Fifth Third Bike the Drive

2023- 22nd Annual



EVENT SCHEDULE

8:00 am - 12:30 pm | FESTIVAL

6:30am | OFFICIAL START

DuSable Lake Shore Drive will open to bicyclists upon police approval. We recommend you start by **8am** to make the most of your ride.

10:30 am | CLOSURES BEGIN

Bicyclists may no longer enter DuSable Lake Shore Drive at Jackson.

10:35 - 10:45 am | CHECKPOINTS REDIRECTED

At 10:35am, riders must be north of Randolph Street or south of Roosevelt Road. At 10:45am, riders will be redirected to the festival at Oakwood (south) or Fullerton (north) checkpoints.

10:45 - 11:15 am | ROLLING CLOSURES Depending on your location on the route, riders will be guided off DuSable Lake Shore Drive onto the Lakefront Trail to return to the festival.

Shirts

- Managers will be wearing orange
- Volunteers will wear yellow tech tees

Whoa Whoa.

I'm totally gonna forget this

information....where can I

find it?

Volunteer Resources Page

Information for each volunteer position Including infographics, videos and additional messaging

Website:

https://activetrans.org/about-us/g et-involved/volunteer-resources



OUR WORK - RESOURCES - EVENTS

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Volunteer Resources

General Volunteer Information:

IOIN OR RENEW

VOLUNTEER

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information including timeline, information about Active Transportation Alliance and Emergency procedures. All volunteers she be familiar with this information before the ride: General Volunteer INFOgraphic

General Volunteer Event and Emergency Information- General event

Download: Volunteer Code of Conduct PDF

Download: Zello instructions

2023 Volunteer Training Nights:

Monday August 21st and Wednesday August 23rd-Both sessions will be held in the evening, virtually. Volunteers must only attend one session Sign up will come soon.

Information by Volunteer Position:

Ride Marshal Volunteer

Job Summary: Cyclists experienced in bike repair and in first-aid are needed to patrol the route, assist in changing flats, make minor adjustments to bikes, and help Course Marshals direct the riders. A limited number of Ride Marshals will be chosen based on experience. Ride Marshals must wear helmets and attend an information session before the event.

Download: Ride Marshal Volunteer Infographic

Checkpoint Marshal Volunteer

IOIN NOW

Support better biking walking and transit

DID YOU KNOW?

Decades of research shows that expanding roads doesn't provide lacting congection

Job Summary: Direct riders through the checkpoints to confirm all riders are registered for the event, adjust checkpoint infrastructure and barricades as necessary, provide checkpoint registration support, and offer encouragement. Bike to your volunteer check-in location if you can, so you can move around the checkpoint area, as needed. If biking, please wear a

Download: Checkpoint Volunteer Infographic

Download: Key Messages for Checkpoint Volunteers

Course Marshal Volunteer

Volunteer Infographics

Printed Infographic handout!

Nuanced info such as:

- · Where do I find a bathroom?
- What is this event?
- What should I be doing?
- Emergency Procedures?
- What should I say to the riders?







Thank you for volunteering with the Active Transportation Alliance!

We work to improve conditions for people to walk, bike or use public transit. Fifth Third Bike the Drive is our annual fundraiser. The course is 30 miles in total running from Museum of Science and Industry in the south to Hollywood Blvd. in the north.



The Festival is held in Butler Field from 8:00am -12:30pm



Rest Stops are located at Bryn Mawr. Museum of Science & Industry and central at Jackson and Columbus / all have water and snacks



RIDE SCHEDULE

6:30 am 10:30 am OFFICIAL START

DuSable Lake Shore Drive will open to bicyclists upon police approval. We recommend you start by 8am to make the most of your ride.

CLOSURES BEGIN

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10:35-10:45am CHECKPOINTS REDIRECTED

At 10:35 am, riders must be north of Randolph Street or south of Roosevelt Road. At 10:45am, riders will be redirected to the festival at Oakwood (south) or Fullerton (north) checkpoints.



Depending on your location on the route, riders will be guided off DuSable ROLLING CLOSURES Lake Shore Drive onto the Lakefront Trail to return to the festival.



In case of course emergency, you will be receiving further info via the Zello app and text message.

Use color coded EAS flag system

ALERT LEVEL	EVENT CONDITIONS	RECOMMENDED ACTIONS
EXTREME	Event canceled / Extreme and dangerous conditions	Participation stopped follow event official instructions
HIGH	Potentially dangerous conditions	Slow down / Observe course change / Follow event official instructions / Consider stopping
MODERATE	Less than ideal conditions	Slow down / Be prepared for worsening conditions
LOW	Good conditions	Enjoy the event be alert



FIFTH THIRD

REST STOP VOLUNTEER

Assist with setting up and serving fruit, snacks and water to hungry, thirsty riders. Take responsibility for the food inventory by monitoring portion size while handing out food items and communicating if or when supplies run low.

- 1 Check-in at 5:30 am to receive a radio, volunteer fuel supplies, first aid kit, incident reports and your volunteer t-shirt
- Assist unloading supply trucks, Replenish items, Keep the rest stop clean
- 3 Hand out single portion sizes to riders
 - Ask participants to show their rider numbers or wristband to receive water or snacks
- 5 Use plastic gloves when handling food
- 6 Ensure all participants ride in the same direction
- 7 Be aware of bike repair, first aid, and reunion locations to direct riders and help them find the location they are looking for. If a rider appears lost or is looking for someone they have lost, help that person find the Reunion Coordinator at your rest stop.
- Pay attention to and cheer on riders

LOCATIONS:

NORTH: Bryn Mawr Avenue CENTRAL: Columbus and Jackson SOUTH: 57th Street/Museum of Science and Industry

If you see pedestrians trying to cross at Jackson or Monroe please tell them those crosswalks are closed and that they should use the Randolph or Roosevelt road crossing.

- 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 Lakeshore Drive exit or entrance unmanned (no police or Traffic Management personnel), please use Zello to immediately alert your volunteer manager.



Lost and Found is located in the Festival at the Information



Need a Restroom? Each rest stop and check point has porto-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.

Split up!

Festival will stay in the main room

Route will move into a breakout with Brittany

Festival!

Volunteer Managers

They'll be wearing orange polos.

All volunteers are required to check in and out.

- Volunteers will be sent the following info BEFORE volunteer shift:
 - Exact location
 - Check in time
 - Manager contact information/cell phone

Check in/out Location:

 Grant Park/Butler Field – Festival location

FESTIVAL SCHEDULE

6:30 am – Bike the Drive starts with Police "all clear" Cyclists start to the north and to the south

7:00am: Vendor and Exhibitor Set-up

8:00am: Festival Opens

11:30am: Festival Breakdown begins

12:00 pm – Car traffic fully restored to Lake Shore Drive

**11:30 - 12:30 pm — Jackson remains closed to car traffic between Columbus and Lake Shore Drive for Bike the Drive Post-Ride Festival

12:30p-All streets returned to regular car traffic

Safety and Security

- EAS (Event Alert System color coded flags) used by the Marathon and other major events. 12 flag systems spread across event & festival. We are also implementing airhorns. 3 short blasts will alert all to tune into Zello/texts
- Security Presence If you encounter a rowdy or unsafe participant you can alert nearby Security or ask your manager to call (via Zello) for security

Festival Facts and Changes

- We are excited to Welcome back Cafe Tola and Chris Cakes Pancakes!
 - Volunteers will receive a orange voucher from their manager for Pancakes. If you are GF please let us know and Cafe Tola will provide GF breakfast sandwhiches
- DJ instead of live band
- Day of Registration and Shirt Tents are located in the bandshell.
- DAT Donuts will be donut vendor again this year! For the entire route and Festival!!

E-Tickets & T-shirt Pick Up



T-Shirts, Challenge medals & ride guides can be picked up at the following locations:

- North Rest Stop
- South Rest Stop
- Festival



How can we have THIS much fun?



- We're a community! We're all here to make sure BTD is enjoyable
- If you aren't sure...ask
 - Rules/Guidelines (ask your manager)
 - Everyone's Pronouns (he/she/they)
- Lead with kindness to riders. If someone isn't registered encourage them to do so. But if they don't we will offer them grace & let them continue.

Questions?

Specific Questions: volunteer@activetrans.org

Route Positions

Volunteer Managers

They'll be wearing orange polos.

All volunteers are required to check in and out with their Volunteer Manager.

Volunteers will be sent the following info BFFORF volunteer shift:

- Exact location 2. Check in time
- 3. Manager contact information/cell phone

Check in/out Locations:

Depending on your position, there are five check-in locations

- Grant Park/Butler Field- Ride Marshals and Course Marshals <u>ONLY</u>
 - Bryn Mawr Rest Stop Bryn Mawr and Dusable Lake Shore Drive
 - Museum of Science and Industry –
 57th Street and DLSD
 - Oakwood Rider Check East Side of Dusable Lake Shore Drive at Oakwood
 - Fullerton Rider Check- East side of DLSD at Fullerton

ROUTE SCHEDULE

6:00 am – DuSable Lake Shore Drive cleared of car traffic by the Chicago Police

- **6:30 am** Bike the Drive start time with Police "all clear" (communicated by radio to our Event Manager, Brittany Gillespie). Cyclists start to the north and to the south
- **6:35 to 10:25 am** Riders pass through Fullerton and Oakwood checkpoints
- **10:25 am** Bicycle sweeps dispatched from Grant Park/Butler Field
- **10:25 am** No rider passes Grant Park/Butler Field after this time
- **10:30 am** Fullerton and Oakwood rider checkpoints dismantled
 - **10:30 am** No rider passes Monroe/DuSable Lake Shore Drive after this time

ROUTE SCHEDULE CONT.

- **10:30 am** Bicycle sweeps dispatched from North & South
- **10:35 am -** The last SB riders should pass Roosevelt, having headed south from Jackson at 10:35 am
- 10:35 am The last NB riders should pass Randolph, having headed north from Jackson at 10:35 am
- **10:45 am** Riders are directed inbound at Fullerton and Oakwood
- **11:15 am** Riders will be directed off DuSable Lake Shore Drive all along the route
- **11:30 to 11:45 am** Car traffic fully restored to DuSable Lake Shore Drive
- **11:30 1:00 pm** Jackson remains closed to car traffic

Safety and Security

- EAS (Event Alert System color coded flags) used by the Marathon and other major events. 12 flag systems spread across event & festival. We are also implementing airhorns. 3 short blasts will alert all to tune into Zello/texts
- City (snow plows/garbage trucks, camera connectivity to DLSD surveillance,)
- Enhanced info about Lakefront Trail Usage & safety tips!
- Potholes are also a safety concern for our riders. Zello a Ride Marshal to mark with spray chalk. If you are able to stay near the pothole to warn riders, please do so.
- Barricades after the event concludes, if you're directed to move a barricade, please move it from the public walkways or foot paths so it's not a tripping hazard.
- If you see DuSable Lakeshore Drive exit or entrance unmanned or without a vehicle (no police or Traffic Management personnel), please use Zello and/or CALL communications tent <u>immediately</u>

Safety and Security Enhancements

- Blue Star Security we've contracted with Blue Star for 8 off-duty officers that can be used as our rapid response team and to help fill gaps.
- Route Captain Lead & Captains Route Captain Lead will oversee a team of 6 Route Captains. Their primary job is route safety and oversight they will work closely with Ride Marshal and Course Marshals
- Safety Shelters We've expanded our safety shelters to now include MSI and Soldier Field North Parking Garages in addition to Millennium Parking (north side is under DLSD underpasses)



Communication

We are continuing with Zello app!

This allows seamless communication between route positions.
 We recommend using headphones for better audio.

Text Messaging Platform

 We will more heavily rely on our mass text messaging system for participant communication such as pre-ride reminders and any important day of info!

5/3 Bike the Drive App!

We have an app! All of the information for participants can be downloaded!

Thank you for volunteering for the Fifth Third Bike the Drive! We will be using an app called Zello to communicate with each other. Zello is a Push-to-Talk (PTT) app that enables your phone or smart device to work like a walkie-talkie.

You can use it on an iPhone, iPad, Android phones or tablets, and on a PC. We will use it to communicate with live-voice, text messages (Call Alerts), and to send images.

SET UP

There are 2 options for signing in:

- 1. Download the app on your phone. You can download here: https://activetrans.zellowork.com/app
- 2. Tap the Zello Work option at the bottom of the screen
- 3. Enter your private Zello Work network, activetrans, your username, and password

2. Tap the Zello Work option at the bottom of the screen.



and password" Log In

P -

3. Enter your private Zello Work

network activetrans, your username,

Channelis

1:43

The Second Option:



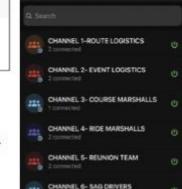
- 1. You will receive a text with a link to download the app
- 2. Repeat steps 2 & 3 from above





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After you finished the sign in process, you will be assigned to a channel where you can communicate with your team members. It will look like this:



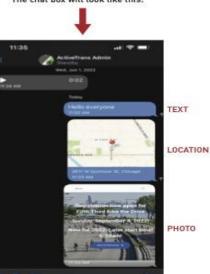
USER TIPS

Once logged in the app, you can send photos, share your location, send a voicemail to everyone in your channel, and make one-on-one calls if needed. See visual guides below:

- 1. When on the talk screen press and hold the big PTT button (orange circle) until you hear the "chirp", then talk and continue holding the button until you are finished talking.
- Contacts: for private one-to-one talking
- Channels: chose a Channel to broadcast one-to-many in the group.
- 2. Other features:
- Camera icon: send a picture to other staff
- Message icon; send a Call Alert (text message) to other staff
- Available, receive all communications, even if phone is locked. Busy, receive audio communications as voicemails that are stored in the chat. PLEASE REMAIN IN AVAILABLE FOR THE DURATION OF THE EVENT.



The chat box will look like this:



EQUIPMENT PREP

- 1. Test Zello to ensure it is working on your device.
- 2. Bring headphones to the event.
- 3. Ensure the battery is charged and the power is on.
- 4. Bring a backup power block for your device. We will also have some available.
- 5. Keep the volume high enough to be able to hear communications.
- 6. Periodically check to make sure everything is working.

EQUIPMENT PREP

- Clarity: Your voice should be clear. Speak a little slower than normal.
 Speak in a normal tone, do not shout.
- Simplicity: Keep your message simple enough for intended listeners to understand. Think before you speak. Decide what you are going say and to whom it is meant for.
- 3. Brevity: Be concise and precise and to the point.
- 4. Location: Include location and incident details.

Volunteers to note the Light Pole marking system in the event of an emergency. These are located up and down DLSD as well as around Grant Park. They can be used to help relay location in the event of an emergency.



ZELLO ISSUES

In case you run into any issues with Zello please refer to the attached Communication Flow Chart for Manager Cell Phone numbers.

If you cannot reach a manager by their cell phone number, you can call the non-emergency event hotline at 312-216-0464.

Your last option is to call Joe on his personal cell phone, 713-494-1490. Please let Joe know if you are having trouble logging in or have any questions. She can be contacted by email, joe@activetrans.org, or personal cell phone, 713-494-1490.

Ride On!



Event Manager

Brittany Gillespie - 901.786.3150

Communications Managers

Kevin Crowley - 773-251-2247 Jason Jenkins - 773-505-2657

Zello - CHANNEL 1 ROUTE LOGISTICS

Event Manager

Brittany Gillespie- 901.786.3160

S-Finish/Jackson/Monroe Mgr

Rubani Shaw - 773.710.3446 Roland Hayes - 312-860-2229

Fullerton Rider Checkpoint

Betty Vandenbosch -954-638-9324

Darrel Wood - 773-456-0279

Oakwood Rider Checkpoint

Alex Perez - 773-844-6052 Dan Evans - 847-722-5921

Route Captain Leader

Ardarius Blakely – 678.517.3985 Route Captains

1. Mark Penzien - 734-223-3490

- 2. Sandra Davila 917-386-5344
- 3.Daniela Hernandez 312-774-0865
- Hamzat Azecz ######
- 5. Jay Londell Kelsaw #####
- Joe Ignatius ######

Security Liaison

Rhonda Anderson - 773-919-1084
ATA Executive Director

ATA Executive Directo

Amy Rynell - 312-859-0232

DCASE & City Services

Zello - CHANNEL 2 EVENT LOGISTICS

Event Manager

Brittany Gillespie – 901.786.3150 Volunteer Manager/Tent

Christian Helem - 773-682-8951

Festival Manager

Cynthia Bedolla - 312-607-8829

Festival & Prod. Assistant Rory Hayes – 847-431-0829

Event Interns

Aissa Avilla – 312-487-0782 Joe Barry – 713-494-1490

South Rest Stop Managers

Melody Geraci – 773-398-7898 Maggie Czerwinski 616-822-1389 Diamond Allen – 314-800-3918

Central Rest Stop Mgr

Bryce Sabin - 312-800-3175 North Rest Stop Mgr

Travis Cronkite – 773-964-9071 Suza Bar –530-307-0765

M&C/Media

Clare McDermott - 773-391-7709

T-shirt Manager

Tish Bailey - 773-865-2685 VIP Tent

Julie Strand - 815-263-7577

Pancake Tent

Luann Hamilton - 773-307-2396 Beer Tent

Melissa Gutierrez -773-706-7115

Zello - CHANNEL 3 COURSE MARSHALS

CENTRAL Mgrs

Elizabeth Adamczyk- (773) 370-2038 Lorenzo Grego – 773.322.7973 Sean Robinson - 425-281-8132 Dave Simmons - 847-254-0873

NORTH Mgrs

Ted Villaire - 312-563-1118 Frank Geilen - 773-294-8568

SOUTH Mgrs

Jim Merrell - 773-456-1345 Daphnay Sagaille – 847-997-5761

Use ZELLO to contact Managers, use CELL Phone as back up and non-emergency hotline as last resort

312-216-0464

Volunteer Accommodations Mgr

Stephen Sanders 312-898-2526

Faraz Hussain 312-285-0370

Zello - CHANNEL 4 RIDE MARSHALS

Ride Marshal Mgrs

Roland Hayes 312-860-2229

Rubani Shaw 773-710-3446

Route Captain Leader

Ardarius Blakely 678.517.3985

Volunteer Accommodations Mgr

Stephen Sanders 312-898-2526

Faraz Hussain 312-285-0370

Use ZELLO to contact Managers use CELL Phone as back up and non-emergency hotline as last resort

312-216-0464

Zello - CHANNEL 5 REUNION TEAM

Reunion Managers

CENTRAL Eva Rowe 773-383-8129

NORTH Travis Cronkite 773-964-9071

SOUTH Melody Geraci 773-398-7898

Zello - CHANNEL 6 SAG

SAG Driver Manager

David Powe 312-530-3248

SAG Drivers

Martin Frank - 630-240-4790 Miranda Davis - 302-402-4845 Luis Martinez - 704-258-9271 Sofia Garcia - 773-915-3860 Bob Rynell - 773-403-7795 Brandon Sheppard, 815-474-3815

Incident Report, Bike Tag and Reunion

- Incident Report- We've updated our incident reports to be more specific
 and reflective of what info is usually provided and what's needed! We have
 a digital version that will be available via Zello on the morning of the event
 Make sure to get the Rider Number each time.
- Bike Tag Only used in the event that a rider gets transported off the course without their bike. We need to get the bike back to the owner!
- Reunion- Seperate PINK form. Used in the event that a rider gets
 separated from their group. This can happen to people of many ages!
 Please remember to be kind and remind them that we always unite foly back together!:)

Take a look at them!

EYE COLOR

GLASSES

Incident Report 312-216-0464 NON-MEDICAL EMERGENCY DAY-OF-EVENT HOTLINE REUNION AND NOTES ON REVERSED MEDIA / CLARE MCDERMOTT / 773-391-7709 VOLUNTEER	PLEASE GATHER THE FOLLOWING INFORMATION AND RADIO TO COMMUNICATIONS
LOCATION REGISTERED PARTICIPANT Y NO PARTICIPANT Y NO PARTICIPANT Y NO PARTICIPANT PHONE# RIDER# RIDER# RIDER# PHONE# PHO	BIKE BRAND BIKE BRAND IDENTIFYING CHARACTERISTICS: (bell, basket, rack, mirror, etc.)
HOSPITAL SENT TO FIRST AID DECLINED MEDICAL TREATMENT TIME DAG/TRANSPORT ACTIVE TRANS STAFF	
GUARDIAN' AGE OF MIS	RTED LOSTNAME S MOBILE #LAST SEEN SING PERSONHELMET COLOR/STYLEGENDER HEIGHT/WEIGHTHAIR COLOR

BIKE DESCRIPTION ______
(brand, color, style, etc.)

E-Tickets & T-shirt Pick Up



T-Shirts, Challenge medals & ride guides can be picked up at the following locations:

- North Rest Stop
- South Rest Stop
- Festival



How can we have THIS much fun?



- We're a community! We're all here to make sure BTD is enjoyable
- If you aren't sure...ask
 - Rules/Guidelines (ask your manager)
 - Everyone's Pronouns (he/she/they)
- Lead with kindness to riders. If someone isn't registered encourage them to do so. But if they don't we will offer them grace & let them continue.

Whats Next?

Email from Volunteer Managers
You will receive a text message link to log into your channels

THANK YOU!!

- Make sure to have fun and ensure our participants have fun too!
- Stay safe! If you feel ill before the event, please alert your Manager ASAP! We'd rather have you home and safe!



Questions

Specific Questions: volunteer@activetrans.org