



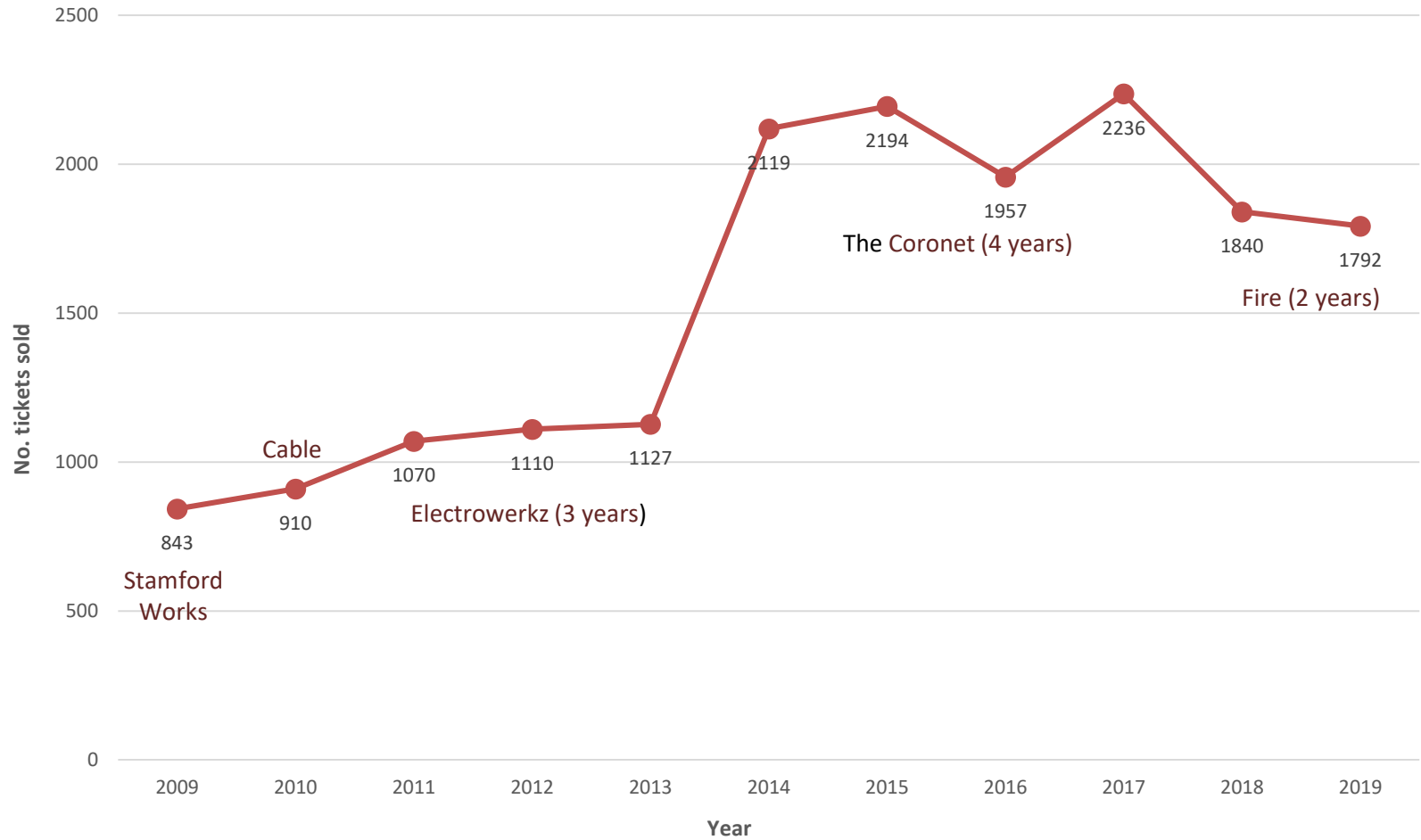
London Decom 2019

Survey Results

Summary

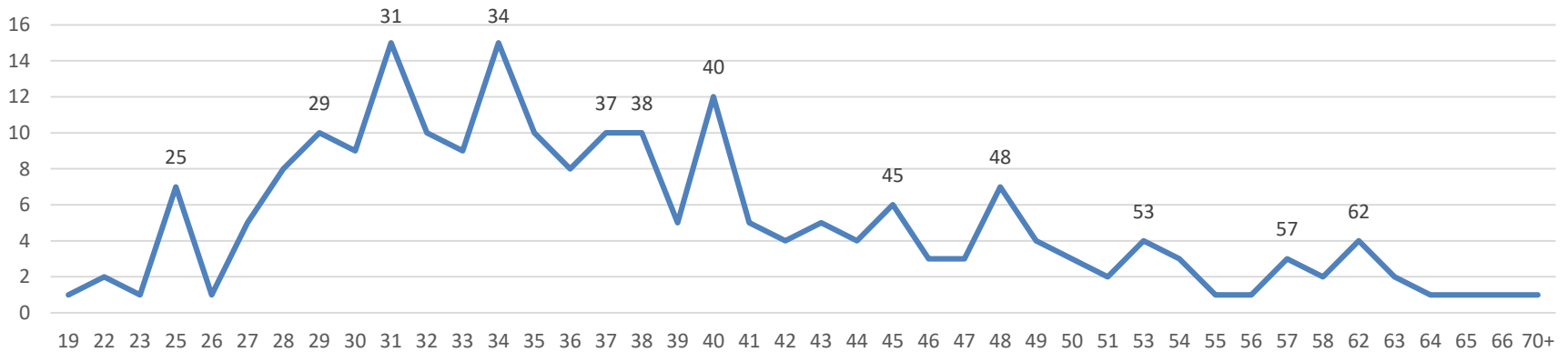
- 1792 tickets sold
- 1661 people attended
 - 93% of ticket buyers came to Decom
 - 7% of tickets not used (17% in 2018)
 - Higher uptake this year probably due to the new, one member one ticket, purchasing model
- 219 people answered the Survey
 - 13% of attendees (up from 11% last year)

Tickets sold



How old are you?

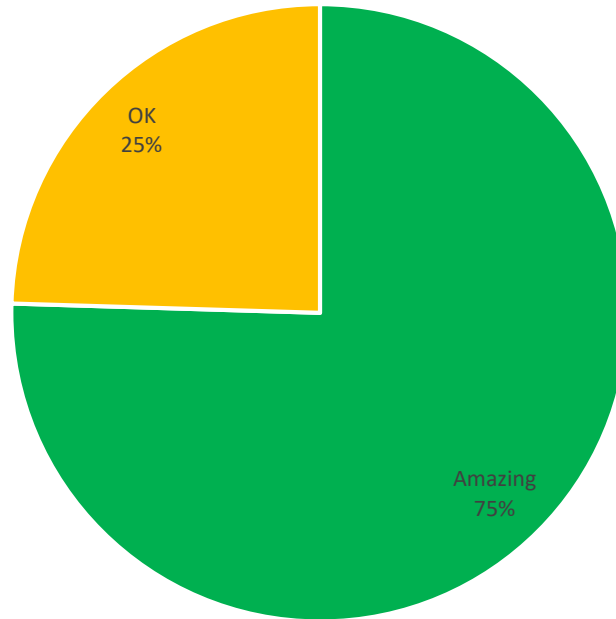
- The majority of attendees are in their 30s
- Ages ranged from 19 to over 70



Where do you live?

- 73% of attendees live in London (80% in 2018)
- 11% live elsewhere in England
- Other countries represented included:
 - France
 - Germany
 - Ireland
 - USA
 - Spain
 - Wales
 - Denmark
 - Belgium

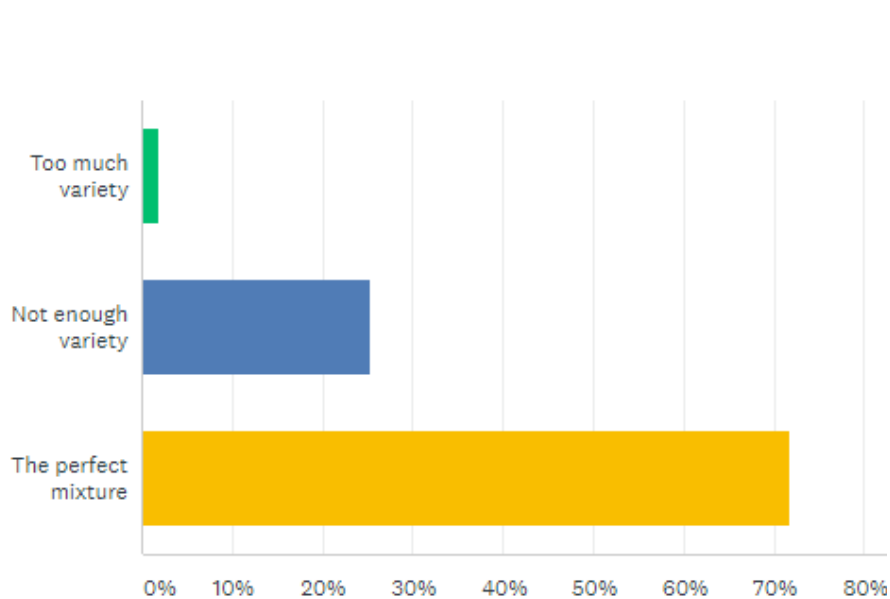
How was your night?



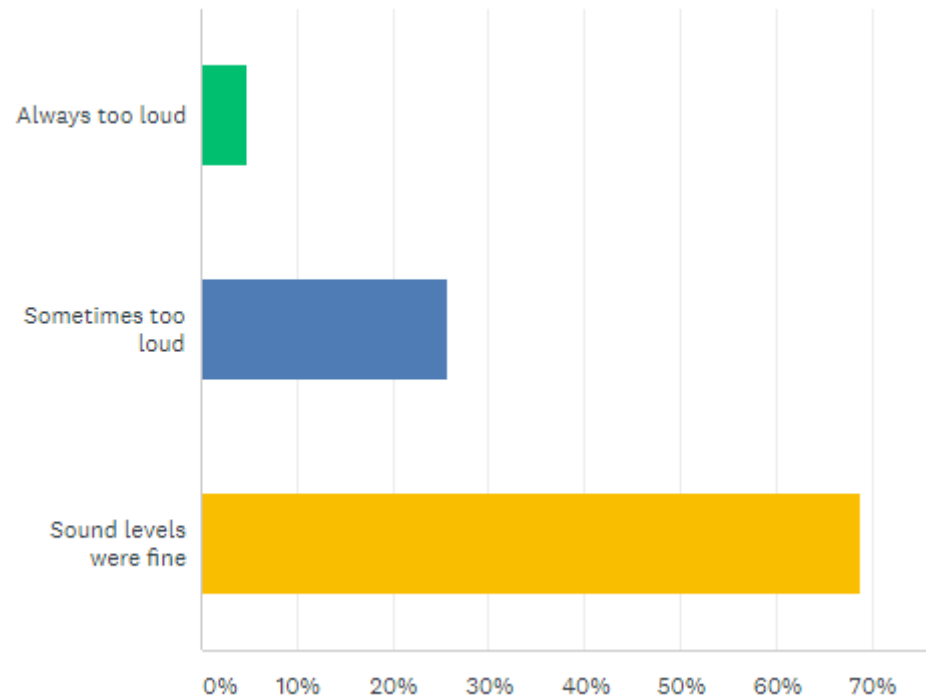
- 75% had an amazing night, up from 63% in 2018
- Nobody reported having an awful night (1% in 2018)
- A third option of 'good' was requested between 'amazing' and 'OK' (note for next year's survey)

Music

Variety



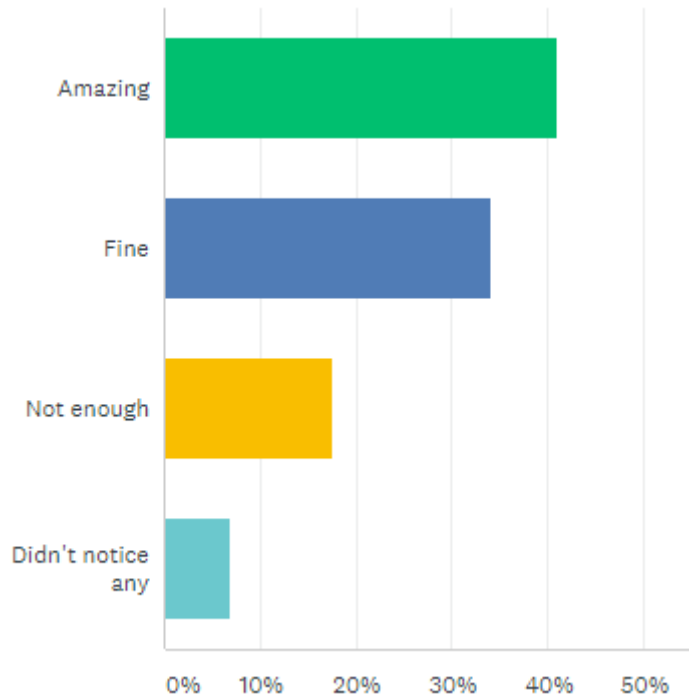
Sound levels



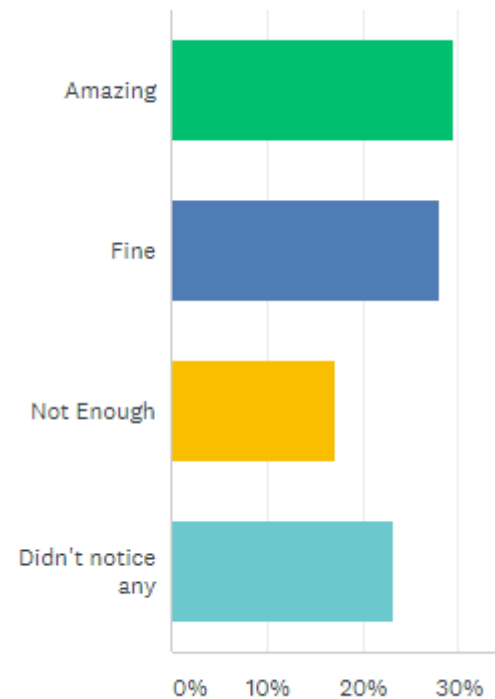
- Variety and sound levels both showed a slight improvement on last year's responses
- Several people reported that they brought ear plugs

Art and Performances

- Art and Decor

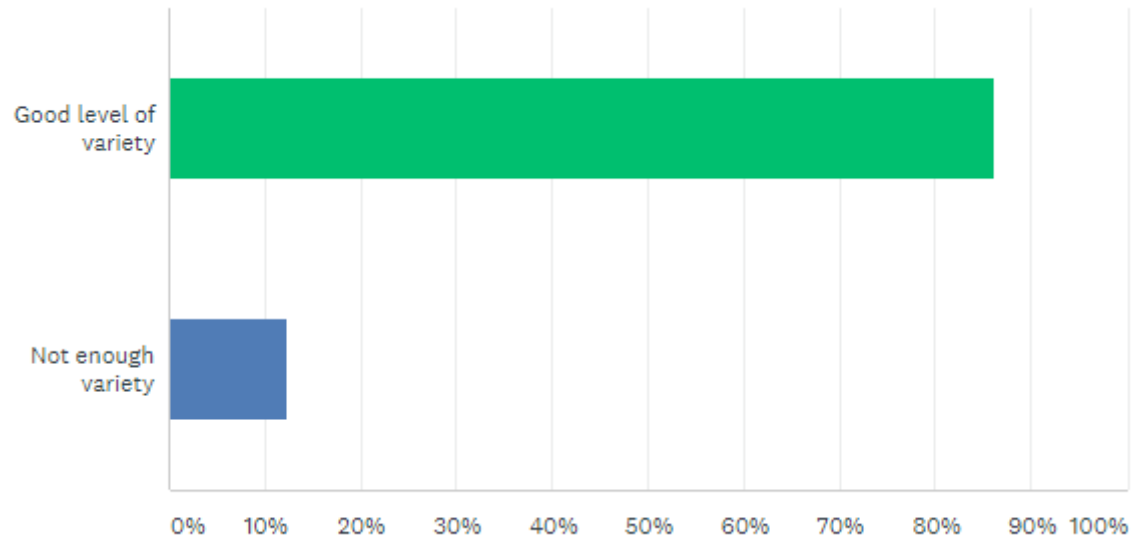


- Performances



- Over 40% of participants thought the art was amazing, an improvement on 34% in 2018
- Just under 30% rated the performances as amazing, down on last year's 37%

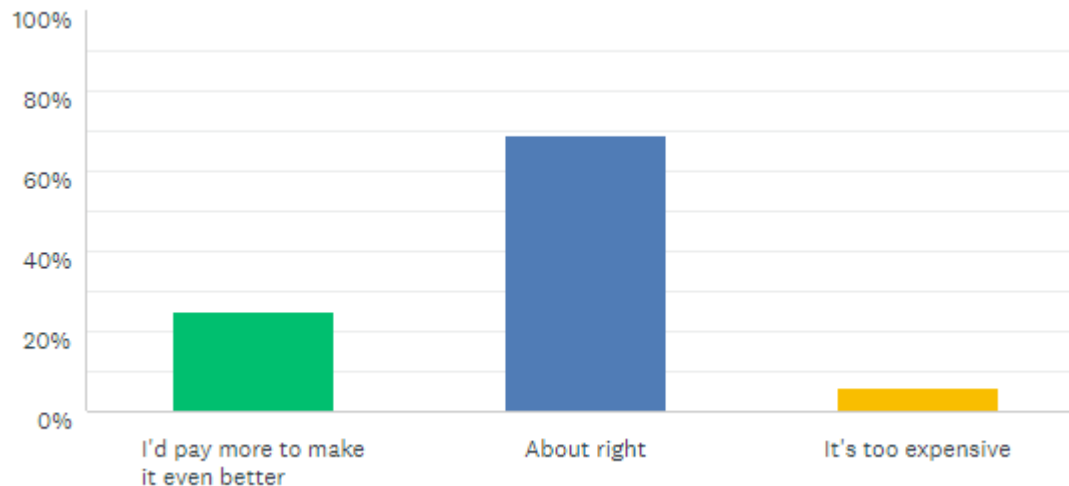
Theme camps



- Similar response to last year

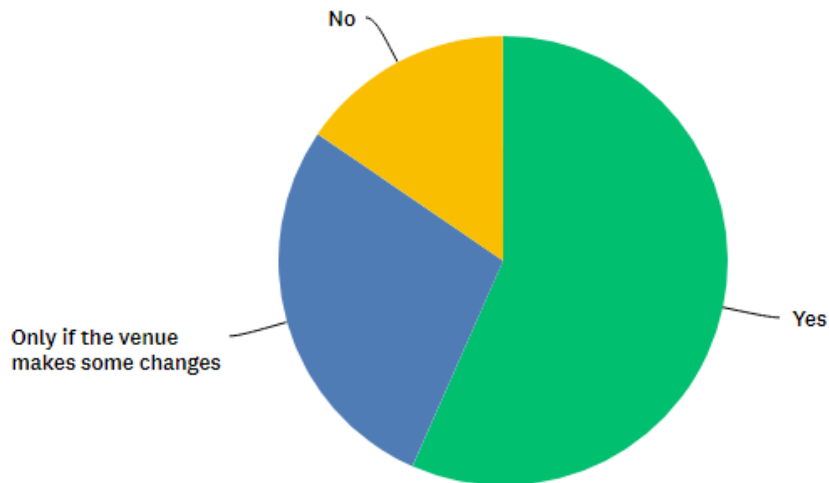
Decom ticket price

- Full price tickets were £25 and low income tickets were £15, the same as in 2018
- This response to ticket prices is similar to last year's

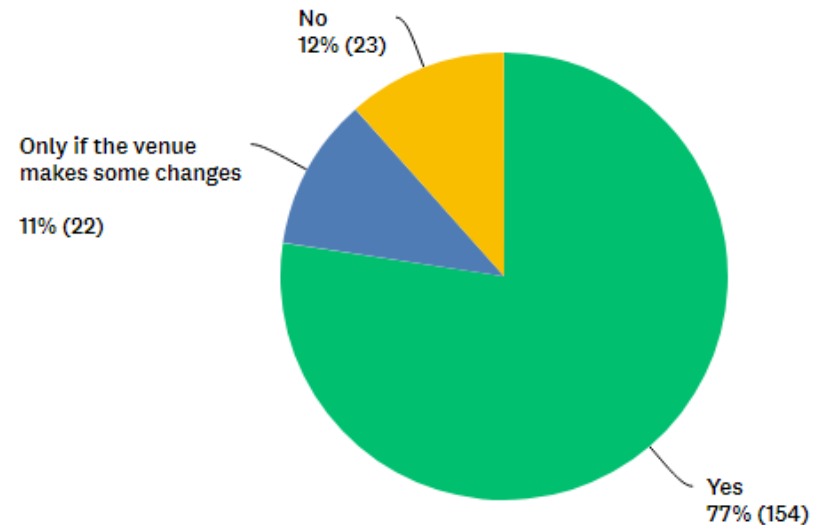


Would you want to go back to Fire?

2018



2019

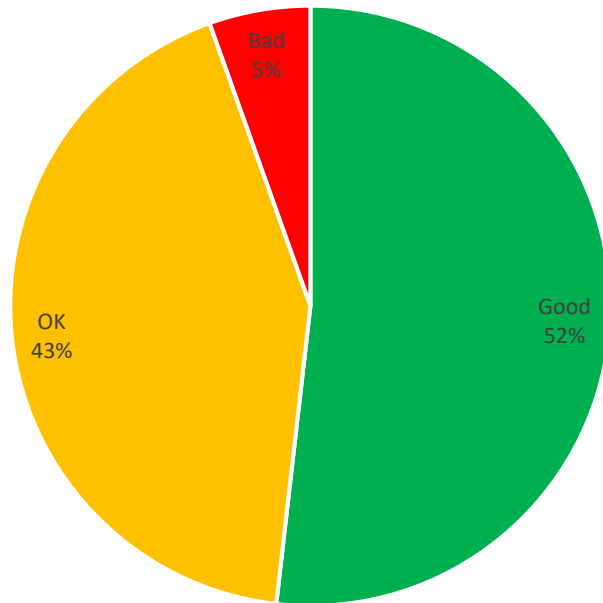


- Fire as a venue was more successful than last year with only 12% not wanting to go back
- 11% still think that the venue needs to make some changes

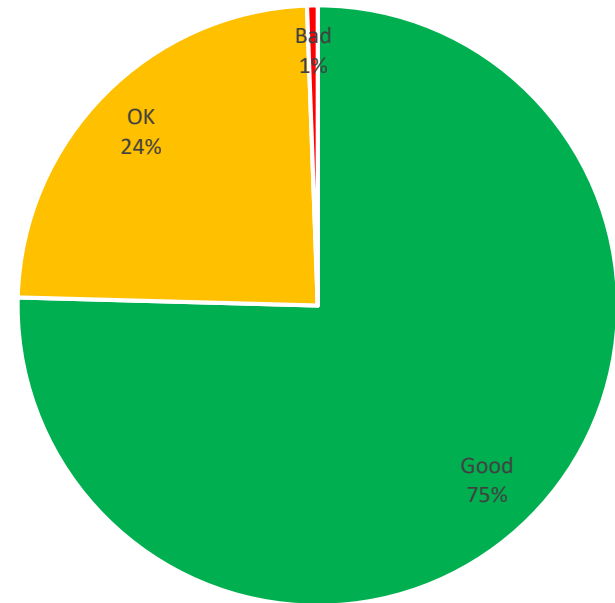
Your venue experience

Queue

2018



2019

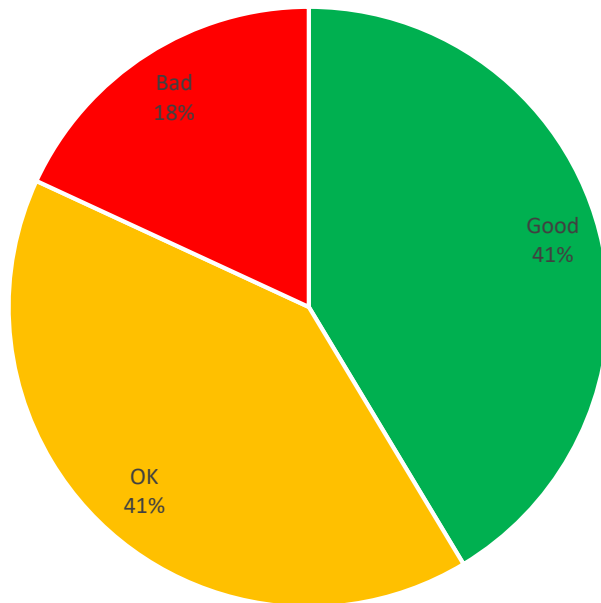


- The queue experience was much improved this year

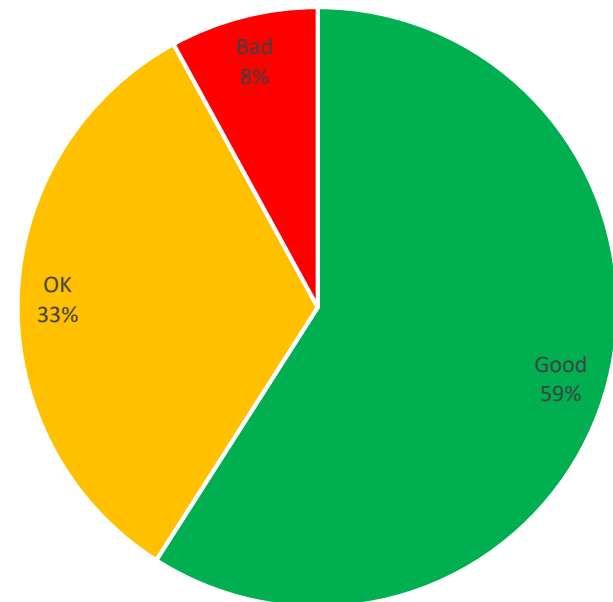
Your venue experience

Security

2018



2019

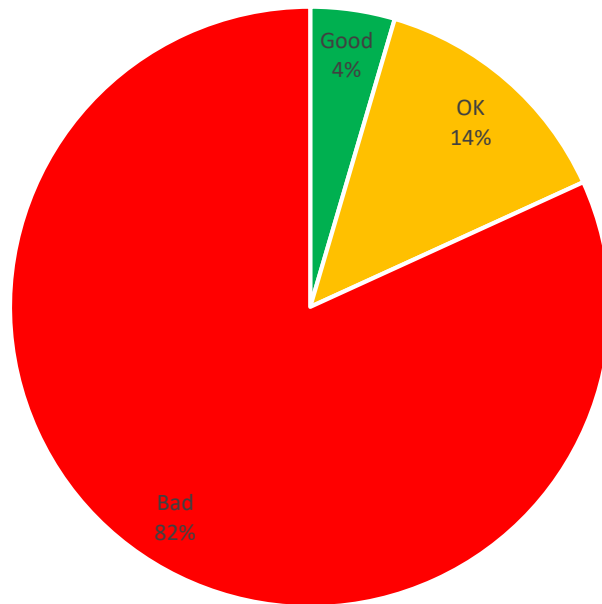


- Some improvement on last year, but still problematic
- Reports ranged from 'friendly' and 'chilled' to 'aggressive', 'groping' and 'rude'
- We hired own extra security team, 'Black Ops', to liaise with the venue security

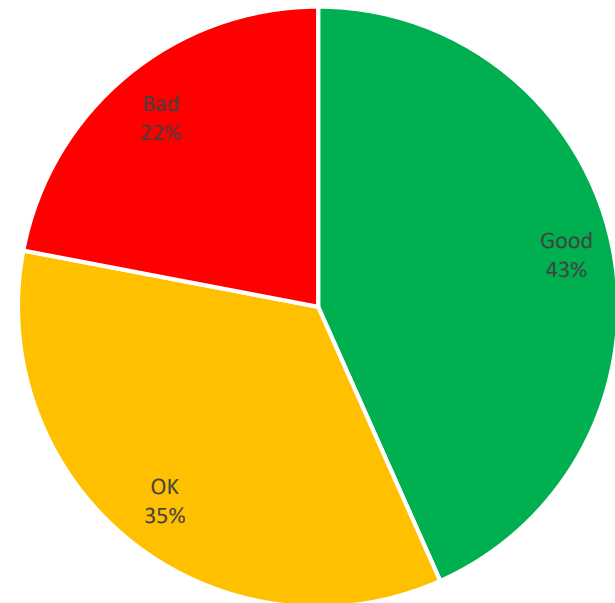
Your venue experience

Cloakroom

2018



2019

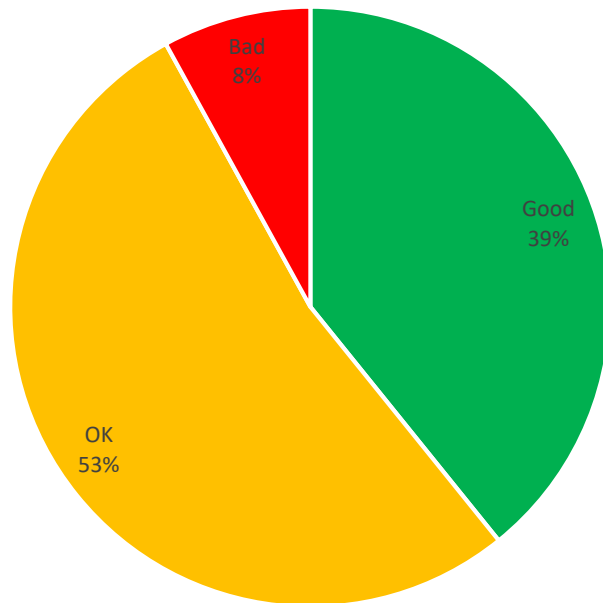


- Much improved on last year
- Some people reported arriving earlier to avoid the queues
- Still some issues

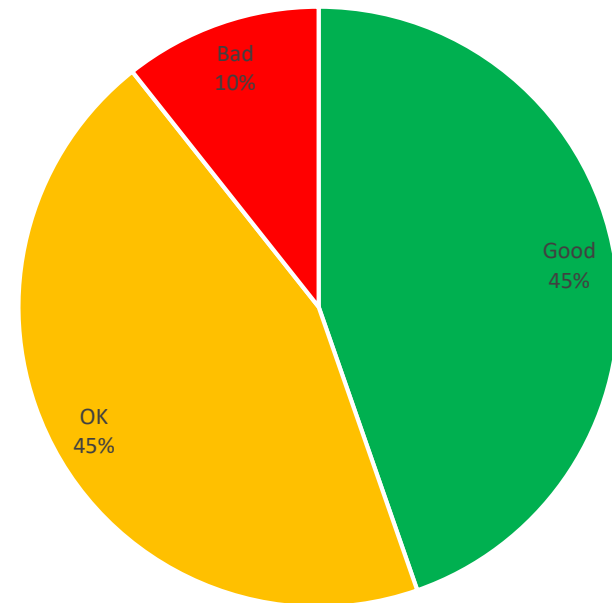
Your venue experience

Toilets

2018

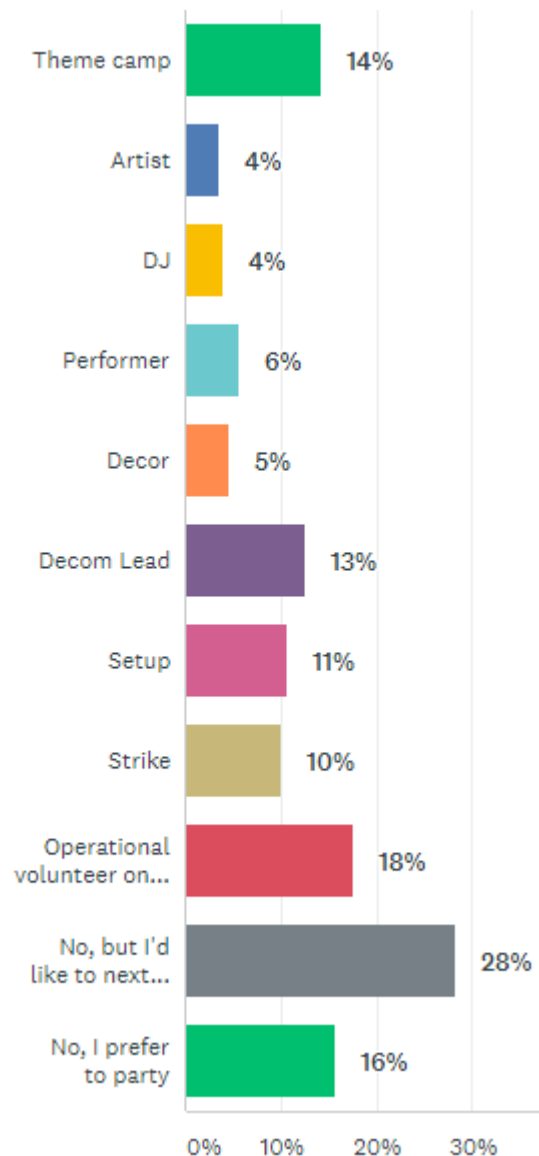


2019



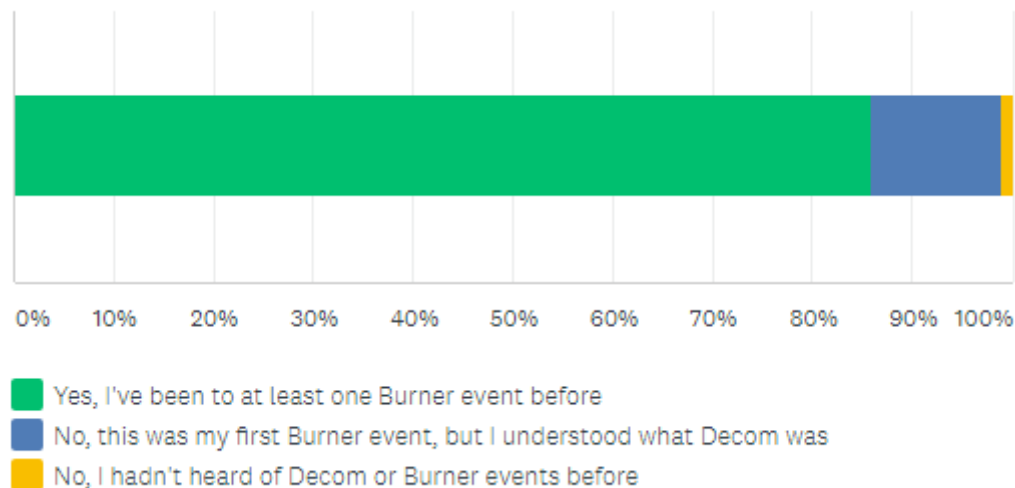
- Not much change from last year
- Complaints that they were dirty, wet, smelly and blocked
- Toilet attendants generally unpopular (but were a non-negotiable condition of the venue)
- Gender neutral toilets were appreciated

Did you volunteer?



- First year using an automated volunteer sign up system
- 184 volunteers registered interest compared to 55 last year
- 167 volunteers took part in the event build before gates opened
- 44% of those responding did not volunteer (54% last year)

Have you been to a burner event before?



- Attendees report that the event has felt more 'burney' since tickets have only been available to members

Consent

- Decom has its own dedicated consent team.
 - 63% of participants were aware of this.
- 4% reported experiencing some non-consensual touch or verbal harassment from staff, volunteers or guests at London Decom.
- 37% of participants visited Crumptastic Voyage (the play space), but 42% didn't find it. 21% weren't interested.

Leave a Better Trace (LBT)

- 83% were already aware of the Leave a Better Trace message before Decom
- 54% reported that these messages played a role in their Decom preparation
- 66% recycled an old costume and a further 21% made their costumes
- Only 5% bought a new costume, while 5% bought their costume second hand
- 3.5% got their costume from one of the swap sessions
- 80% of burners brought their own cup to Decom.
- The cleaners thanked us for leaving the venue in such a good state.

Last words

- Keep doing what you do - a big fat thank you!
- I have so much love and respect for the team who work so hard to make Decom happen. You are amazing
- Thank you everyone for an amazing event!
- Thanks to all involved! Much appreciated!!
- Great job team! Decom has grown from just another rave to something that feels like burning man in a club. Keep up the great work!
- Well done! Thank you for all the hard work.
- Where has this been my whole life? <3
- Looking forward to next year already!