

**IEEE Life Members Committee
Final Report - UK Technical Tour**

9 October 2011

The IEEE Life Members Committee (LMC) approved a second Technical Tour to the UK for May 2011. The Tour commenced in London on May 16th and ended in Edinburgh, Scotland on May 25th, 2011.

This report constitutes the Final Report as documented and coordinated by T. Scott Atkinson, with the assistance of Dan Toland, George McClure, Aleksandar Szabo, Ted Bickart, and the UK Life Members: Anthony C. Davies, Roland Saam, and Charles Turner. Additionally many others from the IEEE, the Life Members, and other individuals assisted in the planning process.

- 1. Summary:** Overall the Tour could be considered very successful with 50 participants embarking on a 10 day tour of England and Scotland. Financially it essentially was a break-even event sponsored by the Life Members Committee. It goes without saying that taking 50 individuals on an overseas tour has its challenges.

Each individual/couple planned their own travel to the point where the Tour started in London and subsequently from the Tour completion in Edinburgh Scotland.

IEEE Meeting and Planning Services provided the registration services and all the financial coordination between the travelers and the IEEE. A concentration banking account was established to handle all funds.

Sterling Travel Ltd., London, England handled the on-the-ground support from the start of the Tour to its completion. They were easy to work with and performed in a professional manner.

2. Financials:

REVENUES	Items	USD
Registrations	23 Couples @ \$3,800 per individual	\$174,800.00
	4 Singles @ \$4,500 per individual	18,000.00
	Cancellation Fees	900.00
	Optional Events	12,251.80
Sub-Total		\$205,951.80
EXPENSES		
	Payments to Sterling LTD £121,871	??????????
	Payments to IEEE MPS	1,177.50
	Credit Card Fees	6,546.96
Sub-Total		??????????
NET		

NOTE: Due to Foreign Exchange Rates and the inclusion of some extra travel costs, the Concentration Banking Account and the Tracking Spreadsheet did not exactly correlate.

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3. Attendee Feedback. The following questions were submitted to the travelers requesting their feedback. See Attachment 1 for their responses.

1. Experiences in traveling to the initial Tour site?
2. Experiences of staying at the Kensington Close Hotel?
3. Significant Experiences, very good, good or not so good of each days scheduled events in London?
4. Experience with the overall train travel?
5. Experience with the tour to York?
6. Satisfaction with the visit to Maxwell's Glenlair home/workshop?
7. Comments about the visit to the New Lanark World Heritage Site?
8. Experiences during the stay in Edinburgh?
9. Satisfaction with the tour guides?
10. Satisfaction with the Tour Company: Sterling? No problem
11. To those who arrived early and stayed over, did that work out to your satisfaction? N/A
12. Satisfaction with the cost vs the benefits of the overall tour?
13. Finally your overall thoughts about any aspect of this Tour?

4. Itinerary:

The Tour started in London on 16 May 2011 where guests checked into the Kensington Close Hotel (www.kiensingtonclosehotel.com). However, some guests arrived up to 3 days earlier and still obtained the tour hotel rates. Each day the private bus, with a tour guide, picked up the Tour Group at the hotel and escorted the Group throughout the day's activities. Breakfast was provided each morning at the hotel and lunches were included each day of the Tour. Most dinners were included but some evenings were intentionally left open for guests to select other options that might be of specific interest to them.

Sites visited in London included (Summary of Day 2 thru Day 6): Panaramic Tour of London, Science Museum, Royal Observatory, The Cabinet War Rooms, the Royal Institution, IET Archives, Ben Franklin House, and the National Gallery. Sites visited in the London area countryside include: Oxford, Blenheim Palace, Cheltenham (home of GCHQ), Bletchley Park and the de haviland Heritage Centre.

On Day 7, guests boarded a train (first class reserved seats) to Edinburgh with a stopover for a walking tour of the medieval city of York.

Day 8 included visits to James Clerk Maxwell's home in Glenlair Scotland and the New Lanark World Heritage Site plus dinner at a Malt Whiskey Society facility (optional whisky tasting).

Sites underlined above are IEEE Milestones.

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The next day included touring the Edinburgh area and a City Tour, Edinburgh Castle, Rosslyn Chapel and the James Clark Maxwell Foundation. A Farewell Dinner & party will complete the day's events and was the final tour event.

On Day 10 (25 May 2011), the Departure Day, the UK Technical Tour officially ended after breakfast. Some guests stayed up to 3 additional days in the Ibis Hotel on their own at the tour rate.

5. Pictures: Pictures were requested from participants whereby a CD/DVD could be produced and distributed to all travelers. (This was accomplished subsequently after the Panama Canal Tour). However IEEE suggests placing pictures from this tour on a web site that would be accessible to the public. 4 CDs were received along with 2 others via email attachments.

6. For Further information contact:

T. Scott Atkinson, LSM, MBA, USAF Ret.
8621 Classic Oaks Ln
San Antonio, TX 78255
Office: 210.481.4932
Mobile: 210.410.0382

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Attachment 1: Feedback to Questionnaire

1. Experiences in traveling to the initial Tour site? By this I am assuming you mean the hotel. we did reasonably well, taking the Heathrow shuttle and then the underground. the stairs were a bit of a challenge but not insurmountable.
2. Experiences of staying at the Kensington Close Hotel? first impressions not so great but once we saw the time on tour it became a place to eat breakfast and crash. a suitable choice.
3. Significant Experiences, very good, good or not so good of each days scheduled events in London? In general very good, sometimes there was not enough time allocated.
4. Experience with the overall train travel? first class
5. Experience with the tour to York? Good
6. Satisfaction with the visit to Maxwell's Glenlair home/workshop? OK long bus ride but it was nice to see what IEEE has contributed to.
7. Comments about the visit to the New Lanark World Heritage Site? Interesting, Managing director might be able to get away within-scientific comments to normal tourists but I found his comments on his leading edge technology about as correct as Al Gore 's invention of the Internet.
8. Experiences during the stay in Edinburgh? good
9. Satisfaction with the tour guides? good
10. Satisfaction with the Tour Company: Sterling? generally good
11. To those who arrived early and stayed over, did that work out to your satisfaction?
Yes it is working out
12. Satisfaction with the cost vs the benefits of the overall tour? Good
13. Finally your overall thoughts about any aspect of this Tour?

Scott once I get home to a real computer key board I 'll provide you with a more complete reply

Andy Jones

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- > 1. Experiences in traveling to the initial Tour site?
I had no problems
>
- > 2. Experiences of staying at the Kensington Close Hotel?
I thought the room was cramped, and I had trouble with the electrical outlet in the bathroom not working and not repairable, apparently. I was able to get an adapter from the hotel to use one of the main outlets in the bedroom. I was disappointed that I could not get an international news channel without paying 5.5 pounds a day which seemed high. The quilt cover was too heavy and warm, I had to get an extra sheet to use instead.
>
- > 3. Significant Experiences, very good, good or not so good of each
> days scheduled events in London?
I was very disappointed that the Greenwich time was so short. In fact, in arrangement with Rita, I stayed there, rather than go on the river cruise/lunch and the National Gallery. I rejoined the group at the Cabinet war Rooms. However, when I exited at 2025, no one was there, and as I did not know where the buses were I had to make my own way to the hotel.

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- > 4. Experience with the overall train travel? Very good
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- > 5. Experience with the tour to York? Very good
- >
- > 6. Satisfaction with the visit to Maxwell's Glenlair. > home/workshop?
Very happy
- >
- > 7. Comments about the visit to the New Lanark World Heritage Site?
Very interesting, glad it was included on the tour. The plant manager was the acme of enthusiasm.
- >
- > 8. Experiences during the stay in Edinburgh?
Disappointed that the rooms were not available in the IBIS. However, based on comment from the others in the group, we got a better room at Jury's. I had a similar problem with the quilt, but was able to manage, I was very disappointed that the Whiskey tasting was cut short.
- >
- > 9. Satisfaction with the tour guides?
Very happy with the exception of not being told about the buses at the War Rooms
- >
- > 10. Satisfaction with the Tour Company: Sterling?
Generally okay. Scheduling was a problem - Greenwich, Whiskey tasting (which was an extra-cost option) were way too short. We could have and most wanted to stay longer, except that the bus was scheduled for a late night activity.
- >
- > 11. To those who arrived early and stayed over, did that work out to
> your satisfaction? N/A
- >
- > 12. Satisfaction with the cost vs the benefits of the overall tour?
I was generally pleased with the tour, except as noted above.
- >
- > 13. Finally your overall thoughts about any aspect of this Tour?
The fact that this was a technical tour and the significance of the technical stops should have been better considered. Forty-five minutes at Greenwich was ridiculous. The tightness of the timing for the Whiskey Tasting (while not technical, we did pay extra for it) was a disappointment.
- >
- > Also, we would appreciate copies of your pictures or videos you would
> share with us, so that we might share with others.
How do we provide the photos. My understanding is that we should send in a CD, but to where? Then I am expecting to get a DVD back, is that the process.

Doug Hill

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Opinion of Eiju MATSUMOTO

1. Experiences in traveling to the initial Tour site?
2. Experiences of staying at the Kensington Close Hotel?
-----Hotel room was too small and no good restaurant, however, we had a good restaurant at next Copthorne Tara hotel, we could enjoy the dinner with friends.

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3. Significant Experiences, very good, good or not so good of each days scheduled events in London?
-----little bit hard schedule early morning to late nights, sometimes ten o'clock at night.
4. Experience with the overall train travel?
-----train travel from London to York and Edinburgh was good.
I met bad experience in the afternoon travel of 24th from Edinburgh to London train, it stopped at the mid of travel and no announcement about two hours, finally it took about six hours before reaching to London.
5. Experience with the tour to York?
-----York was very good town and very wonderful lunch. And after that I visited the Railway museum, I met Bullet train, Shinkansen of Japan at the museum. Fine.
6. Satisfaction with the visit to Maxwell's Glenlair home/workshop?
----Wonderful Maxwell's house, good Tea and talk with wonderful Circumstances, unfortunately, I have to back to London in the after noon of 24th avoiding the effect of volcano
7. Comments about the visit to the New Lanark World Heritage Site?----wonderful experience visiting Lanark Heritage, it was my first experience to visit Robert Owen's achievement
8. Experiences during the stay in Edinburgh?
-----Wonderful Scotland, I wanted stay one more day.
9. Satisfaction with the tour guides?
-----Wonderful guide, no.1 bus at London. Enjoyed her Cockney
10. Satisfaction with the Tour Company: Sterling?
----Good management of every day.
11. To those who arrived early and stayed over, did that work out to your satisfaction? ----early arrival London. Copthorne Tara was good and better than Close.
12. Satisfaction with the cost vs the benefits of the overall tour?
First I thought it was too expensive, however, I realized it was appropriate now.
13. Finally your overall thoughts about any aspect of this Tour?
It was my good memory to have an opportunity joining UK tour.
I wanted to visit Cheltenham as it got IEEE milestone and it shows the relation to the Bletchley Park activity.

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Scott, sorry it took so long to reply. There has been a lot to do since returning, especially since I took an additional week to travel around Scotland on my own. Thank you for all your work in coordinating this event. Overall, it was very enjoyable, especially our tour guides, the bus, and the meals – first class!! Also, everyone on the tour was so friendly. Please see individual comments to your questions below. Probably my only disappointment was with the seating for the Million Dollar Quartet – nosebleed section. I had expected better, as it was stated that the seats were especially good. Have a great summer.

Hal Ferguson

1. Experiences in traveling to the initial Tour site?
British Airways was an excellent airline – I got the royal treatment (IAD – Heathrow and back) Funny thing at the airport – accidentally got on the wrong train to London (high speed business train) to Paddington. They told me I would need to return to the airport and start over, but when we got to Paddington, everyone got off and left me there. A lady on the train told me it was easy to get to Kensington from there on the tube (three

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stops), and it worked out fine. I got to the hotel so early, they wouldn't let me check in, so I wandered around Kensington Park. That was a real adventure.

2. Experiences of staying at the Kensington Close Hotel?

Well, the room was a bit small, but expected that. Next year, it should be pretty nice after renovation. It was quiet, the food was fine, and I slept well. After reading the poor reviews on Tripadvisor, I was pleasantly surprised.

3. Significant Experiences, very good, good or not so good of each days scheduled events in London?

First day I would like to have gotten out and walked a bit more, but there was a lot to see and I know that it was difficult to get it all in. The Thames Barrier and Royal Observatory were excellent, and I really enjoyed lunch on the Thames River -- too bad we could not have made it to the Tower of London.

4. Experience with the overall train travel?

Excellent -- I came back on coach, and that made me realize how great it was to be in first class on the way up to Edinburgh.

5. Experience with the tour to York?

York was great -- I was really glad we spent the time there

6. Satisfaction with the visit to Maxwell's Glenlair home/workshop?

Our hosts were very gracious, and that is such a lovely place. Very enjoyable. My compliments to the bus driver, as it was a very tight fit on the driveway.

7. Comments about the visit to the New Lanark World Heritage Site?

Very nice -- cold and windy day, but I went up to the top patio for the excellent view.

8. Experiences during the stay in Edinburgh?

The castle was great -- had a good time. Too bad we couldn't have spent more time there. Kensington Close Hotel was very comfortable -- room better than expected. Too bad that two members had to stay at a different hotel.

9. Satisfaction with the tour guides?

Wonderful!! Both were excellent.

10. Satisfaction with the Tour Company: Sterling?

They did an excellent job.

11. To those who arrived early and stayed over, did that work out to your satisfaction?

Stay over in Edinburgh was fine. The car rental place came to the hotel and picked me up. I went to the registry and found birth records for my ancestors.

12. Satisfaction with the cost vs the benefits of the overall tour?

It's something I have always wanted to do, and I don't know how we could have packed any more in there, given that it was nine days

13. Finally your overall thoughts about any aspect of this Tour?

I am really glad that I was able to attend this tour. Thank you very much for making it available to us!!

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14. Experiences in traveling to the initial Tour site?

There were no significant problems

15. Experiences of staying at the Kensington Close Hotel?

If I were in the US, I would have checked out immediately. They must have stolen 2 stars to make the four star rating. Plumbing barely worked. (Faucet stems were bad or wrong for the valve). The room had six inch space between bed and bathroom door. Two people could not be seated, nor could two suitcases be opened without one of them on the bed.

The ad for the Kensington Close

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<http://www.kensingtonclosehotel.com/local-map.html>

We certainly did not recognize it.

16. Significant Experiences, very good, good or not so good of each days scheduled events in London?

17. Experience with the overall train travel?

Overall the train experience was quite good. Since they don't have much in the way of roads, they need the trains.

18. Experience with the tour to York? Too much walking

19. Satisfaction with the visit to Maxwell's Glenlair home/workshop? Great. While there was not much to see, they certainly showed us what there was... including Toby.

20. Comments about the visit to the New Lanark World Heritage Site? Good visit

21. Experiences during the stay in Edinburgh?
Too much walking.... But everyone there walks a lot.

22. Satisfaction with the tour guides?
Great! Also: the busmen were outstanding. Big busses got into little spaces.

23. Satisfaction with the Tour Company: Sterling? No problem

24. To those who arrived early and stayed over, did that work out to your satisfaction?
N/A

25. Satisfaction with the cost vs the benefits of the overall tour?
Having no experiences with tours, I have no standard of comparison. Meals were excellent.

26. Finally your overall thoughts about any aspect of this Tour?

Also, we would appreciate copies of your pictures or videos you would share with us, so that we might share with others.

Karen's pictures are as yet unsorted, but we'll send a DVD.

Thanks for your support during this venture.
Thank you for all of the effort!

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1. Experiences in traveling to the initial Tour site? We had a nice flight on Continental airlines, a friendly cab driver, and no problem in checking in to the pre-booked Tara hotel.
2. Experiences of staying at the Kensington Close Hotel? Our stay at the Kensington Close Hotel began with disappointment. We were very unhappy with our room and requested a larger one for an additional 30 pounds per day. (The Tara experience was nicer but we realize it cost more also.) Our new room was away from the construction and a little larger. We would have been very discouraged had we had to stay in the first room. We

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must say though, that by the end of the week we were thankful for the high quality of our meals and glad that the choice of an inexpensive hotel had been made rather than mediocre food and a more expensive hotel.

3. Significant Experiences, very good, good or not so good of each days scheduled events in London?

The schedule was packed and it was rather tiring with no down time but we would not have wanted to miss one thing that we did. We were very glad that we had our three days pre-tour to wander around on our own and had we known how little time we were going to have at the Science Museum (because of theatre tickets with dinner) we would have gone there during our pre-days. We enjoyed getting to know the other members of the tour and feel our London experience was perfect.

4. Experience with the overall train travel? The train ride was great.

5. Experience with the tour to York? It rained some but we enjoyed our meal and visiting the Train Museum.

6. Satisfaction with the visit to Maxwell's Glenlair home/workshop? It was a long bus ride but we enjoyed the scenery, the tea and scones, and visiting the Glenlair home.

7. Comments about the visit to the New Lanark World Heritage Site? New Lanark was interesting and we enjoyed learning about the mill.

8. Experiences during the stay in Edinburgh? We found Edinburgh lovely and especially liked the Maxwell foundation. My wife enjoyed her visit to the chapel.

9. Satisfaction with the tour guides? We were very pleased with our tour guides.

10. Satisfaction with the Tour Company: Sterling? At the beginning we were not happy with Sterling for the choice of hotel but by the end of the week all was forgiven because of the excellent meals we were given. This was a real surprise and one that we were very, very happy with. So, we were very happy with Sterling Tour Company and would use them again.

11. To those who arrived early and stayed over, did that work out to your satisfaction? Yes, we were happy with both pre-and-post stays.

12. Satisfaction with the cost vs the benefits of the overall tour? It was a great tour and we are very pleased.

13. Finally your overall thoughts about any aspect of this Tour? It was a very worthwhile tour and we are so glad we had these great experiences and memories.

Also, we would appreciate copies of your pictures or videos you would share with us, so that we might share with others.

We will be happy to share. How would you like us to get them to you?

Harmons

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Sorry it's taken us so long to reply! Overall, the trip was wonderful and jumping to the costs versus benefits question, it was well worth the investment.

1. We had no problems getting to the Kensington Close Hotel as it was so close to the tube stop. The rooms were small, but very comfortable. The staff were very friendly and helpful, and the breakfasts were great. The Ibis Hotel was not nearly as good and there were two false fire alarms within 4 days which woke us up and had us standing in the street for half an hour until the fire truck showed up. I wondered with what frequency those occurred. It was also located near Hunter's Square which seemed to be a local young folks hangout and they partied far into the night so we couldn't keep our window open for fresh air.
2. The only day we had reservations about was the day we went to the Thames Barrier, Greenwich, took a ride on the river, went to the Ben Franklin house and finished up at the War Rooms. The day had a little too much packed into it, and what got shorted was the time we had at Greenwich. There just wasn't enough time there to really take it all in.
3. The train trip and York itself were both great, as was New Lanark, and everything else, really.
4. Our tour guides were terrific! The tour company seemed quite well organized and pulled things off quite well, I think.
5. The dinners were all wonderful. As far as the sandwich lunches went, I would rate the river boat lunches as the worst and those at Threave Gardens as the best. The rest fell in-between. The other luncheons were very good, but I think Burgers are best left to us Americans! (Deacon Brodie). Overall, I think the food was excellent, and I very much liked the fact that it was included in the tour and we didn't have to worry about where or what to eat.
6. We stayed an extra four nights in Edinburgh and were glad we had that extra time to explore the city. I particularly wanted to see the Royal Botanical Garden and it was wonderful!

All in all, the trip was wonderful and we really enjoyed it. The only negative is that we wished we had more time at some of the sites, but the only way to do that would be to extend the trip, and then the cost would be prohibitive.

If you were to do another tech tour, perhaps Glasgow and Lord Kelvin could be included, the Cavendish Laboratory at Cambridge, and we were sorry to have missed the Crossness Pumping Station. Then there's the Imperial War Museum, the Victoria and Albert Museum, etc. etc. But we can't think of what to delete to make room for these additions!

Keep us informed of future plans and thanks for all the work you did to make this trip happen!

Sincerely,

Kay Jablonski
Guy Rowe

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1. Experiences in traveling to the initial Tour site?

We traveled economy, unfortunately, because we did not get notification that we'd be included on the trip until late and American Airlines had increased the number of points to 100,000/leg for each of us and the business class seats were gone. The return trip was also economy class. The TSA process was more efficient from England to the USA than the other way.

2. Experiences of staying at the Kensington Close Hotel?

We had lots of trouble with our first room. The TV system was antiquated and we were told that there were 4 channels. In actuality, we eventually learned that there were lots of free stations on their digital system listed under pay-TV. We finally learned the various steps it took to reach the important international stations from BBC to CNN and more. The safe in the room didn't work. When we called for help they put in new batteries and then it still didn't work. Eventually, by reaching a good tech and then meeting with the manager, Andre Huefner, we got help. The computer connection was limited except from one spot in a central corridor downstairs. The manager really did help: Andre made sure we got access to our property in the safe, and had a working safe etc. When the shower system stopped during the morning shower the first day and we had to rinse off soap with water from the sink – by the glassful, the manager, whom we had gotten to know by first name, helped. Andre changed our room. When we came to the new room the front desk had designated (to which they would move our luggage while out for the day), our new keys didn't work and we finally found out that our room had been changed again. The manager (Andre) knew that the new room was not adequate and changed the room to one that worked and had a bit more room (except in the toilet area). While there was a problem with the new room, and it took a while to figure out the key system, in the end it was fine. The new room had had its door lock installed upside down and the key had to be inserted backwards! There food was good, but the access to the room was slow and inefficient and flow through the dining room was poor.



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3. Significant Experiences, very good, good or not so good of each days scheduled events in London?



Our visits while in London were good. The overall bus tour of London was a bit long as many of us had been there before, and the time left for the **Science Museum** was too short; especially for those going

to the theater. While the non-IEEE members couldn't attend the IET (silly as here the reverse would not have been true), it gave me time to get to the Victoria and Albert Museum – new jewellery (their spelling). It was a bit difficult to get information on how to get to the next spot – The Royal Institution, but with the bus system and some walking I got there first. There should have been more time at the Royal Institution to explore their interactive exhibits. The Churchill war room tour was great! The tour to the Thames Flood Gates was really very good. The Ben Franklin House and scientific experiment demonstrations was a really nice surprise. **Bletchley Park** was incredible. We could have used a lot more time there. The visit to the *Mosquito Aircraft Museum de Havilland Aircraft Heritage Centre* .

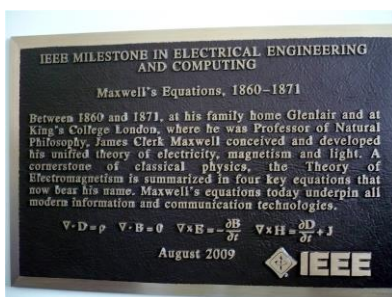


was very worthwhile. The visit to Oxford was interesting. The visit to the Cotswolds was a pleasant area to see in more detail. All along the food was very good – a surprise for England's reputation. The disappointment in London was too little time at Greenwich—**The Royal Observatory**. After a long walk, we learned that there was now an entrance fee that was not covered and there wasn't enough time either. The ride on the Thames was OK and although it allowed different view of the city it was not necessary. It was more an

improvised lunch room with changing views. In general there were long walks almost everywhere; which was harder for some than others.

4. Experience with the overall train travel? The train travel from London the York and York to Edinburgh was fine. Coordination for the last leg – boarding at York was a bit confusing, but really fine.

5. Experience with the tour to York? It was interesting to see the old city of York, but there wasn't enough time there. We chose to go to the National Railroad Museum and enjoyed that.



6. Satisfaction with the visit to Maxwell's Glenlair home/workshop? We really enjoyed the visit to Glenlair. We were lucky enough to get to both. One of us only went to Maxwell's birth home and benefited from



Bletchley Park was occupied by the HQ of Britain's cryptanalytic and signals intelligence organisation the Government Code and Cypher School between August 1939 and March 1946. Here some of the best brains of Britain were pitted against the enemy's enciphered communications during the Second World War. Their success forged for Britain a decisively powerful intelligence weapon which saved countless lives, and helped significantly to shorten the war.

*The king hath note of all that they intend,
by interception which they dream not of.*
Henry V Act II Scene II



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the lecture and did not get to Rosalind Chapel. The other of us went to Maxwell's birth home and to Rosalind Chapel but was only able to get into part of the lecture.



7. **Comments about the visit to the New Lanark World Heritage Site?** The tour of New Lanark was interesting; especially the explanation of the electricity generation system, as explained by its very enthusiastic managing engineer. It was interesting to see the looms and the store, too.

8. **Experiences during the stay in Edinburgh?** It would have been nice to see more. The city has a lot of museums and shops and narrow crooked interconnecting walkways. The bus took longer to get to places than by walking the streets. However, walking in Edinburgh can be a challenge due to the cobble stone street and the hills. The Hotel in Edinburgh had problems. There was no computer access in the rooms without a fee. The rooms were very small with barely any walking or "turn-around" space. It was hard to get more than one towel for 2 people. The room we had had insufficient ventilation – the window opened into an internal stagnant air shaft. Weather in the UK and especially in Scotland is as they say "in the mouth of the goat". It varies. It was cool to comfortable in England and cool to cold with rain in Scotland. There were storms with 70-110 mph winds that kept the second bus from reaching Glenlair.

9. **Satisfaction with the tour guides?** The tour guides were very good.

10. **Satisfaction with the Tour Company: Sterling?** We really didn't interact with Sterling directly. We are not sure who was responsible for the choice of the hotels. They didn't intervene to improve the situation, but perhaps this was not possible.

11. **To those who arrived early and stayed over, did that work out to your satisfaction?** Yes. We spent good time with friends in Tonbridge, Kent, and got to Hever Castle and Brighton Beach. We also did local things in Tonbridge, both before the tour and after we returned from (our after tour trip to) Amsterdam. After Edinburgh, we flew to Amsterdam to visit friends and then flew back to London 5/29 and flew home on 5/31. We used Easy Jet, which was quite an experience. It was basic with a low weight limit for luggage and very long airport walks, but it worked.

12. **Satisfaction with the cost vs. the benefits of the overall tour?**

I guess we were surprised at the price we were charged for the theater when we saw the price of the tickets for the play we saw. Perhaps the price was due to the cost of the dinner (which was very good, but left insufficient time for either dessert or coffee/tea) and the cost of the transportation.

The price for the tour should have bought better accommodations. The food was very good – for the UK.

13. **Finally your overall thoughts about any aspect of this Tour?**

If you were to plan for another Tech Tour to Great Britain, (1) what would you leave out and (2) what would you put in? Other suggestions are also welcomed.

The tour could be longer in both London and surrounds and in Scotland. As mentioned before, there should be **more time at Bletchley, the Science Museum and the Royal Institution**. Blenheim Palace was interesting but the tour through it took too long.

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Perhaps the tour could add more free time for all and more evening time available for theater etc (although this isn't essential).

(BK) Perhaps Chartwells and one of these aviation sites could be added :

1. RAF Museum in London & RAF Museum Cosford – Royal Air Force RAF or
2. Spitfire and Hurricane Museum Manston Road Ramsgate Kent CT12 5DF
3. Some science in Cambridge

(FK) I was very disappointed that we were not able to get to Cheltenham, Home of GCHQ; one of the IEEE Milestone sites listed in the advance literature. Why was it listed as a destination if access to any of the buildings was NOT INCLUDED? ---and time wouldn't permit the 'long road trip' to get there, anyway?

Thanks for your support during this venture.

Cheers to you Scott ----- from Barbara and Fred Kruger 631-543-5392
f.m.kruger@ieee.org

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27. Experiences in traveling to the initial Tour site?

It was fine. Flights went nicely. First class train ride was good. Taxi driver was interesting. The trip was long so I now see why the offer of the before and after days at the hotel. A day on either end would be good for resting. And more days would be good for going to see whatever else you had figured out would be nice to go and see.

28. Experiences of staying at the Kensington Close Hotel?

This hotel was a disappointment. Their website starts with what I had assumed was a picture of the hotel. It is not. It is the Royal Albert Hall. I thought, "Wow! Now that looks great. 4 stars must be really really nice." Well, it wasn't. This is my first trip out of our country. So from the picture on the hotel website I was misled into expecting more. The tv worked sometimes. Never did figure out how to get the desk light to light. I expected a small room but just knee space between the corner of the bed and the bathroom door is about to overdo it. Two guests had one chair and one place to put the suitcase. I slept with my suitcase on the bed with me because I did not want to pick it up and down just to open it. The sink faucet had to be turned seven times to get to the water. Despite these inconveniences the breakfast was very good and helped to start the day.

The ad for the Kensington Close
<http://www.kensingtonclosehotel.com/local-map.html>

29. Significant Experiences, very good, good or not so good of each days scheduled events in London?

Overall I'd say very good experiences. Every day just got better and better. I would be delighted to do a tour again. But if I did, I would get in better physical shape. I was not prepared for the walking distances, hills, and more stairs than I could imagine. I'm very glad for excellent bus drivers. I would not dare to try to drive there. de Havilland Aircraft Heritage Center shows us just how "easy" war is and how our freedom is valued. I think everyone should see this place and talk to the gentleman restoring it.

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Since I want to go ahead and get this sent in, I will add to this comment section in another email.

30. Experience with the overall train travel?

I enjoyed the train travel immensely. Thanks.
I think it would be very helpful if America would expand our train system.

31. Experience with the tour to York?

NA

With this trip I have discovered that I am a flatlander. Before the trip I had practiced to walk the mile and on the one flight of stairs that we do have in town. I am very glad that I did. I would not have gotten as far as I did without that advise. I just did not realize the fast mile here and then another fast mile there, and again and again, etc. A pause to breathe on the way would have helped. By the time we got to York I was running out of upie (steam, a way to move upward, tired). So we did not walk around York. However, we did walk up to The Train Museum. I took pictures of the trains in the roundhouse. We may make a little riding train in our backyard. We also enjoyed the Duke of Marlborough's train and gardens.

32. Satisfaction with the visit to Maxwell's Glenlair home/workshop?

Great. It is encouraging to see people trying to restore and honor something we both value. The three people were very friendly, helpful, and knowledgeable. I think that they are doing an admirable job.. I found out that the biscuits that my Grandmother made were like the scones. Later I took pictures of the dog Toby's statue.

I didn't know that a big bus could be gotten into such little spaces. We had a wonderful driver.

33. Comments about the visit to the New Lanark World Heritage Site?

This was interesting. They needed better workers and so provided better conditions. Like today people get used to what they have and want more. Profit and improvement continue. I think it would be useful for everyone to see this.

34. Experiences during the stay in Edinburgh?

Our guide was very nice, helpful, and knowledgeable. I would also very much have enjoyed Leslie continuing on our tour.

I did not expect to go north to find gale force winds. I can do that in Louisiana.

I'm very glad for excellent bus drivers. Our driver managed to not roll the bus and kept it on the road very well. He knew the road well enough to know where the windiest places would be. He is a wonderful driver.

I expect that is as close to an Icelandic volcano as I will ever be. My eye drops are helping and I am recovering from exposure to the volcanic ash. We were able to get out as scheduled. The airport was clearing out the delayed traffic. The plane flew around and very high above the ash cloud. I imagine that is as high as I will ever be too. Keeps things from getting dull.

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I do wish that I could have gotten up to see Edinburgh Castle. When I got off the bus and looked up the hill, it just seemed so high and far away that I could think of no way I could get up to Edinburgh Castle. So I did not get to go there. I did go up and into the closest public building, a music hall, and looked at pamphlets, spoke to the locals and drank a Coke. We did get directions and went to a music store where I bought some cds of bagpipe music. So the time was not wasted and we still had time to go down to the Pub.

I especially enjoyed the Scottish effort to please. I think the Pub went above and beyond. A young man made quite a few trips running up the stairs with buckets of ice. The ice water was greatly appreciated. Maybe they had never seen a hamburger but they gave it a valiant try for us. The meatball was the burger and the slice of ham was under it. It was a wonderful hamburger and I appreciate their efforts.

I like this hotel better and the breakfast bar at the London hotel better.

35. Satisfaction with the tour guides?

Our bus tour guides were great.

I was in Leslie's bus. She met my idea of an English lady and she was extremely knowledgeable. She was very nice and helpful. She gets stars in my book.

Our Scottish lass was also very good.

The places that we went to gave us excellent tours by their experts and bosses. They were very impressive. This rare treat was highly appreciated.

The chief engineer at the Thames Barrier really knew his stuff. He also told us how to get someone with vertigo or panic attacks moving on the stairs. This was very useful when a lift stopped working at the Malt Whiskey Society. Basically you block her view from looking down if you can, try to keep her looking into your eyes, you hold her hand while she holds the rail with the other hand, and have her slowly come down with you. Our guide and I were on either side of her. You encourage her all the way to the bottom. It works. I think our bonnie lass can do that herself the next time someone gets stuck.

36. Satisfaction with the Tour Company: Sterling?

They did provide outstanding guides and bus drivers.

Getting the itinerary the night before would be better than the morning we started. I keep losing the list so two copies would be appreciated. I am trying to get a list in order so I can finish question # 3. I did not write a detailed list as we went because I get motion sick. I will use the time on my photos to recreate a list in the order in which we saw things.

The name tags did help me. Thanks.

Apparently we did not understand when or where to meet the bus the first night. After we left the Science Museum we could not find it. We gave it plenty of time. The taxi driver knew where the hotel is. We also missed Scott at the hotel to meet about 5 to go to dinner. Otherwise we did manage to keep things straight.

A drop off closest to the door and then parking would have helped. It was especially far to the Royal Observatory. Not seeing a map and missing a sign did make it especially far to the Meridian Line. I also missed the look down at the river since I did not climb to the tippy top of the hill.

The next day on the bus we were handed a map of the next place and it sure did help.

37. To those who arrived early and stayed over, did that work out to your satisfaction?

N/A

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38. Satisfaction with the cost vs the benefits of the overall tour?

Since this was my first tour, I can't really do a comparison. I think it is good. It was a delight to feast across two countries.

39. Finally your overall thoughts about any aspect of this Tour?

It was wonder having such great guides at the different sites. That arrangement was very appreciated.

What we saw and who told us about it went way above and beyond what I had expected. Great!

Also, we would appreciate copies of your pictures or videos you would share with us, so that we might share with others.

My pictures are as yet unsorted. But we would be delighted to share. We'll send a DVD.

Marshalls

=====

Travel to initial tour site Very Good Day travel via AA and taxi from Heathrow to hotel proved fast and convenient.

Kensington Close Hotel

Negative: Difficult one-side bed access, poor lighting in breakfast area, construction noise.

Positive: Good location, easy access to underground station, helpful concierge.

London Events

London tour-Not so good, limited exposure , not enough time at Westminster Abbey
Science Museum-Good, but inadequate time.

Royal Observatory - Inadequate time. Boat ride on the Thames very interesting and relaxing.

Thames Barrier - Very Good. Unique.

Cabinet War Rooms - Very Good

Royal Institute- Very Good

Institute of Engineers - Good

Benjamin Franklin House - Good

National Gallery- Had made prior visits. Very Good

Train travel Very good. First Class was really comfortable.

York Tour Very Good. Even heard choral music in the Minster.

Glenlair House Good. The hospitality was warm and genuine.

New Lanark Good

Edinburgh Very Good. Ibis Hotel OK, with efficient bag transfer and check-in. Visit to the Maxwell Foundation offered additional insight into Maxwell's family life and scientific achievements. Visit to Rosslyn Chapel was most informative and appealed to those who related it to Da Vinci Code. Farewell dinner excellent.

Tour Guides Very Good. Lesley, Rita and Andrea (Andie) contributed immensely to enjoyment of the tour. They were well-informed, helpful, and unfailingly efficient and good-humored.

Sterling Travel Very Good

Early Arrival Very Good. Quite satisfied with arrangements.

Cost vs Benefits Very Good

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Overall thoughts Great tour, but too many events were scheduled. All selected reataurants were very good to excellent.(Was sticky toffee pudding everyone's favorite?) Bus transport was very good; the drivers were excellent. (Note: Sterling Travel made a deposit for a 6-night stay for my one-night stay at the Tara Hotel. Possible money return from Tara to Sterling?)

Thanks to IEEE Life Members George McClure and T. Scott Atkinson for organizing an excellent Tour. Your hard work is much appreciated. Selection of and visiting the IEEE Milestone sites was excellent and varied. Hospitality at these sites was gracious . Bletchley Park was one of the most interesting site visits.(There was, in addition, much to interest travelers who were not members of IEEE.)

Well done!

Bob and Carol Papsco

=====

Experiences in traveling to the initial Tour site?

I went on business to Manchester and then by train to London, travel good.

2. Experiences of staying at the Kensington Close Hotel?

Rooms were bad as well as hotel, but I would rather spend the money on good food (which was excellent) than better hotels. Hotel was clearly not 4 star as it said on the web.

3. Significant Experiences, very good, good or not so good of each days scheduled events in London?

All London was good especially Bletchley Park.

4. Experience with the overall train travel?

Train travel was excellent, first class a must, it had wifi which didn't work at the Kensington Close. I got work caught up.

5. Experience with the tour to York?

Tour of York OK Lunch good and Rail Museum very good. Baggage handling excellent.

6. Satisfaction with the visit to Maxwell's Glenlair home/workshop?

My group made it there, but for all the travel, a video at the Maxwell Foundation would have been OK. Churchill dinner very good and Criterion Restaurant excellent.

7. Comments about the visit to the New Lanark World Heritage Site?

New Lanark better than I expected.

8. Experiences during the stay in Edinburgh?

Hotel as expected, I have stayed in Ibis Hotels in Germany and knew what to expect, again rather have good food than upgraded hotels.

9. Satisfaction with the tour guides? All tour guides were excellent.

10. Satisfaction with the Tour Company: Sterling? Grade B+

11. To those who arrived early and stayed over, did that work out to your satisfaction?

Did not stay over or arrive early.

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12. Satisfaction with the cost vs the benefits of the overall tour? Good value.
13. Finally your overall thoughts about any aspect of this Tour? Good people and fun discussions. I didn't have my wife along, but she would not have liked it, other wives seemed to.

Chet Sandberg

=====

1. Experiences in traveling to the initial Tour site? Fun! We took the "tube".
2. Experiences of staying at the Kensington Close Hotel? Fine, but cramped. Location was good for exploring on foot.
3. Significant Experiences, very good, good or not so good of each days scheduled events in London? Would rather have skipped the boat ride and spent more time at Royal Observatory. Especially enjoyed the Cabinet War Rooms, Faraday's museum, Ben Franklin's home. Tidal barrier was a highlight. Science museum was excellent. I could have skipped Blenheim Palace.
4. Experience with the overall train travel? Fine. Fun. We love train travel.
5. Experience with the tour to York?
It was nice that we had some free time to go exploring. York is a very special place.
6. Satisfaction with the visit to Maxwell's Glenlair home/workshop?
Didn't make it there because of weather. Nice ride in the country though. We were lucky to get back to Edinburgh that evening due to blocked roads.
7. Comments about the visit to the New Lanark World Heritage Site?
Quite a surprising item. Enjoyed it very much. The engineer was very informative and fun to talk with.
8. Experiences during the stay in Edinburgh?
Fine for the most part. Maxwell Institute was a fine endpoint. Would have been nice to include the Museum of Scotland, which contains instruments of several famous Scottish scientists.
Worst meal of the tour: Deacon ?? Pub (meatball sandwiches).
9. Satisfaction with the tour guides?
Fine. Rita was excellent, though she didn't have much experience with engineers.
10. Satisfaction with the Tour Company: Sterling?
Fine. Good drivers, flawless busses.
11. To those who arrived early and stayed over, did that work out to your satisfaction? Yes.
12. Satisfaction with the cost vs the benefits of the overall tour? Good.
13. Finally your overall thoughts about any aspect of this Tour? This was the first time in England for my wife and myself. The overall London tour brought to reality places we'd

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always heard about. Ditto about Oxford. The De Havilland museum was a little treasure!

Stallings

=====

After the UK tour, Connie and I had one day at home before travelling to New York City to sing at Carnegie Hall on your Memorial Day. The choir comprised members of several other choirs from as close as the NY suburbs and as far away as Auckland, New Zealand. We sang "Das Deutsches Requiem" under the direction of John Rutter, and it went very well indeed.

Then it was back to work - none of this retiring at 65 or thereabouts - so I've been so busy that replying to your email slipped my mind until receiving your email today. So now I will simply take the time, right now, to respond to respond to your queries.

We were fortunate that we could take a direct flight from Ottawa (YOW) to London (LHR). I had done my homework in advance, and had bought tickets on-line for the Heathrow Express. I also bought two Oyster cards on-line for use on the tube, and these cards were mailed to me arriving shortly after I had ordered them. No problem getting from Paddington to the hotel.

We found the Kensington Close Hotel to be quite adequate. On the plus side, the rooms were clean and tidy and sufficiently roomy for our needs. After all, we were there for the tour, not to pay for luxurious accommodations. It was unfortunate that we coincided with the renovations but, as we were out when they were working, it wasn't a big deal. Breakfast was a bit of a scramble, but that's how it goes. We didna starve.

As the hotel was close to the Circle Line and within Zone 1, it was convenient for our trip to Wigmore Hall for a super concert on our first night in London and for our second night out. Since we're not too keen on musical theatre, we opted to go to the Shakespeare Globe Theatre on the south bank of the Thames just across from the Millenium Bridge. Exceedingly easy to get to from the hotel. The play was super - the Brits really know about quality!

Time and traffic were our biggest enemies in London. Perhaps too many activities had been squished into each day. However, I'm not complaining. On the positive side, this gave Rita lots of opportunities to point out significant sites to us. Probably the highlight in London was the visit to the War Rooms. The reception and introductory talk were first class, as were the exhibits. I also thoroughly enjoyed the visit to the Thames Barrier.

When I first saw the tour program, I wondered about the Benjamin Franklin house. It turned out to be much better than I had anticipated, largely due to the young Scot doing the educational presentation. On the least positive side, I would select the National Museum. For me, this sort of museum needs lots of time and the right frame of mind. Otherwise, it gets boring. We opted to go to the Portrait Gallery, and it was more enjoyable. But that's just personal preferences. As I had a couple of matters to look after, I skipped the Technical Archives but enjoyed the rest of the day. All in all, London was great.

We had seen Oxford from the TV series Morse, so it was good to see an 'old friend' in person. I could have been lost and gone forever in Blackwells bookshop, but I disciplined myself. The whole area and ambience were wonderful. And add to that the English countryside. Agreed, the weather was unusually good for us - the farmers had a different opinion!

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Bletchley is a gem, and the volunteer guide was excellent. In fact, I found the whole area to be very congenial, and I'm very grateful for all those responsible for the Bletchley trust and the work that they are doing. I must say, though, that it brings one up a bit short when you see, in a museum, equipment that you've worked on 'in the days of your youth'. Then we were off to that most interesting Aircraft Museum located in the middle of nowhere. Low key, and a wonderful collection of old aircraft and motors and knowledgeable people.

I like trains. Thus, riding on the ECML to York and then on to Edinburgh was really nice. We could have spent more time in York, but that would have meant an overnight stay. In any case, it was an enticing sample, so now I have to return. We even managed to find enough time to visit the railway museum.

Then across the border to Scotland. Our guide Rita, who is a Scot, elucidated the finer points about the meanings of UK, Great Britain, England, etc. I, of course, had had these points implanted in me by my father, who was from the north (almost a Geordie). I enjoyed Edinburgh. Even the weather, which turned rather cool and very windy, somehow emphasized the feeling of the sturdy Scot!

The visit to Maxwell's house was very interesting and very well presented. I found the architecture of the area to be very interesting (auld town, new town, etc.) as I've read about the development of Scotland over the years, and the really great characters that the country produced. It was neat to be on their home turf.

I wondered what the New Lanark tour would be like. To my delight, the chap responsible for the services (electricity, heat pumps, turbines, pool, etc.) took us around to see everything. The works were clearly his 'baby' and his pride was palpable. Rather rubbed off on several of us, I think, and certainly on me.

We never got as far as Glenlair as the high winds had brought a large beech tree down across the highway. The alternate route would have taken so long that we would not have gotten back to Edinburgh in time for supper. We gathered from the other group that had gone first to Glenlair that we shouldn't be too disappointed at not being able to visit. Our guides handled the changes and consultations with us really well.

I could have used more time in Edinburgh. However, it was cool and so windy that the Firth of Forth bridge was closed. The rail line was closed too. An Icelandic volcano decided to make a statement at the same time, so the airports from Newcastle north were closed. Edinburgh had lots of people looking for a place to stay. Everyone took it in good stride, which in itself gave us an interesting and informative view of the place.

We were in the group with Rita. Connie and I were really impressed with her knowledge and with her skills as a tour guide. She was also able to give us information about agriculture in the UK. On part of the trip, Connie and I were sitting in the row immediately behind her, and we had a most interesting conversation about all sorts of things. In a way, too bad we live in different countries, but ...

I know people like cost / benefit analysis. I enjoyed the trip greatly, as you can probably tell from the comments, and the cost was reasonable. In fact, I didn't even think about the costs - we just enjoyed ourselves.

In my opinion, the decision to have almost all meals planned was an excellent decision. This resulted in a great variety. Furthermore, I reckon that several of the meals cost more

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than I would probably pay if the choice were up to me on the spot. But they were all part of the deal, and were great. I should also add that my allergy to nuts (walnuts, etc.) was handled very well. My alternate was equally delicious.

I hope my rambling is helpful.

Cheers,
John Strickland

Hello Scott

I forgot to mention the Royal Institution in my previous words. It was interesting to me as it dealt with matters that were originally considered as physics rather than engineering (e.g., Bragg diffraction) and I'm actually a physics type.

Answer 1 - possibly leave out

- (a) The Technical Archives didn't interest me, so they could be left out.
- (b) The National Gallery is a Great Institution, but ... We substituted the Portrait Gallery.

Answer 2 - possibly include

- (a) Cambridge University, home of Sir Isaac Newton
- (b) James Watt - exhibition, home, etc.
- (c) Isambard Kingdom Brunel - a really interesting civil engineer, innovative bridges (e.g., Clifton Suspension bridge), railway (now part of the West Coast Main Line), first propeller-driven trans Atlantic steam ship, etc.

Cheers,
John Strickland

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1. Experiences in traveling to the initial Tour site? Very hard getting from Heathrow to hotel using train and subway. Subway stairs with 2 (wife, self) large suitcases was extremely hard. Would have liked more warning about the degree of difficulty; would have taken taxi.
2. Experiences of staying at the Kensington Close Hotel? Very hard getting around (over) bed whose headboard and footboard touched opposite walls of room. Isis hotel was much better. Breakfast was good.
3. Significant Experiences, very good, good or not so good of each days scheduled events in London? Very poor planning of whisky tasting event. When we arrived at the tasting, we were under the impression that there was no time limit. Halfway into tasting the second (of 3) whiskys, tour guide entered room and announced we had to leave in 10 minutes. Didn't get to taste 3rd whisky and discuss the experiences. Suggest you (Sterling) refund half of the \$55 charge.

Very poor planning of Rosslyn Chapel and Maxwell Foundation timing. We were told there would not be time to do both, and had to chose one. My wife chose Rosslyn Chapel; I chose Maxwell Foundation. My wife toured Rosslyn Chapel and then toured Maxwell Foundation; I got only Maxwell Foundation with a detailed talk about Maxwell history (which I would have skipped in favor of Rosslyn Chapel, had I known).

Didn't get to go to GCHQ at all.

Excellent dining.

4. Experience with the overall train travel? Good.
5. Experience with the tour to York? Good.

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6. Satisfaction with the visit to Maxwell's Glenlair home/workshop?
Didn't make it due to fallen tree across road.
7. Comments about the visit to the New Lanark World Heritage Site? Good.
8. Experiences during the stay in Edinburgh? Good. Beautiful countryside.
9. Satisfaction with the tour guides?
Rita had excellent knowledge and presentation. Excellent voice.
10. Satisfaction with the Tour Company: Sterling?
They didn't plan the timing of events and amount of walking for senior citizens adequately (especially to Greenwich museum). They didn't communicate the options, timing, and degree of difficulty well at all.
11. To those who arrived early and stayed over, did that work out to your satisfaction?
N/A
12. Satisfaction with the cost vs the benefits of the overall tour? Good.
13. Finally your overall thoughts about any aspect of this Tour?
Very good experience. Would do it again. Thank you for all your efforts in planning this valuable event.

Winiacki

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Attachment 2: Tour Travelers

IEEE UK Tour LAST	First	Strickland Strickland	John Constance
Allexopoulos	Nicolaus	Winiecki	Kenneth
Allexopoulos	Sue	Winiecki	Mary
Aurich	Walter	Yablon	Marvin
Aurich	Lila	Yablon	Judith
Buchanan	Stanley P.		
Buchanan	Gwendolyn C.		
Dickstein	Stanley		
Doran	Sam		
Doran	Carol		
Ferguson	Hal		
Franke	Ernest		
Franke	Doris		
Gressang	Randall		
Gressang	Susan		
Harman	Thomas L		
Harman	Karen		
Hill	Douglas		
Jones	Andy		
Jones	Nancy		
Kalemaris	Stanley		
Kalemaris	Agnes		
Kruger	Frederick		
Kruger	Barbara		
Marshall	Fred		
Marshall	Karen		
Matsumoto	Eiju		
Kohama Suzuki	Kiyoko		
McClure	George		
McClure	Glenda		
Mech	Harold		
Mech	JoAnne		
Nielsen	Martin		
Nielsen	Jay House		
Onstad	David		
Onstad	Karen		
Papsco	Robert		
Papsco	Carol Noel		
Rowe	W Guy		
Jablonski	Kay		
Sandberg	Chester		
Scofield	Linda		
Scofield	Stanley H.		
Simpson	John		
Simpson	Jean		
Stallings	Gordon		
Stallings	Fran		

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