

**The Height of the Reeds**

**Manual for Event Managers.**

**Contents.**

Introduction

Tasks for Event Managers and volunteers

FAQs

Key Contacts

Emergencies and Technical Faults

**Introduction**

Head on over to the Humber Bridge, put on a set of our headphones and disappear into a sound adventure, walking the epic span of the Bridge, with a world of sound in your ears.

Music by Norwegian trumpeter Arve Henriksen, guitarist Eivind Aarset and electronic wizard Jan Bang gives way to the vast sound of the Orchestra and Chorus of Opera North; threaded through with the deep music of the Bridge itself, captured by Hull based sound artist Jez riley French. Poetry is read by Maureen Lipman, Barrie Rutter, and 7-year-old Katie Smith from Hull, with musical arrangement by Aleksander Waaktar.

Evoking both the long history of sea travel from Hull, and the Bridge as a powerful symbol of home, The Height of the Reeds is an unforgettable experience in sound.

**List of Tasks for Event Manager and Volunteers:**

**On arrival:**

1. Unlock bottom gate to the East footpath and ring Bridge Control (01482 350566) to tell them Opera North has now unlocked the east footpath for the days walks. Check with Bridge Control that second gate on the bridge is unlocked.
2. Check that all devices are charged, ie green lights are lit.
3. Check the day’s box office list, update with any returns etc.-allocate audio guide number to names on box office list.
4. Clean any headsets in the ‘used’ box.
5. Detangle headphone cables and ready to give out.
6. Get out enough print guides for the day max 120.

**When visitors arrive:**

1. Check them off against box office list.
2. Give them their numbered audio guide and plug in headphones. Don’t start up the audio guide until they are ready to start the walk.
3. Give them briefing as follows:
	1. Location of toilets
	2. Length of walk 5km (1 to 1 ½ hours)
	3. No exit at Barton end of the bridge
	4. Two hour window
	5. Volume is the only active control on the audio guides. Adults need to set childrens’ volume
	6. They don’t need to do anything to the audio guide. It all happens automatically once activated but if they need the toilet is best to go before the device is activated.
	7. Follow the footprints to the Bridge
	8. On the way to the bridge they will pass pink signs saying the footpath is closed for a City of Culture event- fine to pass. **This is the footpath for them.**
	9. 3 SOS phone boxes on bridge. In a real emergency these will take you through to the Bridge Control Tower.
	10. Optionally you can hear some of the recordings of the bridge itself on the way back or choose to chat to friends**.** Recordings don’t always trigger. People will get a different experience.
4. **Finally, turn on device by pressing red button on bottom left of keypad. Wave them off!**

**WALK UPS: If people aren’t booked in on the walk, do ask them to wait politely until 20 mins after the timed session has started. If you have lots of headsets available from no shows then feel free to send them earlier. We can’t take any money for these people, so they will go free. If we can’t accommodate anyone else then politely let them know.**

**When visitors return:**

1. Take their devices and return in numerical order in the chargers. **Make sure they click into place.** - When devices come back in there is no need to turn them off, just put them straight in the chargers.
2. Put headphones into used box.
3. As soon as possible, detangle cables, wipe headphones with antibacterial wipes and put in clean box.
4. Point out feedback.
5. REPEAT!

If a volunteer wishes to accompany a group, as long as they are back with the group in time to receive the headsets, we are really happy for them to do so.

**End of shift:**

1. Please check that all the audio guides are being charged and have either a green light (fully charged) or a solid red light (charging). All audio guides need to click into place in the chargers.
2. Please fill out an end of day report and send to martin.atkinson@hull2017.co.uk [Show reports can be found here.](https://hull2017.sharepoint.com/_layouts/15/guestaccess.aspx?docid=165c26a0b1a4642e78b259ed4f0650806&authkey=AaX99BIW46MPRhWR4XWsLaI)

4. Relock the bottom gate to the east footpath when the last walk is back and ring Bridge control (01482 350566) to say you have now locked the bottom gate to the East footpath for the night.

**General:**

Keep a tally of breakages and report by email each Sunday (see details below) if any

* if anybody does the walk who is not booked in by the box office, ask them to fill in a walk up sheet.
* If any incidents occur, please follow the procedure outlined below.
* If you have any concerns about a Hull 2017 volunteer then [please fill in this form here.](https://hull2017.sharepoint.com/_layouts/15/guestaccess.aspx?docid=1a9493d07386f46ebabe40eb9e2a045a0&authkey=AQYjzLkKMOHSpoUzqrO0hgU)

**Other Equipment**

* Ipad
* 1 laptop

**Ipad:**

Password is 2017

This is to be used for Survey Monkey Evaluation. Please ensure it gets a chance to charge, and keep it somewhere safe at the end of the shift.

You can also tether to this for internet.

**Mobile Phone:**

This is for the use of the EM whilst at the site to contact people who may not have returned or to make phone calls in case of emergency. Please leave at the TIC and ensure it is charged over night.

**Lots of EMs prefer to use their own mobile. This is fine.**

**Laptop:**

This is to receive updated reports, fill in evaluation materials and check emails. Your email address will be heightofthereeds@hull2017.co.uk

**Password:** about2metres!

Again please ensure this is charged.

**FAQs**

* the maximum number of headsets booked for any walk will be 40. Of these, 36 will be booked through box office. An additional 4 may be booked by Humber Bridge or VHEY staff. A list will be provided of any of these additional staff bookings.
* There are 8 spare devices in the chargers, in case of breakages, non returns, unexpected walk ups or other exceptional circumstances. Use your discretion!
* If a headset is not returned, Event Manager should contact the person and arrange return.
* Each Sunday please could the Event Managers send an email reporting any broken devices/headsets to martin.atkinson@hull2017.co.uk and jo.nockels@operanorth.co.uk.
* If you should need to reset a device click it back into the charge and pull out again. This will automatically switch it off and on again and is the first action in case of a fault.
* There is one short section of the piece that sounds fragmented or as though there is some radio interference. As well as the orchestra and singers, some aspects of the sound are electronic and this is an intended part of the piece. Did anyone guess whose voice the fragments were? (Maureen Lipman).

**Key Contacts:**

Control Tower Humber Bridge: 01482 350566

Telephone number Tourist Information Cabin: 01482 640852

Martin Atkinson: Hull 2017 Producer +44 (0)7721754934

**VOLUNTEER PROGRAMME MANAGER HULL 2017**

Harriet Johnson 07879 470560

harriet.johnson@hull2017.co.uk

**BOX OFFICE AND VISITOR EXPERIENCE COORDINATORS**

Jessica Firbank 07717677658

 jessica.firbank@hull2017.co.uk

Jack Dunkerley jack.dunkerley@hull2017.co.uk

07702670237

Box Office General boxoffice@hull 2017.co.uk

**HEAD OF DIGITAL HULL 2017**

David Watson david.watson@hull2017.co.uk

07702 670088

EMERGENCIES AND TECHNICAL FAULTS

**In the case of the Bridge being closed in an emergency:**

1. the control tower will phone through to the Event Manager or the Tourist Information Centre
2. any visitors on the Bridge will either be allowed by the Bridge staff to finish the walk, or will be collected by a vehicle on the footpath.

If the case of an evacuation of the bridge: the muster point for visitors to be ticked off and return headsets is the TIC

In the case of evacuation at the TIC: the muster point will be in the carpark under the guidance of the TIC member of staff.

If reports come in of anyone is attempting to jump off the bridge, then please **do not send people out on to the bridge** until the situation has been resolved. This sadly is a possibility. Please do take people’s details and give them the boxoffice@hull2017.co.uk email address who can reassign or refund their tickets.

**Reporting visitor incidents:**

In the case of an accident please use the [form here to report it.](https://hull2017.sharepoint.com/_layouts/15/guestaccess.aspx?docid=1d44d031a3f684117b29e64a4d7a809c3&authkey=Aa3Zk0UlBv1ALQU3gxgNdXA)

If the person who has had the accident refuses treatment [please fill in the form here.](https://hull2017.sharepoint.com/_layouts/15/guestaccess.aspx?docid=134051afde112446d872bb616ffd8a511&authkey=ARwxOipx2l-VDbQqhTJMtJc)

**Reporting a technical fault:**

* if the system as a whole malfunctions or for any serious technical issues, please contact Martin Atkinson: 07721754934.
* please also email details of the fault to: a.mercier06@gmail.com and alain@orfeo.fr, copying in jo.nockels@operanorth.co.uk, dominic.gray@operanorth.co.uk and martin.atkinson@hull2017.co.uk
* if a single audio guide stops functioning, please try resetting it by replacing in charging bank and trying it again, then try with an alternative set of headphones. If neither of these options work please send an email to martin.atkinson@hull2017.co.uk and Jo.nockels@operanorth.co.uk with the number of the device.

**EVALUATION MATERIALS**

We have 3 forms of evaluation:

1. Tablet feedback. A few questions on the tablet provided at the TIC.
2. Paper Feedback: 2 sides of A4 for people to fill in post experience.
3. Emotional Capture: Postcards for people to tell us how the journey made them feel.

Those who have opted in will also be sent a survey at the end of each week.

**LOCAL TRANSPORT**

**Bus:** The 350 takes you straight to The Humber Bridge North Approach which is the nearest bus stop to the beginning of the installation (5-10 minute walk). Coming from Hull this can be boarded at Hull Paragon Interchange and also from the bus stop outside Primark. The bus takes approximately 25 minutes from Hull Paragon Interchange and precise times can be found here: <https://www.eyms.co.uk/bus-services/timetable/350> https://www.eyms.co.uk/bus-services/timetable/350 https://www.eyms.co.uk/bus-services/timetable/350 https://www.eyms.co.uk/bus-services/timetable/350

When boarding ask for Humber Bridge North Approach bus stop, which is the Hull side of the bridge.

**TIMETABLE TOWARDS HULL: MONDAY TO FRIDAY: 350: HUMBER BRIDGE NORTH APPROACH IS THE NEAREST STOP.**



**LAST BUSES**



**SUNDAYS AND PUBLIC HOLIDAYS**



**Train:** The nearest train station is Hessle Railway Station. This is just under a mile away from the start of the installation (20 minutes walk). Trains from Hull take 7 minutes and run directly to Hessle. It is a regular service and exact time can be found at http://www.nationalrail.co.uk/

If you’re coming from the west then it’s easiest to change at Brough.

**TAXI SERVICES**

01482 828282

01482 656565

**Other useful links:**

[Box Office Holds](https://hull2017.sharepoint.com/_layouts/15/guestaccess.aspx?docid=18a2036380c834494a0abeaf7f4343bb4&authkey=AYq2b7lEXy3Vt3pOwS7Av8M): When you get a request to the inbox for holds for a certain date it’s useful to record them here. This will sit with Door Lists.