



City to Shore
Ride 2017

Presented locally by



CITY TO SHORE RIDE 2016
MSCYCLING.ORG /// 1-800-445-BIKE

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VOLUNTEER FAQs

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QUESTIONS ABOUT VOLUNTEERING

What should I wear?

Volunteers are asked to wear comfortable clothing as well as closed-toe shoes. You will be provided with a volunteer t-shirt, however fall can be chilly and/or rainy so please dress and plan accordingly as **Bike MS is a rain or shine event**. Please also remember headwear, sunglasses and sunscreen.

I hear that there are themes at some of the rest stops, what does that mean for me?

Cyclists really enjoy the different themes that are at some of our rest stops. Unfortunately, the only rest stop that has a scheduled theme this year is the Mays Landing Rest Stop. Corporate partner Subaru will be channeling the 1960's in honor of the company's 50th anniversary. While optional, we encourage volunteers to wear something that goes along with the theme, or anything orange, it makes it fun for the cyclists and gives them a smile or laugh to keep them going! No need for you to buy anything, just find something in your closet or basement! Remember to wear something that will not be covered by your volunteer t-shirt (examples include hats, bottoms, headbands, jewelry)

What time should I arrive?

Please arrive at least 15 minutes prior to the start time stated in your assignment email.

- Note: PATCO (Cherry Hill) Saturday volunteers **must** arrive at 4am. Traffic is completely backed up by thousands of cyclists arriving and you will be stuck in traffic for potentially over an hour if you do not arrive at 4am.

What if it rains?

Please come prepared for inclement weather as Bike MS is a rain or shine event. In fact, WE NEED YOU MORE IF IT DOES RAIN! It is advised that you bring a rain jacket, hat, rain boots or waterproof shoes and keep those items in your vehicle just in case. You may also want to wear/bring a sweatshirt and/or gloves in case of chilly weather. For safety, closed-toe shoes are suggested regardless of the weather forecast.

Do you have directions?

Please see our directions booklet. With the exception of volunteer photographers assigned to the route, all other volunteers are asked to follow these directions so that they are not on the route with our cyclists. We need to limit traffic on the bike route as much as possible.

Is transportation provided?

Unfortunately transportation is not provided for volunteers.



QUESTIONS

ABOUT VOLUNTEERING

Where should I park?

Please check the directions booklet as well as more detailed parking information here:

- **PATCO:** Follow police direction
- **45-MILE/HAMMONTON START** (this is not the Hammonton Rest Stop): Proceed into the start entrance and all the way back to the lower lot. Do not park in the main lot where the tents are located.
- **25-MILE/MAYS LANDING START** (this is not the Mays Landing Rest Stop): You may park where the cyclists park in the lot next to the school.
- **REST STOPS:** Parking is very specific at each rest stop. Parking will be clearly indicated and/or staff will tell you where to park when you arrive. Please note: We encourage carpooling due to minimal/tight parking at All Rest Stops.
 - » BERLIN – You may park anywhere out of the way of the tent area
 - » WATERFORD – Park in front of the school
 - » HAMMONTON LUNCH – Do not park in the parking lot, parking is past the lot and past the loading dock
 - » EGG HARBOR CITY – Do not pull into the rest stop. Park in the lot at the building across the street from the rest stop or along the street.
 - » CENTURY REST STOP – Pull past the fire station, through the tents and past the portable toilets, keep going, parking is located down the road near a tower
 - » MAYS LANDING – Park on the grass behind and next to the trailer; late arrivals will be directed to park in the front lot
 - » EGG HARBOR TOWNSHIP – Do not park in the parking lot. Pull into the parking lot, past the NFI trailer, on to the grass. Continue past the septic tank to far back grassy area behind the building.
- **OCEAN CITY:** Park on 5th (between West and Asbury). There will be a jitney shuttling back and forth between the volunteer parking lot and the finish line.

Where should I report to get started?

All volunteers should report to the volunteer tent or main tent to check in and receive their volunteer t-shirt. If you are assigned to more than one location in one day and/or you are volunteering both Saturday and Sunday, you will need to sign in at every location and on each day, however you will only receive one volunteer t-shirt.

How do I know what responsibilities I have?

If you are a pre-registered volunteer, refer to the volunteer job descriptions booklet. To view this booklet online, please visit the volunteer page, under 'Volunteer' on the City to Shore website: www.msccycling.org. Your staff or volunteer lead will also provide you with additional details and answer any questions you may have. Volunteers who register at the ride will be assigned upon arrival. Needs change frequently during the event so we ask that all volunteers be as flexible as possible.



QUESTIONS ABOUT VOLUNTEERING

Do I need to stay the whole time?

Please plan to stay for the entire time that you are allotted. We are relying on you. If you know that you are unable to stay for the entire shift assigned, please let us know in advance if possible, otherwise, please check-out at the volunteer check-in tent before you leave so we can find someone to replace you. At the rest stops, vehicles are not permitted to come and go during rest stop hours due to the many cyclists at the site. Stops are closed to traffic and it will be nearly impossible for vehicles to get out.

What can I do when we are not busy?

There may be times when things slow down depending on the location and time of day. Please do not leave, things will pick back up again and/or we will need your help with clean-up. Volunteers who are not busy are welcome to speak with their tent lead, find a staff member and/or return to the volunteer check-in tent to see if there is a need somewhere else. However, ensure that your 'post' is not left unattended. Volunteers are also welcome to ask if they can go out to the entrance of the stop to cheer on cyclists as they come into a rest stop or finish line. Again, please do not leave, things will pick up and we will need your help.

What do I do if it looks like things are slowing down?

Please do not leave. If it is 30 minutes to 1 hour from the end of the day (not the end of your shift), please ask the staff lead if it's time to start cleaning up. Volunteers who need to be picked up should ask the staff lead if it's time to call their ride.

I'm volunteering all day, what do I do about food?

Volunteers are welcome as we have down times, to visit the food tent for refreshments. As long as you are wearing your volunteer t-shirt you are welcome to the food that is available at all ride weekend locations.

What if I am not comfortable in the job I was assigned?

We want all of our volunteers to be comfortable. Please let your tent lead or a staff member know and return to the volunteer check-in tent or main tent to find another assignment and so we can assign someone to your previous position.

What do I do when I am ready to leave for the day?

Please plan to stay for the entire time that you are allotted. If your shift is finished, please check-out at the volunteer check-in tent before you leave so that we can find someone to replace you. If your shift finishes at the end of the day, please ask your tent lead or a staff member if there is anything else you can do to help us clean up. If you are minor and are being picked up from the event, please do not forget to call your ride so they have ample time to come pick you up.

- **Note:** for volunteers at PATCO on Saturday, **please do not leave once all cyclists are on the road.** We have plenty to do to clean and pack up the starting line. The staff can use your help until 11am. Staff work the entire weekend, your help allows us to be able to proceed in a timely manner to our next assignment along the route.



QUESTIONS ABOUT VOLUNTEERING

Can I bring friends or family members to volunteer at the event that are not registered?

Of course you can, the more the merrier! If you can have them register to volunteer beforehand that is always appreciated so we can make sure to have enough t-shirts and assign them to an open location/position. However we will have day-of volunteer registration, they may just have to wait for a t-shirt to be mailed to them, but there will be jobs for them to do!

Can I bring children?

Yes. We have many young volunteers that assist with the ride. If you are unsure if your child can volunteer or would like suggestions on what they can do, please contact us. All volunteers should be registered so we can plan accordingly. Contact the office at 215- 271-1500 or **PAE_Volunteers@nmss.org** to register them.

Can I bring pets?

Please do not bring pets.

Do you need more volunteers?

We always need more volunteers! Please reference the recent e-communication you received noting the areas of greatest need. Or contact the office at 215- 271-1500 or **PAE_Volunteers@nmss.org**

What happens with leftover food at the end of the ride?

Any leftover food is collected and donated to a food bank/pantry. If you are interested in taking some perishable items to a local shelter, please ask your staff site lead first. We take inventory of our leftovers and also want to make sure that item hasn't been claimed already.

What do I do if I need a community service letter?

We are happy to provide community service letters for volunteers upon request. There will be generic community service letters available on the volunteer page, on the City to Shore website: www.msccycling.org. on the day after ride weekend. If you require a customized letter, please send an email to **PAE_Volunteers@nmss.org**

after the event with this request. Your request should include your full name, mailing address, volunteer location(s) as well as the amount of hours volunteered. Letters will be sent out after the event and within 2 weeks of your request.



QUESTIONS ABOUT THE RIDE



How many cyclists are riding?

6,000 cyclists ride during Bike MS weekend.

How far do they ride?

Cyclists have several options for distance including one day: 25, 45, 75, 100, 150 and two day: 175 miles.

How much is expected to be raised?

Our goal is to raise more than \$6 million!

How many starting lines are there?

There are 3 separate starting lines.

- Main start at the PATCO train station in Cherry Hill for 75, 100, 150, and 175-mile cyclists.
- 45-mile start in Hammonton
- 25-mile start in MaysLanding

How long does it take cyclists to get to the finish line?

It depends on how fast they ride. In Ocean City on Saturday the first cyclists normally start arriving at 10 am and continue arriving until 5 pm.

At the finish line at PATCO on Sunday, cyclists normally start arriving at 10 am until 5 pm.

What time does the route close on Saturday and on Sunday?

The main route closes at 5 pm both evenings. The Century Loop closes at 11:30 am on Saturday.



QUESTIONS CYCLISTS WILL HAVE FOR YOU

What time does the ride start in Cherry Hill?

We want all of our cyclists to be safe so the cyclists are released in waves:

- **ROLLING START & SPEECHES: 6:30 – 8:00 am**

Century cyclists are encouraged to plan their arrival time accordingly to ensure being released in one of the initial waves. No cyclists will be permitted to enter the Century Loop after 11:30am. The century breakoff is at 46.3 miles.

- **ALL CYCLISTS MUST BE ON THE ROAD BY 8am**

Cyclists arriving late will be bused to the first rest stop after checking in. No exceptions.

Note: for volunteers at PATCO on Saturday, please do not leave once all cyclists are on the road. We have plenty to do to clean and pack up the starting line. The staff can use your help until 11am. Staff work the entire weekend, your help allows us to be able to proceed in a timely manner to our next assignment along the route.

What time does the ride start in Hammonton (45-mile route)?

- **START: 9:00 am. All cyclists must be on the road by 9:00 am.**

What time does the ride start in Mays Landing (25-mile route)?

- **START: 10:00 am. All cyclists must be on the road by 10:00 am.**

Miscellaneous Questions

Where is the lost and found?

Lost and found items are generally placed under the maintent at the rest stops and start lines, and at the Next Year Registration tent at the finish lines. The DJ will make an announcement if items like car keys are lost.

When is the next Support & Gear (SAG) vehicle leaving?

Refer to your site map to direct cyclists to the SAG staging area.

Where do I drop off/pick up my luggage?

Refer to your site location map for the luggage drop-off and pick-up points

What if I didn't receive my medal in Ocean City?

Please check at the t-shirt tent to see if there are any medals available; otherwise, complete a mailing label to have one mailed to you. (NOTE – MEDALS ARE FOR CYCLISTS ONLY)

Where/when will I be able to get copies of the pictures being taken (along the route, at start, rest stops, finish and team photos)?

All photos will be posted on our website as they arrive from the volunteer photographers. Keep checking back!



QUESTIONS CYCLISTS WILL HAVE FOR YOU



Saturday

Waterford – Saturday

How far have I gone?

19.5 miles

What is the next rest stop?

Hammonton Lunch Stop/Kramer Beverage

How many miles to the next stop?

11.5 miles

How many miles to the finish line?

54.6 miles

What time does the entrance Century Loop close?

11:30 am sharp!

Hammonton Lunch – Saturday

How far have I gone?

31 miles

What is the next rest stop?

Egg Harbor City Industrial Park

How many miles to the next stop?

14.5 miles

How many miles to the finish line?

43.1 miles

What time does the entrance Century Loop close?

11:30 am sharp!

Egg Harbor City – Saturday

How far have I gone?

45.5 miles for a 75-mile cyclist

11.1 miles for a 45-mile cyclist

66.4 miles for the century loop

What is the next rest stop?

Davies School – Mays Landing

Egg Harbor City – Saturday (continued)

How many miles to the next stop?

10.2 miles

How many miles to the Century split?

In .5 miles you will begin to follow yellow arrows. Entrance closes at 11:30 am sharp!

How many miles to the finish line?

28.5 miles for 45 or 75-mile cyclist or after the 100-mile loop

49.4 miles if going to do 100-mile loop

Century – Saturday

How far have I gone?

55.5 miles

What is the next rest stop?

You will visit the stop at Egg Harbor City Industrial Park again.

How many miles to the next stop?

10.9 miles

How many miles to the finish line?

39.4 miles

Mays Landing – Saturday

How far have I gone?

76.6 miles for a 100-mile cyclist

55.7 miles for a 75-mile cyclist

21.3 miles for a 45-mile cyclist

What is the next rest stop?

Egg Harbor Township/Atlantic Christian School (Last stop before the Finish)

How many miles to the next stop?

12 miles

How many miles to the finish line?

18.4 miles



QUESTIONS CYCLISTS WILL HAVE FOR YOU

Egg Harbor Township – Saturday

How far have I gone?

88.5 miles for a 100-mile cyclist

67.9 miles for a 75-mile cyclist

33.2 miles for a 45-mile cyclist

12.5 miles for a 25-mile cyclist

The next stop is the finish line.

How many miles to the finish line?

6.4 miles

Sunday

Egg Harbor Township – Saturday

How far have I gone?

6.4 miles

What is the next rest stop?

Mays Landing - Davis Middle School

How many miles to the next stop?

11.9 miles

How many miles to the finish line?

67.7 miles

Mays Landing – Sunday

How far have I gone?

18.4 miles

What is the next rest stop?

Egg Harbor City Industrial Park

How many miles to the next stop?

10.3 miles

How many miles to the finish line?

55.8 miles

Egg Harbor City – Sunday

How far have I gone?

28.6 miles

Egg Harbor City – Sunday Continued

What is the next rest stop?

Hammonton Lunch Stop/Kramer Beverage

How many miles to the next stop?

14.5 miles

How many miles to the finish line?

45.5 miles

Hammonton Lunch – Sunday

How far have I gone?

43.1 miles

What is the next rest stop?

Waterford Elementary rest stop

How many miles to the next stop?

11.5 miles

How many miles to the finish line?

31.3 miles

Waterford – Sunday

How far have I gone?

54.6 miles

What is the next rest stop?

There is a water stop in Berlin, NJ (Last stop before the Finish)

How many miles to the next stop?

6.9 miles

How many miles to the finish line?

19.5 miles

Berlin – Sunday

How far have I gone?

61.9 miles

What is the next rest stop?

This is the last stop before the finish

How many miles to the finish line?

12.6 miles



QUESTIONS CYCLISTS WILL HAVE FOR YOU

Ocean City

Where do I receive a medal?

Medals are being handed out at the end of the finish line chute. If you don't get one - there are extra at the t-shirt tent. If there aren't any medals left, please fill out a mailing label at the t-shirt tent here in Ocean City. Medals are for cyclists only; one medal per cyclist.

Where do I get a VIP massage?

Massages are no longer available at the Saturday or Sunday finish lines this year. This decision was based on valuable feedback from our 2016 VIP cyclists, as well as challenges with recruitment, sponsorship, and resources. We're committed to improving VIP benefits each year to reflect cyclists' preferences. This year, we are offering an enhanced finish line dinner in Ocean City.

What are the hours for bike parking?

Bike parking is open from 10am until 6pm on Saturday. It is locked from 7pm until 5am on Sunday morning. Bikes left after 8am on Sunday morning will be shipped to the PATCO start location in Cherry Hill.

Where and when is dinner on Saturday?

Dinner is available to cyclists from 3pm to 7pm at either the Music Pier on the Boardwalk at Moorlyn Terrace or at Ocean City High School at 6th & Atlantic.

Where can I get information about housing?

Refer to your site map of the Ocean City festival area and direct cyclists to the housing/general information tent.

Where can I get Ocean-City specific information like where to eat?

Refer to your site map of the Ocean City festival area and direct cyclists to the OC Experience tent.

Is there transportation to/from the hotels?

Located on 6th street, jitneys will take you to any housing booked through Access Ocean City until 8 p.m. on Saturday and will run back and forth Sunday morning between 5 am and 8 am.

Where can I get/drop off my luggage?

Luggage can be picked up on Saturday on 6th street, near bike parking. Luggage can be dropped off Sunday morning on 6th street directly to the luggage trailer.

Where is the lost and found?

In Ocean City, lost and found items are generally placed at the Next Year Registration tent – refer to your site map. The DJ will make an announcement if items like car keys are lost.

How do I get a bus back to the start locations?

Cyclist return transportation is available at the corner of 6th & Atlantic – look for the Transportation flag on the corner.

- On Saturday, transportation will be provided back to all start locations throughout the day.

Note: the last bus runs for each location:

- » Mays Landing (25-mile route): 4 pm
- » Hammonton (45-mile route): 5 pm
- » PATCO (75/100-mile routes): 6pm

- On Sunday, transportation will be provided to PATCO only at 7:30 am. Cyclists must arrive at 7:30am sharp.

Where and when is breakfast on Sunday?

Breakfast is available to cyclists from 5:00 to 7:30am at either the Music Pier on the Boardwalk at Moorlyn Terrace or at the Ocean City High School at 6th & Atlantic.

What time does the ride start on Sunday?

Sunday start will begin at 6:30 am. All cyclists must be on the road by 8 am. Please start from 6th Street.