



Canadian Institute of Transportation Engineers

DELEGATE SURVEY RESULTS

Transportation Innovation in a Changing World



September 2011 - Executive Summary

DELEGATE SURVEY RESULTS

EXECUTIVE SUMMARY

BACKGROUND

Prior to the conclusion of the Halifax2011 conference the decision was made to deploy a survey of all conference attendees, with the purpose to measure delegate response to the overall conference organization, as well as many of the new initiatives integrated during the organizational stage.

There were eight questions utilizing a satisfaction rating scale of one (1) through ten (10), with 1 reflecting the worst rating possible and 10 reflecting the best. In addition to the measured questions there were also two open comment questions. The questions were developed and finalized by Dwayne Cross (Halifax2011 LAC Chair), Gene Chartier (then CITE President), and Sandy Rempel (CITE Communications Coordinator).

The original email contact list included 184 delegates, of which six (3.4%) were unavailable or declined participation by removing themselves from the list leaving the final potential respondent count at 178. Of these, 65 (36.5%) actively participated in the survey. This is an excellent return rate for this type of survey and demonstrates the active interest that CITE members have in their professional organization.

RESULTS OVERVIEW

As demonstrated on the graphs that follow, Halifax2011 scored very well with most respondents rating the conference in the eight to ten range. The only exception to this was the question pertaining to the quality of the special events (guest speakers, banquet, etc) as this question resulted in a resounding 10 score.

With most surveys the respondents are reluctant to give the highest rating possible unless they strongly believe it to be true. Typically, a high level of satisfaction will be expressed in mid-high scores (in this case that would be 7's and 8's). The fact that Halifax2011 rated with 8's and 9's shows a very high degree of satisfaction. The organizers should be proud of this accomplishment.

With the summaries to follow there is one very important fact to keep in mind... it is impossible to please everyone. While trying to implement suggestions into future conferences this should be done only where sensible and feasible while maintaining the overall intent of a conference with high technical quality as that directly reflects the purpose of CITE – information sharing. With the exception of the trade show, the social networking opportunities are a value-added to the conference experience.

QUESTIONS SUMMARY

The following will provide a summary of the results for each question posed to the delegates, and where applicable comments will be included with the question summaries. The comments are provided at the end of this document.

Overall quality of the technical sessions provided.

The results of this question reflect the technical quality delegates expected to find. In this case the majority (55.38%) of respondents voted in the 8-10 range indicating a high level of satisfaction. The individual reasons for voting could have represented the choice of topics, quality of technical papers, or dynamics of the presentations, or even a combination of all those factors.

Based on the comments received the major concern impacting the results was that tours often overlapped technical sessions. Many delegates were disappointed at having to choose between the two and suggested that all tours be moved to Wednesday afternoon. However, caution must be taken at implementing this solution as conflict will always remain. If this suggestion were

implemented delegates would then be forced to choose between conflicting technical sessions of interest, or conversely conflicting tours of interest.

Other improvement suggestions included integrating student presentations into the regular technical sessions, duplicating popular technical tours on the Wednesday afternoon, and providing more online access to technical papers.

One final significant comment was that the delegates appreciated the inclusion of the newer technical formats such as panel sessions, round tables and conversation circles.

Overall quality of the technical tours provided.

For this question the delegates voted with an overwhelming 8 score, with the 8-10 range showing a 68.08% response. The strong indication of technical tour quality explains why there was frequent complaint about the scheduling conflict with technical sessions. Not necessarily a negative for the Halifax2011 organizers, but definitely a scheduling consideration for future Local Arrangement Committees (LACs).

Note: Although technical tours garner interest and support as part of the conference, there was strong indication that they should not conflict with technical sessions.

Overall quality and accessibility of the exhibitor's hall.

This question also scored very well with the majority (70.78%) giving the exhibitor hall quality an 8-10 score. Considering some of the concerns from past conferences Halifax2011 provided both the delegates and exhibitors an excellent venue for the trade show. Additionally, the scheduling of coffee breaks to occur within the trade show area, and having the trade show central to all the conference activities, ensured that exhibitors had maximum delegate flow through. The example set by Halifax2011 should be integrated by future LACs to whatever capacity the venue of choice has available.

The only commentary received with respect to the trade show were the request for more cocktail (high) tables as these would allow delegates to set down their coffee mugs, etc., in order to shake hands, gather exhibitor materials, or other interactions.

Overall quality of the special events hosted in Halifax (guest speakers, harbour cruise, banquet, street hockey venue, and student mixer).

This is the area where Halifax2011 truly shined through with the majority (84.38%) voting in the 8-10 range, with the 10 score receiving an outstanding 42.19% vote. The harbour cruise and banquet were definitely unique to Halifax and each year's conference host uses the banquet to highlight their geographic flavour, and similar comment can be made regarding the selection of guest speakers. Typically speakers are chosen based on expertise that is related to transportation engineering. Halifax made an interesting departure here with speakers that were more geographically-related versus engineering specifically, although transportation was a theme.

Both the street hockey game and student mixer are popular events each year, and not much can be done wrong with these events. That said there was feedback regarding the student mixer. Most respondents liked the Brewery venue, however this choice had mixed results. The Brewery venue drew a higher than usual crowd (a good thing), but the room layout and acoustics did not lend itself to the two student presentations (not so good). A microphone and speaker system would have helped to a certain extent, but some feedback has included making this mixer more of a social networking opportunity for the students with industry professionals rather than trying to host presentations. There appears to be strong interest in seeing the student presentations incorporated into existing technical sessions instead.

Many of you will have used our new e-commerce registration site. Please rate the overall experience, ease of use, and how easy it was to understand.

As one of the major new initiatives incorporated for Halifax2011, it's not surprising that the overall score for the e-commerce system drops. That said, the majority (59.01%) still voted in the 8-10 range with the 10 score receiving the highest rating at 22.95%. This indicates that the move to online registration was supported by users. The lower scoring is explained by some of the technical issues surrounding a new system launch. Many suggestions were received from respondents regarding improvements, and combined with lessons learned these will be incorporated into the site prior to launching the registration for Winnipeg2012.

We introduced some new session formats (e.g. conversation circles, more technical workshops) and changes to the schedule (e.g. AGM on Tuesday) for this year's conference. Please rate your overall satisfaction with the new formats.

Again the majority (61.91%) voted in the 8-10 range, with the 8 score receiving the highest rating at 46.03%. The respondents liked some of the new formats such as the conversation circles and roundtables, but were not so fond of having the AGM occur on Tuesday as they would prefer that it remain on the Wednesday schedule. The Traffic Bowl was a very popular event and well attended, and as such can be used as a draw for the ongoing Wednesday afternoon challenge. One of the commentary questions requested suggestions for improving Wednesday afternoon attendance. The following are some of the more frequent suggestions:

- End conference at 2:00pm with the final event being the Awards Lunch and AGM. There was general support for combining these two events which has not always been done, especially not in the same room (Vancouver2010 saw delegates have to move to another room for the AGM).
- Have a high-profile prize draw on Wednesday afternoon that delegates have to be in attendance to win. If the AGM is the final event, having the prize draw (iPod) at the conclusion of the AGM may be a consideration.
- Arrange a late check-out or safe room for delegate luggage storage. Many delegates don't wish to worry about the safety of their luggage.
- Schedule technical tours for the Wednesday afternoon, or a high profile/interest guest speaker session.
- Integrate training opportunities such as Synchro, PTV, etc into the afternoon

Continuing from the last question, please rate your overall satisfaction with the new schedule.

Although repetitive this was basically a qualifying question to ensure that respondents weren't voting on a specific aspect of the schedule. The majority (61.38%) voted in the 8-10 range, with the 8 score receiving the highest rating at 41.94%. This reflects that the majority are satisfied with the scheduling implemented in Halifax2011, and understand the challenges that LACs face trying to maintain a dynamic schedule throughout the conference. That said, this is the only question that saw a 2 rating appear, with 1.61% contributing to this rating.

Future LACs need to carefully consider how technical and social events are scheduled throughout the entire conference to what degree venue availability, etc allow.

Please rate your overall conference experience.

This is where Halifax2011 received its highest score with the majority (87.7%) of respondents voted in the 8-10 range, with the 9 score receiving a vote of 40%. The only other question that saw similar positive responses was the special events. From the comments received there was frequent note of the very friendly and hospitable atmosphere surrounding this conference, and that is a direct reflection of the LACs high-level of organization, and the degree of attention paid to making this conference dynamic and interesting.

OPEN COMMENT QUESTIONS

As part of this survey the last two elements requested feedback regarding the Wednesday afternoon scheduling challenges, and where improvements could be made for Winnipeg2012. Not all respondents chose to participate in these questions as shown by a 72.31% and 67.69% participation rate.

One comment seemed to stand out...

“I like the fun amongst the organizers and the profiling of them as personalities rather than just background organizers. This makes it friendly. But as a newcomer, I didn’t find the networking came very easily - there was a lot of groups of people who knew each other that was quite hard to break into.”

Is there an opportunity here to establish a Host program whose purpose would be to introduce any first-timers to various delegates in attendance? These hosts would be regular conference attendees that are well-known within the organization who could spend a few minutes with newcomers getting to know them, then make sure that they are introduced to a few people in order to get them started with their networking.

Although the full comments are included at the end of this document, the following is a highlighted list of frequent suggestions:

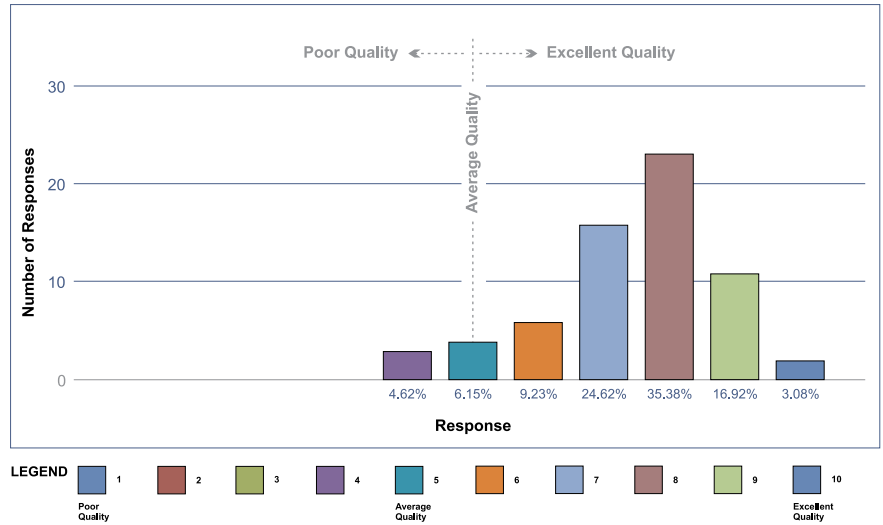
- Venue: arrange for in-room Wi-Fi to be included with the room rate
- Companion Program: have a more comprehensive companion program/concierge, and better promote its availability
- Lunch Fare: have lighter fare such as soups/salads and sandwiches rather than the full meals.

CONCLUSION

The high scores received throughout this survey indicate that the Halifax2011 LAC is to be applauded for their high degree of attention to making this conference a unique experience. The quality of suggestions received with the comment questions indicates that the CITE membership is engaged and interested in how their annual conference continues to grow and develop.

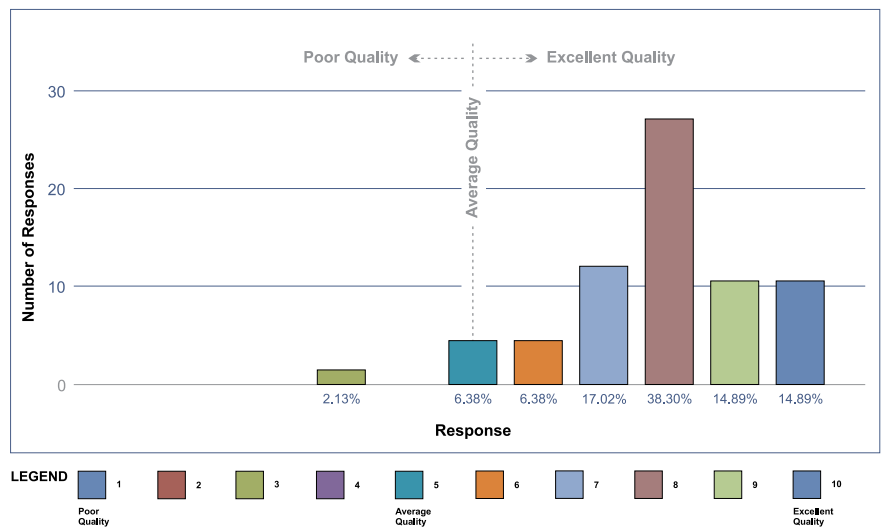
Overall quality of the technical sessions.

The sessions were great. Very informative and incredibly interesting. I think it was well-run. Similar scheduling for next year's conference would be appreciated.



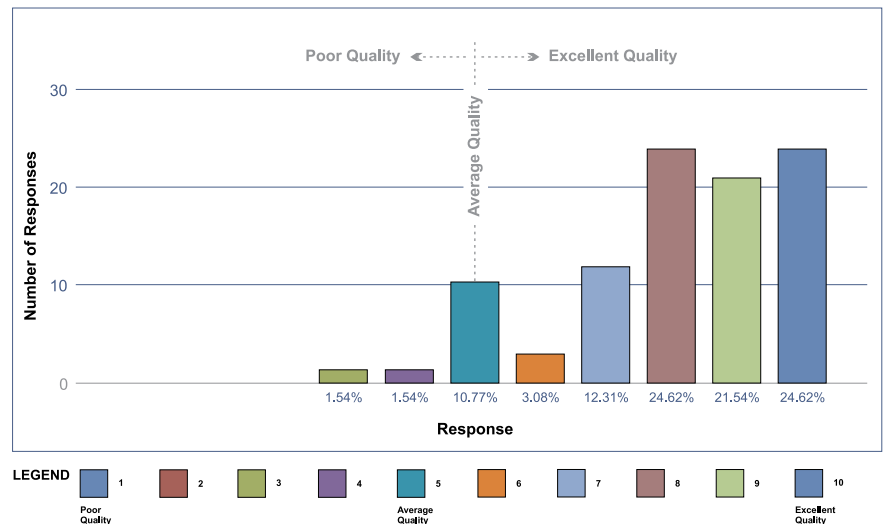
Overall quality of the technical tours provided.

This was my first ITE conference, and I really enjoyed it. I would have tried to put the technical tours more closely grouped together so they took place simultaneously. This happened at a different conference I went to. I didn't like missing presentations to go on technical tours.



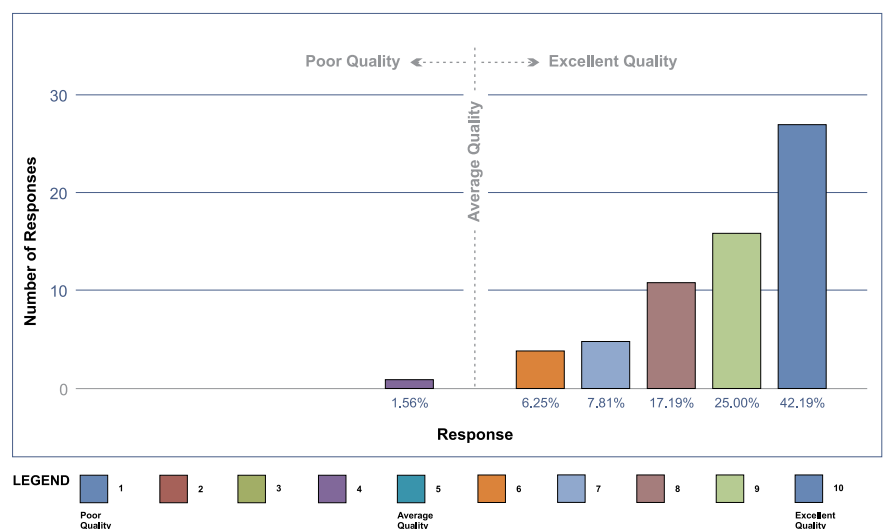
Overall quality and accessibility of the Exhibitor's Hall.

In my opinion this conference was one of the better organized in terms of the sessions, lunches, student mixer and placement of the exhibitors. Often exhibitors are off to the side or in another room (e.g. TRB Annual), which makes it difficult to visit in-between sessions. The improvement is to attract good quality papers from academics and practitioners, as well as exhibitors.



Overall quality of the special events hosted in Halifax (guest speakers, harbour cruise, banquet, street hockey venue, and student mixer).

Excellent conference overall. The student mixer was at a great location for a social setting but could be improved for presentation conduciveness. Is there any way to incorporate one of the presentations into one of the sessions? It seems long to have two presentations at the event as the attention from the audience doesn't seem to last that long. Perhaps one student presentation and then a short message from the President with more time to mingle would be better.

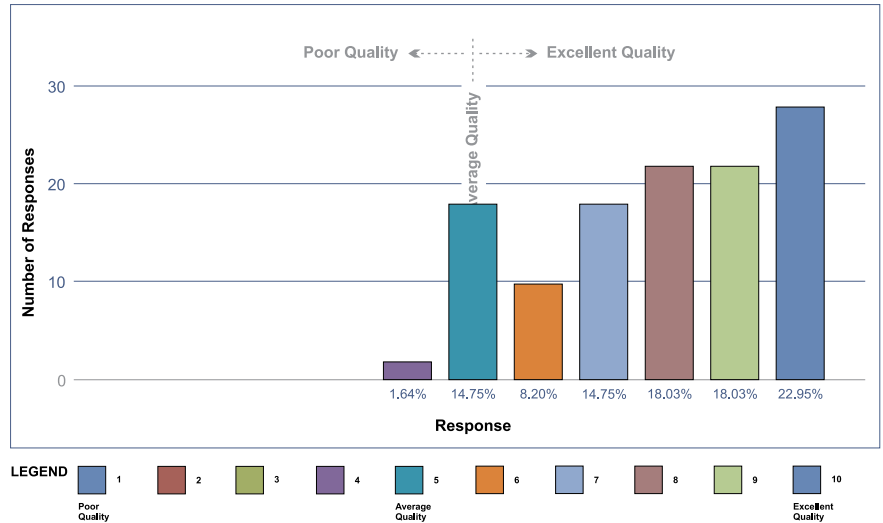


Many of you will have used our new e-commerce registration site. Please rate the overall experience, ease of use, and how easy it was to understand.

The online registration process was very good and should be maintained for future conferences.

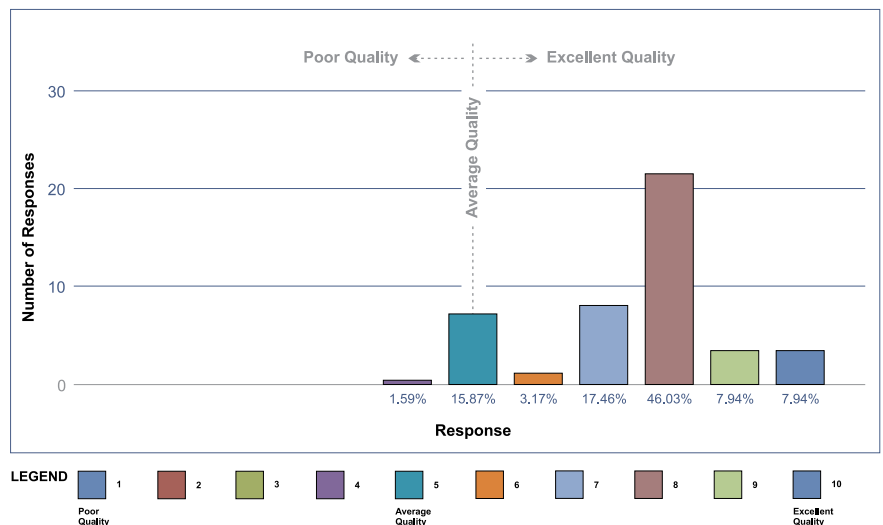
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This conference was excellent and I enjoyed it very much. My only issue was with the registration. The eRegistration page wasn't entirely clear for signing up for the technical tours or other special conference events (i.e. hockey game).



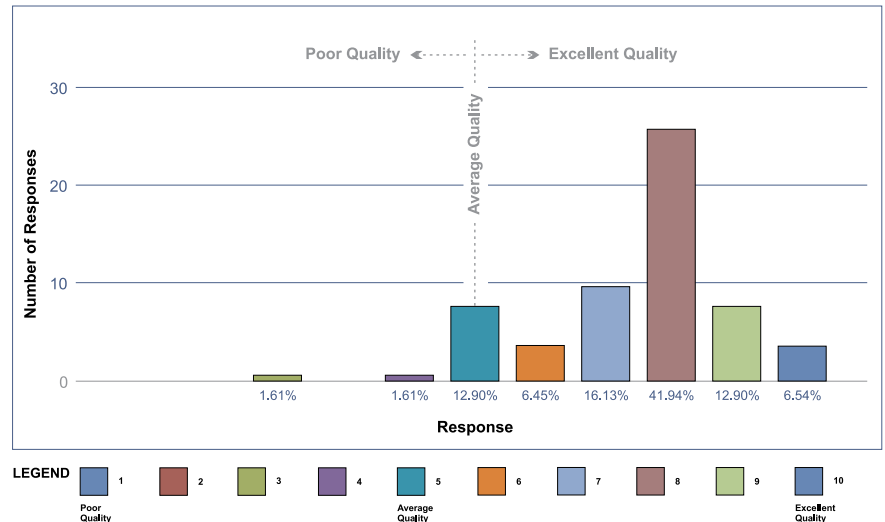
We introduced some new session formats (e.g. conversation circles, more technical workshops) and changes to the schedule (e.g. AGM on Tuesday) for this year's conference. Please rate your overall satisfaction with the new formats.

Social program is excellent. Need to continue to work at paper quality, but doing OK. I like the development of panel sessions. This is a good direction.



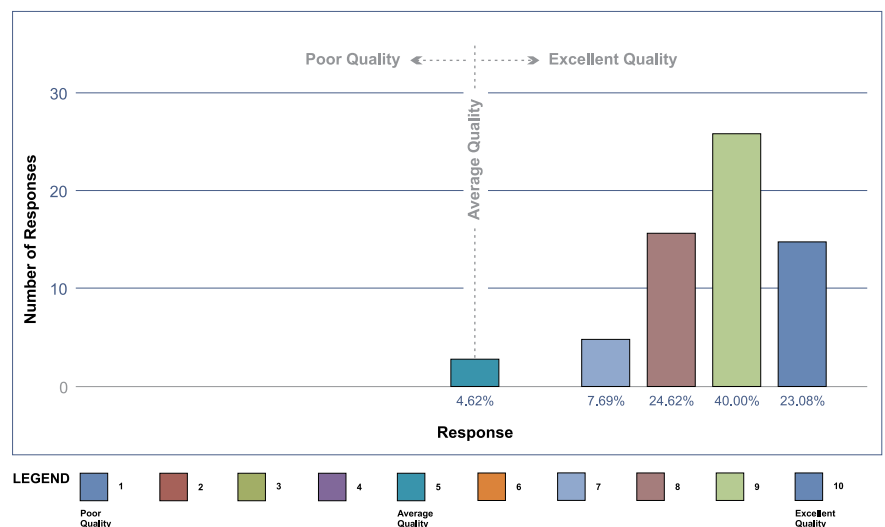
Continuing from the last question, please rate your overall satisfaction with the new schedule.

Conference organisation was very good with seamless flow from one activity to the next over the three days, a good spread of presenters and topics (and commercial vendors), and a welcoming and informal feel running throughout the event. It was clear that a lot of effort had been made to achieve such a well run event and those responsible deserve applause.



Please rate your overall conference experience.

There were several things that showed that the organizing committee put a lot of thought into giving attendees a taste of the local Maritime flavour: 1) the conference package with the lobster memory stick, spice and local soda, 2) the student mixer at the Alexander Keith's Brewery was well attended (the P.A. could have been better, but the venue was good, 3) the harbour cruise with the band and 4) the unpretentious lobster dinner with Jimmy Flynn - who made me feel like I was at someone's kitchen party. Also the location of the conference hotel in Downtown and on the waterfront path showed how beautiful Halifax is, and the lunchtime speakers did an excellent job.



Programming for Wednesday afternoon is often a challenge, with many attendees leaving before the end of day due to travel arrangements or other priorities. What could CITE do to encourage attendees to remain for the entire day?

Not sure

End the day at noon on Wednesday. Awards luncheon on Wednesday.

Don't try, have everything end at 2:00pm on that day. It was really sad to see so few people in attendance. Those Wednesday afternoon speakers worked just as hard on their presentation as others, they deserve a better audience.

Leave the more interesting sessions for Wednesday afternoon or leave the Street Hockey for this day. Start the conference on Sunday afternoon

Door Prizes. Some kind of closing event that brings everyone together. An interesting final plenary session. Have lunch and a closing plenary session immediately afterward. End before the end of the day.

I remained the entire day. Airplane schedules do have an impact also.

Not sure. I think that moving the Harbour cruise to Tuesday was a good move so that more conference delegates could enjoy it.

It is a challenge. I was one who left early due to travel requirements. Maybe end the sessions at noon on Wednesday.

Don't schedule events for Wednesday after 2:00pm as it is difficult to get flight arrangements to work out late at night. It is a difficult decision to stay Wednesday night just so one can attend one more session on Wednesday afternoon.

Perhaps have a draw for something during the last session. It's their own money they are wasting, so if that doesn't entice them to stay...nothing else will.

I noted the number of people was down as were the displays. It seems the only way to draw people to stay might be for a prize?? or schedule the most attractive presentations for the end with a prize.

A door prize at the end? Having the evening event (like the harbour cruise) on Wednesday evening? Arrange for late checkout at the conference hotel so that delegates don't have to lug around or store their luggage for the afternoon.

I was a speaker at the Wednesday afternoon sessions and was disappointed to only present to approximately 12 people. I don't think there is a good solution other than having a solid calendar of events through to the end of the conference, rather than having it sputter out in the afternoon with sessions with only 2 speakers. Consider wrapping up the last day at mid-day. Or have all the technical tours in the afternoon of the last day. (I know that would be difficult.) I would have had a solid wrap-up at noon with a conclusion to the conference presentation rather than have the conference feel like people could leave it anytime on the last day. I would have put the awards and the hand-off to Winnipeg's team on the last day rather than combined with the A&M midway through the conference.

Have a draw for a great prize that you must be present to win!

Very difficult to keep attendees there due to flight schedules in particular. Also, one must book out of hotel in morning and have to store bags somewhere. Perhaps a later checkout may assist. Otherwise, it may be wise to complete conference at noon.

Perhaps offer a technical tour or special event that attracts people to stay and enjoy the city and what it has to offer (feel like it's a little bit of vacation added onto the conference).

I suggest no sessions on Wednesday afternoon only Technical Tours.

Not sure, I've already seen a number of things done, but none have been that successful (ie. having a keynote speaker on the Wednesday, having more high profile technical seminars on that day, or having a high demand technical tour on that day)

Have conference in Vancouver every year so no opportunity to fly east until the next day :) (I'm am of course from Vancouver area)

Make the technical tours and special interest activities the focus of Wednesday to encourage stay. Work with conference hotel to provide a special discount for that night to help with conference attendee's budget.

This is more likely to occur when the District meeting is held in a more remote location with limited number of airline flights in and out. You may wish to consider moving any technical training to the end of the conference. Another option is just recognizing folks are going to leave and end the conference after Wednesday's lunch.

Place some of the more interesting and/or controversial sessions Wednesday afternoon.

Good question and concern. There isn't much CITE or any organization committee can do about this other than changing it to a half-day (morning) program. Then again, there's always people want to leave early before anybody else.

Sometimes the flights out are not convenient like in this case. Perhaps move the AQM towards the end of last day.

As you stated, it is a very difficult challenge because people schedule flights for the last day of the conference and may have to leave because it is more economical or due to time constraints to book flights earlier in the last day. An incentive would be to have prizes or draws. In my opinion, the last day should be just a half day with technical sessions in the morning, traffic bowl and then lunch/closing speaker.

Nothing.

I'm not entirely sure that this is totally possible for CITE to do. Perhaps recognizing that people may have to be home and perhaps limiting the amount of activities being planned in the afternoon would do. Or coordinating with other training, such as synchro training, PTV vision training to follow after the conference would work as well - as some of those delegates staying would work.

Not much. End the conference at noon.

No need to push it. Suggest ending the conference after lunch on Wednesday; similar to other annual conference events.

Tough one. I am guilty. I don't think there is a solution, but probably don't plan on more than one concurrent session and make it a good one.

I think one session in the afternoon finishing at 3:00pm would be the best way to go.

Awards ceremonies and competitions like winning the iPad may attract more people to stay to the end.

Strong afternoon sessions or good technical tours.

End a noon :) Seriously, the overlap of technical tours and conference sessions was tough on attendance at sessions. Running all day Wednesday was also too long and I think that the content could be fit into 2 1/2 days. I also note that this might be a conference-specific issue where travel times are more constrained in some places than others.

Have technical tours on Wednesday afternoon and end the sessions on Wednesday at lunch

Traffic Bowl was a great idea! May be also make one of the activities (the cruise or the hockey game) just after the last day's session.

I think there is little that can be done. Timing is in part a reflection of host city location and travel times/schedule to fly home. A location such as Halifax can be a long trip and based on airline schedules, one must leave in the afternoon to be able to get home the same day. This is not unique to CITE. Attending afternoon tours does just as much to compete with session attendance.

Don't sweat it - sometimes it is difficult for people to make available that much time. I specifically heard someone say there is a session on Wed aft that they are very interested in. Maybe recognize that this is the case and therefore target topics with a less broad appeal for the last day...

I suggest moving to a 2.5 day conference, ending on Wednesday for lunch.

We should make delegates aware at the registration time that Wednesday is a full day and encourage them to stay for the Wednesday night. Perhaps, a conference end dinner with a draw prize for those who stay till the last activity would help.

Draw for a prize for people who registered for conference...gotta be there to win it.

Perhaps have an end of day session for everyone in which prizes are handed out, and you can only win if you're in attendance (hand out a major prize or two, i.e . iPad)

Agreed - I stayed to the end and was glad I did as the last couple of presentations I saw were well worth listening to - but the numbers of attendees at the last session in particular was very low and there was (as always at conferences like this) a slight sense of anti-climax as people gradually dissipated on the final day. Running the main conference from a Wednesday to a Friday may give many attendees an incentive to extend their visit to the host city into the weekend. They at least would not have to rush to make flights to reach where they need to get to for the following business day. A Friday close, combined with some sort of closing ceremony (with free bar for a short period?) could further help.

Having technical tours on Wednesday afternoon is a good way to encourage attendees to stay all afternoon. Also advertising sessions and technical tours in advance of the conference could help.

Could Wednesday take on a totally different format? Get people to register in a workshop or tour? Would making transportation options available and advertised to the airport help? (I.e. Wednesday shuttles leave at 5:00pm)?

Prize draw

I would leave it as is

We now ask you to take a few more moments to tell us, in your own words, what you liked about the organization of this year's conference, and where you see improvements could be made for the 2012 conference in Winnipeg.

*Just a note that I did not take part in any of the technical tours (there is no "n/a" option in the survey).
Great conference - excellent venue, great presentations, and overall very well organized.*

In-room internet included in hotel rate or obtain a conference attendee wide access for the conference dates.

I loved the conference. It was well organized. I liked the variety of events and tours. I liked the speakers and the location was excellent. I would like to see a better event Sunday night when people arrive maybe. Also, a more clear map of the location of the conference, I ended up in a separate hotel because the CITE website sent me there when I clicked on conference hotel. I didn't realize I could have stayed at the Marriot, just not with the special rate. Also, the button to select the tours on the website was not obvious when I was registering and I couldn't edit my registration to add the tours myself. All in all, EXCELLENT WORK! The CITE team is to be commended on an amazing conference. Thank you.

I thought that the technical tours were very good. However, I felt that the organizers could have been more proactive to open more spots for the cycling tour.

Overlapping of technical tours and presentations meant that some presentations were missed. I liked the idea of having the tours on Wednesday afternoon so that all presentations can be attended.

The conference is the perfect ITE blend of learning, fellowship and fun. The pens with the schedule were a stroke of genius. Cruise and dinner were outstanding. Winnipeg should feature local culture as well. Consider adding poster sessions for the students. They want to interact with professionals in my experience. Keep up the good work.

This was my first CITE conference and I was quite impressed. I was more attracted to the sessions related to sustainable transportation and thought that you had attracted an impressive group of speakers and case studies.

I really enjoyed the conference because of the networking opportunities and the technical sessions and tours provided. I think the conference was well-marketed and well-organized. Improvements that could be made: online payment information using home addresses was confusing and also that nametags put credit card addresses on instead of workplace addresses was also confusing. I was very confused about where the street hockey was being played.

First, Halifax was a great location. I suggest getting the conference hotel to include in room wi-fi in the price of the room. Well done in 2011!

Excellent conference overall. The student mixer was at a great location for a social setting but could be improved for presentation conduciveness. Is there any way to incorporate one of the presentations into one of the sessions? It seems long to have two presentations at the event as the attention from the audience doesn't seem to last that long. Perhaps one student presentation and then a short message from the President with more time to mingle would be better.

The sessions were great. Very informative and incredibly interesting. I think it was well-run. Similar scheduling for next year's conference would be appreciated.

I felt the grouping of break sessions meant that i was not inclined to move between rooms during the same session. in general a good conference and well worth the time spent at the conference.

The event seemed to run very smoothly which means that a LOT of work must have gone in beforehand. I really enjoyed the Tuesday evening event as well as the guest speakers, hopefully Winnipeg can match that.

This was my first ITE conference, and I really enjoyed it. I would have tried to put the technical tours more closely grouped together so they took place simultaneously. This happened at a different conference I went to. I didn't like missing presentations to go on technical tours. Student mixer technical presentations should have been a regular conference session -- they were very high quality. I felt embarrassed for the students putting them on in that brewery room, as most people weren't interested in them, they just wanted to party. I am still annoyed that Murray was lost, especially after making it back to the conference intact. Some of the presentations were low quality from a technical standpoint such as the Lego model presentation. I would like to see a higher standard set on the papers. I would like to have seen more promotion of the trade show. Great hotel, food, events, and organization. It was a very enjoyable conference.

The evening events were very well done. The lunch at the hotel was a large dinner sized portion and poor quality. It would be great to have lighter foods, like soups, salads and sandwiches for lunch.

The banquet dinner was excellent along with the entertainment and boat cruise. I thought that the location of the suppliers was good as they were in a central location to where the breaks and session were held. The hotel was also centrally located with various activities/things to do within walking distance.

There were a few tours I would have liked to have gone on but they conflicted with sessions I wanted to attend. So Wednesday afternoon presents an opportunity to duplicate the Tours so delegates could take a tour on Wednesday afternoon if it conflicts with a session early in the week!

Very friendly and hospitable.

generally a very positive and friendly atmosphere and a good technical program

Interesting and appropriate speakers - enjoyed Jimmy Flynn and the lobster supper - a breakfast buffet would help

The technical tours are both interesting and valuable for professional exchange of experience. I suggest next year the LAC pay extra attention to the scheduling of technical tours so we can have the choices both for technical sessions and tours without missing one or the other.

Overall an excellent conference. One thing I always find frustrating is the lack of tall tables in the break areas. It is nice to be able to set your coffee down and eat your snack and be able to shake a hand or two without having to go through a juggling act.

I would suggest that some form of spouses program be introduced. It doesn't have to be organized to death, but a booth where spouses could go to find out what is available. There could be a number of lists of things to see and/or do that spouses could sign up for as they wished. It could require a couple of tour guides to operate at different times and days. In Halifax, an informal tour of the waterfront by someone who knew a little about the area would have interested my wife. An informal tour of the downtown shopping is another idea. One of the items available would be a map showing activities, monuments, shopping, etc that could be walked to in a short period of time. In Winnipeg, an informal tour of the parliament buildings could be an activity. How about an informal tour of The Forks National Historic Site. The idea is to identify an activity and then get a small group together to do it, while they make new friends and don't feel alone.

Overall, the conference was well-organized. Not sure if there was any glitches (other than the lack of microphone during the student mixer's presentation) but they must have been solved seamlessly. Great work!!

Overall quality of presentations was quite average. It was very confusing to know where the various tours were to meet. Perhaps it should be announced in the main hall when it is time to go and also where to meet. Or put up signs to show where to meet.

The planning and schedule of the conference was quite good. I have attended previous conferences (TAC 2010, CSCE 2010, TRB Roundabout 2011, and CARSP/CMRSC 2010/2011). In my opinion this conference was one of the better organized in terms of the sessions, lunches, student mixer and placement of the exhibitors. Often exhibitors are off to the side or in another room (e.g. TRB Annual), which makes it difficult to visit in-between sessions. The improvement is to attract good quality papers from academics and practitioners, as well as exhibitors.

I thought the conference was an overwhelming success. Many kudos to all those involved. possible areas for improvement would include having wi-fi available for hotel guests (either included in rate, or at a reasonable rate - it was \$16 per day at the Marriott), and the size limitation for the papers struck me as a bit odd. I would have normally included more photos in the paper to illustrate it, but was unable to fit it in with the formatting regulations. The tech support for the presenters was excellent. I had a minor hiccup when pre-testing the computer before my presentation and it was resolved very quickly. If you're having any issues attracting people present, a reduced rate for presenters would be nice.

The gift pen with the conference schedule was a great idea. The bike tour was also very valuable. I have little to criticize, but I did have some trouble with the on-line registration.

The on line registration process was very good and should be maintained for future conferences

Prefer to have AGM on Wednesday versus Tuesday afternoon. No presentations at the student mixer.

Overall it was very well done. Great technical content and wonderful social opportunities. Venue size was also excellent, just right for the group size.

I think the keynote speaker is an important element of the conference. Winnipeg should strive to get someone who can be inspirational but also cover technical substance. On another note, while I think the venue for the student mixer was good, I don't think it really worked well, having large quantities of beer available to people while students were presenting. Many people were distracted and did not pay attention to the presentations. I think students deserve better during their presentations. Otherwise, the conference was great.

It was really nice experience and I guess the only thing that could add more to the attendees is to have online access to all the presentations or any technical materials (PDF format) presented during the conference. Thanks a lot!

Everything appeared to be very smooth without glitches.

Location was great - compact location, easy to get around the dtn on foot - distinctive character of maritime etc. I worry for Murray!

Social program is excellent. Need to continue to work at paper quality, but doing OK. I like the development of panel sessions. This is a good direction.

Having a GM on Tuesday is a great idea; however, there should not be any activities such as technical tours, workshops or session at the same time.

I think the social event including the boat cruise, lobster supper and comedian was GREAT!

This conference was excellent and I enjoyed it very much. My only issue was with the registration. The eRegistration page wasn't entirely clear for signing up for the technical tours or other special conference events (i.e. hockey game). I sent an email request to be added to two technical tours, and although I got an email back confirming my entry into those tours, when I went to register there was no record of my signup and thus I missed out on one.

Conference organisation was very good with seamless flow from one activity to the next over the three days, a good spread of presenters and topics (and commercial vendors) and a welcoming and informal feel running throughout the event. It was clear that a lot of efforts had been made to achieve such a well run event and those responsible deserve applause.

There were several things that showed that the organizing committee put a lot of thought into giving attendees a taste of the local Maritime flavour: 1) the conference package with the lobster memory stick, spice and local soda, 2) the student mixer at the Alexander Keith's Brewery was well attended (the P.A. could have been better, but the venue was good) 3) the harbour cruise with the band and 4)

the unpretentious lobster dinner with Jimmy Flynn - who made me feel like I was at someone's kitchen party. Also the location of the conference hotel in downtown and on the waterfront path showed how beautiful Halifax is. Also the lunchtime speakers did an excellent job. In Winnipeg it would be good to do something at the Forks or the Old Market Square area and have people talk about Winnipeg history; I'm sure the local organizing committee has ideas of how to make the conference fun and show local flavour.

Halifax was truly a great conference. Hockey rink needed to be bigger. Could there be more opportunity to really debate tough questions around congestion vs. mobility? I like that there was discussion around some of the softer sides of the profession - is there a way to work that into a workshop?

I like the fun amongst the organizers and the profiling of them as personalities rather than just background organizers. This makes it friendly. But as a newcomer, I didn't find the networking came very easily - there was a lot of groups of people who knew each other that was quite hard to break into.

Great venue. More spaces for the bicycle tour.