

Crew Manual

The Southern Most AIDS Ride 6



Please Print and Place with your Ride information

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WHAT IS A CREW MEMBER

Many components go into producing a safe, smooth and successful Ride. The most important component is a dedicated crew that understands the responsibilities of each person within the Ride. The Crew is the backbone of the Ride. Nothing can be achieved without well functioning crews. The lunches that are handed out, the knees that are iced, the bikes that are fixed, the gear that is transported, and the hotel sites that are laid out are the responsibility of the crew.

When Riders are awed by the quality of service and the coherence of the Ride, it is the crew that deserves all the credit. Although the Ride staff makes most of the decisions during the Ride, but it is **YOU**, the crew member, whom the Riders will see most often. **YOU** will directly impact their experience of the Ride. They gain and retain their momentum from your enthusiasm. They feel secure that their needs will be met because of your dedication. And it is from your level of service that they will come away feeling great about the Ride and the Crew.

To carry out this mission of service, crew is organized into many smaller, interdependent teams. Each is physically demanding, but most require no special skills. The most important thing is that you maintain a positive and cheerful attitude at all times, as it affects the attitude and momentum of the Riders. We also ask that you be flexible as your crew assignment may change to meet the needs of the Ride.

The Crew Manager is responsible for making sure that the entire crew is able to fulfill all their duties to ensure a safe and smooth Ride. The Crew Manager has knowledge of how each individual crew team operates individually and interacts with all the other crew teams and Ride participants. Each crew team has a Crew Leader. These individuals have learned the specific duties and tasks associated with their individual crew team and have some knowledge of how their team will interact with the others.

OTHER RIDE STAFF

The **Ride Director** is responsible for overseeing the organization and coordination of all facets of the Ride. This position has final decision-making responsibilities. The Ride Director is also the face of the SMART Ride, and all media requests for information or interviews should be routed to the Ride Director or his/her designee

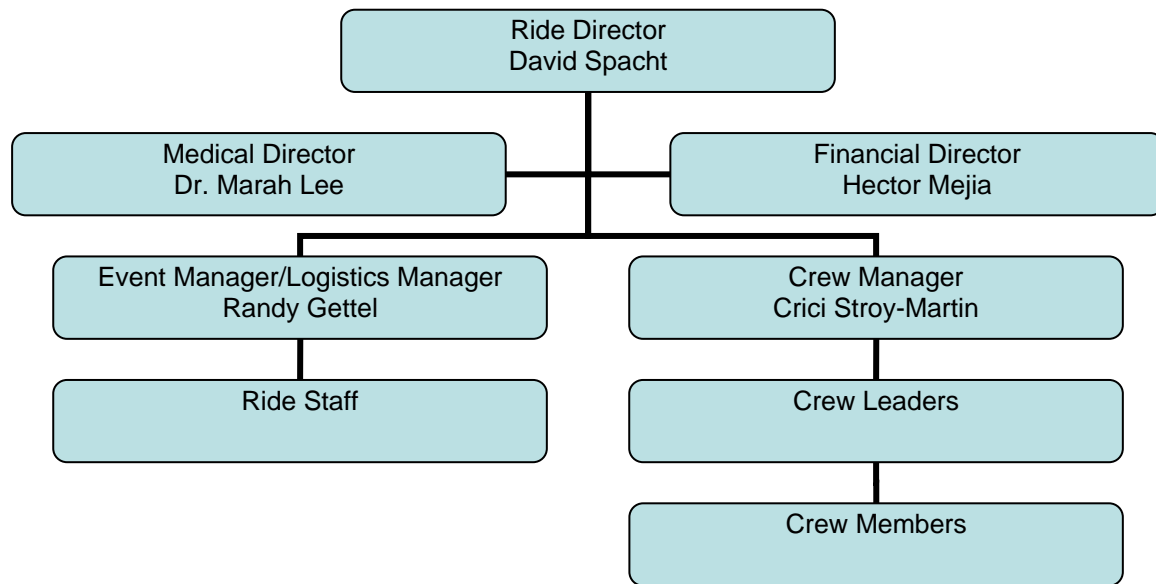
The **Financial Director** is responsible for the financial decisions that occur on a Ride. An accountant will assist the Financial Director and also handle reimbursements during the Ride.

The **Logistics Manager** organizes every detail that is needed to ensure a safe and smooth Ride, from port-a-johns to hotel sites, route to Closing Ceremonies, Registration Day to truck rentals. During the Ride, the Logistics Manager is the Chief Operating Officer who is responsible for the planning and implementation of all systems that affect

the Ride. This includes Dispatch, which is the team that helps the individual crews communicate with the Crew Manager, and other crews. The majority of all decisions are made in Dispatch. It is the place where all information is received and processed so actions can be initiated. For example, if a Gear Crew truck is blocked in by another truck, Dispatch would be called to find out who belongs to the truck, radio the appropriate crew leader and have them move it.

Route Dispatch is in charge of the Route from the time it opens in the morning until the last Rider arrives at the hotel in the evening. They need regular communication with Pit Stop crews and other route crews to keep updated as to how the Ride is progressing. Route Dispatch needs to know how many riders are left at a pit so the correct number of vehicles can be sent to move the riders to lunch or the evening hotel. They can also pair up crew who need supplies to those who may have them. They constantly update a route board that the Ride relies on to show the progress of the Ride.

The **Medical Director** is responsible for ensuring the health and well being of all ride participants – crew, riders and staff alike. Everyone must adhere to the directives of the Medical Director as it relates to their health.



IMPORTANT INFORMATION

ALL crew MEMBERS - PLEASE READ !!!

OVERVIEW OF THE RIDE/GENERAL INFORMATION

Registration Day – January 7th, 2010

Thursday, January 7th, 2010 is Registration Day. All riders and crew must check-in at registration, which will take place at:

MorningStar Renewal Center

7275 SW 124 Street

Miami, FL 33156-5324

Directions:

<i>From Miami/Ft. Lauderdale:</i> Head South on I-95 until it merges with US 1. Continue South on US 1 to SW 124th Street. Turn East on SW 124th Street. Follow 124th Street to SW 73 Ave. The Renewal Center will be on the Left.	<i>From Homestead/Keys:</i> Head North on US 1 to SW 124th Street. Turn East on SW 124th Street. Follow 124th Street to SW 73 Ave. The Renewal Center will be on the Left.
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All Crew must check in on Registration Day, Thursday, January 7th. Registration is open from 12 noon to 8:00 p.m. The entire process will take approximately 1 to 1½ hours. When you arrive at Check-In, you will receive your welcome packet. You will also attend a safety orientation. This meeting lasts approximately 45 minutes and there will be several of them scheduled throughout Registration Day. The schedule for the Safety Meetings is tentative until Registration Day, but will most likely be schedule once a hour on the hour or half-hour. For insurance reasons, attendance at one of the safety orientation meetings is **MANDATORY**. *If you do not attend a safety meeting, you will not be allowed to participate in the Ride.*

There will also be a **mandatory** meeting for all crew members from 6:00 pm to 7:00 p.m. (please check at registration for any last minute time change). This meeting will last approximately one hour. Registration for crew will be closed during this time. In addition, crew members will not be allowed in Safety Orientations during

Please make sure that you arrive in time to complete all these tasks.

We need as many people as possible on Thursday, morning to help set up Registration. If you are available to volunteer, please call the Crici at 305-951-1355.

Overnight Options for Registration Day - If you are traveling from outside of Miami and need overnight accommodations, check out the website www.thesmartride.org under the FAQ's for updated information.

Day 1 of the Ride – January 8th, 2010

Friday, January 8th is the first day of the Ride and takes place at Morningstar Renewal Center (the same facility used for Registration Day). Expect to start this work day very early in the morning. The Dining Crew reports for duty at 3:30 a.m. other crews report at various times between 4:00 a.m. and 6:00 a.m. Breakfast will be served from approximately 4:00 am until 7:00 am.

Remember to wear your wrist band at all times. Your wrist band is in the welcome packet you received on Registration Day. Every participant on with the Ride will be wearing a wristband which allows access to the hotel and meals.

After breakfast, crew members must drop off their luggage at the Gear Truck starting at 4:30 a.m. The Gear Truck will take the luggage from Morningstar to Hawks Cay, the endpoint of the Ride for Day 1. Only Advance Teams are allowed to carry their luggage with them. Luggage tags with your crew numbers are included in your welcome package. You are to place the tags on your luggage before giving it to the Gear Truck crew. All participants are limited to 35 pounds of luggage, including sleeping bag. A duffel bag or medium sized backpack is recommended.

Crew Leaders must pick up lunches from the Ice Truck. The Ice Truck will be open to pick up lunches from 4:30 a.m. to 6:30 a.m. After doing so, crews can begin to leave for their work sites. The road crews and the first two Pit Stops will be the first vehicles on the route at 5:00 a.m. Other crews will leave as noted on the schedule between the hours of 5:15 am and 8:00 a.m. Lunches are to be eaten on the road or at the hotel, depending on your crew schedule.

Ride Out for the riders begins at sunrise. There will be an opening ceremony after which riders will depart. *Please note: Most crew members will not be able to see Opening Ceremonies or Ride Out, because you will be either on the road on your way to your crew site by then or working in other areas of the site.*

The crews' schedules for the Day 1 will be available at the crew meeting on Registration Day. For most crew members, the day will end when all riders arrive at Hawks Cay Resort, the end point for Day 1, which, at the latest, will be approximately ½ hour before sunset.

There will be a meeting for all Crew Leaders with the Crew Manager on the evening of Day 1 (time and location TBA) to recap Day 1, answer review Day 2, and make any necessary announcements.

As stated above, the end point for Day 1 is Hawks Cay, a beautiful resort located in Marathon. The Smart Ride has made arrangements with the Hawks Cay Resort in Marathon to house everyone. Once you are registered you will be asked to provide your roommate and upgrade requests. If you have questions regarding same, please call Jerry Algozer at 954-568-7375 or e-mail Jerry@browardhouse.org. This year townhomes are limited to 4 people per townhouse, with 2 people in each room.

We want our hosts, as well as our riders and crew to have a positive experience on the Ride. The following rules apply both to crew and riders:

- ❖ Do not litter.
- ❖ Respect the hotel and the local communities through which we are passing.
- ❖ Be respectful of Riders as they will be tired and needy. Please help any way you can.
- ❖ Stay in the hotel room you have been assigned.
- ❖ The telephones in the hotel can only be used (even local calls) if you put down a personal credit card. We suggest you bring a cell phone and use that for any personal calls.
- ❖ **Please leave a tip for housekeeping at the end of your stay. Since we take over the entire hotel and we all leave at the same time, the task for housekeeping is monumental.**

Day 2 of the Ride – January 9th, 2010

On Day 2, morning activities will be a repeat of Day 1 (schedule for Day 2 will be provided at the Crew Meeting on Registration Day). When leaving the hotel, crews will either report to a work site or go straight to the Holding Area sites to help set up for lunch and/or the Closing Ceremonies. The gear truck will line up where directed and will remain locked until after the Closing Ceremonies – we will not unload any gear early. The trucks with the bike racks and other equipment necessary for the holding area will go directly to the holding area. Guests and friends of riders and crew are encouraged to attend the Closing Ceremonies and welcome everyone to Key West.

On the last day, all riders will ride at their own pace to the holding area site. All crews will go to the holding area first then will be sent to the Closing Ceremonies. Crew members' part in closing ceremonies will be discussed in detail at the crew meeting on Registration Day.

Staying in Key West After the Ride

If your staying in Key West to Enjoy and savor your accomplishments, we have arrangements to help you out. Check out the website www.themartride.org under FAQ menu for details.

Important Information Regarding the Riders

All riders are expected to be able to complete the route each day. However, riders know that if they have a problem with their bicycle or are too tired to continue, they can ask for help from any crew member. Riders will signal for help with a “thumbs down” or “wrists crossed over their heads” signal. If you are driving along the route, you will be expected to stop and ask all riders on the side of the road if they need help. **DO NOT HONK AT RIDERS ON THE ROAD – THIS COULD STARTLE THEM AND MAY CAUSE AN ACCIDENT.** Drive past them and make sure they see you before addressing them.

Along the route, riders will cycle at their own pace – this is not a race. At various intervals, approximately every 15 to 20 miles, there will be a Pit Stop. At these, Riders can refill their water bottles and have snacks and lunch. There will also be toilets available at each Pit Stop.

At Hawks Cay, there will be a general layout for the hotel parking lot with one main entrance and exit for riders. This is where they will check in and out with Bike Parking, drop off their bicycle, and pick up their gear. The Bike Techs will be located near Bike Parking. Ride Services will have a designated area of the hotel with Massage being located outside near the dining tent.

Other General Information

Crew Drivers/Personal Vehicles

The fleet of support vehicles is a combination of rented and personal trucks, vans motorcycles and cars. All ride vehicles will have signage on them for identification. Drivers are assigned in advance, and are generally responsible for that vehicle for the entire two days. Drivers have cash or a personal credit card for gas along the route. **You will be reimbursed for approved expenditures on a daily basis. You must have a receipt to be reimbursed.** See your crew Manager for details.

Keep watch on your fuel tank – begin looking for gas stations when you reach ½ tank in outlying areas. Always refill your vehicle before coming into the hotel in the evening. **For those driving trucks, remember that most large trucks take diesel gas.** Be on the lookout for those gas stations. In addition, note that gas stations often have minimum height clearances.

Absolutely no vehicles without an official permit will be allowed to park in the hotel parking area designated for Ride vehicles. All approved personal vehicles will be issued permission in advance, and given a vehicle permit to display in their window on Registration Day.

Because there are a limited number of parking spaces at the hotel and along the route, only a limited number of permits will be issued. **Anyone wishing to drive their personal vehicle, should send an email to the Crew Manager, Crici Stroy-Martin at Crici@TheSmartRide.org.** The email should include your name, crew number

(assigned when you register), the number of additional passengers your vehicle can hold, and the date you plan on leaving (e.g. immediately after closing ceremonies on January 9th, the next day, etc.). If you have special medical conditions, that should also be noted in the email. Requests will be review and replied to no later than 3 weeks prior to Registration Day.

All other will be asked to carpool down to and back from the Keys. It is permissible and safe to leave your vehicle at MorningStar Renewal Center in Miami until Monday evening, January 10th.

You should strongly discourage family and friends from driving along the route. Pulling over or beeping to say hello to a rider can create a severe safety hazard.

Picking Up Luggage from Gear Truck

On Day 1, the gear trucks will open at 4:30 p.m and on Day 2, after Closing Ceremonies. When you pick up your gear, your wrist bands will be checked to see that it corresponds to your luggage tag.

Recommended Items to Pack

Important items to bring are sunglasses, sun screen, ID, cash, rain gear, cell phone and a travel alarm clock. Also be sure to bring something warm for the evenings. Work gloves and back support belts will also be useful. All drivers must be over 25 years of age and provide a copy of your license prior to the Ride.

Vegetarian Meals

Dinner is served from approximately 5:00 p.m. to 7:00 p.m. If you are a vegetarian and did not indicate so on your registration form, you must notify the Ride staff (only a limited amount of vegetarian wristbands are on reserve). Our staff has custom designed a menu for the event consisting of pasta, fresh vegetables, and other complex carbohydrates. Water and other drinks will also be available at the food tents.

Medical Services

The Medical Team will have facilities in the hotel. This is for emergency use and for any Riders or crew who are in need of medical attention. If you are injured while working, please check with the Medical Crew – we don't want any small problems turning into large ones. It is also recommended that before you arrive you get a precautionary Tetanus shot if you have not had one within the past 5 years.

Ride Services

All route/event changes, lost and found and other vital information will be posted at the Ride Services table. A Message Center will be available there for participant-to-participant messages. Lost and Found will have an area in the Ride Services area on

the Ride. The Smart Ride is not responsible for lost or stolen property, so please keep your valuables at home.

CREW TEAM DESCRIPTIONS

Introduction

The individual crew teams for The Smart Ride fall in three specific areas:

Advance Crews

These crews mark the route one day in advance of the Ride. There are two Route Marking crews.

Route Crews

These crew provide service to Riders while they are on the Route. Individual crews include:

- ❖ Medical
- ❖ Motorcycle Safety
- ❖ Bike Transport/Sweep
- ❖ Route Bike Maintenance
- ❖ Water Stops/Pit Stop
- ❖ Ambulance

Morningstar/Hotel Services/Holding Area Crews

These crew provide service to all riders, crew and ride staff at the Morningstar (Registration and Day 1), Hawks Cay (end of Day 1 and beginning of Day 2), and/or Holding and/or Closing Ceremonies areas (end of Day 2). Individual crews include:

- ❖ Bike Parking
- ❖ Gear Truck
- ❖ Massage
- ❖ Traffic Control
- ❖ Operations
- ❖ Medical
- ❖ Bike Maintenance
- ❖ Food Management
- ❖ Security



Route Marking Crew

Marks the route each day with directional signs and spray chalk.

Job Description:

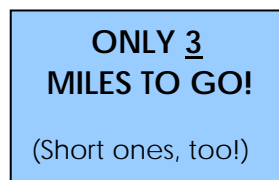
There are multiple types of signs.

Spray Chalk – to mark endless miles of road with no turns, to mark road hazards, to mark turns and put inspirational messages to riders on the road.

Directional Arrows – to supplement spray chalk and to insure Riders do not miss turns!

Road Hazard – to alert Riders to upcoming problems in the road.

Warning Signs – Warning signs **must** be set up on both sides of the road to alert oncoming traffic of cyclists' presence.



Motivational Signs – to encourage Riders and keep Riders moving.



This is an incredibly important job. It is really noticed when the signs are wrong. Many thanks to this crew for the hours and the special attention it requires to do this job right! The Riders **REALLY DO APPRECIATE YOU!!**

The Route Marking Crew is actually made up of 3 teams that work in conjunction with each other. **Teams A & B** go out at night spraying arrows to mark the route for the next day, placing signs and writing motivational messages for bikers. **Team C** leaves after the last Rider, follows the Caboose and removes all the signage from the road.

Teams A & B will leave around 10am on January 7th to begin marking the first days route. They will meet with the Logistic Manager to go over the route and discuss any areas requiring special attention. After meeting, Teams A & B proceed to mark the next day's route. You must notify dispatch when departing the hotel. Make sure you notify them by saying, "**Route Marking Team A or Team B are leaving Hotel!**".

Safety vests **MUST** be worn at all times when placing signs and/or marking roads. In addition, use vehicle emergency flashers to help alert other drivers, both behind you and oncoming as to your intentions. Remember, it will be very dark on country roads that do not have street lights. **YOUR SAFETY IS PARAMOUNT!**

Placement of signage is critical. Riders must be able to see the information and be able to respond in a reasonable time. This is also true for vehicles being warned of cyclists. Make sure that the signs keep the Riders safe and on the correct route! Any and all route changes must be made by the Logistics Manager – please do not make any changes, regardless of how insignificant you may feel they are unless you have been given approval by the Logistics Manager!

Refer to the route cue sheets and specific instructions from the Logistic Manager as to when and where to place the signs. Be aware that vehicle odometers may vary and that there may be minor variations in the marking noted on the spreadsheet. Please remain flexible and do your best to place signs as suggested on this document. Follow the directions closely, some areas **DO NOT ALLOW SPRAY CHALK OR OTHER SIGNS!** Again, ***any and all route changes must be made by the Logistics Manager – please do not make any changes, regardless of how insignificant you may feel they are unless you have been given approval by the Logistics Manager!***

If you encounter problems such as detours, new road closures, floods, road construction, you **must** notify dispatch immediately. In these events, the next days' route may need to be changed. We will require as much time as possible to create new maps/directions, re-route catering and support vehicles, arrange for alternate pit stop sites, etc., etc. It is crucial that we have updates of any road and/or weather condition changes right away! Even if it is 3 or 4 am. You must communicate these changes to Ride officials. You will have a list of emergency and contact numbers for this purpose.

F.Y.I. – at major intersections, the road perpendicular to the route needs “CAUTION – BICYCLE CROSSINGS” on all sides.

When **Teams A & B** have finished marking the route, they will be at the evening hotel. This crew should carry all their personal gear with them at all times! **The Route Marking Crew Leader will be given the hotel location and reservation number before the Ride begins.**

Team C will also be issued a copy of the route marking spreadsheet. They are responsible for the maintenance and clean up of all route marking signs. They will then follow behind the Caboose who follows the last Riders and collect all the signage. **NEVER GET AHEAD OF THE CABOOSE.** If you do, you will end up taking signs down before the last Rider has gone through. Take an inventory of all signs after all are picked up. Make notes where signs are broken and/or damaged (especially if it's been raining). These signs will need to be replaced before they are handed back over to the advance team. Startup time for cleaning the route will vary. Keep in touch with the pit closure crew through dispatch so that this process may be accomplished in a timely manner. Much of the route can be cleaned of signage as the Riders progress past. You will probably be the last crew into the hotel and the day 2 holding area. Notify dispatch of your arrival into the hotel at night by saying, **“This is Route Marking Crew C returning to Ride hotel.”**

Team C is considered to be on-call throughout the hours that the Riders are out on the road. If any problems arise with route signage, such as damaged or incorrect directions, this team must proceed **immediately** to that location and correct the problem. Riders depend on the information conveyed by these signs, it is extremely important that it be correct!! If you are called by dispatch, drop whatever you are doing and GO! Your quick response to a situation may save a life or avoid an injury. Riders put their trust in us....make sure we deserve it. Once the problem has been fixed, return to the end of the Ride and begin removing route signage from the route as you have been doing. **Team C is responsible for getting their bag lunches from Ride Services before leaving Ride Out or the Hotel.**

Remember as you clean the route of signage, you are NOT providing a sweep service! There will not be any space to shuttle riders and their bicycles **legally** in your vehicle. However, please lend a hand with communications support, bike tech support or first-aid help. Do not abandon lone Riders or Crew. Call Dispatch with their position and wait with them until assistance arrives.

Registration Day Schedule for Advance Crew Members

Team A & B Crew members will go through registration on the evening of Wednesday, January 6th. Registration will take place at MorningStar Renewal Center (time to be announced). These crew members are excuse from the mandatory crew meeting on Thursday evening, January 7th.


At 9 am on Thursday, January 7th, Advance Crew Members will meet with the Logistics Manager and Crew Manager to begin route marking for Day One. The Crew Manager will advise you where that meeting will take place.



Pit Stop Crew

Sets up and runs pit stops providing water, food and snacks along the route and provides encouragement to Riders to continue.

Job Description:

The **Pit Stop Crew** is the heart  and soul of the Ride. This crew provides and maintains rest stops located every 15-20 miles along the entire route. By passing out water, Gatorade, snacks or lunch, providing medical care and bicycle technical support and cheering them on, Pit Stop Crew members keep the Riders moving and the Ride on track. Composed of 5 separate crews – Pit Stops 1 through 5 – these incredible teams work long arduous hours to create an area where Riders can relax and refuel. Each crew has a leader, medical professional(s) and may include a bicycle technical expert.

We really want the Pit Stops to be festive. Work with your Pit Stop manager to come up with various themes, events, music, etc. To make your Pit Stop a fun relaxing place to be. If you have frisbees, kites, balloons, etc. bring them or work to get some donated!

In addition to the Pit Stops are two Water Stops. **Water Stops A & B** are strategically situated between Pit Stops. These Water Stops are only for quick rehydrating, so there are no medical or bike tech crew members here and this stop only provides water and Gatorade....and of course, smiles and encouragement for the Riders.

The other members of the Pit/Water Stop crew are **Pit Truck A and B Crews**. These crews will have two members per truck. Pit Truck A Crew will drive Pit Truck A, which carries all the supplies for Pit Stops 1, 2 and 4 and Water Stop A and Pit Truck B Crew will carry supplies for Pit Stop 3 and 5 and Water Stop B. The Pit Truck Crews, with assistance from the Pit Stop/Water Stop Crews, in loading and unloading the trucks.

The Pit Stop Crews are required to help load and unload the Pit Trucks, otherwise the process will take too long and Pit Stops cannot open on time, which means the ride cannot start on time.

Pit/Water Stop & Pit Truck Crews Schedule

All Pit Crew members (Pit Stop, Water Stop and Pit Truck crews) are expected to be at Pit Trucks by 4:30am to load up the trucks with supplies. Lunches for Pit Stops crews can also be picked up during this time as well. These times may vary slightly from day to day. Be Flexible! See your Pit Stop Manager for any changes. **Pit Stop Managers, don't forget to get your crew lunches from the ICE TRUCK before leaving for your Pit Stop.**

Once loaded the Pit Truck is loaded, it along with the Pit/Water Stop crews can leave according to schedule (a sample schedule follows at the bottom of this page).

Pit Truck A will bring the supplies to and unload the supplies at each Pit/Water Stop **(with assistance from the Pit/Water Stop Crews)**, then will drive back to Pit Stop 1 and wait there until the Pit is closed so that they can re-load the supplies back into the truck **(again, the Pit Stop crew members are required to assist)**. They will repeat this process at Pit Stop 2, Water Stop A and Pit Stop 4. After they finish at Pit Stop 4, they will then proceed to the Ride Hotel (Day 1) or the Holding Area at Bayview Park (Day 2). Pit Truck Crew B will follow the same schedule and procedure on Day 1 with starting Pit Stop 3, with followed by Water Stop B, and finally, Pit Stop 5. On Day 2, after loading up the supplies with Pit Stop Crews 3 & 5 and Water Stop B Crew, Pit Truck B will go straight to the holding area. There is no Water Stop B or Pit Stop 5 on this day. These two crews will work with Pit Stop 3 at the holding area (at Bayview Park, where the riders and crew wait until its time for closing ceremonies at the White Street Pier)

When the Pit Truck Crews arrive at the Ride Hotel and holding area, all Pit/Water Stop crew members are expected to assist them and throwing away trash. On Day 1, they will also help determine what supplies each Pit Stop is low on for Day 2.

A **sample** schedule for pit stop opening and closing follows:

Day 1	<u>Leave MS*</u>	<u>Set Up By</u>	<u>Opens</u>	<u>Closes</u>	<u>Equip Drop Off</u>	<u>Equip Pick-Up</u>
Pit Stop 1	5:00AM	6:30AM	7:00AM	10:30AM	Pit Truck A	Pit Truck A
Pit Stop 2	5:00AM	7:30AM	8:00AM	12 Noon	Pit Truck A	Pit Truck A
Water Stop A	6:00 AM	8:00AM	8:30AM	1:00PM	Pit Truck A	Pit Truck A
Pit Stop 3	5:30AM	8:30AM	9:00AM	2:00PM	Pit Truck B	Pit Truck B
Pit Stop 4	6:30AM	9:30AM	10:00AM	3:30PM	Pit Truck A	Pit Truck A
Water Stop B	6:30AM	10:00AM	10:30AM	4:00PM	Pit Truck B	Pit Truck B
Pit Stop 5	6:30AM	10:30AM	11:00AM	4:30PM	Pit Truck B	Pit Truck B
Day 2	<u>Leave MS*</u>	<u>Set Up By</u>	<u>Opens</u>	<u>Closes</u>	<u>Equip Drop Off</u>	<u>Equip Pick-Up</u>
Water Stop A	6:00 AM	7:00AM	7:30AM	9:00AM	Pit Truck A	Pit Truck A
Pit Stop 1	6:30AM	7:30AM	8:00AM	10:30AM	Pit Truck A	Pit Truck A
Pit Stop 2	6:30AM	8:30AM	9:00AM	11:30AM	Pit Truck A	Pit Truck A
Pit Stop 4	7:00AM	9:30AM	10:00AM	12:30PM	Pit Truck A	Pit Truck A
Pit Stop 3 & 5 & Water Stop B	6:30AM	10:00AM	11:00AM	2:00PM	Pit Truck B	Pit Truck B

Pit Stop Locations

It may be somewhat challenging to locate the exact site of the Pit Stop. We have special permission for these specific sites. Please refer to the maps, directions and photographs provided so that the pit stops are exactly where they are supposed to be. One member of each Pit Stop team should locate each day's Pit Stop before the Ride takes place. The Route Marking team has marked the route accordingly and all Riders are depending on your crew to be in its place.

Pit Stop Leader's Checklist

1. **SUPPLIES:** Go through your checklist and make sure that you have all the supplies that you will need to setup the Pit Stop. Should you be short of any of them, please let Dispatch or the Crew Manager know ASAP so that arrangements can be made to re-supply you. Supplies will be checked before you leave the Ride Out or the hotel, this will insure that you are not without any of the crucial items you need to run your Pit Stop effectively and efficiently.
2. **PHONES/COMMUNICATIONS** Another critical check to make when you first arrive at the site is to locate the nearest phone(s). In urban area, in or near small towns, you may have one right in your Pit Stop. In more remote areas, there may not be a phone for miles. In the latter case, it will be most critical to check your alternate communications options. All Pit Stop Crew Leaders will be provided with a cell phone in order to stay in touch with Dispatch. Please remember to plug cell phones in whenever possible so that they are always powered up for usage. It's a little late if an emergency comes up and the cell phone is dead and the nearest pay phone doesn't work. In addition, the Crew Manager will ask for your personal cell phone numbers as a back-up, but the SMART Ride issued cell phone will be the primary method of communication.
3. **AREA CHECK** Just prior to setting up the Pit Stop, report your location and any situations (e.g. any updates of road conditions, weather, traffic or medical concerns) to the Dispatch via phone. Check in periodically with Dispatch throughout your shift, especially if you have riders who require transport to the hotel or holding area due to injuries or bike problems. Whenever you make a report to Dispatch, be as **accurate** and **complete** with information as possible. Here are the things that each Pit/Water Stop needs to report to Dispatch:
 - ❖ When you arrive at your Pit Stop/Water Stop
 - ❖ When you are all set up and ready to open (**This is especially important for Pit Stop 1 because the route cannot open until Pit Stop 1 has contacted dispatch and advised them they are set up**).
 - ❖ When the first rider(s) gets to your Pit Stop/Water
 - ❖ When you are leaving your Pit Stop

Be sure to state your Pit Stop #/Water Stop Letter, and your location contacting Dispatch with this information. Other information you may need to communicate to Dispatch or may be requested from Dispatch include:

- ❖ Any problems that may delay your opening for business.
- ❖ If your supplies are getting low
- ❖ Any road problems that need to be addressed (signs to be placed, Safety crew to be dispatched for traffic control, etc.).
- ❖ The number of riders and bicycles currently in your Pit Stop. (Each Pit will have a clicker to keep track of the number of riders who come through your stop).
- ❖ If any transport vehicles have arrived or left your area since the last report.

4. PIT/WATER STOP SETUP

After the Pit Truck drops off the supplies to the Pit Stop, everyone on the Pit Stop Crew helps sets up the canopy that is used by the Medical team at each Pit. (Water Stops set up the canopies for themselves, because there is no medical crew at the Water Stops). Next, set up your food and/or water tables, and place the appropriate supplies on them. It is important to make sure you have at least one igloo cooler of Gatorade that does **NOT** contain ice. Put a sign on that igloo that says “**ICE FREE**”.

Position and line the trash cans in convenient locations away from the food and water tables. If the drinks come in powder form, allow enough time to mix and chill. If you have chosen a theme for your pit stop and have brought decorations, trinkets, etc. Go ahead and set those things up.

When laying out a Pit Stop, keep in mind emergency and other vehicle movements. You will be provided with a site plan. Do not strand an Ambulance or designated emergency vehicle in the back with 300 Bikes and Riders blocking the exit. Keep cars/vans accessible and create a separate area for bikes well away from the food and water tables. Also be aware of how car traffic AND bike traffic will be affected near and at your Pit Stop. Use orange traffic cones and/or yellow caution tape to make entry and exit into the Pit Stop safe for Riders and for other traffic. **You may need to do a lot of traffic control. Don't forget to put out your “ ½ Mile to Pit Stop” sign out.** The Riders will be looking for that sign so they know they are coming up on a Pit Stop.

Double check the communications, signage and other items as noted on your checklist. You are now ready to Rock & Roll!!

5. Running the Pit Stop

Once everything is in place, Riders will probably start to arrive. Crew members will refill water bottles, hand out snacks (or lunches at the Lunch Pit Stop) and generally make

sure every rider has ample food and fluids. While we have plenty of supplies at each of the Pit Stops, please discourage “hoarding” of snacks. Assure riders that food will be available every 15-20 miles and they do not need to stock-up at Pit Stop 1 or 2.

Fueling the physical may be enough of a purpose for a Pit Stop. However, however, fueling the spirit may be what really keeps the riders moving forward and be the most important reason you are here. Given that the route is long and difficult, day after day, it is essential to encourage, motivate, inspire, give riders a “kick in the butt” or whatever it takes to keep them moving ever southward. Riders may want to spend more time socializing (especially at the lunch stop) but encourage them to mount up and head on out! Keep them moving, moving, moving!!

Later in the day, it will be especially critical to closely check Riders for fatigue, heat exhaustion, or possibly hypothermia. Pass this information along to the medical personnel at your Pit Stop.

Remember to give periodic updates to dispatch via cell phone regarding numbers of riders requiring transport to the hotel or holding area. This information will become increasingly critical in the afternoon. Depending on the number of Sagged Riders, the Dispatch crew must plan for the Rider Transport crew in the waning daylight afternoon. We don't want to sag riders and riders don't want to be sagged, but as the day progresses it becomes a safety concern and therefore a necessity to sag Riders to the hotel. You may need one person assigned to keeping and communicating accurate rider counts to Dispatch. On Day 1, Pits 1 & 2, get hit with the largest number of riders at once. This is caused by Ride Out (instead of a 2 hour window for riders to leave hotel, they are all leaving at the same time); please be aware and prepared for this.



To ease the job of closing the Pit Stop each day, police the area regularly for trash and “lost and found” items. If there is not a dumpster at your Pit Stop to use for trash, all trash must be bagged up and loaded on the Pit Stop truck and taken back to the hotel to be dumped. **LEAVE THE SITE CLEANER THAN WE FOUND IT!** That is our goal and will insure that we are invited back next year!

As your Pit closing time approaches, the Pit Closure Team will arrive to assist you. The purpose of this team is to monitor the Pit Stops for riders and to dispatch the Ride Transport and Bike Transport crew to those areas. In addition, they direct the Sweep Crew to locations between the Pit/Water Stops to rescue Riders. They have full knowledge of the number of riders still on the route because of the work of the “Caboose”. This is the last official vehicle on the route monitoring the progress of Riders. The “Caboose” follows the last rider at all times. Once the “Caboose” stops at your pit stop and the Pit Stop truck has arrived, you can begin to pack up unless otherwise instructed.

Once the Pit Closure Leader has told the Pit/Water Stop Leader that all riders have passed your Pit, your team can pack-up and travel to the evening hotel (Day 1) or the holding area (Day 2). Remember to do a final sweep in and around your location. Dispose of trash in Pit site dumpsters (**where available and only those contracted by**

The SMART Ride) or upload and bring to the evening hotel for disposal. Leave your Pit Stop looking impeccable. It's a bold statement for such a large number of Riders to pass through an area and leave the place sparkling.

At the evening hotel, you will get rid of trash and unusable supplies. Some items for the next day can be uploaded. After dinner you can load up for the next day or in the morning. Make sure all duties are completed before you are dismissed. Communicate any problems to your crew Manager. Check with her/him regarding the next day's meeting time and schedule. You will load the remaining items in the morning.

In some instances, variations on this scenario will occur. Be Flexible. For instance, your crew and supplies may be needed to remain at your Pit Stop post to assist the Pit Closure crew. In the event of foul weather for example, trash bags must be available for distribution to riders who did not bring foul weather gear. If the number of riders and bikes to be transported to the hotel is large, it may be necessary to assist with uploading of bikes, rider counts, guarding bikes, distributing food and water, etc. These situations will be fairly obvious, but check with your Pit Stop Leader and Pit Closure crew if there's a question.

The other exceptions deal mostly with the Lunch Pit Stop crew. This crew is much larger and usually deals with many more medical and bike tech challenges. The space and layout of this site is especially critical. The ambulance and medical staff must be positioned to allow for rider access and for quick emergency departure. The ice truck must also have easy access to the Pit Stop. In addition, ambulances may come and go from here ALL day (delivering or picking up medical emergencies). In addition, at any one time, there may be 100 people and bicycles on or near this site. Riders stop here and stay to rest, relax, socialize, have a bite to eat, recuperate, deal with bike problems, receive medical attention, just get attention (insert hugs here), play, etc. It's the beauty and the challenge of this crew! Riders need to revitalize, then return to the saddle. Keep that in mind! It's a fine line between encouragement and compassion and coddling. Sometimes "tough love" is the answer...!!! Keep them moving!



This Lunch Pit Stop, with its enormous numbers, must be especially aware of traffic! Full time traffic monitors will be needed. Every vehicle on the Route will stop here at least once, if not numerous times! The Lunch Pit must use a counter to keep count of how many Riders have come into the Pit. Riders may be tired and a little out of it—keep them safe at all times!

The later Pits, 3, 4 and 5, may be asked to do some pretty long hours. If riders are slower on a particularly difficult day, these crews may not get to the hotel until after dark. Please be sure to bring some warm clothes, rain gear, sunscreen, hats, etc... Be ready for anything because "anything" can happen.

At each Pit, there will be a number of riders and bikes that may need to be sagged. The Pit/Water Stop Leader will contact command and let them know how many riders and bikes will be sagged to the Lunch Pit, and to the hotel. The riders will be transported in minivans and the bikes will be transported in trucks. It is very important that all crew

members pay attention to riders that are being sagged. Riders do not like to be sagged and may try to convince you that they are fine. Really look at each rider and if you feel they need to be sagged, please contact your Pit Stop Leader to let them know you are concerned about a rider. Pit Stop Leaders should not hesitate to have someone from the Medical Crew take a look at the rider. Be positive and let them know that by going into hotel early will make the riders chances of completing the next day much better.

Make sure that the area you set up for Sagged Bikes is far away from Bike Parking. Most riders do not use the bike racks at pit stops and just lay their bikes down. If they are close to the Sagged Bike area they could accidentally be loaded on to the truck and taken away.

MEDICAL NOTE: On very hot days, riders and crew members are in danger of heat exhaustion if they do not hydrate properly. Intake of fluids is essential to avoid heat exhaustion. Symptoms include loss of coordination, slurred speech, rolling eyes, inability to focus, etc. If you see anyone who you think may be affected, take them bodily to the Medical Crew person at your Pit Stop. To avoid cases of heat exhaustion on hot days, encourage each rider to sit and drink a full water bottle of Gatorade before leaving each Pit Stop. It is vitally important on hot days to check each Rider as they come in. The easiest way is to say a work of encouragement or ask a question and MAKE EYE CONTACT.

Thank you for all your long hours and hard work. You give the Ride humor and heat. You make us laugh and lighten our spirits. Your presence makes the last few miles not quite so difficult.

Pit Stop Check List

WATER , GATORADE & ICE

Water Distributed? Complete: Number of Gallons Received _____

Gatorade mixed?	Yes	No
Ice Stored in coolers?	Yes	No

SUPPLIES

Are All Supplies Loaded?

Food	Yes	No
Drinks – Non Water	Yes	No
Ice	Yes	No
Trash Boxes/Bags	Yes	No
Traffic Cones	Yes	No
Caution Tape	Yes	No
Cutting Board & Knives	Yes	No
Toilet Paper	Yes	No
Are all parking spaces accessible?	Yes	No
Any unauthorized vehicles?	Yes	No

COMMUNICATIONS

Check Cellular Communication	Complete:	
Cellular Service Available?	Yes	No
Any blackout or low service areas?	Yes	No
Locate nearest pay phone		

GENERAL AREA

Pit Stop Walk Through	Complete:
Notable Weather Conditions	
Notable Road Conditions	
Outstanding Medical Issues	

Notable Bugs (Bees / Love Bugs)
 Emergency Vehicle Accessibility
 Traffic Flow / Congestion
 Any Other Concerns

Pit Stop Operational

Food Table Set-Up

Cutting Board & Knives

Communications

Cellular/Pay Phones

Traffic Cones

Entrance Clearly Marked

Exit Clearly Marked

Trash

Locate Trash Boxes

Line Trash Boxes

Separate recyclables

Water Table Set-up

Water bottles laid out

Igloos set-up

Coolers set-up

Emergency Vehicle Parking

Medical/First Aid Station

Port-a-Johns

Signage

Pit Stop # Sign

Lunch Stop ½ mile ahead

Bikes Park Here

SAG Bikes Here

Call Dispatch to Confirm When Your Pit Stop is ready!



Medical Crew

Hotel, Route, Ambulance – To provide medical attention on the route and in hotel.

Required Qualifications

The Medical crew includes MD's, RN's, LPN's, DO's, EMT's, PT's, Paramedics, Chiropractors, etc. Members of the Medical crew must be licensed and provide proof of insurance, unless not a licensed medical personnel. The Medical crew will be stationed at each Pit Stop, at the hotel and in roving medical vehicles. The Medical Protocol is a separate document that will be given to you by the Medical Director.

Job Description

All volunteers with the Medical crew, except those without formal medical training, will be expected to perform basic first aid skills. Other duties may include sports medicine, basic history taking, triage duties and in some instances basic and advanced life support duties, depending on the crew member's level of training and expertise. Non-medically trained volunteers assisting the Medical crew will be assigned to non-medical duties such as coordinator, equipment manager, or administrative assistant.

Daily Assignments

The Hotel Medical Room will provide services from approximately 5-9 am, 1-10 pm as well as an overnight shift each night. The Medical Crew Leader will schedule breaks for everyone, as well as determining who will go out on the route each day.

Those crew members who are assigned to a pit stop will travel with the pit stop crew to each location and depart at the established departure times. Pit Medical Crews should make sure to make contact with the Leader of the Pit they are assigned to if they need a ride to that Pit in the morning. **Please remember to get your lunch from the lunch truck at the Pit Stop loading area before you leave hotel in the morning.** Upon arriving at the Pit Stop, the medical crew will set up their assigned location—this includes the canopy tent that they will use. After the pit stop closes, the medical crew will clean and pack up their area – this includes disposing of their trash, disassembling the canopy and storing all of the equipment in the Pit Stop truck. **Pit Medical Crew will not leave until the last rider or crew member has departed and the Caboose has checked in at the Pit Stop.**

An inventory sheet must be completed and handed in to the Medical Crew Manager upon arriving at the hotel so that all supplies can be replenished for the next day. You will pick up all supplies from the medical supply truck.

Providing Medical Treatment

A medical intake form will be done on each rider or crew member prior to receiving medical treatment.

NOTE: All injuries to Riders or crew requiring follow-up, hospitalization, or removal from riding or crewing for ANY period of time MUST BE REPORTED TO DISPATCH. A Case Manager will fill out a report sheet. At the hotel, the Medical Crew Manager or Medical Director will meet with the Case Managers for updates of all reported injuries. Please see the separate Medical Protocol document for further information.



Bike and Rider Transport (SAG) Crew –

Works to ferry riders and bicycles into lunch or the hotel. (SAG means Support and Gear)

This crew is made up of teams utilizing a 20 ft. truck and 2 minivans. When Riders become injured, tired or too slow and are unable to continue on their bikes, they are taken in minivan to lunch or hotel, leaving their bikes behind. Bike Transport is called to pick up their bikes from the Pit Stops and deliver them to the Lunch Pit or Bike Parking at hotel. Working closely with Dispatch and the Pit Closure crew, this team goes from evening hotel back to the Pit Stops to recover 'sagged' bikes.

In an effort to close and clear all riders from the road before dark, it may become necessary in the late afternoon to send larger capacity vehicles out to the Pits. In this way, more riders and bikes can be recovered at one time. The truck used for this purpose is actually the Gear truck during the first part of the day for rider and crew luggage. Once all gear has been taken out, the Gear Crew hands the truck off to the Bike Transport crew. This crew is then ready to perform the following duties:

- ❖ Attend daily meetings with the Bike Transport Leader to receive a work plan and updated Pit Stop status reports.
- ❖ Check and maintain fuel and fluid levels, keep windshield and windows clean to enhance visibility, report any signage damage or theft to Dispatch. **REMEMBER – SOME OF YOUR VEHICLES TAKE DIESEL FUEL ONLY. CHECK BEFORE FILLING THE TANK.**
- ❖ Keep track of supplies such as ropes, bungee cords, first-aid kit, etc.
- ❖ Make sure route maps and directions are in your vehicle before leaving hotel.
- ❖ Under the direction of your Crew Leader or dispatch, drive truck to appointed Pit Stop (use your Hotel to Pit directions for the quickest route). When on the road, try to stay in constant communication with your Crew Leader or Dispatch. Let them know when you leave hotel and your ETA at your destination. They will alter plans as needed and give you updates on Rider/Bike 'SAG' numbers.
- ❖ Keep a log of which SAGGED bikes need to go to Bike Maintenance.

Upon arrival at the Pit Stop, communicate with the Pit Closure and Pit Stop Crew Leaders and follow instructions for the uploading of 'SAG' bikes. As you load up, treat bikes gently and with care. Many are very expensive and may damage easily if not put aboard and tied down correctly.

When you have received the go ahead from the Pit Closure Crew Leader, proceed to lunch or back to the evening hotel by the most direct route. Phone your Crew Leader or Dispatch and give them an ETA and the number of bikes you are carrying.

At the entrance to Hotel, there will be a Traffic Control person. Identify yourself and ask to be directed to Bike Parking to unload 'SAGGED' bikes. The Bike Parking crew will be on hand to help with the off loading process and to record the number on each bike. It is imperative for them to write down these Rider #s so that we can keep track of 'SAG' Riders.

Check-in with your Crew Leader each time you leave or arrive at a given location. These times are being logged in Dispatch and are the only way we can track our progress in retrieving bikes and riders.

The second part of the team will travel in the minivans to sag Riders. On each minivan the crew member should have water and snacks that they can obtain at the pit stop from which they are picking up riders. As with the Bike Transport truck, you must inform dispatch of your location, status and update.

When making a status report to Dispatch or your Crew Leader, please keep your communications concise and to the point. Here are a few examples of different forms of communication:

Location: Bike or Rider Transport 1 Arrived at Pit Stop #3 Bike Transport 3 en route to Hotel

Status: Bike or Rider Transport 1 loading 6 Bikes at Pit Stop #1 Bike Transport 1 Ready for Next Assignment

Update: Bike Transport 1 Can Fit 8 More Bikes... Then we're full

Bike Transport 1 There are still 15 Bikes left to be transported at Pit Stop #4.

There will be times when you'll be required to wait at a Pit Stop or at Hotel for a period of time. Please stay at your post or with your truck. Do not leave your vehicle without communicating that information to Dispatch and your Crew Leader. If an emergency arises, let them know where you are going and when you will return. If you are called during this absence, return to your truck immediately or call in for instructions.

Rider and Bike Transport will eat lunch at Pit Stop 3 both days of the Ride.

MAKE SURE YOU REFUEL THE TRUCK AFTER YOUR LAST TRIP OF THE DAY.



Motorcycle Safety Crew

To ensure rider safety by securing intersections and hazardous areas along the route and assist the riders.

The Motorcycle Safety Crew is staffed by motorcyclists who work closely with the Logistics Manager and Dispatch to ensure the safest possible conditions for all of our riders. Their primary responsibilities include:

- ❖ Plan each day's position, responsibilities and schedule.
- ❖ Maintain positions until notified by the Caboose, Dispatch or the Motorcycle Safety Crew Leader. Then move to next assignment.
- ❖ Direct bike traffic through difficult sections of the route.
- ❖ Alert riders to upcoming hazards.
- ❖ Communicate with Dispatch regarding emergencies using nearest pay phones.
- ❖ Work within all State and Local traffic laws and with police along the route.

In case of injury, collision or medical emergency, call 911 then Dispatch. Take notes consisting of the rider or crew ID numbers, location, time and what happened. **STAY WITH THE RIDER!**

The Route Safety Crew will check in at the nearest Pit Stop. At each Pit Stop and with the Pit Manager inform Dispatch of their location and indicate the position that they are going to be on the Route.

Always remind the riders to ride safely and stay in single file.

The Motorcycle Safety Crew will eat lunch on Day 1 at Pit Stop 3 and on Day 2 at the holding area.



Bike Technician (Tech) Crew

To provide technical support to Riders at Pit Stops and Hotel.

The **Bike Tech Crew** provides on-site bike repair for those riders who require it at Pit Stops. Their primary function is to assist riders with bike repairs that are beyond their abilities to do themselves. Riders who are experiencing difficulties on the Route and are unable to continue, will be picked up by the Sweep crew. The Sweep Crew will transport both rider and bike to Pit Stops, where Bike Tech Crew members will be available to repair bicycles.

Note: Riders are expected to fix their own flat tires. Fees may be charge for some bike parts (not labor) by the repair technicians.

Mechanic crew members will:

- ❖ Set-up Bike Mechanic area at Pit Stops.
- ❖ Triage Bike repairs.
- ❖ Sell bike parts as needed.

The **Hotel Tech Crew** provides on-site bike repair for those riders who require it. Their primary function is to assist riders with bike repairs that are beyond their abilities to do themselves. Riders who are experiencing difficulties with their bikes and are unable to repair it themselves may go to the Hotel Bike Maintenance area. Here, Bike Maintenance support crew will be available to repair bicycles.

Hotel Bike Maintenance crew will:

- ❖ Set-up and staff Bike Maintenance Tent in designated area.
- ❖ Provide repairs and adjustments to bicycles while stationed.
- ❖ Staff and operate bike shop (sell parts and handle all cash).
- ❖ Bike Tech Crew Leader should work with Bike Parking crew Manager to establish system for retrieving/returning bikes to and from special area once repairs are completed.
- ❖ Bike Tech Crew Leader should establish ample communication with Route Mechanics.
- ❖ Breakdown and load equipment before traveling to Day 2 holding area.

Remember to pick up your crew lunches at the ICE TRUCK at the hotel on Day 1. On Day 2 you will eat lunch at the holding area.



Sweep Crew

The Sweep Crew is the direct link for stranded riders. Crew members must be flexible as you will be used on a continual basis. Be courteous and attentive to your job and to requests made by staff and/or Ride officials. If there are any problems or questions, go to the Sweep Crew Leader or staff person in charge.

Job Description

The Sweep Crew drives vans and/or SUVs with overhead and rear bike racks. Each of these vehicles patrols a section of the bike route between Pit Stops, and lends assistance to injured or disabled Riders. In addition, exhausted riders may be picked up and ferried to the Pit (Pit Stop 3) where they can recover and continue on their bikes or be taken to hotel. On Day 1, this crew will sweep all straggling riders who are in danger of not making it to the hotel before sunset and on Day 2, those who are in danger of not making it to the Holding Area in time for the Closing Ceremony.

The established sign language for riders in need of assistance while on the side of the road is a thumb down signal or their arms crossed over their heads. Call 911 for emergency medical aid, if appropriate (one of the ambulances is traversing the route constantly). If there is a non-emergency injury or the wait for the bike mechanics is too long, load the bicycle into the rack and proceed toward the next rest stop. Continue to respond to side-lined riders. When your van is full, go to the next Pit Stop and off load bikes and riders. Here injured cyclists can receive medical care and bikes can be repaired.

The Sweep crew will also provide transportation to riders who are unable to finish the ride. For riders picked up between Pit Stops 1 and 3, you will take them to Pit Stop 3. The Rider Transport Crew will pick them up and take them to the hotel (Day 1) or the Holding Area (Day 2). On Day 1, riders picked up between Pit 3 – 5 should be taken to the nearest Pit Stop, where they will be picked up by Rider Transport and taken to the hotel.

Sweep vehicles will service the areas between Pit Stops and will be in communication with the Route Dispatch team. The Dispatch center will keep a log of all vehicle movements. At any given moment, the Route Dispatch team must know the location of all sweep vehicles. Therefore, the Sweep Crew members must constantly update Dispatch on their location. This update should include:

Your location: "Sweep 1 is pulling into Pit 3"

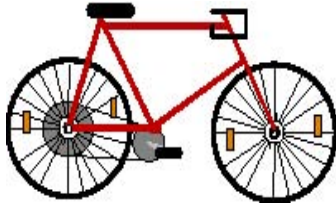
Your Status: "We are loading 5 bikes"

Space availability: "We have 5 on board, just off loaded 2 bikes and riders at Pit 2"

As a sweep driver, you are in many ways the friendly face of the SMART Ride. You will be dealing with tired and many times frustrated Riders. Please do your utmost to be kind and gentle with them. It will go a long way in keeping their spirits up if you are cheerful and helpful. When problems arise, maintain composure and contact the Sweep Crew Leader or Dispatch for help.

Sweep Crew members are on duty each day until the route has been closed and the road “cleaned” of all riders and bikes. This means many hours of driving. If you take a break or a problem arises and you need to leave your area, please alert your Sweep Crew Leader. S/he can make arrangements to have your area covered by another vehicle until your return.

Sweep Crew members will take your lunch break at the Lunch Pit Stop.



Bike Parking Crew

Establishes and maintains the bike parking area bike check-in/check-out protocol.

Job Description:

This crew will setup, break down and manage the bicycle parking lot. The areas will consist of 50 - 100 bike racks, appropriate signage, a rider list (in alphabetical & numerical order). Bike racks are 10' long each and should be in rows side by side with a minimum of 10' between each row. For non-competitive events like the Ride, 9 or 10 bicycles can fit closely on each rack without risk of damage. The bikes should be parked head first then tail first. This pattern should be repeated until the rack is full.

There should be 2 people at the entrance of bike parking to check in riders and direct riders to the lettered area they should park their bike. 5-6 people are needed to help riders park their bikes and direct riders to the water station set up near Bike Parking.

You are responsible for the safety of **ALL** bicycles!!! This involves authorizing access only to riders and permitting riders to remove bikes **ONLY** when their wristband matches their bike tags!!!

Among the duties of the Bike parking crew are:

- ❖ Break down bike racks at Ride Out and load them into your truck.
- ❖ Construction of a secure Bike Parking area.
- ❖ Establish and execute effective check-in and check-out procedures.
- ❖ Enforce strict crowd control, with the help of Traffic Control. Be assertive in maintaining an organized, methodical check-out procedure.
- ❖ Maintain, with the assistance of Traffic Control, street access for emergency and other vehicles.
- ❖ Assist Bike Transport crew's with check-in and parking of Sagged bikes. Keep an accurate list of all Sagged bicycles. The Riders will need to be able to find their bikes the next morning.
- ❖ Coordinate and cooperate with Hotel Security to pass off to them when the last bike is in a secured bike parking area for them to guard.

- ❖ Maintain all banners and signs for your area. Report damage to Dispatch for repair or replacement.
- ❖ Be responsible for displaying Pit Stop hours and any special bulletins for all Riders to see. Pass out the days route to each Rider.
- ❖ Before securing Bike Parking and turning the area over to Security, check with Command to find out if there are anymore bikes on the route.
- ❖ Break down bike area. Take apart bike racks. Prepare and pack everything into the trucks for transport to the holding area. Clean up all trash and take to dumpsters.
- ❖ Report **any** damage to the Bike Parking Crew Leader.
- ❖ Staff a water station for riders coming in the afternoon/evening and for riders in the morning. **When you arrive at the hotel make sure to set up the water station. When you breakdown to go to the holding area, take your left over water with you.** When you get to the hotel site make sure to contact dispatch to let them know if you will need more water for the riders arriving in the afternoon. They will contact Ride Services to have it delivered to you.
- ❖ **As you are handling the bikes, make sure you treat them gently and with care. Many bikes may cost thousands of dollars. Please treat them well.**

Be friendly and helpful with Riders at all times. Get them started out each morning on the right foot. Be encouraging and uplifting. Be positive and motivational. They have physical and emotional challenges ahead of them. Be gentle, be kind, be flexible! Encourage them to drink gatorade and water and to fill up their water containers before they set out in the morning.

On Day 1 the Bike Parking Crew will pick up their lunches from the Ice Truck in the morning by 5:00 a.m. On Day 2, the crew will eat lunch at the holding area at Bayview Park.

Bike Parking Crew – Check In / Out Procedure

Bike Parking Crew will:

1. Check each bicycle into Bike Parking by comparing the Rider Wristband and Bike Band to make sure that they match.
2. When a rider checks their bike in, the Bike Parking crew will highlight that rider's number on the "Rider Matrix Form" maintained at each station, and then compile all lists for the Bike Parking Crew Leader. Be sure the Riders not what section they parked their bikes in.

3. When a rider checks their bike out, the Bike Parking Crew will highlight that rider's number (in a different color) on the "Rider Matrix Form" maintained at each station and compile list for the Bike Parking Crew Leader.
4. When a Bike Transport vehicle arrives from a Pit Stop, help unload the vehicle, check in each bike number on the Rider Matrix Form. Make sure to check with the Medical Crew and Bike Maintenance crew at the hotel for bikes that need to be sagged to the holding area.

Bike Parking Crew Leader Duties

The Bike Parking Crew Leader will:

- ❖ Maintain a Master Rider Matrix form, highlighting each and every Rider that has checked their bike into hotel and report to dispatch any problems.
- ❖ Place an "X" if Rider came in on own. Place an "S" if bike was sagged in. Place a "R" if bike needs repair.
- ❖ Report every ½ hour (beginning at 3:00PM) to Dispatch the number of Riders who have checked their bikes into hotel. Include in this, the number of sagged bikes.
- ❖ **At the end of each day report the numbers of bikes parked, list of all bikes sagged to dispatch.**



Gear Crew

The Gear Crew accepts baggage from riders and crew; loads and secures luggage, locks up and transports gear to the hotel; and off-loads, organizes and monitors all personal gear and assists riders and crew in finding their gear.

Job Description:

The Gear crew consists of 4 people. The truck will accept between 200 – 250 bags and bike boxes. Special care and handling must be paid to stack items in such a way as to limit load shift and the falling of luggage. As bags are off-loaded, they should be organized according to rider and crew numbers to make it easier to locate and identify individual gear. You need to check with riders who have brought hard shell bike boxes to see if they want them nightly or only at the end of the Ride.



In order to ease gear delivery, at the hotel, the gear crew will attempt to deliver all gear to the rooms prior to the riders and crew arrival. You will coordinate this with our Hotel Liaison and be provided carts from the hotel to make the delivery easy. The riders and other crew members will be tired and will probably need your assistance in finding their gear. Please help as much as you can.

Responsibilities:

1. Being on time for your shift and maintain a presence at the truck whenever gear is unclaimed.
2. On-loading of gear, hard shell bike boxes and packing in an orderly fashion to maximize space and to limit load shifting and falling of baggage.
3. Off-loading bags into organized rows that are clearly marked with signage as to gear letter and rider/crew number ranges, placing rain tarps if weather is threatening.
4. Assist riders/crew in locating and identifying their gear. Remember, many bags look alike! Be sure the wristband number matches the luggage tags.
5. Assist command by pulling gear for Riders/crew who are injured or have to leave the ride, and bringing it to the Ride Services tent.

General Information:

See the Gear Crew Leader for shift hours and daily schedules. It is imperative to be on time, crew need to leave very early in the morning. Don't make them wait! **At Ride Out make sure you are at your truck no later than 5:00am. Do not leave the area until Dispatch has advised you that all Riders have left. We will advise all crew leaders to let their crew know that they must have their luggage at the Gear Truck by 5:00 am. You need to get to hotel as soon as possible and unload, because after you unload your truck it will then be turned over to the Bike Transport Crew. Do not stop anywhere else in your commute.**

Drivers are responsible for assessing the fuel needs of their trucks and for consulting detailed maps to determine convenient fuel stops. Any mechanical problems are to be reported to the Gear Crew Leader **immediately**. If an emergency occurs en route, contact dispatch (consult phone/radio list for emergency numbers) and follow their instructions. **REMEMBER – SOME OF YOUR TRUCKS WILL REQUIRE DIESEL FUEL. PLEASE CHECK BEFORE FILLING UP.**

Please report to Traffic Control when you enter hotel. You will be directed where to unload the gear in your truck.

Remember, Riders/crew are tired and hungry! Help them in any way to expedite this process!

All crew members are to help with cleanup. Please pickup any trash and/or abandoned items around your area before departure. Trash bags will be provided for this. Lost and Found can be taken to the Ride Services desk or turned into your crew leader.

Gear Crew will pick up their lunch on Day 1 at the Ice Truck and eat lunch at the Holding Area on Day 2.



Finally, be friendly and positive! Riders may be cold, wet, tired, hot, fatigued, irritable and/or cranky. Give them a reason to feel better, to feel appreciated, to feel like a hero! Have fun with them, make dropping off or claiming their gear enjoyable. Past gear crews have come up with a theme for their truck. Have fun with it. Believe us, it will be appreciated.



Traffic Control

Directs all vehicles into and out of Ride Out/Hotel sites provides direction on parking; assists in vehicle and. Rider traffic.

Job Description:

The Traffic Control crew will work closely with Dispatch and Ride Services crews. There will be two shifts, Shift A and Shift B. They will maintain safe traffic flow, manage parking lots, and always keep an eye on emergency vehicle access. Traffic controllers will be posted at all entrances to the hotel and may need to advise Dispatch of all vehicle movements into and out of the hotel site. The Traffic Control crew is responsible for directing trucks and support vehicles to special positions as detailed on the site plan. At any given moment, the Traffic Crew, with the help of Dispatch, must know the location of all vehicles within the hotel.

ALL vehicles entering hotel must turn off their radios, roll down their windows. This is important so that they can be directed around hotel and not be a safety hazard. Please remind them to slow down when driving within the hotel grounds.

Responsibilities:

Traffic Control Crew duties include, but are not limited to:

1. Controlling all vehicles entering or exiting hotel.
2. Notifying Traffic Control Crew Leader of vehicle ID numbers and their intended destination. This information, along with log times, are given to Dispatch crew by the Traffic Control Manager, and used for accounting and planning purposes.
3. Provide instructions and directions to each driver. If incoming, show overall site plan then direct them to parking area. If outgoing, make sure drivers know where they are going, have maps and/or directions and communications devices.
4. Assist drivers, especially large vehicles (trucks, buses, ambulances) in backing up or squeezing into small parking areas. **NO ONE SHOULD BE PARKING LARGE VEHICLES WITHOUT ASSISTANCE.**
5. Double check to make sure that all vehicles are in correct designated locations and that command has keys to all vehicles.

Remember that you may be the first contact for visitors, media, parents, or entertainers. You represent the SMART Ride to that person, do so proudly and respectfully. Be helpful and friendly to all. When problems arise, maintain composure and contact the Traffic Control Crew Leader or Dispatch for help. Be assertive. It's your job to protect everyone's safety. Do it with authority and compassion. Be friendly. Be fair. Be firm!

Remember – most of the crew have never driven a truck before. **DO NOT LET** anyone in a large truck back up or park without at least one person assisting them. It is up to Traffic Control to be sure that all are aware of each other and the traffic flow into the hotel is safe.

Additional Information

Traffic Control Crew will pick up their lunches at the Ice Truck on Day 1 and you will eat lunch at the holding area on Day 2.

Ride Services

The Ride Services Crew works closely with staff and ride officials to monitor all administrative needs of the Ride, and provides mobility and support for media, riders, crew and staff. This crew is the problem solvers for the entire hotel.

Hotel Services Crew Members should check-in with the Hotel Services Crew Leader each morning to get instructions and shift schedules. Attend your daily meetings. Due to the erratic nature of the errands and assignments, the time for this meeting may vary. Also, there may be a need to divide the crew into two or more teams to better serve both the morning and evening hotels. Duties to be performed by the Hotel Services Crew include Information/Rider Services; Lost & Found; Hotel Check-In; Runners; Taxis; and Crew Lunch Coordinators.

Job Descriptions:

The **Hotel Service Crew Leader** will have extensive knowledge of the hotel layout, dining and ride out schedules. This position will be in constant communication with the other members of this crew to assist them in relaying updated reports.

Those assigned to the **Information/Rider Services Team** will answer questions about the Ride, route, or procedures; post hours for everything (e.g. updated schedules); direct all medical, misinformation, VIPs, and reported problems to the Crew Manager and staff liaison; and answer the question: "Where is the ...?"



Those assigned to **Lost & Found** will watch over all lost items and secure valuables in lock box. Crew members working in this area will:

1. Receive and log-in all valuable items.
2. Secure all valuables (e.g. money, cameras, jewelry, radios, cell phones) and turn them into Command immediately.
3. Place all money turned in into a sealed envelope, and deliver the envelope to the Ride Staff Accountant for safe keeping at Command.
4. Maintain a journal of all valuable items turned in, items returned, etc.

The **Hotel Check-In** Team will advise all riders & crew upon check in of their hotel room number and gives them their key. Crew members working in this area will:

1. Welcome all riders and crew and volunteers. Mark off riders and crew master list after you have given them their room number & key. Sign in volunteers and direct them to wherever they are supposed to be.

2. Call Dispatch to inquire where Volunteers are needed and assign that Volunteer to that area. Show the Volunteer the location of their assignment. Ask the Volunteer to return when their assignment is complete so they may check-out.

Hotel Runners will run errands within hotel under the instruction of the Hotel Services Crew Leader. Runner may be sent to purchase and deliver additional supplies needed during the Ride. All extra supplies will be stored at Ride Services.

The **Lunch Coordinators** will pick up all crew lunches at the designated area and distribute them to the various crew leaders.

Additional Information

- ❖ All Hotel Services Crew members must remain calm and cool. Some of the situations that arise may be of a crisis nature. A cool head and a calm hand may be required to diffuse the energy and alleviate the problem. Be courteous, be flexible, be a part of the solution.
- ❖ Hotel Services Crew will pick up their lunches at the Ice Truck on Day 1. On Day 2, your crew will eat at the Holding Area.



Massage Crew

The Hotel Massage crew will be one of the crew most sought after by most Riders. Quite simply, they will be providing massages to Riders and when possible crew. The Massage Crew provides massages at the hotel on Day 1 and, if time permits, on Registration Day and in the holding area on Day 2.

In the past, the first rider on Day 1 has gotten to the hotel before noon. Therefore, the Massage Crew should be set up and ready to provide services at 11:00 a.m. Massage crew members will want to arrive at the hotel no later than 10 a.m. This will give you time to check into your hotel room, put away your luggage, and get set up for services.

The Massage Crew will include a Massage Crew Coordinator who will:

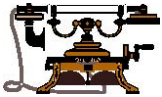
- ❖ Set up a massage sign up table where riders (and if time permits, crew members) can make appointments to receive 15-20 minute massages.
- ❖ Ensure that those who haven't received massages are assigned priority over those who have
- ❖ Develop a work schedule for massage therapist to ensure that they get rest and meal breaks.
- ❖ Pick up lunches for Massage Crew member from the Ice Truck on Day 1 (On Day 2 your crew will eat at the Holding Area).

Massage Therapists will:

- ❖ Set up massage equipment and supplies in designated area.
- ❖ Provide massages to Riders while on duty.
- ❖ Break down and load up equipment after providing massages.



Command Center Communications Crew



This crew works with Ride Staff in various areas both in hotel and on the route. The responsibility of this crew is to maintain all communication equipment in a central location and provide Dispatch Services throughout the Ride. It is the nerve center of **The SMART Ride**.

It is through communication that we are able to fully support our riders, crew, volunteers and ride staff. The Dispatch/Command Center Communications crew provides two distinct functions. The first is to maintain all Communication equipment, including logs, battery rechargers, and distribution. The second is to provide the focal point for all Hotel and Road based communication.

Responsibilities:

- ❖ Maintain the Communications Master Log of all equipment.
- ❖ Follow the Check-In / Out procedure for all equipment...NO EXCEPTIONS.
- ❖ Maintain a Status Log of all batteries, including when they were charged and their status (charged, charging, waiting to be charged, etc.)
- ❖ Ensure that all communication equipment has fresh (fully charged) batteries when checked-out.

Communications Equipment Procedures

Check-Out Procedure:

1. Verify the staff/crew assignment on the Communications Manifest. Only Staff members and select crew leaders and members are to receive communication equipment. If for whatever reason that person does not appear on the Communications Manifest, have them see the Crew Manager. **DO NOT** give any equipment to crew members or Staff personnel who do not appear on the Communications Manifest without the approval of the Crew Manager.
2. Make sure that the equipment is working.
3. The Communications Manifest lists all appropriate accessories. Issue those accessories at this time. If a request for additional accessories is made, have

4. Complete the Communications Log, including Date / Time, Name, crew / Staff Position, accessories and serial numbers. It is imperative that you put the serial number down for all equipment.

Check-In Procedure:

1. Find the appropriate entry in the Communications Log when the equipment was checked-out.
2. Verify the serial number of the equipment. If the serial number does not match, ask to see the Crew Manager.
3. Verify the equipment is working.
4. Verify on the Communications Log that all accessories have been returned.



Pit Closure Crew

This crew coordinates the efforts of several transport teams working to recover broken down riders and their bicycles, and officially closes the Pit Stop after all riders have passed and orders SAG vehicles to Pits.

The Pit Closure crew is actually two distinct teams: Pit Closure A & B. Together, they support the Pit Stop crews, assist with “sagging” riders off the road, help to enforce the pit closure times, and “clean” the route of all personnel before sunset. These crews operate by leapfrogging from Pit to Pit and sharing the duties of closing down the Ride each day.

The main focus of the Pit Closure crew is communication and dispatch. Each team must stay in constant contact with their sweep vehicles, and know where and when Bike Transport and Rider Transport crews are working. In addition, they must convey accurate and updated information to Dispatch in order to smoothly transition people and vehicles. Their duties are fairly comprehensive on the road, for they manage every aspect of the route.

Responsibilities:

- ❖ Manage and support the Sweep teams in their sector.
- ❖ Maintain a position at the appropriate Pit Stop and communicate and direct their crews from that location.
- ❖ Convey updates to Dispatch throughout the day.

As the day progresses, the Pit Closure Teams will move as follows:

- ❖ Pit Closure A Oversee Sweep Teams from Hotel to Pit Stop #1; Location: Pit Stop #1
- ❖ Pit Closure B Oversee Sweep Teams from Pit Stop #1 to Pit Stop #2; Location: Pit Stop # 2
- ❖ Pit Closure A Oversee Sweep Teams from Pit Stop #2 to Pit Stop #3; Location: Pit Stop #3
- ❖ Pit Closure B Oversee Sweep Teams from Pit Stop #3 to Pit Stop #4; Location: Pit Stop #4
- ❖ Pit Closure A Oversee Sweep Teams from Pit Stop #4 to Pit Stop #5; Location: Pit Stop #5

As the day progresses, the Pit Closure Managers will assume the responsibility of closing down the Pit Stops. This will include getting assurance from the Sweep drivers and the Caboose that all riders have passed, and clearing each Pit of all cyclists and their bikes. Calls will be made by Cellular Phones to Hotel Dispatch with updates and Pit Closure information. If needed, transport vehicles will be sent to transfer Riders and bikes into lunch or evening Hotel.

Later in the afternoon, as riders tire and injuries are more frequent, the Pit Closure crews must work hard and fast to remove exhausted riders from the Pit Stops. When in touch with drivers or with Dispatch, it is critical (maybe even life or death) that you pay close attention to details and communicate effectively. Keep your instructions concise and to the point. Here are a few examples of different forms of communication:

Location: "Pit Closure A arriving at Pit Stop #3" "Pit Closure B departing Pit Stop #4"

Status: "Pit Stop #1 clear of all Riders, Bikes and crew – the Pit Stop #1 is CLOSED for the day. OR " Pit Stop #4 has 150 bikes left to be transported."

Update: "Rider Transport Bus #3 leaving Pit Stop #5 for Hotel – ETA 20-25 minutes." OR "Bike Transport #1 just pulling into Pit Stop #5 – Will advise when ready to leave."

By using short, direct, and concise phrases, more information can be exchanged and fewer miscommunications will result. Many times the Pit Stops will begin to get frantic as riders get restless and irritable. Try to remain calm and reassuring. In this way, riders will feel understood and taken care of and less likely to mutiny. Remember, your job is to get them back to hotel and to ensure their safety on the road. Attention to your duties will expedite this process.

Further Questions/Contact Information

This manual should answer most, if not all of your requests for information regarding crew positions. Once you register and are assigned to a crew, you will receive communications from either Crici Stroy-Martin, Crew Manager or the Leader of your crew (Crici will provide you with the name, phone number and email address of your crew leader). Crici and/or your Crew Leader will provide you with updates, additional information and be available to answer any questions not included in this manual.

If you need to contact the Crew Manager prior to or immediately after you register, please feel free to contact Crici Stroy-Martin at (305) 951-1355 or Crici@TheSmartRide.org

Thank you for volunteering to serve as a Crew Member on The SMART Ride 6!