



***Bike MS: City to Shore
VOLUNTEER MANUAL***

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WELCOME TO THE BIKE MS: CITY TO SHORE

Named by Bicycling Magazine as the “Best Cycling Getaway in NJ,” the Bike MS: City to Shore ride promises to be the best cycling journey on the east coast. This year, it is estimated that with cyclists, volunteers, teams, sponsors, and local community support, there will be nearly 8,000 people coming together in an effort to create a world free of MS.

Cyclists of all levels participate in this one or two-day Bike Ride riding one of these route options: 25, 50, 75, 150 or 175. It’s not a race as everyone rides at their own pace. The Ride kicks off at the PATCO Woodcrest Station in Cherry Hill, NJ and travels to the Saturday Finish Line in Ocean City, NJ. On Sunday, cyclists ride 75 miles back to the Finish Line at the PATCO Woodcrest Station in Cherry Hill.

Rest stops and hydration stations are located every 15 to 20 miles along the route – fully stocked with food and beverages. Roving mechanics assist with bike repairs; medical support is just seconds away, and “SAG” wagons give weary riders a lift if needed!

In Ocean City, all cyclists and volunteers are treated to a spaghetti dinner at the historic Music Pier. This weekend will be filled with fun, food and fantastic memories!



This is Why We Ride

As you support the over 7,000 cyclists participating in the Bike MS: City to Shore Ride, remember that your hard work will also benefit the over 13,000 local residents whose families live daily with multiple sclerosis. Here is some information to help you understand the daily effects of this disease.

MS is a chronic, unpredictable neurological disease with no known cause or cure that affects the central nervous system. It can affect your ability to walk, see or think. And the worst part is, you never know what's going to happen next. The progress, severity, and specific symptoms of MS in any one person cannot yet be predicted, but research advances continue to offer hope to those affected by the disease.

Some facts to note about MS:

- * It strikes up to four times more women than men.
- * Most people with MS are diagnosed between the ages of 20 and 50.
- * A small but growing number of diagnoses are being made among children and teens.
- * Lifetime personal costs of a life with MS are well above \$1 million for medications, home modifications and lost wages.

On behalf of thousands of local residents with MS, our cyclists and the Bike MS Staff, we thank you for joining the movement to help create a world free of MS.



VOLUNTEER CHECKLIST

- ❑ **ARRIVE ON TIME:** Check in with your site supervisor. We suggest you arrive 15 minutes before your assigned time to allow for parking and getting checked in.
- ❑ **BE PREPARED FOR ALL FORMS OF WEATHER.** The Tour goes on rain or shine! (Remember to pack a hat, sunglasses, rain gear, umbrella, sweatshirt and sunscreen.)
- ❑ If you are assigned to work registration or VIP registration at Patco on Saturday, it is extremely important to arrive by 5:00am for the training under the main registration tent. Also, if you are assigned to help with Parking and Traffic it is important to arrive on time so you are set up in your assigned location before cyclists arrive.
- ❑ **TRANSPORTATION IS NOT PROVIDED FOR VOLUNTEERS.** Volunteers going to the finish line or other location will need to provide their own transportation.
- ❑ **BE PREPARED FOR SLOW TIMES.** There will be times in the beginning and end of the day when the flow of cyclists will be light. Check with your site supervisor for “odd jobs” that need to be done (eg. emptying trash, unpacking/repacking supplies).
- ❑ **LATE ARRIVAL/CANCELLATION:** if you are unable to carry out your volunteer assignment or you will be arriving late to your assigned location, please call Kristin Marnie, on the day of the event at 215-380-6883. If you are cancelling PRIOR to the weekend, please call Kristin at 1-800-548-4611, ext. 24116.
- ❑ **CHEER ON THE RIDERS:** The participants always say the best part of the ride is the feeling. Create that feeling at your site. Use noise makers, horns, megaphones, pennies in an empty plastic container, etc. to cheer on our cyclists.
- ❑ **HAVE FUN:** Laugh, smile and have a great time. Remember, laughter is contagious.

START LOCATION VOLUNTEERS

PATCO - 75/100 MILE START

LOCATION: PATCO Woodcrest Station, Cherry Hill, NJ
Be sure to stop by the Volunteer Check-in Tent first.

ARRIVAL TIME: 5:00/5:30 a.m. (unless your volunteer assignment states otherwise)
It is important that all registration and VIP registration volunteers arrive on time for training.

****PLEASE DO NOT PARK IN THE PATCO WOODCREST PARKING LOT.****
VOLUNTEER PARKING LOT LOCATED ACROSS FROM THE PATCO START LOCATION.
SEE DIRECTIONS TO LOT INCLUDED.
AVOID TRAFFIC, ARRIVE ON TIME!

HAMMONTON - 45 MILE START

LOCATION: Atlantic Commerce Center, 1001 S. Grand St, Hammonton, NJ
Meet at the Volunteer Check-in table.

ARRIVAL TIME: 7:00 a.m.
Volunteers will be needed from 8:00 -11:30 a.m.

Oakcrest High School, Mays Landing, NJ - 25 MILE START

LOCATION: Oakcrest High School, Mays Landing, NJ
1824 Dr. Dennis Foreman Dr., Mays Landing, NJ 08330

Meet at the Volunteer Check-in table.

ARRIVAL: 7:00 am
Volunteers will be needed from 6:00 am - 10:00 am



REST STOP VOLUNTEERS

**** PLEASE BE SURE TO CHECK-IN WITH SITE SUPERVISOR UPON ARRIVAL ****
PLEASE PARK IN VOLUNTEER PARKING AREAS ONLY –THEY WILL BE CLEARLY MARKED.

LOCATION:

Waterford Elementary School - Sponsored by
Sanofi Aventis
(Waterford, NJ)

Kramer Beverage - Sponsored by
Lockheed Martin
(Hammonton, NJ - Lunch)

Marty Wilson Rd. – Egg Harbor City, NJ -
Sponsored by – Dimension Data
(Egg Harbor City, NJ)

Davies School - Sponsored by Subaru
(Mays Landing, NJ)

Century Loop Rest Stop address below:

Sweetwater Volunteer Fire Company
Station Nr. 163
4769 Pleasant Mills Road
Sweetwater, NJ 08037
Chief Gary Franklin

Atlantic Christian School--
(Egg Harbor Township, NJ)

Hydration Station:
Hale Trailer (W. Berlin, NJ)

TIMES:

Arrive: Sat. - 5:00/5:30 am - 11:00am
Sun. - 8:00 am - 4:00 pm

Arrive: Sat. - 6:00 am - 1:00pm
Sun. - 8:00 am - 3:00 pm

Arrive: Sat. - 6:30 am - 2:00pm
Sun. - 6:00 am - 1:00 pm

Arrive: Sat - 7:00 am - 4:00pm
Sun - 7:00 am - 2:00 pm

Arrive: Sat. - 7:00 am – 3:00pm

Arrive: Sat. – 7:00am – 4:00pm
Sun. – 5:30am - 11:00am

Arrive: Sun. - 10:00 am - 4:00pm

Rest Stop Responsibilities:

- 1.) Set up tables with food and beverages
- 2.) Replenish food and beverages when needed
- 3.) Keep the cyclists' morale up
- 4.) Assist with the clean up of your site

Feel free to bring signs, cardboard and markers. You can make these stops a lot of fun. Are you creative? Feel free to decorate, name or theme your rest stop. Be FESTIVE!

A HAM radio operator will be stationed at each site. Make sure you can recognize him/her. He/she will be able to communicate with other areas of the ride and will be able to radio for assistance in case of emergencies or other needs.

A sweep vehicle will come through each site to give the "ALL CLEAR." This will signal that all cyclists have passed your site and that your site is finished for the day. After cleaning up the site, feel free to head to the finish line or go home to rest. You earned it!

FINISH LINE VOLUNTEERS

*PLEASE BE SURE TO CHECK-IN AT THE VOLUNTEER TENT
FOR YOUR POSITION ASSIGNMENT.*

OCEAN CITY – SATURDAY

- LOCATION:** Ocean City Civic Center, 6th & Boardwalk
Meet at Volunteer Check-in Tent
- ARRIVAL TIME:** 8:00 a.m. (Unless your volunteer assignment requires you to arrive at an alternate time)
- PARKING:** Please park at 5th and Wesley Street. (Volunteer shuttles will be available to take you to the finish line).

PATCO — SUNDAY

- LOCATION:** PATCO Woodcrest Station,
Cherry Hill, NJ
Meet at Volunteer Check-in Tent
- ARRIVAL TIME:** 9:00 a.m. (Unless your volunteer assignment requires you to arrive at an alternate time)
- PARKING:** Parking located in the Patco lot is open to volunteers.

FINISH LINE RESPONSIBILITIES

- ☐ Set up tables for food/beverages, cooler bags, t-shirts, etc.
- ☐ Patrol for trash throughout the day – this makes clean-up much easier.
- ☐ At the end of the day, all supplies and food (except perishables) need to be repacked and loaded onto the supply truck.
- ☐ Cheer the cyclists in. Applaud their accomplishment – For the cyclists, the finish line is the best part of the Tour!! Please do not leave your assigned location to cheer on cyclists without

making sure there are enough people to cover the area.

COMMUNICATIONS AND EMERGENCIES

At all rest stops and start/finish locations, your staff site supervisor is your first line of communication in the event of an emergency. They work with the Radio Operator to call for assistance.

EMERGENCY COMMUNICATIONS PROTOCOL:

HAM Radio Operators are the communications link to all other areas of the Bike Tour.

There will be HAM Radio Operators stations at/in:

- Rest Stops (including the lunch stop);
- Various intersections along the route;
- All emergency vehicles;
- All SAG buses;
- At the finish line.

IF YOU COME UPON AN EMERGENCY WHILE ALONG THE ROUTE:

1.) DO NOT MOVE THE PERSON UNLESS ABSOLUTELY NECESSARY.

If you must move the person, be sure to stabilize/support the head, neck, and spine. Keep them straight and immobile to prevent further injury.

2.) CALL THE NUMBER ON YOUR WRISTBAND:

- a.) Know the location (intersection, township, mile marker, etc)
- b.) Type/severity of the injury
- c.) Number of people involved
- d.) Participant name and/or participant number, if possible
- e.) Be calm and clear with communications.

3.) DESIGNATE A PERSON TO DIRECT CYCLIST & PEDESTRIAN TRAFFIC

Keep the area clear and keep a crowd from gathering.



IMPORTANT INFORMATION TO KNOW

IDENTIFICATION: All cyclists and their bikes are identified with rider numbers. Be sure to give special recognition/thanks to our top fundraisers: Cyclists with **YELLOW RIDER NUMBERS** and/or **VIP JERSEYS** have raised \$1,000 each!

FOOD & BEVERAGES: Food, beverages and port-o-pots or restrooms will be provided for all cyclists and volunteers at each rest stop, lunch stop and both start/finish points.

BICYCLE REPAIRS: Over 15 local bike shops sponsor the ride and will have bicycle mechanics available to make bike repairs. They travel the route to ensure that cyclists still on the road are taken care of, and they will also be stationed at some rest stops.

TRANSPORTATION FOR ONE DAY RIDERS: There will be transportation provided back to all three start locations for those choosing to ride one day. The transportation tent is located across from the High School at 6th and Atlantic Ave. in Ocean City.

LOST AND FOUND: Items should be collected and given to the site supervisor at the end of each day. They will be brought back to the finish line each day. Any items not claimed at the end of the ride will be taken to the MS office.

THANK YOU: As a volunteer, you provide great assistance for the ride. Without your help, City to Shore would not be possible. Have a good time, because your support does make a difference.



SUPPORT CYCLISTS CAN COUNT ON

GOLD WING ROAD RIDERS ASSOCIATION

These volunteers can be found at “trouble” intersections. They monitor and guide cyclist traffic, but are generally not permitted to stop traffic. When you see a Gold Wing volunteer, ride with caution. They’ll be wearing orange vests and waving orange flags so you can’t miss ‘em!

HAM RADIO OPERATORS

A communications volunteer is stationed at almost every intersection. If you encounter an accident or other emergency, let the HAM radio operator know. If you’re wondering how you’ll know who they are, look for a car with a really big antenna! NOTE: these volunteers are not permitted to direct traffic.

MEDICAL SUPPORT

American Medical Response provides services on the route for emergency transportation in the event that a cyclist may be injured. Additionally, rest stops are staffed by local First Aid Squads and volunteers where possible.

SAFETY AMBASSADORS

Wearing orange Safety armbands, this team of experienced cyclists aims to help cyclists reach the finish line safely. All Safety Ambassadors are trained in the rules of the road and the Ride.

SAG WAGONS

If a cyclist can’t push another pedal, they can look for the first SAG Wagon that comes their way and give the thumbs down signal to be picked-up. A cargo and passenger van duo will transport them and their bikes. NOTE: The trip into the finish line is not always direct. Never tell a cyclist they will be taken right to the finish line. If a cyclist wishes to only ride into the next rest stop, they need to let the driver know.



IMPORTANT LOCATIONS TO KNOW

Saturday, September 24, 2011

Start, Traditional Route	PATCO Woodcrest Station, Cherry Hill, NJ
Start, 45 Mile Route	Saturday – Atlantic Commerce Center, Hammonton, NJ
Start, 25 Mile Route	Saturday - Oakcrest High School, Mays Landing NJ
Rest Stop #1	Waterford Elementary School, Waterford, NJ
Rest Stop #2— Lunch	Kramer Beverage – Hammonton, NJ
Rest Stop #3	Marty Wilson Rd., Egg Harbor City, NJ
Rest Stop #4	Davies School, Mays Landing, NJ
Century Stop	Batsto: Saturday ONLY – Sweetwater Vol. Fire Co.
Rest Stop #5	Atlantic Christian School - Egg Harbor Township, NJ
Finish Line	Ocean City Civic Center – 6th & Boardwalk
Dinner	The Music Pier and Ocean City High School <i>(dinner will be served from 3-7pm)</i>

Sunday, September 25, 2011

Breakfast	The Music Pier and Ocean City High School <i>(breakfast will be served from 6 – 7:30am)</i>
Start	Ocean City Civic Center – 6th & Boardwalk
Rest Stop #1	Atlantic Christian School. – Egg Harbor Township, NJ
Rest Stop #2	Davies School, Mays Landing, NJ
Rest Stop #3	Marty Wilson Rd., Egg Harbor City, NJ
Rest Stop #4— Lunch	Kramer Beverage - Hammonton, NJ
Rest Stop #5	Waterford Elementary School, Waterford, NJ
Hydration Station	Hale Trailer, Berlin, NJ
Finish Line	PATCO Woodcrest Station, Cherry Hill



FINISH LINE RESPONSIBILITIES...