



RIDE MARSHALL VOLUNTEER



FIFTH THIRD
BANK



JOB SUMMARY: Patrol the route, assist in changing flats, make minor adjustments to bikes, and help Course Marshals direct the riders. Ride Marshals must wear helmets.

- IMPORTANT NOTES:**
- Ride Marshals should not exceed the pace of participants. Expect to be flagged down often. Be proactive and flag unsafe riders yourself. Do not ride in pairs. Ride Marshals are expected to spread out along the entire route.
 - Ride Marshals will be expected to return with several incident reports, covering items from flat tires to more serious events.

- 1 All Ride Marshals check in at 5:30am at the Volunteer Tent to receive supplies. Ride Marshals will initially be assigned to either the north part or south part of the course.
- 2 6:15am / Some Ride Marshals will be sent out to the course to mark potholes with chalk spray.
- 3 6:30am / Start of Ride- Assist riders with mechanical problems and/or any crash that may occur.
- 4 During the ride: When coming upon an incident, assess the situation.
 - 4A Ride Marshal makes call to the RM manager to inform what the rider needs. Be specific. Ride marshals must CLEARLY communicate their EXACT location (“Belmont and DLSD, northbound”)
 - 4B A SAG vehicle is dispatched only when necessary. If a SAG or ambulance is called, Ride Marshal must remain with the participant until they arrive. Document situation on the incident form.
- 5 Watch for unsafe riding and urge participants to bike with care.
- 6 Keep a lookout for lost participants. If you see someone who appears to be lost or have lost someone, ask that person to wait with you and refer to your Volunteer Manager via Zello for how to proceed. You may be asked to search for a lost rider or escort someone to the nearest rest stop, where they can be reunited with the person they are looking for.
- 7 9:45am–10:15am / A select number of Ride Marshals will be asked to serve as sweeps toward the end of the ride.
- 8 END OF RIDE / Be sure to return any materials that belong to the Active Transportation Alliance, including spare patch kits, medical supplies, tools, etc.

SAFETY INFORMATION

- If directed by your managers and course officials, direct participants to the following Safety Shelters:
 - Festival – Millennium Parking Garage underground lots. Entrances are located near the Northwest corner of Butler Field at the intersection of Columbus Dr. & Monroe Street.
 - South Side of the course- Either Museum of Science and Industry Parking Garage (enter at the northwest corner of MSI), located at E. 57th Street and S. Cornell Ave or Soldier Field Parking Garage (accessible via 18th St.)
 - North Side of the course - use DuSable Lake Shore Drive underpasses
- Potholes are also a safety concern for our riders. If you see a pothole, please mark with spray chalk and/or caution tape. If you are able to stay near the pot hole to warn riders, please do so.
- If you see DuSable Lake Shore Drive exit or entrance unmanned (no police or Traffic Management personnel), please alert your volunteer manager immediately.



Lost and Found is located in the Festival at the Information tent.



Need a Restroom? Each rest stop and check point has port-o-lets. Or request Volunteer accommodations or a SAG vehicle to come take your spot while you go to restroom.



Need additional help during your shift, contact your **Volunteer Manager**.



If you experience harassment or discrimination and would like to report it, scan this QR code. An Event Manager will reach out to you following the event.