

Firefly 2023 Survey

Survey Core

2023-08-19

Firefly 2023 Post-Event Survey

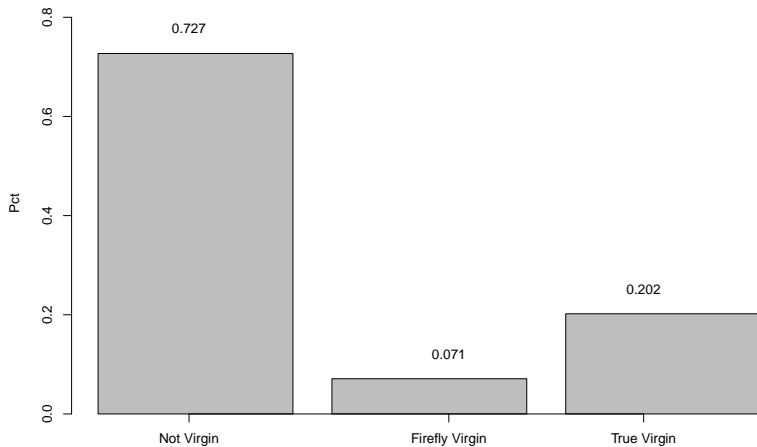
- ▶ 605 respondents – same percentage as last year
- ▶ Launched Thurs July 17, closed August 6
- ▶ Sections:
 - ▶ Demographics
 - ▶ Key Metrics
 - ▶ Secondary Metrics
 - ▶ Satisfaction with specific aspects
 - ▶ Volunteering
 - ▶ Accessibility

Demographics

- ▶ Veterans, Virgins, New-to-Firefly Burners
- ▶ Fireflies attended
- ▶ Age

Virgins

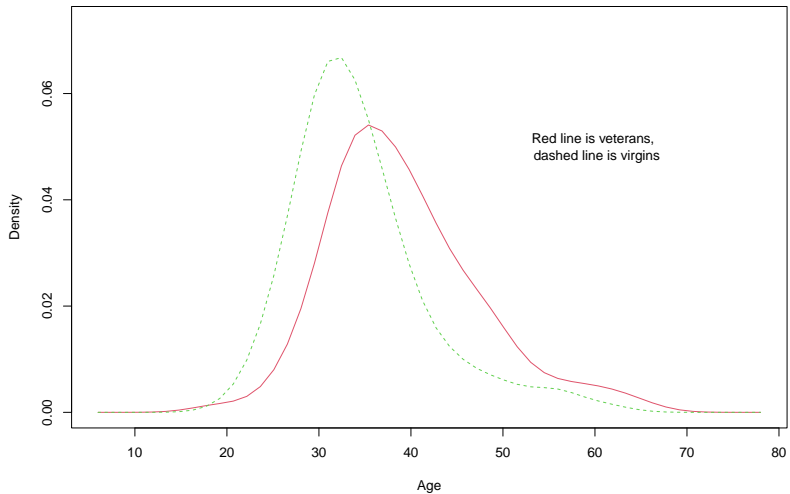
Firefly Virgins



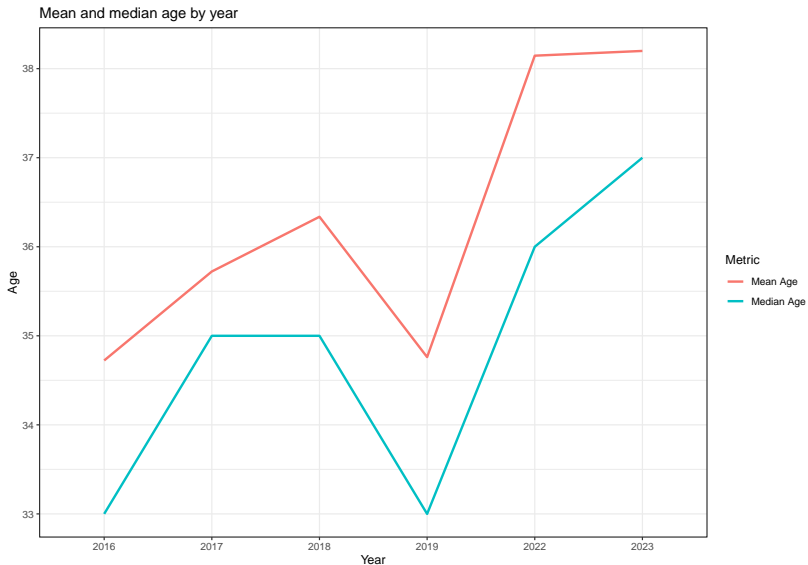
Virgins in historical context

year	True virgins	Firefly virgins	All virgins
2016	0.145	0.112	0.257
2017	0.168	0.097	0.265
2018	0.182	0.134	0.315
2019	0.200	0.113	0.313
2022	0.190	0.155	0.345
2023	0.202	0.071	0.273

Age



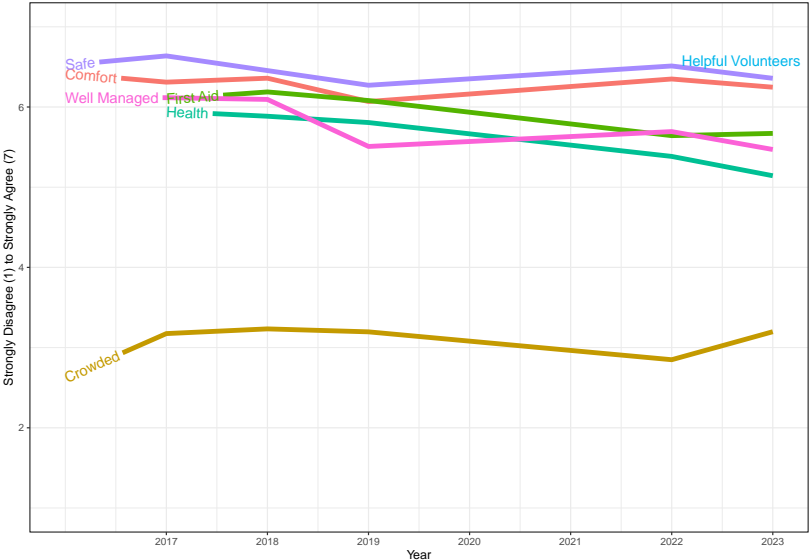
Age in Historical Context



Key Metrics

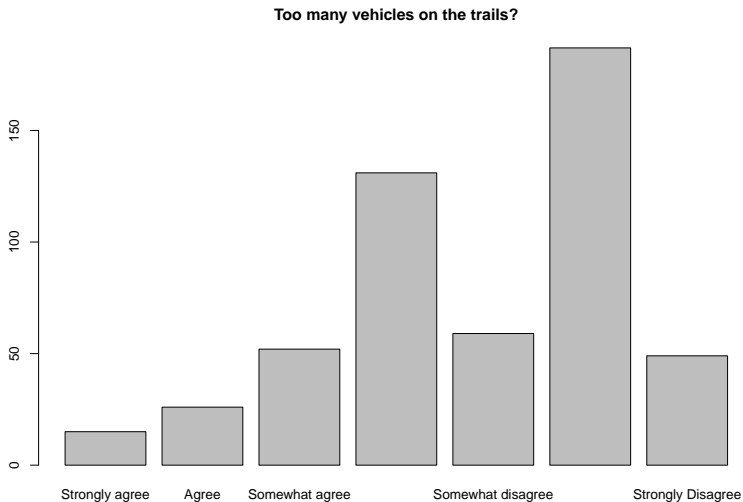
- ▶ Safe?
- ▶ Comfortable?
- ▶ Well-managed?
- ▶ Crowded?
- ▶ Prepared for health issues?
- ▶ Know how to reach First Aid?
- ▶ Transformational Experiences

Key Metrics: Mostly Stable over time



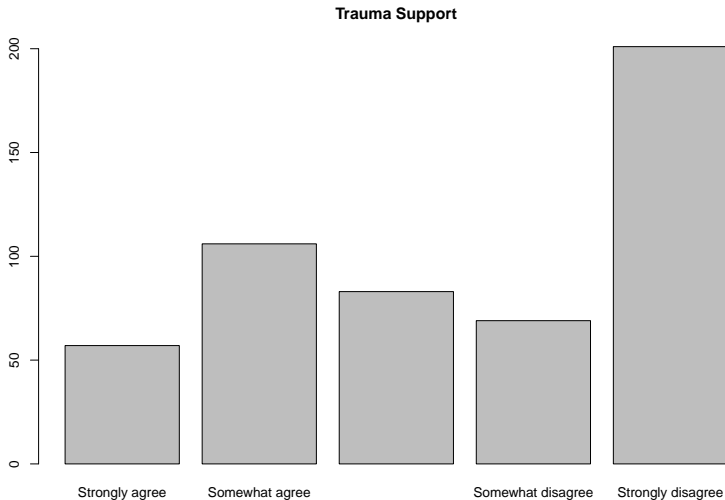
Vehicles on the paths

Question: There were too many vehicles on the trails at Firefly 2023.

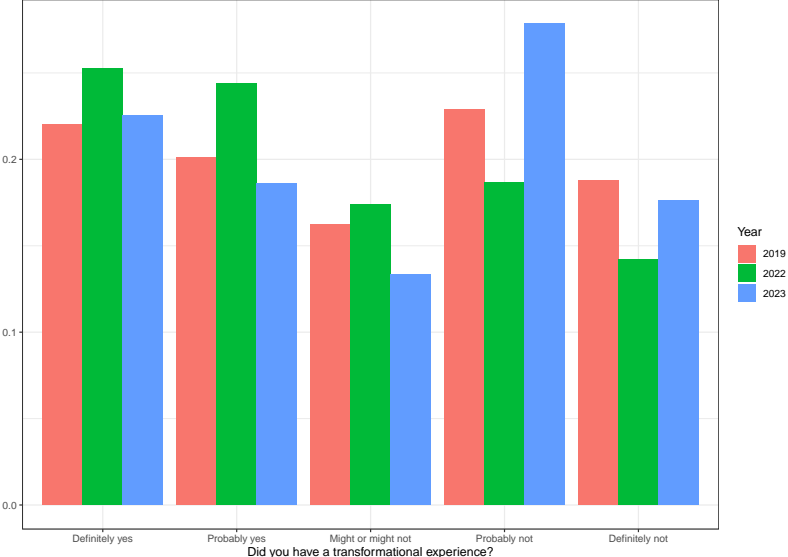


Trauma

Question: I have sought community or professional support due to an unpleasant situation or trauma related to events at Firefly 2023.



Transformational Experiences

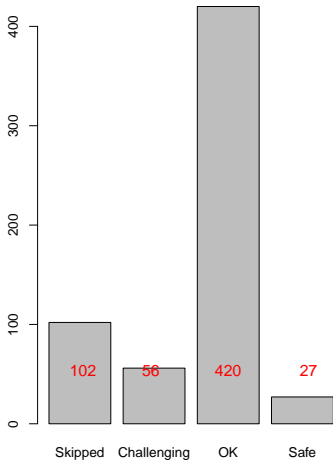


Secondary Metrics

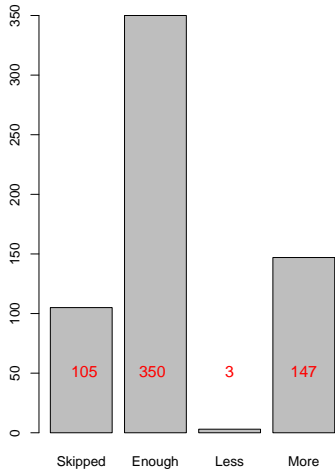
- ▶ Consent
- ▶ Safety vs Challenge
- ▶ Money spent in Bethel area (estimated \$115k this year vs \$75k last year)

More focus on consent, about right on safety vs challenge

Is Firefly too safe or too challenging?



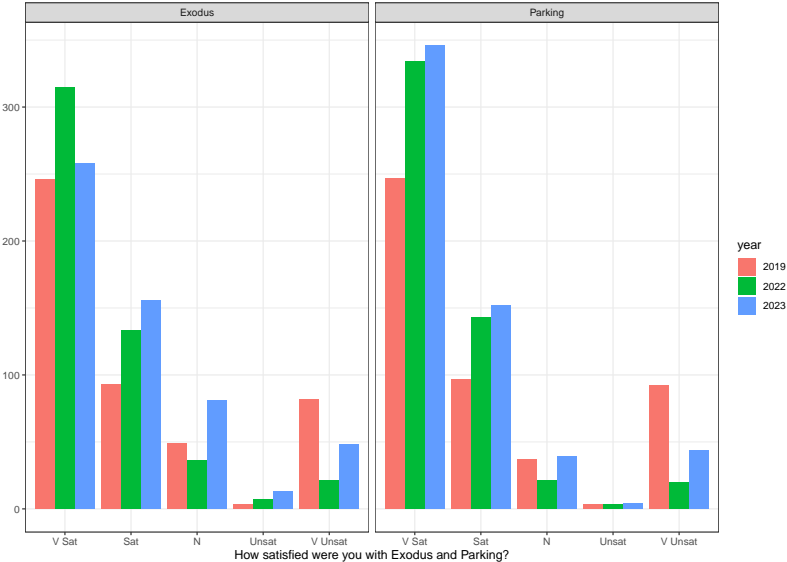
Should Firefly promote consent?



Satisfaction with specifics

- ▶ Parking/Exodus
- ▶ NorthBeast
- ▶ Ticketing
- ▶ Facebook Group
- ▶ Minors
- ▶ Camping Space
- ▶ Portos

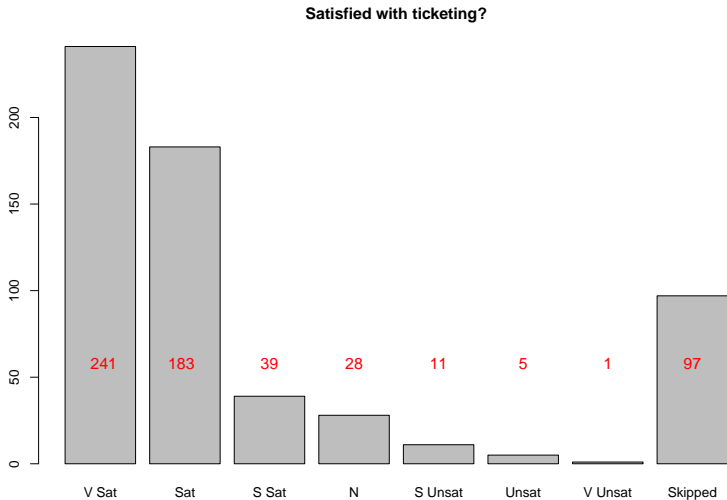
Parking and Exodus: Generally satisfied



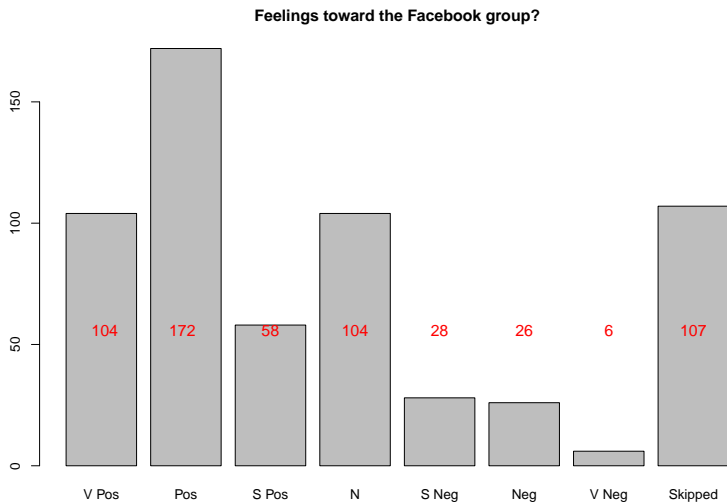
Parking and Exodus Free Response Highlights

- ▶ “The decisions regarding the weather’s affect on exodus were made way too late and not properly communicated, which caused undue disorganization.”
- ▶ “Very well organized process for arrival and departure. Most challenging part was hauling gear thru mud on the exodus. DPW did best to mitigate, of course, but with that much rain not much that can be done.”
- ▶ “Getting my gear through the T to the bus pickup was a pain, but this is not Firefly’s fault. Bus pickup for exodus was more convenient at lower parking.”
- ▶ “Taking the train from as far awayas we did was a bit rough, and probbaly is not an experiment we’ll repeat. The bus home was fantastic—very organized, reliable, seamless, and comfy. The bus driver seemed to hate all of us but that wasn’t Firefly’s fault and mostly he just had to deal with it.”

Ticketing: very positive



Facebook group: mostly positive



Volunteering

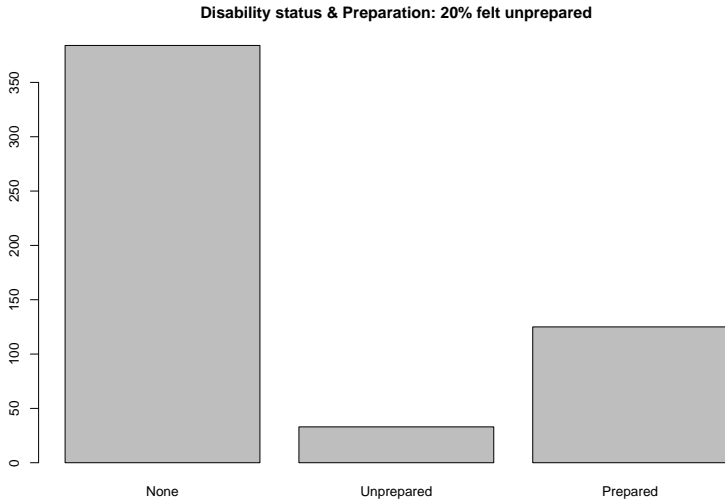
- ▶ 14 % report missing a shift
- ▶ Most common reasons:
 - 1) Illness
 - 2) Arrived to Firefly too late
 - 3) Own fault: wrong day, arrived, late, missed alarm

Disability/Accessibility Issues

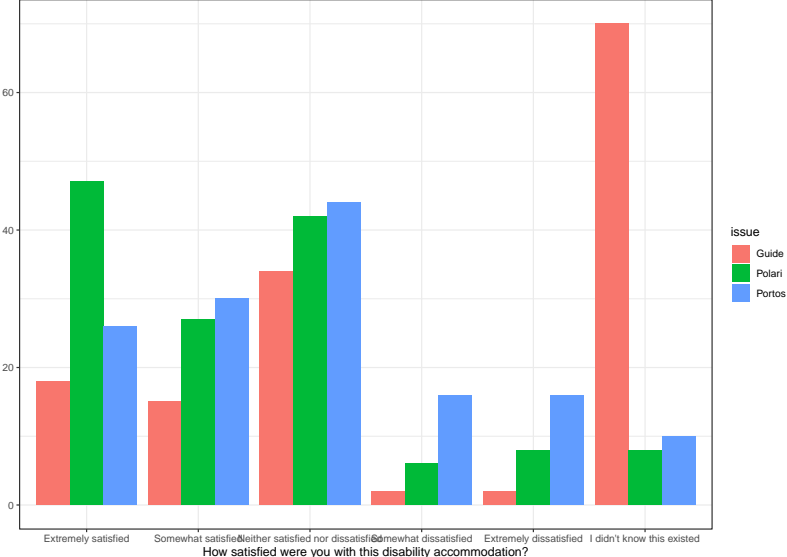
- ▶ Visible/Invisible Disabilities
- ▶ Portos
- ▶ Hauling
- ▶ Disability Guide
- ▶ Free response feedback

Prevalence of disabilities: moderate unpreparedness

20% of those with disabilities felt unprepared, as compared to 24% last year.



Disability issues



Disability Free Response Highlights

- ▶ “More accessibility potties in different locations. Potties were only ‘accessible’ to half the festival, they were not centrally located as stated in guide”
- ▶ “Accessibility needs to be better supported. It is a main staple of the event now and it seems like it is just one man who is doing a herculian effort. I think the other cores need to better support accessibility and i will be following up on this in a more detailed email.”
- ▶ “. . . people who were in need of accessibility services did not understand the scope of the Accessibilty Core. I believe it would be helpful if there was a quick reference sheet for volunteers to provide (or explain) to those who receive the services when they arrive so that they better understand what is being offered/available to them before/during/after the event”
- ▶ “I did alright myself but I could see some sort of sensory deprivation devices or area at sanctuary being useful. I would have used it if it was there”

Medical Contractor

9 people reported negative experiences with the medical contractor versus 21 last year; 64 reported favorable experiences.

Conclusion: Positive Feedback

- ▶ “Community was extremely giving and it helped me become a better person, it naturally wanted me to pay it forward and give back to the community”
- ▶ “The tragedy on burn night still colors my memories of the event quite strongly, but my sense is the org did everything it could and should do in that crisis”
- ▶ “Super glad there was a bus!!!”
- ▶ “I was so impressed with everything I saw; I have never seen or experienced anything like this before. After seeing how much work people put in to make this event happen, I definitely hope to contribute by volunteering in future years.”
- ▶ “I was so impressed by the level of organization and the communication to pull off an event like this - all from volunteers! It was amazing. As a first-timer I was delighted. Firefly helped me have a totally unique experience that I really cherish and I think got me out of my comfort zone and helped me grow as a person.”

Conclusion: Negative Feedback

- ▶ “Aside from that Mrs. Lincoln, how was the show?”
- ▶ “I heard several reports of people feeling a mild to moderate unpleasant intoxication while at the bug burn, which they did not do to themselves. One wondered if it was fuel fumes.”
- ▶ “Ranger communication was poor. They need to be more organized and in sync with leadership about what they’re telling participants.”
- ▶ “The WWW app thing was a mess, nearly impossible to use on site, and it felt weirdly corporate. I applaud the community members who stepped up to make alternatives so I could actually plan attending events.”
- ▶ “Multiple rangers asked me why rangers were different this year and how we had burned our social capital. It was the most demoralizing shift I’ve ever had at a burn.”

Conclusion: Actionable feedback

- ▶ “For new comers, it would've been good to promote a few shifts that are manageable and easy to onboard”
- ▶ Relatedly: Several comments about how shifts should be color-coded by physical endurance required
- ▶ Someone suggested reaching out to L'Ostidburn about their superior wristbands?

Conclusion: Individual Feedback

- ▶ “I enjoyed working with Ranger Ocean during my shift and having him as my mentor.”
- ▶ “Mieke / Roomba did their best with a very bad situation and was unfailingly welcoming, funny, kind, and a clear communicator.”
- ▶ “It is a joy working with Carl during art placement and appreciated the accommodations for moving art”
- ▶ “Aaron was great while under great duress, and got the bug burnt!”
- ▶ “Medical was GREAT when I had a bit of an anxiety attack because my phone wouldn't charge”
- ▶ “ranger nightlight unfucked a negative situation that i got involved in. . . please thank them for me!”
- ▶ “Larry in Gunnugagap is a fucking rockstar. Be more like Larry. Like for real, A+ volunteer, and an A+ person.”