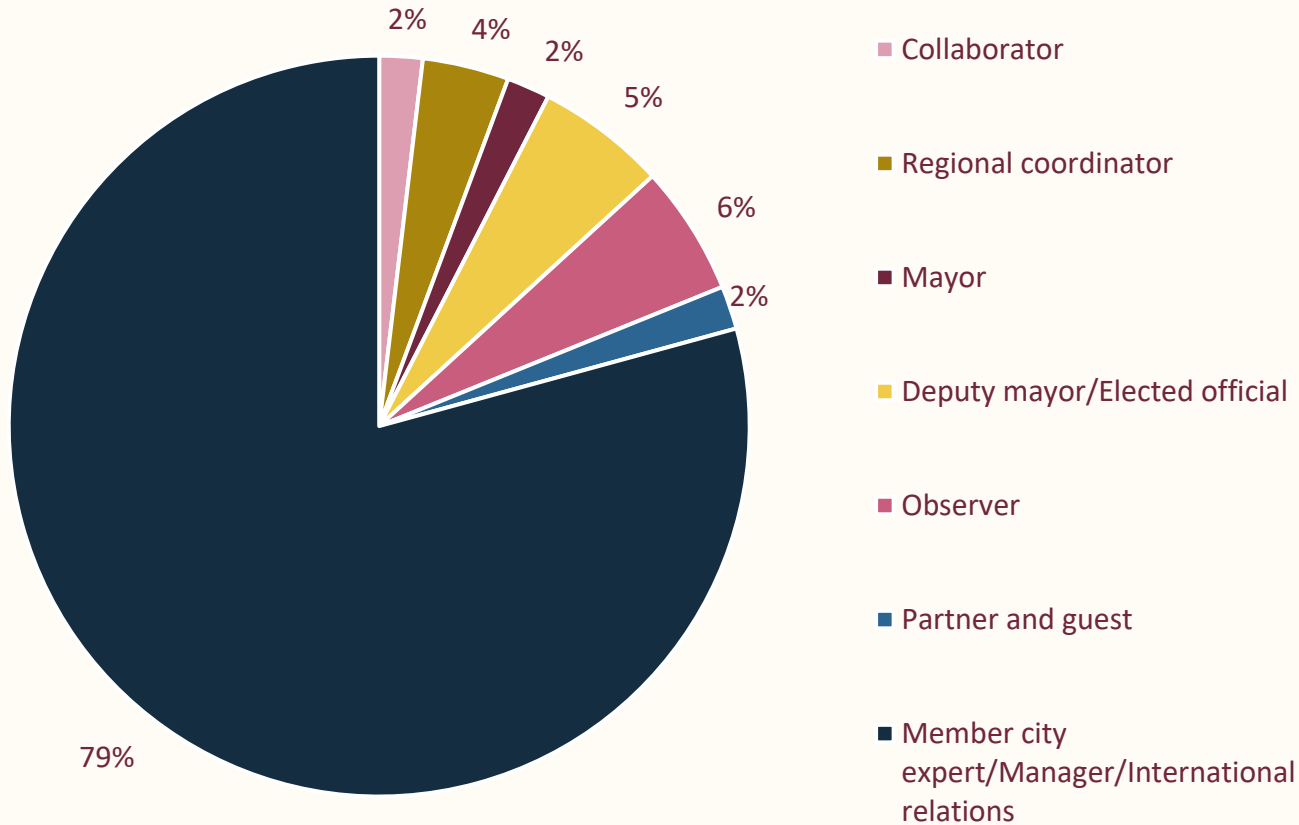


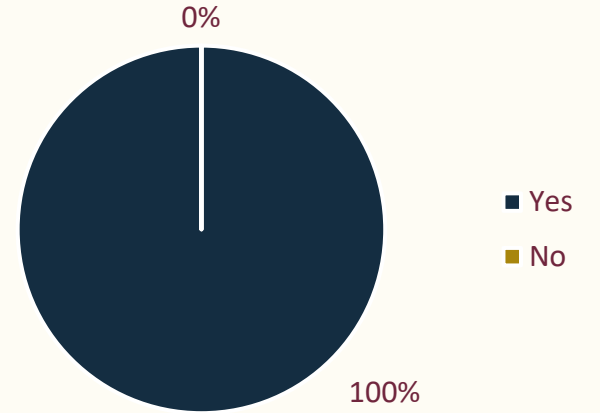
RESULTS OF THE SATISFACTION SURVEY

53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

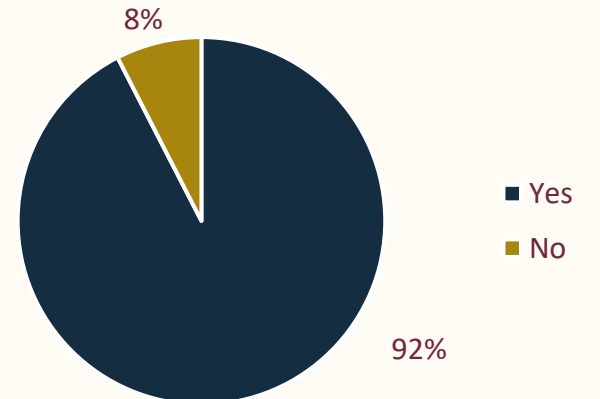
TYPES OF PARTICIPANT



OVERALL SATISFACTION WITH THE REGISTRATION PROCESS



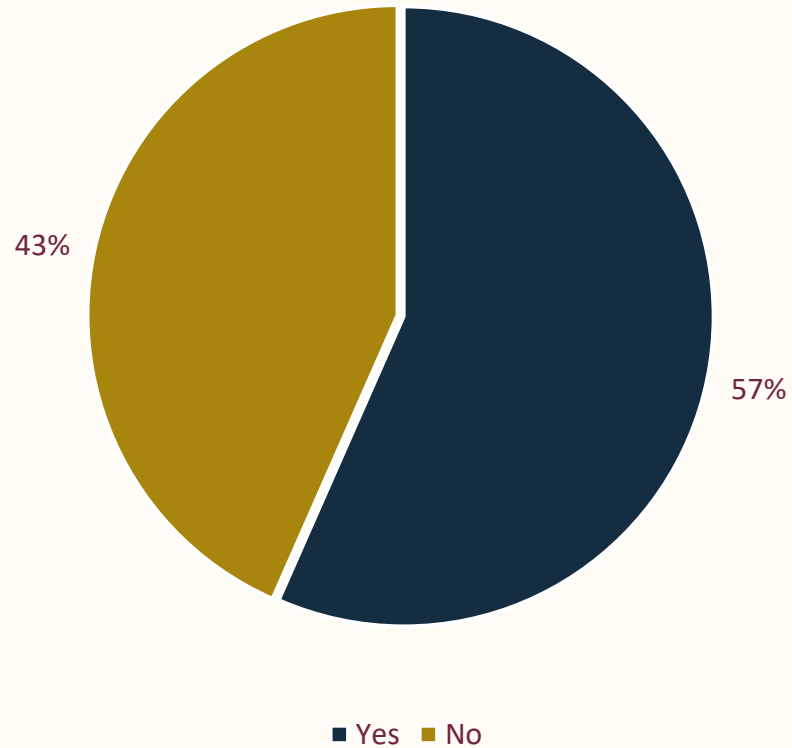
OVERALL SATISFACTION WITH THE QUALITY OF THE INTERPRETATION



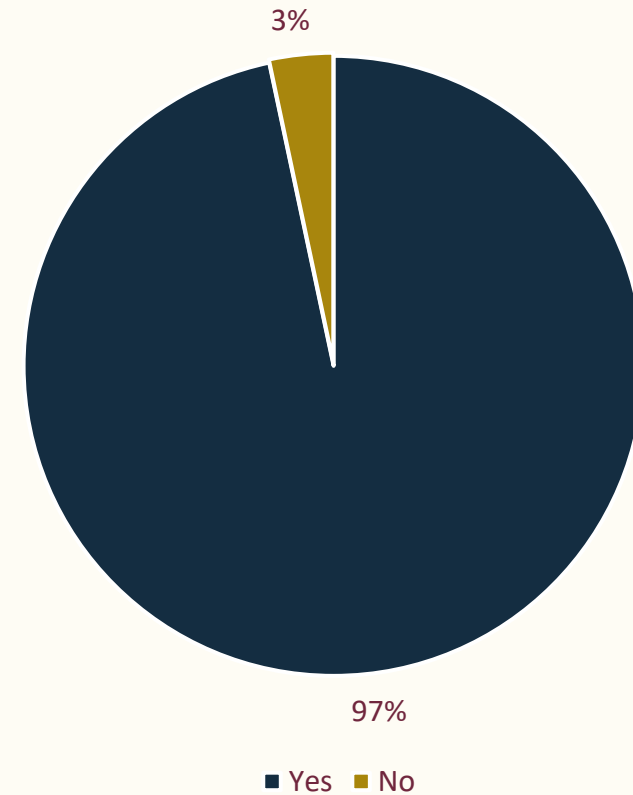
RESULTS OF THE SATISFACTION SURVEY

53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

BENEFICIARIES



OVERALL SATISFACTION WITH
THE APPLICATION PROCESS



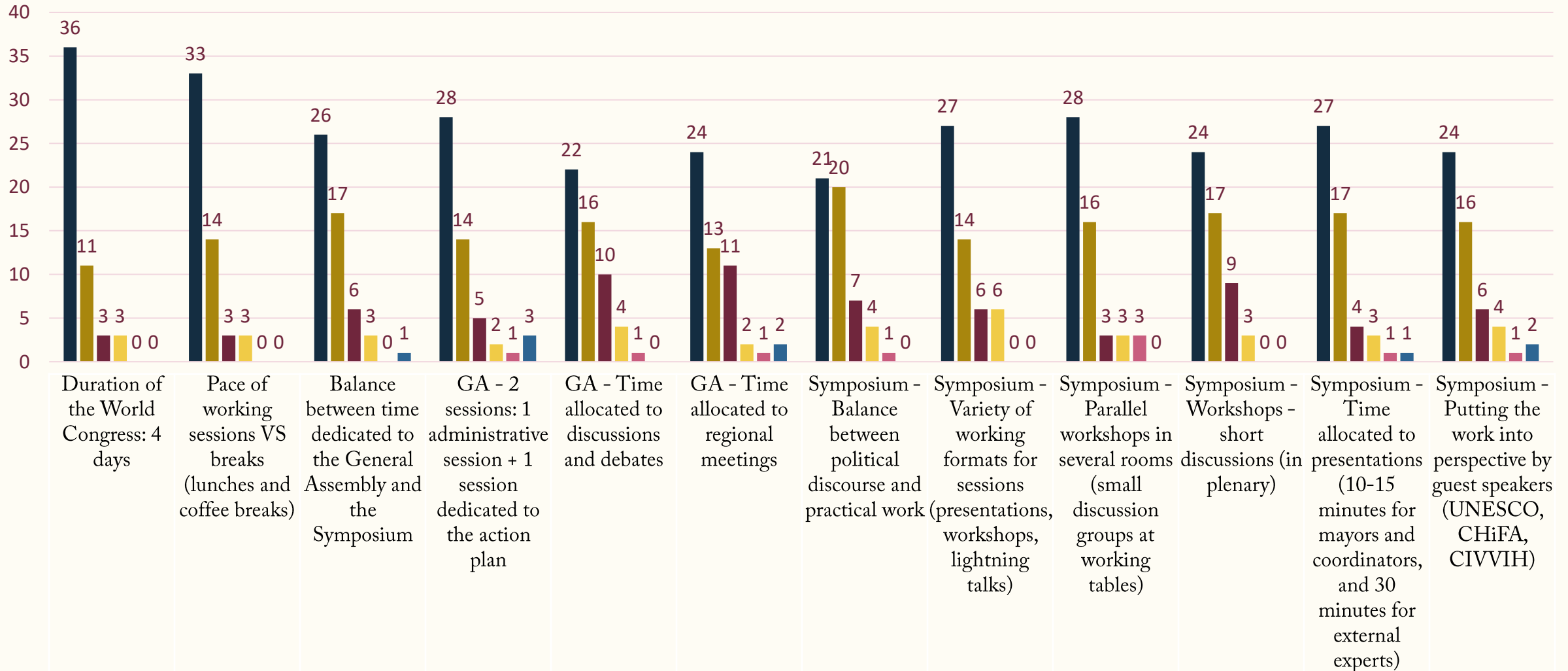
PARTICIPATION IN LOYALTY REWARD PROGRAM

RESULTS OF THE SATISFACTION SURVEY

OVERALL SATISFACTION WITH THE CONGRESS FORMAT

53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

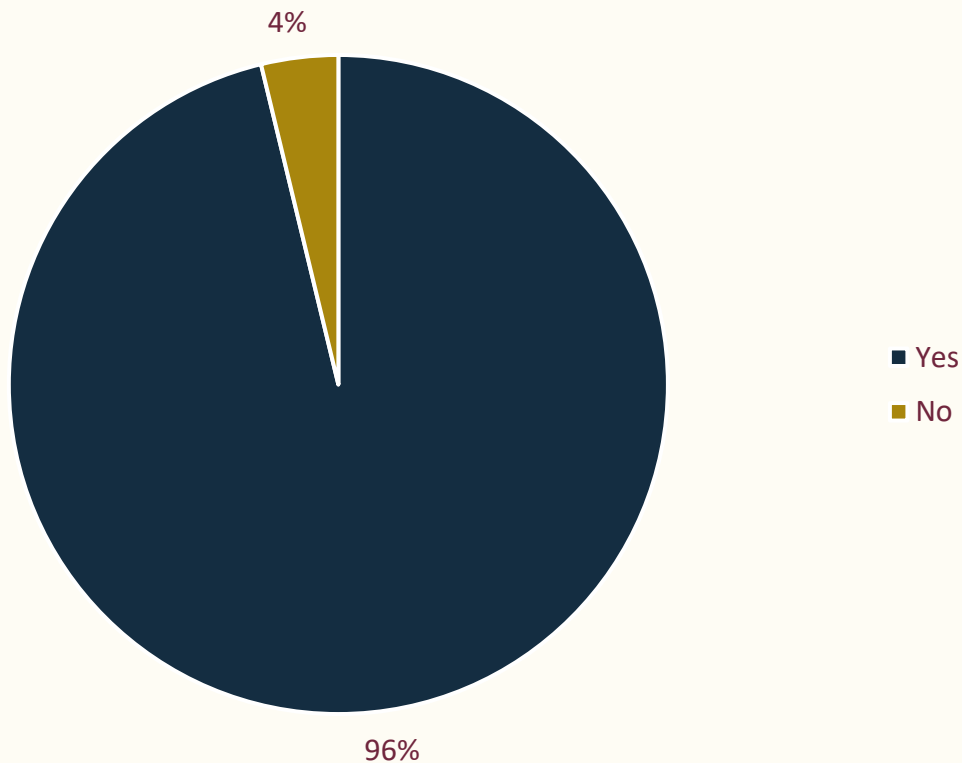
■ 5 - very satisfied ■ 4 ■ 3 ■ 2 ■ 1- not satisfied ■ NA



RESULTS OF THE SATISFACTION SURVEY

53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

OVERALL SATISFACTION WITH THE PROGRAM OF THE CONGRESS



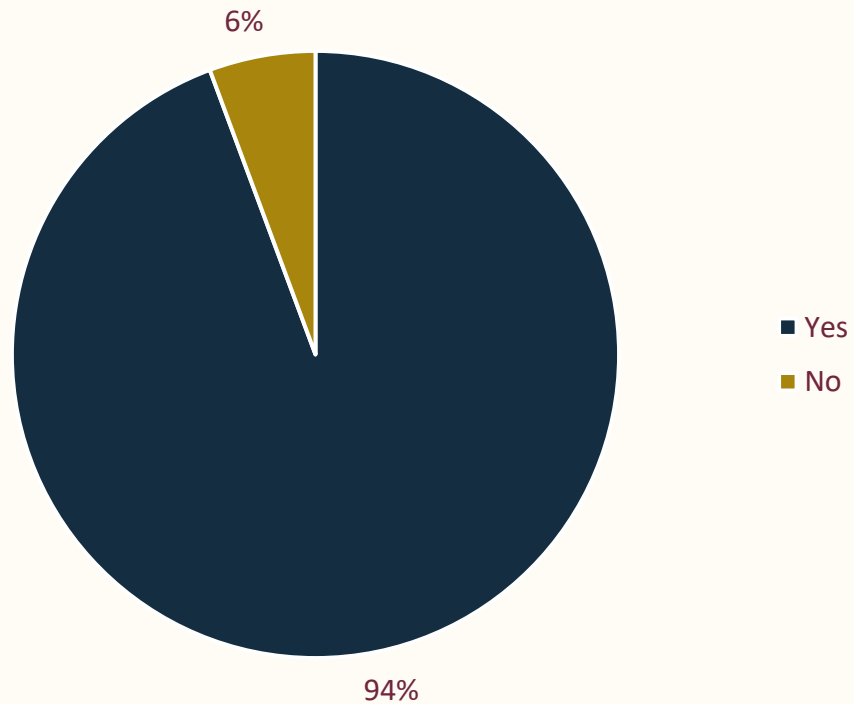
Comments

- *“It was well designed and it provided a great platform for exchange”*
- *“The program achieved the necessary relevance for both the political and technical representatives of the member cities. One always hopes for more time for discussion.”*
- *“Just the right mix of input and discussion and working formats and necessary administrative/formal requirements”*
- *“Ideas muy sintéticas y muy universales con propuestas de actuación muy útiles para los diversos marcos urbanos”*
- *“Well prepared questions and areas of priority for Action plan, very good discussions with other cities. Would like more of those.”*
- *“Discutimos y llegamos a conclusiones y resultados sobre temas que son torales para el desarrollo de políticas públicas en las que las personas sean el eje central en los sitios inscritos en la lista del patrimonio mundial.”*

RESULTS OF THE SATISFACTION SURVEY

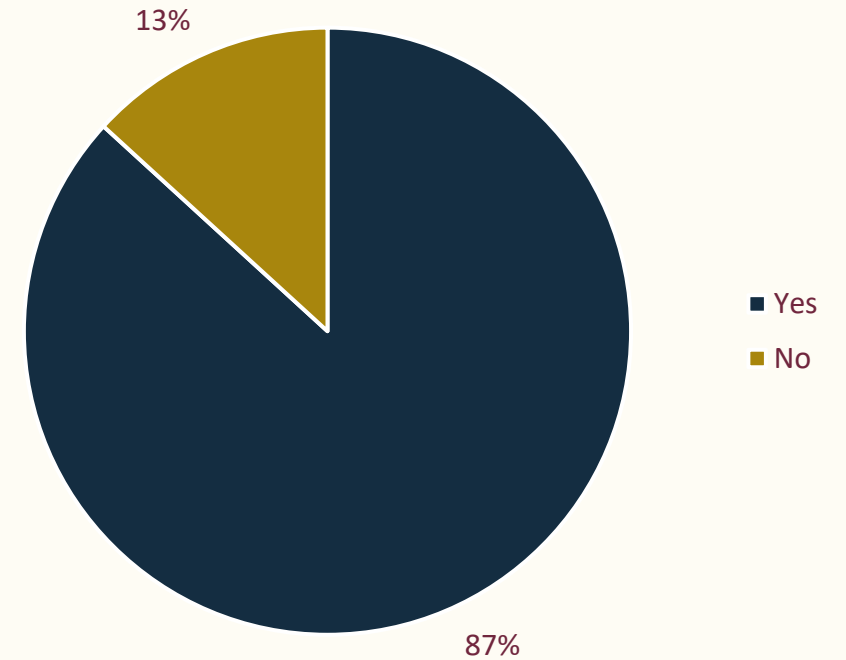
53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

ADEQUACY OF THE STATUTORY PROCEDURE TO SEND THE
PREPARATORY DOCUMENTS 1 MONTH IN ADVANCE



GENERAL ASSEMBLY

ADEQUACY OF THE GENERAL ASSEMBLY ROOM



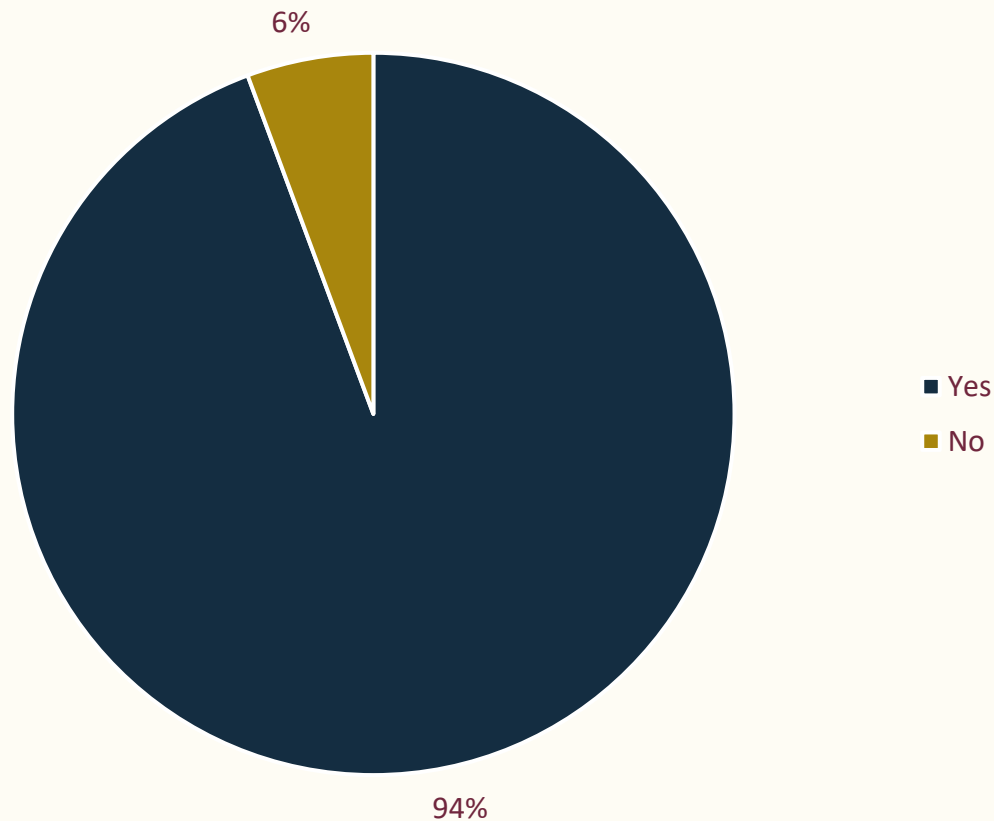
Comments if the answer is « no »

- “Creo que debería haber estado dispuesta en U”

RESULTS OF THE SATISFACTION SURVEY

53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

CONTRIBUTION TO A BETTER UNDERSTANDING OF THE QUEBEC ROADMAP



Comments

- *“Foi, deveras, esclarecedor”*
- *“Inspiration for new actions and possible changes in the management of the site.”*
- *“Even though I was already familiar with many networks of the Quebec Roadmap, it was still interesting to hear and learn about the diverse content of all collaborations and open up discussions for all cities that were not yet participating”*
- *“Surgió clara la idea de colaboración entre ciudades”*
- *“Está clara que tenemos muchos retos comunes pero con cierta diversidad, y las soluciones globales que se planteen van a enriquecer las propuestas concretas para cada ciudad”*

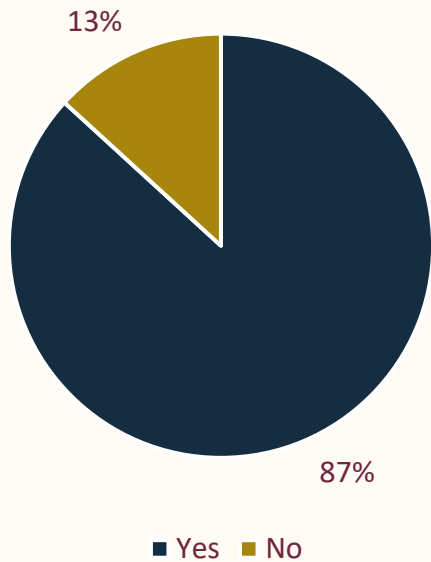
SYMPOSIUM

RESULTS OF THE SATISFACTION SURVEY

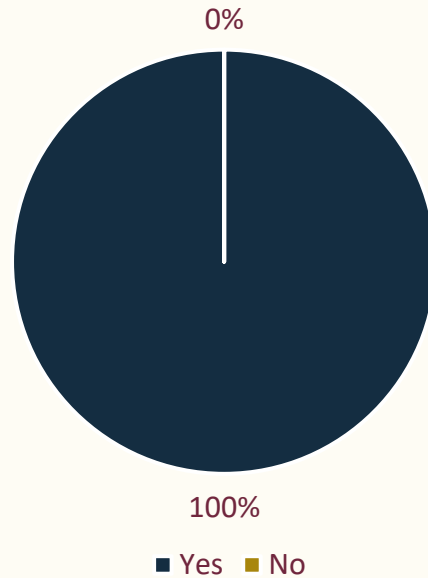
53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

SYMPOSIUM – OVERALL SATISFACTION

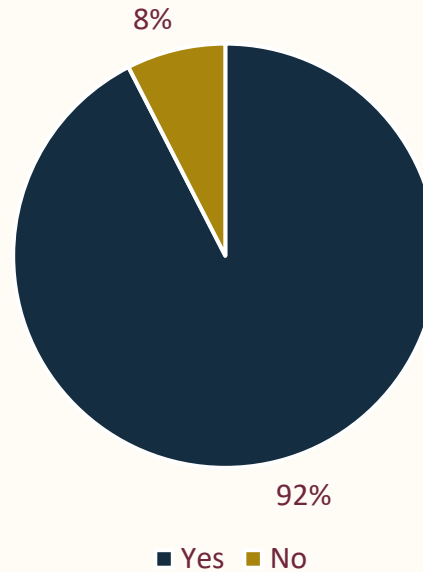
CLARITY OF THE 4
SESSIONS LOGIC
TOWARDS THE NEW
URBAN PROJECT



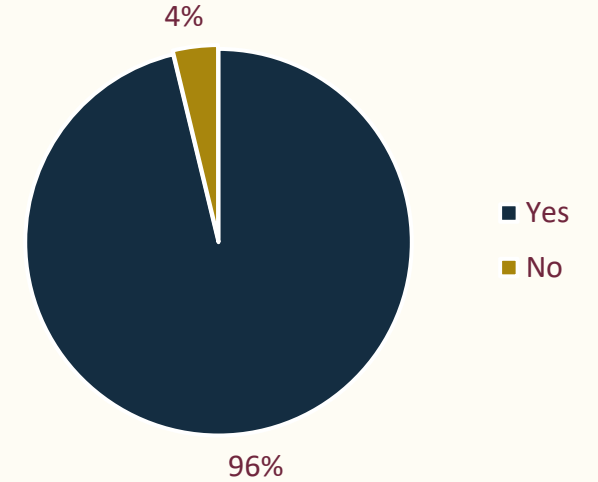
WORKSHOPS DIVIDED BY
STRATEGIC AXIS



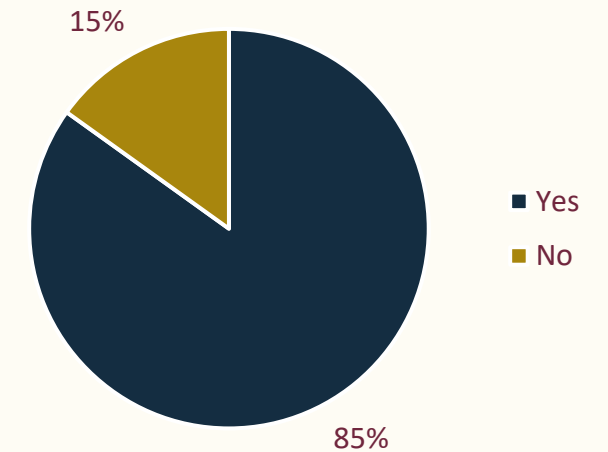
"FLASH DISCUSSIONS"
WORKSHOP



ADEQUACY OF SENDING THE PREPARATORY
DOCUMENTS 1 MONTH IN ADVANCE



ADEQUACY OF THE VIRTUAL APPLICATION USED



RESULTS OF THE SATISFACTION SURVEY

53 ANSWERS TO THE SURVEY (23% OF RESPONSE RATE – AVERAGE SUCCESSFUL RATE 20%-30%)

GENERAL COMMENTS

POSITIVE

- *“It was one of the best congresses I ever visited!”*
- *“J’ai apprécié d’avoir été encouragée à m’impliquer activement durant le congrès”*
- *“Very well organized and designed”*
- *“Although the program lasted all day, I never felt tired or overwhelmed”*

NEGATIVE

- *“C’était frustrant de devoir choisir une seule thématique”*
- *“Comer em pé penso que não foi uma boa opção depois de um dia intenso de trabalho.”*
- *“La asistencia de Alcaldes durante cuatro días seguidos es muy difícil”*

CULTURAL COMPONENTS

- *“We gained new perspectives, made new contacts that allow us to share knowledge and evolve in our cities.”*
- *“Très positif, inspirant, dégageant une excellente ambiance entre participants, bons souvenirs”*
- *“The mixture of tradition and modern (drone show) and also the setup of a program where also the people/tourist can enjoy and not only the OWHC members. In that way our organisation is more visible”*
- *“Es importante dar visibilidad de la cultura y el patrimonio de la ciudad sede hacia los asistentes al Congreso y Medios de Comunicación, así como hacer visible la OCPM a los residentes.”*
- *“It was amazing. The only comment would be that 'Andalusion hours' are not suitable for everyone”*