



ROUTE STOP OPERATIONS

Everything you need to know about serving on a Susan G. Komen 3-Day route stop team.

Welcome to the Route Stop Crew! Serving on a route stop team requires carrying tables, chairs, signage, boxes of water, and 40-pound bags of ice consistently over the course of the weekend. You will also need to stand for long periods of time as well as bend and squat periodically each day. It's strenuous work and all members of the team are required to help. If you are unable to meet the requirements of this team, we need to re-assign you to a team that better matches your abilities and preferences. Please let your Crew Captain know that you need to be reassigned.

ROUTE STOP SUPPLIES

Before the event, all the supplies and water your stop needs will be loaded by event staff into one or two 15-foot truck(s). A member of your crew team will drive your truck(s) to and from your stop each day. A staff Route Coordinator and your Crew Captain will determine the best place to park the supply truck in order to allow for optimal unloading.


When you arrive at your stop, you will probably be eager to start setting up. However, please be patient and wait for instructions from your captain. He or she will first need to discuss the site plan with the Route Coordinator to determine where items should be offloaded and set up. Once your captain has shared the set up plan, you may begin unloading your truck.



ROUTE HOURS

In order to maintain safety on the route, we have specific route hours, which state when each stop opens and closes to walkers. It is important to adhere to these hours for safety reasons. You may encounter the speedy walker who is walking fast and wants to pass by your route stop, but unfortunately, the route stop ahead of you is not yet open. With confirmation from Command or your Tour Staff Coordinator, you will need to ask this walker to hold at the route stop, do some stretches and wait until it is okay to proceed walking. You may also encounter a situation where slower walkers arrive after your route stop has closed. In this case, the walkers will not be permitted to continue walking. They will need to ride the Lunch & Camp Shuttle to either the lunch stop or to camp.

There are many reasons why we have standard hours of operation for the route stop. Safety is the most important reason! We will not open the route until we know it is safe for the walkers, and we won't release walkers from a route stop before it is safe for them to continue. If we allow those speedy walkers to start walking too soon, the sweep vans and route safety may not be in place and ready for them. We also close the route stops in order to keep the walkers moving during daylight hours. Every

susan g. komen 3-DAY 		
DALLAS/FORT WORTH DAY 1		
	MILE MARKER	HOURS
PIT STOP 1	2.3	8:25-9:15 a.m.
GRAB & GO A	5.5	9:15-10:45 a.m.
CHEERING STATION 1	6.8	9:35-11:20 a.m.
<small>Seventh Day Adventist Church 501 West Belt Line Road Richardson, TX 75080</small>		
PIT STOP 2	7.3	9:40-11:35 a.m.
LUNCH	10.1	10:30 a.m.-1:30 p.m.
CHEERING STATION 2	10.7	10:45 a.m.-1:45 p.m.
<small>Anderson Bonner Park 12000 Park Central Drive Dallas, TX 75228</small>		
GRAB & GO B	13.4	11:20 a.m.-3:00 p.m.
PIT STOP 3	15	11:45 a.m.-3:45 p.m.
CHEERING STATION 3	16.1	12:00-4:15 p.m.
<small>Near Nueces Drive & Forest Lane 1581 Nueces Drive Dallas, TX 75230</small>		
PIT STOP 4	18.9	12:45-5:50 p.m.
CAMP	20.1	1:00 p.m.
ROUTE CLOSES		6:30 p.m.

(Note: Mileage may not be exact.)

decision we make is to keep our participants safe on the route. Please ask the walkers to keep safety in mind when asking them to get on a Lunch & Camp Shuttle or asking them to wait to leave the route stop. When we do encounter these situations, we want to remember that customer service is our number one priority! We want to exceed their expectations and provide excellent customer service regardless of the situation.

Route hours also determine when your team will begin and finish work for the day. The earlier the stop along the route, the earlier the team will need to leave each morning. Captains will receive route hours about two weeks before the 3-Day. At that point, he or she can give you a general outline of your event schedule.

ROUTE STOP LAYOUT

The lunch and pit stop sites will generally be arranged with two areas of interest: Medical Tent and Food and Hydration Tent(s).

Grab & Go stops will not have medical or food but rather offer a place for participants to refill their water bottles and use the Portable Toilets.

The open-sided tents we use are called western shelters. Setting up a western shelter requires bending and lifting and should be completed with no less than 6 crew members. Your Route Coordinator will teach you how to set up a western shelter on Friday morning.

MEDICAL

Although your team will help to set up the western shelter for the medical tent, assigned medical crew members will set up the medical supplies and they will staff the tent while your stop is open. Since the medical crew members are often very busy, it is a good idea to check on them periodically to make sure they are taking breaks and staying nourished and hydrated.



FOOD STATION

The food tent is where walkers will get snacks and/or lunch. While working in the food tent, you will restock prepackaged food, cut and serve unpackaged food such as bananas, oranges and sandwiches (at lunch), maintain ice for perishable snacks, and manage food waste and recyclables.

Health and safety are top priorities for the 3-Day, especially at our route stops. Therefore, each route stop will have guidelines for handling unpackaged food and ice. Guidelines must be followed exactly.

Food that is packaged as single serving, and non-perishable like chips, pretzels, wheat thins, etc. can be set out without any special instructions.

Any food that needs to be cut, such as oranges, bananas, or PB&J Grahams, need to be cut and served with gloved hands. Once cut, these foods need to be placed in a bin of ice, which is covered by plastic. No food can directly contact the ice. There must always be a barrier of plastic between food and ice, no exceptions. Perishable foods cannot be grabbed by walkers themselves, they must be served by a gloved hand.

All the rules for serving unpackaged food apply to handling ice as well. Whenever you are handling ice, you will be required to wear disposable gloves.

At the end of each day, please pack up all of the food, whether open or closed. The Route Coordinator will take any perishable items forward on the route or back to the refrigerated truck in camp. Any non-perishable items, including bananas, can go on your pit truck.

HYDRATION STATION

While working in the hydration station, you will fill coolers with ice and water, mix the event sports drink



and serve it to walkers directly from gallon containers, and manage hydration garbage and recyclables.



ROUTE STOP ENTRANCE

In addition to the food and hydration tents, one or two crew members will always be stationed where walkers enter your stop. While these crew members do a lot of cheering, their primary purpose is to use the provided clicker to count the walkers as they arrive at the stop, both on foot and in sweep vans. Every 30 minutes, the crew member(s) at the stop's entrance must radio the walker count to the Crew Captain. The captain will then call the Command Center to report the walker count. This process is very important as it allows the 3-Day staff to track the walkers' progress along the route. Crew members may also be stationed at the Route Stop entrance and/or exit to help direct participant traffic in and/or out of the stop.



KEEPING THE STOP CLEAN AND STOCKED

Throughout each day, several crew members will also make rounds at each stop to ensure that the portable toilets and sanitation stations are stocked and to help manage the garbage and recycling.

Your Crew Captain will make a schedule for your team to ensure that all members of the team have a chance to serve in each of the stations and jobs several times throughout the weekend. Although you might prefer one station over another, or you might want to work with a specific friend all of the time, please remain flexible and willing to serve where ever needed. Teamwork is a key component of the crew!

ROUTE SUPPORT

The Route Support Team re-distributes snacks, ice, water and sports drink along the route. They also collect the trash and recyclables from your stop. If you are running low on hydration supplies, your Crew Captain will contact the staff Route Coordinator, and he or she will deploy the Route Support team to your stop. And once your stop had closed, Route Support will also come to your stop and pick up your leftover hydration supplies to deliver to stops further down the route.



Please discuss the hydration needs of your stop with the staff Route Coordinator before mixing sports drink,

because the Route Support team may deliver pre-mixed sports drink to you from earlier stops. This will help to avoid having excess sports drink supplies leftover at the end of the day.

Please have your trash and recyclables separated and ready for Route Support when they arrive after your stop closes. To do this, break down boxes, crush gallon jugs and haul garbage and recycling bags to the designated pick-up location as you go. Also, keep in mind that orange peels and liquids can get really heavy really quickly. Tie off food garbage bags when they are 2/3 full for easier lifting and less mess.



The Route Support team might also help to break down your stops. However, that is not their primary responsibility. Break down and clean-up is **your** team's responsibility. If Route Support helps with break down duties, be sure to thank them for going above the call of duty!

SWEEP

You will also interact with the Sweep Team. This team picks up walkers along the route who need a short ride to the next stop. The sweep vans do not take walkers backward on the route, they do not act as a taxi service for walkers, and they do not pick up walkers at route stops.



While your stop is open, the sweep vans will drop walkers off at your stop. The Sweep Team members will either provide the walker count from the van to the crew member counting walkers at the stop's entrance, or call the captain directly. Either way, the walker count from sweep vans should be included in the walker count that your Crew Captain calls in to the Command Center each half hour.

It is important to note that Grab & Gos work a little differently. Since these stops do not have medical services, sweep vans do **not** drop off walkers there.

LUNCH & CAMP SHUTTLE

If a walker at a pit stop is finished walking for the day, he or she should get on a Lunch & Camp Shuttle. These vans do not travel from pit stop to pit stop, like the sweep vans. Instead, they are staged at pit stops and are sent directly to lunch or camp, depending on where the stop falls on the route.



THEMES



Themes can be a great way to have fun with your team and make the event more exciting. However, please keep in mind that our number one job is to serve the participants, spectators and community members. For that reason, the essential route stop elements must be set-up and completely ready before your team begins to decorate.

Western shelters need to be up, food and hydration should be prepped, official signs and banner need to be in place, and

sanitation stations must be set. Once your stop is completely set up, your Crew Captain will give your team the green light to begin putting up decorations and



ROUTE STOP CLEAN UP

Your team may want to start cleaning up before the last couple walkers have come through. It is ok to start to consolidate items, but nothing should be taken down or put away until after the last walker leaves your stop. You might not have a lot of time for breaks while walkers are coming through, so be sure to take a couple minutes after you are done to grab a snack and fill your water bottles before you empty the coolers.

It is the responsibility of the entire team to stay and help until the truck is packed and the site is clear. In general, members of the team working each area should start to clean up their area and pack items away. Once each area is clear, it moves quickly if the entire team works together to take the western shelters down. The same assembly line method used in unpacking works well for packing the truck. Once the truck is packed, all crew members are needed to sweep the site for lost items and miscellaneous trash.

If your Route stop closes early in the day, your team might be asked to support another Route Stop, help with special operations on the route, or support other crew back at camp. Be flexible and ready to jump in and help where needed.

