

1

Provide Outstanding Customer Service

2

Team Requirements and Tools

3

Shuttle Best Practices

4

Sweep Best Practices

5

Communicate with your Shuttle and Sweep Captain

6

Sunday Transition

# WORKING ON THE SHUTTLE AND SWEEP CREW



**Provide outstanding customer service:** The Shuttle and Sweep team plays an integral part in supporting the Susan G. Komen 3-Day® experience! Throughout the day, it is extremely important to continue to maintain a gentle and caring attitude. You'll be one of the first crews to help out walkers on the route, getting them to the next route stop, to lunch stop or to camp so they can receive medical treatment and/or hydration and nourishment. Your interaction with them is of utmost importance to make sure their experience is amazing even when injured and/or tired. Walkers may be upset that they cannot finish the route, and they may not want to be transported. Shuttle and Sweep team members should be prepared to use their empathetic and persuasive people skills. You will help reassure the walkers that their health and safety are more important than walking each mile, ensuring a safe and healthy event for everyone.



**Team Requirements:** You must be able to drive a 12 passenger van, navigate roads using GPS, be able to hop in and out of a van quickly and assist walkers getting in and out of the van.

### Drivers Safety:

- Obey Laws: Just because you are on a special event doesn't mean you don't have to follow the laws of the road.
- Drive safely and defensively: Be alert and aware at all times. The role of the driver is to drive and watch the road and route. The role of the navigator is to call out directions and watch for struggling walkers to pick up. The navigator also maintains phone communication, takes care of the walkers who are in the van and engages them in conversation.



**Themes & Decorations Guidelines:** You may decorate on Thursday before or after the All-Crew Kick-Off and/or very early the morning of Day One.

- Consider your decorations carefully. We do not want to be offensive to people who may not be familiar with the event. Remember, any decorations that you put on the van will need to be removed prior to turning in the van on Sunday afternoon.
- Do not use anything that will leave stains or marks on the vans.
- Keep all windshields, wipers, headlights, taillights and blinkers free and clear of decorations.

1

Provide Outstanding Customer Service

2

Team Requirements and Tools

3

Shuttle Best Practices

4

Sweep Best Practices

5

Communicate with your Shuttle and Sweep Captain

6

Sunday Transition

# WORKING ON THE SHUTTLE AND SWEEP CREW



## Shuttle and Sweep Team Tools

- **Ride with GPS:** Ride With GPS (RWGPS) is the software the 3-Day team uses to create the routes. You can use the RWGPS app (for both iPhone and android) to access turn-by-turn directions for the route.
- **Supply Bin:** General supplies, including a step stool to give walkers a boost when getting in and out of the van and a brightly colored “Van Full” sign that you can put in the window so walkers can see from a distance when your van is full. Additionally, you will have a 5-gallon cooler of water. Load up on some gallons of sports drink, and snacks either at camp before you leave or at a pit stop along the route. Please refrain from picking supplies up at Pit Stop 1, since they are always the first site to get walkers. Maintain your van’s supplies throughout the day. Walkers (and you, too) will need hydration and snacks while in the sweep van. Remember to check on Route Safety crew members who are stationed at intersections to make sure that they have snacks and hydration too.
- **Route Maps:** You will also have a set of route maps to help you navigate the route. These maps will give you a big picture look at each day’s route.
- **Route Cues:** Route cues are very detailed documents that show the turn-by-turn directions for where the participants will walk each day. As a member of the Sweep team, it is essential that you understand how to read route cues. You will need to patrol sections of the route each day and the route cues will tell you how to get there and exactly where to go once you are there.
- **Quiet Zones:** These zones are typically identified between the hours of 7:00-9:00 a.m. The Route Marking team will place signage at the beginning and end of the Quiet Zones to alert walkers, crew and spectators that the area should be free of loud noises and car honking. As a member of the Sweep team we ask you to assist us in our efforts to ensure that we are 100% compliant with quiet zones. You may be asked to turn off loud music and refrain from honking and cheering in quiet zones.



**Shuttle and Sweep Operations:** You will perform both Shuttle and Sweep responsibilities throughout the weekend. Your captains will create a deployment plan to let you know when your van is assigned to each responsibility.

1

Provide Outstanding Customer Service

2

Team Requirements and Tools

3

Shuttle Best Practices

4

Sweep Best Practices

5

Communicate with your Shuttle and Sweep Captain

6

Sunday Transition

# WORKING ON THE SHUTTLE AND SWEEP CREW



## Shuttle Best Practices

- You van will be stationed at a designated stop along the route. Upon arrival, work with the Route Coordinator and/or pit stop captain to find the best and safest spot to station your van.
- At the pit stops, walkers who board a shuttle before lunch will be taken to the lunch stop to eat before being taken into camp. Walkers who board a shuttle after the lunch stop will be taken to camp.
- Monitor the needs of the participants on your shuttle waiting for transport. Make sure they are comfortable and well-informed of where they will be taken (lunch or camp) and when you anticipate the shuttle leaving. This may take longer than expected and they may want to know this before getting on the shuttle. Also, get a sense of their health status and report any health situations to the medical team immediately.



## Sweep Best Practices

- Your captain will assign your van to a designated section of the route. Drive forward on the route, picking up walkers who want or need a ride to the next stop, whether it is a pit stop, lunch stop or camp. Walkers will let you know that they would like a ride by crossing their arms in an “X” above their heads, or by giving a thumbs down signal.
- DO: Travel forward on the route, picking up walkers as you go. Always sweep to the next stop, never anywhere else.
- DON'T: Pick up walkers at pit stops. If a walker needs a ride from a pit stop, they should ride the Lunch & Camp Shuttle to either the lunch stop or to camp.
- DON'T: Run special errands for walkers. It might be helpful to one walker but it depletes the sweep resources for the other walkers walking forward on the route.
- After you have dropped off the walkers in your van at the next stop, you will drive all the way back to the starting point in your assigned section of route, get behind the last van in your section and continue to caravan forward on the route. Do not pick up walkers on your way back as your van will fill up and you will never make it back to the walkers in the middle who might really need you.

1

Provide Outstanding Customer Service

2

Team Requirements and Tools

3

Shuttle Best Practices

4

Sweep Best Practices

5

Communicate with your Shuttle and Sweep Captain

6

Sunday Transition

# WORKING ON THE SHUTTLE AND SWEEP CREW



**Communicate often with your Shuttle and Sweep Captain:** Your captain will be tracking your van via GPS; however, it is still important that you report your status, location and any needs to your captain at least every hour. The Shuttle and Sweep captain not only tracks your location and progress but they also track walker progress along the route and walker numbers at each pit stop. They use all of this information to place vans in the areas where walkers need them most. For this reason, it is important that members of the Sweep team only take direction from the Shuttle and Sweep captain or staff, not Route Safety and not other Sweep vans.



**Sunday, Day 3 Transition:** As walkers finish the route on Sunday afternoon, the Shuttle and Sweep Captain will release crew members to turn in their vans, keys and equipment at the Vehicle Load-Out Lot. Be sure to remove all decorations and window paint from your van and make sure that your van is filled up with gas prior to arriving at the Load-Out Lot. One van will be last off the route and may not be able to attend Closing Ceremony.