



FINAL REPORT
Union of International Associations

2015 Associations Survey
International meeting organization and issues



UNION OF INTERNATIONAL ASSOCIATIONS
UNION DES ASSOCIATIONS INTERNATIONALES



UIA
International Meeting Issues Survey – 2015

Published November 2015
<http://www.uia.org/publications/meetings-survey>

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Union of International Associations
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Associated and complementary information is available in the
Yearbook of International Organizations,
Volume 5: Statistics, Visualizations and Patterns

And

The UIA's annual ***International Meetings Statistics Report***

UIA Survey on international meeting organization and issues

During 2015 the Union of International Associations undertook its sixth large-scale survey on meetings held by international organizations and associations. The survey is designed to help all involved in the process of organizing international meetings to get a sense of changes over the years and the challenges of the current environment.

The questionnaire was in English and comprised of simple yes/no and multiple choice questions.

The 2015 survey follows surveys undertaken on behalf of UIA's Associate Members in 1985, 1993, 2002, 2009 and 2013. The questions have been adjusted over time and some new ones have been added for this edition. Comments and suggestions are always welcome.

With the aid of our sponsors we are able to invite a larger group of organizations to participate. We expect to repeat the survey on a more regular basis (approx. every 3 years).

We thank our sponsors for their support of this edition of the survey and the final report:

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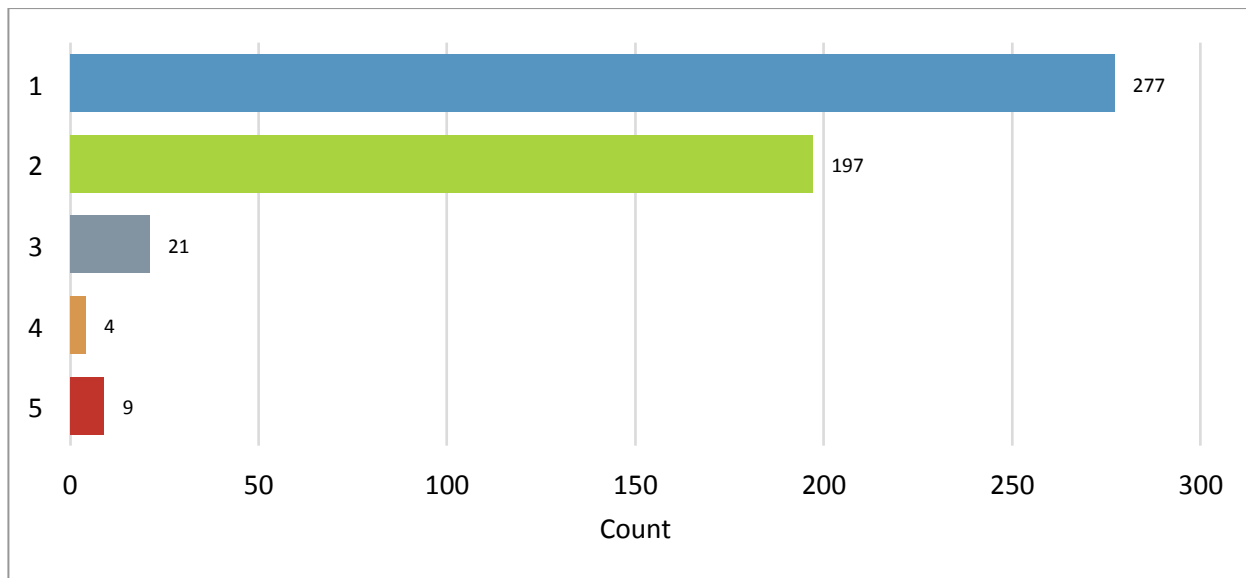
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1. How is your association / organization managed? select all that apply:



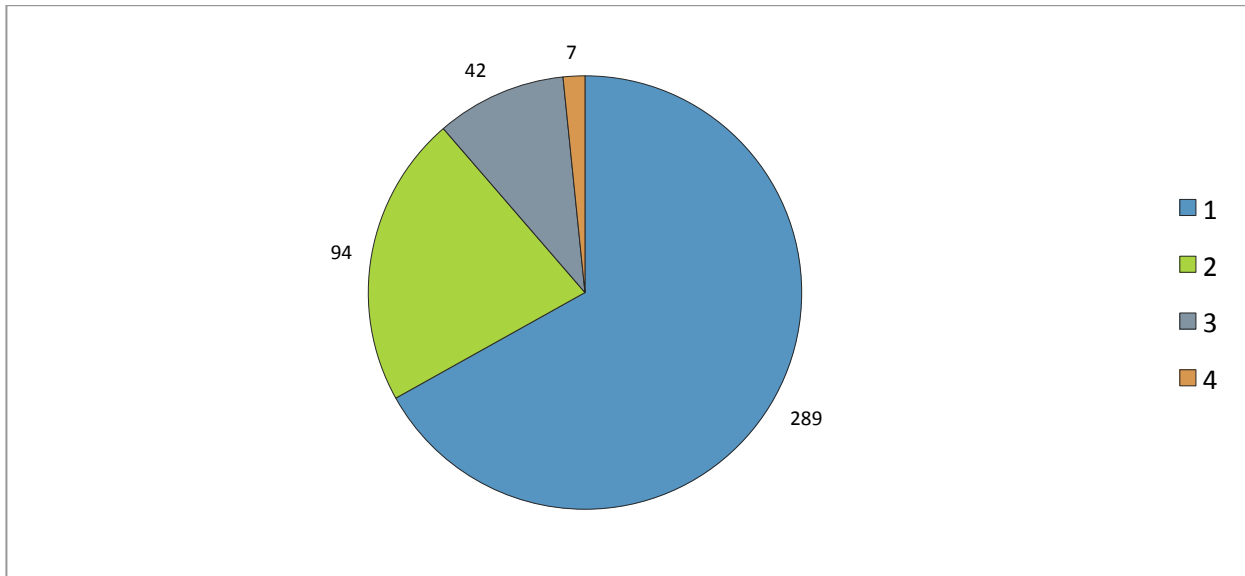
	Name
1	Volunteer leaders / officers
2	Paid staff (full time or part time)
3	Association Management Company (AMC)
4	An AMC in conjunction with paid staff
5	Other

Name	Count
Volunteer leaders / officers	277
Paid staff (full time or part time)	197
Association Management Company (AMC)	21
An AMC in conjunction with paid staff	4
Other	9
N	430

Comments:

Of the text answers to "other": one referred to another association hosting the secretariat and one identified itself as an "open platform"

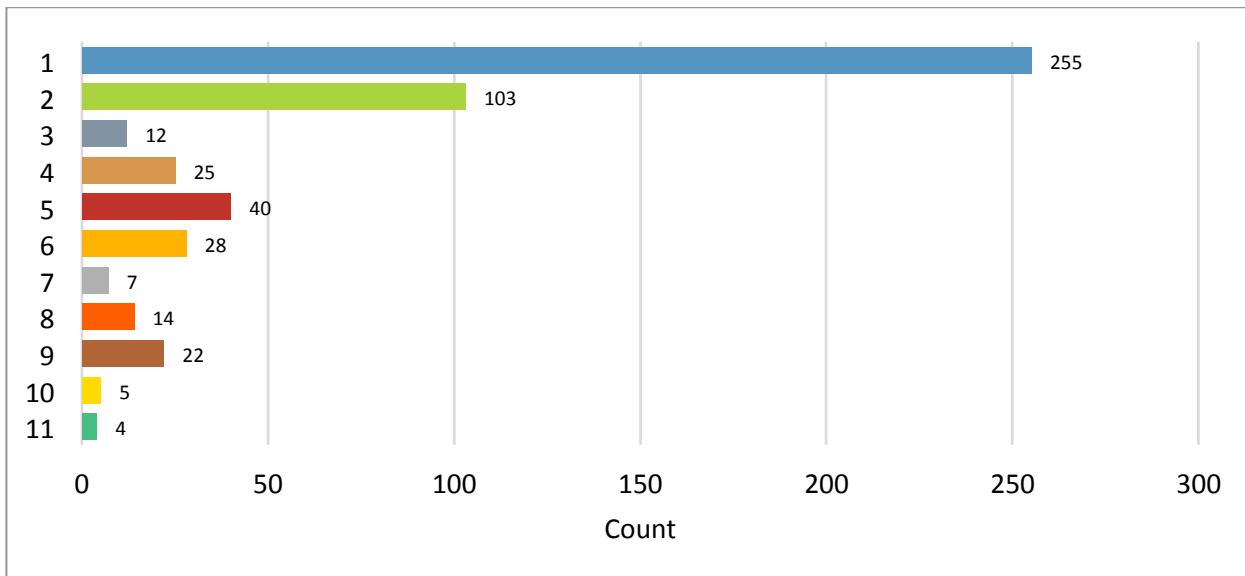
2. Does your association have an articulated vision or structured growth plan? E.g. expand membership in new countries / continents or open regional office(s)



	Name	
1	Yes	
2	No	
3	Not Applicable	
4	I don't know	

Name	Count
Yes	289
No	94
Not Applicable	42
I don't know	7
N	432

3. Is your association establishing new offices (such as a regional headquarters) or planning to do so? If yes, please indicate which regions:



	Name
1	We have no plans for new offices
2	Not applicable
3	North America
4	Latin America
5	Europe
6	Asia
7	Pacific
8	Middle East
9	Africa
10	I don't know
11	Other

Name	Count
We have no plans for new offices	255
Not applicable	103
North America	12
Latin America	25
Europe	40
Asia	28
Pacific	7
Middle East	14
Africa	22
I don't know	5
Other	4
N	427



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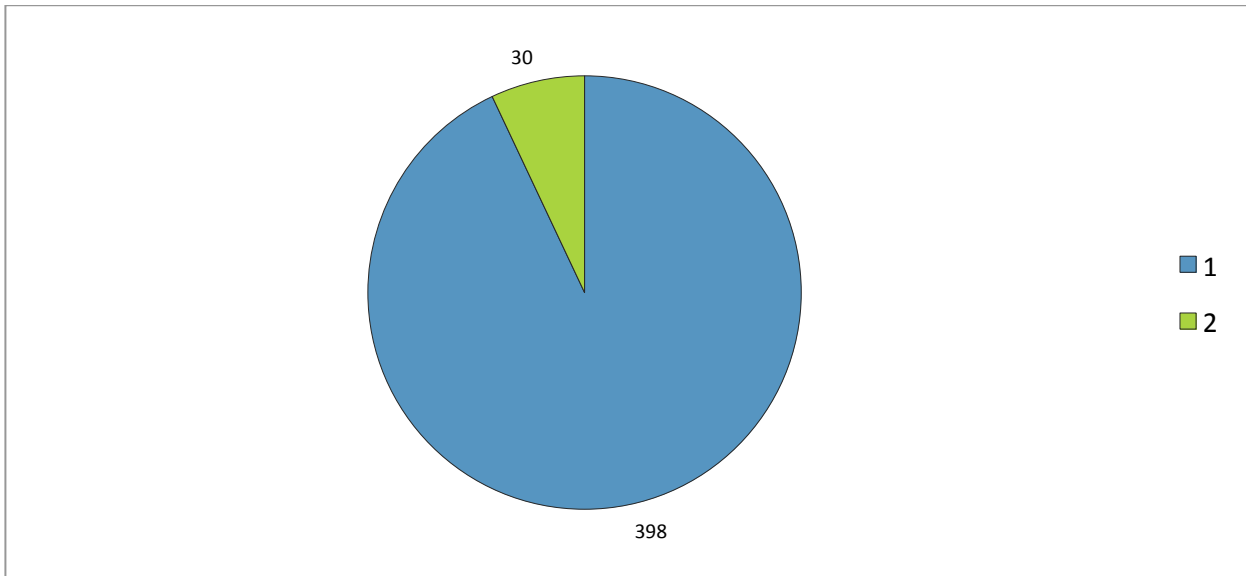
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TOP INTERNATIONAL MEETING CITY FOR THE 8TH CONSECUTIVE YEAR (UNION OF INTERNATIONAL ASSOCIATIONS GLOBAL RANKINGS 2014)



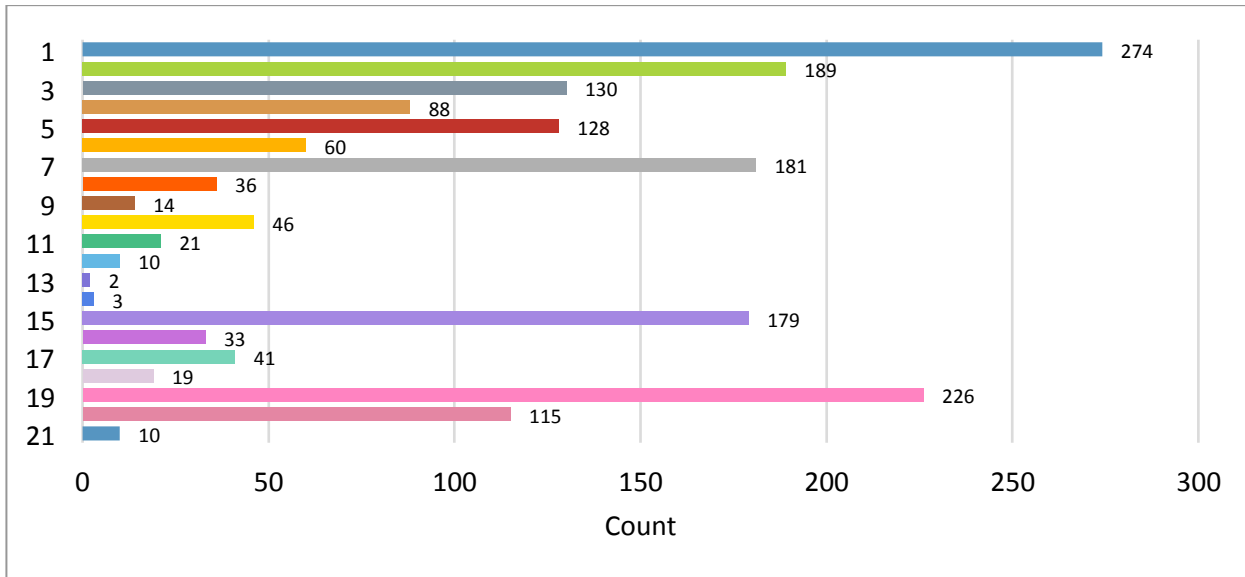
4. Does your organization regularly (e.g. annually, every 3 years) hold one or more major international meetings?



Name	
1	Yes
2	No

Name	Count
Yes	398
No	30
N	428

5. What types of meetings do you organize? select one or more

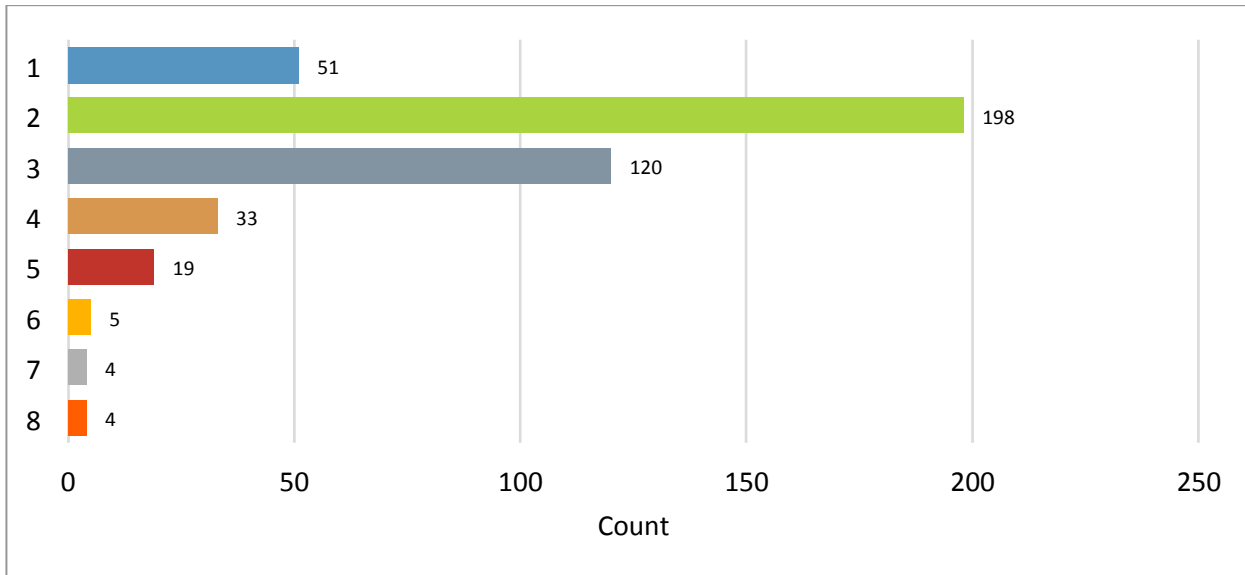


	Name
1	Conference
2	Meeting
3	Congress
4	Symposium
5	Seminar
6	Assembly
7	Workshop
8	Session
9	Convention
10	Forum
11	Colloquium
12	Games
13	Convocation
14	Conclave
15	General Assembly
16	Expo / Exhibition
17	Collegium, workshops, trainings
18	Festivals, championships, competitions
19	Board / Council / Executive meeting
20	Trainings / courses / academies / summer schools
21	Other, please specify

Name	Count
Conference	274
Meeting	189
Congress	130
Symposium	88
Seminar	128
Assembly	60
Workshop	181
Session	36
Convention	14
Forum	46
Colloquium	21
Games	10
Convocation	2
Conclave	3
General Assembly	179
Expo / Exhibition	33
Collegium, workshops, trainings	41
Festivals, championships, competitions	19
Board / Council / Executive meeting	226
Trainings / courses / academies / summer schools	115
Other, please specify	10
N	433

6. What is the frequency of your largest / highest attendance meeting? select one:

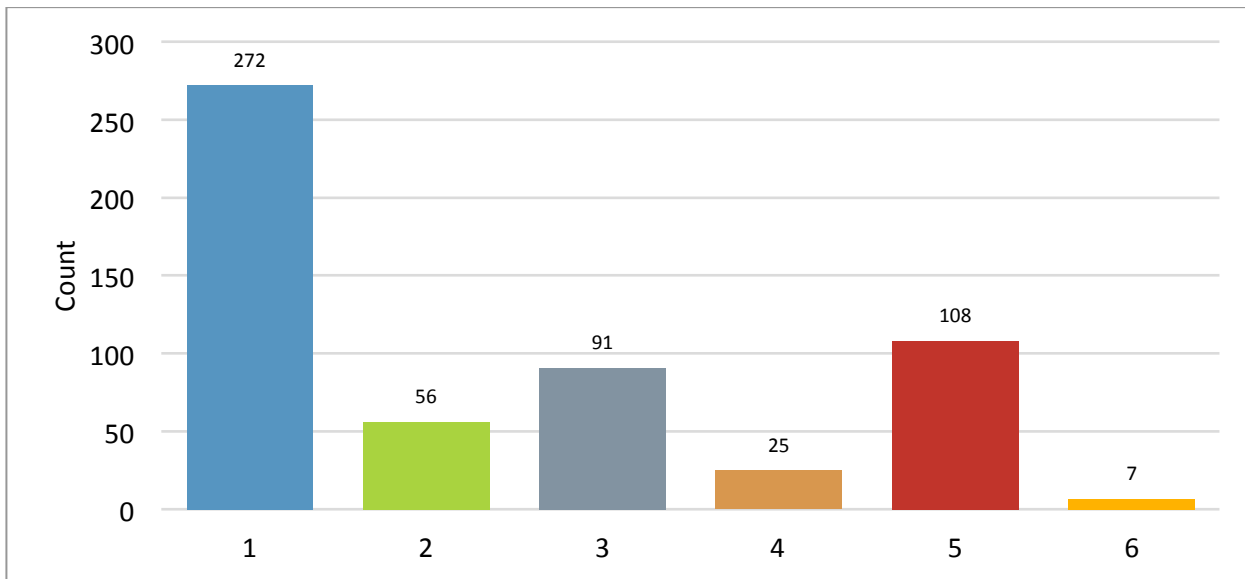
If your timing falls between 2 options below, choose the higher option, for example a meeting occurring every 18 months would choose "Every 2 years".



	Name	
1	2 or more times per year (e.g. biannual)	
2	Annually	
3	Every 2 years (biennial)	
4	Every 3 years (triennial)	
5	Every 4 years (quadrennial)	
6	Every 5 years (quinquennial)	
7	Every 6 years (sexennial)	
8	Other	

Name	Count
2 or more times per year (e.g. biannual)	51
Annually	198
Every 2 years (biennial)	120
Every 3 years (triennial)	33
Every 4 years (quadrennial)	19
Every 5 years (quinquennial)	5
Every 6 years (sexennial)	4
Other	4
N	431

7. Who organizes the meeting? select all that apply:



Name	
1	National member / local organization
2	Local Professional Congress Organiser (PCO)
3	International association w/ in-house Meeting Planning Dept.
4	International association having a core PCO
5	International association generally (no PCO)
6	Other, please specify

Name	Count
National member / local organization	272
Local Professional Congress Organiser (PCO)	56
International association w/ in-house Meeting Planning Dept.	91
International association having a core PCO	25
International association generally (no PCO)	108
Other, please specify	7
N	427

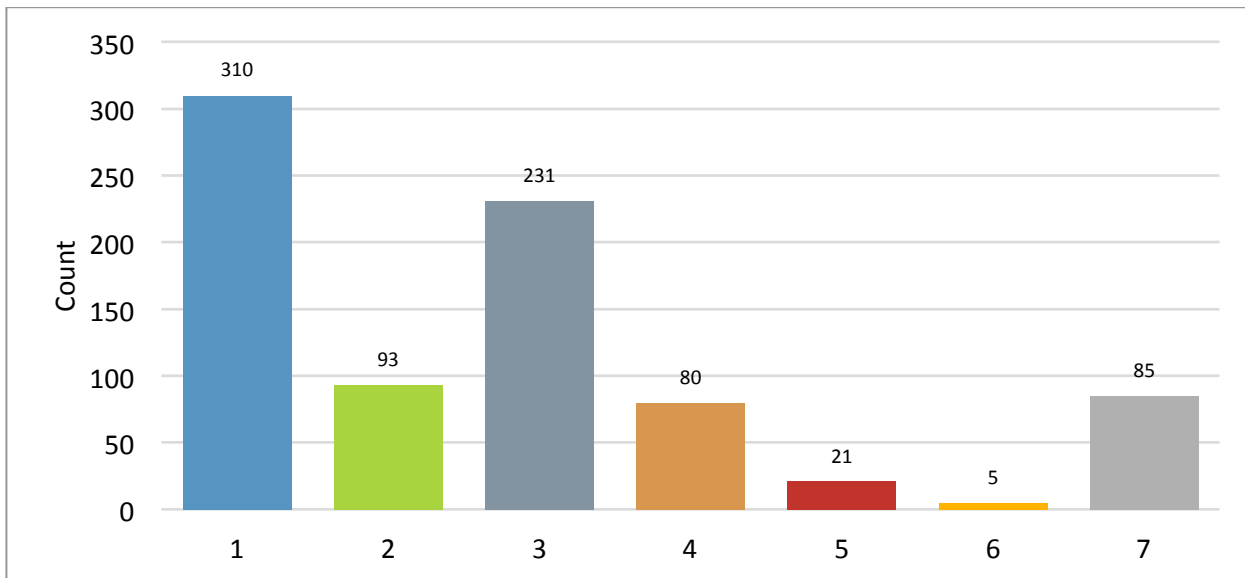
Comments:

Of the original fifty-two "other" answers, the following were added to the category totals:

- International association generally (21) - these answers mostly being "staff", "we do" or "secretariat" in nature.
- International association generally (11) - these answers mostly being "Executive Committee", "Board" or "Council Members"
- Local PCO (4) - these answers indicating the international association organized the event in conjunction with a local PCO.
- National Member / local (9): the answers here either pointing directly to a local organizing body / member or the international and local office cooperating on the event.

The remaining seven "other" answers were unique points covering the variation in organizing methods which may be dependent on years, partners and other conditions.

8. What are the main sources of revenue that cover the expenses of your major event(s)? select as many as appropriate:



Name	
1	Registration fees
2	Exhibition fees
3	Sponsorship
4	Partnerships
5	Advertising / promotion (other than sponsors)
6	I don't know
7	Other

Name	Count
Registration fees	310
Exhibition fees	93
Sponsorship	231
Partnerships	80
Advertising / promotion (other than sponsors)	21
I don't know	5
Other	85
N	432

Comments:

The eighty-five "other" responses indicate a possible problem with the wording of the question as many of these answers seem to indicate how the association is funded and not what the revenue of the major event is derived from. Thirty-six (36) of these answers specifically said "membership fees". Of the remaining twenty-eight text answers that were given the implication again is, for the most part, on how the association derives its funding.

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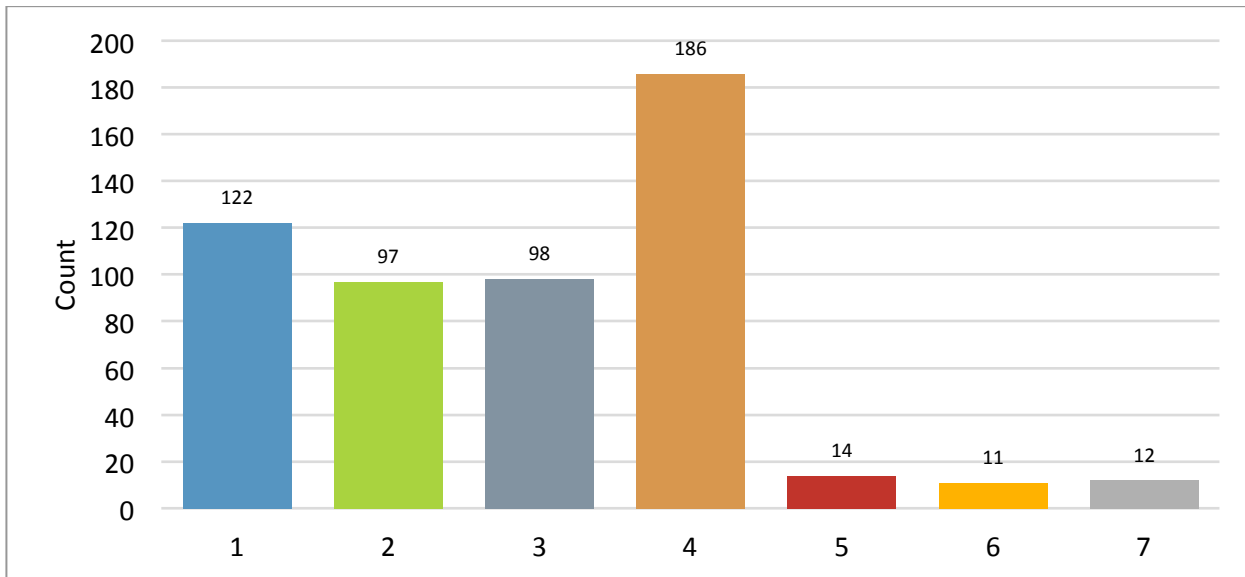
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9. Who makes the final decision on the destination / location / city & country?

Some questions on the decision-making process:



	Name
1	General Assembly
2	Council / committee meeting
3	Executive officer(s)
4	Board / Board of Directors
5	National body
6	Partner organization / larger partner
7	Other

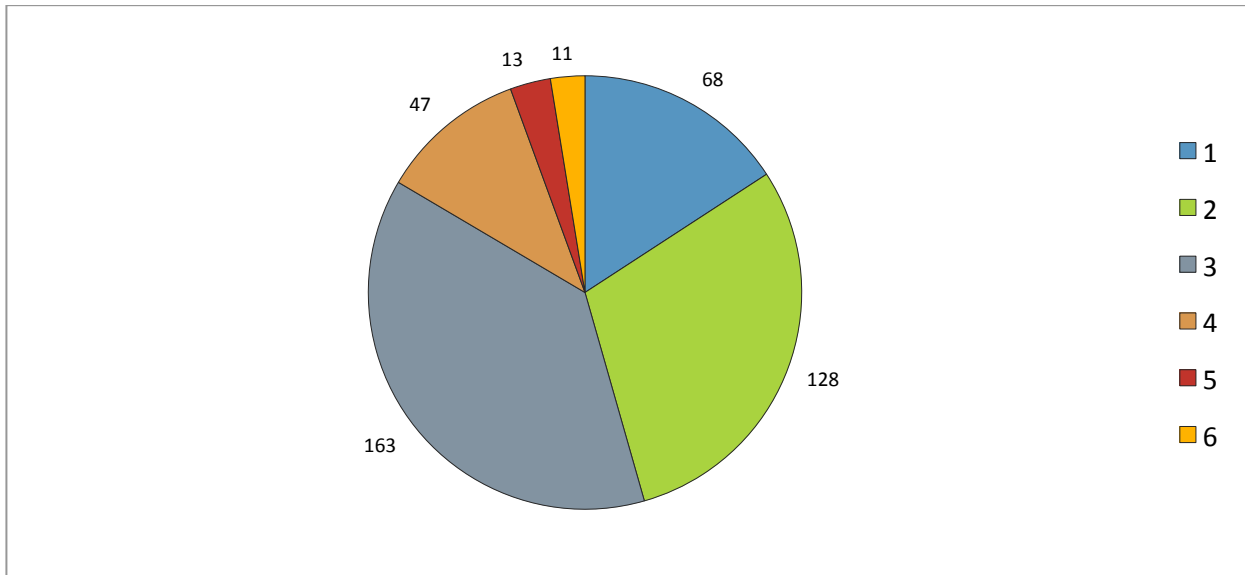
Name	Count
General Assembly	122
Council / committee meeting	97
Executive officer(s)	98
Board / Board of Directors	186
National body	14
Partner organization / larger partner	11
Other	12
N	432

Comments:

Of the twelve "other" answers: 2 indicated a permanent or fixed location for their event.

10. Do you provide a bid manual with criteria & decision-making information (or similar)?

This question does not refer to proceedings from an event, it concerns how the practical organizing / planning & requirements of your largest event(s) are communicated to outside partners, national organizations, members etc.



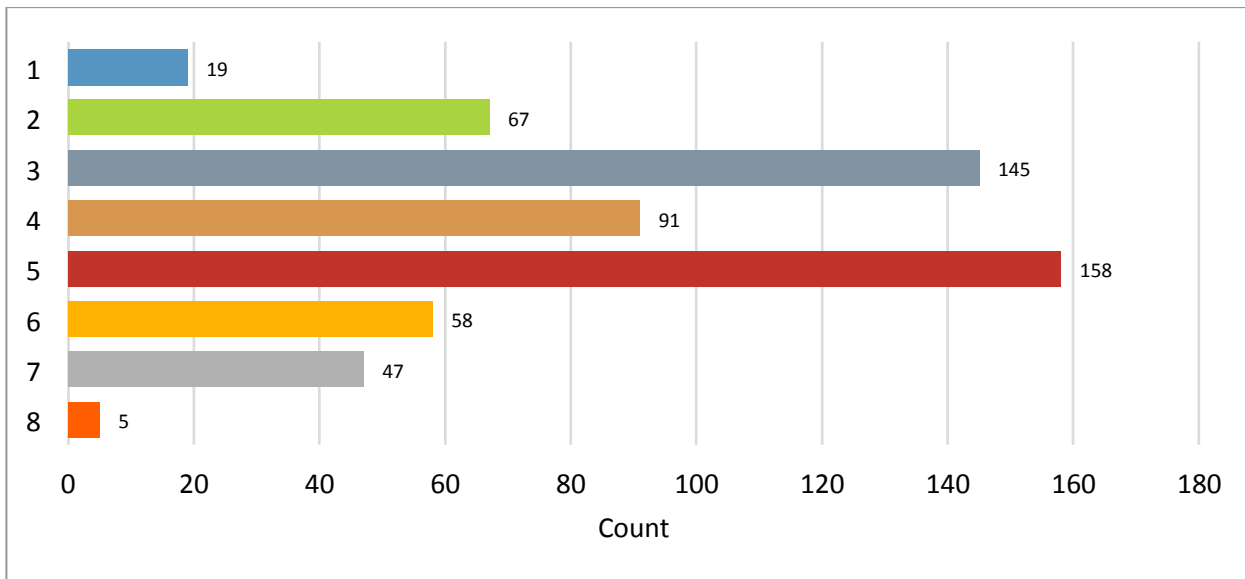
Name	
1	Yes - a bid manual
2	No – there is no bid manual or other information
3	Less formal than a manual: guidelines, short rules, checklists etc.
4	Requirements are contained in statutes or by-laws
5	I don't know
6	Other

Name	Count
Yes - a bid manual	68
No – there is no bid manual or other information	128
Less formal than a manual: guidelines, short rules, checklists etc.	163
Requirements are contained in statutes or by-laws	47
I don't know	13
Other	11
N	430

Comments:

Of the eleven text answers for "other", three were converted to other answer categories.

11. What is the preferred time of year for your largest meeting? select as many as appropriate



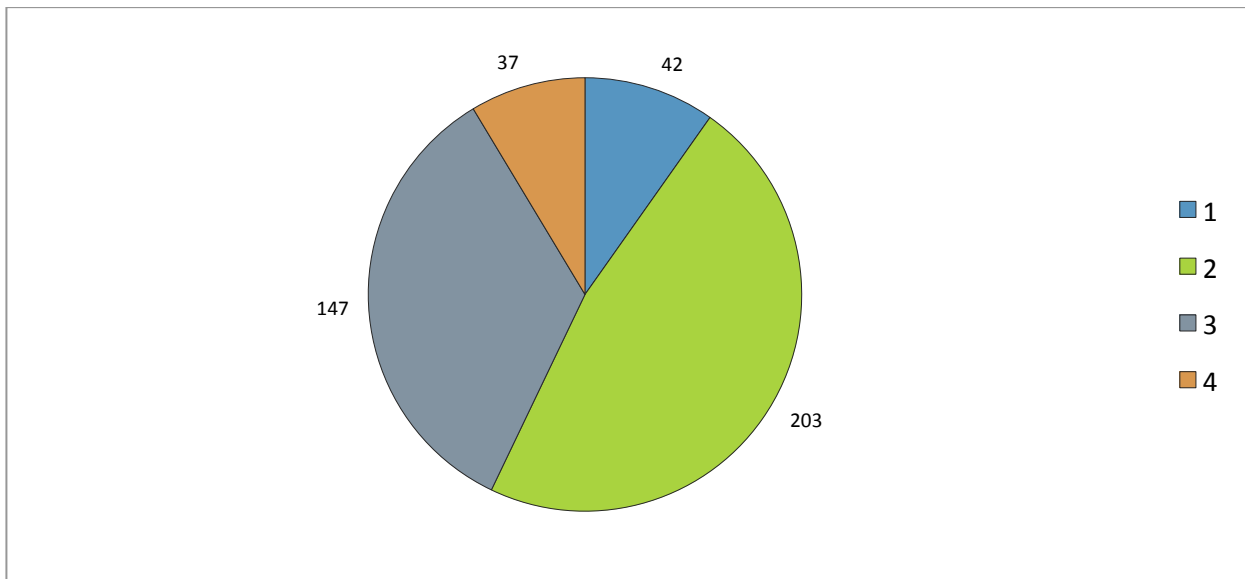
	Name
1	January - February
2	March - April
3	May - June
4	July - August
5	September - October
6	November - December
7	Variable
8	Other

Name	Count
January - February	19
March - April	67
May - June	145
July - August	91
September - October	158
November - December	58
Variable	47
Other	5
N	430

Comments:

Of the nine text "other" answers, three were converted to "variable".

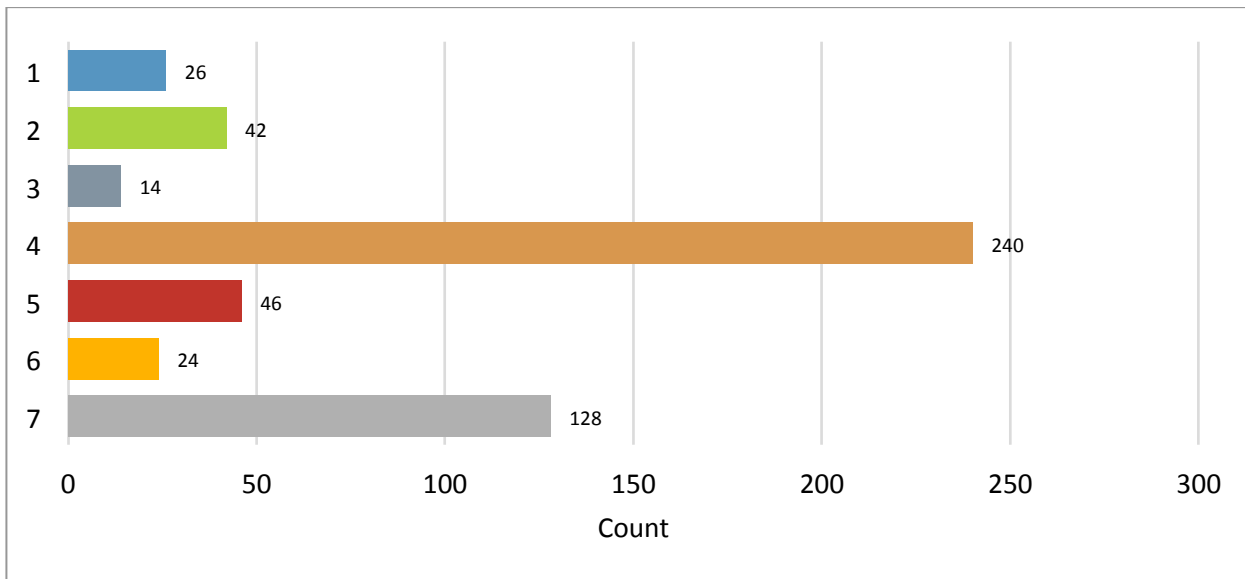
12. What is the duration of your largest / most attended meeting?



	Name	
1	1 day	
2	2 - 3 days	
3	4 - 5 days	
4	6 or more days	

Name	Count
1 day	42
2 - 3 days	203
4 - 5 days	147
6 or more days	37
N	429

13. What is the continental location of your largest meeting? select as appropriate



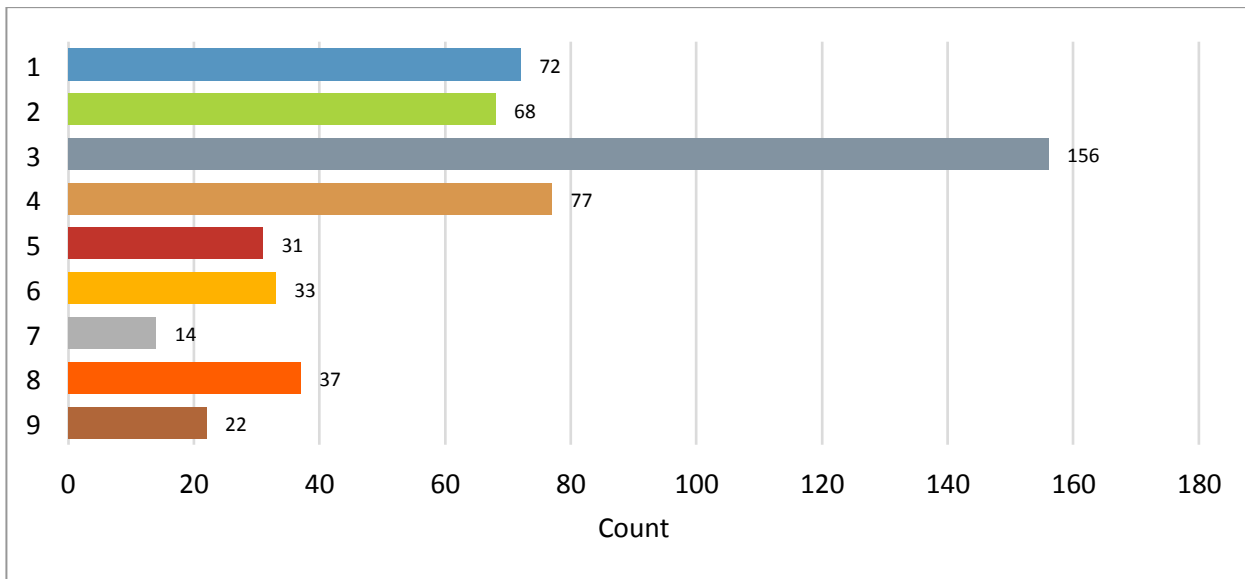
	Name
1	Africa
2	Asia
3	Australia & Pacific
4	Europe
5	North America
6	South America
7	Rotates / varies

Name	Count
Africa	26
Asia	42
Australia & Pacific	14
Europe	240
North America	46
South America	24
Rotates / varies	128
N	430

Comments:

Of the given text answers (Yes, other rotation (please specify)) two were converted to existing categories. The remainder explained the factors which led to variations in rotation / meeting location.

14. Is the location determined by a stated or official rotation pattern? select all that apply



	Name
1	Yes, between continents
2	Yes, between countries on the same continent
3	No, destination is on case by case basis
4	Not a rigid official policy but it can rotate based on preferences / guidelines
5	No, the country/location doesn't change - same place every year
6	Location determined by partner / larger organization's event
7	Determined by nationality of main officer (President, Secretary general etc.)
8	Selected from member nationalities
9	Yes, other rotation (please specify):

Name	Count
Yes, between continents	72
Yes, between countries on the same continent	68
No, destination is on case by case basis	156
Not a rigid official policy but it can rotate based on preferences / guidelines	77
No, the country/location doesn't change - same place every year	31
Location determined by partner / larger organization's event	33
Determined by nationality of main officer (President, Secretary general etc.)	14
Selected from member nationalities	37
Yes, other rotation (please specify):	22
N	429



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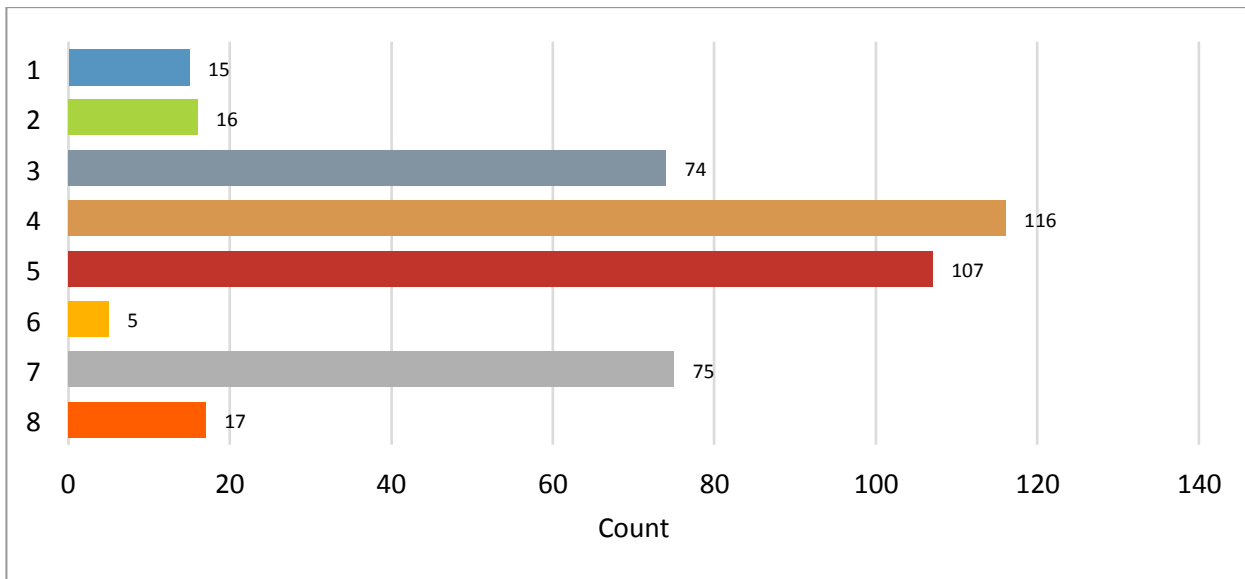
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15. What is the preferred type of facility in which your largest meeting is held?



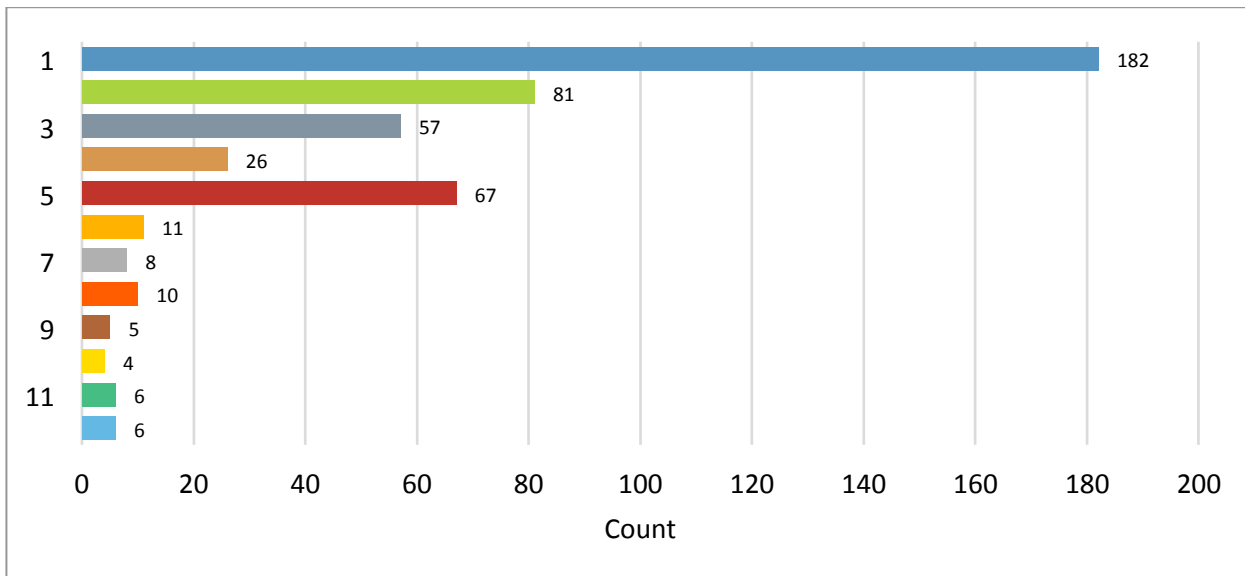
	Name
1	International organization headquarters (in-house)
2	Local organization headquarters / offices (in-house)
3	University
4	Hotel
5	Conference centre / congress centre
6	Subject specific: museum, hospital, factory
7	Varies depending on need or no preference
8	Other

Name	Count
International organization headquarters (in-house)	15
Local organization headquarters / offices (in-house)	16
University	74
Hotel	116
Conference centre / congress centre	107
Subject specific: museum, hospital, factory	5
Varies depending on need or no preference	75
Other	17
N	425

Comments:

Of the nineteen text "other" answers: 2 mentioned resorts, 2 mentioned subject specific locations; and three mentioned schools/universities. Two which cited "exhibition centre" were converted to an existing category.

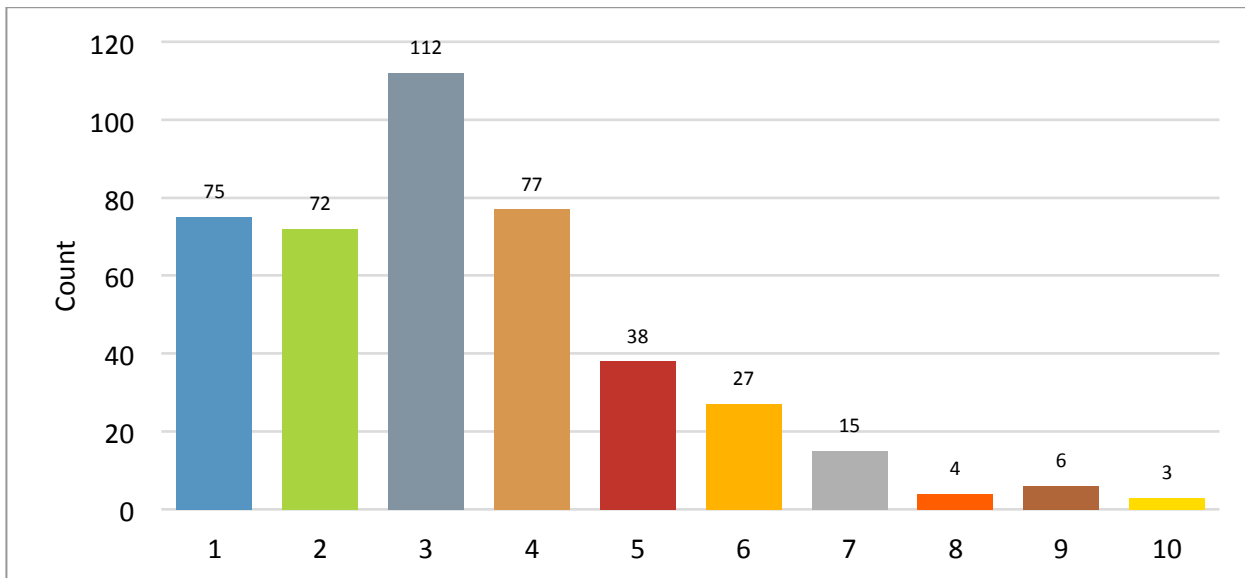
16. Is an exhibition held in conjunction with the meeting? If so, please estimate the amount of square meters (m2) required. multiple choice if needed:



	Name
1	No, no exhibition held.
2	Yes, but not always every time.
3	Yes, but I don't know the amount of space used
4	Yes, up to 200 m2
5	Amount of space varies from year to year
6	Yes, up to 500 m2
7	Yes, up to 1,000 m2
8	Yes, up to 2,000 m2
9	Yes, up to 3,000 m2
10	Yes, up to 4,000 m2
11	Yes, 5,000 - 10k m2
12	Other amount approximate space (square meters) needed:

Name	Count
No, no exhibition held.	182
Yes, but not always every time.	81
Yes, but I don't know the amount of space used	57
Yes, up to 200 m2	26
Amount of space varies from year to year	67
Yes, up to 500 m2	11
Yes, up to 1,000 m2	8
Yes, up to 2,000 m2	10
Yes, up to 3,000 m2	5
Yes, up to 4,000 m2	4
Yes, 5,000 - 10k m2	6
Other amount approximate space (square meters) needed:	6
N	430

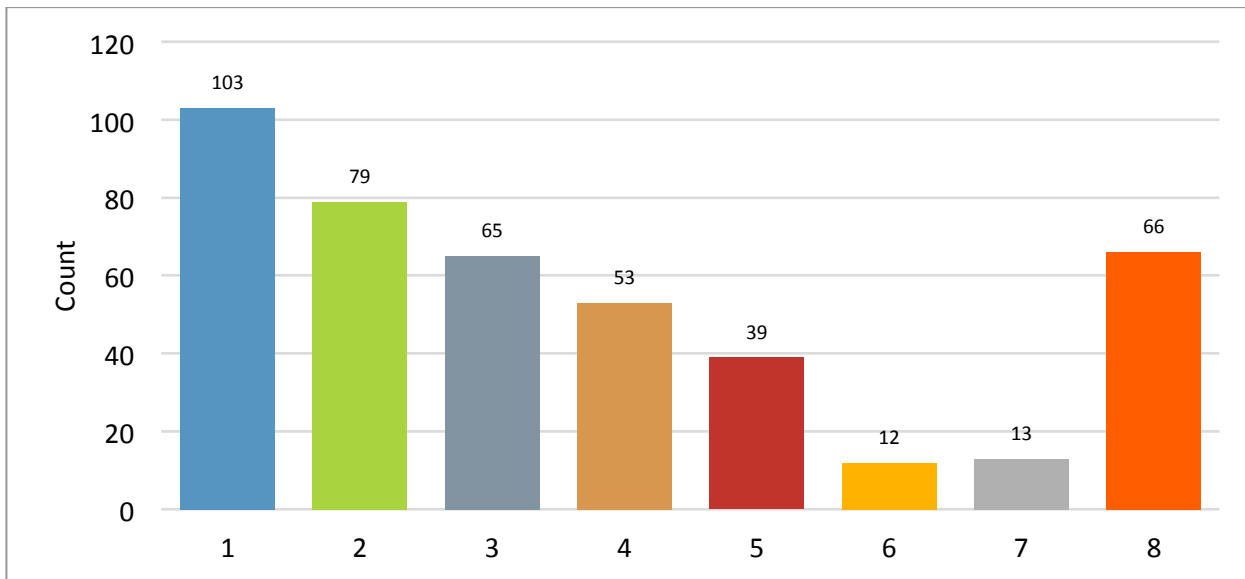
17. What is the average number of delegates (excluding accompanying persons & staff) of your largest meeting?



	Name
1	50 or less
2	51 - 100
3	101 - 250
4	251 - 500
5	501 - 1000
6	1001 - 2,500
7	2,500 - 5,000
8	5,000 - 7000
9	7,000 or more
10	I don't know

Name	Count
50 or less	75
51 - 100	72
101 - 250	112
251 - 500	77
501 - 1000	38
1001 - 2,500	27
2,500 - 5,000	15
5,000 - 7000	4
7,000 or more	6
I don't know	3
N	429

18. What is the average percentage of participants bringing registered accompanying persons?

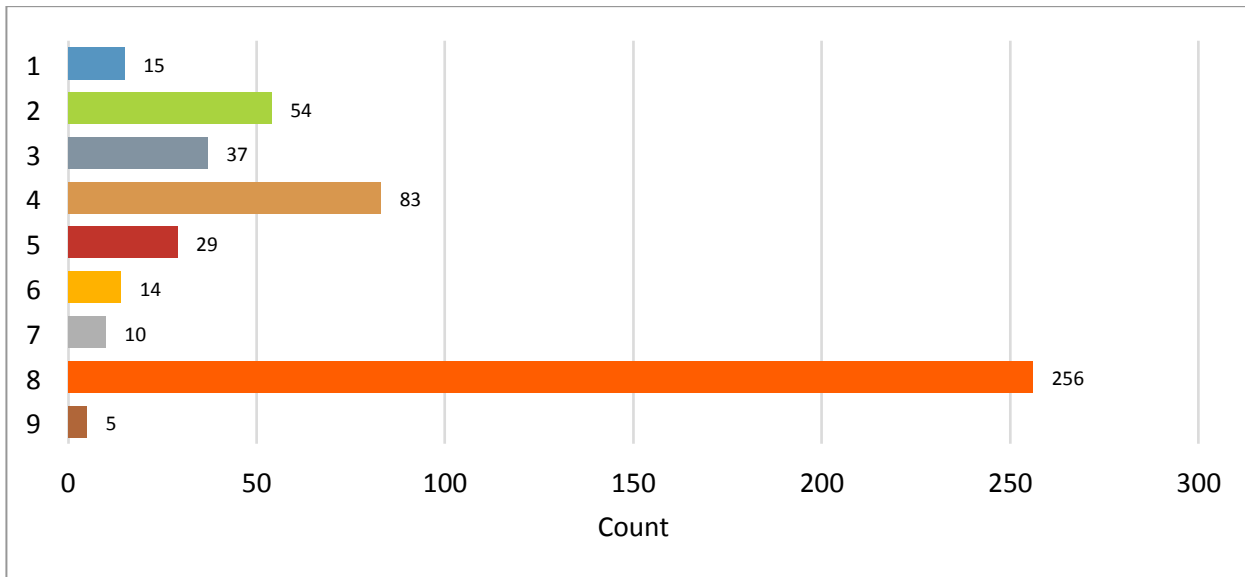


	Name
1	None, not an element of our event
2	1-5%
3	5-10%
4	10-20%
5	20-30%
6	40-50%
7	50% and higher
8	I don't know

Name	Count
None, not an element of our event	103
1-5%	79
5-10%	65
10-20%	53
20-30%	39
40-50%	12
50% and higher	13
I don't know	66
N	430

19. Select all that apply, in the past 3 years have you...?

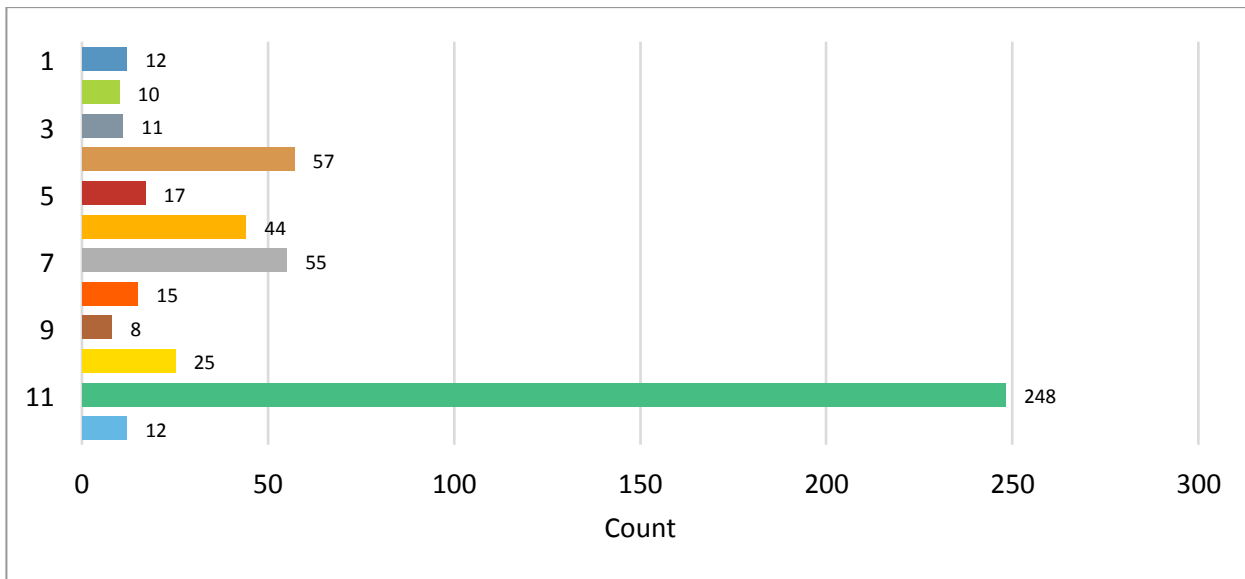
Meeting organization



	Name
1	Canceled the event
2	Rescheduled the event
3	Relocated the event
4	Held the meeting despite reduced attendance
5	Replaced face-to-face meeting with teleconferences, on-line meetings, etc.
6	Reviewed security measures
7	Increased insurance coverage
8	Not applicable / does not apply to our experience
9	I don't know

Name	Count
Canceled the event	15
Rescheduled the event	54
Relocated the event	37
Held the meeting despite reduced attendance	83
Replaced face-to-face meeting with teleconferences, on-line meetings, etc.	29
Reviewed security measures	14
Increased insurance coverage	10
Not applicable / does not apply to our experience	256
I don't know	5
N	427

20. These changes happened primarily because of...? select all that apply:



	Name
1	Terrorism / war
2	Threat of, or actual, civil protest OR industrial action (strikes)
3	Political sensitivities
4	Current economic situation
5	Health concerns (Flu / virus / pandemic)
6	Conflicting events, bad dates, busy calendar
7	General logistical or financial problems
8	Availability issues with hotel or meeting venue
9	Weather conditions / natural disaster
10	Lack of participants
11	Not applicable
12	Other

Name	Count
Terrorism / war	12
Threat of, or actual, civil protest OR industrial action (strikes)	10
Political sensitivities	11
Current economic situation	57
Health concerns (Flu / virus / pandemic)	17
Conflicting events, bad dates, busy calendar	44
General logistical or financial problems	55
Availability issues with hotel or meeting venue	15
Weather conditions / natural disaster	8
Lack of participants	25
Not applicable	248
Other	12
N	411

Comments:

Of the ten text answers supplied: one mentioned visa problems, five referenced problems with the local organizer or host country.



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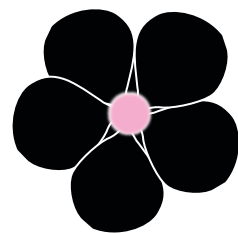
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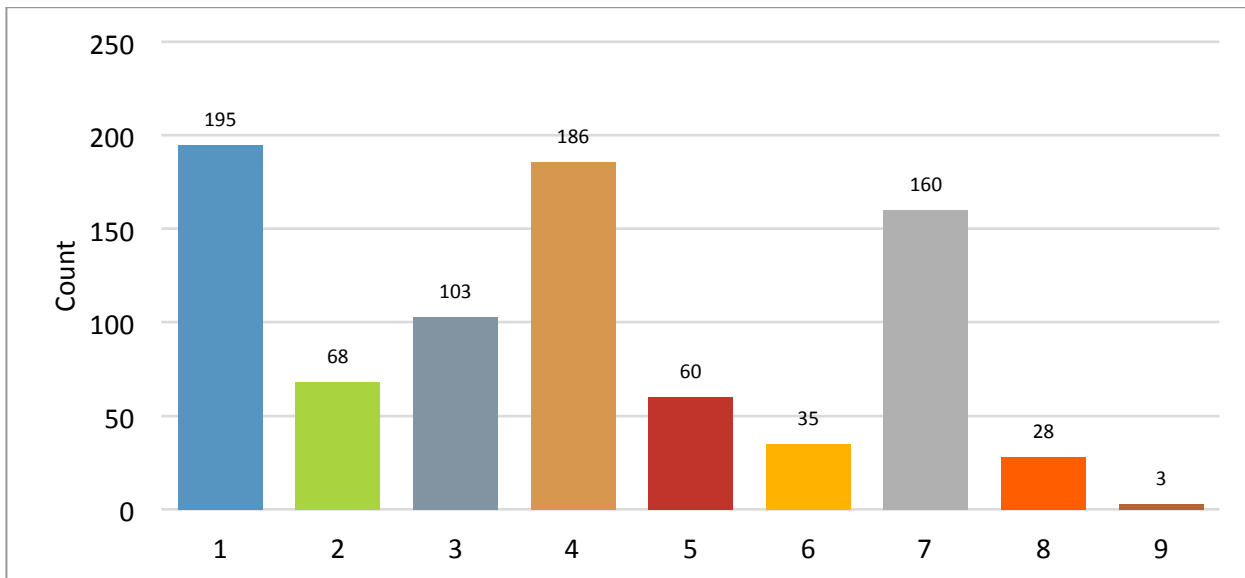
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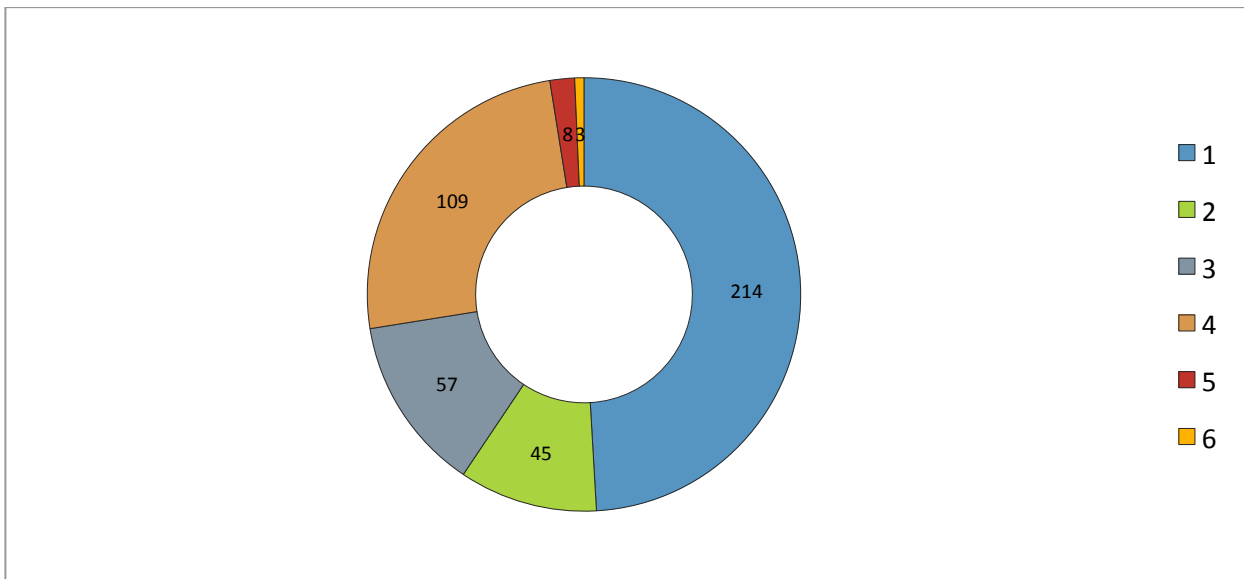
21. What are your specific concerns about the impact of the current global economic situation on your current & future meeting activities? select all that apply:



Name	
1	Reduced participant numbers
2	Exchange rate impact on local costs
3	Transportation costs
4	Funding / finance: lack of sponsors / exhibitors or reduced sponsorship
5	None / not applicable
6	Safety concerns: health, terrorism, political violence
7	Travel issues: budget reductions, travel costs or visa problems
8	Unable to locate local partner for the event
9	Other

Name	Count
Reduced participant numbers	195
Exchange rate impact on local costs	68
Transportation costs	103
Funding / finance: lack of sponsors / exhibitors or reduced sponsorship	186
None / not applicable	60
Safety concerns: health, terrorism, political violence	35
Travel issues: budget reductions, travel costs or visa problems	160
Unable to locate local partner for the event	28
Other	3
N	429

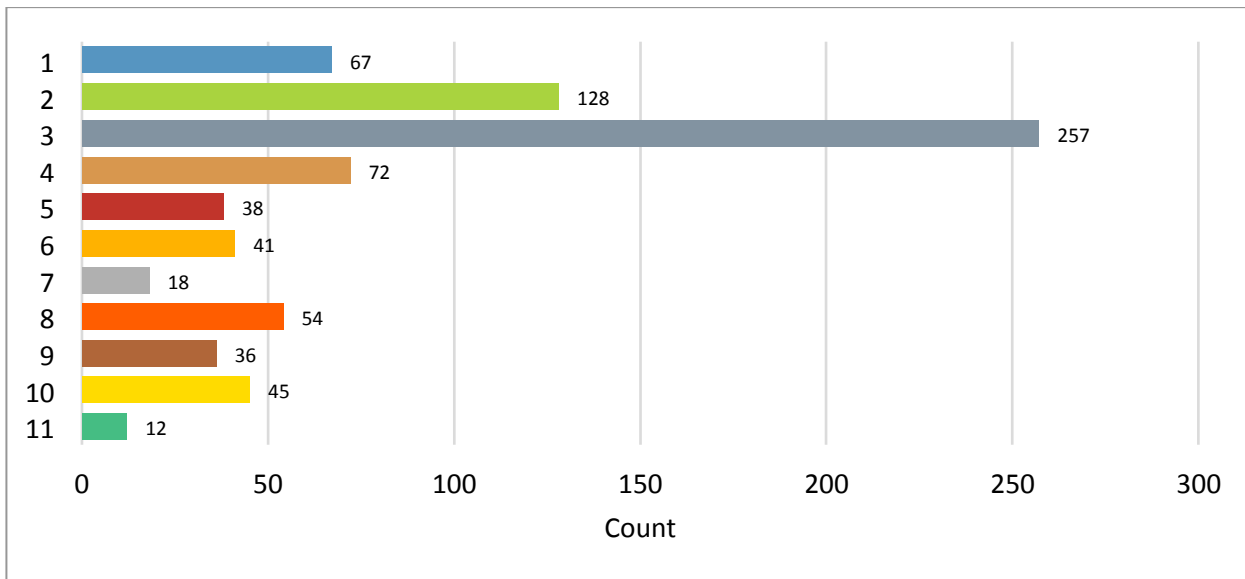
22. Have you partnered with other distinctly separate international associations to organise a major event?



	Name	
1	No	
2	Yes, on a unique occasion	
3	Yes, this is now or will be a regular occurrence	
4	Sometime / case-by-case basis	
5	I don't know	
6	Other	

Name	Count
No	214
Yes, on a unique occasion	45
Yes, this is now or will be a regular occurrence	57
Sometime / case-by-case basis	109
I don't know	8
Other	3
N	433

23. What is the format of published proceedings? select one or more:



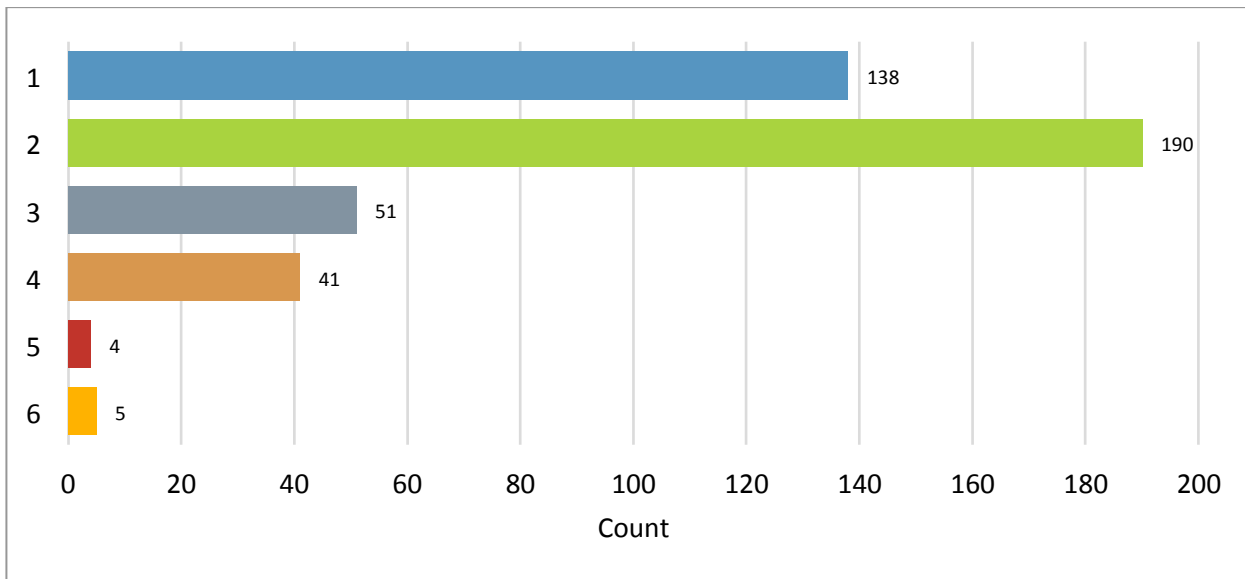
	Name
1	We do not publish conference proceedings
2	Print / Paper (soft bound, books, binders etc.)
3	Website / online resources /email
4	In-house journal / newsletter
5	CD-ROM / DVD
6	Journal with commercial publisher
7	Book with commercial publisher
8	USB flash drive / thumb drive / USB stick
9	Annual Report contains section on proceedings
10	e-book / PDF
11	Other

Name	Count
We do not publish conference proceedings	67
Print / Paper (soft bound, books, binders etc.)	128
Website / online resources /email	257
In-house journal / newsletter	72
CD-ROM / DVD	38
Journal with commercial publisher	41
Book with commercial publisher	18
USB flash drive / thumb drive / USB stick	54
Annual Report contains section on proceedings	36
e-book / PDF	45
Other	12
N	429

Comments:

Of the "other" answers, one mentioned using the WeTransfer file distribution tool and another mentioned archived webcasts being available. A third response indicated the association maintains an online library of the materials.

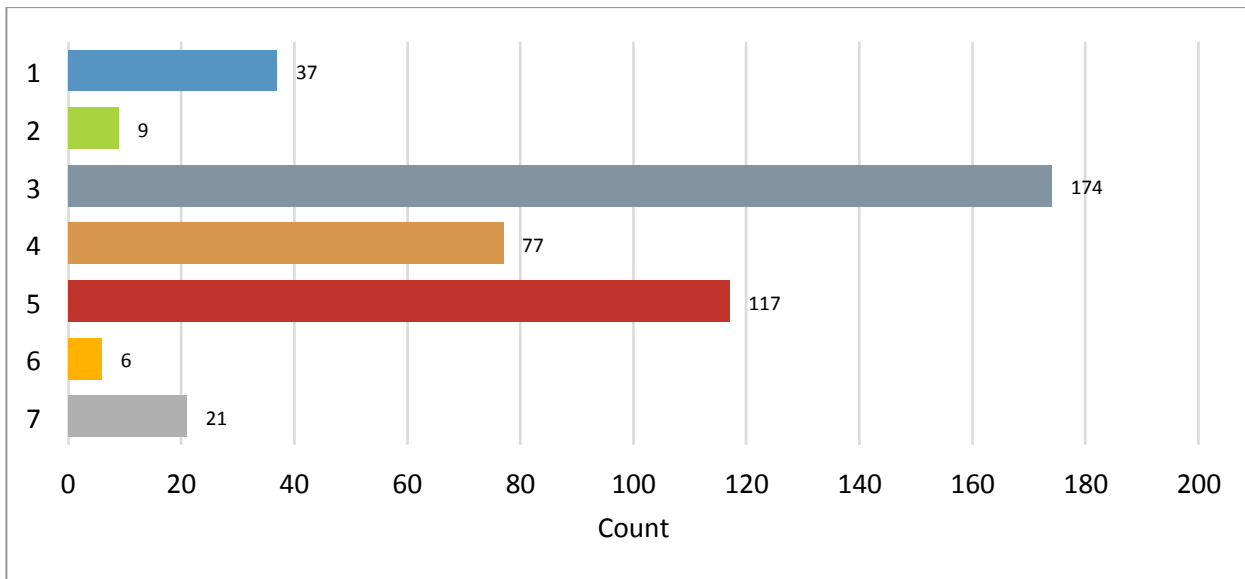
24. Do you have a website for the event?



	Name
1	Yes, with a unique domain name
2	Yes, as part of our website / domain
3	Yes, as part of the local organization's website
4	No website
5	I don't know
6	Other

Name	Count
Yes, with a unique domain name	138
Yes, as part of our website / domain	190
Yes, as part of the local organization's website	51
No website	41
I don't know	4
Other	5
N	427

25. If yes, who is responsible for creating the website?



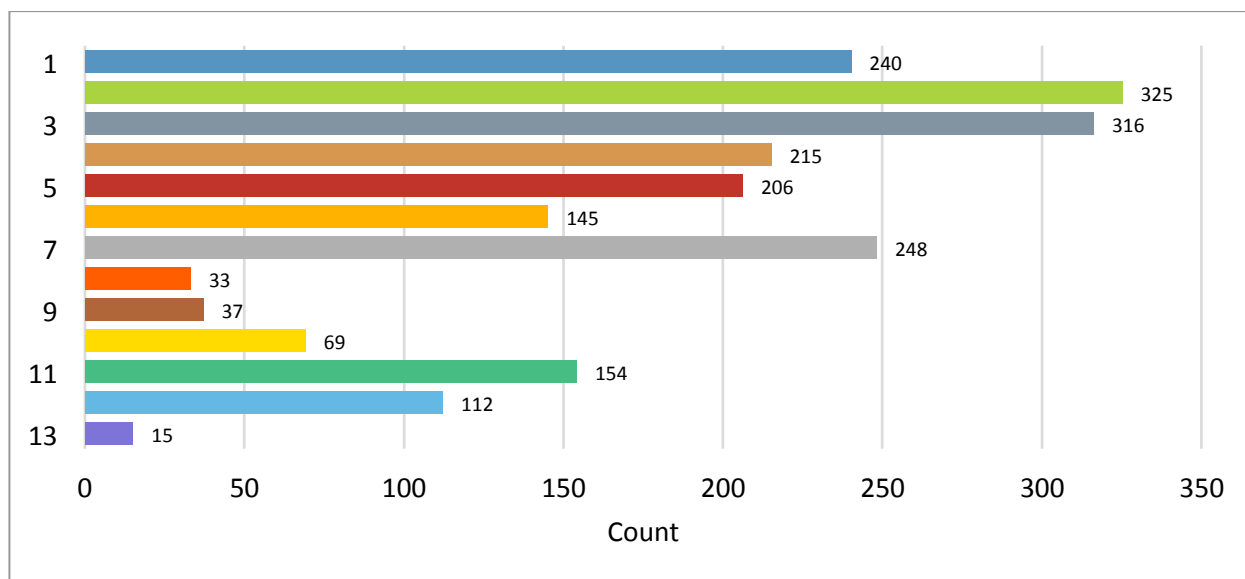
	Name
1	PCO
2	Venue
3	International association: secretariat / association webmaster / in-house staff
4	Board / Exec Committee member or officer
5	Local organization / local member association
6	I don't know
7	Other

Name	Count
PCO	37
Venue	9
International association: secretariat / association webmaster / in-house staff	174
Board / Exec Committee member or officer	77
Local organization / local member association	117
I don't know	6
Other	21
N	396

Comments:

Five answers indicated the external company who handles the association's website; three indicated that the responsibility varied from year to year.

26. Do you use the Internet for...? select one or more



	Name
1	Call for papers
2	General promotion
3	Participant registration
4	Online payment
5	Submission of papers by authors
6	Evaluation of papers for acceptance
7	Participant communication before and/or after the meeting
8	On-site electronic voting
9	Remote electronic voting
10	Participant messaging at the meeting
11	Announcing proceedings
12	Skype / VOIP / Google Chat etc.
13	Other

Name	Count
Call for papers	240
General promotion	325
Participant registration	316
Online payment	215
Submission of papers by authors	206
Evaluation of papers for acceptance	145
Participant communication before and/or after the meeting	248
On-site electronic voting	33
Remote electronic voting	37
Participant messaging at the meeting	69
Announcing proceedings	154
Skype / VOIP / Google Chat etc.	112
Other	15
N	430



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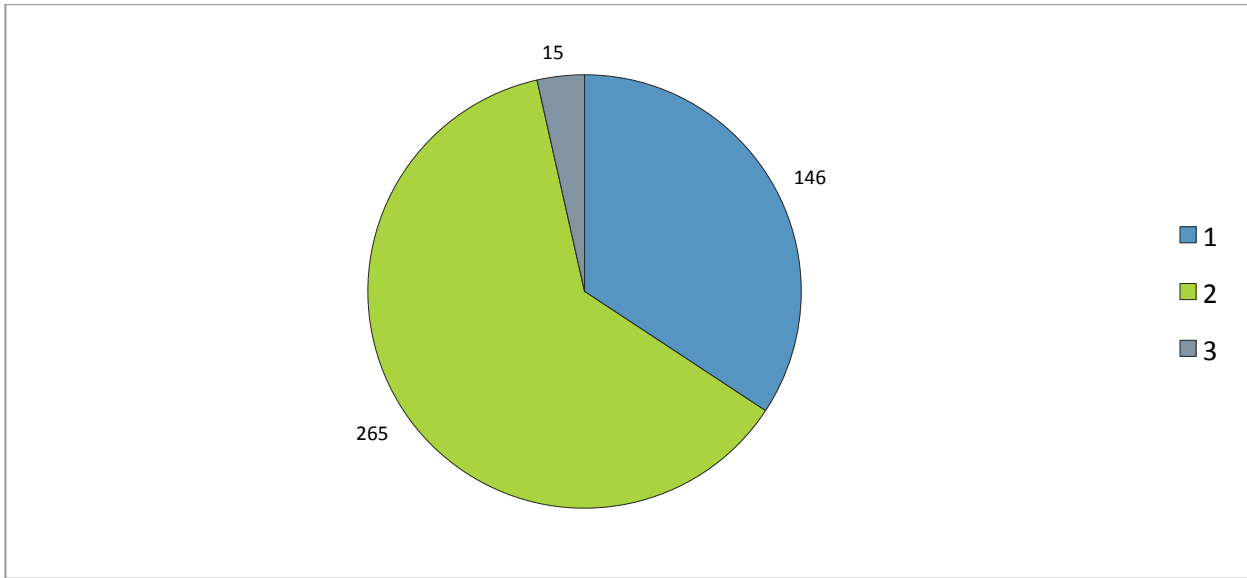
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27. Do you use video conferencing (for association business or larger meetings)?



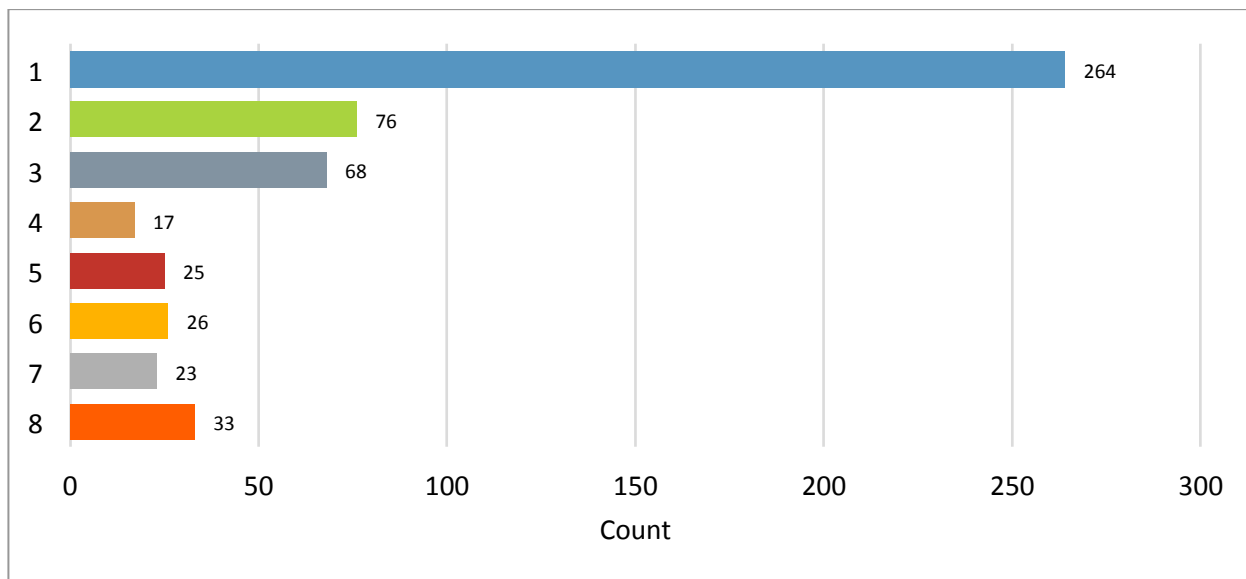
	Name
1	Yes
2	No
3	Other

Name	Count
Yes	146
No	265
Other	15
N	426

Comments:

Skype, six replies, was the primary answer in the provided "other" texts. Four other replies indicated "sometimes".

28. Are there opportunities for online / virtual participation in your events? select all that apply:



	Name
1	No, there are no online options / tools for remote participation / interaction
2	Live streaming of speakers / sessions
3	Archived videos of speakers / sessions
4	Virtual poster session
5	Concurrent online discussion forum
6	Live online reporting from the conference
7	I don't know
8	Other

Name	Count
No, there are no online options / tools for remote participation / interaction	264
Live streaming of speakers / sessions	76
Archived videos of speakers / sessions	68
Virtual poster session	17
Concurrent online discussion forum	25
Live online reporting from the conference	26
I don't know	23
Other	33
N	426

Comments:

The majority of the "other" clarifications indicated that such options were under consideration for future events. Other replies referenced the use of twitter and skype during the major conference. Other comments referred to the use of related technology for things like Board meetings.

29. Do you have additional comments on meeting technology to share?

Several of the comments here referred to the use or development of a conference "app".

There were two comments which reinforced the importance of face to face meetings:

"We think it is important that participants are physically present, also for informal contacts. Therefore we do not favour remote participation. Also speakers need to be present in person. A video message/presentation is not considered as an attractive alternative."

A number of comments made note of the challenges presented by unreliable internet connections or expensive wi-fi options. Others made note of the challenges provided by incompatible hardware, as well as users who were inexperienced in internet technologies. Many of these comments referred specifically to the capabilities of conference centres.

Modern technology has helped us to help people from developing countries to participate

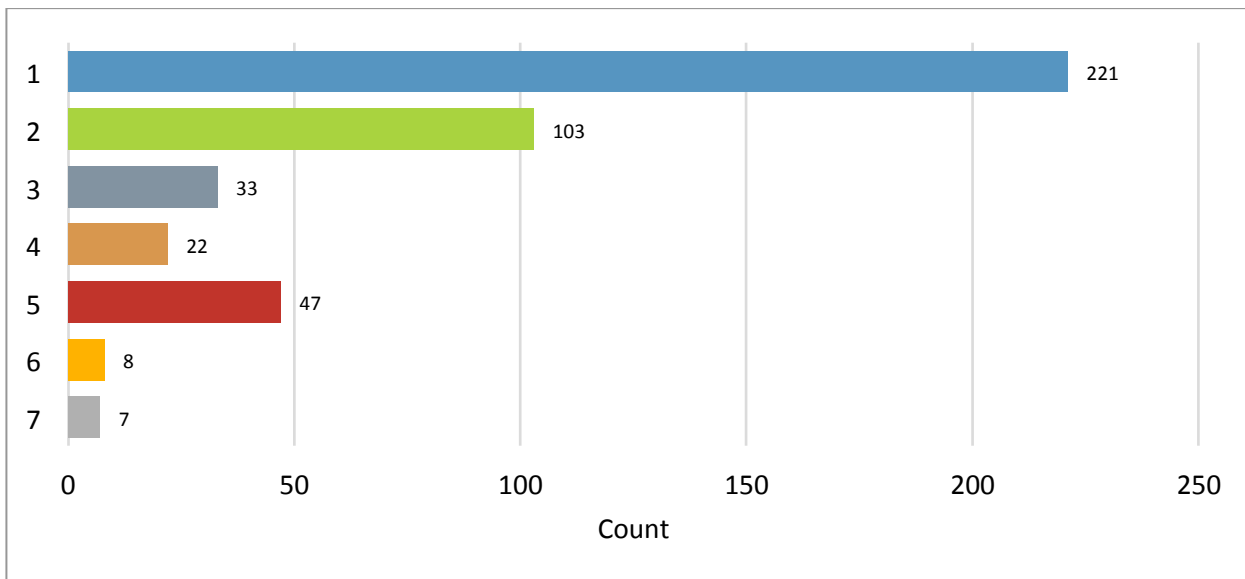
We would like to explore and experiment more with meetings that are entirely virtual meetings as we have a large online community with a good potential for participation in such a meeting.

We are very interested in reducing travel time/costs by using web based facilities but have not yet found these with live interpretation. For our organisation, working in English, French and Spanish is very important.

During several years for smaller meetings we try to promote Skype and even made an hands-on manual, but depending on the experience and willingness of people it is sometimes a success and sometimes really hard :-). We are however convinced that it might work very well and we keep trying...even with Google hang outs we are going to experiment with our Social Media and communication meetings group and hope that their enthusiasm will challenge others!

A number of other comments made reference to the archived materials from conferences, whether video files or PDF, and how the associations were working with them.

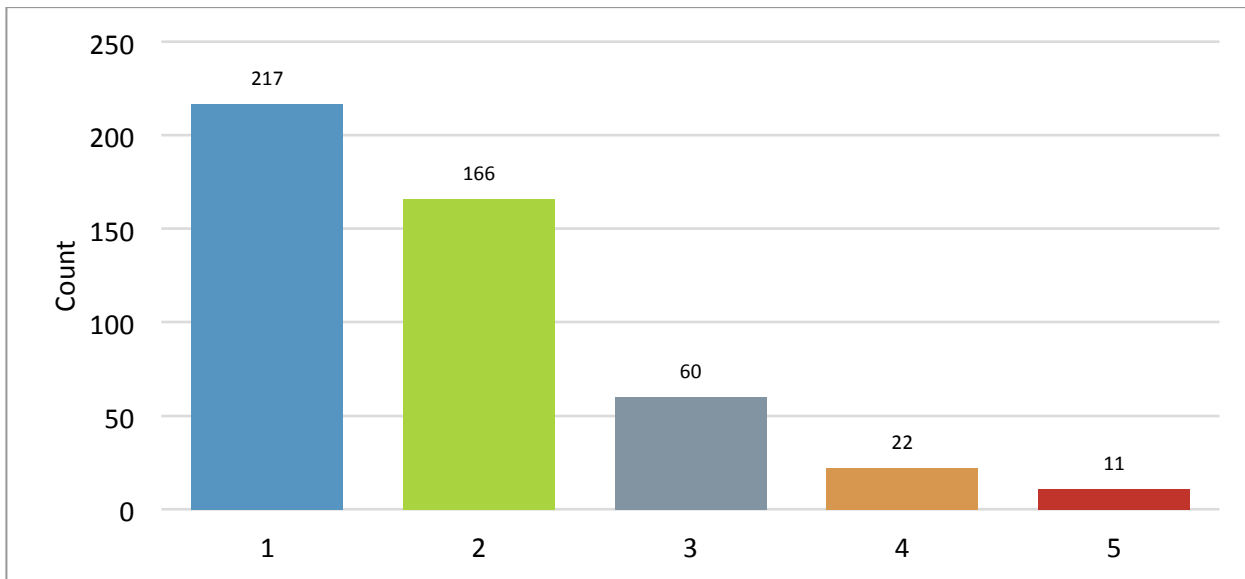
30. In the past 3 years have you contacted or made use of an airline partner program? select all that apply:



	Name
1	No - not familiar with this
2	No - we do know what these are but we do not use
3	No - not yet but plan to inquire for future event
4	Yes - have contacted for information
5	Yes - have made use of this for our meeting
6	I don't know
7	Other

Name	Count
No - not familiar with this	221
No - we do know what these are but we do not use	103
No - not yet but plan to inquire for future event	33
Yes - have contacted for information	22
Yes - have made use of this for our meeting	47
I don't know	8
Other	7
N	430

31. Are you familiar with the services a Convention Bureau offers? select all that apply:



	Name
1	No, not familiar with Convention Bureau services.
2	Yes, am familiar with them.
3	Have used a local Convention Bureau in the last 5 years.
4	Am likely to use a Convention Bureau in the near future.
5	Other

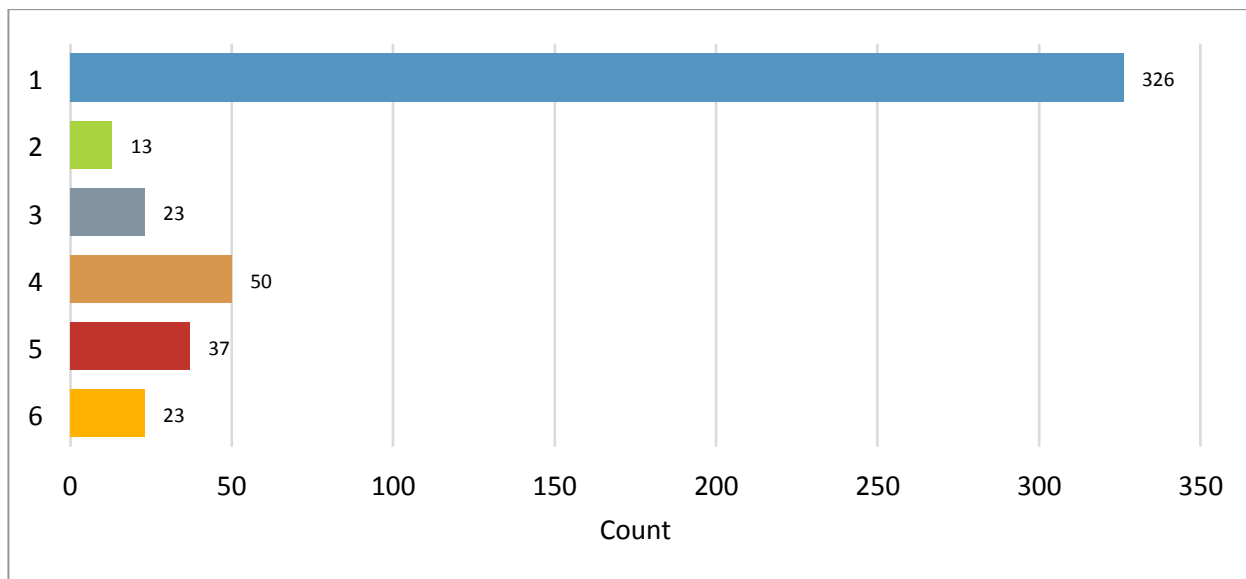
Name	Count
No, not familiar with Convention Bureau services.	217
Yes, am familiar with them.	166
Have used a local Convention Bureau in the last 5 years.	60
Am likely to use a Convention Bureau in the near future.	22
Other	11
N	425

Comments:

There were clear misunderstandings in this question as some of the "other" answers indicated that the responses were about PCOs or DMCs and not Convention-Visitor Bureaus.

The other trend in comments was that it was up to the local organizing body to make contact with a CVB.

32. What services from CVBs do you use / have you used in the past?



	Name
1	Not applicable, or not able to answer
2	Assistance in drawing up budgets
3	Assistance in writing bid proposals
4	Assistance in finding suppliers
5	Financial support
6	Other

Name	Count
Not applicable, or not able to answer	326
Assistance in drawing up budgets	13
Assistance in writing bid proposals	23
Assistance in finding suppliers	50
Financial support	37
Other	23
N	421

Comments:

Of the "other" answers:

- promotional material, items for delegate bags
- Practical assistance with venues and local transport
- Host Country Organization used the CVBs in writing bid proposals
- welcome pack + local dignitaries
- Assistance with organisation, registration etc.
- Website production
- maps, guides, gifts, artwork
- tours, restaurants, hotels, tourist venues



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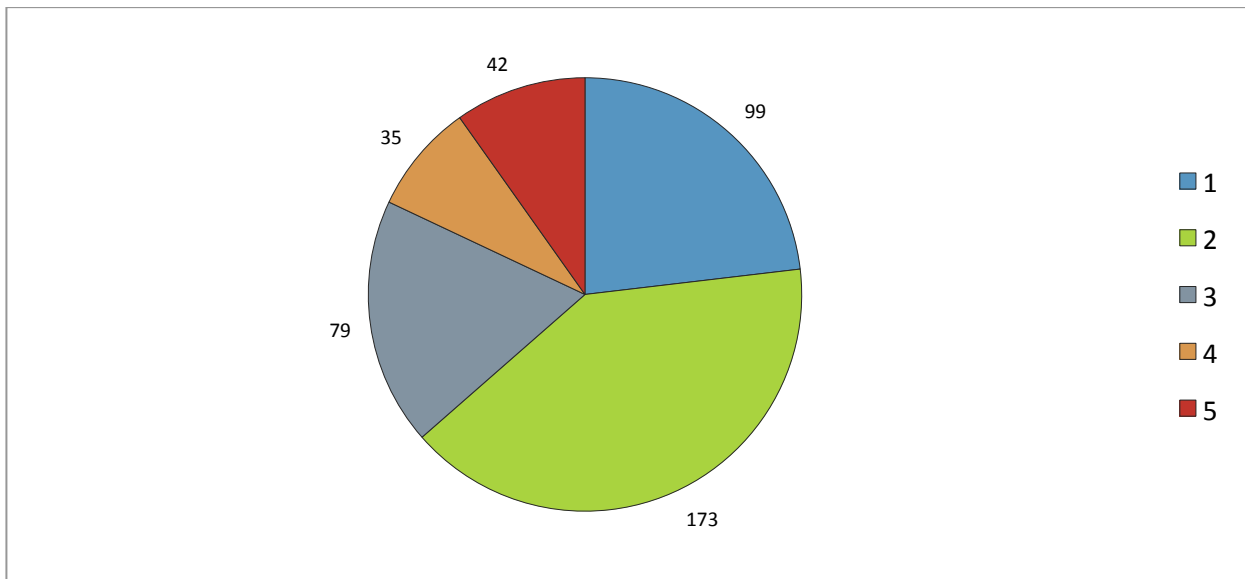
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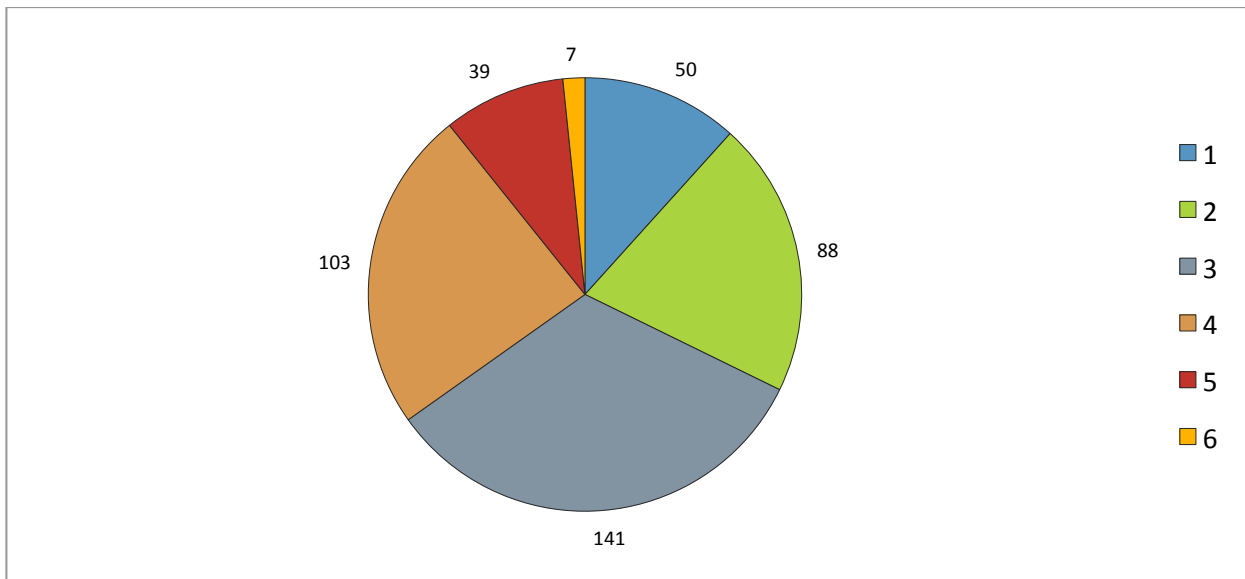
33. Does someone from your organization read specialized magazines from the meetings industry media?



	Name
1	Yes
2	No
3	Sometimes
4	Not familiar with these publications
5	I don't know

Name	Count
Yes	99
No	173
Sometimes	79
Not familiar with these publications	35
I don't know	42
N	428

34. Does someone from your organization attend major trade shows on travel & meetings?



Name	
1	Yes, regularly
2	Yes, occasionally
3	No, we choose not to attend
4	No, because we are not familiar with these types events
5	I don't know
6	Other

Name	Count
Yes, regularly	50
Yes, occasionally	88
No, we choose not to attend	141
No, because we are not familiar with these types events	103
I don't know	39
Other	7
N	428

35. Do you have additional comments on association meetings to share?

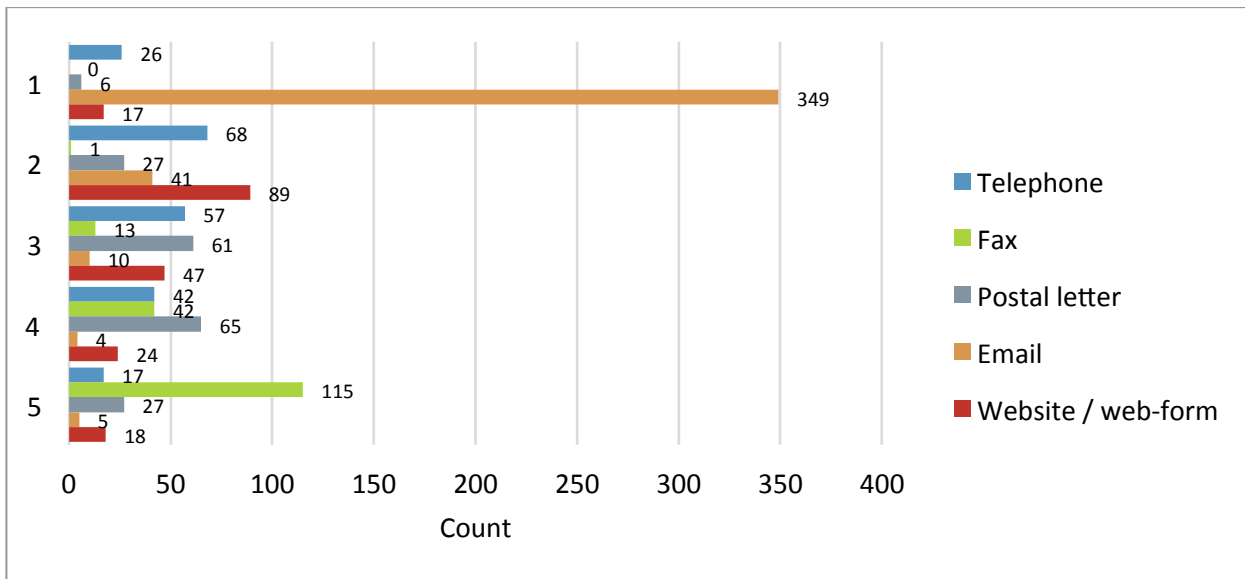
A selection of comments:

Our experience is, that it external meeting organizers do not understand our needs and restrictions and that at the end it is easier for us to organize the meeting directly (instead of using our time and energy in trouble shooting!)

We also make use of familiarisation trips offered by convention bureaus etc.

Supports for Congress are lacking in a new world where Congresses are not really necessary (on line options are more direct and free).

36. Incoming communications – how does your association prefer to be contacted?

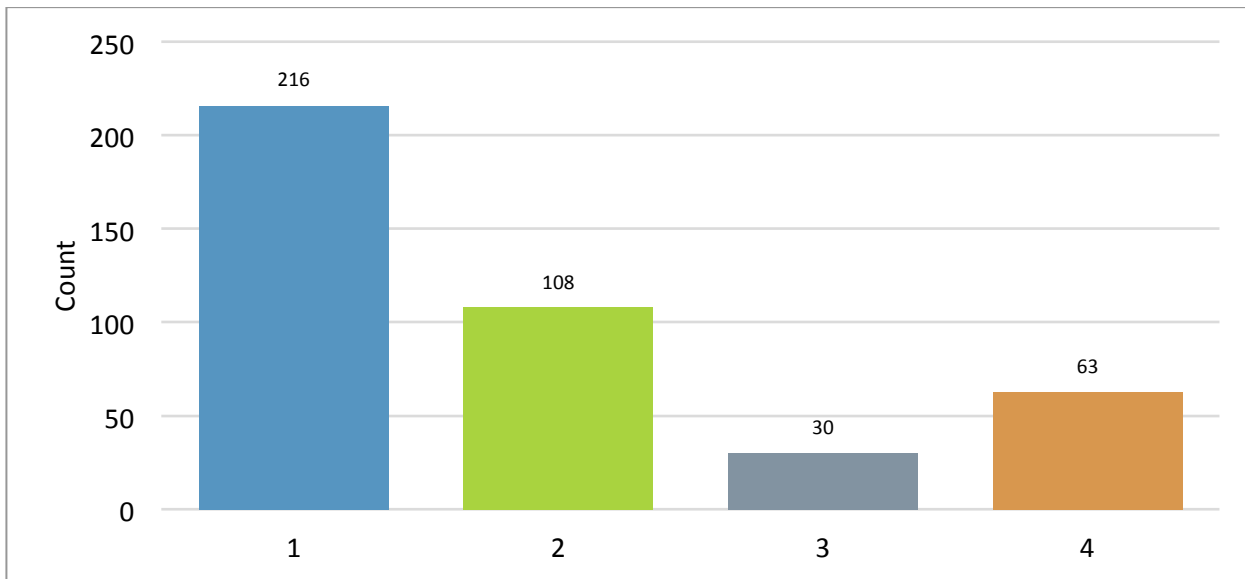


Series name

1	Most Important
2	Very Important
3	Somewhat Important
4	Not so important
5	Least Important

	Telephone	Fax	Postal letter	Email	Website / web-form	N
Most Important	26	0	6	349	17	307
Very Important	68	1	27	41	89	226
Somewhat Important	57	13	61	10	47	188
Not so important	42	42	65	4	24	177
Least Important	17	115	27	5	18	182

42. When should the next edition of this survey take place?



	Name
1	2 years
2	3 years
3	4 years
4	5 years

Name	Count
2 years	216
3 years	108
4 years	30
5 years	63
N	417

Comments:

75% of the respondents chose either 2 years (216) or 3 years (108)



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