



INTERNATIONAL MEETING ONLINE

# **FROM PANAMA TO LISBON CALLED TO MISSIONARY SYNODALITY**

VATICAN, 18-21 NOVEMBER 2020





# Questionnaire results

*World Youth Day Panama 2021*

Dicastery for Laity, Family and Life

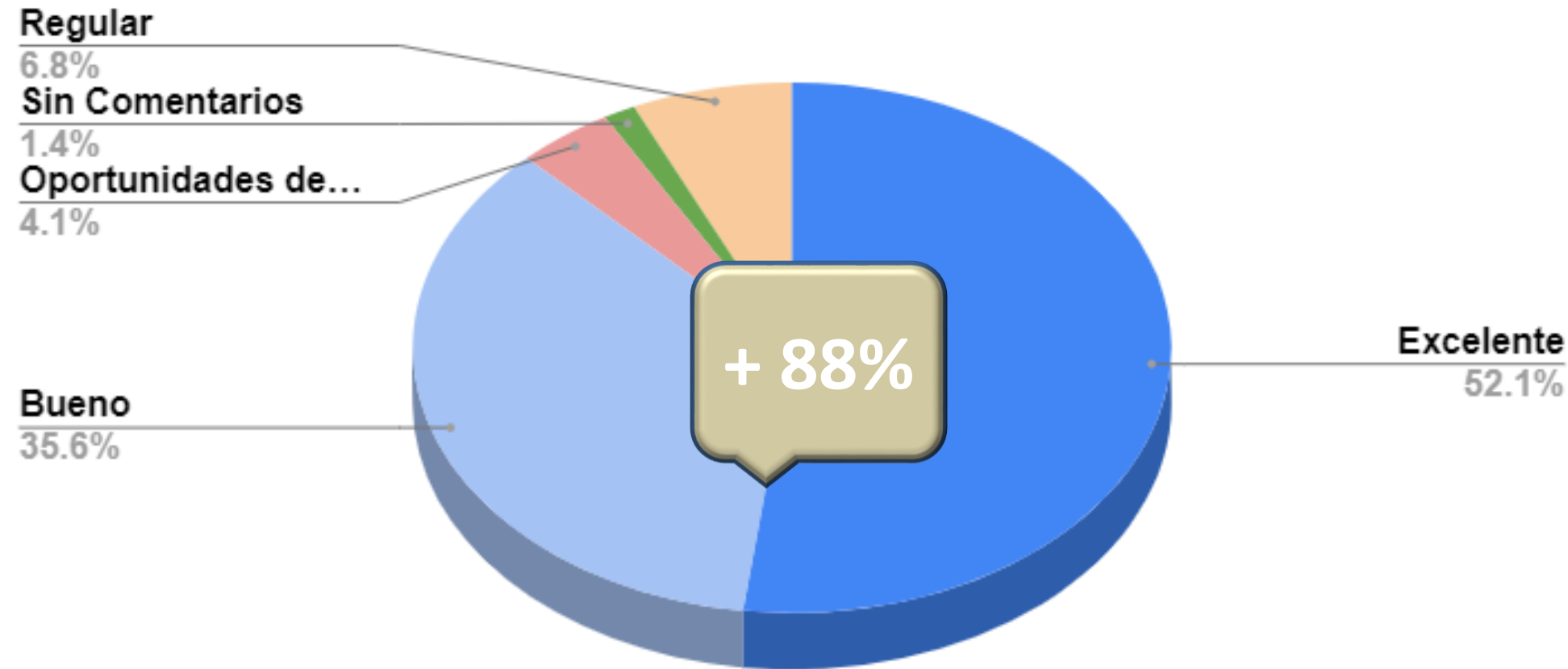
November 2020



## Evaluation Table

Item	Evaluation	Explanation	Benchmark
1	Excellent	Very accessible - Informed	Maximum degree of appreciation and satisfaction.
2	Good	Accessible – Somewhat informed	Considered all to be positive and some suggestions for improvement.
3	Passable	Somewhat accessible - Poorly Informed	Negative situations were resolved soon without further problems.
4	Room for improvement	Not accessible - Not Informed	Negative situations difficult to resolve; in need of improvement.
5	No comment	Impartial	Took part and have no negative comments to make.
6	We did not participate – We did not use it	Impartial	Had no experience of this.

## What was your experience of the registration system for WYD Panama 2019?



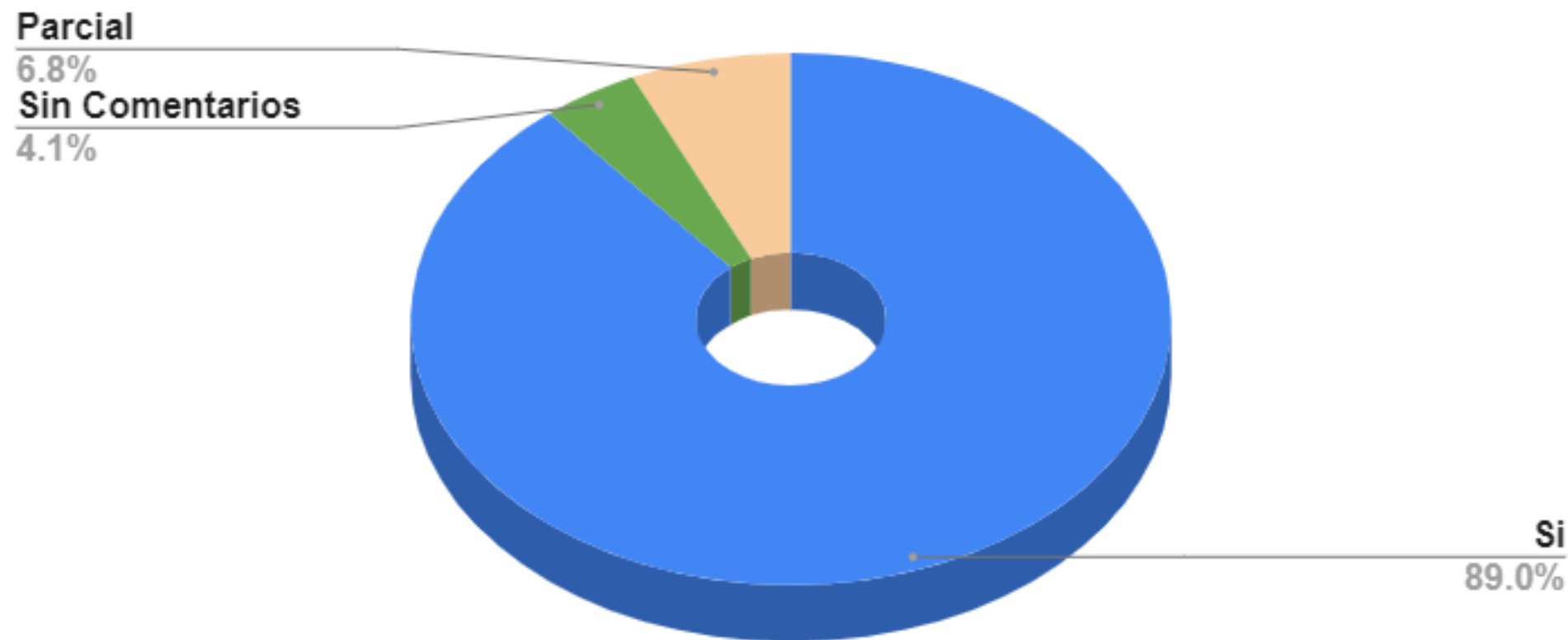
“The delegations that our episcopal conference registered had no problems registering the groups. It was very helpful that we were allowed to make only two payments as this lowered costs in making transfers.”

“The limitation of the registration system was that, after we registered, it was not possible to make changes and additions. This somewhat complicated the process of updating. The system was better than in other WYDs, but it could be improved.”

“Overall, the process was relatively positive. However, there was some tension regarding the price. It was lower before a certain date and then the date changed twice. We had to register the whole group in one go. Furthermore, priests had to produce a lot of documents which were not really useful.”



## Do you think that the pilgrim packages options were good enough?



"Yes, there were plenty of options".

"Yes, there was something to meet the all various needs of pilgrims".

"There was no particular complaint. We feel that it met our needs".

"It was satisfactory. We think that the type of packages depends on what the host country is capable of offering."

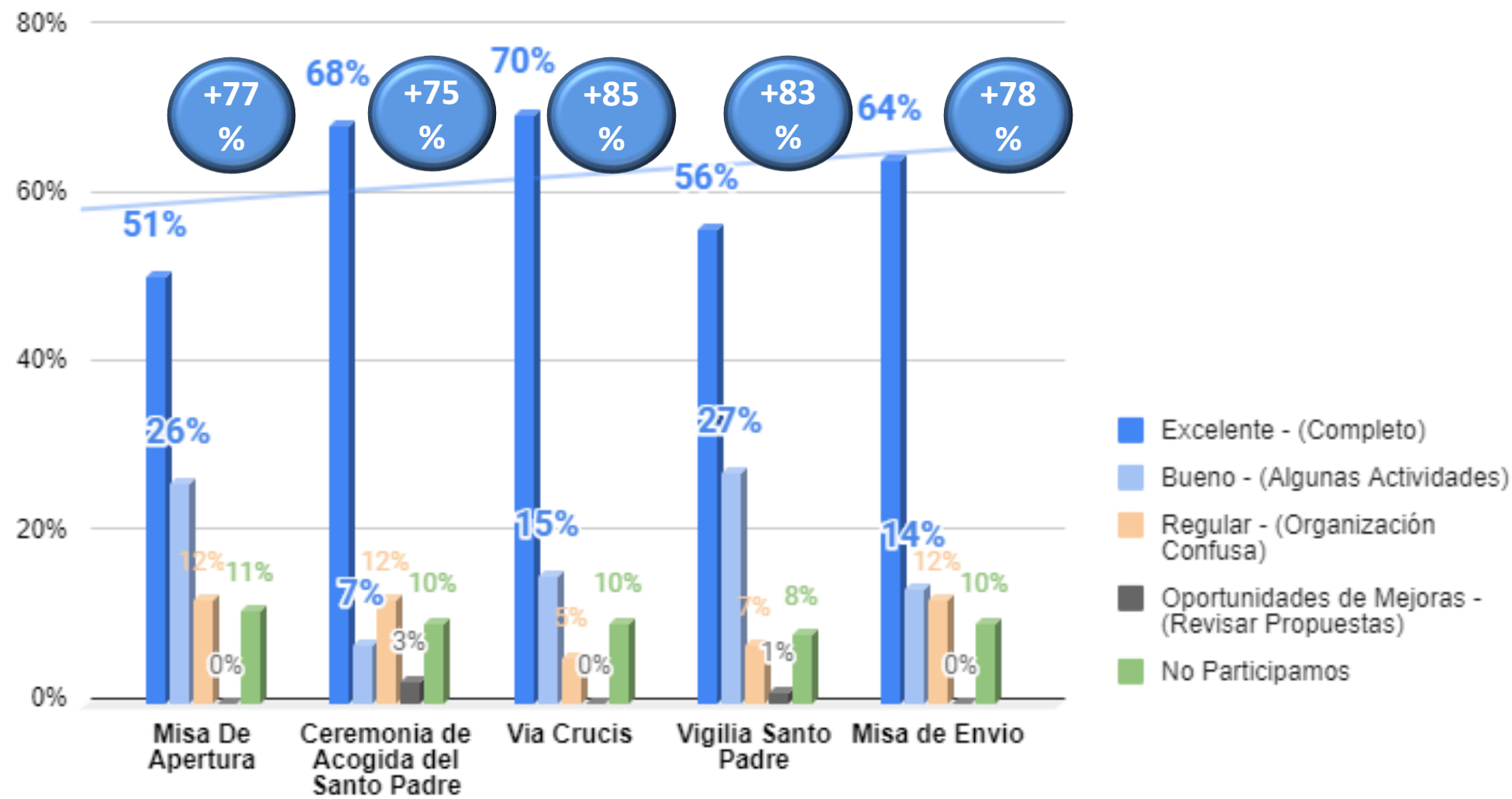
"It was a little expensive for the young people".

"It was not bad, but the quality was not great".

"Generally okay. However, transport was not so easy to use. Besides, it would have been useful to know in advance about the SIM card. There was nothing about it in any of the documents we received".



## Main events at WYD Panama 2019



### VIA CRUCIS:

It was a beautiful encounter with the living Jesus. The young people could recognise the sorrows of many of our people, and this committed them to prayer and awareness. The artistic moments of the Way of the Cross were beautiful and helped us to reflect more deeply on the one human family.

### OPENING MASS:

"Well organised in Panama. Good road signs and catering".

"It took a long time to enter because the entrance controls were non-existent. The queueing instructions were changed and the line did not move forward".

### WELCOME CEREMONY:

"... It was lovely and inclusive. Some of our youth could be close to the Pope"

"We enjoyed this great event of the Church. The ceremony was well prepared".

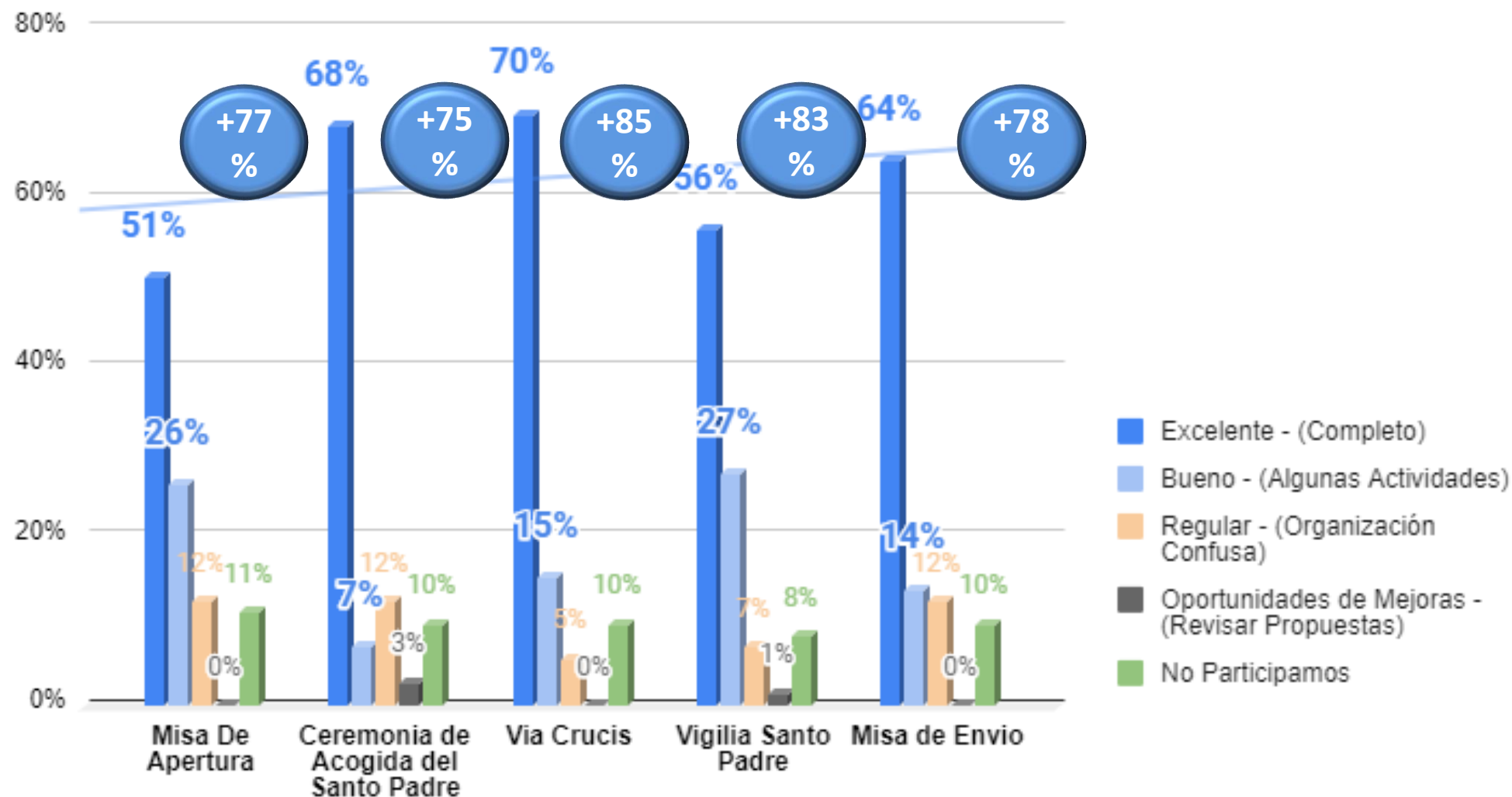
"The access roads were closed very quickly and it was difficult to reach the sector".

"Very moving. The meditations of the Way of the Cross were profound and they integrated various cultural elements".

"Overcrowding where people were in places not assigned to them so that they could be near the Pope"



### Main events at WYD Panama 2019



### CONCLUDING MASS:

"The closing Mass crowned WYD in Panama with the songs of the choir, and especially with Pope Francis' message saying, Dear young person, say yes to God just as Mother Mary did and you will not be disappointed."

"The music that woke us up in the morning was very loud. That was very unpleasant. The early hour did not matter. It was the volume. We could not speak with the noise".

### VIGIL:

"It was the perfect culmination for the solemnity and sacredness of the moment. During the exposition of the Blessed Sacrament, the presentation of different cultures and ethnic groups and the artistic presentations, there was a deep silence that called for intimacy with Jesus".

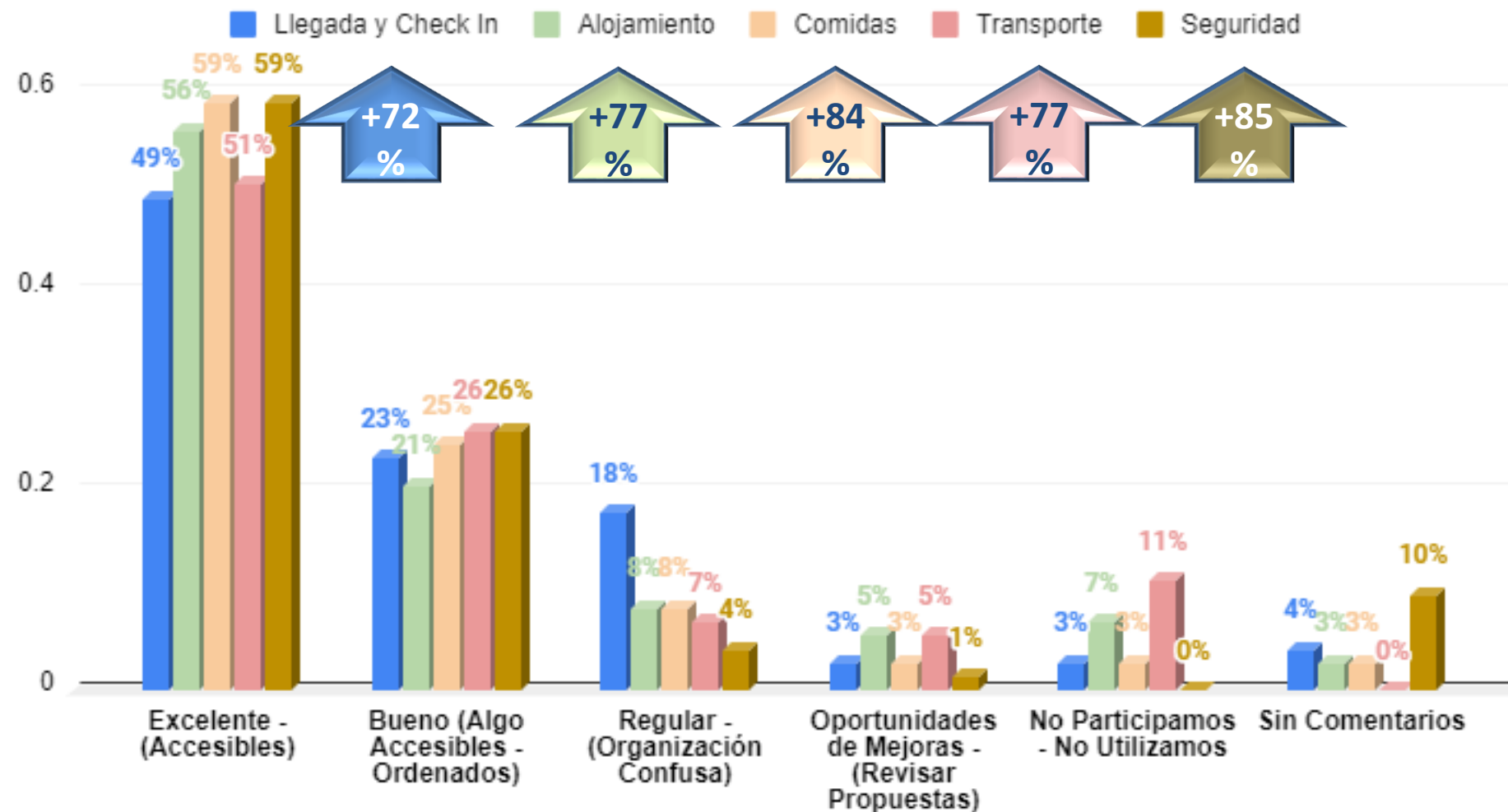
"Very well organised, easy access, possibility of transport to get to the place and also to return. We were given plenty to eat and drink. The vigil itself was very good, very moving and very prayerful".

"The songs were beautiful and the choir was truly spectacular. Music is an important language. It seems to me that in Panama there was a very beautiful and positive effort in this sense".

"Lack of organisation. It ended too early".

"Place a chapel with the Blessed Sacrament in the pilgrims' areas".

## Logistic services at WYD Panama 2019



### ARRIVAL AND CHECK IN:

"Very friendly customs agents with a great desire to facilitate procedures".

"In general, everyone was very happy with the reception and the organisation. Each parish organised the community to welcome the pilgrims".

"We had to wait around because we were not part of the special visa process. That generated a lot of nerves and anxiety".

### ACCOMMODATION:

"We were privileged to have good accommodation both during the week of the mission and the week of the main event. The people were friendly and accommodating and were happy to welcome the people of Africa".

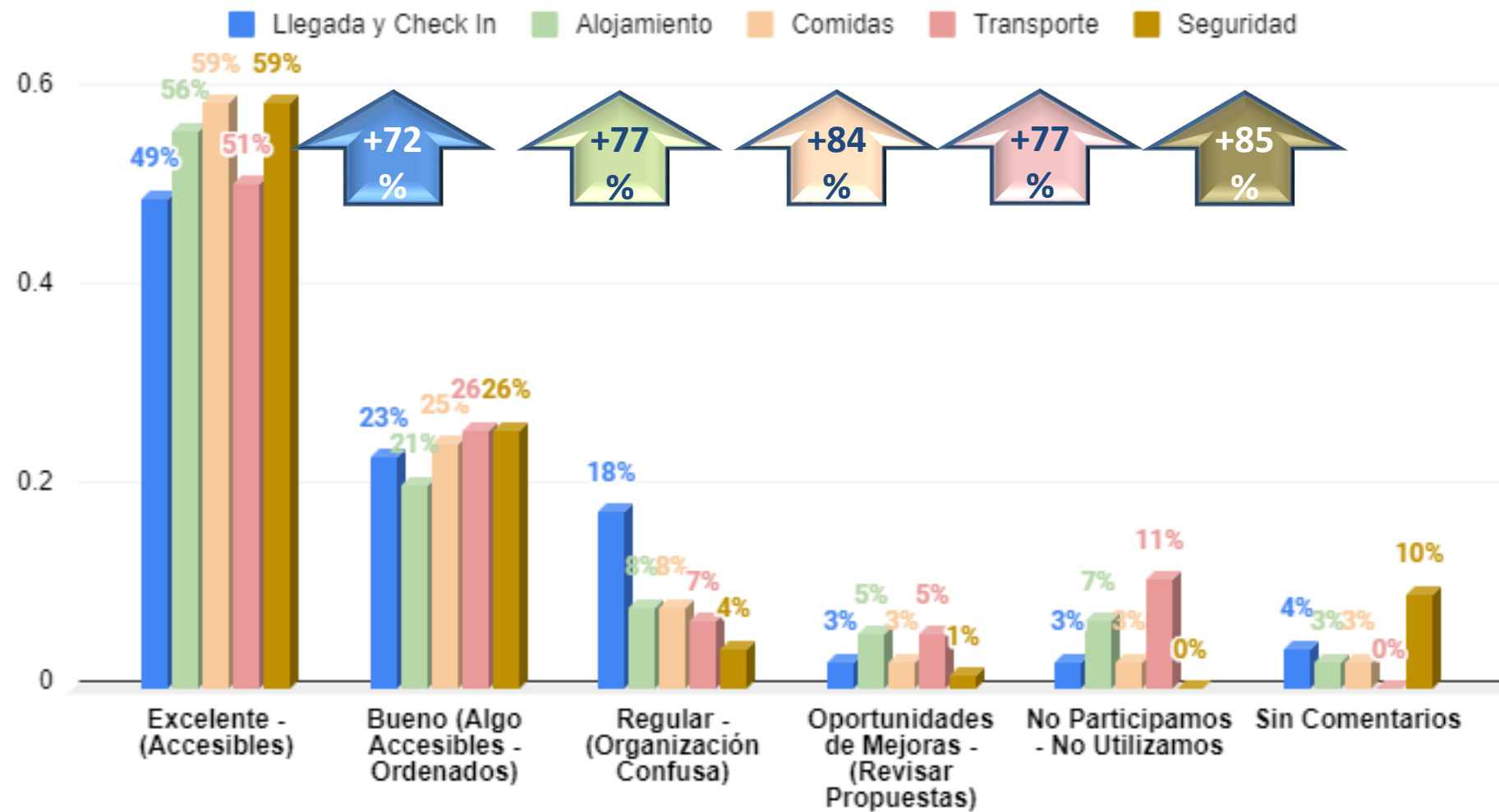
"For the volunteers the accommodation was very poor. There was no hot water and the shower could only be used for a few hours every 24 hours. In the rooms next door it was very cold, due to the air-conditioning".

"During the week of WYD in Panama City we were accommodated in the village of Las Mañanitas. It was a nice church community, friendly people, everything fine but it was far from the city and badly connected by public transportation".

"We are grateful that the delegation from Montreal was able to stay with families. We were finally able to be in touch with the local community.



## Logistic services at WYD Panama 2019



### SECURITY:

"... security was commendable and we felt very safe and protected. The police were friendly and accessible. They were in almost every corner and this was very good. The local people also took care to make us safe".

"Excellent. It seemed that the whole community was prepared to ensure our care and comfort".

"Create a faster security system at the entrances to the venues".

### MEALS:

"Well organised. There was a variety of places where we could eat. Excellent".

"There were no concerns about food because not only were there food coupons, but the host families arranged to feed us".

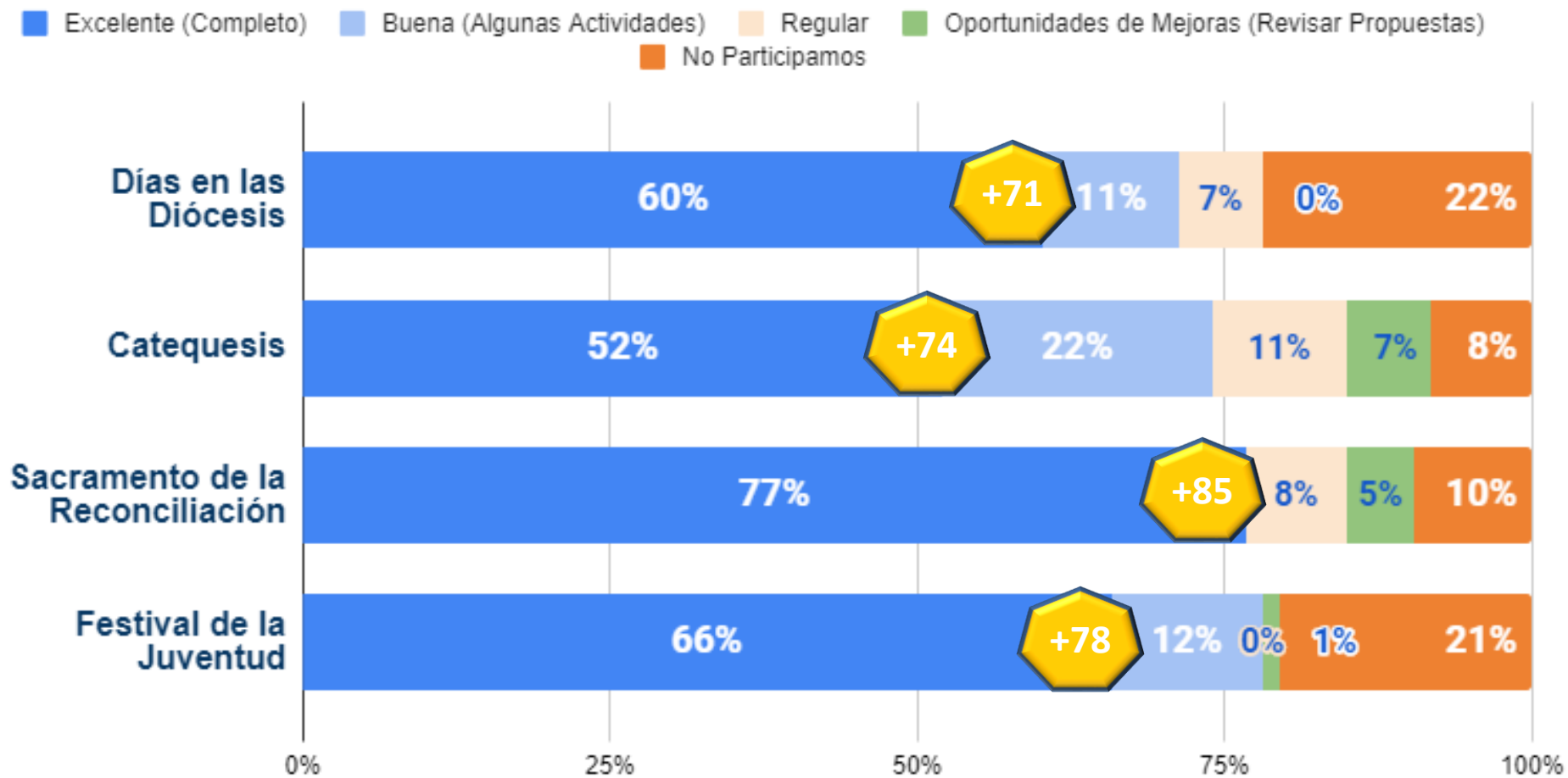
"The range of meals was varied. The meals at the Vigil and Concluding Mass should be better".

### TRANSPORT:

"The opening of the second metro certainly made the journey easier. The transport staff was also very helpful in facilitating orderly travel".

"The card worked quite well, with occasional reloading problems, always solved directly with the help of the bus driver".

## Pastoral and cultural activities



### DAYS IN THE DIOCESES:

"Everything went well. We loved the fact that it was related to *Laudato Si'*".

"They were very well planned and prepared and many young people participated. The feedback was very positive. For the music group Gen Verde, the relationship with the bishops, the youth ministry and the sisters of the dioceses was wonderful and very collaborative".

"There were mostly excursions. Panama would have been a good opportunity to do some social work or some mission work. I think such things should be incorporated into DID"

### CATECHESIS:

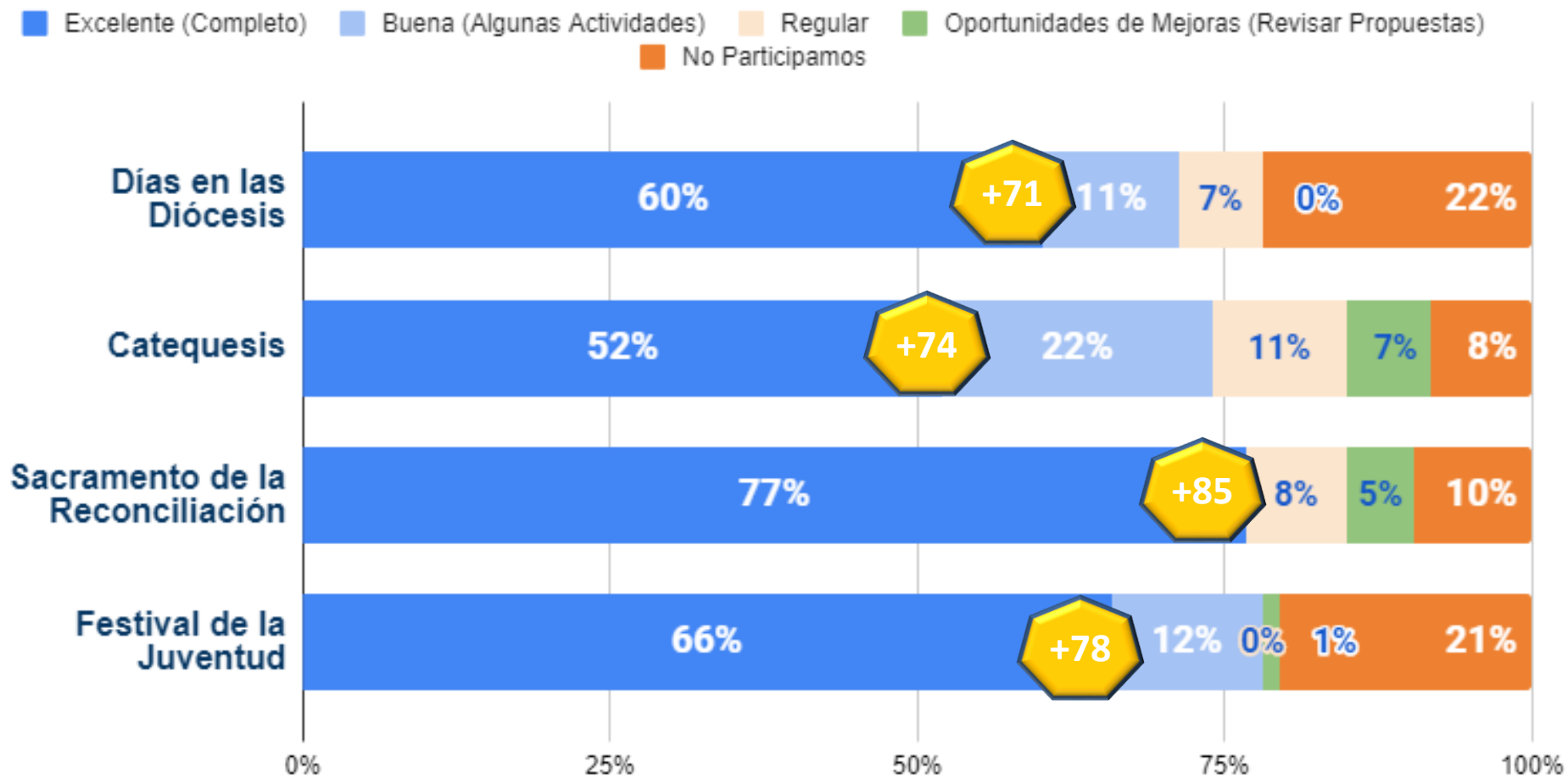
"During the catechesis in the parishes, there was a bit of a language barrier and no facilitator, but this did not prevent us from participating in the catechesis. We did our best. We met another group from Pakistan".

"We liked it very much. The bishops' talks were good and so was the animation".

"It is not always adapted to young people and their lives. Bishops are not always the best people to talk to young people. Their talks are sometimes too ecclesiastical, in a jargon that young people find difficult to understand".



## Pastoral and cultural activities



### SACRAMENT OF RECONCILIATION:

"A very good location and well carried out. It was a great success at this WYD. A healthy and needed dimension of pilgrimage".

"It was very moving to see many young people lining up for the sacrament of penance. Once again it was a declaration that our Lord is merciful and forgiving and helps us to restore our faith".

"It was very far from the evening activities".

"There were not enough priests. There were long queues".

### YOUTH FESTIVAL – VOCATIONS FAIR:

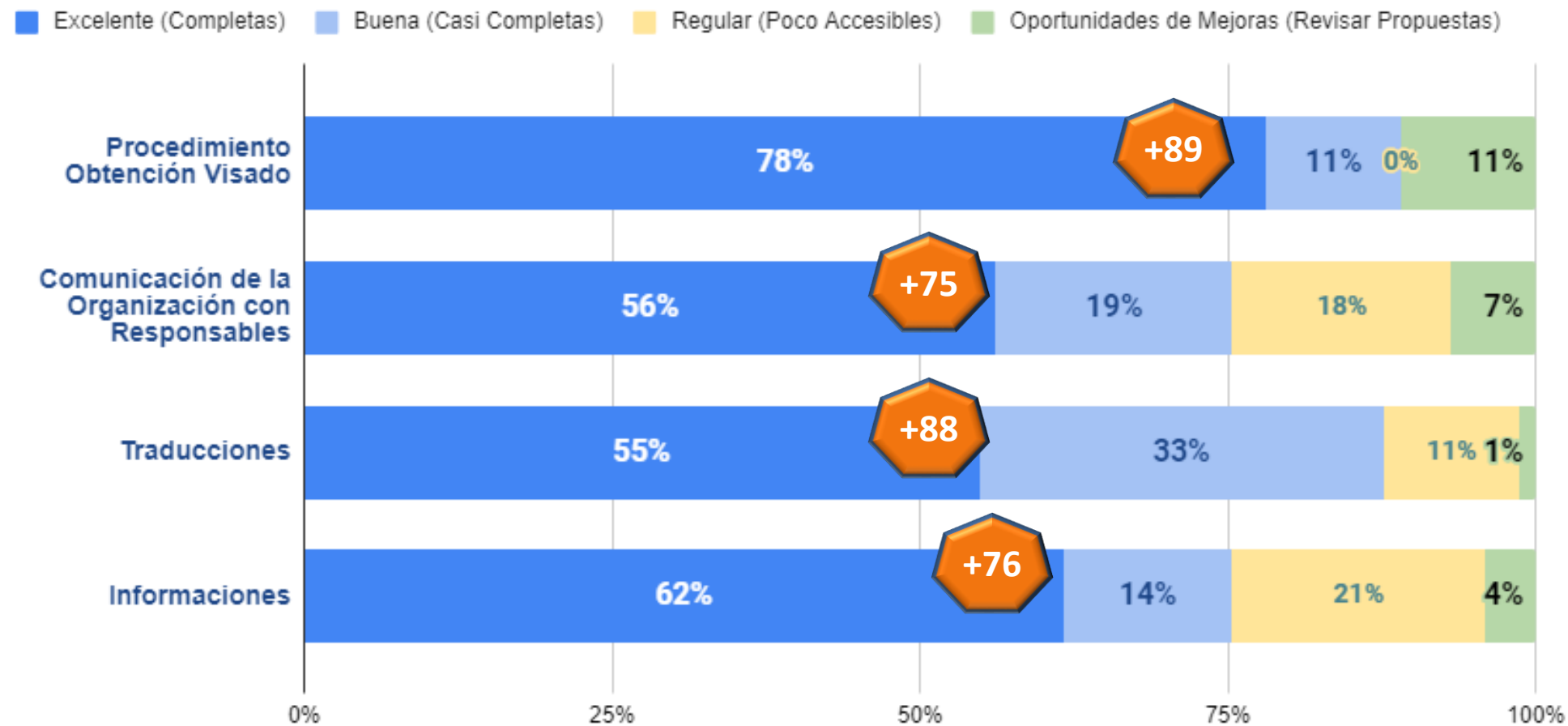
"It was a renewing experience to get to know about different spiritualities, hear various talks, and see the statue of Our Lady of Fatima".

"The Vocations Fair was much appreciated. There was no time to visit all of it".

"A lot of diversity in one place. Well done".

"Excellent although very dispersed ... There were long distances between the various activities".

## Services before and during WYD Panama 2019



### VISA PROCEDURE:

"The Panamanian government made it easier to obtain documents. The International Relations Committee was very accessible and gave us timely advice about visas".

"At first people from our country had to have a visa, then it was not necessary, which made everything easier".

"Compliments to Panama as it does not require visitors from many countries to have visas. For Lisbon, we have to look at this closely".

"We saw inequality by country of origin. Even if people lived in Canada, if they were of African origin or were from some Latin American countries, then they had more difficulty in registering".

### COMMUNICATION BETWEEN THE COL AND LEADERS:

"They were accessible and available. They helped us to prepare".

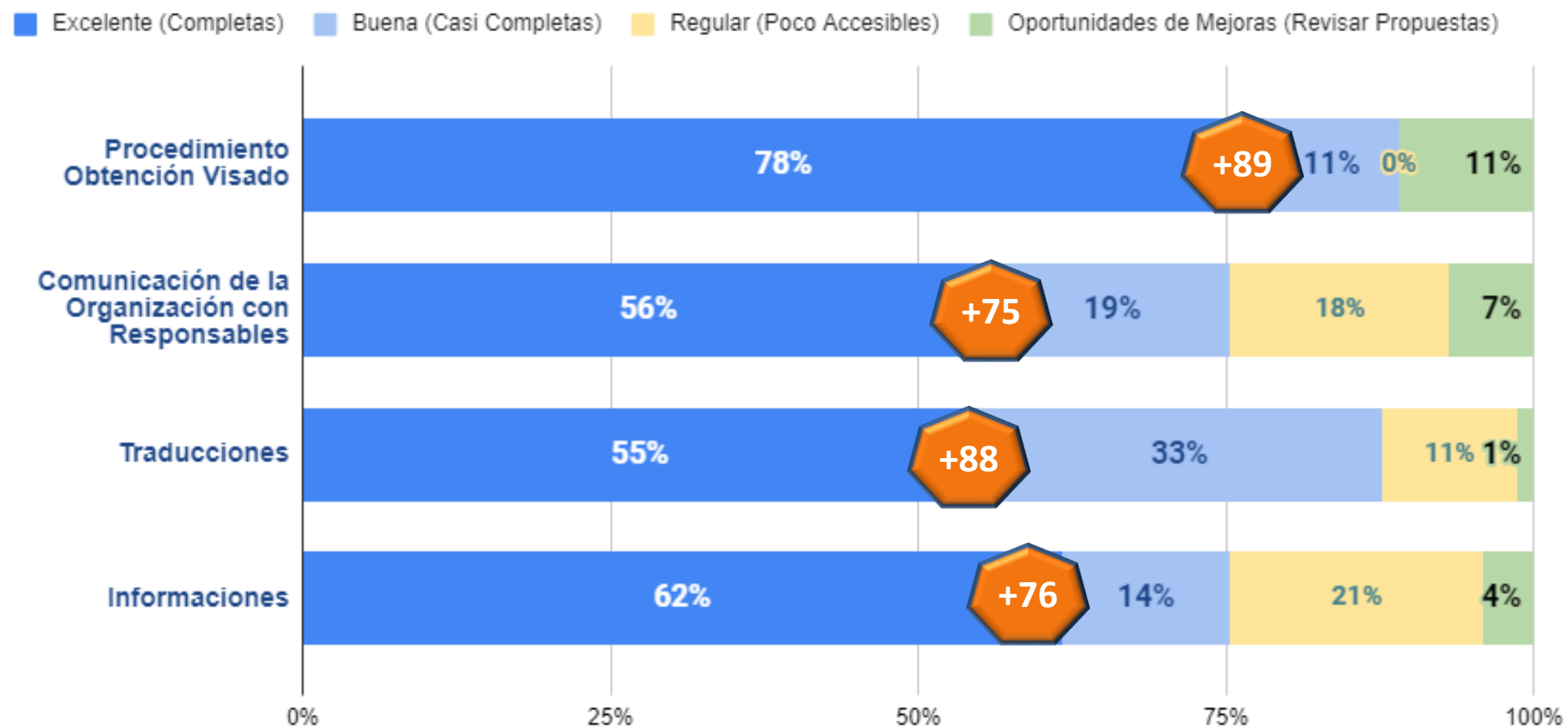
"Good and productive. It enabled all to work together methodically".

"Responses to our concerns came late. This meant that communication was not so good".

"Some groups that did not speak Spanish had some communication problems, especially at the beginning. Most things were in Spanish and they could not follow all the instructions in the communications".



## Services before and during WYD Panama 2019



### TRANSLATIONS:

"It was good during the Mass. Thank you".

"Not great, but we managed. It was better during DID and not so good at WYD".

"Sometimes the translation was missing, but that did not spoil the atmosphere".

"Young Quebeckers from remote areas were surprised that their culture was overlooked".

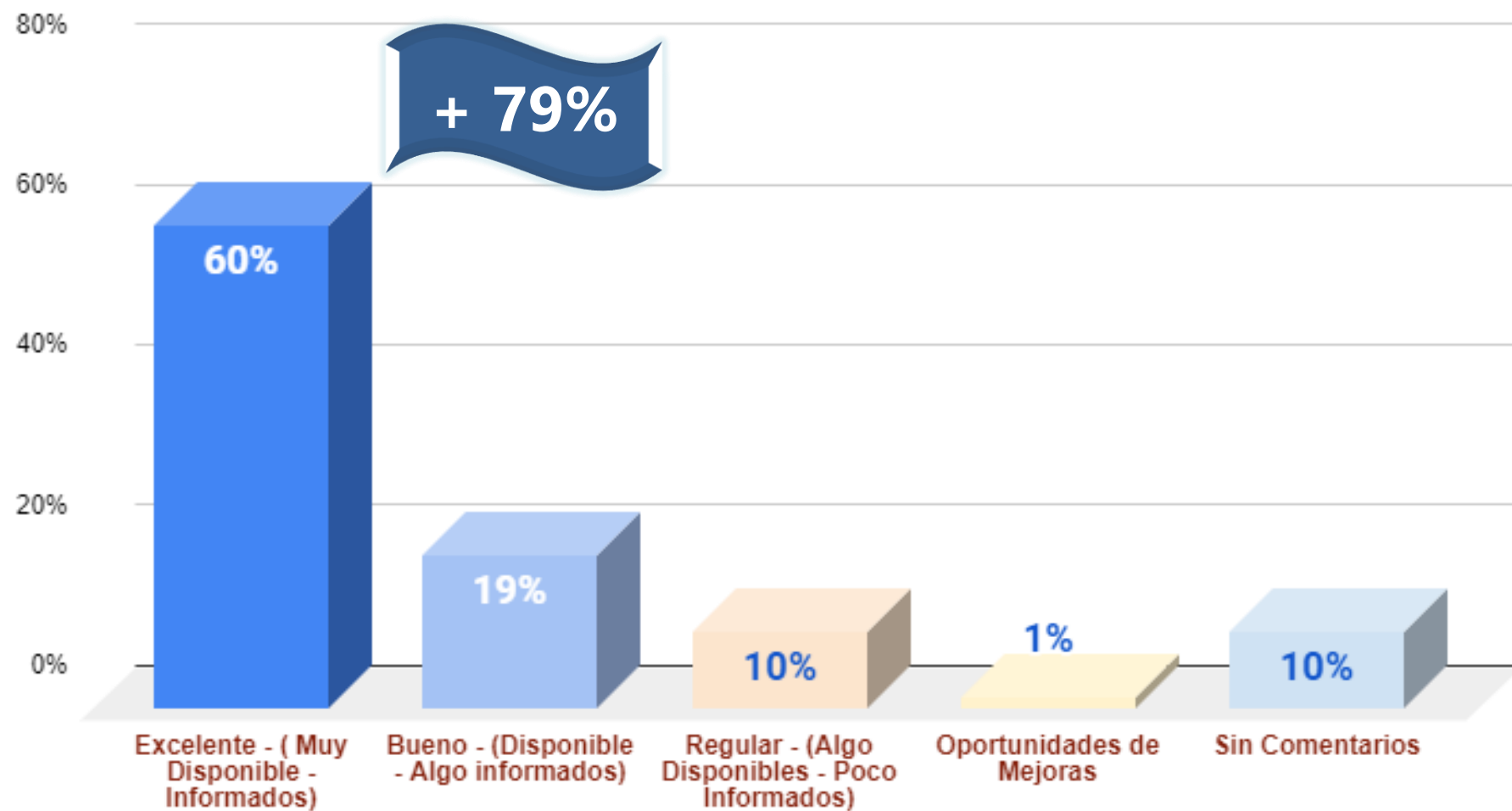
### INFORMATION:

"Information was readily available in print and in a telephone app that was very good".

"The Information Centres were not open on the Sunday, Monday and Tuesday after WYD and there was a high number of pilgrims in the country".

"For improvement: Communications between officials and countries/embassies".

**How would you evaluate the service given by the volunteers?**



"Very good. A service that is always appreciated".

"Super competent and friendly with a lot of human warmth and concern".

"Each group received local volunteers to help them settle down in their communities. They were available and helpful at all times".

"At times they did not seem to be prepared. They did not know what to say, but they were always willing".

"Useful in parish centres, but not very accessible for large events like the opening, vigil and closing".

" They were available but there were few of them and they needed some guidance. Some of the volunteers were not well informed/orientated about the daily programme and the locations of the main activities. Some, I believe, registered as a way of participating in WYD".



" I AM THE SERVANT OF THE LORD. MAY IT BE DONE TO ME  
ACCORDING TO YOUR WORD" (Lk 1:38).

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**Thank you**  
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