



Bank of America Chicago Marathon

Event Production Meeting

Aid Station Breakout Session



Strategic initiatives

The Chicago Event Management team has identified three strategic initiatives for the 2017 event. It is our hope that these initiatives lead to an enhanced race experience for our participants, volunteers, event staff, contractors/vendors and spectators.

Leadership

As the event producer, we make our best effort to provide you with the information necessary to be successful in your race day role. As a leader within the event, we look to you to ensure that the information you receive is shared with your team in advance of the race and reinforced throughout race weekend.

Safety

In your event role, it is critical that you remain aware of your environment and the individuals you are working with, as well as supporting. Whether it is an operational element or a participant emergency, being prepared and ready to assist will lead to a safer and more secure event.

Customer experience

As someone who is on the front line, your performance can lead to a positive experience for the individuals you are interacting with. Whether it is a runner who has trained for this moment or a volunteer who is dedicating their time to help; we hope that you will do what is necessary to ensure that the expectations of their experience are met.

Welcome & introductions



- Logistics partner – Champion Logistics.
 - Still two 53 foot trailers at each station
 - Champion Logistics representatives in Forward Command to help with removal of trailers from the aid stations
 - Trailers will be locked with a yellow padlock
- Tim Bimmerle to serve as Aid Station Operations Supervisor, to coordinate all 20 aid stations & zone managers along with Anne Davis.
- Jim Hagearty, Forward Command Dispatch Captain



What else is new?

- Security contact info will be emailed when they are confirmed
- Recycling and Trash stickers on the side of respective trucks
 - Planning for better communication between truck dispatchers – Forward Command – Aid Station Captains
 - United Maintenance representative will be in Forward Command in the Course Hub
 - Composting at aid stations 15-18 (water cups now compostable with Gatorade cups and bananas) Dedicated composting truck for these 4 stations
- Blue signage crate: bases, blade flags, water/Gatorade table skirts, sidewalk closed signs, credentials
- Esri
 - Used at our past few events
 - Shared with CPD so we all are on the same page with where our resources are and what is on the course
- Safety – reflective armbands for all volunteers
 - Must be collected in the orange buckets provided after the race and returned in the aid station supply crate

Communications



Radio: primary communications

- Aid Captains & Co-Captains
- Aid Station Supervisors: Tim Bimmerle & Anne Davis
- Zone Managers
 - (1-5): Chad Antcliff
 - (6-10): Reggie Flesvig
 - (11-15): Manny Alva
 - (16-20): Matt Bianciotto
- Course command
 - Dispatch and status checks
 - Runner field updates
- Phone
 - Course Command (312) 781-6419
- Medical and emergency response
 - Medical Emergency (312) 781-6408
 - Ham radio operators at medical stations



Volunteer handout



Recruitment update

- **Keep recruiting!**
- Talk to Nicole **today** if you are concerned about registering enough volunteers

Registration deadline

- **10 days to go**
- Midnight, Monday, October 2
- Registration will **turn off/be disabled**

Logging into the registration system

- Log in to view your team if you have not done so, cemevent.com/login

Volunteer group donation

- See paperwork and website, chicagomarathon.com/volunteergroupdonations

Operations webpage



Resource for aid station information

- www.chicagomarathon.com/aidstation##operations - insert Aid Station ##

Key volunteer registration

Available documents include

- Aid Station set-up map
- Key volunteer job descriptions
- Key volunteer diagram will be posted mid-week
- Truck packing diagram
- Semi supply lists
- Registration FAQ's
- Planning meeting presentation
- Course map
- Google Map of check-in location

Aid Station 01 operations

Thank you for volunteering your time to be a part of the Bank of America Chicago Marathon! This webpage contains important information for Aid Station key volunteers and group leaders, and is designed to make it easy to share these critical pieces. Please review the following information and documents to best prepare for your race day role.



[Key Volunteers](#)

[Maps](#)

[Important documents](#)

[Planning and recruiting](#)

[General volunteers](#)

[Aid Station contact](#)

Key volunteers

Registration

Per the direction of your Aid Station Captain, register here to be a key volunteer at Aid Station 01.

Register now!

Maps

Click on each icon to open the affiliated aid station map.

[Google map](#)



[Set-up map](#)



[Course map](#)





Check-in requirements

All policies are consistent

Volunteers must be registered online

- All volunteers must register by Monday, October 2 or they will not be allowed to volunteer for the event. No 'walk-on'/unregistered volunteers accepted the day of the event.

Bring an ID

- Volunteers will be required to provide identification at check-in in order to volunteer. School IDs accepted. Course volunteers will be ID verified, wristbanded and checked in online so Captains, check-in teams and race officials have an up-to-date list of volunteers, on site, across the event, as well as a historical record of attendance.

Wear your event volunteer uniform

- Your event volunteer uniform, credential and wristband must be worn and visible at all times so that event officials, participants, spectators and other volunteers can easily identify you as an event volunteer. Volunteers MUST wear the 2017 event issued uniform and should NOT wear the uniform of any year prior.

Do not bring personal belongings

- Volunteers are strongly discouraged from bringing personal belongings to the event. Gear check will be required for belongings that cannot be carried in a volunteer's pockets. If gear is not checked the volunteer MUST keep their belongings on them at all times.

Mobile volunteer check-in



Mobile volunteer check-in credentials

- Each Aid Station has unique Mobile Volunteer Check-In credentials (5 each)
- Credential only gives access to your Aid Station's volunteers

Access mobile volunteer check-in

- Open Mobile Check-In by
 - Typing in URL or
 - Scanning QR Code
- Log in to your Volunteer Registration System Account with your registration email and password
- Any registered volunteer can conduct check-in if they login through this URL or QR Code



Please Sign In

[Forgot Your Password?](#)

Mobile volunteer check-in continued

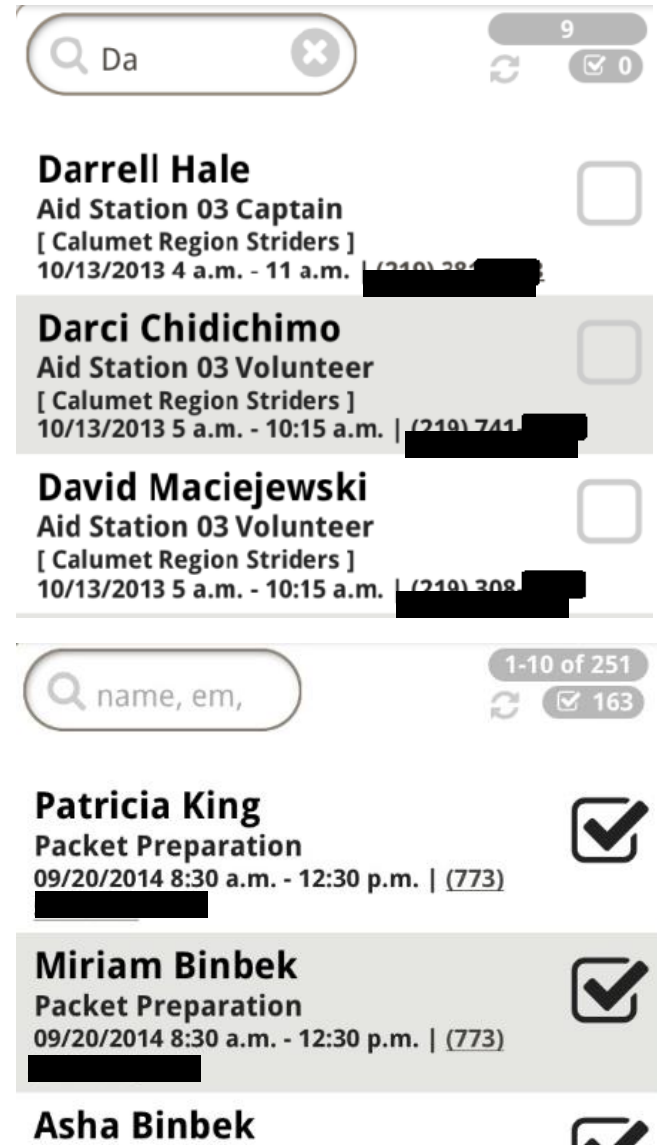
Checking in volunteers

Tap on a volunteer's name to check them in

Use search field to search by a volunteer's name, email or mobile phone number.

- Partial searches suffice, i.e. 'je' for 'jeff'
- Turn phone horizontally to view job and group search field

Tap circular arrows at the upper right hand corner to update check in total



Mobile volunteer check-in continued



Pre-race responsibilities

- Distribute a credential to each Mobile Volunteer Check-In Key Volunteer
 - These are 3 to 4 smart phone owners who are willing to use their device for 1-1 ½ hours race morning
- Encourage your Check-In volunteer to log In before race day to test the check-in application
 - Actual 'check-in' functionality is disabled until the day before the event
- Reminders
 - ONLY check in volunteers who have presented a form of identification that matches their registration.
 - Do NOT check in volunteers that are not present.



Race morning



Remember your keys for the locks

Zone Managers will deliver radios & bullhorns

Ice chest, fork lift and tables staged by trailers and security guard

- Security guard will have fork lift key
- Remember ice chest needs to be moved to medical tent

Jackets, hats, credentials & wristbands on trailers

- Wristbands will be inside gray bins
- Reflective armbands in gray bins

Lost & found



Turn in any lost item to the HAM radio operator in the medical tent

Tim Bimmerle & Anne Davis to pick up directly from HAM operators at each aid station after the race

Tim & Anne to check in with aid station captains for any other items they may have that didn't get turned in to HAMs

All items will go directly to our Ashland Warehouse to be consolidated

Tim brings items to Grant Park and turns over to the Harrison & Michigan Info Tent

Personal belongings/ unattended packages



Volunteers, event staff and vendors are strongly discouraged from bringing bags or personal items with them on race day. As a public safety measure, any items left unattended will be removed from the area and disposed of. These items will not be made available at a later time.

If you must bring a bag or personal items with you on race day, we encourage you store your items in a small bag that can be worn while you fulfill your race role. DO NOT store, hide or leave any personal items, backpacks, packages or clothes along or near the race course, including the start and finish line areas in Grant Park.

You are responsible for any items you bring with you on race day. Again, any items left attended will be removed from the area and will not be made available at a later time.

If you see an unattended bag or package, follow the three “C’s.”

- Claim: Ask if anyone in the area claims the item. If no one claims it, then go to the next step
- Cop: Tell the nearest cop about the bag. If there isn’t a cop nearby, then go to the next step
- Call: If there isn’t a cop nearby, call (312) 620-1210. If you cannot reach this number after two attempts, call 9-1-1
- Do not touch package or attempt to move the package. Quietly move people away from package without causing a huge disruption or panic.

Signs



Flags/teardrop flags

- EAS, Gatorade, water, medical, bananas
 - Also heating/cooling (only set up if needed)

Signs on sticks

- Volunteer check-in
- Aid station ahead
- Toilets (2) with arrows
- Shelter

Table skirts

- Gatorade and water
- Attach before beginning to pour fluids
- Please remove staples if used

Sidewalk Closed (NEW)

- 4 per station, place where you see best fit and return to blue crate post race



Fluids



Roundy's water

- 36 cs/pallet
- 4 gallons/case
- 30 tables for serving water
- 9oz cups (15-18 only are compostable)
 - Pour roughly 6oz servings
- Pour at least until 4 layers high
 - 45,000+ participants this year to it's very important that you prepare as many cups as possible before the race starts, especially the first 4 stations
- We need to recollect the pallets to return to Roundy's after the race



Fluids



Gatorade

- 7 oz cups (pour roughly 6oz servings)
- 2 pallets of 45 cases per aid station
- 90 cases total (increased this year)
- 4 gallons/case
- 20 serving tables for Gatorade, 8-10 mixing tables
 - First 2 stations get 4 more serving and 2 more mixing tables for increased field size
- Pour at least 4 layers high

5 gallons water
1 gallon Gatorade



Tents



Medical Tent

- 10x20 at earlier stations
- Aid Stations 10-18 will have a 10x20 general medical and a 10x10 fast track tent this year (fast track is for simple things that don't require more attention)
- Ham radio operations in tents – medical communication
- EAS flag
- Ice chest needs to move from semi-trailer area to Medical Tent

DJ Tent (all 10x10)

- All DJs are required to bring a generator
- Extension cords in your supply bin if there is a nearby power source
- 6 foot tables rather than 8 foot, so easy to distinguish

Tables and chairs for tents provided by Lakeshore Athletic Services
(same company putting up tents)

Cups



Water

- 27 cases total
- 2400 cups/case
- 100 cups/sleeve
- 9 oz. cups
- Aid station 15-18 are compostable

Gatorade

- 27 cases total
- 2000 cups/case
- 100 cups/sleeve
- 7 oz. cups





Clean-up – Aid station

Move tables and pallets to sidewalk first thing – message from Police and Streets & Sanitation

Pallet jacks on semi-trailers

Tables: stack evenly and balanced on cart. Put table carts near trailers. Table company will recollect post race.

Restacking unopened cases

- Make sure they are not hanging over the side of the pallet

Be sure to wrap them!

If possible, consolidate everything onto one semi at the end of the day

Medical tent clean-up



Medical teams will not be transported until medical tent is clean

Course Dispatch will inform Aid Captains that Medical tents are ready to close

Medical tent review with Aid Captain and Medical Captain

Aid Station Captains will report to Course Dispatch that medical teams can check out

This ensures:

- Medical tent is properly cleaned
- Medical tent is free of unattended/suspicious packages
- Aid Station volunteers know when medical teams are off-site

Call Medical Captains race week to touch base and coordinate



Recycling

Recyclable materials

- United Maintenance/Republic
- Cardboard
 - Water and Gatorade boxes
 - Cup boxes
- Plastic
 - Water jugs (empty)
 - Gatorade jugs (empty)

How to collect recyclables

- Keep boxes intact
- Place empty jugs in boxes for easy collection
- Stretch wrap – collect in garbage bag to load on semi after the race

Collect together behind designated hydration tables. Recycling truck will pass through each Aid Station pre-race and post-race to collect applicable materials. Recycling trucks will park at some stations during the race. Truck will have recycling sticker on both sides for easy identification. Volunteers will need to run materials to the recycling truck to expedite pick-up – be sure it is the right truck.



Garbage and remaining product



Garbage materials (Streets & Sanitation)

- Cups
- Cup sleeves
- Table skirts
- Mixing wands
- All other waste is considered trash

Garbage bags, carts and pick-up

- Garbage should be placed in designated, garbage bags
- Radio Forward Command if it is not picked-up by the time you leave the station
- Garbage should NOT be put in the compost bags, compost truck or recycling truck

Composting

- Aid stations 15-18 have a designated truck for water cups, Gatorade cups and bananas

Remaining Product

- Restack unopened product on skids
- Product will be sent to the event's warehouse for future use
- ANY open cases should be recycled



Final communications



- **Aid Station confirmation email** – early race week - **Captain's responsibility**
Early race week the Aid Station Captain will send a confirmation email to **ALL aid station volunteers**, including those from group's supporting the station. This email will detail...
 - Aid Station location and check-in intersection / map
 - Volunteer check-in/check-out time and check-in requirements
 - Transportation suggestions and parking options (if available)
 - Preparation tips
 - Cell phone number for on-site contact
 - Motivation to get them excited for a great event!
- **Group Leader confirmation email** – race week - **Group Leader responsibility**
Group Leaders are asked to send an email to their group and communicate
 - Group specific information – i.e. Group Leader mobile number, group transportation, etc.
 - Reemphasize race day details communicated by the Aid Station Captain
 - Work with your Captain to coordinate final communications
 - Leaders have the ability to message their volunteers through the registration system or download their email addresses for communications
- **Emergency Alert System update** – Thursday, October 5 - **marathon office responsibility**
 - EAS will anticipate weather conditions and suggested volunteer preparation tips based on weather conditions.

Thank you!



Turn in

- Key volunteer diagram
- Secondary emergency roles

Pick up

- Mobile volunteer check in credentials

