



13 Relay Exchange Manager Packet

As a manger you will be overseeing volunteers at your exchange. **It's a long day since your shift spans both volunteer shifts.** Thank you for so much your time and willingness to help our teams reach their goal of making it 200+ miles to the finish line! Some of the perks as a manager is you will receive the following Cape Relay gear and swag.

- North Face/Cape Relay Jacket
- Cape Relay tech shirt
- Cape Relay running hat
- Cape Relay goodie bag
- Meals delivered to you from our course managers.
- Invitation to the Cape Relay finish party complete with food and beer garden. (Just bring your event shirt!)

Thank you for volunteering for the 2010 CAPE Relay!

Please take the time to familiarize yourself with this informational packet before arriving at your exchange. On the day of your shift, you will be met by one of our course managers. If you have ANY questions before race day, please contact Brogg Sterrett at help@13relay.com

Please be sure you are aware where your exchange is. You can find the google map to your exchange by going to the [Volunteer page](#), and clicking on the google map link under your specific exchange. From there, you can enter the address you will be coming from. You can also view the location of your exchange at www.13relay.com or in "The BOOK" at <http://www.13relay.com/Images/PDFs/13RelaysTHEBOOK.pdf>

Awards for the best volunteer shifts!

To keep the spirit of how fun these relays are for the runners, we want to make it fun and rewarding for our volunteers too! Most teams are in costume and have their vans creatively decorated. We encourage our exchange volunteers to come up with decorations for your exchange. Arrive in costume, decorate your exchange and cheer for the teams! **We'll be rewarding iPod Shuffles to each volunteer at the exchange shift that the teams voted on that showed the most spirit!**



Arrive with smiles!

Please be sure to show up to your exchange on time (or earlier).

If you're a volunteer for Shift 1, you'll be met by a course manager. He or she will spend about 15-20 minutes training you and will be able to let you know when to expect your first teams. Shift 2 volunteers will begin arriving about 30 minutes before your shift ends. Take some time to train them on their duties, let them know what trends you're seeing or what may need some extra attention at the exchange. Once the shift 2 volunteers have been trained, you are free to relax and enjoy the rest of your weekend.
THANK YOU SO MUCH FOR YOUR TIME!

If you're a volunteer for Shift 2, you will be trained by the volunteers from the previous shift. PLEASE don't be late, as they will be ready to go home to sleep or go to work.

What should I bring?

We recommend bringing folding chairs, radio (please use common sense with the volume) a good book, notebook, frisbee or football, snacks, drinks and other things to entertain yourself. Keep in mind that it may be cool during the night, so plan your clothing accordingly and/or bring blankets to stay toasty!

Keep in mind there will be periods when you will have some down time, but once teams start coming through your exchange, you should start seeing a steady stream of teams to keep you busy.

The Exchange Gear:

- (1) Shift 1 volunteers: When you arrive at your exchange, look around for a blue storage box. It may be stashed behind the portable toilets or nearby shrubs.
- (2) The contents of this box will include the following items.
 - (3) Exchange contact sheet: This is a list of volunteers scheduled for each shift, important contact phone numbers.
 - (4) There will also be a list of important rules for you to look over and enforce if you need to.
 - (5) Team checklist sheet: This is used for tracking teams that have come through your exchange. (We'll train you how to read it.) Once the last team has passed through your exchange, call your course manager (His or her number will be on the Exchange contact sheet) and ask if you can break down your exchange and leave.



- (6) Two-way radios for a “spotter” and the person checking off the teams.
- (7) Flashlights, halogen lantern and reflective vests (if the exchange will be open at night)
- (8) T-shirts for each volunteer
- (9) Extra slap bracelets. (team batons)
- (10) Trash bags and clips.

The Exchange Setup:

- (1) Your exchange should be setup before you arrive. If it's not, contact your course manager,(on your contact sheet) and they will either come back and set it up or will instruct you how to do it.
(There may be a photo in your storage box as to how the exchange should look.)
- (2) After 5:00 p.m., turn on your halogen lantern lights found in your storage box to help illuminate your area.

The Exchange Management:

- (1) Place one volunteer at the exchange chute.
- (2) Place another volunteer approximately 150-200 yards up the road prior to the exchange. They can be closer to the exchange if they are nervous about being that far away in the dark.
- (3) These two volunteers will use the two-way radios that are in the storage box. The volunteer that is stationed prior to the exchange will radio in the bib numbers of incoming runners. The volunteer at the exchange will call out the number for the incoming runner. Only then will the teammate with the corresponding bib number will then be allowed to enter the chute. Give them a high 5 or have them dance until through the chute. Teams will love your enthusiasm, and you may just win that Ipod shuffle!
- (4) Place some traffic volunteers at the entrance of the parking lot and the parking lot itself to be sure everyone is entering safely and parking without taking up 3 spaces.. This is for parking only. Do not attempt to direct traffic on the road
- (5) After 5:00 p.m. and before 6:00 a.m., ALL volunteers must wear a reflective vest and have a flashlight.
- (6) Keep the team traffic moving. Once teams have exchanged their baton, ask the team to move on to the next exchange.
- (7) Once teams have exchanged runners, please place a check mark next to the team's name, **and please record their time.**
- (8) If a runner shows up at the chute and his/her team is not to be found, ask the runner to leave the exchange chute (so you have room for other runners to come into the chute.) Once the the runner finds his/her teammate they must return to the chute with their next runner and hand off the baton. **Do not record their time until they have handed off the baton.**



- (9) **Do not, under any circumstances, allow a team to begin their leg after 5:00 p.m. or before 6:00 a.m. without a reflective vest, LED light, headlamp or flashlight.** At 5:00 p.m. it will still be light outside, but for many of the slower teams, it may be dark by the time they finish their leg.
- (10) If a team loses its baton, there will be extra batons in the storage box and you can give the team only one.
- (11) You will also have a minimum of 1 trash box at your exchange. Trash bags and clips are located in your exchange storage box. Before the trash box gets too full, please take out the trash bag, tie it, and put a new bag in the container. Place the full bag behind the portable toilets.

Control the team traffic:

- (1) Direct cars not to impede the runners in anyway, we want everyone to stay as safe as possible!
- (2) Encourage teams to move on to the next exchange as soon as they've picked up their runner, this will alleviate any headaches and congestion at your exchange. And the less vehicle movement at the exchanges the less the chances are of runner/vehicle accidents.
- (3) ALL volunteers directing traffic after dark must wear a reflective vest and hold a flashlight or traffic wand.
- (4) Do not let team vehicles obstruct traffic, tell them to move off the road and park it.

The Team Van Exchange Rules:

- (1) Only one team support vehicle is allowed to park at each exchange point. Vehicle 1 will have a GREEN number 1 in its window and may park at exchange points 1-6, 12-18, 24-30. Vehicle 2 will have a GREEN number 2 and may park at exchange points 6-12, 18-24 and 30-35. Both vehicles are allowed at every sixth exchange point (6, 12, 18, 24, 30).
- (2) If you notice a van that is not supposed to be at your exchange, kindly ask them to find another area to park so there is plenty of room for the other team vans.
- (3) As the team vehicles are leaving the exchange please encourage them to be careful and to have a great time.
- (4) No parking is allowed along the road for 500 feet prior to the exchange point.

Get out of my van!

Vehicles dropping off runners prior to exchange points should stay back at least 200 yards from the exchange and leave immediately so that other teams can watch for runners.



Violation of any of the above rules will result in a 30-minute penalty.

- It will be volunteer's responsibility to enforce these rules.
- Every team is allowed one violation warning. If you write up a team, make a note on your sheet and let offending teams know that you have recorded the penalty and that this is just a warning.

Break down of your exchange area. (Last shift only)

- Once all the teams have come through your exchange, call the course manager for permission to break down. (There is a good chance the course manager will be there with you before the last runner comes through and will help you out.)
- When your shift breaks down, collect any trash around your exchange and the parking lot that was used and put it in the trash bags. Tie up the trash bag and either stash it behind the portable toilets or if the course manager is there, help load it in their truck.
- Stack all of the cones behind the portable toilets, collect the exchange paperwork, (2) two-way radios, flashlights, vests and any other items that clearly belong to the race team and put them back in the storage box that they came in.
- If the course manager has not yet arrived, please stash the storage box behind the portable toilets. Call the course manager to let him or her know that the last team came through and you're heading home.

THANK YOU SO MUCH FOR YOUR TIME!

Rules your exchange MUST be aware of:

Any volunteer may cite an infraction. Volunteer managers must be consulted before any team is disqualified. For most of the 30-minute penalties we are allowing teams to have one warning. If you warn a team, make a note of it on your clipboard. Rules are listed in order of severity of penalty.

10/a) Penalties

Violation of any of the following rules may result in a minimum of a 60 minute time assessments or disqualification to your team. Below are the various penalties to be aware of. Severity of the penalty will depend on the severity of the violation. All decisions by race officials are final. Arguing with staff or volunteers about this will result in an automatic DQ.



10/b) Only one team vehicle per exchange

Only one team vehicle is allowed to park at each exchange area. Vehicle one is allowed at exchange areas 1-6, vehicle two is allowed at exchange areas 6-12 etc. Both vehicles are allowed at every sixth exchange area. (6, 12, 18, 24 and 30.)

10/c) No parking on roads prior to the exchange area

Do not park along the road up to 200 yards prior to any exchange area.

10/d) Getting ahead of your submitted team pace projections.

(Your exchange will have a copy of this projection)

This is very important to watch.

In the event your team gets too far ahead of its submitted pace projections, we may hold your team at one of the major exchange areas until the exchanges ahead of your team are set up and ready to rock. This is for your own safety and is pertinent to our volunteer scheduling. If your team is held we will subtract the total time that you were held from your overall time but, we will assess 60 minutes to your overall time.

11/a) Reflective vests, flash lights and iPods/headphones.

Each team must have at least two reflective vests and two flashlights. These must be presented to us at the time your team checks in. Remember, we will not release your bib numbers etc until we see all of your mandatory items. **Runners starting their legs one hour before sunset or one hour after sunrise must wear a reflective vest, and hold a flashlight or wear a headlamp. Additionally, any teammate that is pacing another runner at night must also wear a reflective vest and hold a flashlight or wear a headlamp during these hours. NO IPODS/HEADPHONES.**

11/b) Quiet zones

Quiet zones are just that. These are areas where extra care and respect are to be expressed to towns and their residents who are allowing us to come through their communities. These areas will mostly be residential areas where people may be enjoying a quiet weekend or trying to get sleep. ALL of the Quiet Zones will be clearly marked.

While traveling through our local communities, please go out of your way to thank them for letting us run through their communities. Again, a simple "thank you" goes a long way.

There are course officials in each QUIET ZONE. If your team is found to be violating any of the rules below, your team vehicle number will be recorded, and you will be given one warning and a time penalty. If your team (regardless of team vehicle) is recorded again at another quiet zone, your team will be DQ'd and will be asked to leave the course.



If your team does receive a warning in a quiet zone, please contact your other vehicle to let them know. This will help ensure they are extra careful as well. We thank you in advance for your understanding and cooperation. In these quiet zones, please adhere to the following.

- No honking
- No yelling, loud cheering, or music.
- NO littering, or relieving yourself. Waste receptacles and portalettes are at all exchanges.
- DO NOT slam doors.
- DO NOT block residential or business driveways.
- DO NOT park on personal property.
- DO pick up after your team.

11/c) Littering & Property Damage

Any runners who are reported to have damaged private or public property or to have littered, urinated or defecated on private or public property will be disqualified and will not be invited back.

TEAMS ARE FULLY AWARE OF THESE RULES, DO NOT FEEL GUILTY OR BAD TO ENFORCE THEM. FUTURE EVENTS OF ALL KINDS DEPEND ON A CLEAN EVENT.

Before you impose any penalty, or if you are uncomfortable, please contact your course manager.