



INTELLIGENTSIA
CUP POWERED BY **SRAM**®

2016 Intelligentsia Cup Volunteer Marshal Handbook

(as of 6.22.16)

Volunteer Course Marshal (Marshal)- Assigned a designated area on race course to assist with the coordination and safety of the field of play, keep the course clear of pedestrians, spectators, cars, etc., act as Public Relations ambassadors for Intelligentsia Cup presented by SRAM (Intelligentsia Cup) and keep spectators informed.

Course Marshal Rules and Regulations

Marshal is a title that describes a very important group of people. In a challenging cycling event like the INTELLIGENTSIA CUP, this position requires individuals with a wide assortment of talents and skills. A good course Marshal must be enthusiastic, informative, communicate and work well with others and react quickly and CALMLY to any problem that arises during the course of their duty. Marshals often work long hours with one major goal: to provide a safe and flawless bicycle race for the participants and spectators. These goals can be reached by following the various guidelines in this manual, being prepared for anything that may happen and most of all, using GOOD COMMON SENSE.

BE PREPARED

Don't be fooled, a Marshal's job is a HARD one. Other than clean clothes, here are a few more things that Marshals should have with them at all times. In the words of Karl Malden, "Don't leave home without them!"

- 1) Sunscreen and lip balm
- 2) Sunglasses
- 3) Rain gear
- 4) Water bottle with your favorite hydration fluids
- 5) Healthy snacks
- 6) Cool weather clothing
- 7) Course maps at road races
- 8) Comfortable footwear (no sandals)
- 9) Pen and paper

- 10) Lightweight folding chair
- 11) Current race information
- 12) Fanny pack
- 13) Cell phone
- 14) Watch/time keeping device – make sure you're on time!

POLICE AUTHORITY

The riders in the road races will depend on Marshals at almost every turn in the road. The riders will look to you for direction if a situation or caution scenario arises and you must be prepared to provide it. Standing next to you at that turn may be a local, county or state police officer. You become the "Race Interpreter" for the police representative.

The police are there to help and they know what to do in a crisis. **DO EXACTLY WHAT THE POLICE SAY TO THE BEST OF YOUR ABILITY IF A CRISIS OCCURS.** Only duly authorized officers can and should enforce the law. Never compromise the event or yourself by exceeding your authority.

If you see something suspicious at the race – report it to a police officer immediately.

MARSHAL DUTIES

Course Marshals will have slightly different duties depending on whether they are working a road race or a criterium (crit). For both groups of volunteers, specific duties will include:

- Confirming correct course direction
- Assisting a police officer with a road closure (if requested by the officer)
- Keeping vehicles from entering the course when the race is passing
- Keeping spectators, children, pets or any other number of hazards off the course
- Reporting anything on the race course that should not be there (i.e. cars, trucks, pedestrians, etc)
- Reporting accidents

BEFORE THE RACE

Marshals should check in to the volunteer tent at least one hour prior to scheduled start of volunteer shift for the road races and 30 minutes for crits. Marshals may be asked to assist the INTELLIGENTSIA CUP staff in setting up the course or clearing road debris in preparation for each day's events. Use this time effectively to train your eye to look for safety hazards and anticipate potential needs of racers or spectators. Eliminate potentially dangerous situations by pointing out hidden hazards such as potholes, gravel and loose equipment to the INTELLIGENTSIA CUP staff beforehand.

WHEN YOU ARRIVE AT YOUR POST

- Make sure you are wearing your official the INTELLIGENTSIA CUP volunteer t-shirt.
- Assess the location; note traffic patterns, the direction the race will travel and any hazards.
- Remove any debris or other obstacles that are in the way (branches, gravel, etc.)
- Introduce yourself to any police officers or other volunteers with whom you are stationed.

DURING THE RACE

A Marshal's duties during the race vary according to what part of the course he or she is responsible for. If you can assist the police, the INTELLIGENTSIA CUP staff or other volunteer Marshals then by all means do so. Always remember that teamwork is what makes the whole event safer, more pleasant and easier for everyone.

If you have done your homework you should know the following things:

1. The day's course route.
2. Distance of race and number of laps for all race categories.
3. Location of spectator parking and feed zones (road races)
4. Rerouting of traffic patterns.
5. The race schedule.

THE INTELLIGENTSIA CUP STAGES

WHAT HAPPENS IN A CRITERIUM (CRIT)?

- Course is closed to all traffic
- Each race based on time, not distance
- Riders will pass multiple times (number depends on race category)
- Police will be positioned at some intersections to control traffic (car and pedestrian)
- If a local resident needs to leave their driveway/parking lot during the race please hold them in location and notify one of the lead Marshals or a police officer patrolling the course. **No civilian traffic is to be on the course without an escort!**
- Do not leave your post until relieved (even if it's raining!)
- Always remember to exchange any safety equipment with your relief Marshal.

WHAT HAPPENS IN A ROAD RACE?

- All roads on course remain open to all traffic
- Road races utilize the "yellow line rule" meaning race peloton must stay on right side of yellow line. Other lane (left lane) is open to traffic
- If you are stationed without a police officer, chances are it will be on a smaller, less traveled road. Once you see the lead vehicles for the race, you should attempt to hold any approaching traffic until the race passes.
- At certain intersections, there may be traffic cones or lightweight barricades. These are to be used to assist you in closing the road when the race is passing.
- Note that there may be several groups of racers with gaps in between, so please ask any traffic to proceed with caution.
- Once the main caravan passes, traffic is allowed to flow as normal until the race arrives again.
- Remember that there are multiple laps for each race and that multiple races are on the course at the same time. Please do not leave your post until relieved!
- When you are relieved, please be sure to leave your post cleaner than you found it and again exchange any safety gear you may have with your relief. IF you are the final Marshal for the day, please return your safety gear to Volunteer tent back at registration.

START/FINISH AREA

1. SPECTATORS

Spectators will lean over the barricades, stick their heads through the barricades and jam up your crossing gates...anything for a good view. When you see a safety problem with a spectator, tell them right away! ALWAYS do so with a “please” and always as a safety problem, not an attempt to spoil their fun. Many spectators at the INTELLIGENTSIA CUP will have never seen a bike race before and aren’t aware of the real dangers that exist. Most people, after they realize you’re telling them something for their own good, will respond positively. But for the small percent that won’t cooperate, be polite but firm and if problems persist get a police officer.

You will have the highest concentration of spectators at the start/finish line. Be alert, keep the flow going through the crossing gates as smooth as possible, and help channel people to where they want to be. If anyone asks, make the suggestion they walk a criterium course against the race traffic for better viewing. Again, with many people watching that are new to the sport, they may not know that some great action is happening on a deserted back stretch while they can’t see over the heads of the people in front of them.

Turns in the course are always gathering places for fans. They are also potential accident sites and the spectators at these points should be warned about the possibility of a hazard to them. This should be done numerous times during the pre-race and race times.

Pedestrian crossing gates serve the public as well as race fans. When the race is approaching, it is imperative that you stop the flow of pedestrian traffic. Most people are not able to gauge how fast the race is approaching. You MUST make the decision and make it stand!

2. MEDIA, VIP’S AND PHOTOGRAPHERS

Always remember your job is their safety and the safety of the riders. Make sure at all times that only people with the correct credentials are on the course. Help that photographer get that once-in-a-lifetime shot, but make sure it won’t cause an accident. Most photographers will welcome your help in finding a place on the course, but if a photographer is endangering himself or the riders, get him to move regardless of any credentials. Same goes for VIP’s and any other press with credentials.

BACK of CRIT COURSES AND ROAD RACES

While working the back course or a remote section of a road race, remember this – even though there aren't as many spectators, the potential for danger is high. It's easy to contain a crowd at a start/finish area with fence or barricades. It's much harder to contain a curious child in a back section of a crit or remote area of a road race. With no fencing to help you, marshals working in these areas must be constantly alert for hazards. Talk with the people you see and inform them of what's about to happen. Ask the adults about children playing and loose animals that might be in the area. The dog that is snoozing on the porch 5 minutes before the pack arrives will be screaming past you when it sees all the activity. Also watch for people sitting along gutters with feet in the street and remind them the entire road can and often is used by race traffic.

Your interaction with spectators will be more one-on-one away from the start/finish line. Again, a smile will go a long way... help spectators have a great experience at the race. Be sympathetic, polite, but firm and encourage them to enjoy the race.

AFTER THE RACE

Once the race is over our final task is to clean the area and leave the site the way we found it. The most important thing to remember is that the race is a guest to the community and if we don't clean up after ourselves we may not be invited back. The only memories we want to leave are those of fun and exciting racing – not garbage!

VOLUNTEERS ARE PUBLIC RELATIONS AMBASSADORS

A volunteer's job is more than just safety. You will have more involvement with the local people, the spectators, and the people caught unaware than any the INTELLIGENTSIA CUP employee. You are, in effect, a goodwill ambassador. It is very important to the long-term goals of the INTELLIGENTSIA CUP that a positive impression is made on everyone involved. The manner in which you conduct yourself, deal with other people, and carry out your responsibilities will go a long way toward assuring that the INTELLIGENTSIA CUP remains established as a world-class event.

Ninety-nine percent of all situations can be handled with a smile and a firm but polite tone of voice. Being friendly and cordial will certainly be appreciated and help us win friends for our event. If you are experiencing difficulty with someone, don't get angry or demanding. Be calm, polite but firm and let them know you mean business.

We want everyone to go away with a positive reaction from his or her experience at our race. They are here to have fun – let's enhance their experience, making it enjoyable and SAFE for all. In closing, the following tips should serve you well in bringing the race to the people:

1. Use tact.
2. Be firm, but polite.
3. Respect the communities and businesses in which we guests.
5. Say THANK YOU. A LOT!
6. Ask for help for help if you need it.
7. Above all else, have FUN!