



THE SANTA CRUZ BURNING MAN REGIONAL  
**UNSCRUZ**

**2019  
AFTERBURN  
REPORT**



**FIRE ART MUSIC CAMPING COMMUNITY**

[WWW.UNSCRUZ.ORG](http://WWW.UNSCRUZ.ORG)

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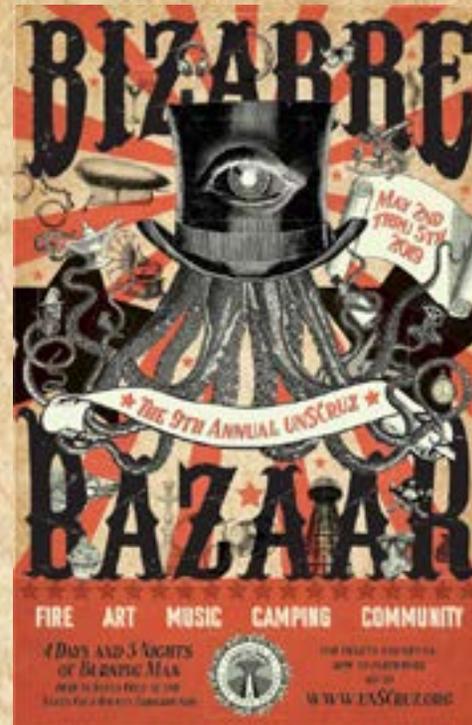


## OVERVIEW (LESLIE BERMAN):

unSCruz 2019 was our 9th annual event, and it was our 6th year at the Santa Cruz County Fairgrounds, where unSCruz became a multi-day event. This marked the first year that tickets sold out, which was very exciting to all of our production members. 1500 is the maximum number of tickets we will sell, but we leave a small buffer for staff & volunteers. So it was a very good year once again as far as attendance is concerned. The weather, the vibe, and all the great things that shows up (theme camps, fun costumes, art, fire art, mutant vehicles, music, etc.) was amazing!

Perhaps the most significant change this year was adapting to the new and very strict fire safety laws governing Public Assembly on Federal Land in the State of California. It was a huge benefit to welcome retired fire marshal Ray Zachau to the team as Fire Safety lead. With his knowledge and guidance we were able to navigate the requirements much more easily than in past years. This led to a fluid and transparent communication channel for our Placement Team to educate our theme camps, artists and participants about the expectations of CalFire. The relationship that we are forging with CalFire is rewarding us with the ability to welcome more and more large scale fire art and an ever increasingly more spectacular effigy burns, in addition to ensuring the safety of our event.

By most accounts, 2019 was even better than previous years, the improvements we continue to define and embrace, make each year more wonderful than the last.



# THANK YOU!

Similar to Burning Man, unSCruz is entirely dependant on volunteers. All funds generated go directly to Art Grants and Event Operations. The entire production crew is unpaid, and does this merely out of the generosity of their hearts and the desire to give something back to the community. Therefore it is with enormous gratitude that we thank all of the volunteers who helped put this on! As usual, here is an incomplete list of those who helped.

Amber Coutts

Ari Edelman

Austin Guzman

Brian Pridham

Chris Padgett

Chris Tuck

Daniel Nachman

Daniel Gross

Dom-MacGyver

Heather Nuanes

Jeanine Creek

Jeff Laurence

Jennifer Postoloff

Jenny Padgett

Jo Plante

John Schultheis

Jonathan Freedman

Josh Cory

JR Hoover

Kelly Felicetta

Lake Phillips

Leslie Berman

Linda Filipowicz

Lisa Schouweiler

Lucy Hosking

Manea Trinacria

Mark Filipowicz

Mark Ryan

Meggie Pina

Melissa Kirk

Michelle Hallam

Michelle Pualuan

Misty Longnecker

Namraja Singh

Patrick Lawrence

Pete Metcalf

Ray Zachau

Rikki Smeltzer

Robert Edelman

Rubi Valdez

Stuart Robinson

Teri Ruby

Vince Felicetta



## QUICK STATISTICS:

- 1865 people attended, 297 more than in 2018
- 360 received complimentary/granted tickets.
  - » Age of participants:
    - ★ 21+ = 1730
    - ★ 18 to 20 (underage for alcohol) = 5
    - ★ 12 to 17 (minors) = 26
    - ★ 1 to 11 (minors free entry) = 104
- We increased the unSCruz bank account by approximately \$2,300 this year, which is less than last year, but this is because we gave away so much money in Art Grants. This is to say, we remain in a strong position to give away as much or more in Art Grants in 2020.
  - This year we gave out \$58,613 in Art Grants, far more than we ever have. Our ability to do this makes us very proud, and it will continue!

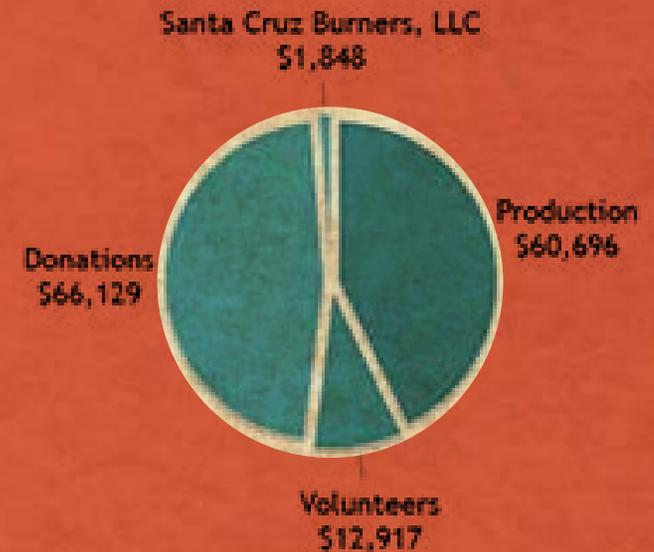
## AREAS TO IMPROVE/SUGGESTIONS:

1. We can use some improvement with volunteer wrangling and supervising. Quite a few departments were left in the lurch with no-shows.
2. It would be good to explore other staff dining options, as Hospitality was once again overwhelmed but did an absolutely fantastic job of nourishing the staff with their creative and tasty menus. A more self-reliant, deli style, self serve kitchen may be on the menu for next year.
3. Separating Fire Safety/Security into two separate teams is a must with the growth we've experienced.
4. As we continue holding the event at the Santa Cruz County Fairgrounds, we will continue to develop the relationships that have blossomed over the years. Our goal for the coming years is to include the race track as a dedicated unSCruz space, RV parking perhaps. Our challenge with the Fairgrounds is their Sound and Alcohol policies, which inhibit the event to some degree. We will continue to work with them to come up with creative ways to allow more flexibility surrounding this.

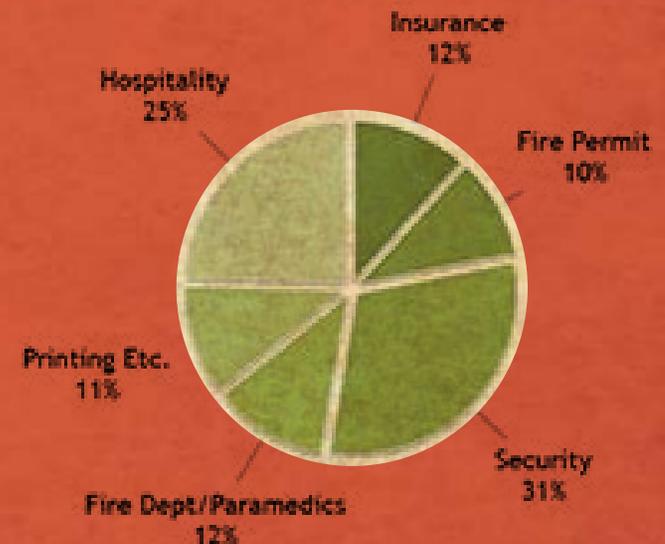


	Total
Production	\$60,695.95
Insurance	\$2,837.00
Fire Permit	\$2,457.78
Security	\$7,459.00
Fire Dept/Paramedics	\$2,800.00
Parking Crew	\$471.28
Venue (15% of Gate)	\$21,582.00
Infrastructure (DPW, Effigy, Gators, Firewood, etc.)	\$11,281.21
Trailers (Insurance, Roof Rack, Bins, Storage fees, etc.)	\$5,332.37
Freezer Rental & Ice	\$811.00
Radio Rental	\$2,159.06
Website/Printing/Publicity/WWW, etc.	\$2,707.78
Box Office	\$797.47
Volunteers	\$12,917.06
Hospitality	\$5,934.11
Volunteer "Thank You" BBQ	\$2,646.13
Hoodies, T-shirts & Schwag	\$4,336.82
Donations	\$66,128.50
The Burning Man Project (formerly BRAF)	\$1,234.56
unSCruz Art Grants	\$45,401.44
Fire Art Fuel	\$1,779.79
Community Grants "Placement"	\$13,212.71
SCCF Historical Foundation Bar	\$4,500.00
Santa Cruz Burners, LLC	\$1,848.00
Tax Prep (CPA Fees)	\$400.00
State & Federal Tax	\$1,300.00
MyLLC Annual Fee	\$148.00
Ticket Sales & Donations (1865 Attendance)	\$143,889.41
Total Expenses	\$141,589.51
Net Profit Saved for unSCruz 2019	\$2,299.90

## EXPENSES BY DEPARTMENT



## GREATEST EXPENSES



# DEPARTMENT LEADS' REPORTS:

## PRODUCTION



### CHRISTOPHER TUCK AKA TWISTY & LESLIE BERMAN AKA FROSTY PAWS

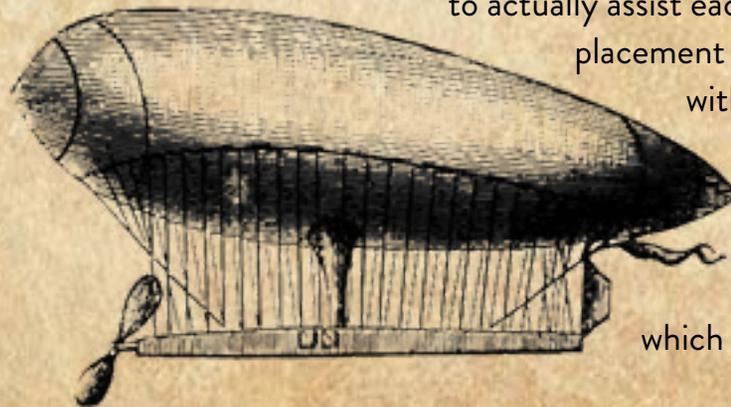
- When it comes to producing an event, no two years are the same. There were new challenges to face, new art to see, more people to talk to, and overall, a bigger, larger, and stronger event. We did encounter some growing pains. From 2018, we identified things that Worked Well and things that Needed Improvement. We executed on a lot of those “needs improvement” and some really paid off!
- Our relatively new ticketing system has improved reporting and management. This made the gate process better for both volunteers and attendees. We continued with our no cash sales and no tickets sold at the door, only online policy. With EventBrite, attendees could easily purchase a ticket right on their phone and then enter the event. We also had dedicated tablets for attendees that did not have a phone or had poor signal.
- Volunteer fulfillment is always a difficult and sometimes thankless position. We had two new leads in the position of Volunteer Coordination and they did a fantastic job, making some great improvements. They created and managed online scheduling systems before the event. During the event they coordinated with all the teams and even though they were stretched thin, they were able to fill many of the needs.
- We created a new Perimeter role that was separate from Public Safety and Security in 2018. The team continues to grow stronger. We were better able to identify potential problem areas at our venue. The members of this team performed more proactively pre-event and throughout the event. We may have had a few fence jumpers and we also had a number of people that saw our event and wanted to join and bought tickets.
- Each year we have turned more managed elements over to the community. This year we were able to expand and offer more community managed areas. This led to the Rainbow Trike Track and it's now expanded awesomeness with the Candy Shack, and 2 separate raceways taking over the entirety of our largest indoor space of 1,200 sq. ft.. The Pink Heart Chill Lounge created the chill in our new LED indoor art space. Air Pusher once again did a fabulous job managing the outdoor main stage. Each of these groups along with Decor created vivid, engaging, and incredible spaces.
- While on the topic of spaces, the Placement team did an awesome job of placing camps in varied areas around the



# DEPARTMENT LEADS' REPORTS CONTINUED

venue this year. The variety of theme camps and art were spread throughout the venue very well. Part of this speaks to a community that is doing more and bringing more and part of this speaks to a team that works hard and does a great job.

- Another element that has increased each year is how much we can give back to the community. We were able to grow our grant funding and this means growing our Grant Process. This always feels like a moving target and is one of the more challenging aspects of our event. We were so glad to see that we were able to give more art grants this year. The Art Grant Team did a tremendous amount of growing this year and it's paid off in spades! Congratulations to a job very well done!
- We look forward to making more strides toward improvement in 2020. This event is just as important to the volunteers as it is the members of the Santa Cruz Burners and our nearby communities, Monterey Burners, South Bay Burners and East Bay Burners. We look forward to seeing everyone again in 2020!



## PLACEMENT

**LISA SCHOUWEILER AKA SHARK GIRL, LINDA FILIPOWICZ AKA PANDORA AND MARK FILIPOWICZ AKA FRY**

**Shark Girl:** Overall, the placement team did an amazing job this year, overcoming challenges with the map and individual theme camp maps that needed to be created for the fire permit. The new placement map created by Mark aka Fry, should be used for next year. For the RV placement, only having one person placing the RVs made it difficult sometimes when many RVs would show up at once. I think having at least two people available to place RVs next year would be helpful. Also, we need more separate areas for RVs. I also think changing the deadline of when the theme camp placement applications are due to an earlier date would give us more time to work on the placement map.

**Fry:** Although Placement had the extra challenge of having to actually assist each theme camp with their own camp placement map to submit to CalFire, it went Ok with the new tools that we have but because there was no real strategy in the size of the camp plots, it made each space a custom endeavour. Lots of time can be saved if we come up with a city plan which I would like to do before next year. In this



# DEPARTMENT LEADS' REPORTS CONTINUED

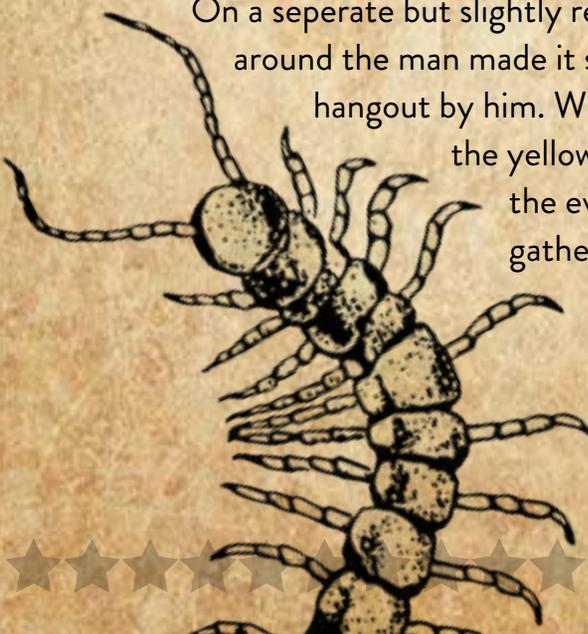
plan we will have predetermined spaces that camps can bid for. We can spend some time up front to make the actual task of laying out the city at the grounds much more efficient. Think streets that end at the man so you can see him from many angles on the main lawn...

The second issue is the striping machine is a piece of shit. If you get me both the new one and the old one, I will make a hybrid that we can use next year to make things easier. Sometime after burning man would be good.

The cloud cover and cooler weather the first few days during the layout was perfect, I would like to keep that next year. Of course we can keep the warmer sunnier days with no rain during the event.

On a separate but slightly related note, the perimeter around the man made it seem like it was taboo to hangout by him. We should have gotten rid of the yellow "fuck off" tape at the start of the event so it was more inviting to gather by him (it).

Last but not least, beer for the setup crew...



## COMMUNICATIONS

### JENNIFER POSTOLOFF AKA BAILEY QUEUE

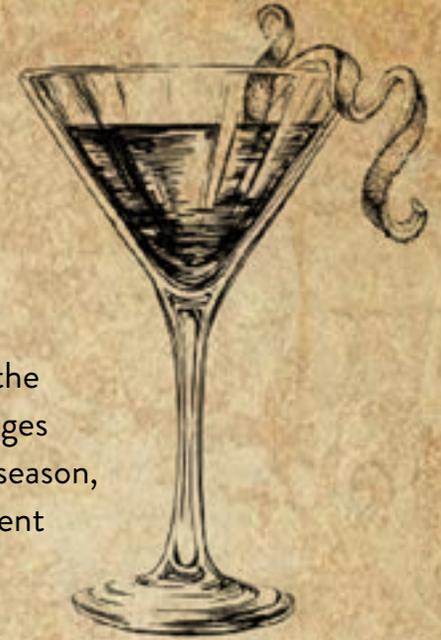
The communications department continued to maintain and update the event's website and social media pages throughout the 2018-19 unSCruz season, helping to ensure detailed and current information was available to participants, staff and volunteers.

With much gratitude and happiness we added an awesome Writer to our department who wrote many articles for our blog, keeping our community in the know of goings on.

We also added a talented Graphic Artist who created all of our print media and web banners for the season.

Other highlights of unSCruz 2019 communications:

We created and distributed 750 copies of the unSCruz What When Where guide, all of which were accepted by unSCruz participants at the entrance gates. We ran out of guides and will be purchasing a higher quantity next year.



# DEPARTMENT LEADS' REPORTS CONTINUED

We added a new large reusable metal map with movable magnetic markers of unSCruz for Off Playa Info, which helped people visualize our space and find where things were located.

The creation of the What • When • Where went smoothly due to Fry's technical mapping skills. Many thanks to the Placement Team!

Key future improvements would include coming up with a better solution (more secure) for vehicle passes and having a ride board.

## PUBLIC RELATIONS

### AMBER COUTTS AKA AMBEROSIA

This year we had a decent amount of connections with the local media prior to the event. And despite many confirmed meetings and tours being set up well in advance, only one reporter actually made it. There was a long interview via the phone with The Good Times magazine and plenty of interest from Connections magazine on doing a lengthy future piece. Radio promos were discussed, however we decided against underwriting due to the cost and the desire to decommoify the publicity. In the future it may be good to reach out earlier and do more phone conversations and confirmations to ensure that connections are maintained.

## DPW

### JONATHAN FREEDMAN AKA GADGET

This year the unSCruz DPW department had our largest event crew we have seen yet. Throughout the entire on-site part of the event, we had at least two crew present. Most of the setup and strike portions of the event saw three to five crew. On top of that, we had a decent volunteer turnout for task specific work. We intend to keep growing our dedicated crew in future years, be sure to contact <note to Frosty Paws insert appropriate email here> if this is something you are interested in.

The level of pre-event cross-department communication that we saw prior to being on site allowed DPW to have a decent picture of what was to be done prior and after the event. We feel that there is plenty of room for improvement here allowing us to have a much better plan prior to starting setup. Despite a few communication issues during setup, our amazing DPW volunteers and crew members were able to adapt to the ever changing plan and come through with fiery flying colors. We saw an increase this year in documentation being kept to help in future years, which we expect to help future unSCruz events run even smoother.



## DEPARTMENT LEADS' REPORTS CONTINUED

Unfortunately, once again we saw very few scheduled volunteers show up post event to help with strike. This resulted in the already overworked DPW crew putting in more time than expected and not being able to leave the site as scheduled. While we plan on growing out the core crew in future years, more volunteers during strike are always welcome. Please keep this in mind when signing up for shifts in future years.

### VOLUNTEER COORDINATION

#### MICHELLE PUALUAN AKA BOMBSHELL

For unSCruz 2019, the Volunteer Coordination Team was comprised of Michelle Pualuan (Bombshell), Brian Pridham and Rubi Valdez. We worked closely together to cover shifts at the Volunteer Coordination desk and feel like this year, every ran a little smoother than last year. Volunteers are becoming accustomed to having a check in desk and Volunteer Staff are making good use of the radios to call for help when help is needed. Next year our goal for Volunteer Coordination is to find an app that allows for both remote sign up and on site volunteer check ins.

### SHUTTLE

#### MISTY AKA MYSTIQUE

Well it was an experience! It's a lot for one person. If I get to do this next year I would like a co-lead. Picking up 2 trailers and returning them. And 14 hour days.

The voluteer description for shuttle was inaccurate. It needs to be updated for next year.

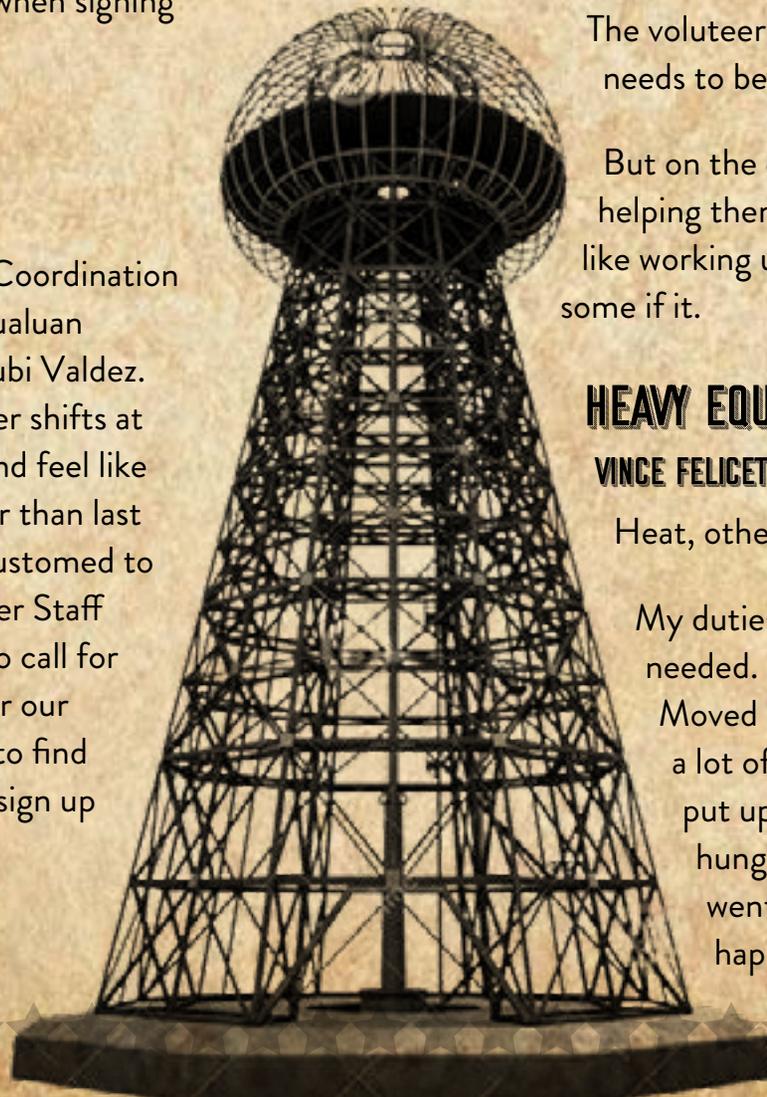
But on the other side I love bringing people in and helping them find their home...plus I love to drive. I like working unSCruz but I would also like to enjoy it some if it.

### HEAVY EQUIPMENT FORKLIFT

#### VINCE FELICETTA

Heat, otherwise known as guy on forklift.

My duties this year were to lift whatever was needed. I unloaded and loaded a few art pieces. Moved refrigerators, stage risers, chairs and a lot of fencing. I also ran the scissor lift and put up decorations for the trike track and hung banners off the light poles. Everything went well no surprises or unexpected things happened.



# DEPARTMENT LEADS' REPORTS CONTINUED

## EFFIGY BURN

**VINCE FELICETTA AND MARK FILIPOWICZ AKA FRY**

Mark and I built the effigy this year. With Rays help we burnt it down. Everything went as planned except our fuse went out so I lit it by hand. The effigy burnt perfectly and was down on the ground in 26 minutes. We used a combination of white gas, lamp oil and gasoline to fuel the fire. We also stuffed a bunch of fireworks inside the effigy to give it a little more wow factor, it worked.

## ART GRANTS

**MEGGIE PINA, AMBER COUTTS AKA AMBEROSIA AND KELLY FELICETTA AKA ZIPTIE**

The 2019 unSCruz Art Grant Committee developed a new art grant application and master art agreement. unSCruz 2019 awarded \$57452.10 in art grants. 36 art grants were awarded to artists who traveled from as far as Wisconsin, Oregon and San Diego. Local artists from Santa Cruz, Capitola, Soquel, Ben Lomend, Scotts Valley, Pacific Grove, San Francisco, Oakland, Berkeley and Richmond were also awarded art grants.

## OFF PLAYA INFO

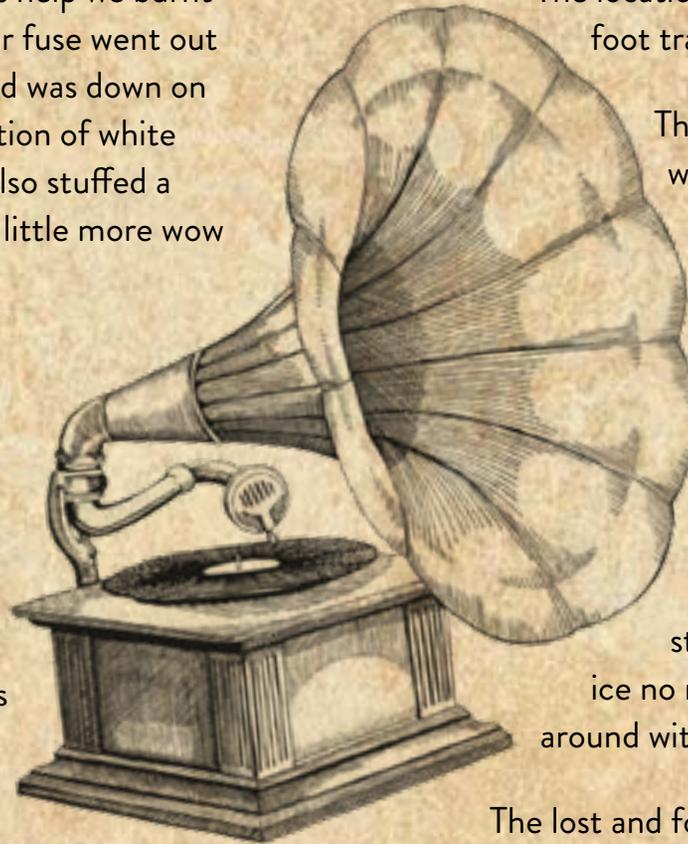
**MELISSA KIRK AKA HONEYB**

The location outside the hall was great. Good foot traffic, we were easy to find, etc.

The magnetic map seemed to work well. I was worried people would mess around with the magnets but I don't think that happened.

Again people loved the ice idea and we had a lot of fun with that in the "Burning Man" style (people were always surprised when we said ice was free, so we started asking them to tell us a story or a joke. Obviously they got ice no matter what, but it was fun to joke around with people.)

The lost and found system seems to continue to work well. I wasn't as involved in bringing the lost and found stuff back and getting it to the owners so I don't know if there were problems, but the coding system seems effective.



# DEPARTMENT LEADS' REPORTS CONTINUED

## *NEGATIVES:*

Honestly, there weren't a lot of negatives. The only thing I might change for the future is having the co-leads have specific shifts. Wristy and I several times seemed to want to leave the booth at the same times. I'd suggest OPI have specified shift leaders next time so co-leads can come and go as they please when they're not on-shift. I don't think I will be around next year.

I think it was the best event ever!

## LEAVE NO TRACE

### TERI RUBY AKA MILKMAID

#### *WHAT WORKED*

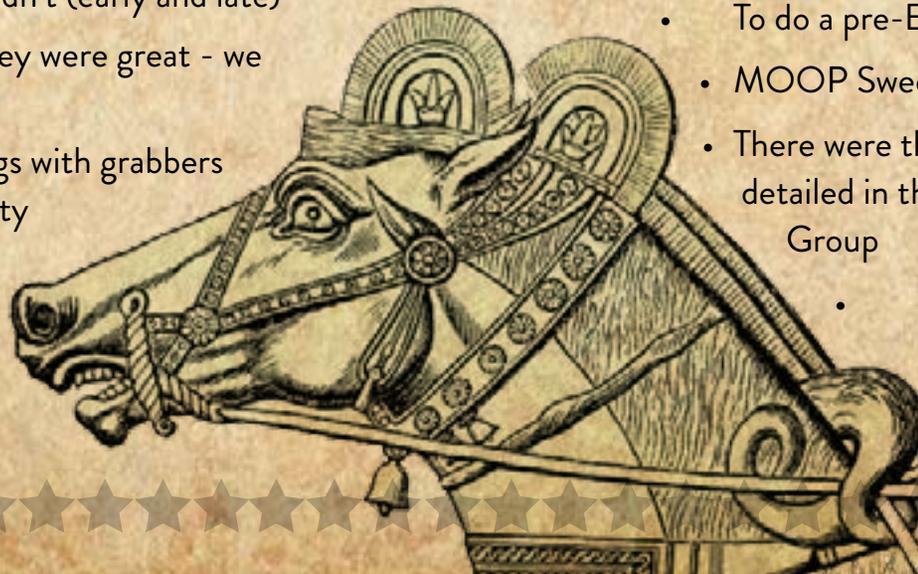
- Captain as a Co-Lead - what a great guy to work with! He was able to be there when I couldn't (early and late)
- Signs that were made for us! They were great - we saved them to use again
- MOOP Fairies - tutu's and wings with grabbers and a MOOP bag - good visibility
- MOOP HOOP - MOOP Mobile
- Pre Event Blog Posts - stirred conversations about LNT

#### *WHAT NEEDS IMPROVEMENT*

- Permanent signage
- Different table location - outside where it is more visible would be better, or not have one - not many folks came inside (except for drinks and photos)
- No Garbage Cans - we had no garbage cans except for the large fairgrounds dumpster which ended up overflowing with garbage
- More Recycling signage

#### *MY PLANS FOR NEXT YEAR INCLUDE:*

- To be there earlier and stay later
- To make more permanent signs
- To bring my bike and/or just get around more - I did not like sitting at the table and won't do that again
  - To do a pre-Event clean-up
  - MOOP Sweep Info
  - There were things found by DPW already detailed in the Facebook 2019 Planning Group
    - Inside Vehicle Gate Box Office - water bottles, etc.



# DEPARTMENT LEADS' REPORTS CONTINUED

- Fine Arts - balloon on ceiling
- Kitchen - no clear exit strategy
- Overflowing dumpster
- Captain came back on Monday for the MOOP Sweep. His MOOP Map has #'s that tie to these items found. The map and photos can be found here: <https://drive.google.com/open?id=1AKKIJ4SpXE32urONYykcZyXnflquAX6A>

## PERIMETER

### JONATHAN FREEDMAN AKA GADGET

The second year of a unSCruz Perimeter department went well. We worked closely with both DPW and Decor to ensure that not only did we have good signage of the internal and external event boundaries, but that there were even more visual barriers appropriately placed than we had seen before.

Our close partnership with DPW and Decor allowed for cleanup to go smoother than our first year as well. We worked closely with the Public Safety department, which allowed us to more effectively enforce internal and external perimeters during the event.

We had a great turnout of volunteers this year, something that made

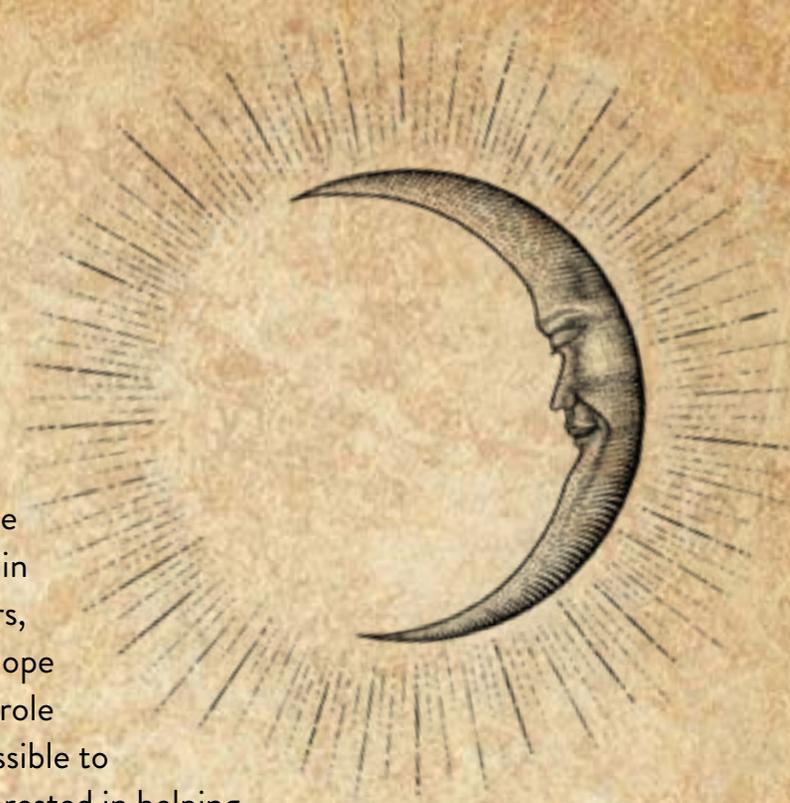
our jobs easier. We intend to make changes to how we schedule volunteers in future years, which we hope makes the role more accessible to people interested in helping unSCruz grow in a sustainable way.

## RENEGADE FIRE CIRCLE

### MARK EMBER

#### *SET/STRIKE*

The light rope perimeter was not long enough. DPW helped out by having a spare set of lights to finish the perimeter. DPW also helped with transport by bringing the required items (cones, caution tape, etc.) down to the corral, easing the process of carrying the items from central to the site.



# DEPARTMENT LEADS' REPORTS CONTINUED

## *VOLUNTEERS*

Only one volunteer showed up on time and at all for her shift. She was great and showed up multiple times to help even when not on shift.

## *PARTICIPANTS*

The fire circle was used multiple times by multiple people each night. The space was open for ~3 hrs each night and was visited by a few dancers each night, some multiple nights in a row.

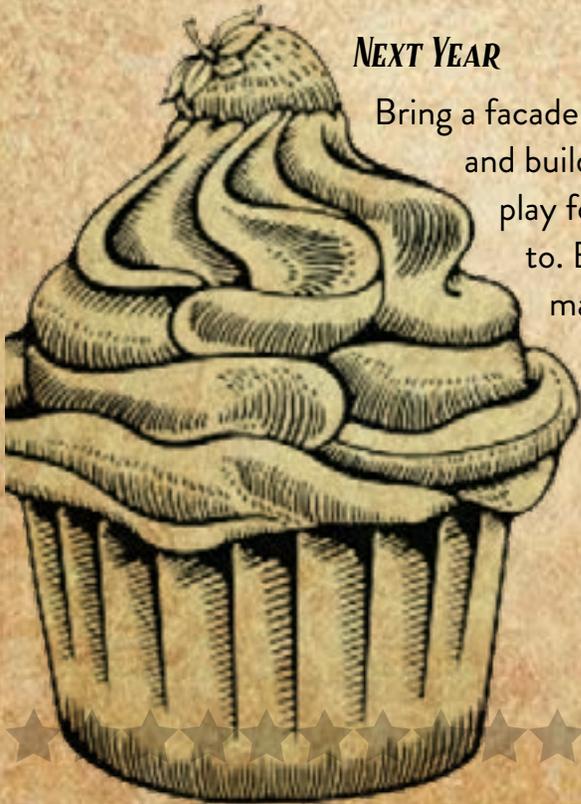
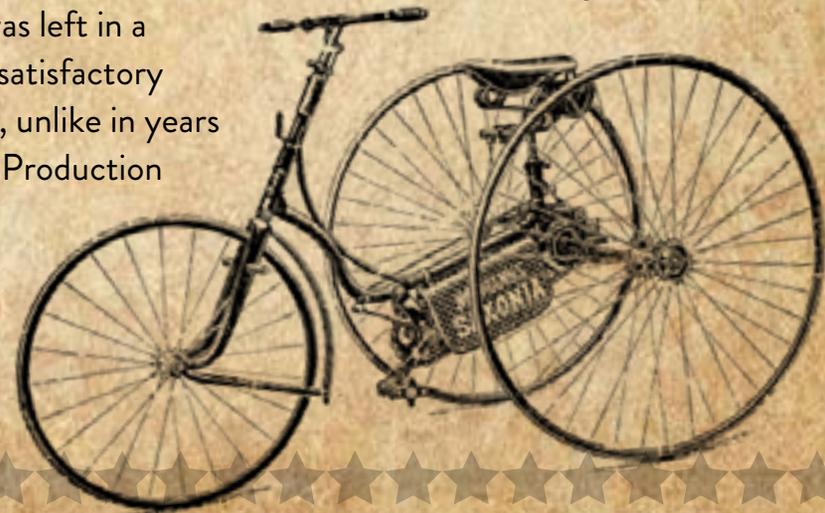
## *NEXT YEAR*

Bring a facade for the corral barn and build a stage for a dj to play for dancers to dance to. Bring enough rope lights to make the space and, if possible, rely only on the light rope as a barrier for entry, eliminating the need for cones and caution tape.

## **HOSPITALITY**

### **POOZ CREEK**

The Hospitality core-crew (Rikki, pooz, Tyler and Theresa) is experienced and capable. We held regular meetings for months prior to the event. An exciting and varied menu plan touched Asian-Fusion, Italian and Mexican cuisines. Our volunteer numbers were lower this year. (16 no shows X 4-hour shifts = 64 hours-we had to factor into our already impacted schedules.) The volunteers who did show up, were in some cases repeat-visitors from last year and provided excellent assistance. We had only one volunteer show up for approximately one hour during strike on Sunday. This and other communication breakdowns combined w/sheer exhaustion at the end, created confusion, and clean up was not up to par. Leftover food sat in fridges. The kitchen was left in a less than satisfactory condition, unlike in years past. The Production crew



# DEPARTMENT LEADS' REPORTS CONTINUED

begrudgingly completed clean up, and a bit of bad blood spilled over. Communication, lines are still not smooth. Many questions concerning the Google tent, Fluffing protocols, and food safety were visited after the fact. During the event, meal schedules were met on time and plenty of alternative menu options for various food-related-requirements were made available. All and all, the staff in general, seemed to enjoy the variety and foods offered. Feedback was very positive. Accountability and communication are the key ingredients needing further focus. The menu plan may have been ultimately a bit too ambitious for the limited workforce. I believe we all learned a lot this year about leadership, cooperation, team effort, accountability, and most importantly communication. Definitely, looking forward to meeting with our Production team at some future date to iron out certain wrinkles. Thank you.

## FLUFFING

### AMBER COUTS AKA AMBEROSIA

Fluffing had a very good sophomore year! With very few exceptions, most of the volunteers showed up to their shifts on time and eager to fluff. We had our new insulated beverage dispensers, insulated bags, and our own vehicle, all of which helped immensely. Next year it may be useful to have baskets or totes to hold snacks and better cream and sugar containers for coffee.

## STAGES

### LAKE PHILLIPS AKA FROST

#### *AMPHITHEATER STAGE (AIRPUSHER)*

Worked Well: Airpusher folks did an excellent job facilitating the amphitheater stage this year and cooperating with our event's needs. They will be a good partner on the amphitheater stage again next year.

#### *FINE ARTS HALL*

An excellent change of created a dedicated indoor LED art/chill space was achieved this year.

#### *HARVEST BLDG (TRIKE TRACK)*

THE Rock Star of the entire event once again! The Rainbow Trike Track Ruled!! It MUST come back next year if at all possible, and some extra appreciation for Sweet Pete and Amberosia is due...

#### *SILENT DISCO (RIZZO)*

We couldn't have anyone better than Rizzo handling Silent Disco for UnSCruz! He and his crew are the best!

In summary, we continue to learn as we grow and look forward to bringing an amazing unSCruz 2020 to life next year.



# DEPARTMENT LEADS' REPORTS CONTINUED

## BOX OFFICE

MANEA TRINACRIA, CHRIS PADGETT AKA SALTY AND JENNY PADGETT

### *WHAT WORKED WELL...*

1. Attitude! Almost everyone made a diligent effort with check-in and brought a positive vibe to the task.
2. Overall, the procedure for check-in worked well with code scanners and the EventBrite site.
3. Fluffers were awesome! During long-ish shifts, it was really nice to have some food/drinks.

### *THINKING ABOUT NEXT YEAR...*

1. There are complications arising from early arrival passes vs. tickets. Can we just designate an early arrival ticket that gets counted for a wrist band rather than two different designations.
2. Confusion over how many “extra” or “gift” tickets staff members had. Jenny felt like some staff members seemed to have a lot of walk-up traffic saying they

were helping with the silent disco, trike-track, kitchen, performers—more than there were designated tickets for.

3. Clearly, some of the folks who turned over drivers licenses in trade for allowing their vehicles in to drop off, did not intend to “be right back” as there was still a small stack of drivers license in the Box Office on Sunday, i.e. they parked their vehicles inside for the duration of the event.
4. The dog policy may need some review – service dogs should be signed up ahead of time, and people bringing “comfort” dogs probably not fitting in that category probably shouldn’t have entry???
5. Separate marked container for “broken” wristbands.
6. More signage, especially the first day (or two) designating parking passes vs. lot parking and walking into the venue.
7. How many people waited until Sunday to pick up their drivers’ licenses?
8. Walkie-talkie for each of the leads, with either an ear piece for “on call” availability after regular hours.



## DEPARTMENT LEADS' REPORTS CONTINUED

9. Box of supplies that include trash bag, spiral notebook, highlighters, pens, paper-clips, fine-point Sharpie's for writing on children's wristbands.
10. Staff one greeter/volunteer per shift who can focus on the welcoming reception and not have to also check-in etc.
11. Each shift may need a volunteer staff to check for wristbands with people re-entering. In theory the hired security was doing this? But the hired security sometimes wandered off (though it is worth saying some of the security personnel were also quite dedicated). At night, in particular, it would be easier to sneak in w/o a wrist band if no one was watching the gate, especially as Box Office would get a wave of arrivals.
12. In-person orientation for new Box Office Lead staff prior to event with a general overview of the Eventbrite site, special/weird situations that arise, and a sense of how the daily accounting is done. This would be in addition to the printed manual.

