

After-Burn Report

Otherworld 2017: Tabula Rasa

Kindle Arts Society



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EXECUTIVE SUMMARY – MEGAN WILL

Overall, the event was a success. Feedback both during and after the event (anecdotally and via the feedback survey) was overwhelmingly positive. There were fewer incidences than ever before; this is partially due to the continued improvement of the BC Ranger team and better security services and also supported by continued efforts of some community members to acculturate and educate newcomers. Our event continues to be a unique regional event, given the location is always a scenic beautiful location, and the proximity to both the ocean and rainforest. We continue to be an event that encourages and welcomes children, which gives the event a familial vibe. The slow, steady growth of the event means that there are always many familiar faces and participants that have been a part of the community since its inception. There is still challenges with acculturation and encouraging/supporting the co-creation of the event by all participants, however, again this year there were new members of the community who made significant contributions to the event.

New this year

There were four roles that were altogether new or revised on the production team this year: Board Liaison, Safety Coordinator, Volunteer Coordinator and Sound Marshall.

- The board liaison this year was a person who was not on the board and held no other position on the production team. This provided a neutral third party who was able to reflect the interests of both the board and the producer without conflict of interest. Given the trust between the board and event producer, and that there were multiple board members who had roles on the production team, there was less of a need for communications between the board and the liaison. However, I recommend continuing this practice moving forward as the size of the production team and event grows
- The Safety Coordinator was another integral role, taking on the coordination of various departments that had any safety concerns. A functional ‘what to do when x happens’ document was developed to compliment the fulsome Event Safety Plan. This role could be expanded in future years as the event grows. We were lucky to have an experienced member of the community in this role who was knowledgeable about the scope of safety concerns inherent in the event, as well as a familiarity with all the departments and leads.
- The Volunteer Coordinator role was developed as event planning progressed. This role provided support to the team leads, producer and ticketing lead bringing together various tasks usually handled by those leads separately. I recommend keeping this position moving forward, and would encourage them to work with the new Ticketing and Membership committee.
- The Sound Marshall collected valuable data that affirmed that our sound policy, with regards to sound levels/limits, is appropriate and on average, being upheld by theme and sound camps.

Prior to recruiting team leads, I put together a PowerPoint presentation that served as a ‘vision’ for the event, including a mission statement, objectives and expectations. It was directed at prospective production team members but was made available to the public. I believe there is value in having a document to point to that includes all the information a prospective team member should be made aware of before committing to a role, as well, in having a document that can be referred back to during the whole planning process up to and including debrief and wrap up. As well, with input from the 2016



production team, the document that details expectations and responsibilities for each role was expanded and updated. I see this being a valuable document that can be built upon from year to year.

The use of laminate ID's was expanded this year and included in the budget (they were previously gifted from a member of the community). It is an excellent exhibition for an artist/artists in our community but they also served a functional purpose. They were used to identify multiple teams like the production team, Producer on Shift, Rangers, Effigy team, Fire Safety, Fire performers and Fire perimeter. They are a great gift/swag but also function to identify trained safety volunteers.

A new ticket system was researched and hired for this year. The ticket sales were divided into three groups: directed/Kindle Arts members, general sale and subsidy applicants. The event did not sell out this year; I believe this to be a combination of the much-delayed ticket sale dates, the exceptional demand in 2016 (resulting in participants opting to make other plans instead of possibly not getting a ticket) and competing events on the same weekend (local music festival). I recommend ticket sales occur as early as possible – ideally 3-4 months in advance of the event. We also rebranded early entry as Work Access passes and allowed theme camps/teams/art projects to dictate how many passes they needed.

After the disappointing service from the hired security last year, Edie Jackson was engaged to bring a team of security personnel. Edie has provided the security for the Vancouver regional event for many years and is herself a long-time burner and former Black Rock Ranger. Her team had very few incidences to deal with, however, still proved to be a great fit for our event. The value of having a security team that understands how our structure works and how to interact with and utilize the teams that we have in place (ie, Rangers) is immeasurable.

Room for Improvement

Despite engaging with Parks Canada as early as the fall of 2016, the permit for the event was not obtained until 3 days prior to the start of the event, and restricted the use of any pyrotechnics or fireworks, specified what kind of fuel/accelerants could be used and indicated the kind of materials that would be permissible for burnable art in the future. By request of Parks, I was the main/only point of contact, however, there was up to 11 different employees from Parks Canada that I was directed to communicate with. This made it very challenging to follow up with the status of our application, to get any questions answered and in general caused confusion and lack of clarity on the process. It is strongly recommended that a new venue for the event be sought out – one that would not require that the event obtain a Parks Canada permit.

This year the event lead was again not chosen until late in the fall (end of November). This is far too late and makes for many compressed timelines for planning. The event lead should be chosen as early as September to allow for adequate planning time.

Plans for parking and RV placement should be decided on and communicated to participants well in advance. I had concerns about there being enough space, and therefore, no solid plan was put into place. This resulted in a few challenges, such as many cars being parking on site which was not only a



safety concern (large, unlit objects on the road) but also made a lot of the site appear to be unwelcoming and closed off. I recommend developing a plan for cars on site and a way to limit the amount. There was also a challenge with parking being intermixed with RV placements (powered and unpowered RV sites), with some participants wanting to change or chose their site upon arrival despite the plan for parking that had been finally arranged between the producer and parking lead. This was disruptive and caused undue grief and stress to the parking team. A better parking and RV placement plan would avoid this issue in the future.

There was at least one major and a few minor instances of inappropriate use of or language over the radios. I strongly recommend that in the future, only those who have received radio protocol training be allowed to utilize a radio. As well, to better support this, radios should only be signed out by individuals, not teams.

Accessibility is a concern that requires more attention at our events. There was a boardwalk funded this year from the Kindle Arts Board of Directors that made the beach more accessible by wheelchair. This project could be expanded and improved. As well, the production team should work with venues in the future to do whatever is possible to improve accessibility at the site. At the venue this year, there was only one wheelchair accessible bathroom, which is unacceptable especially given the set up and length of the site. I also believe that theme camps should be encouraged to take responsibility for lighting of their camp, surrounding area (especially paths leading to and from their location), as well as some seating. This will help our events overall be more welcoming and accessible for all.

The budget has been modified the last two years based on the budget that was created for the event before that. Given the size of the event now, I recommend a reassessment and massive revising of the budget. The profit that will go into the Kindle Arts bank account was over \$17,000 this year. In years past, Otherworld was the only event that resulted in a profit, and this is what covered costs for the society for the year (supporting additional events, and multiple grant cycles outside of events). Given that at the beginning of the calendar year there was enough funds in the Kindle bank account to cover the entire Otherworld budget, I believe a significantly smaller profit could have been sustained without impacting the activities the rest of the year. Much more funding for the event can be allocated to supporting grants and art projects, and affording better infrastructure such as security and web/ticketing services. Most importantly, more of the budget should be allocated to volunteer support, fluffing and appreciation.



TICKETING – JARED WARREN

Lessons Learned

We used a new provider, BurnerTickets.com, to sell 548 tickets, less than the total capacity of 600. Our first-come-first-serve public sale was hit by a denial of service attack, which we responded to by holding a ticket lottery. The community was fairly satisfied with the ticketing process and responded well to challenges, but it seems like more up-front planning could reduce the behind-the-scenes work.

Platform Selection

Due to a change in employment status (of the previous ticket system provider) and challenges in 2016's public sale, the event lead decided that we should use a new ticketing platform.

BurnerTickets.com was selected based on their ability to meet key major requirements, a competitive price and experience with regional events.

Sales

KindleArts members and art grant recipients were offered the ability to purchase a single ticket. 360 directed offers were sent; 205 directed tickets were purchased.

26 subsidy applications were received and all were approved. 21 subsidy tickets were purchased. 3 companion tickets were requested and all were approved. A few subsidy applicants commented that having acceptances go out after the close of directed sales and the public sale put them in a difficult position.

A first-come-first-serve public sale was attempted on May 11, but was cancelled after 21 minutes because a denial-of-service attack disabled the servers. BurnerTickets' analysis of the attack did not provide any clues as to the perpetrator.

Luckily, BurnerTickets had functionality in place for a ticket lottery. 246 people registered. 141 tickets were offered to registrants in random order. Everyone who entered the lottery ended up being offered a ticket. Most of those who did not use their offer apparently got a ticket in the aftermarket before their place came up in the lottery. The lottery was much calmer and easier to manage than a public sale, and feedback was universally positive.

Communications

Posts to the Facebook event and group page using my personal account was the primary medium of broadcast communication. Most Facebook messages were mirrored to the burnvic@yahoogroups.com mailing list by Edd Macdonald. Facebook was also invaluable for answering questions and tech support, and reminding people to check their spam folders for directed communications.

MailChimp was used for multi-cast communications. Approximately 375 emails were sent and received by the tickets@kindlearths.ca account during the pre-event period.



BurnerTickets

BurnerTickets is a relatively new ticket provider with a small number of part-time staff. Very little of their system's functionality can be controlled through self-service administration. This situation highlighted that we currently do a lot of little fiddly things in the ticketing process. With a more established provider I would have been able to do some fiddling ourselves but other things would have been impossible.

To purchase or receive a ticket transfer on BurnerTickets requires having an account on their WordPress instance. For most people who authenticated with Facebook this worked flawlessly, but manually creating accounts for people who chose not to use Facebook was difficult.

BurnerTickets uses a model that associates metadata (name, volunteer preferences, waiver acceptance) with per account and each account can own multiple tickets. Over time it became clear that this model goes directly against our business requirements and had to be worked around in various ways.

BurnerTickets provided an application programmer interface that allowed us to build our own reports, but it was not particularly robust or well-documented (which is common for APIs). Building reports took a lot of effort from myself and Chris Lamb.

Overall BurnerTickets provided expert, bespoke service. Their system avoided issues with our previous platform and their lottery system is very robust. There was some gap between our requirements and their system, some of which they plan to fix by next year and some of which is due to a different model for ticketing.

Ticketing Feedback Survey

A ticketing-specific feedback survey was created and promoted in many of the ticketing information messages. 41 responses were recorded, and 34 of those surveyed indicated that they "got the tickets they wanted", although many of them after using multiple channels. Besides issues that are mentioned above, two responses recommended directed tickets for theme camps. My favourite recommendation was to "get a whole new process with even more steps and stages".

Recommendations

- Create a Ticketing Committee to document requirements, review processes and select systems before next year's event lead is chosen
- Send subsidy ticket offers before all other ticket sales
- Use a lottery rather than a first-come-first-serve sale in the future
- Investigate text messaging
- Configure MailChimp or a similar platform as a reusable society asset



GRANTS – *BLAIR WILKINSON*

This year we ran two grants cycles for Otherworld. In total, between KindleCash and OtherworldCash, we gave out \$11,800 to 30 projects. Of these 29 were shown at Otherworld. An additional 6 funded projects from previous rounds presented at Otherworld for a total of 35 projects and \$15,104.11 of funding. We also recommended an infrastructure project be paid for by the event/board. This was funded at \$750 (not from grant budget).

We have updated the funding to a tiered system. This was in hopes of getting artists more of the money they ask for. This seems to have been fairly successful, with most projects receiving no lower than 1 level below their main ask. There are some revisions to the system to be done. I hope to work on these with the future grants chair.

Recommendations for next year:

1. Make tiers make more sense (we had some substantial jumps in dollar amount between tiers that could be improved)
2. Separate systems for micro-grants (e.g., less than \$250), refurbished projects (e.g., cap at \$500 for previously funded project upgrades), and mega-grants (e.g., 1 or 2 grants at \$2000 or more)
3. Directed tickets for successful projects
4. More \$

VOLUNTEER COORDINATION – *HILTZ TANNER*

This was a new role this year, so I was mostly focused and trying to figure out how I could effectively help the rest of the team. In years past, the tasks that I performed were split between the Ticket Master, Event Producer, and Kindle Arts Directors.

One of the new ideas I tried was to have a large chalk board installed at Center Camp. The intention was to have this chalk board used as a method for various teams to announce they need more volunteers. This would provide an opportunity for people at the event to pickup volunteer shifts during the event.

This project did not work out as intended. I did not see any teams requesting volunteers using the board. So, either all teams had all the volunteers they needed, or the team leads simply did not make use of the resource.

I think the concept is worth trying again at future events, but it should be rolled out differently with more communication to theme camps about the available resource.

The chalkboard I used was given away at the end of the event and is no longer available for future events.

Recording volunteers using the new Burner Tickets service was highly problematic. This resulted in a very large amount of work spent tracking volunteers and determining which team's participants wanted to volunteer for. Most of this was caused by a glitch in the new code that did not record



anyone who chose a single team to volunteer for. The secondary issue was that timestamps were not recorded for some tickets, or when tickets were transferred, or when volunteer options changed. Without these two things, there was no way to track most of the volunteer requests.

In the future, I would highly recommend using a more well-developed volunteer tracking system. If Burner Tickets is used again for selling tickets, it should have a page that links to another site for the volunteer tracking. I do not recommend using any type of volunteer tracking integrated into the Burner Tickets website.

Kindle Arts spent the past six years developing our own volunteer tracking system consisting of TRICKS for the back-end database and RATS for the front end interface, which was just a series of GDocs that automatically updated from the TRICKS database. This system was not perfect, but it functioned and did what it needed to do. I used the old system as the Ticket Master and it was significantly less work than what we did this year.

Here are some features that would be required for a new volunteer tracking system:

- The ability to record every participant at the event and their teams chosen at the time they purchase their ticket (infrastructure teams plus theme camps and art projects).
- Record their contact information as part of the ticket purchasing process:
 - Name, nickname, email address, phone number (backup for email), and volunteer team or theme camp name or art project name.
- The ability to export all data into a spreadsheet or GDoc. This needs to be done manually and it also needs to have the option to automatically update a GDoc based on a filter based on the team. This allows us to create a list of volunteers for each of the teams. Alternatively, it needs to have its own built-in interface so that a team lead can log-in and see a complete list of their volunteers and perform scheduling and send email messages from inside the software.
- The ability to enter volunteer information when a ticket is transferred to another participant and add a timestamp when this happens.
- The ability to change volunteer selections for a given participant.
- The ability to export the entire ticket list for the gate (first name and last name only).
- The ability for team leads to login and enter all of their volunteer data. They should be able to enter this data beside the names of the people already in their team list and also add additional people from the gate list.
 - number of hours, write-in description for notes to describe what they did and anything else to note.
- The ability to produce a society membership list, which means calculating membership hours. Critical Infrastructure requires 2hrs (1hr = 1 membership hour). Non-critical infrastructure requires 6hrs (3hrs = 1 membership hour). Calculate total membership hours for each person in the database and then export a contact list consisting of everyone with 2 or more membership hours.

** The TRICKS/RATS system had most of these features and we partnered with the person coding the system, which means we could pay him to add any features we desired.

I developed a GDoc form to allow participants to enter their own volunteer information to save time for the team leads. This experiment was mostly a failure. There were less than 150 responses out of



more than 500 people. This has resulted in team leads needing to cross reference this incomplete list with their complete list and fill in the blanks. Since the team leads already have a complete list of volunteers, providing them with a standard format and asking them to update their own lists, then combining everyone's list into a master list and searching for duplicated participant names for people on multiple teams would have been less work for the team leads than using the participant form. The lesson learned is your average participant cannot be depended on to input their own volunteer data even if it will take them less than 10min. to do so. In the future, I recommend leaving all volunteer data entry up to the team leads as we have done in the past.

GATE/PARKING – CHRIS CADDELL (THE VIKING) AND HEATHER TROY(HELL KAT)

This was the 2nd year for Gate as a separate entity at Otherworld. The culture of Otherworld's Gate crew is based off Black Rock City's Gate crew and founded by an experienced member of that community. The Gate crew process reflects fulfilling the contract obligations of Kindle Arts, namely validating IDs/tickets, wristbanding participants and keeping cars organized in event designated parking zones. Gate is the first point of contact for the public, Huu-ay-aht visitors and law enforcement at the campground entrance.

Things that worked well

We received 86 volunteers from the ticket sale and after an initial email received 45 responses and shift commitments. There were also 7 walk up volunteers during the event. Gate volunteers worked well and took initiative. Gate was always staffed, in fact it was over staffed for our launch shift. Volunteers showed up for the late night / early morning shifts.

Working with ticketing and the producer to create a complete Gate list pre-event and using an electronic device during the event made managing the master list and head counts much easier this year.

The Department has a reputation for being crusty and angry, this year we decided to dial back the attitude due to feedback from last year that there was some behaviour that presented as exclusive and challenging to some participants. The "kinder, friendlier gate" model along with our known reputation seemed to play well. We will continue to direct our disdain towards the Greeters.

Parking space was not an issue. Excessive vehicles inside the campground was.

Traffic barricades, a shade structure, chairs, 300' of power cord and a Gate sign were all helpful.

Things that didn't work so well

- **Placement communications-** More coordination with Placement pre-event regarding available campsites and having a full-time placement contact from opening until Friday night would help next year.
- **Vehicles in the event** - Schedule more volunteers to police the event for vehicles and be more firm during entry that the vehicles are to be unloaded and returned to parking.



- **Work Access Passes (WAP)** - Chasing down WAP participants was still a headache this year. There should be more incentive for WAP holders to get wrist banded.

For Next Year:

- More staff scheduled on Thursday afternoon and Friday Morning.
- Schedule 2 staff to patrol vehicles inside the event and send them to parking.

GREETERS – CHRIS MARKS AND TREVOR SCARFO

Greeters this year went very smoothly. Once tickets were sold and the list populated an email was sent out with five volunteers per shift and the schedule was mostly filled out two days after an initial contact email.

Most people showed up for their shifts although there was one group of people that were only there for the last hour of their shift. The majority of the attendees were through the gate by Friday night and Saturday's shifts were slow. The last set of volunteers on Saturday evening jokingly broadcast on the event radio and were informed that it was not for those purposes.

Greeters in 2017 offered dusty travellers two types of Kool-Aid, some stickers, what when where, and bags for MooP. Overflow volunteers were directed to the centre camp volunteer board, fire perimeter, Rangers, and gate. Greeter lead Hazard, and co-lead, Cuddle slut worked together seamlessly and stayed under the \$75 budget for 2017.

Suggestions for 2018:

Perhaps a buffer for massaging people after that crazy drive if it is at the same location.

PLACEMENT – DAVID BOON

There were 26 theme camp applications (one was a no-show) and 11 art installation applications. All projects and camps that applied for placement were placed. These numbers are reaching the limits of the site - finding open camping is becoming an issue. It may be that attendees are recognizing that open camping is a challenge (especially if arriving late Friday) and are therefore more inclined to put together a theme camp application as a way of securing a camping site. Some of the applications indicated little or no public interactivity and it is likely that next year if applications increase, some applications will be need to be denied.

There seems to be a lot of open space (sani-dump road and the long access road around the back of the site) that could be included in the map/venue planning that could relieve some of the pressure of open camping. By Friday afternoon I was actually going through placed sites looking for open spaces where people could set up camp as people were coming back to the gate to say they could not find anywhere to put their tents.



There was one instance where open campers removed the signage for a placed theme camp that had not arrived yet and set up their own camp in this location. Placement and Rangers were both involved in reconciling this and the campers were asked to move their camp (which they eventually did). Improved boundary signage would have made this less likely to happen

Total time pre-event was ~50 hours (this included producing the map). Placement was on the radio and active until Friday evening when the final placed art project arrived.

Recommendations:

-Placement team should definitely arrive the day before bulk early arrival (in this case, Wednesday) to ensure they are set up and ready to receive projects and camps as they arrive. Things started to hit the fan early Thursday morning this year.

-Placement team should be available/on call until all projects and camps are placed - in this case that meant being on the radio until Friday evening.

-Placement needs a bicycle!

-Improve markings for placed sites and include boundary lines (rather than only marking the bollards). The boundaries of numbered sites are ambiguous and there was lots of open camping opportunities near the road and between placed camps.

-Marking bollards should be done with brightly coloured gaffing tape and flagging. Recommend pink for visibility

-Improve messaging that placed camps to consider that they will need to allow open camping in the clearings at the backs of the campsites.

-Improve messaging that vehicles not being camped in MUST be parked at the front of the site (see 2016 afterburn recommendation re: Flipside's technique)

-Provide full text of placement application for people to read and ensure they have all the necessary information ready before beginning the application form to find out they need more information part way through

-Coordinate with art grant committee to have a better idea of what projects will be arriving. There was more than one art project large enough to require placement that did not fill out a placement application and a proactive approach pre-event will eliminate surprises

-Improve communication between greeters and placement. Greeters get a lot of placement questions, especially from open campers/people without placement and should be well informed of how the map is laid out and where open camping is. There was a lot of dialogue between greeter on shift and



placement which could be alleviated by having clear communication between head greeter and placement before the general population starts showing up

-Current placement team should review afterburn reports from all previous years

-Improve placement application as answers are ambiguous or vague. More emphasis on what the theme camp is offering. Time of day? Are events being held in camp or outside of camp? Specifically, are you a sound camp? Recommend to re-read applications from 2016/2017 to better understand the uselessness of some of the questions and responses. Application form could also be updated to better assist camps/projects in sharing resources - power, speakers, etc.

DPW – BYRON LUNDSTROM

Mission:

Set up, maintain and tear down event infrastructure for OW. Create, place and remove needed signage, set up power and the radio repeater. Help others where needed, when needed.

Generally speaking, this year was easier than usual. Most departments had their structures covered, mostly the job was signage and people wrangling and we helped transport unload and load, helping with Effigy and Temple, wood chopping, power and communications, and so on.

Volunteers were super keen to help and available whenever asked and also self-motivated. Given the size of the job this year, four of them was enough.

Problems:

Accessibility for those with accessibility need was an issue for bathrooms, as the site only has one. For the attendee with an unpowered wheelchair the gravel road and having to go all the way to the main bathrooms at Gate was difficult.

Infrastructure should provide at least one or two wheelchair accessible port-a-potties. It would be best if a few more of bathrooms on site were accessible. They should probably be in the middle and one at the farthest end from the gate.

I did not acquire a radio in a timely fashion and many were not pre-charged. While power and the radio repeater were done, not having a radio sooner made organizing that more chaotic.

Power and Communications should be more of a priority and I could have organized it better, especially having changed radios on hand when we arrive for early access.



SAFETY – EDD MACDONALD

As OtherWorld grows it's become apparent we need a safety Coordinator. 2017 is the first year this position has been included in the production team and it was fairly effective.

What went well.

Naloxone training.

Opiate use isn't a thing we've ever seen in our community and in nine years of events we've never had a medical issue associated with it. However, in response to the ongoing fentanyl crisis, and recognizing that just because we don't see it doesn't mean it's not there, there were two Naloxone training sessions organized by the Burning Man Victoria community. These were attended by approximately 50 people.

Inter-team cooperation and communication

Having a coordinator that teams with identified safety concerns could check in with facilitated cooperation between teams better than has happened in the past.

Many of the existing teams that deal with safety have existing practices that aren't communicated outside that team. Often interdependent teams, such as Burn and Fire Perimeter, have no idea how the other is organized or what their practices are. Having a safety coordinator facilitated communication of those practices.

What could be better.

Communication of expectations and roles.

It's a new position, different people had very different ideas of what the job entailed, there was fuzziness around tasks and deadlines. New tasks were thrown on at the last minute, they were appropriate to the role, but I should have known about them months earlier.

Suggestions.

Year-round position.

The safety coordinator position could easily be a year-round position, at least for the next year or so. There is much room for growth and education. It needs a best practices manual, and input from team leads and rangers.

WWW – KATIE MACDONALD

What Went Well:

GoogleForm: This worked out to be a great platform for gathering information, and seemed to be accessible.

Printing: I do not live in Victoria, so I had to draw on other people to view/approve the proof and pick up the WWW. I had no trouble finding people (Abbey and Brady) to help we with both of these tasks.



Guidelines: Everyone followed the guidelines laid out on the GoogleForm.

Contact: Doarch was phenomenal at getting back to me and answering my question, as well as the team of other leads.

Concerns/Issues:

Communication: When I took on the project I wasn't able to connect with any of the previous leads, so I felt a little in the dark. I needed to know how many to print, dimensions, how much it cost (for the funding application), but no one knew. I was able to gather this information through numerous other sources, including the print shop.

Censorship: I had an issue with content for one camp that could offend/trigger people, but I put it in anyway. I did not hear anything back from participants about this, so I have no information that leads me to believe this content upset anyone. Moving forward, I would continue to avoid any censorship unless it infringes on others' rights. Checking with other leads is a great way to get a second opinion.

Deadlines: A few people missed the deadline and mentioned it on Facebook. None of the feedback was negative, but this did make me realize I could have developed my timeline earlier and given earlier notice of the cut-off time.

Amount of Content: There was a lot of content to put in the booklet, and I had to cut out a significant amount of imagery just to fit all the things people wanted/needed in the WWW. I worry that if the festival grows there will be too much content for the amount of pages I used. I went over the costs of last year, as I needed to add four pages to the booklets.

Suggestions

I am putting together a handoff document for the future, so the person taking on the WWW Lead position will have an outlined "To Do List" with contacts (printers) and suggested task hierarchy/deadlines.

Deadlines: More clarity and notice for deadlines, which is a product of a clear timeline. Deadline for content posted with GoogleForm earlier. Perhaps the GoogleForm is integrated with the earlier communications (i.e.: link in funding approval email).

Communication: Previous leads' contact information readily available, and the "To Do List" should make the job clear and offer answers to basic questions. This can also aid in helping someone assess whether they want to take the role on.

Content: The GoogleForm could use a little tightening up, including, review of the questions, missing information, word counts, and deadline listed at the beginning of the form.

Budget: As I went over budget with the four added pages, I think moving forward the lead will have to account for this increase in cost when requesting funds. It would be nice to have enough pages that the booklet can be functional and artistic.

Online: Prior to the event we should post a PDF of the WWW, as this alleviates some of the cost of printing (i.e.: number of printed copies).



SOUND MARSHALL – JENNIFER PEDDLE

What we did –

Measured sound levels in the various zones of the event and recorded both the max decibel reading as well as the subjective observations of the listener to get an idea of how the reading compared to that of the experience.

Things that went well –

Taking sound measurements and interacting with participants while doing so. Many participants were interested in what was going on and commented that it was neat/cool that there were volunteers out just measuring the levels and writing down observations. A few participants were interested in the whole process, as well as the rules that I was measuring against, as well as the science aspect and volunteered to help out and lend their ears.

Feedback from participants was always respectful and curious in nature.

On average, each sound zone stayed within the policy, with occasional peaks which were quickly reduced.

Average Readings per zone during event (readings taken at max dB setting):

	Quiet Zone Max 65 dB 10:00-20:00	Theme Camps Max 80 dB 10:00-02:00	Sound Zone Max 95 dB all hours	Beach	Effigy Burn
Average dB	51.60	72.22	82.13	69.80	81.27
Max dB	60.00	86.30	97.20	80.50	88.30

Subjective notes:

One of the things noted was that the noise of the waves hitting the beach are quite loud (60-80dB), but even up close the sound didn't seem over powering nor disruptive. However, other areas with 80 dB measurements were more raucous to the ears and were noted to be possibly harder to sleep through. So the type of sound and not just the dB level was noted as something that could be considered in the policy.

Things that didn't go well –

Missing the call-out email for the volunteers, due to not getting the productions emails until after deadlines had passed; luckily a participant volunteered to help. Having a few extra people to wander and more than one reader would have helped with getting more readings.

There were some misunderstandings regarding the sound policy, and I would recommend possibly revisiting the policy to have a down time in the sound zone as many participants asked about this option and broached it as a suggestion while I was walking around. There was a particularly long discussion regarding having about a 4 hour quiet time worked into the sound zone area to allow participants a break.

I've also been doing some research into sound monitoring equipment and it's possible to rent monitoring devices that can be set up in an area and will then monitor that location 24/7 for a week.



This might be something to look into renting for an event so that there can be a more continuous monitoring cycle in an area in addition to the spot monitoring.

CENTRE CAMP – SARAH GAMBLE

What we did: We set up 2 camp awnings with a coffee/hot water table, a table to hold milk and sugar as well as supplies as well as a lounging area with pillows. We provided coffee, hot water, tea bags, hot chocolate powder and juice powder. The volunteer co-ordinator brought a blackboard as a means of camp communication and centre camp was also the meeting area for LNT.

Concerns/problems: The power was not consistent. There were times when there was no power available to make coffee. Also, the power was disconnected by Monday morning and we had quite a few people in search of coffee that morning. If we had known ahead of time this was going to happen we would have made alternate arrangements for Monday morning to ensure that we could have at least some caffeinated options on hand for people packing up.

Recommendations:

1. We bought way too much in the way of supplies this year. In future having a list of supplies to reference would be helpful so that we don't overspend when we don't need to.
2. Have the plans and expectations for power communicated with sites who are using power so that they can make plans accordingly.
3. It might have been helpful to know where to track down certain leads as we were asked on occasion to track people/things down since we were center camp.

RANGERS – BC RANGERS, RANGER YONDER AND RANGER BIG PANCAKE

Rangering for Otherworld 2017 was coordinated and led by the Victoria and Vancouver representatives of the BC Rangers, who are a group of Black Rock Rangers and Ranger Trainers from Vancouver, Victoria, and nearby communities. Ranger Operations went as planned and were well-received by participants at this event.

Victoria hosted two regional Ranger training sessions. People who wished to Ranger at Otherworld this year were required to take the day-long training session. Over forty participants attended the training.

We had 24 hr/day Ranger coverage from noon on Friday until 11:00am on Monday of the event. Dirt Rangers always worked in pairs, and shifts were four hours long; Khaki Shifts were six hours long. We had additional coverage during the "peak" hours when we thought events requiring Ranger support were more likely. Rangers were identified by distinct light-up blue lanyards purchased this year for the Ranger department. Ranger Headquarters was situated beside the Sanctuary and Medical in the center of the event property, which was ideal. As per a suggestion from the 2015 Afterburn Report, we staggered shift changes for Khakis so that they were not occurring at the same time as shift changes for Dirt Rangers.



We had no serious incidents. We had a few smaller non-reportable incidents throughout the event.

The 2018 Ranger Lead(s) may want to consider renting extra batteries for the radios. Also, the future Ranger budget should be adjusted accordingly to reflect the growth of the population at Otherworld. Overall, Ranger operations were successful. We received a great deal of positive feedback from participants both during and after the event. Based on the success of this year, and a consistent approach to Rangering and documentation, we strongly recommend that Kindle Arts look to BC Rangers to coordinate and lead Ranger operations at all future large events.

TRANSPORT – *NIKO MULTINOVIC*

Transport went off without a glitch this year, despite some quite heavy pieces that went up and back from Pachena Bay.

We generally followed the guidelines from previous years. One small difference is that for the truck rental, we sourced the quotes from all of the truck rental companies in YYJ. We heard back from 3, and Uhaul (with their 26ft truck) came away as cheapest by far. We would recommend to continue using their services (as it saves \$1K or more), but that requires being on the top of them to make sure the truck is actually available at convenient location the day we need it. Their 25ft truck does not require any special licence to operate, and it is actually about the same size to 5t Budget one (also a bit cheaper on gas).

The deadlines for requesting the space on the truck was set up with about a month of advance through a convenient google form. First dibs for the space was given to essential infrastructure and production teams. After that, the space was offered to art and theme camps. Due to size of the truck, we were able to be flexible and pick up some last-minute items too. The drop-off and pick-up location was set up at the public parking-lot (at Archie Browning Centre) with ample time interval, which seemed to work well for most of the teams.

In order to circumvent any future headaches when organising transportation, we created an OW Transportation Guidelines document, as well as a template spreadsheet containing worksheets for taking quotes, organising space on the truck and volunteer scheduling.

Recommendations:

- If you decide to take empty cans/bottles back make sure they are double bagged and stacked in the truck with care!
- Make sure enough volunteers are lined up for loading, but also offloading (back in Victoria) as well. Make them happy and well hydrated.
- Strap the crap out of heavy pieces (as they will fall if you don't, especially if you want to keep them vertical).



- Leave super early and take your time driving -- both Port Alberni and Cowichan Lake routes are usually fine.

It is worth noting that only 30% volunteers that signed up initially showed up. Props to all that showed up – they did awesome!

EFFIGY- TEAM SPROUT

The 2017 Otherworld Effigy was called “Sprout!” and the description of the project is as follows:

All things wondrous start with a blank slate, a Tabula Rasa. For some, it’s a place: a desert or a beach. And from that space comes a possibility: somebody draws a line in the sand and a seed of an idea germinates... and Sprouts! This year’s Effigy is called Sprout, and it plays on the idea that a tiny sprout holds the potential for immense beauty, should the right combination of factors come along to nurture its growth. That’s why Sprout will need the participation of many to blossom into its full bright potential. Come down to the beach and coax the sprout into bloom.

The final project was a 16’ mechanical flower constructed entirely out of wood, rope, and fabric. We installed steel counterweights and a rigging system hidden inside the “stem,” which then connected to a wheel that participants could turn to open or close the blossom. The “petals” were lined with LED strips programmed to run through a ½ hour multi-coloured show at night.

Overall, the project was a complete success. We successfully delivered the project ahead of schedule and to the specifications we originally set out for ourselves in our application. Sprout burned hot and fast on Saturday night with no incidents.

The Team

We were purposeful in keeping the Effigy Team small so to make scheduling and collaboration as simple as possible. Our team was made of Clamb, Dorothy, Big Pancake, Lil’ Pancake, Goatboy, Chris, and Xray. This was a power-house team that worked very well together. Ultimately, the experience of building Sprout was hugely positive for all of us and we hope to do projects together in the future.

Budget

KindleArts gave us a grant for \$1,200 and we based our budget around that number. The final total cost of the project was \$1,550. We were comfortable going over budget in order to elevate the project with better lights and a little bit of “over-building” to make the structure more solid. Considering the scale of the project, we feel pretty good about only going \$350 over our budget.

One of the things we’d forgotten to budget for was the firewood needed to fill the inside pre-Burn. It might be a reasonable thing for future winning Effigy Bid teams to have their budget reviewed by the previous years team to look for missing line items like that.

Pre-Event Build

The project spanned six months of planning and building. Likely hundreds of hours were put into the



digital renderings that ultimately became the basis for the vector files created to cut out the pieces on the CNC. The actual build happened over six main weekends at Pancake Park. There are no major incidents to report from the build. We were faced with several small problems that we didn't anticipate during design, but we were able to solve each of them as they were identified. Sprout was completed and ready for transport two weeks before the event.

Onsite Build

We coordinated with Transport to have Sprout loaded and brought up to the site. We unloaded around 2pm on Thursday and we completed the onsite build by 9pm that same day. Careful planning led to an easy onsite build.

Burn Night

As always, Burn Night was a bit of a race to strip out the electrics, fill the shaft with firewood, and install the limited fire effects (road flares) we were using. It was a tricky burn because we wanted the flower to still function (open and close) as part of the burn. Despite the fact that the crank shaft of the mechanism fractured partially when we closed it to start the show, Sprout gave us one last spectacular open before burning to ashes in a spectacular ball of fire.

It was easy and a pleasure to liaise with our Fire Safety Lead and the Fire Perimeter Lead. These two aspects were well taken care of by those sections' competent leaders, and as a result, we didn't even have to think about these aspects—giving us the space and time we needed to prepare for the burn.

LNT

There was very little LNT for this project. At the end of the night all that was left was the counterweights. In the morning, we swept the beach for the 20-25 screws that were in the whole project and walked away with a small bucket of charred wood. During LNT we did pull out a noteworthy amount of staples and it was VERY useful to have a magnetic rake available to sift.

Suggestions for Next Year

It's difficult to make specific recommendations for the Effigy, as future Effigies will each have their own set of challenges depending on design, materials, mechanics, etc. The challenges we faced were specific to the mechanics of building Sprout and cannot be applied directly to any future projects. However, we do suggest:

- Increase the budget. As the event grows, the pressure to build a "bigger and better" Effigy increases. In addition, if we continue to hold the event on Parks Canada land, we understand that future teams may not be able to burn any composite wood products (i.e. plywood), which will also increase the cost of materials.



FIRE SAFETY/PYRO – CAM BREMNER

Otherworld 2017 had three scheduled burns that all went according to plan with no incidents or injuries.

On Friday, a number of small “runt effigies” were burned on the beach. Two fire safety volunteers were on hand with water extinguishers. This went according to plan, and was without incident. The burn sites were cleaned up.

The main burn on Saturday night was the release of a 16-foot-tall wooden sculpture, “Sprout.” There were 12 fire safety volunteers on hand, as well as the Perimeter team, the Event Safety Lead, and the Producer On Duty. It went generally according to plan, and was without incident. The burn pad was turned over to the fire wardens, who extinguished the remnants of the fire before turning in for the night. The burn pad was cleaned up the following morning.

The final scheduled burn, on Sunday night, was the temple. Planning of this burn had largely been left with the temple team due to their experience with multiple previous large art and temple burns. The burn was slower than anticipated, and was complicated by shifting winds on the beach. Liquid accelerant was added to the unburned portion of the temple after the fire had been started in an effort to increase the burn rate. The temple structure had two main issues that contributed to the slowness of the burn. Lack of fuel mass, and moisture content of the structure. The structure was spread out quite a bit, which makes it harder for heat to build up. As well, many of the trees used in the structure were still quite green and had lots of water in them which inhibits burning. It did eventually get going and burned up, but required significant management in terms of pushing the trees over into the fire so that the perimeter could be released.

The only fire safety incident that was brought to my attention was an unattended flame effect in a campsite on Saturday evening. The owners of the flame effect were notified, and they returned and shut it off.

Chris Caddell continues to be a critical component of the fire safety plan for this site. He brings the hoses needed to protect the trees and vegetation along the beachfront, as well as the valves and pipe assembly needed to connect to the hydrant in the camp ground. He also does all the work of actually physically connecting the hoses to the hydrant which involves using large wrenches to remove some pipe fittings from the hydrant, then adding different ones that we can then connect our hoses to.

The campground once again arranged to have the HFN 1985 pumper truck on site, however this vehicle is not being stored or maintained well, and is degrading quite rapidly. A refresher training on the pumper truck was provided on Friday morning by Amelia Vos, a member of both the local government and the Bamfield Volunteer Fire department. The truck started, and water was able to be pumped from its onboard supply. However, I don’t think this will be a viable resource in coming years unless dry storage is found for this unit, and some maintenance is performed.

Many thanks to all of the dedicated fire safety volunteers who continue to donate their time and



expertise to making this aspect of the event safer for everyone. We very literally could not do it without them. Terry Bieman, Fletcher Hallihan, Kevin Strong, Chris Caddell, Heather Troy, Justin Hay, Diane McDonald, Katie James, Jason Layman, Ron Simmer, Keely Assu, Jeff Di Fabrizio.

FIRE PERFORMANCE – *ALLAN WHYSKER*

There ended up being four fire events conducted. The Friday night was well attended, as well as the Saturday Night Effigy Burn show. The Sunday jam was small mostly due to the exceptionally long temple burn. The Saturday morning sunrise burn was a first, and five folks enjoyed bringing in the morning with flames. Might consider a more formal version next year.

Volunteerism was the worst yet, so many names signing up for everything, and so very few following through with their promises. 80 people volunteered to perform and/or safety; 1 out of the 42 safeties actually showed up as they promised.

The Effigy Fire Show performers were given a real treat from David Boon and his art/music project, an 800 watt sound system!!! It was such a nice treat to be able to hear the music to perform to. The last-minute change of sound system created a position for Sound Man, Eric from the pirate camp was chain ganged into the role, and did his best to run a little mp3 player in the dark.

No incidents or injuries occurred, maintaining a great safety record to date.

FIRE PERIMETER – *HEATHER CONQUERGOOD*

Methods

Perimeter lead was away for the two weeks following ticketing sales, so she arranged a delegate and sent that person the initial email and the volunteer list. Unfortunately, there was some confusion about how to access the list of people that had signed up for fire perimeter, so the delegate wasn't able to send an email immediately following ticket sales. However, volunteer numbers didn't appear to be affected by the confusion.

After the initial email and allowing time for future sign ups, fire perimeter lead emailed each participant individually (~40) and asked which shift they would like, and if they would like to volunteer Saturday or Sunday. Perimeter lead maintained communication with each volunteer individually, which was time-intensive, but overall resulted in more than 30 volunteers showing up split between the two days.

The shifts were split into early perimeter (4-9 pm; 3-5 people) and burn perimeter (9 pm until perimeter release; ~15-20 people).

All the volunteers attended a fire safety meeting at 1 pm at the burn piece on the day of their shift to receive instructions.



What worked

- Lots of guidance was provided by last year's perimeter lead, which saved a lot of confusion and highlighted the most important points (e.g., that the professional appearance of the team should be emphasized)
- Splitting the shifts into 4-9 pm and 9 pm until burn was complete worked well. This allowed individuals who hadn't seen a burn before to still volunteer and took the pressure off the actual perimeter volunteers since none of them had to show up before 9 pm.
- Volunteers appreciated the swag (fire safety stickers) and energy bars were provided to each one.
- It was noted very specifically that the cones were not taken care of last year. Perimeter lead took personal care of the cones each night.

What didn't work

- Saturday's burn went extremely well. Wouldn't do anything differently. Volunteers all did a stellar job.
- Sunday's burn got a little unruly because of a participant who felt the Temple was taking too long to burn and attempted to break perimeter, loudly requested perimeter be broken, and generally disrupted the mood. However, the perimeter volunteers did a great job at holding the participants through the disruption. Once perimeter was dropped, we attempted to drop it halfway (to a certain line outside the burn) but participants didn't understand the request to remain a distance away. It would have been safe to fully drop perimeter in just a few more moments. Next year would wait until it's safe to drop perimeter and excuse volunteers, as the confusion also damped the mood (as several people had to be reminded to back up, etc). Despite this, the burn was conducted very safely.
- Perimeter lead next year could use an assistant who is the lead on one of the burn nights at site. One person can easily manage the pre-and-post commitments, but doing both nights on site is a big commitment and an energy drain (especially since both burn perimeters were up until about midnight).

FIRST AID – CINDY MILNER

Incidents: 46 and 10 return visits for the same complaint

Age range: 8 months – 47 years

Males: 22

Females: 24

- 15x Cuts and Scrapes
- 4x Infection – 1x major
- 2x Anxiety/Social



- 4x Drug and Alcohol related/excessive usage – self-reported
- 1x Head Injury
- 6x MSK – Muscles and Skeleton (Bone)
- 4x Sunburn
- 2x Back Pain
- 1x Foreign object in eye
- 1x Dehydration- major
- 6x Bug bites

All patrons were treated and released onsite- 2 patrons or the parents of – were recommended to seek Medical care prior to returning home.

Security: Excellent working relationship, no concerns

Rangers: Excellent as always! Great collaboration

Sanctuary: Great collaboration, no concerns

Recommendation for next year:

- All of us need to be on one radio channel and or we organize a dispatcher to monitor the channels 24x7. One morning I re-directed 5 calls within 30 minutes to security.
- My suggestion is that we are all on 1 channel and that we designate chat channels 1 for medical/ security and 1 for Production, and 1 general (if needed). Medical needs to know what the security calls are and visa versa for backup.

LNT – *SHANNON RANDS AND ESHA WHITLAM*

TOTAL LNT HOURS ON-SITE (not including leads): **167.3 hours**

511 Otherworld participants, **101** picked LNT at ticketing, **60 actual volunteers** (includes 2 leads + 1 pre-event helper) = **12% LNT. Goal was 15%** (which would have allowed us to help with Effigy and Temple cleanup.)

6 did not pick LNT at ticketing, but did work during or before Otherworld, or both.

Of the **101** who picked LNT at ticketing,

- **38** did not respond to any of the emails (**2** of them showed up for Final Sweep regardless)
- **9** replied to say they had taken on too many other roles/duties that year
- **24** Roamers (**2** kids) who did a fabulous job! As did the entire LNT team this year. Thanks, everyone.



What went well

1. **Pre- and during Otherworld LNT events** to keep volunteers engaged and aware. Though not many turned up to each event (8 each to Beach Ball & Park Ball), just holding the events and sending out volunteer updates / posting pictures helped keep folks thinking about LNT. Same went for MOOP Egg Hunt at OW, and LNT's Radio Ad was a lot of fun to make (BLLS Gonzo Pirate Radio Station played it THREE TIMES!).
2. **Expanding the LNT lead team** helped spread the work around, reduce each person's stress, and highlighted what information needs to be documented. Our unofficial co-co-lead, Andrew, and others helped Esha & Shannon stay warm / fed during Final Sweep on Monday, and helped out in other ways before/after OW.
3. **Communications: Social media presence** in the form of a Facebook page for Otherworld LNT. This worked well to publicize pre-OW LNT events, pictures, announcements, etc. The page itself will slowly build an audience, by cross-posting in groups relevant to the Otherworld community.
4. **Communications: Call-out for specific number of LNT volunteers** "We need 40 more people for final sweep!" worked, because folks realized more than just one or two people would need to step up. Bystander syndrome somewhat vanquished? Maybe that's too optimistic, but for whatever reason it worked.
5. **Roaming Shifts! and LNT volunteers in general**, everyone who showed up and did a fantastic job. We have a great community, and everyone Practiced Caring!

Concerns / Issues

1. **Budget does not reflect needs** We went over budget, with eyes open and accepting that we'd pay out of pocket. LNT does a lot on a shoestring budget, and will always pride itself on reusing, recycling, and reinventing MOOP to get what it needs! Time to expand the budget.
2. **Lost & Flaied Bin** actually belongs to Blayne AND needs better signage. The sign (and sometimes the bin) kept getting moved away or fell over. This year a few people asked Esha as she was walking past if they could "just take whatever they wanted" & were told "Nope, take what's yours, leave what's not yours."
3. **Lost & Flaied in general** is a pain to deal with after Otherworld. This year we set a deadline to claim your flailed items, and spread the word via Facebook, email listserve, and burner socials.
4. **Communication: Guilting / Shaming email** Another one went out this year, out of pure frustration at lack of response in the final week and a half before OW. Pro: It worked. Con: It alienates people.

Suggestions / Recommendations

1. **Revisit LNT budget**, take a look at actual expenses this year and raise budget for 2018.
2. **Better signage for a new Lost & Flaied Bin**—ideally paint the bin itself with simple instructions.
3. **Continue to add co-leads to the LNT team!** Invite folks who were helpful for Esha & Shannon in unofficial ways this year to take on a bigger (or the same) role in LNT next year.
4. **Keep LNT Leads Happy! Sit on the warm side of the road next year!** Make sure there's enough overlap in roles/responsibilities so that when leads have other responsibilities to deal with (let's



face it, we're ALWAYS GOING TO DO TOO MUCH!), there's someone else to worry about numbers and reply to emails.

5. **Improve communications EVEN MORE**

- Publicize our goal numbers, how many still needed in each subsequent call-out. It works for Rangers!
- Include shift instructions in final email to Final Sweep folks, just like for Roaming Shifts and Stay Lates.
- Collect LNT documents / spreadsheets to store in LNT folder in OW main Google Drive.
- Otherworld website needs to link to LNT Facebook page.

Beach Ball was a great start to the Season! 8 people turned up to help clean up the beach!



Sunday morning at 6am, used condom in the middle of the pathway, right in front of bathrooms.
Thank goodness our Lead Esha was Rangering...

F' You Moop Portraits (Monday Morning Final Sweep):





Tuesday (Actual Final Sweep)



Budget – Otherworld 2017

Revenue

Regular tickets (\$125 x 491)	\$61,375.00
Subsidy tickets (various x 21)	\$1,320.00
RV camp sites (\$80 x 5)	\$400.00

Expenses

Venue	\$14,500.00
Insurance	\$1,225.00
Medical	\$6,300.00
Security	\$5,859.35
Art/Participation funding	\$11,156.00
Infrastructure	\$6,929.02