



## 2015 AGE GROUP REVIEW

Upon returning from the Age Group World championship events in 2015 Age group athletes were asked to complete a survey so Tri NZ can make informed decisions with our providers moving forward.

Thank you to all those who completed this survey- your feedback was welcomed and is being used!

Here is what I (and Tri NZ) learnt:

### YOU VALUE CHOICE

Many of the rules that Tri NZ put in place are done so under the direction of the International Triathlon Union (ITU). However, following your feedback, we will work with our providers to give you more choice.

Currently we are working with our travel providers, HoT Events as well as our uniform providers, 2XU to see if we can give Age Groupers heading to the world champs more choice in this area.

**I think you'll be excited with what we're preparing... more info coming soon.**

### COST MATTERS

Tri NZ appreciate that being a part of the team, comes at a cost for our Age Group athletes, who are self-funded.

Here is where we have managed to reduce costs for the 2016 season:

#### 1. INSURANCE

Aon Insurance now recognises competition and training days versus leisure days thus have allocated different rates accordingly.

- Price reductions in the policy are as follows:
  - Competition and training days at \$30/ day, a **\$5/day reduction from 2015**
  - Leisure days at \$20/day, a **\$15/day reduction from 2015**
  - 3 days will be charged at competition and training rate, this is recognised as one day competing and two days training. The remainder of travel will be at the leisure rate.

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- As a result of these newly negotiated rates the Aon insurance package from 2016 onwards will be compulsory for all Tri NZ World Champ teams.
- This insurance package is also available to any TriBE members who are competing overseas.

## 2. UNIFORM

Largely the feedback regarding uniforms from Kiwi's as well as internationals was that the uniforms are great. Nevertheless, here are some cost reductions and changes moving forward:

- 2XU agree that race suits are only **expected every 2<sup>nd</sup> year** if the athlete purchased the kit the year prior.
- We are about to begin designing the 2016 uniform. Here is what you told us;
  - Pockets- when on the right items, in the right place, are great. E.g. the rear of vests, in jackets and casual wear. A small pocket for gels or similar on race items that can be cut off without ruining suits.
  - Provide a wider variety of items.
  - Change the print design significantly each year.

## 3. TRAVEL

I feel that staying with the team truly enhances your experience at the world champs, to make this more feasible for our athletes the following are being looked into:

- HoT Events are investigating having two accommodation options.
  - This would see there being a team base which as per previous years would host the team help desk/ board and be the meeting point.
  - The second option would be a more basic package for those travelling on a budget. The secondary option would be in close proximity to the team base. More information to come.
- The team function has been identified as an area of improvement. The focus will be on value as well as finding an athlete friendly menu.

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## COMMUNICATION IS KEY

The more information we can feed to our teams the better. The below were in general well received:

- Daily updates
- Team schedules.
- Team newsletters.
- Facebook groups

## IDENTIFIED AREAS OF IMPROVEMENT

Team managers also reviewed the world champ season of 2015. Here is what has been identified as areas needing improvement and how they've been addressed;

1. Administration process (there was too much paperwork)
  - Athletes agreements have now been included in the IRL (International Race License) process.
  - Tri NZ has a new website which now allows us to facilitate form submissions and orders. This means that access to submitted information is more easily retrievable.
2. Communication of costs & commitments
  - I along with our providers will try and break down team costs and commitments well in advance.
  - Minimising costs where possible.
  - More information to be provided on how to lodge insurance claims.

I thoroughly enjoyed supporting the team in Chicago, and those whom I met in the duathlon team. I hope to meet many more of you this upcoming season in NZ and to continue to make the Age Group athlete experience an enjoyable one.

With warm regards,

*Jen Gregory*

Age Group Experience Manager

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