



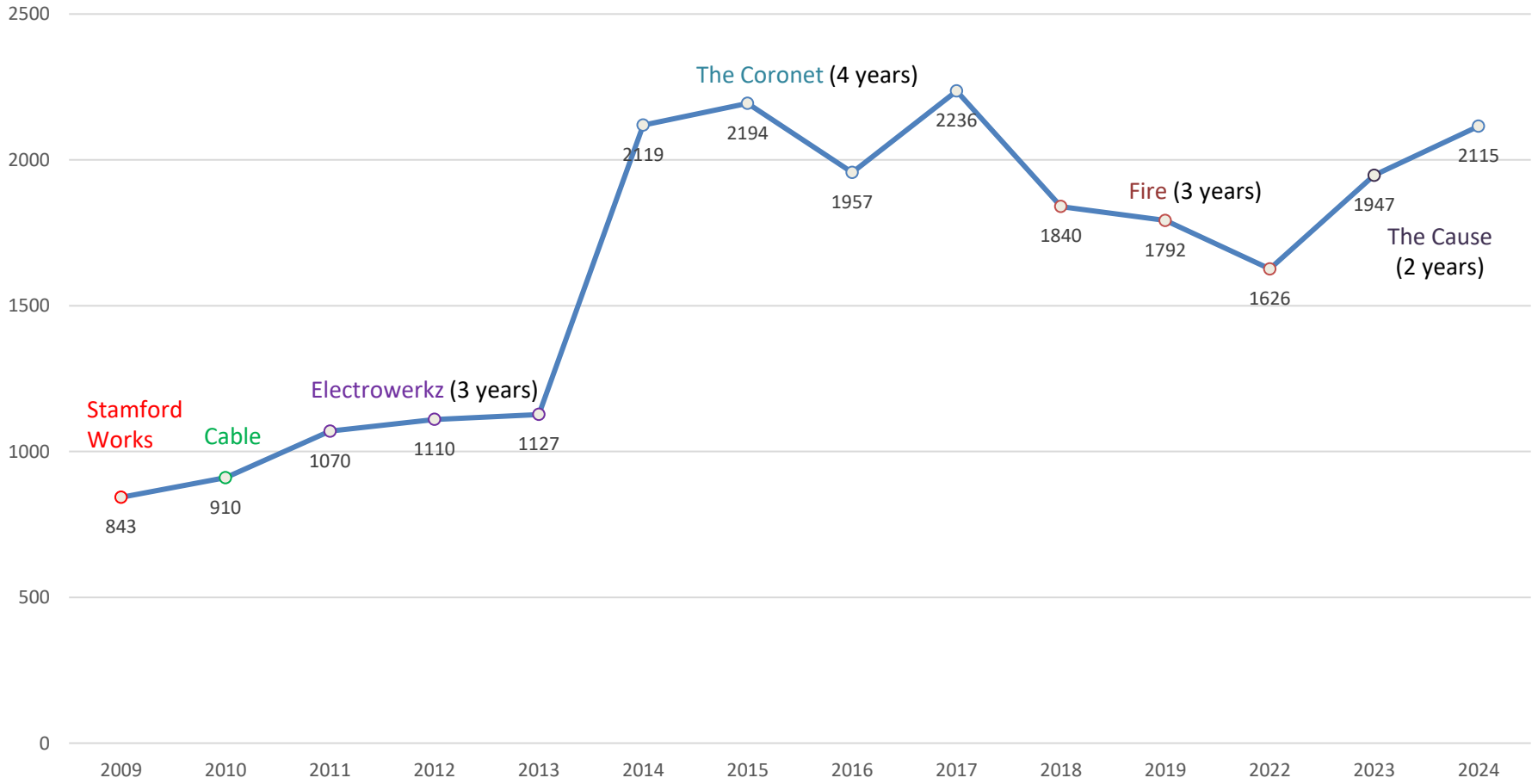
London Decom 2024

Survey Results

Summary

- 2115 tickets sold
 - 1903 general access
 - 105 low income
 - 107 directed sale to key volunteers
- 1939 tickets were scanned
 - 213 volunteers were on site by 18:00
 - 92% of tickets were used
- 118 people answered this Survey
 - At just 6% this survey is not fully representative

Tickets sold



Demographics

Age

- Mean age is increasing:
 - 2024: 42, up from 2023: 40 and 2022: 38
- The bulk of respondents are in their early 30s

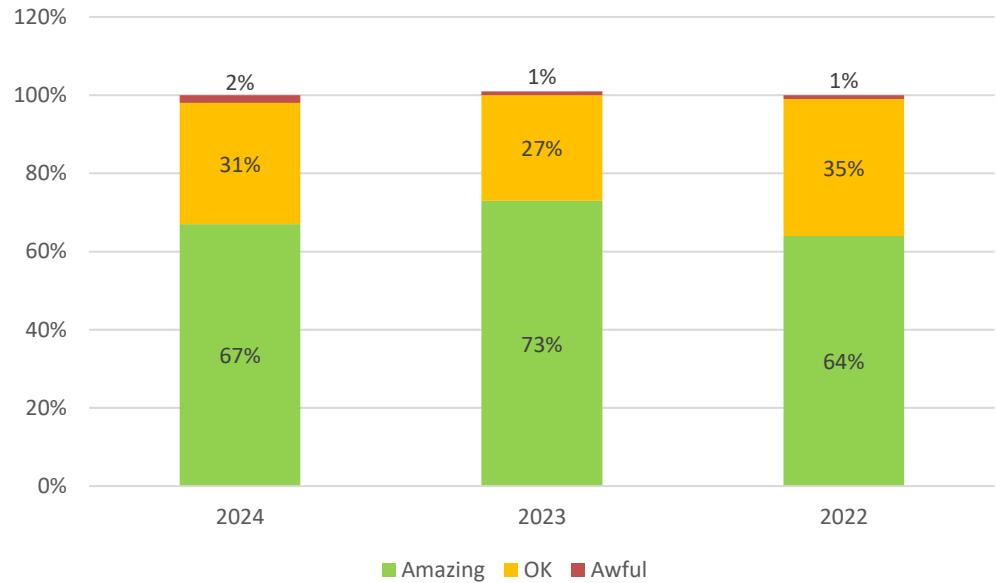
Geography

- 70% are based in London
- 13% are from outside of the UK

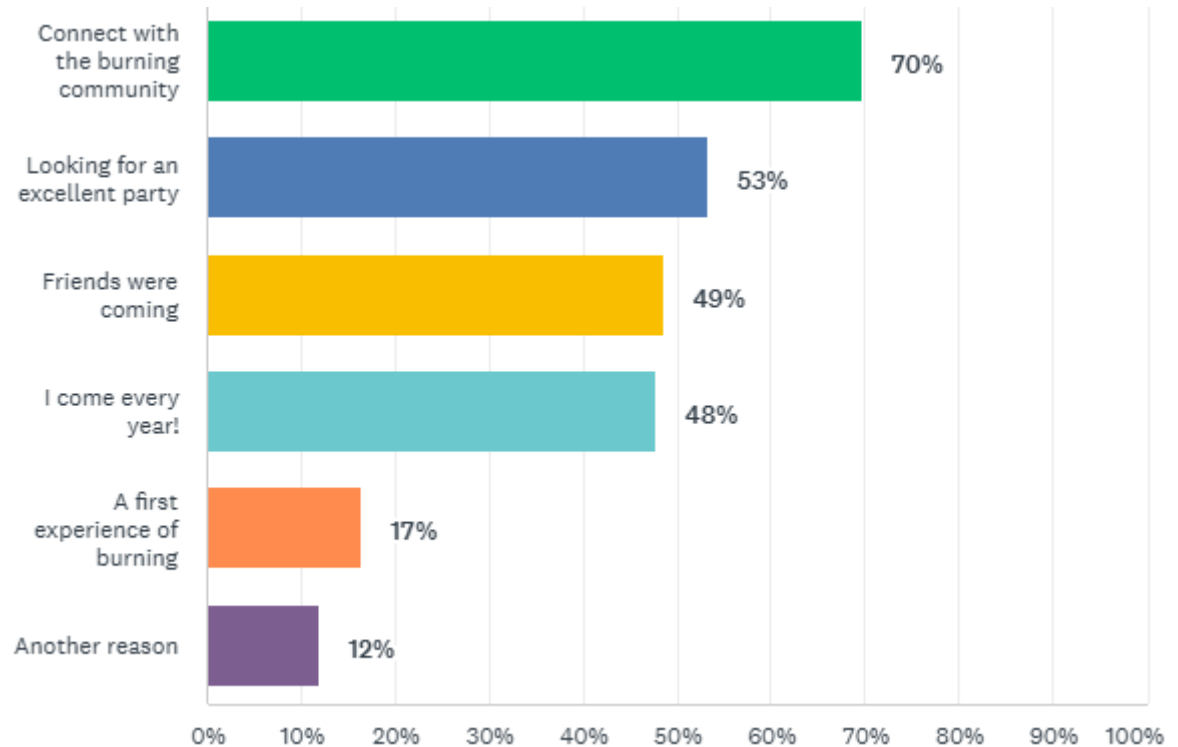
Burners

- 66% have been to London Decom before
- A further 16% had been to another burn but not Decom
- 18% were at their first burner event.

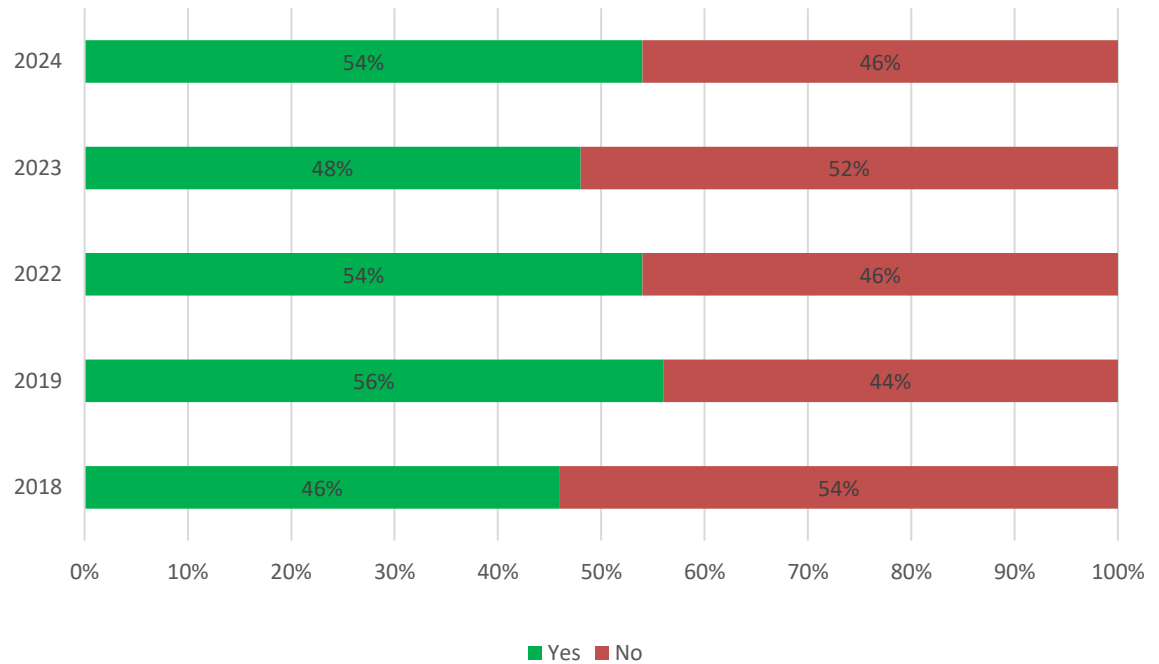
How was your night?



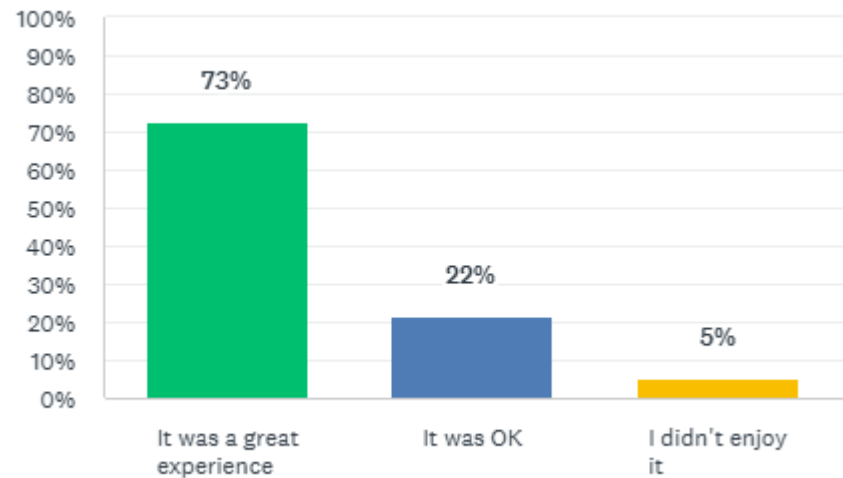
Why did you want to come to London Decom this year?



Did you volunteer?

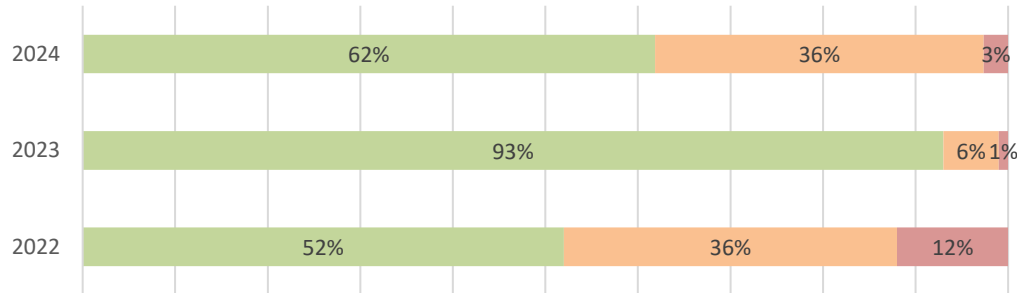


How was it?



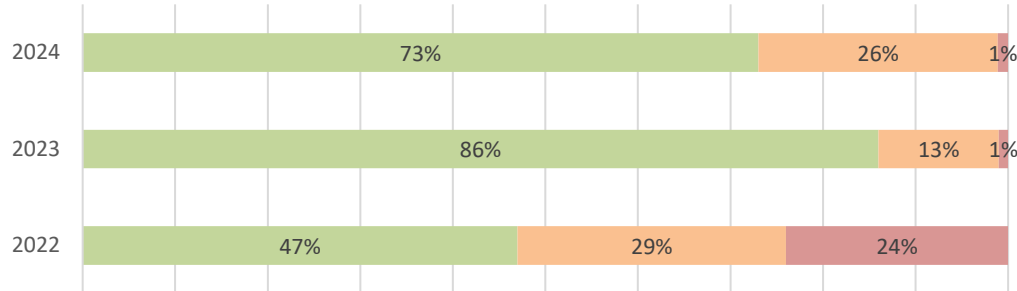
Your venue experience

Queue



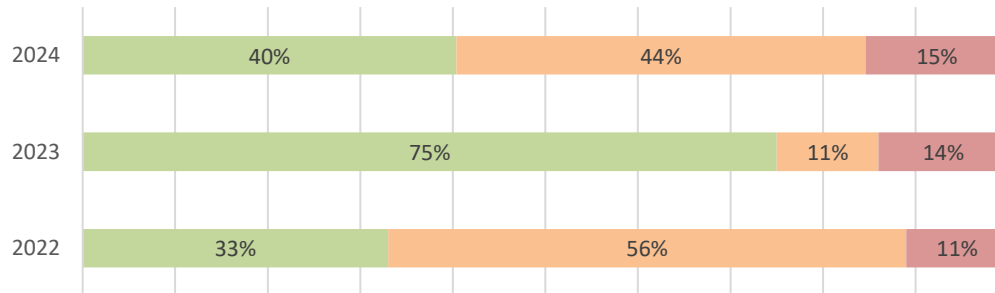
Some complaints of long waits in the cold and wet: 'It was a bit bleak'

Security



Reports that security were friendly and unobtrusive

Cloakroom

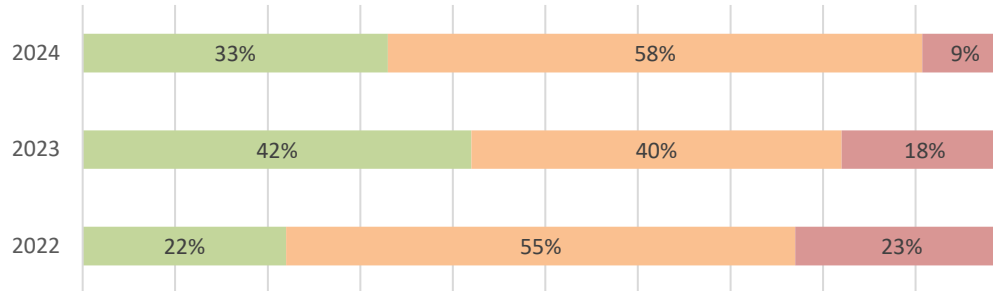


Long wait, understaffed, no rain cover, cold, charged for returns

Great OK Disappointing

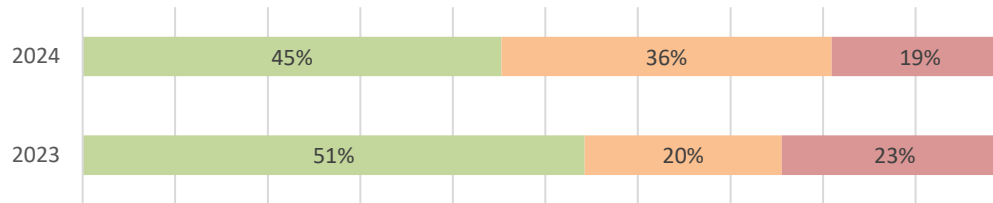
Your venue experience

Toilets



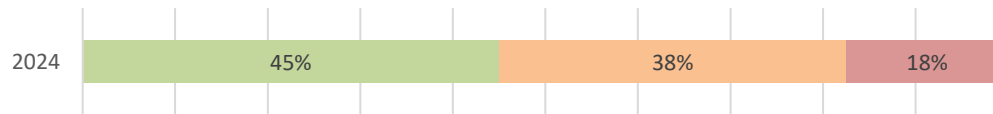
Not enough indoors, not cleaned, pushy attendants

Accessibility



Not easy to get home, lots of stairs, accessible routes not signposted

Food vendor (Pollito Loco)

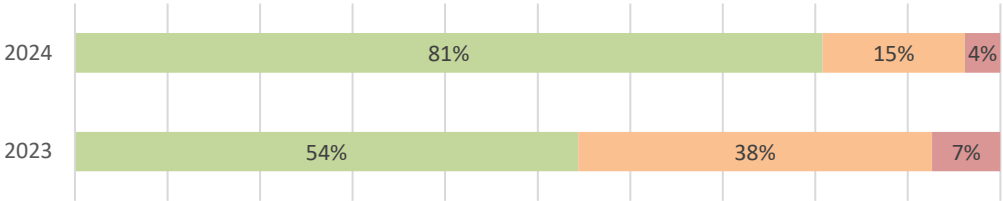


Limited options, poor quality, too spicy, unhealthy

Great OK Disappointing

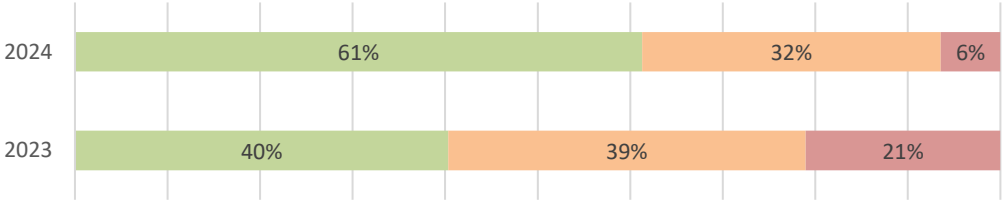
Your Decom teams experience

Graters
(Gate/Greeters)



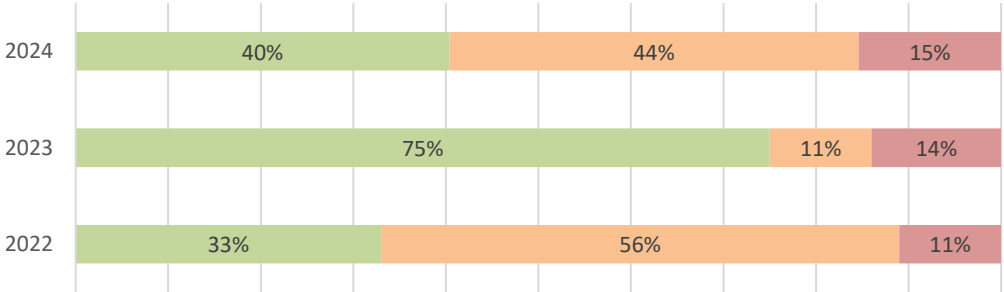
Friendly & welcoming, not enough scanners, seemed sad/cold

Haven
(Welfare)



Too small, too bright, friendly, lovely tea, badge makers in the way

Rangers

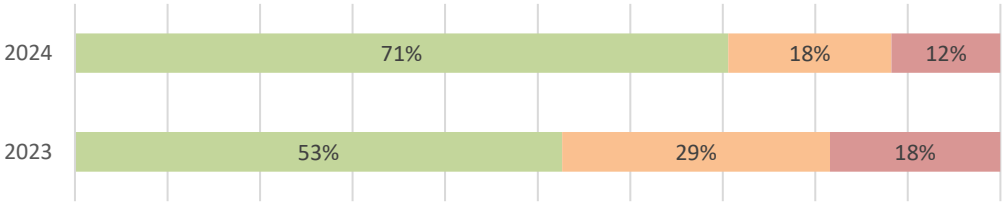


Didn't see them, thanks for helping

Great OK Disappointing

Your Decom teams experience

Consent Team



Couldn't find them, should have been in main Arena, helpful

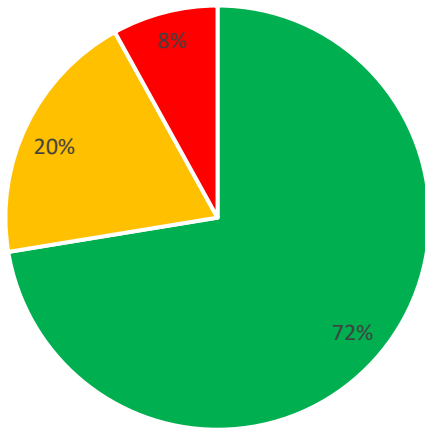
Stray Hearts



Not sure what they were for, liked the stickers and sweets

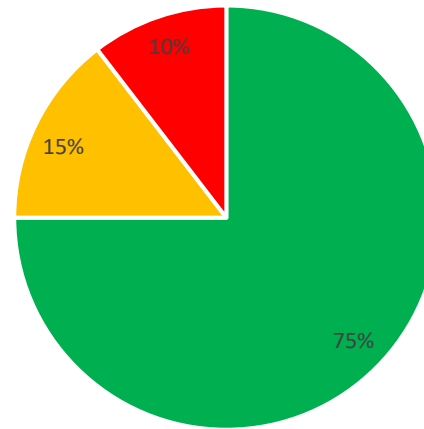
Entertainment

Variety of Rooms



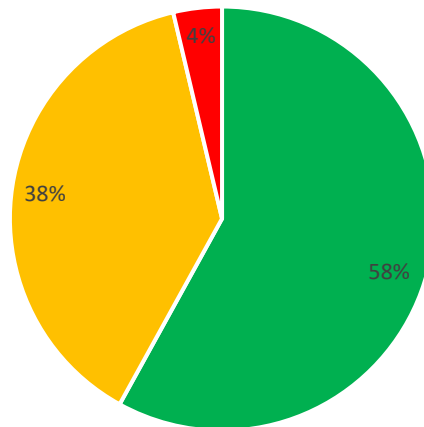
Great OK Disappointing

Cwtch Chill-out tent



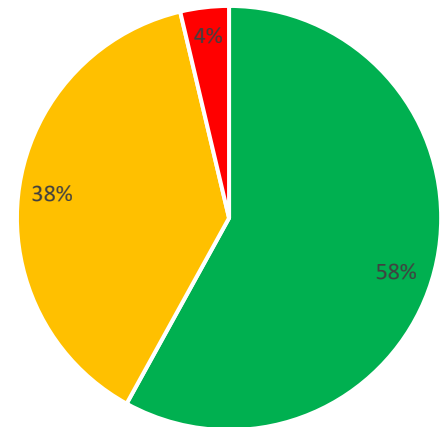
Great OK Disappointing

Selection of Art



Great OK Disappointing

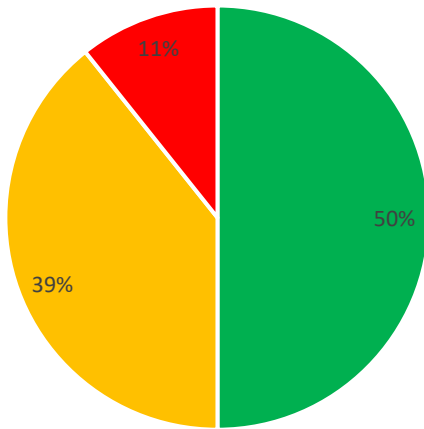
Performances



Great OK Disappointing

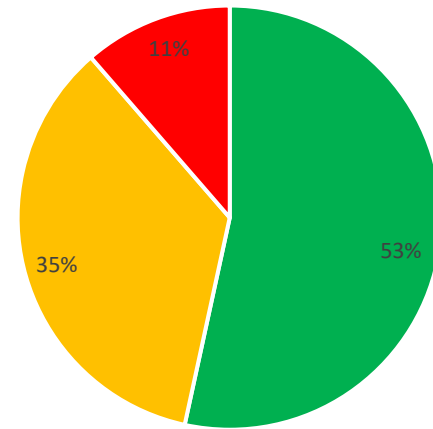
Entertainment

Workshops



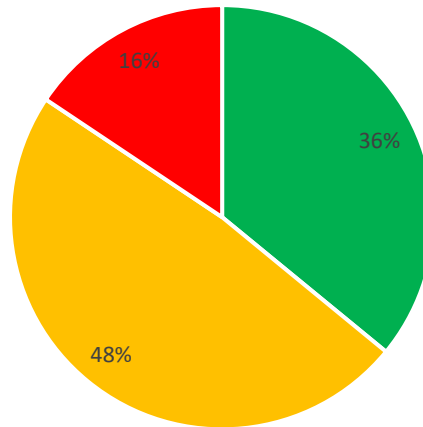
■ Great ■ OK ■ Disappointing

Variety of Music



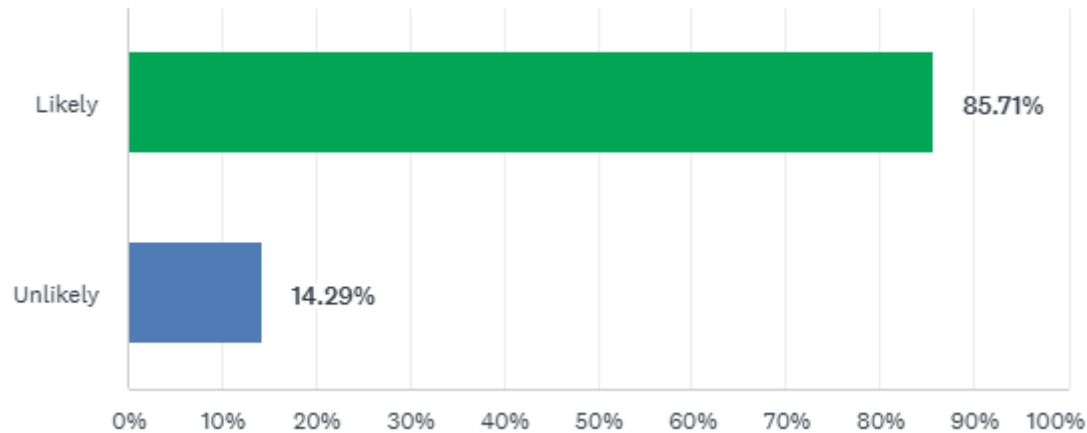
■ Great ■ OK ■ Disappointing

Silent Disco



■ Great ■ OK ■ Disappointing

Do you think you will come next year?



Last words

- Best Decom so far
- Well done, and thank you
- Great work!
- Unforgettable and magical moments
- The highlight of my year
- See you in 2025!