

## **Overview**

We had an increase from 320 - 450 in numbers. The level of participation in all aspects, theme camps, art installations, lead positions and volunteers and workshops, increased significantly. Despite the first day of set up being hampered by rain, set up went very smoothly and we had many volunteers to help. Volunteer meals and onsite set up meetings helped to facilitate a cohesive working group. This increase did not present any additional stress to the organizers group.

We had an increase in Ranger volunteers and peer support. There was only one incident of gatecrashers who refused to leave on Friday night. The owner ended up removing them himself. One thing that may have been preferable was to separate the gatecrashers off to one side before speaking with them, as there were a number of people around the hot tub trying to offer their support that was not helpful. One incident of peer support occurred requiring emotional support and was resolved successfully. Interactions between Medics, Rangers and Peer support ran very smoothly.

We had no sound complaints from neighbours and the owner was very happy with how things went. There were two DJ sound camps and SynerGy live music camp. All three were well attended by participants.

The fire performance was spectacular and, apart from the effigy refusing to fall, it went off with no problems.

## **Production team, Team Leads and Volunteers.**

Production team - Producer - Delyse Ledgard, Tech Producers - Andrew Bondfield and Baha, Volunteer Coordinator - Belva Stone.

Both tech producers were also leads for power and transport. A decision to incorporate these lead positions into the tech producer was made after no-one applied for tech producer. Both Baha and Andrew added valuable input to the role and general production. Baha developed the planning documents we gave to leads that has been valuable in providing support for leads. Andrew's experience in providing power led to a seamless execution of power to all places that needed it.

Belva put a great deal of energy and enthusiasm into making the volunteer experience a fun and supported experience. Her communication with volunteers was ongoing and her input into our ideas for volunteer appreciation has been very valuable - one that we can build on for next year. The organization of the volunteer meeting was an improvement over last year. She continued with the onsite meals for the set up crew expanding that to include breakfast on Friday. She organized along with Benson Ho laminates and stickers for volunteers. The feedback indicated that these were well received and that the stickers in particular were appreciated.

She has also developed a data base of all volunteers to pass on for next year.

In addition, all team leads and Ranger volunteers received a t-shirt. These were donated to GVIAS by Delyse Ledgard and Michael Gove. It is important to note there was a noticeable atmosphere of gratitude which came from many sources and this is what volunteers commented on.

**Supportive relationships go a long way.** The production team endeavored to foster this by:

- Lead meetings that focused on things like conflict resolution and burnout as well as tasks and action items. Volunteer recruitment meeting to foster face to face relationships and enquiry.
- Face to face meetings between leads and production team member assigned to them. Email does not convey support such as a personal presence. It also does not convey whether the lead has understood what you are expressing.
- Ongoing communication with the message of appreciation, and encouragement of this middle layer (team leads) to show gratitude to all volunteers.
- Encouraging co-leads wherever possible.
- Team lead debriefs - meetings and personal contact.

### **Meeting structure**

This year we tried a different structure for the meetings to address some issues within the community as well as production needs.

The first meeting focused on involving people in general discussions about the focus of BitF to offset the perception that only a few were making decisions and allow space for people to express their views. We presented a number of documents to address responsibilities and help with planning that would be useful next year to discuss in smaller groups about how to organize time lines, action items, tasks and volunteers, emails and sharing tasks with co-leads.

The second meeting addressed conflict and burnout issues that involved small group discussions regarding scenarios. This meeting people found useful and our level of conflict and burnout was significantly lower than previous years.

Feedback from leads about the usefulness of these two meetings was mixed, some got more out of the first one, some more out of the second. Forming small groups was helpful for people to get to know each other and was a consistent positive response.

Volunteer recruitment meeting gave people who wanted to volunteer the opportunity to find out what was involved and meet team leads. There was a great turn out and many people signed up to volunteer.

The last meeting was to go over set up plans and layout issues and give team leads a chance to address any last minute issues. We were not able at that time to go over the set up plan in detail as the DPW leads were not present.

We had a team lead wrap up meeting where we debriefed leads experience and received valuable feedback for next year.

Providing support from the production team needs to involve active face to face contact in addition to email. Waiting for team leads to contact production team members often leads to things building up that could be averted with personal contact. For example, the peer support lead was experiencing stress from a misconception of being responsible for finding volunteers. In a face to face meeting she was able to receive support and know that she was not alone in this. Ultimately the responsibility lay with the production team if there was a low response to volunteer sign up.

### **Budget and contract with SVC.**

Our initial budget was underestimated in terms of the cost of transport and generators, our two main production costs. We also added money to the volunteer budget from \$250 - \$450 in our efforts to increase volunteer appreciation. In setting the original budget at 320 people I was fairly confident that we would have an increase in numbers and so these increases were comfortably incorporated into the costs and did not interfere with GVIAS goals. However, next year we need to be more stringent with the budget especially if we base it on a maximum number of tickets. In other words, the budget could be based on 500, with a cap on the tickets at 500.

The owner of the venue presented a situation three weeks before the event where he wanted to rent part of the campground or have us pay a flat rate. This was in effect breaking the contract although the flat rate he gave us would have been reached at 500 people, as per contract. We sold 450 tickets. A decision was reached with the board to give him the flat rate and pursue negotiations after the event. In discussions with the owner at the end of the event it was clear that there were different interpretations about the contract and both parties agreed that careful attention was needed in negotiating the contract next year. Over the past three years the owner has made many improvements to the site and his original rate for the site of \$12,000 (which in 2010 we underpaid him), has increased. Basscoast (a music festival at the site) had switched to a flat rate rather than per person and set their flat rate at \$24,000 which benefits a festival with 1500 people. This has put us in a situation of having to compete and knowing that next year he will want a higher flat rate fee. On the positive side he is willing to grow with us and take into account our growth rate.

Wood supply resource - <http://alpinefirewood.com/oneload.html>

### **Placement**

We had nine theme camps that registered for placement. We had eight art installations that registered for space. Other theme camps and art projects just turned up. Coordinating all of these with requirements for power is often challenging. In addition, this year we had initially planned to attempt to bring people together following on feedback from last year that it was too spread out. We therefore did not consider using the right side of the campground or the central area near the gate for theme camps. We moved the fire performance area to the lower beach area putting it further out on the beach and away from trees. Center camp was also situated in this area. There were two sound camp areas one situated further back in the trees and one near the hot tub.

### **Things that worked well.**

Fire performance area and along the beach with art installations and hot tub.  
Use of open space by gate for art installations ( SpaZZ, Soliloquy, XOX temple, Core)  
Sound stage areas - no sound complaints.  
Set up of Love camp chill and camping elsewhere.  
Pathway sites work well for small themed areas that don't mind sound - eg. Monkey love coffee shop, Titan theme camp.  
Kids Camp worked well as a place that people stopped by along the path - some parents did not want to camp here as too near the noise. Had double site along pathway. Mixed feedback.  
Redneck area worked well for group camping theme camp.  
Hot tub and sound stage worked well along the pathway beach area.

### **Challenges**

Ski bunnies changed locations due to concerns over noise. They found a quiet place but their chill space was not used as it was too far from the main activity. In retrospect it may have been appropriate for them to set up the chill space in the registered spot and camp elsewhere or set up in the open space next to the XOX Temple.

SynerGy was placed back in the trees in the higher ground. Some people had difficulty finding them even though they were full of people all weekend. Situated near the sound stage meant that when there was no music in SynerGy, the sound stage could be heard. They have requested to be placed in the space they had in 2010 next year.

The slip and slide did not happen because there was not a designated area assigned and a lack of people involved in the project. Last year the spot was found on site by the slip and slide crew. Due to the beach area changing it is difficult to allocate a spot to a project determined by the lay of the land. Perhaps if the production crew knew about the difficulty on site early enough then help could have been found.

Technical difficulties meant that the theme camp coordinators did not get the information and contact info until near the registration deadline. More interaction between the theme camp coordinators and theme camps would have been preferable as well as onsite interaction between theme camps and coordinator.

Centre camp lead stepped up at the last minute to take over, as initial lead had to withdraw. Consequently the area was not organized as well as it could have been (Eddie did a great Job considering). Whether it's position next to the broken BassCoast structure and you could not see into it when walking down the pathway ? Last year even though it was not decorated it had a massage table in it and you saw into it as you came down the path and seemed to be utilized more as a place to hang out.