



City to Shore  
Ride 2016

presented locally by



# CITY TO SHORE RIDE 2016

## MSCYCLING.ORG /// 1-800-445-BIKE

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## VOLUNTEER JOB DESCRIPTIONS

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# EVENT HOST

(Informational Greeter)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF A VOLUNTEER NEEDS ANYTHING, THEY HAVE BEEN INSTRUCTED TO LOOK FOR YOU.  
IF YOU NEED HELP, LOOK FOR A STAFF MEMBER.**

## **Responsibilities include:**

- You are the go-to volunteer for other volunteers and cyclists who have questions
- Your primary role is to ensure that all volunteers are engaged, are not confused, have adequate breaks and to capture information about stand-out volunteers and feedback to enhance future events
- Roam the start/finish/rest stop checking in on volunteers
- Ensure that each volunteer area or tent has a good balance of volunteers/re-assign as necessary
- Shift volunteers as necessary to provide bathroom and snack breaks
- Troubleshoot typical volunteer concerns such as boredom, request for re-assignment and need for second assignment
- Answer general questions from volunteers and cyclists
- **Thank the volunteers, identify stand-out volunteers and capture general feedback.** You will be given a form to jot down the names and email addresses of stand-out volunteers as well as your general observation so you can share this information with staff later

## **Tips:**

- Chat with the volunteers, ask them if it's their first time, engage them on a personal level and ask them their name; if they are a stand-out volunteer, write this down
- Tell volunteers gently that we could really use their help somewhere else, would they mind?
- Ask volunteers if they can use a break and assign others to relieve them
- Roam the start/finish/rest stop at least once every 15 minutes
- In between, station yourself in an easily-accessible location for questions
- You will have a clipboard so people **will** ask you questions!
- Remember to review the FAQs prior to the event
- Remember to review all volunteer job descriptions (not just your own) prior to the event, you are the go-to for all volunteers

## **Supplies:**

- Start/Finish/Rest Stop Map
- FAQs
- Staff Lead Cell Phone #
- Full Staff Contact List
- Form to capture stand-out volunteer information, volunteer stories and feedback



# FINISH LINE



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## TRAFFIC CONTROL/BIKE PARKING/FINISH LINE CHUTE

(Description located under Parking/Traffic Control on pages 8 & 9)

## CHEERING, MEDALS AND TRAFFIC

**Responsibilities include:**

- Cheer on, congratulate and thank cyclists as they lead into and cross the finish line
- Hand out medals (Ocean City primarily)
  - » Medals are for cyclists only
  - » One per cyclist
- Make sure that you are **both** cheering and keeping control of traffic and safety
- Prevent spectators from entering into the finish line chute
- Keep traffic moving out of the finish line chute into the festival area
- **No bikes are permitted in the festival area**

**Tips:**

- Remember to keep traffic moving. Groups of people should not be allowed to congregate in your area
- Be creative
  - » Do you have any noise-makers or festive items you can bring such as leis?
  - » Can you make signs in advance to bring with you that will be colorful and motivating?
  - » Do you have a personal connection to MS, can you personally thank the cyclists?
- The staff lead will determine when the last cyclist has crossed the finish line and will let you know
  - » Please stay until the last cyclist crosses the finish line or until you have volunteers to relieve you. A festive finish line should greet each and every cyclist!
- Make sure to relieve one another so you can take bathroom and snack breaks throughout the day
- Feel free to snap pictures of cyclists crossing the finish line as well as others at the finish line and share them with us at [www.facebook.com/CitytoShore](http://www.facebook.com/CitytoShore) and **#CitytoShore**

**Supplies:**

- Start/Finish/Rest Stop Map
- FAQs
- Medals



# FOOD (STARTING LINES AND OCEAN CITY)

## Breakfast at starting lines AND food at Ocean City

(Rest Stop/Lunch Stop job descriptions located **on Page 13**)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## BREAKFAST AT STARTING LINES

### Responsibilities include:

- Set up the tables buffet style underneath the tent
- Cover the tables with orange table covers. You may need to tape them down
- Set out some of the food and cut up the fruit which can be put in the aluminum pans
  - » Only set out more food as needed (ex: Don't place all breakfast bars out at once)
  - » You must wear the provided serving gloves
- Bike MS is a cup-free event, cyclists will come up to you to fill their water bottles  
(Cups are for volunteers only. Do not set them out)
- Set up any other items that are pre-identified as breakfast
- Set up the trash boxes
  - » Place half around the table and the other half away so not everyone needs to congregate around the tables
  - » Keep watch on trash boxes and empty any that are  $\frac{3}{4}$  way full
- Clean-up process:
  - » Take any full trash bags to the dumpster (25-Mile Start puts trash back on truck)
  - » Consolidate all food and supplies
  - » Any leftover breakfast items should be packed up and placed on the truck

## VIP TENT IN OCEAN CITY

### Responsibilities include:

- Follow the directions of the VIP tent lead volunteer
- Make sure to check for VIP credentials of those entering this area. This is a special day-of perk for VIPs (cyclists who raise \$1,000 or more)
- Mark appropriate section on VIP credential as instructed by the VIP tent lead volunteer

## FOOD TENT IN OCEAN CITY

### Responsibilities include:

- Follow the directions of the food tent lead volunteer
- There will be volunteers taking larger quantities of food back to other volunteers, such as transportation station at 6th & Atlantic
- Note that all volunteers are able to enjoy the food at this tent
- Food is for cyclists and volunteers only

## SUPPLIES:

- Start/Finish/Rest Stop Map
- FAQs

**Note: All rest stops and Ocean City finish line have a designated recycling dumpster.**



# LUGGAGE

(PATCO & Ocean City)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

**Note: At PATCO, volunteers must follow police direction. Police instructions may differ from the instructions below.**

### **Responsibilities include:**

- Assist cyclists by loading and unloading their luggage onto and off of transport trucks at PATCO and Ocean City
- At PATCO, assist police officers by lining cyclists up to have their bag sniffed by a k-9 prior to placing luggage onto the truck
- 2-3 volunteers should position themselves at regular intervals within the body of the transport truck as well as on the ground outside the truck
- Cyclists will hand their luggage and/or leave their luggage on the ground near the truck
- At PATCO, follow police specific directions - cyclist must remain with their luggage, and cannot be piled and left unattended until it is sniffed by a k-9
- Volunteers will pass the luggage off to the next volunteer and so forth to fill the truck from front to back
- When unloading luggage, be sure to place the luggage in sections according to the number on the luggage tag so cyclists can more easily locate their bag
- Follow police direction as needed (additional volunteer instructions will be provided ride weekend)

### **Tips:**

- Take your time loading and unloading the luggage
- It's OK if the luggage piles up on the ground outside the truck, it will all get on the truck
- Be sure to ask the cyclists do they have everything they need for their ride out of their bag!
- At PATCO start, once the bag is placed on the truck, it cannot be removed for any reason. No exceptions.
- Be sure to wish the cyclists good luck and/or congratulate them on their ride!

### **Supplies:**

- Start/Finish Map
- FAQs



# MASSAGE CHECK-IN



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## **Responsibilities include:**

- Help set up the massage area
- Greet the massage therapists as they check-in
- Schedule 2 required 15-minute breaks for the massage therapist during the day. The schedule for the day will be at the table. Place their break times on the schedule. Put an X in the box of the time they will be taking the break. Note: you cannot schedule a massage during the time of their 15 minute breaks
- Direct the massage therapists to their assigned table
- Assist with clean-up at the end of the day

## **Scheduling Appointments:**

- Schedule appointments on a rotating basis throughout the day for massage therapists:
  - » Cyclists come to the table and schedule their 15 minute massage
  - » Send cyclist to next available massage therapist in the next available slot on a rotating schedule
  - » When a cyclist makes an appointment place their name in the box of their scheduled time. Give the cyclist a gold ticket with their massage table number and time of the massage.
  - » Cyclists may come in and make appointments for later in the day if they choose
  - » Cyclists may request a massage therapist. They will get the next open slot for that massage therapist (so they may have to wait)
  - » Cyclists may make later appointments for other cyclists
  - » Massage therapists are not permitted to make appointments for cyclists. Only cyclists can make appointments

## **Tips:**

- All VIPs get a free 15 minute massage.
- Stay hydrated and remember to eat during the day
- Don't let eccentric personalities bother you. Stay calm and if you feel that you cannot handle a situation, please immediately find a staff member

## **PLEASE NOTE:**

- **VIP Massage available ONLY. No massage for General Ridership Saturday: Due to a new NJ law requiring that all massage therapists operating in the state be licensed, recruitment of professionals to provide this service at City to Shore is unfortunately well below our normal levels again this year.**

## **Supplies:**

- Check-in sheet of all registered massage therapists
- Document to track massage therapist breaks
- Map with key to note where on the floor each massage therapist should set up
- Tickets
- Pens
- FAQs
- Cash Box with change
- Staff contact list
- Start/finish maps
- Highlighters
- Packing tape
- Scissors
- Sample welcome kit that all registered massage therapists received



# MASSAGE GREETER



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## OCEAN CITY SATURDAY

**Responsibilities include:**

- Greet massage therapists outside of the Civic Center
- Help move massage materials (tables, chairs, etc.) into the Civic Center
- Direct massage therapists into the Civic Center to the massage check in table
- Note that this volunteer job will take 2 hours or less. Massage therapists should be checked-in and set up by 10:00 a.m. Once they are have all arrived and are set up, you will return to volunteer check-in to be assigned your next job

## PATCO SUNDAY

**Responsibilities include:**

- Greet and instruct massage therapists to unload at the appropriate location near the PATCO finish line
- Help move massage materials (tables, chairs, etc.) into the massage area at the PATCO finish line
- Note that this volunteer job will only take an hour or less so you will return to volunteer check-in to be assigned your next job



# PARKING/TRAFFIC CONTROL

**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## PARKING LOTS - ALL LOCATIONS

## **Responsibilities Include:**

- Wear your safety vest at all times
- If needed, help direct vehicles to appropriate parking spots
- Welcome, thank and direct cyclists and volunteers to festival area and encourage them to stay in designated walk areas
- Once traffic has come to a stop, return your flag and vest to volunteer check-in and receive another volunteer assignment
- Note assigned areas for accessible parking, volunteer parking and team tent

◆ PATCO

**Responsibilities Include** (In addition to the responsibilities outlined above):

- Must ensure that cyclists arriving from parking lots and from the PATCO station use the designated pedestrian walkway/traffic patterns. Do not allow cyclists to walk in the road with vehicles

## Tips:

- Pick up your safety vest and/or flagger at the volunteer check-in or main tent
- Make sure to position yourself in the parking area at least 15 minutes prior to the start opening
- In the parking area, position yourselves at regular intervals leading from the parking area to within sight of the start area so cyclists/volunteers can easily find where they are going

## **OVERFLOW LOT (101 Woodcrest at Burnt Mill Rd.)**

**Responsibilities Include** (In addition to the responsibilities outlined in "PARKING LOTS - ALL LOCATIONS"):

- Go directly to the overflow lot to check-in (you do not need to go to the PATCO station first)
- Corral cyclists to ensure a safe starting coordination with cyclists leaving the starting line at PATCO station (see FAQs about cyclists leaving in waves)
- Answer cyclist questions about why they may have to wait to start (see FAQs about cyclists leaving in waves)
- Block other entrances so cyclists cannot depart until released
- Prevent cyclists who park at the overflow lot from going to the main start at the PATCO Woodcrest Station (if cyclists park here, they must depart from here)
- Load luggage onto truck for transport to Ocean City
- Assist Cherry Hill Fire Police with parking

# PATCO Woodcrest Station Staggered Start

**Responsibilities Include** (In addition to the responsibilities outlined in "PARKING LOTS - ALL LOCATIONS"):

- Corral cyclists to ensure a safe start (cyclists leave in waves, see the FAQs)
- Answer cyclist questions about why they may have to wait to start (safety; waves leave based on cyclists speed, see FAQs)
- Block other entrances so cyclists cannot depart until released

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# PARKING/TRAFFIC CONTROL

(Continued)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## OCEAN CITY – 5TH & ATLANTIC

**Responsibilities Include:**

- Control the crowds of spectators who try to get in the street/way of the cyclists
- Direct cyclists to make the left turn toward the finish line
- Keep crowds from entering any openings into the finish line chute

## OCEAN CITY – FINISH LINE CHUTE

**Responsibilities Include:**

- Prevent spectators from entering the finish line chute
- Direct cyclists to "slow down and dismount ahead"
- Direct/help cyclists as they dismount their bikes to cross the field and into bike parking
- Prevent cyclists from leaning/leaving their bike anywhere in the chute. They must take them to bike parking
- Prevent cyclists from standing/staying in the chute. They must keep moving
- Keep traffic moving out of the finish line chute into the festival area
- Prevent spectators from entering the field
- **No bikes are permitted in the festival area**

## OCEAN CITY – ENTRANCE TO FESTIVAL AREA (ON 6TH STREET) AND ON THE FIELD NEXT TO THE CIVIC CENTER

**Responsibilities Include:**

- Prevent cyclists from entering with bikes into this area, they need to park their bike at bike parking
- Remind cyclists trying to go from the festival lot back to bike parking that they need to enter via 6th Street
- For your comfort, chair(s) should be positioned here for you and /or you may find a chair and bring to this area (2 volunteers at most)
- Answer any general event questions

**CONTINUED ON NEXT PAGE**



# PARKING/TRAFFIC CONTROL

## (Continued)

**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

# OCEAN CITY – BIKE PARKING

## Responsibilities Include:

- Direct cyclists from the finish line chute to bike parking
- Keep cyclists moving across the field and prevent them from resting bikes along the fence
- Congratulate cyclists on their ride
- Stand at the exit into the festival lot; remind cyclists that they cannot take their bikes into the lot where the festivities are
- Fill the grass side first and then the basketball court side
- During the busiest times, scout out and point out empty bike parking spots for the cyclists
- Answer all cyclist questions about bike parking
  - » Remind cyclists of the timing for bike parking
  - » This is temporary and overnight parking, both types of parking are welcome
  - » Bike parking is open from approximately 10 a.m. until 6 p.m. on Saturday
  - » Bike parking will be locked starting at 7 p.m. on Saturday until 5 a.m. on Sunday
  - » Bikes left after 8 a.m. on Saturday morning will be shipped to PATCO start location

## Tips:

- Make sure to fill up grass side of bike parking before the other (this will be designated on your map)
- Position yourselves at regular intervals so cyclists can easily see where they need to go to park their bikes

## **PATCO SUNDAY – FINISH LINE CHUTE (TRAFFIC & SAFETY)**

## **Responsibilities Include:**

- Prevent crowds from going into the chute (there is a separate pedestrian walkway, they should not be in the chute)
- Direct cyclists to “slow down and dismount”

## **PATCO SUNDAY – ENTRANCE TO MAIN TENT AREA (FESTIVAL AREA)**

## **Responsibilities Include:**

- Prevent cyclists from entering with bikes into this area, they need to park their bike on the other side of the lot, where luggage and general massage is
- For your comfort, chair(s) should be positioned here for you and /or you may find a chair and bring to this area (2 volunteers at most)
- Answer any general event questions

## **SUPPLIES:**

- Safety vest – parking lot volunteers
- Flagger – parking lot volunteers
- Start/Finish Line Map
- Staff contact list



# PHOTO BOOTH/TEAM PHOTO ASSISTANT

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**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## **Responsibilities include:**

- ◊ **PATCO (Team Photo Tent)**
  - Line control
  - Prevent cyclists from leaning bikes and other belongings on stanchions
  - Assist staff with list to match team with photo number
- ◊ **Ocean City (Photo Booth)**
  - Traffic control of cyclists who are in line
  - Encourage them to utilize the white board and write a message to hold during their picture

## **Tips:**

- Refer to the FAQs to answer questions cyclists may have while waiting

## **Supplies:**

- Table
- White board and markers
- FAQs
- Start/Finish Line Map



# PHOTOGRAPHER

(Roaming)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

**Responsibilities include:**

- See the Volunteer Photographer Welcome Kit (will be sent two weeks prior to the ride)
- All volunteer photographers will participate in a pre-event conference call the week prior to the ride with additional details
- Refer to the ride route map for additional details
- You will be assigned a specific location and/or section of the route to cover, and provided with a general shot list as well as a specific shot list of photos to capture



# REST OR LUNCH STOP



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## **Responsibilities include:**

- Unload all your supplies off the truck for each day
  - » Use the checklist so you don't forget anything
  - » The lunch stop will include additional food preparation
- Set up the tables in a line
- Cover the tables with orange table covers (you may need to use tape to secure them)
- Set up the trash boxes
  - » Place half around the table and the other half away so not everyone needs to congregate around the tables
- Set out some of the wrapped foods and cut up the fruit which can be put in the aluminum pans
  - » You must wear the provided serving gloves
- Bike MS is a cup-free event, cyclists will come up to you to fill their water bottles (cups are for volunteers only, do not set them out)
- Place any individual drinks into tubs filled with ice (everyone loves cold drinks!)
- Set up bike racks
- Manage cyclist traffic and **cheer**
- Clean-up
- Pack up any leftover supplies, food and water
- Help load the supplies back on the truck
- On Sunday: We re-use the non-perishable food items so those should be packed up and loaded onto the truck. Any perishable items you do not take, we will donate to charity

## **Tips:**

- Cheer the cyclists, thank them for riding
- Replenish the food/water as needed
- Keep an eye on the trash cans; replace any bags that are getting  $\frac{3}{4}$  full
- Don't put everything out all at once! Use your best judgment when replenishing the food & water supplies
- Motivate the cyclists with your cheers, especially anyone who may be having a difficult time
- If there are too many volunteers in the main rest stop area, check in with your staff lead to see if you can go out to the stop entrance a bit and cheer the cyclists into your rest stop, they love this!

## **Supplies:**

- Rest or Lunch Stop Map
- FAQs



# Rider Number Pick-Up and Money Turn-In (Registration)

ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST

IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.

**Note: All rider number pick-up volunteers must have a background check, be at least 16 years of age and attend a training call prior to ride weekend.**

## Responsibilities Include:

- Providing extraordinary customer service to the cyclist
- Following the Check-in instructions (below)
- Assigning Rider Numbers

## General Registration and IMPORTANT REMINDERS:

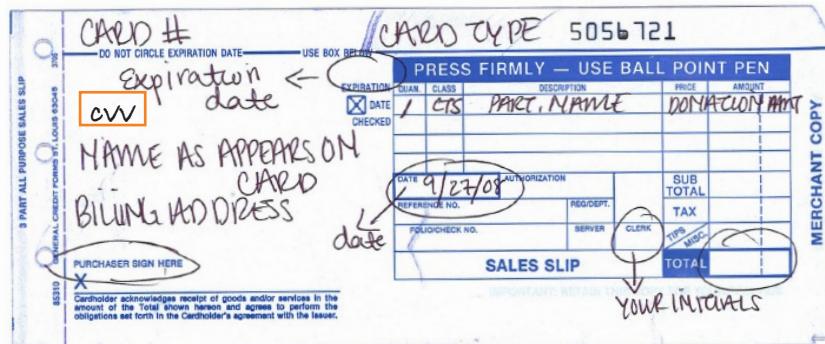
- Welcome and thank each cyclist
- Answer common registration questions
- Ask cyclists to place ALL cash, checks, credit card slips and matching gift forms inside the envelope and seal
- VOLUNTEERS DO NOT OPEN ENVELOPES OR COUNT MONEY!
- There may be additional steps at VIP and Rookie Check-in

## Supplies:

- Will be provided at the tent

## Additional Notes:

- **Checks:** make payable to National MS Society
- **Credit Cards:** see sample at right
- **Cash:** NOT PREFERRED, BUT ACCEPTED
- **Give receipt if asked**





# Rider Number Pick-Up and Money Turn-In (Registration)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

*Put cash, checks, credit card slips, matching gift forms in the envelope.*  
**DO NOT OPEN ENVELOPES!!! DO NOT COUNT MONEY!!!**

## **MONEY TURN-IN ONLY (cyclists turning in extra donations):**

- Ensure the \$\$ Turn-in Envelope (see sample to the right) is completed & legible; place in Money Turn-in Box
- Remind cyclist to fill out the In Case of Emergency information on the back of their Rider #

### **BIKE MS MONEY ENVELOPE**

**BRING THIS ENVELOPE WITH YOU ON THE DAY OF THE EVENT.**

#### **PLEASE FILL THIS ENVELOPE OUT COMPLETELY & CLEARLY**

Seal this envelope and bring it with you on the day of the event with your donations enclosed. (Include matching gift forms.) Please be sure to calculate your money turn-in totals. **Volunteers at registration will not count contributions, nor will they open envelopes. Seal the envelope before you turn it in. Do not enclose cash.**

\*According to IRS regulations, cancelled checks will serve as receipts for tax deduction purposes. A copy of the official and financial information for the National Multiple Sclerosis Society, Greater Delaware Valley Chapter may be obtained from the Pennsylvania Dept. of State by calling toll-free within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

*Please print clearly and fill out all information.*

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (H): \_\_\_\_\_

Phone (W): \_\_\_\_\_ Ext.: \_\_\_\_\_

Email: \_\_\_\_\_

Team Name: \_\_\_\_\_

Amount(s) previously turned in  
(online or checks sent prior to the ride) \$ \_\_\_\_\_

Amount enclosed in this envelope\* \$ \_\_\_\_\_

Value of matching gift forms  
enclosed in this envelope \$ \_\_\_\_\_

Total as of today \$ \_\_\_\_\_

I am planning to collect and send in  
more donations in the amount of \$ \_\_\_\_\_

My final total will be \$ \_\_\_\_\_

## **RIDER NUMBER PICK-UP:**

Each cyclist must have raised the required \$300 minimum + signed waiver by TODAY to participate (almost everyone completed waiver during registration)

1. Verify cyclists required \$300 minimum donation

### **ONLINE:**

- Ask probing questions to confirm OR if cyclist has print out; proceed to #2

### **TODAY:**

- Check the **Total As Of Today** is **at least \$300** on the money envelope.
  - » If it is less than \$300, remind cyclist of the requirement (we accept cash, checks, credit)
  - » If issues, find your tent's staff supervisor
- Ensure that the Money Turn-in Envelope is completed & legible; place in **Money Turn-in Box**



# Rider Number Pick-Up and Money Turn-In (Registration) continued

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**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

**2. Verify cyclists waiver: reference list**

- If **NOT** on list: proceed to #3
- If **IS** on list: ask cyclist to complete and sign waiver; drop in
- If **IS** on list + **MINOR**: cyclist must complete waiver + have parent/guardian signature + notarized
  - » A minor is 12 + years to be eligible to ride and between the ages of 12 and 17 (range inclusive)

*Notary available under the Rider Number Pick Up Tent, if under that tent shout 'notary'*

**3. Choose a Rider Number**

- Complete the Money Turn-in Envelope with the Rider Number; place in **Money Turn-in Box**
- Complete a yellow Rider Number card and place it in the **Rider Number Box**
- Hand the cyclist the Rider Number and ask cyclist to  
fill out **In Case of Emergency** information on back

## RIDER NUMBER REPLACEMENT (cyclist lost or forgot their rider number)

**1. Choose a Rider Number**

- Complete a yellow Rider Number card - see example on the right
- **Check the 'replacement' box**, and place it in the Rider Number Box
- Hand the cyclist the Rider Number and ask cyclist to fill out **In Case of Emergency** information on back



The image shows a yellow rectangular card template for a Rider Number replacement. At the top left is the Bike MS logo. To the right is a box labeled "RIDER # assigned" with a line for writing. Below the logo are fields for "FIRST NAME", "LAST NAME", "ZIP CODE", and "EMERGENCY CONTACT" with lines for each. At the bottom is a field for "NAME" and "PHONE" with lines for each. At the very bottom is a line labeled "DAY-OF reassigned rider number" with a line for writing.

## WALK-ON REGISTRATIONS (see process above)

- \$100 registration fee + required minimum \$300 donation = **\$400 TODAY**



# Rider Number Pick-Up and Money Turn-In (VIP)

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**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

**Note: All rider number pick-up volunteers must have a background check, be at least 16 years of age and attend a training call prior to ride weekend.**

## **CREDENTIAL & JERSEY PICK UP:**

All cyclists must have reached \$1000 by TODAY to qualify & receive.

**JERSEY PICK UP ONLY** (cyclists has their 2016 VIP credential and is presenting it you for verification)

- 1. Thank you for being a VIP**
- 2. Verify jersey not already received:** Ask to see their credential to verify the jersey selection is not already marked
  - If they do not have a credential, reference the **CREDENTIAL & JERSEY PICK UP** process below
  - Ask their size (reminder the jerseys are running small – same vendor as last year) == mark size in 'jersey' column on spreadsheet
  - "X" out "jersey" on back of credential
  - Hand them their jersey

**\*\*\*Note if they have a TOP 250 Credential\*\*\* == CONGRATULATIONS ON YOUR TOP 250 STATUS!**

Reference spreadsheet for EXPECTED is MORE THAN \$1000 BEFORE handing out jersey

- If amount is MORE THAN \$1,000+ (including donations turned in today), proceed with steps above.
  - If Top 250, please be sure to Top 250 credential and not GUEST
- If amount is LESS THAN \$1,000 explain must be a VIP in this current year to receive a jersey, and thank them

## **CREDENTIAL (AND JERSEY) PICK UP**

Verify VIP Status: Reference VIP spreadsheet (all cyclists fundraising \$750+ as of 9/23).

- 1. If they cyclist is NOT on the spreadsheet:**
  - We use the honor system: however ask probing questions (how & when) to validate \$1000 OR do they have a print out
  - Write their NAME, RIDER #, EMAIL, PHONE, JERSEY SIZE, & 'AMT RAISED' on your spreadsheet; proceed to #4
- 2. If amount listed in EXPECTED column is MORE THAN \$1000** proceed to credential distribution== CONGRATULATIONS ON BEING A VIP!



# Rider Number Pick-Up and Money Turn-In (VIP) continued

**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

**Note: All rider number pick-up volunteers must have a background check, be at least 16 years of age and attend a training call prior to ride weekend.**

## **CREDENTIAL & JERSEY PICK UP:**

## **CREDENTIAL (AND JERSEY) PICK UP: continued**

**YES:** Follow money turn in process on the reverse  
Add EXPECTED column amt + funds being turned in today = determine VIP status; Update spreadsheet.  
Proceed to step #4  
**TURNED IN MONEY PRIOR (ONLINE):** If they say this, please use the honor system and proceed to #4

**NO:** explain they must have \$1,000+ to enjoy VIP perks this weekend, they have until October 31 to fundraise & qualify

## **Credential & Jersey Handout:**

1. Verify they haven't already received their credential and/or jersey prior: Reference the VIP spreadsheet  
>>NOTE: TOP 250 VIP extra credentials are in bin with TOP 250 rider #'s in case they forgot theirs  
>NOW: Select a VIP Packet (invite & credential enclosed) **with an 'X' on the envelope** (If at any time, there are no more envelopes with an 'x' you may use those without, but you must pull out the credential and place an 'X' in the 'jersey' box to verify jersey has been picked up)

**Ask their size** (reminder the jerseys are running small!) == mark size in 'jersey' column on spreadsheet and hand them their jersey

\*\*\*Note if are a TOP 250 VIP = CONGRATULATIONS & reference directions above in Jersey  
Only section

**OC FINISH:** Select a VIP Packet (invite & credential enclosed) withOUT an 'X' on the envelope. Hand them their credential & inform them to visit the VIP tent at the finish line to pick up their jersey

**\*If anyone gives you a problem in regards to jerseys and credentials, please give them what they ask for. We go by the honor system.**



# Rider Number Pick-Up and Money Turn-In (VIP) continued

**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

**Note: All rider number pick-up volunteers must have a background check, be at least 16 years of age and attend a training call prior to ride weekend.**

## Responsibilities, IMPORTANT REMINDERS, Supplies, Additional Notes:

- Please see general 'Rider Number Pick-Up' instructions.

## RIDER NUMBER PICK-UP:

*Each cyclist must have raised the required \$300 minimum + signed waiver (during registration) by TODAY to participate*

1. Ensure cyclists is not a 2014 VIP cyclist (See list)
2. Verify cyclists required \$300 minimum donation

**ONLINE:** ask probing questions to confirm OR if cyclist has print out; proceed to #2

**TODAY:**

- Check the **Total As Of Today** is at **least \$300**

\*If it is less than \$300, remind cyclist of the requirement (we accept cash, checks, credit)

\*If issues, find your designated Bike MS staff

- Ensure that the \$\$ Turn in Envelope is completed & legible

### 3. Verify cyclists waiver: reference roster

- If cyclist has **WAIVER** or **MINOR** listed, you must have them complete/ return waiver.

>If MINOR is listed, the waiver MUST have parent/guardian signature

4 Choose a Rider #: main Rider# Pick Up tent)

a. If 2014 VIP reg.

b. If 2014 VIP who forgot their number, reassign them a gold number.

Write the Rider # on the Money Turn-in Envelope; Tear off top slip of envelope and place in small bin; Please do not forget to include the Rider #.

5. Write the Rider # on the Money Turn in Envelope, tear off top slip of envelope and place in small bin, place envelope in the Money Turn-in Box

>Waivers can also be placed in Money Turn-in Box

6. Complete a yellow Rider # card and place it in the Rider # Box;

7. Hand the cyclist the Rider # and ask cyclist to fill out ***In Case of Emergency*** information

**FOR ALL OTHER INSTRUCTIONS - SEE GENERAL 'RIDER NUMBER PICK-UP' INSTRUCTIONS**



# RIDER NUMBER PICK-UP ASSISTANT

(Rider Number Pick-Up and Money Turn-In)

**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## **Responsibilities Include:**

- You are the primary point-of contact for cyclists as they enter the start area and check-in at the registration tent(s) (multiple tents at PATCO: general, rookie or VIP; other starting lines have one tent)
- Help set up the Money Envelope Tent (PATCO only)
- Greet each cyclist and/or volunteer with a friendly smile
- Ensure that cyclists have completed appropriate paperwork before getting into the registration lines
- Assist with general clean-up at the end of the day

## AT 25 & 45-MILE STARTS:

These volunteers will be positioned in front of the rider number pick-up/money turn-in registration tent to answer questions/instruct those in line.

## AT PATCO:

These volunteers will be positioned around the MS tent/money envelope tent (no banner) to greet/instruct cyclists entering the start area. They will also be positioned in front of the rider number pick-up/money turn-in registration tents (there are 4) to answer questions/instruct those in line:

1. VIP cyclists (\$1,000+)
2. Rookies (first year City to Shore cyclists)
3. Rider # Pick-up (everyone else)
4. Team tents (see map)

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# RIDER NUMBER PICK-UP ASSISTANT

(Rider Number Pick-Up and Money Turn-In)

(Continued)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## HOW TO GREET CYCLISTS AT THE START AREA OR IN LINE AT RIDER NUMBER PICK-UP:

- **Good Morning and welcome to City to Shore! Do you have your rider number?**
  - » **IF YES:** Great, do you need to turn in money?
    - **IF NO:** Don't forget to fill out the back of your rider number, you are all set to ride!
    - **IF YES:** Please visit the tent next to Volunteers to complete a money turn-in envelope & proceed to the appropriate tent to get your rider number. Make sure to count the money before you check-in (volunteers are not permitted to count money), and seal envelope
  - » **IF NO:** Do you have donations to turn in (to reach your minimum \$300 or additional)?
    - **IF YES:** Do you have your envelope?
      - If YES, great! Proceed to the appropriate tent
      - If NO, please visit the tent next to Volunteers to first complete a money turn-in envelope and proceed to the appropriate tent to get your rider number. Please make sure to count the money before you check-in (volunteers are not permitted to count money), and seal envelope
    - **IF NO:** OK, reminder you must have minimum \$300 to receive your number today, proceed to the appropriate tent to get your rider number
- **Thank you for riding!**

### Tips:

- Try not to let any cyclists pass by you without asking if they need to complete an envelope (this will cut down on frustration and lines at the registration tents)
- Thank each cyclist for riding and each volunteer for volunteering
- Consult your start/finish line map if you have any questions
- Direct any cyclist who has specific questions that you cannot answer to the Rider # Pick-up Tent

### Supplies:

- Start Map
- FAQs



# TRANSPORTATION STATION

(OCEAN CITY: 6th & ATLANTIC)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## BIKE HANDLING (BIKE LOADING)

### Responsibilities Include:

- Assist cyclists traveling back to the starting lines by loading their bikes onto bike transport trucks
- 2-3 volunteers should position themselves at regular intervals within the body of the transport truck
- Cyclists will hand their bike to the volunteer at the back of the truck who will pass it off to the next volunteer and so forth to fill the truck from front to back
- Bikes are positioned with a blanket over each one, alternating the direction of each bike, to avoid any damage to bikes

### Tips:

- Take your time loading and unloading the bikes
- Do not squeeze in bikes, there will be another transport truck available
- Cyclists need to take their helmets with them onto the cyclist transport coach bus
- Be sure to congratulate the cyclists on their ride!

## LINE HOST

### Responsibilities Include:

- Greet and congratulate cyclists
- Do you have a personal connection to MS, can you personally thank the cyclists?
- Hand out 2015 commemorative patches to cyclists lining up to depart. One per cyclist
- Ensure that cyclists are in the correct line (returning to the 25-mile start in Mays Landing, 45-mile start in Hammonton or PATCO Start in Cherry Hill)
- Set the expectations for cyclists that they may have to wait as trips are on a first-come, first-served basis and buses/trucks are making round-trips
- Manage head count of each line and notify Transportation Lead/Assistant when line/bus is ready to depart (line should not get larger than 15 cyclists)
- Provide snacks/drinks as needed (may need to coordinate with event host volunteers or other volunteers from the transportation area to go and get the snacks/drinks from the festival area)

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# TRANSPORTATION STATION

(OCEAN CITY: 6th & ATLANTIC)

(Continued)

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**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## CORNER GREETER

### Responsibilities Include:

- Greet and congratulate cyclists approaching 6th & Atlantic from the finish line
- When return vehicles need to depart, assist with holding pedestrian traffic attempting to cross Atlantic
- Direct transportation related questions to the customer service tent volunteers
- Cyclists wishing to return on Sunday need to sign up at the customer service tent (right near the corner of 6th & Atlantic)
- Direct all cyclists returning Saturday to the line host volunteers in parking lot on the other side of Atlantic, helping them safely cross
- Answer general questions

## CUSTOMER SERVICE TENT

### Responsibilities Include:

- Greet and congratulate cyclists
- Answer transportation related questions
- Monitor the Sunday return sign-up sheet

### Sunday Morning Return Bus Goes To PATCO Only:

- Scheduled for 7:30 a.m. and will depart by 7:45 a.m. (Cyclists must arrive by 7:30 a.m. sharp; if a cyclist arrives after 7:45 a.m., there may be a bus, but they may have to wait until 9 a.m. to depart)
- Sunday morning return bus goes to PATCO only

### Supplies:

- Start/Finish/Rest Stop Map
- FAQs
- Blankets and rope (for bike loaders)
- Sunday sign-up list



## **T-SHIRTS**

**(Ocean City Saturday, Cherry Hill Sunday)**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER**

## T-SHIRTS

### **Responsibilities Include:**

- Set up tables in a U shape under the tent (see map)
- Set up stanchions to form an entrance chute to the tent (see map)
- Unload boxes of T-shirts out of the truck (you may need to unload other supplies to get to the T-shirts)
- Unfold T-shirts, stack them (real high) on the tables and line them up in size order (smallest to largest)
- Store extra boxes under the tables
- Distribute T-shirts; 1 per cyclist (**cyclists only**)
  - » Line up along the stanchions, one volunteer with each size starting with the smallest size through the largest
  - » Call out loudly "smalls here then they get larger as you go down the row"
  - » Put a mark on the rider's number so only one shirt to each cyclist – these volunteers making the mark can do this before cyclists get their shirt, while they are waiting in line
- Clean-up
- Consolidate all of the T-shirts into as few boxes as possible
- Check in with the staff lead to see when the boxes should be loaded back on the supply truck

## Tips:

- Congratulate cyclists on their ride
  - » If we run out of any T-shirts: Use the mailing label and write out their name and mailing address on the front
  - » On the back, write the word T-shirt with the size
  - » Hand the mailing labels to the staff lead so they can be mailed when T-shirts have been re-ordered. Use the mailing label and write out their name and mailing address on the front
  - » On the back, write the word T-shirt with the size
  - » Hand the mailing labels to the staff lead so they can be mailed when T-shirts have been re-ordered

## Supplies:

- T-shirts
- Pens
- Markers (7 of the same color)
- Mailing labels
- Finish line map
- FAQs



# TEAM JERSEY CONTEST

(Ocean City ONLY)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## TEAM JERSEY CONTEST (Ocean City Only)

Once jerseys from all 3 start locations have arrived, responsibilities include:

- Using labels and sharpies, assign and attach a number to each team jersey
- Record the team name, team captain's name, and number assigned to each jersey using the Best Team Jersey Vote Tracking Sheet (provided)
- Using zip ties, hang orange fencing along back of tent
- Hang all jerseys in numerical order, using clothes pins, along the orange fence. If additional space is needed, hang rope along sides of tent and pin additional jerseys to this
- Tape table cover to table
- Hang the Voting Instruction signs from the tent
- Encourage all cyclists and volunteers to vote on their favorite jersey. Remind voters that they cannot vote for their own team's jersey
- Collect votes
- Tally up each vote on the tally sheet (please keep votes a secret and do not divulge who is in the lead)
- Voting closes at 5 p.m. Remind voters that the winner will not be announced until the awards dinner in December
- Pack up everything and make sure it is loaded onto a truck with all the paperwork

### Supplies:

- Jerseys
- Clothes pins
- Orange snow fencing
- Paper slips for voting
- Paper slips for dropping off jerseys
- Team Jersey Ballot Box (shoe box)
- Bankers box to hold team jerseys
- Pens
- Mailing labels
- Finish line map
- FAQs



# VOLUNTEER CHECK-IN AND MANAGEMENT

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**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**YOU WILL WORK CLOSELY WITH STAFF AND THE EVENT HOST VOLUNTEERS (HOW CAN I HELP YOU BUTTON) TO ENSURE ADEQUATE COVERAGE FOR YOUR LOCATION**

**Volunteer check-in should never be left without at least one person manning the tent**

## RESPONSIBILITIES INCLUDE:

• • • • • • • • • • • • • • • • • • •

### Checking In Pre-Registered Volunteers

- Welcome and thank all volunteers
- Make sure each volunteer checks in so we can mark them as attended
- Volunteer photographers may or may not check-in with you, depending on their own schedule
  - » They have already received their volunteer T-shirt in the mail
- At PATCO AND OCEAN CITY, you will have 2 types of volunteers:
  - » General volunteers
  - » Team tent volunteers (direct them to the staff at the team tent area). Do not give a shirt; do not check them in

**Please do not tell any volunteers that they are not needed. Even if we are at capacity, we will find a spot for them.**

### Walk-On Volunteer Registration

- Make sure each walk-on volunteer completes a volunteer walk-on form **in its entirety**
- Contact a staff member to determine where walk-on volunteers are needed
- Walk-on volunteers may need to wait until all pre-registered volunteers have received T-shirts and then they may receive one (if you run out of shirts, have the volunteer complete a mailing label)

### Volunteer Roles, Assignments, Expectations

- Make sure volunteers understand their role and that their role can change throughout the day in response to the needs of the moment
- Set their expectations for lulls and timing (don't leave if they find themselves with nothing to do, there are lulls). They should check in at the volunteer tent if they don't have anything to do
- Work with staff to ensure that volunteers have a job & that each volunteer area has a well-balanced number of volunteers
- Walk volunteers to their assignment area to ensure they know where they are going and/or that there aren't too many volunteers (you may also call one of the event host volunteers over to do this for you so that you don't have to leave volunteer check-in - PATCO OR OCEAN CITY)
- Help volunteers transition from one job to another throughout the day

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# VOLUNTEER CHECK-IN AND MANAGEMENT

(Continued)

ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST

YOU WILL WORK CLOSELY WITH STAFF AND THE EVENT HOST VOLUNTEERS (HOW CAN I HELP YOU BUTTON) TO ENSURE ADEQUATE COVERAGE FOR YOUR LOCATION

**Volunteer check-in should never be left without at least one person manning the tent**

## Volunteer T-shirt Distribution

- Gather all of the T-shirts and fold, stack and line them up in size order (smallest to largest)
- Distribute T-shirts to each volunteer (1 per volunteer, only volunteers get a T-shirt)
- T-shirt sizes are not guaranteed, please give the volunteer the next size up if their size isn't available; mailing labels are to be used only if we run out of T-shirts and/or a volunteer is insistent about their size
- If we run out of T-shirts completely (or a volunteer is insistent about their size):
  - » Use the mailing label and write out their name and mailing address on the front
  - » On the back, write the word T-shirt with the size
  - » Turn in mailing labels along with all check-in sheets and walk-on registration forms to the staff lead so they can be mailed when T-shirts have been re-ordered
  - » In Ocean City on Saturday and PATCO on Sunday T-shirts will be boxed according to shift. Do not open a box before the shift. Complete mailing labels if you run out of shirts for a shift

## Managing Volunteers (throughout the day)

- In Ocean City on Saturday and PATCO on Sunday, you will have volunteers arriving throughout the day: Check with staff to find out where the needs are for volunteers who arrive later in the day as needs will change
- If you have an over-abundance of volunteers, send groups of volunteers out a bit along the route to cheer cyclists into the rest stop/finish line

## Checking Out Volunteers

- There is no official check-out process, but volunteers will return to you to check out: **thank them for volunteering**
- Determine if there will be a gap in volunteers because these volunteers are leaving and work with staff to fill those gaps
- Generic community service letters will be available the day after ride weekend on our website. Please visit [mscycling.org](http://mscycling.org) and click on **volunteer**. Customized letters can be requested from the office the week after the ride

## Wrapping up/Turning in Paperwork

- Collect all check-in sheets (you should have multiples, make sure you collect all sheets that volunteers have signed), walk-on registration forms and mailing labels
- Package into the padded envelope(s) that are labeled for returned volunteer paperwork to MS Society staff
- **Seal** envelope(s) and turn into a staff member
- Do not leave any paperwork at the tent after clean-up
- Make sure to transition any paperwork to the next volunteer who will be manning the volunteer tent (if you are not assigned there all day)

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# VOLUNTEER CHECK-IN AND MANAGEMENT

(Continued)

ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST

YOU WILL WORK CLOSELY WITH STAFF AND THE EVENT HOST VOLUNTEERS (HOW CAN I HELP YOU BUTTON) TO ENSURE ADEQUATE COVERAGE FOR YOUR LOCATION

**Volunteer check-in should never be left without at least one person manning the tent**

## Supplies:

- Clipboards
- Copies of this volunteer descriptions document
- Cue Sheets
- Event Host Volunteer Packets (PATCO & Ocean City only)
- FAQs (on lanyards)
- FAQ Booklets
- Flaggers (parking volunteers)
- Flashlights
- Hand Sanitizer
- How can I help you buttons (event host volunteers, PATCO & Ocean City only)
- Mailing labels (for additional T-shirts, if needed but hand out other sizes first, sizes are not guaranteed, you should give a larger size to volunteers if we run out of their size)
- MS Service Day handout
- Name Tags
- Notepads

- Off-route directions booklets  
Padded Envelopes (to return all paperwork in)
- Paper Clips
- Paper Towels
- Pens/Sharpies/Markers
- Rubber Bands
- Tape (various types)
- Safety Vests (parking volunteers)
- Scissors
- Start/Finish/Rest Stop Maps
- Volunteer check-in instructions
- Volunteer check-in sheets (2 to 5 copies so multiple volunteers can check-in at once)
- Volunteer T-shirts
- Volunteer waivers
- Walk-on volunteer registration forms
- Zip Ties



# WHY I RIDE TENT

(Ocean City Only)



**ALL VOLUNTEERS CHECK IN AT THE VOLUNTEER TENT OR MAIN TENT FIRST**

**IF YOU NEED ANYTHING, LOOK FOR AN EVENT HOST VOLUNTEER (HOW CAN I HELP YOU BUTTON) OR A STAFF MEMBER.**

## **Responsibilities include:**

- Welcome cyclists and volunteers and explain the purpose of Why I Ride
- Purpose: for cyclists, teams and volunteers to share why they ride (on the banner) and educate people about MS
- Help cyclists and volunteers write on the boards and/or adhere their orange ribbon
- Organize the flow of people waiting to post on the boards
- Recognize, congratulate and thank all cyclists
- Encourage people to come over and take part in the tent

## **Tips:**

- Feel free to read and share what has already been written to motivate and encourage the cyclists
- They can attach their ribbon to the boards with M's or S's, no other board
- If someone wants to attach their orange ribbon to the Why I Ride boards, please spray the adhesive for them. You only need a minimal amount of this product for it to stick

## **Supplies:**

- Markers
- Spray adhesive
- Why I Ride display