AM
6	not signed up for the report	7/27/2015 8:08 AM
7	There weren't any rides for my skill level in Carlisle this year.	7/25/2015 9:41 PM
8	I don't receive any	7/25/2015 9:04 PM
9	I don't receive the reports	7/25/2015 1:59 PM

10	There again - it is difficult to navigate in order to put the ride report out there	7/25/2015 12:20 PM
11	i am a member of the club because i feel it is worth supporting. due to age and health issues within the home, i have not made it to a single ride. i often am depressed by what i am missing	7/25/2015 11:05 AM
12	I do not believe I receive them and I have not been able to participate in group rides.	7/25/2015 10:20 AM
13	I don't get ride reports because I don't do HBG bike club rides because none of their rides are from Harrisburg. I pay dues to support the club because I believe it's beneficial to the biking community in general.	7/25/2015 10:02 AM
14	N/A	7/25/2015 9:17 AM
15	Living near York gives me an idea for possible rides when I have time/opportunity - especially when cue sheets are attached.	7/25/2015 9:12 AM

Q11 The combination of the HBC website, the HBC Facebook Page, the ride report emails and the Quick Reference Guide meets my communication needs.

Answered: 115 Skipped: 8



Answer Choices	Responses
Always	32.17% 37
Usually	40.00% 46
Sometimes	16.52% 19
Rarely	10.43% 12
Never	0.87% 1
Total	115

#	Other (please specify)	Date
1	Of course, being of the "old school", I liked receiving the newsletter by post. I was more likely to read articles and see what rides coming up.	7/29/2015 9:01 AM
2	i do miss the newsletter and value other newsletters from organization such as Audubon and Greenbelt.	7/28/2015 2:31 PM
3	I miss the monthly mailed newsletter, which gave all weekly rides scheduled for the upcoming month.	7/27/2015 11:36 PM
4	I have not seen a current newsletter in many weeks.	7/27/2015 1:21 PM
5	I still think a magazine type of news report monthly does more to enhance the cohesiveness of our club than having to access the information via the web site. Save the publication and mailing costs by making it on-line and readable (like via a Kindle or other device) and printable. Magazines sell. Books sell. Webs not so much (in my humble opinion).	7/27/2015 11:04 AM
6	And sometimes more spur-of-the-moment ride offerings come to me via email and I'm always happy to receive and sometimes go on the ride.	7/26/2015 11:49 AM

7	I really don't have an communication needs or expectations from HBC.	7/26/2015 6:11 AM
8	Facebook is of questionable value. I can look up members names on website. Why use Facebook when those on it are limited.	7/25/2015 9:20 PM
9	I would like to see something like an electronic newsletter used for upcoming event info, personal stories and basic reference info, like when the regular rides are offered. I like to have information placed in front of me where I can easily find it. I don't like having to go search for it. I liked reading the articles submitted by members, too. I admit that I miss the Spokesman, but am willing to forego the hard copy and would be satisfied with a electronic version I could print at home.	7/25/2015 3:21 PM
10	If I can't find something I simply contact another member who I think will have the info. I find bike club communication methods meets all my needs almost all the time. no complaints here	7/25/2015 1:05 PM
11	i am a member of the club because i feel it is worth supporting. due to age and health issues within the home, i have not made it to a single ride. i often am depressed by what i am missing i am not a fan of e-communication and often have little luck with the website.	7/25/2015 11:05 AM
12	Thought I signed up, but receive no info.	7/25/2015 9:54 AM
13	Facebook is useless to me. I do miss the easy accessibility of the newsletter.	7/25/2015 9:17 AM