

Ranger Cover 2017

Summary

Rangers Trained & on-site	48	
No shows	4 – did not make it to the event 2 – left during the event	We had possibly 52 Rangers, the four who didn't make it left a hole of 12 shifts between them. The two who left made an additional gap of 3 shifts. A further 2 shifts were not covered due to illness.
Shifts covered	Possible - 118	We started the event with 108 shifts covered, but no shows and extra shifts brought our actual number of shifts covered to 98.
	Actual - 98	7 additional shifts were filled by Rangers during the event.
No show rate	9.3%	This is a particularly low attrition rate compared to other Regional Burns
Black Swans	10	A total of 10 Rangers undertook a Black Swan shift.

The Rangers this year have been widely acknowledged as being a very successful part of the Blaze. I would attribute this to several factors which all contributed to a strong crew:

- A strong volunteer base of both returning Rangers and new Rangers with good life experience.
- Having a WA based Black Rock Ranger leading the team.
- Pre-event meetings and communication.
- A strong focus on training and mentoring.
- 'Perks' such as: hot showers, new shirts, access to drinks and snacks, badges etc.
- Introduction of 'must report' situations.

Other factors contributing to the Rangers well-being and cohesion:

- Access to Early Entry (there were 18 Rangers on site from Sunday & Monday)
- Better control over the Ranger HQ
- A dedicated Ranger page on the Swan website
- One radio per Ranger
- Strong systems & protocols for 'must report' situations
- A culture of feedback

Barriers

A leadership team of 2 (Pommie & Koi) placed quite an additional burden. This was overcome through bringing in addition experience (Wez, Sarah & Eskimo Kisses) as well as training-up existing Rangers for the Black Swan role.

Recommendations for 2018

Maintain Pommie as Ranger Lead

Changes to the shift times (4 hour daytime shifts & 6 hour nighttime shifts). All Rangers to sign-up for 1 nighttime and 2 daytime shifts.

Begin planning for Green Dot Rangers

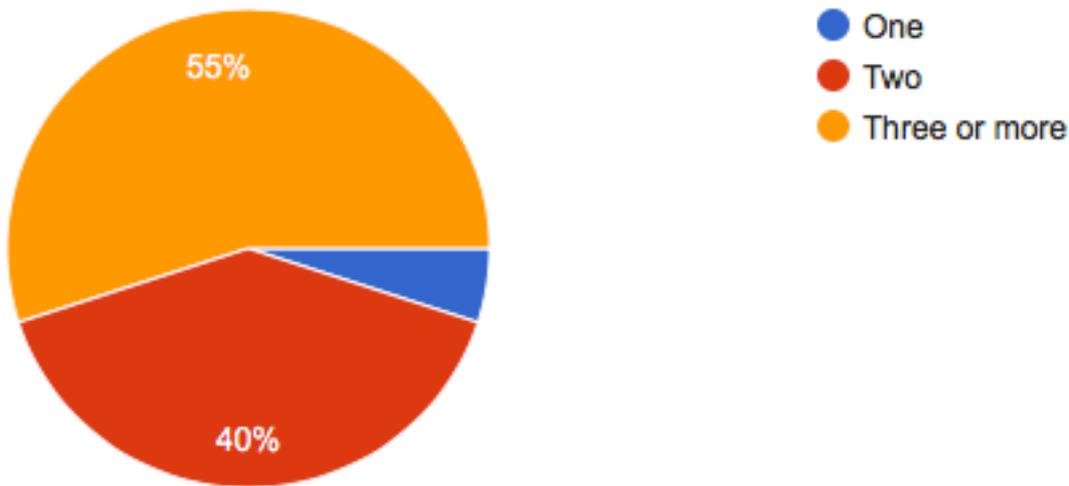
Train Rangers who wish to take on a leadership position (Black Swan)

Establish a Sanctuary space

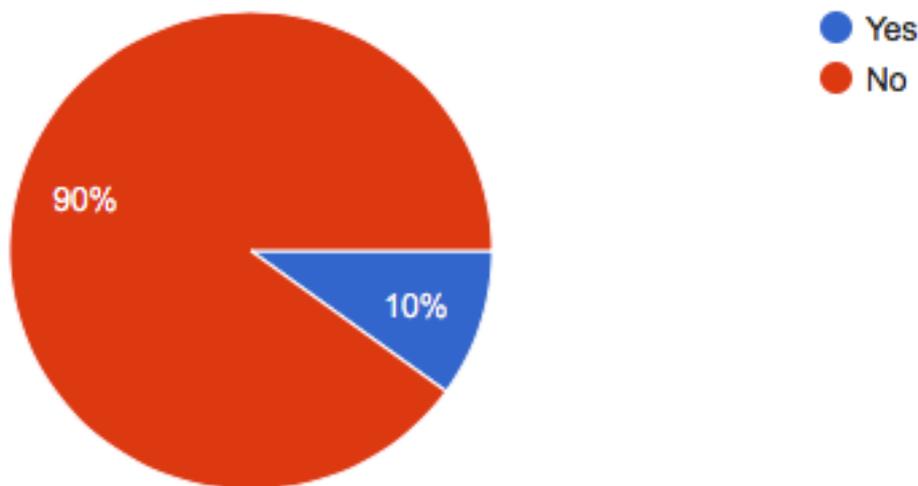
Introduce additional Ranger patches

Ranger 2017 Survey Results

How many shifts did you Ranger?



Did you try a Black Swan shift?



Any thoughts, comments or observations about your Black Swan shift?

- I did Black Swan as a duo and I think that worked really well. On one of our Black Swan shift two new teams of Rangers came on-shift at the same time as a new Black swan and two teams of Rangers were going off-shift at the same time. I think over-lapping shifts needs to be implemented. Doing the Black swan handover earlier than change over of ranger shifts would allow the new Black Swan to brief their new rangers, while the previous Black Swan debrief their Rangers.
- I was partnered with one person that put me off rangering, he openly stated at the beginning of the shift that he was not a people person, we never entered a theme camp all night unless they were dark quiet and closed to check for bodies. Participation was impossible as he disliked the "tripper mentality" and was more interested in marching endlessly to dark unoccupied areas looking for trouble, rather than joining in the party a bit and letting people know we were there to help if needed but still liked to party ourselves when we were off duty

so people would accept us and trust us. I found that night to be trying and the most boring night of the blaze and it was graveyard shift after the effigy burn so the place was going off party wise, to me it made something that could be fun a real chore. I honestly felt I would not ranger again if partnered with another person with this attitude.

- Didn't do one.
- Was great to get a feel for not only more of what is happening at any given time, but also understand more of the dynamics of many individuals at the event for a more detailed understanding of future working relationships and how to de-escalate and resolve issues based on this knowledge
- Great job

How did you find pre-event organisation?

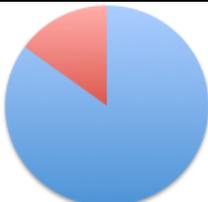
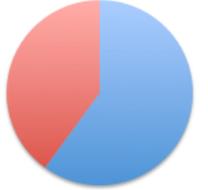
Communication from the Ranger Lead	18	1	1	0	0		<ul style="list-style-type: none"> ■ Very Good ■ Good ■ Average ■ Poor ■ Very Poor
Training sign-up	13	5	2	0	0		
Training event	12	6	2	0	0		
Shift sign-up	13	3	4	0	0		
Opportunity for Early Entry	18	1	1	0	0		

Any additional comments you would like to make about pre-event organisation?

- I found the experience very easy going and very informative
- Well organised this year, good comms, training needs to be more broken up to avoid afternoon lul/maintain group attention. Examples were great but role playing would cement ideas more.
- The training session was very comprehensive, but could have been a fair bit shorter
- I think the Black Swan shifts next year could be rostered and agreed on well in advance of the event. I think having people signed up for a 6h shift then 6h off and then back for 6h isn't good for anyone - everyone needs a good rest and time for play and with enough Black Swans there should be plenty of room to have a full 12h off-shift.
- As stated later in this survey I would like to have some form of casual meeting and greeting between camp leads and rangers so they get to know each other a bit.
- Was covered thoroughly and excellent regular communication.
- I think that the pre-event organisation was fantastic. Maybe a pre-gig event before the event next year, maybe a week or two
- I thought it was very well organised.

- Some communication happened after build crews were already on site (Ranger reflux 3 and request for info), as these roles don't occur during the event, these people can do ranger shifts, so it's important to structure communication so that they don't miss out
- Also less naming and shaming would be nice... we all forget things, but doing a send to all mailing lists that list the people who've forgotten is unneeded, just email those people directly.
- Length of training advertised on the Facebook event was an hour or more shorter than it actually went for,, length of training wasn't a problem but it helps to know as plans can be ruined :)
- Excellent job in demanding situation
- You are awesome Pommie

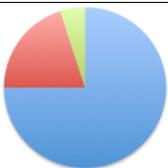
Jilakin Rock Rangers & Blazing Swan (Org)

I understand the strategic goals and mission of being a Jilakin Rock Ranger.	15	5	0	0	0		<ul style="list-style-type: none"> ■ Very Good ■ Good ■ Average ■ Poor ■ Very Poor
Jilakin Rock Rangers are crucial to the Blazing Swan Organisation.	17	3	0	0	0		
The Blazing Swan Organisation duly respects its volunteers.	17	2	1	0	0		
Rangers maintain high standards of quality.	12	8	0	0	0		
Volunteering as a Ranger is stimulating, challenging, and rewarding.	15	4	0	1	0		

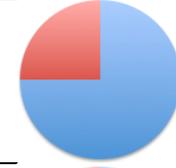
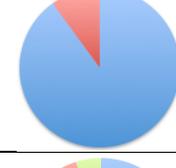
Any additional comments you would like to make about Rangers as a part of the Blazing Swan Organisation?

- Can't wait for next year and other regional burns
- Good support on behalf of the org (particularly supporting hot showers!).
- I'd like to see all Rangers and Black Swans that would like the perks of Rangering to be signed up for both a day shift and at least one night or graveyard shift on the Friday/Saturday or Sunday evenings. The 6-12pm Friday and Saturday shifts and some graveyard shifts needed to have Rangers roped in at the last minute and it was generally Rangers who had already done a fair number of shifts who agreed to help.
- I would like to see a semi official friendly form of transport for rangers (mutants maybe) they could use to patrol to key areas then walk set beats from key parking spots around the site. I think we would be easier to spot if the punters know the mutants to look out for. Electric such as modified golf carts would be ideal.
- Rangering has opened the doors of the Burner community for me, as you not only get to connect with other individuals wanting to give back to the community, but you also get to experience areas of the event you might not venture to as a participant, and meet many groups and theme camp members who recognise you outside of Rangering and continue the rapport and collaboration beyond Ranger duties
- Rangers are the heart and soul of Blazing Swan. We are the volunteers that are really needed, and we are respected for doing so
- Pommie, you're worth your weight in gold.
- A necessary part of the event
- Great opportunity to participate in something bigger than oneself
- Was great to have hot showers! Would like to see \$150 tickets for Rangers

Ranger Training & Support

I received all the necessary training to undertake my role as a Ranger.	18	1	1	0	0		<ul style="list-style-type: none"> ■ Very Good ■ Good ■ Average ■ Poor ■ Very Poor
The Ranger Lead took an active interest in my growth and development as a Ranger.	18	2	0	0	0		
My skills and abilities were understood, valued and made good use of.	15	4	1	0	0		
I was provided with constructive and useful feedback.	13	6	0	1	0		
I received due recognition when I perform a good job or receive good participant feedback.	15	5	0	0	0		

Ranger Shifts & HQ

The Ranger Lead communicated well with all the Rangers.	18	2	0	0	0	
I had all the resources at my disposal to Ranger well.	16	4	0	0	0	
I had all the information that I need in order to Ranger efficiently.	15	5	0	0	0	
The Ranger HQ was well maintained and a physically comfortable workplace.	18	2	0	0	0	
I felt safe working as a Ranger.	18	1	1	0	0	
The Ranger Lead was approachable and accountable for their actions.	19	1	0	0	0	
If something unexpected came up during my shift, I knew who to ask and was well supported.	18	2	0	0	0	
I was satisfied with the 'perks' and benefits offered to Rangers.	16	4	0	0	0	
As a Ranger I was able to act with autonomy and innovation while on shift.	17	2	1	0	0	
I was always treated with respect by the Lead Ranger.	20	0	0	0	0	
Issues were well addressed and handled across the Ranger team.	16	4	0	0	0	



Any additional comments you would like to make about Ranger Shifts & HQ?

- All was good
- Shifts changed from 4 to 6 hrs this year, did this notably affect ranger recruitment and in what way?
- One interesting experience impacted my perception of safety. I think there were a few gaps that were missed that let that happen.
- Rangering was an awesome opportunity, gift and experience. But the shifts were too long at 6 hours. I felt that had they been 4hrs, we wouldn't have had so many gaps in the roster, the drop out rate would have been less, and I would not have felt so drained at the end of each shift. This was my first blaze and although I enjoyed rangering, I felt that I missed out on quite a lot of things I wanted to participate in. The slightly shorter shifts (4hrs) would have helped with this i feel.
- We weren't aware of where certain things were at HQ on our first shift - nothing major but duct tape, tissues etc. So a quick run down of that or lists on the black tubs might help. I have heard, during and after the event, that people were put off by the 6h shifts. For those not wanting to do 6h could a 3.5 overlap system (similar to the greeters?) be an option?
- I think each camp should have a camp lead allocated at all times (could be rotated but we could introduce ourselves at beginning of shift during our rounds) At one point we had to find someone at Koasis after someone had "borrowed" their mutant, the mutant was found at Banana Bomba and then we spent 20 minutes trying to find anyone who cared at Koasis. They were all partying including the people behind the bar and no one knew who to see about it so in the end we just left it where it was, if this had of been a situation such as a part of the structure ready to collapse we would most likely had to approach the dj as we would not have known who to talk to. I also think it is far easier to deal with someone if you have already met and understand each others goals and outlook, eg: these rangers aren't just "wannabe cops" and the camp lead isn't just some "tripper that doesn't give a fuck"
- Shift hours were too long (6 hours)
- Didn't get the patch as promised!
- I am very appreciative of the reward and recognition offered. The opportunity for a hot shower after shift was a game changer 'on-event'. The opportunity to be rewarded with a future ticket means I'm already locked in to coming back and Rangering the following year!
- Possibly more rangers and shorter shifts - sometimes a 6 hour shift is hard on the feet!
- Ranger HQ had some electrical issues with powerboards and extension cords everywhere and the urn cut out as a result. Could also do with a large whiteboard for listing who is on and off comms at any given point in time.
- Ranger HQ was well appointed, however I don't feel it should have ever been unmanned as it was at some points during the event.
- As a testament to the works of camp- assion and the message passed onto participants neither of the two post burn graveyards had any major activities for me to actually action, so I didn't see the ranger core tested in action this year. However I do feel that signup forms should ahve been better handled as we had some rangers doing unexpected double shifts to cover vacancies when otherwise there would not be any rangers, and at others had 3 pairs at once.
- Needs an undercover smoking area
- It was a welcoming space and catered well for the ranger needs when necessary. Absolute boon to have the great organisation skills of the leads and help of all
- Hot showers great! Maybe regular meals
- Maybe a little more one on ine timr with ranger and ranger lead. Perhaps regarding what the ranger partner did whilst rangering which was found inappropriate. Yet didn't feel comfortable bringing it up in a sort of public setting.

What three words would you use to describe the Ranger culture and organization?

- Achieving without overreacting
- Attentive, supportive & versatile
- Big-Brother, Enjoyable & Rewarding
- Caring, Respectful & Dutiful
- Collaborative, intuitive & Engaged
- Collaborative, Rewarding & Experiential
- Doing it right!
- Effort, Awareness & Support
- Fantastic, Inclusive & Community
- Function, Family & Respect
- Gifted safety net
- Guardians, Honor & Integrity
- Just fucking great!
- Observant, Grateful & Caring
- Organised, Respectful & Camaraderie
- Organised, Supportive & Valued
- Organised, Competent & Engaged
- Reliable, Organised & Important
- Supportive, Caring & Unobtrusive

What draws you to being a Ranger?

- I love doing nothing and observing
- Gifting my time to the community, helping fellow Blazers and Burners
- The opportunity to give and reassure people
- Gifting, looking after others, creating a safe space, doing something beyond just 'getting loose' :) Also that 'access all areas' feeling with everyone welcoming you into their camps
- New experiences
- I like knowing that people are safe. I know that the type of play that goes on at Blazing Swan can lead to events that need help, and if were at a time in my life that I needed it I'd like to know that help would be available. I like being respected. I like to be involved in organising and running things. I really enjoyed the sense of community within the Ranger group, there was so much respect and loving "vibes" it was quite lovely to be a part of.
- Joining in, helping out and looking after lost/broken souls
- Able to learn the landscape of a burn community
- Helping the community out.
- Giving back to the community
- Being able to meet as many people as possible and being a guide
- The interaction and getting to experience the festival in different ways
- My husband actually signed me up so that I would understand what he spent his time doing last Blaze.
- Lack of crew... I honestly wouldn't bother if there was already 2 pairs all event, but I don't mind doing it when there isn't.
- An easy way to volunteer while traveling
- A desire to help out anyone I can
- The above three items and my participation and meeting and interaction with you all
- Being involving
- The values match my values. Willing to ensure the safety and enjoyment of others.

What makes the Rangers unique?

- Dedication to the cause

- They build community rapport
- They are a dedicated outfit whose visual presence reassures people
- Same as answer above
- It's a gift of being sober to allow others to enjoy letting their inhibitions go and I think that is a unique gift to bring to Swan as everyone really wants to get in and Party :D
- Ability to read situations
- They are there for the people.
- The immediate recognition of participants and their willingness to communicate and cooperate with Rangers as and when needed
- We are the only ones that do what we do!
- Their way of approaching problems in a non confrontational way
- Training.
- There are honestly heaps of people during the event doing the basics of the ranger format. Be it on-shift event managers, DPW crew or just participants that are keeping a watchful eye out the most of the work happens outside of the actual ranger core. The rangers themselves provide a visible contact point and the coverage for any zones otherwise missed, with the added bonus of doing it to a known name/logo for social capital trading. Don't get me wrong, I feel distinctly less at ease at camping events without rangers since being used to their presence, it offers decided peace of mind to have guaranteed coverage, but plenty of events do run successfully on the coverage provided by the other radio carrying crew, especial when some instructions on situation handling has been given.
- Safety for all participants without being the fuzzi
- Their service to the principles of Blazing Swan and their abilities to meditate in difficult situations with high degrees of success
- The shirts
- We are no different from participants. We are there to play just as much, this is our gift to our community.

What could we do better?

- All good. No additional action needed
- Filter out inappropriate rangers more effectively/lengthen on-site training
- Change the shifts to 4 hours, I feel sure this will increase the coverage with more people putting up their hands
- I think shifts could have been filled with more back up ranger teams so that when people drop out then there are already people ready to step in. Three ranger teams rostered on and a Black Swan for the shifts that are likely to be busier would be great.
- Have more information at shift sign in from camps as to what is "happening" around the playa. Be better connected with the camp leads, I know some rangers know everyone but others are new and don't know anyone. Perhaps pre blaze gatherings of camp leads and rangers to get to know each other ?
- Shorter shift hours?
- Change the hours back to 4.
- Things have improved 10 fold since previous years. The process development, benefits and more that Pommie is leading have really made Rangering a far improved experience, in terms of feeling organised, supported and recognised for effort
- Open up more showers!
- Get the moop car out on the first days and sing a catchy moop song
- Maybe more of a crossover or a quick meeting at handover time so that those coming off shift can communicate issues to those coming on.
- Better shift coverage, the signup form could be changed very easily to recommend people to sign up for shifts based on the information input (eg experienced 1-5, with kids at blaze, other obligations during event) to help funnel people into the less popular shifts.
- Ranger radio channel having black spots is also very worrying to me.. the fact that black swan ect may be calling a ranger pair to advise of a situation in their area by not being able

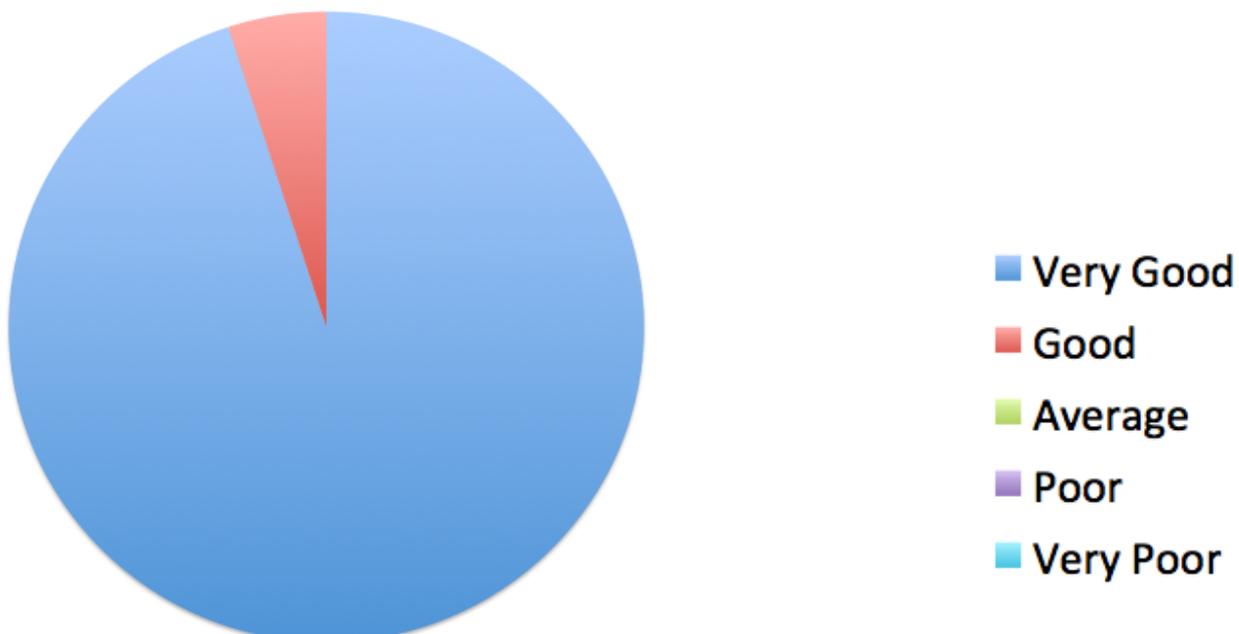
to reach is bad news.

- I think ranger uniform needs to be more rapidly noticeable and identifying... during my DPW shifts in hi-vis I get people asking if I am a ranger and to make radio calls, during my ranger shifts in the olive shirt I did not. Perhaps a rangers hat? Sounds a little silly, but its easier to see than chests in crowds, especially for those of us under 6 foot.
- Shorter shifts if possible
- As a team we will always do our best and this will be different each year I think as rangers we do need some whole group event ... Even if just for an hour or more... Incentives... High tea or some such
- I'll get better footwear next time
- Make it more known to participants who we are and what we do.

I would recommend volunteering with the Rangers to my family and friends.



I am extremely proud of my association with the Rangers.



Any other feedback, comments or observations you would like to share?

- Well done to all involved
- Would love to promote more cross pollination between regional burns to further the groups experience base. More promotion of rangers during the year may help build the volunteer base.
- Massive thanks to Pommie and Koi! Total legends :)
- Pommie did a great job, thoroughly enjoyed the experience and felt very much appreciated for my contribution. Training was excellent - if there were extra time for a few more scenario role plays would be beneficial.
- As a first time ranger I mostly enjoyed it. I think people who sign up then skip more than one shift without a valid reason should be filtered out for future events. It is unfair for others such as Pommie, Koi and Kisses to pick up the peaces for unreliable people who do not have a work ethic or a sense of responsibility. Saying and doing rather than saying and just playing, good intentions don't get the job done, and someone has to cover that shit (leave no trace is not just moop)
- The 6 hour shift was too long. I would not recommend rangers to my friends for this reason. I though 4 hours was perfect. Not too tired to go out and enjoy after a shift. Perhaps having the option of 4 or 6 hour shifts could be better. So you won't lose those people who won't do 6 hour shifts, because I certainly won't be rangers next year if it stays that way.
- I have encouraged people to Ranger, or at leas do perimeter burn. I have at least 3 people who are keen to be first time Rangers in 2018
- Looking forward to being a Green Dot possibly next year
- Pommie, you've done a stellar job. Thank you for everything.
- A very successful year for rangers, but very keen to see the improvements to next year as we have a constant local lead remaining in communication for the first time.
- Good times
- Pommie and koi were always there for the rangers and anyone else who needed them,, thanks
- What a great and unique experience we have created! Three Cheers to all organisers, volunteers
- The exercise kept me emotionally balanced! I saw far more of the Blaze than I would have if I had not Rangered