

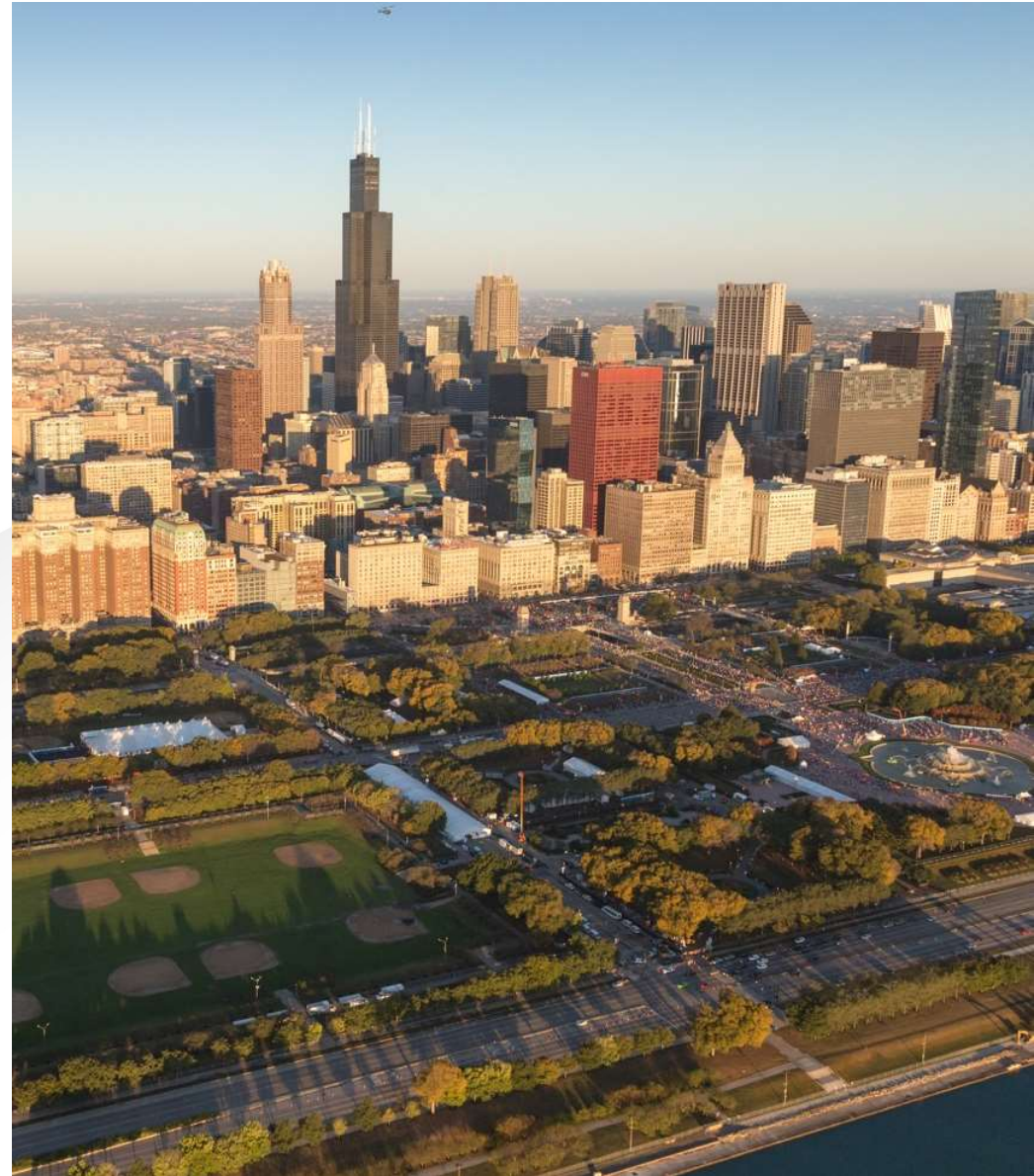


Participant Services Breakout Session

2022 Bank of America Chicago Marathon Event Preparation Meeting

Outline

- Grant Park Participant Services overview
- Introductions
- New for the 2022 Bank of America Chicago Marathon
- Frequently asked questions
- Maps
- Radio etiquette
- Lost child/person protocol
- Lost and found protocol
- Pre-race meetings
- Supplemental role specific info



Grant Park Participant Services

Information services

- Information tents
 - 7 Tents including ARC Reunification Services Family Waiting Area
- Information teams
 - 7 zones

Gear check

- Red, blue and orange

Start hydration

- Red, blue and orange
- Providing
 - Gatorade Endurance Formula
 - Gatorade Endurance Energy Gels
 - Water
- **Not Providing** – Gatorade Endurance Carb Energy Chews



Grant Park Participant Services

- Participant supplies
 - Red, blue and orange
- Participant services area leads
- Dispatch

Key leads:

- Astrid Grimes: Grant Park Participant Services Manager, 312.446.4286
- Dona Nishi: Manager of Information Tents, 312.953.8886
- Jeff Vorreyer: Manager of Information Teams, 630.408.2341
- Paul Davidson: American Red Cross Lead, 773.717.6949
- David Waskowski: Director of Participant Services, 312.446.3746
- Rachel Munday: Participant Services Dispatcher, X
- Steve Sawyer: Gear Check General Manager, 773.617.0284

2022 Bank of America Chicago Marathon

- Abbott Chicago 5K event on Saturday
- Lost and Found: provided by Crowdfind: chicagomarathon.com/lostandfound
 - Online inventory and retrieval utility
- Grant Park charity team tents
 - American Red Cross
 - Advocate Health Care
 - Chicago Parks Foundation
 - RMHC
 - Will provide a list of locations off-site where charities have planned pre/post-race meeting locations
- Green Line CTA stop at Cermak & Michigan (40K mark)
- Emergency plans
 - Relocating gear check bags

Participant entrances

Five main security and bag screening checkpoints and one secondary entrance.

- **Jackson Drive and Michigan Avenue (Gate #1)**
Open to spectators at 9:30 a.m.
- **Van Buren Street and Michigan Avenue (Gate #2)**
NOT open to spectators on race day.
- **Van Buren Street & Michigan Entrance (North Circle) (Gate #3)**
NOT open to spectators on race day.
- **West-bound Ida B. Wells and Michigan Avenue (Gate #4)** NOT open to spectators on race day.
- **East-bound Ida B. Wells and Michigan Avenue (Gate #5)**
Open to spectators at 9:30 a.m.
- **Harrison Street and Michigan Avenue (Gate #6)**
BACM participants and event volunteers checking in at HVC. NOT open to spectators on race day.
- **Harrison Footbridge & Michigan Avenue (Gate #7)** Footbridge closed – volunteers directed to Balbo after entering the gate.
- **Balbo Drive and Michigan Avenue**
Ticketed guests and BACM participant Priority Access



Frequently asked questions

Pre-race participant FAQs

- Which gear check should I use and where is it?
- I am late, what should I do?
- I am late, can you take my bag to gear check for me?
- I do not have my clear plastic event-issued participant bag. Is there somewhere I can get one so I can check my gear?
- Is there a place to change?
- Can I get water/Gatorade before the race?
- Where can I get safety pins/other runner supplies?
- I lost my bib. What can I do?

Course/timing FAQs

- What amenities are available on course?
- Is there a course time limit?
- Where can I find my race results today?
- How do I attach my timing device?
- Which start corral should I be in?
- Can I run with a friend/change my start corral?

Spectator FAQs

- Can my family/friends watch the start?
- Where can my friends/family see me on course?
- Can my family/friends watch the finish?
- Where can I find my runner/my friends and family?
- Will my family/friends need a wristband to enter the park?

FAQs (cont.)

Medical FAQs

- How do injured participants get back to Grant Park?
- How can friends/family find out about an injured participant?

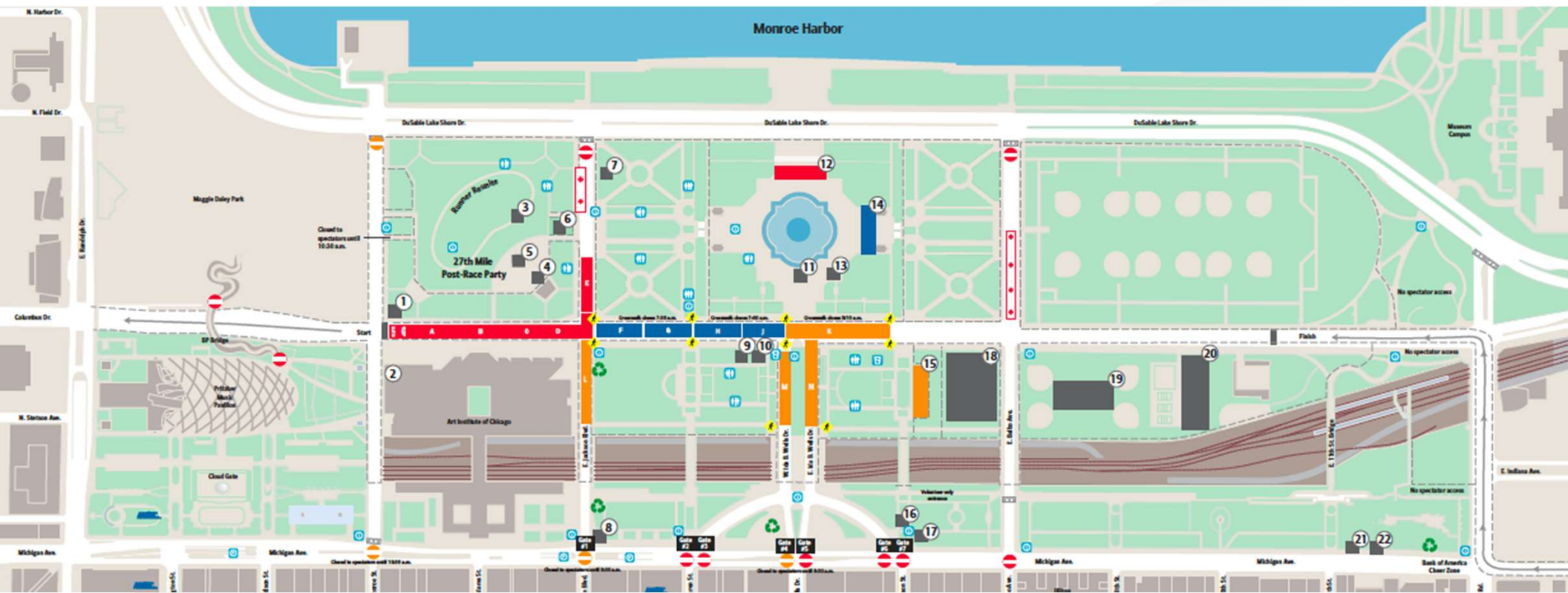
Location FAQs

- Public transportation information
- Where is...(toilets, Post-Race Party, etc.)?
 - What is the best way to get to my gear check tent?
- I am with a charity. Where is my tent?
- Can I accompany my runner to their tent in Charity Village?
- Where is the nearest place to get coffee?

For more information, please review the Volunteer and Event Staff Guide.



Participant entrances



WAVE 1 (RED)

Red Gear Check

Start corrals: A, B, C, D and E

Suggested arrival time: 5:30 a.m.

Suggested entrance gates

Start Corral A: Entrance Gate #5 - Ida B. Wells

Start Corral B: Entrance Gate #4 - Ida B. Wells

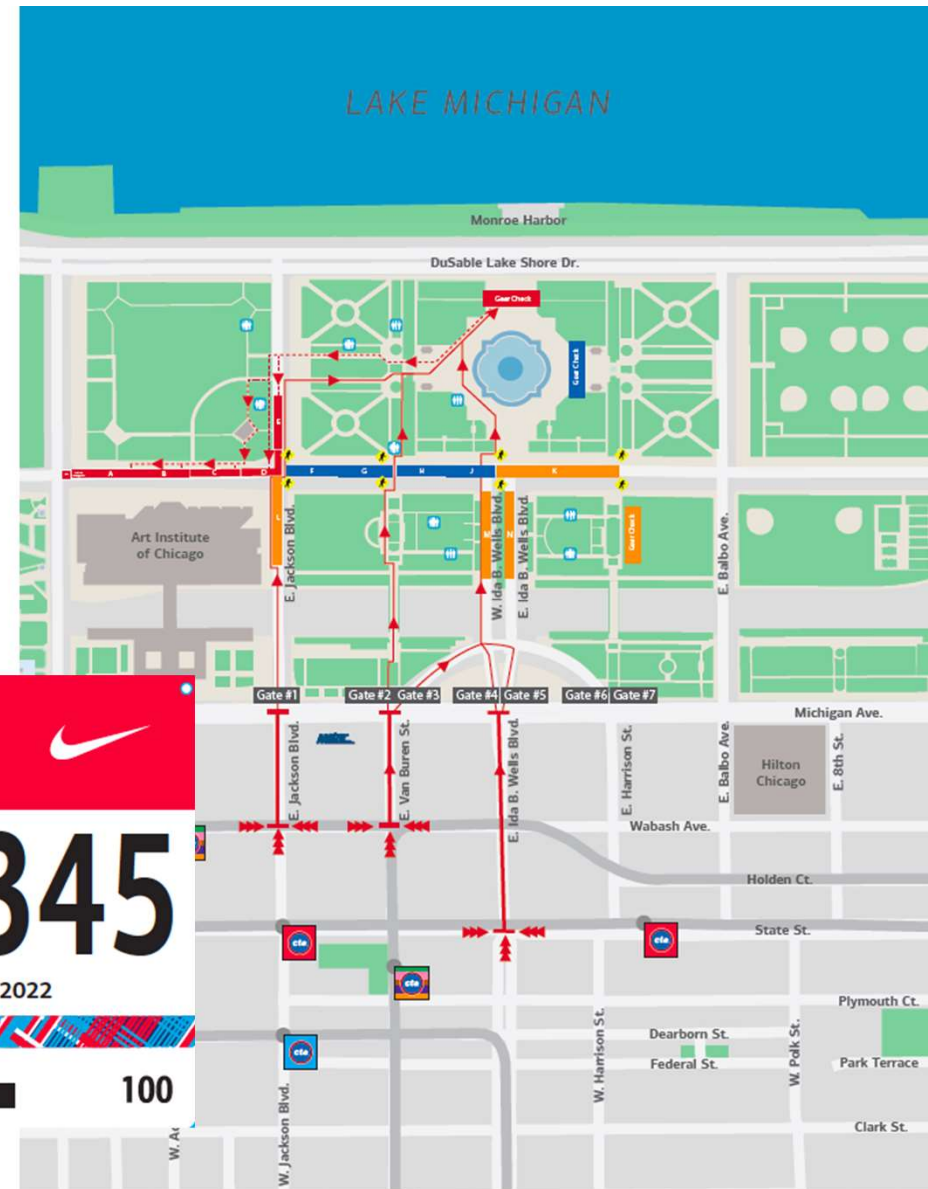
Start Corral C: Entrance Gate #3 - Van Buren

Start Corral D: Entrance Gate #2 - Van Buren

Start Corral E: Entrance Gate #1 - Jackson

Start corrals close: 7:20 a.m.

Race start: 7:30 a.m.



WAVE 2 (BLUE)

Blue Gear Check

Start corrals: F, G, H and J

Suggested arrival time: 6 a.m.

Suggested entrance gates

Start Corral F: Entrance Gate #4 - Ida B. Wells

Start Corral G: Entrance Gate #5 – Ida B. Wells

Start Corral J: Entrance Gate #3 – Van Buren

Start Corral H: Entrance Gate #3 – Van Buren

Start corrals close: 7:45 a.m.

Race start: 8 a.m.



WAVE 3 (ORANGE)

Orange Gear Check

Start corrals: K, L, M and N

Suggested arrival time: 6:30 a.m.

Suggested entrance gates

Start Corral K: Entrance Gate #6 – Harrison

Start Corral L: Entrance Gate #5 – Ida B. Wells

Start Corral M: Entrance Gate #6 – Harrison

Start Corral N: Entrance Gate #5 - Ida B. Wells

Start corrals close: 8:10 a.m.

Race start: 8:35 a.m.

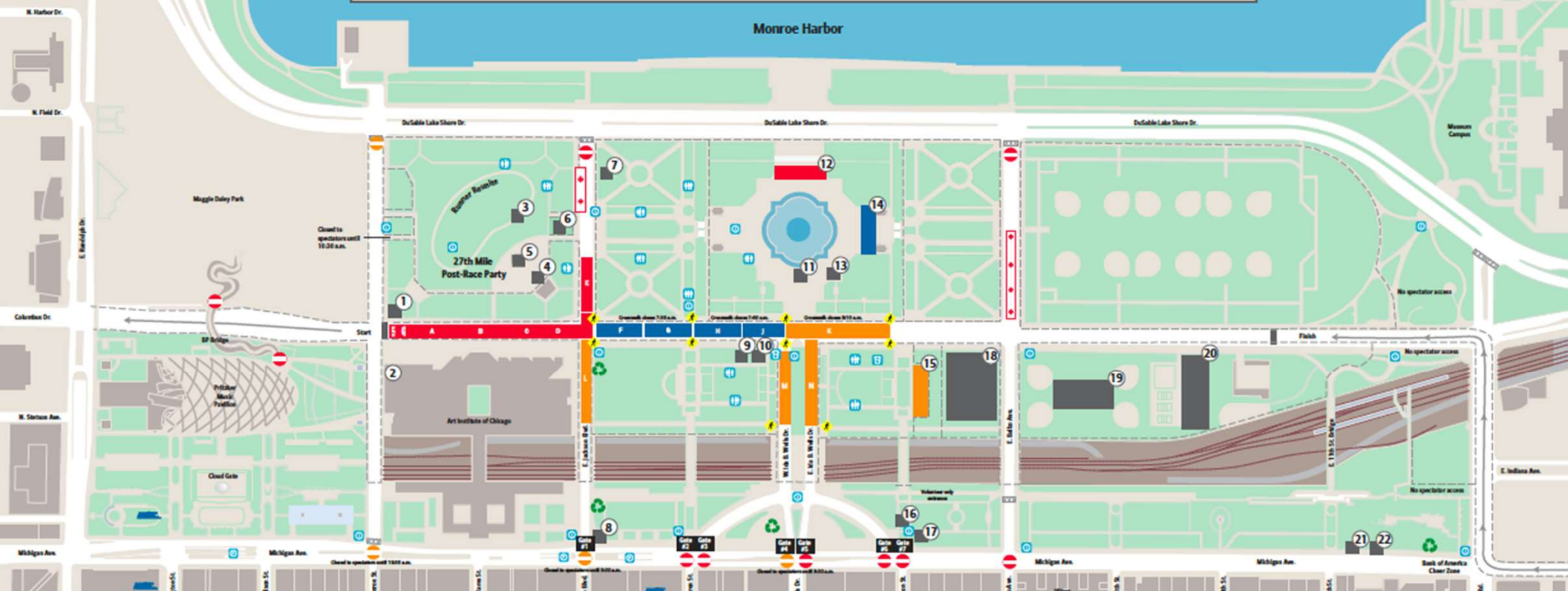




Grant Park Start/finish map October 9, 2022

- | | | |
|---|---|--------------------------------|
| 1 Start Stage | 9 Information Tent | 16 City Scents flowers & gifts |
| 2 Athletes with Disabilities Start Area | 10 City Scents flowers & gifts | 17 Information Tent |
| 3 City Scents flowers & gifts | 11 Information Tent | 18 Harrison Volunteer Compound |
| 4 American Development Tent | 12 Red Gear Check | 19 Skyline Hospitality |
| 5 Post-Race Party Stage | 13 Athletes with Disabilities Finish Tent | 20 Finish Line Lounge |
| 6 Information Tent | 14 Blue Gear Check | 21 Information Tent |
| 7 American Red Cross | 15 Orange Gear Check | 22 City Scents flowers & gifts |
| 8 Information Tent | | |

Course route
 Road closed to vehicle traffic
 Toilets
 CTA train
 Metra train
 Spectator entrance
 Zero waste station
 Medical facilities
 Pedestrian crosswalk
 Information tower
 Parking
 Limited access entrance
 N
 Map subject to change



Radio etiquette

- Radio channels are used to transmit official race business only
- Avoid discussing sensitive or medical issues on open channels unless directed by Race Officials or Dispatch
- Good radio etiquette demands that all users limit their communication to essential radio calls only
- Consistency is important. Everyone communicating the same reduces mistakes
- Listen to radio communication that may indicate special instructions needed in your area
- Keep your radio with you at all times
- Ear piece available – easier to hear in noisy environment
- Dispatch is listening to all transmissions and is available to pass along messages to other channels



Lost child/person protocol

In the event you find a lost child/person or are approached by a parent/guardian of a lost child/person, the following steps are to be followed:

- Keep the child/person or parent/guardian with you.
- Spend a reasonable amount of time (approximately 2 minutes) checking the surroundings to see if a connection can be made.
- If you are not at an information tent, walk with child/person or parent/guardian to the nearest information tent.
- Once at the information tent, the information tent coordinator will place a call to 312.781.6415.
- Keep the child/person or parent/guardian with you and inform them that the appropriate personnel have been notified through the Monterrey Security network throughout Grant Park.
- Do not communicate information by radio unless instructed by Grant Park Logistics to communicate over the dedicated Lost Child Channel. Do not relay details about the child over a radio or PA system without permission from Grant Park Logistics. When you call, speak slowly and clearly and provide as much information as possible (see Lost Child Documentation Form).

Lost child/person protocol

- The information tent coordinator will communicate with an event staff member who will work directly with a Monterrey Security team member to document the situation. They will log all details into the Monterrey Security online system for detail tracking and follow up reporting. The Monterrey Security online system will have information if the lost child or parent/guardian has already been communicated to our team from the other party elsewhere in the park.
- Monterrey Security will broadcast the information to their network of staff throughout Grant Park.
- An additional Monterrey Security Guard will be deployed to the information tent to provide additional assistance.
- If a parent insists on continuing to search the park, send a Monterrey Security representative, who is connected to the Monterrey network working on establishing the reconnection, with the parent.
- Upon reuniting the child/person and parent/guardian, Monterrey Security or law enforcement official will request to see identification prior to releasing the child/person. A Monterrey Security Guard must be present, and Monterrey must document the exchange to close the case. If you are approached by an individual who cannot locate their runner, direct them to the nearest info tent where runner-look up, medical patient tracking and American Red Cross Reunification Services are offered. Once at the info tent if the individual feels as though it is an emergency have them contact the police by calling 9-1-1.

Lost child/person protocol

Care guidelines

- No food or drink should be offered, except for plain water in case of allergies
- Staff should kneel or sit while talking to child to create a sense of comfort
- Staff should speak in a calm, quiet and soft voice to limit alarm or frightening the child
- Dispatch a security guard based on current location using identified light pole #, tent name or another landmark
- Upon reuniting the child/person and parent/guardian a Monterrey security guard or law enforcement official must be present

Lost and found protocol

Abbott Health & Fitness Expo:

- Items will be collected and logged at the Expo Information Booth on Th, Fri & Sat and available until 6 p.m. on Sat, October 9.
- All Expo items will be delivered to GP Logistics trailer on Sat evening to then be delivered to the Harrison Info Tent on Race Day.

Grant Park:

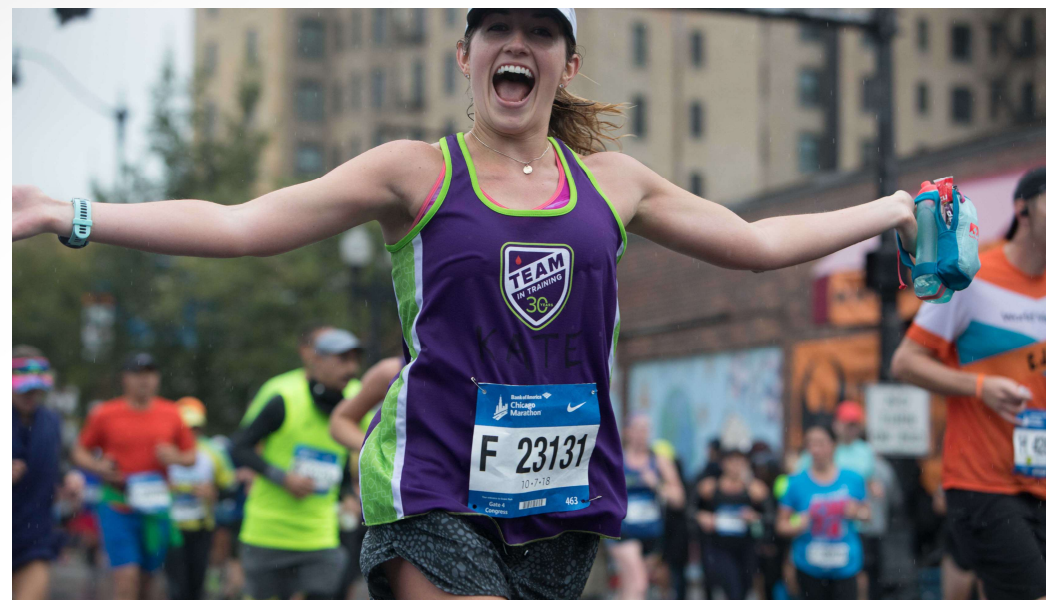
- Items will be collected throughout the day and available for pickup until 4 p.m. at all Info Tent locations, then until 7 p.m. at the Hilton.
- Volunteers will receive information on how the Lost and Found system will work from Key Leads.
- After 4 p.m. all unclaimed items from all tents will be collected and brought to Hilton.



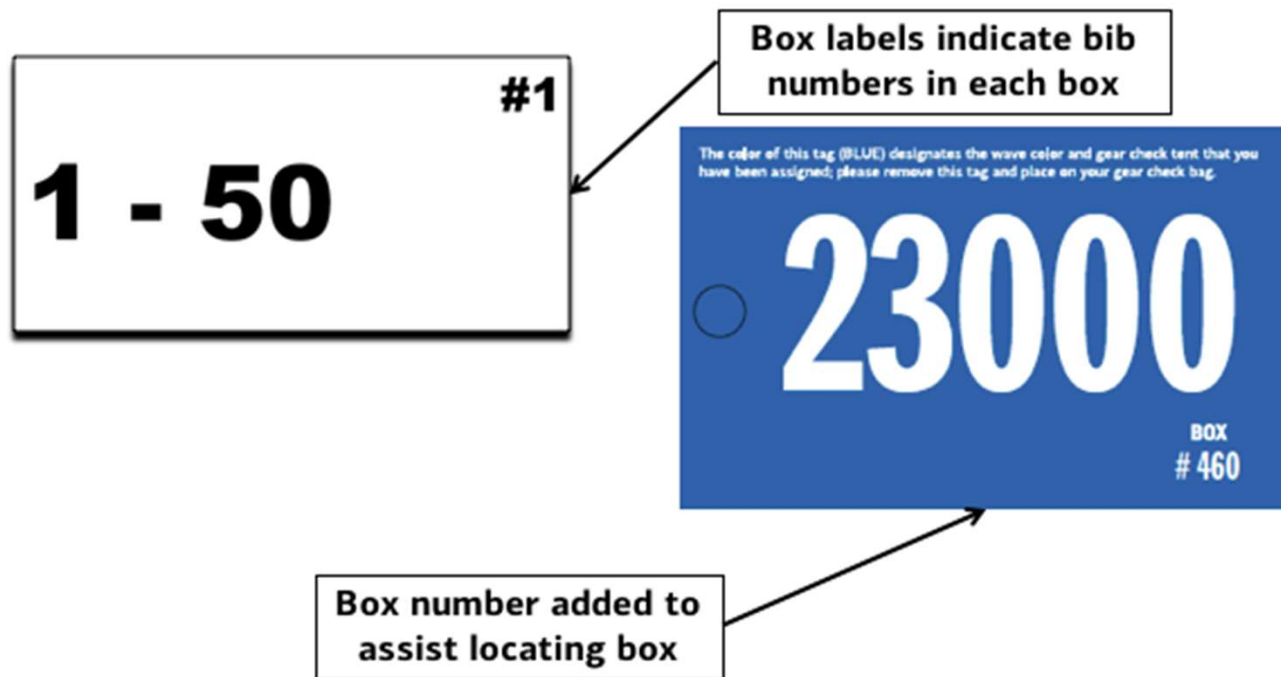
Lost and found protocol (cont.)

Post-race:

- All unclaimed items (including gear check bags) will be available at the Crowdfind office. Details will be available at chicagomarathon.com/lostandfound
- Any items unclaimed by October 28, 2022 will no longer be made available.



Gear check tag and box number



Start hydration

Recyclable materials

- Cardboard
 - Water and Gatorade boxes
 - Cup boxes
- Plastic
 - Water jugs (empty)
 - Gatorade jugs (empty)

How to collect recycling

- Keep boxes intact and place empty jugs in boxes
- Put boxes and jugs in clear recycling bags
- Keep together behind designated hydration tables



Start hydration and remaining product

Garbage Materials

- Water Cups & Cup Sleeves
- Table Skirts
- Shrink Wrap
- Food Wrappers
- All other waste will be considered trash

Composting

- Gatorade Cups

Remaining Product

- Do not dump tables, leave up poured hydration for participants post-race (depending on weather)
- Return unopened product to skids
- Event staff will pick up the skids when time permits





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Safety and security

Safety program overview

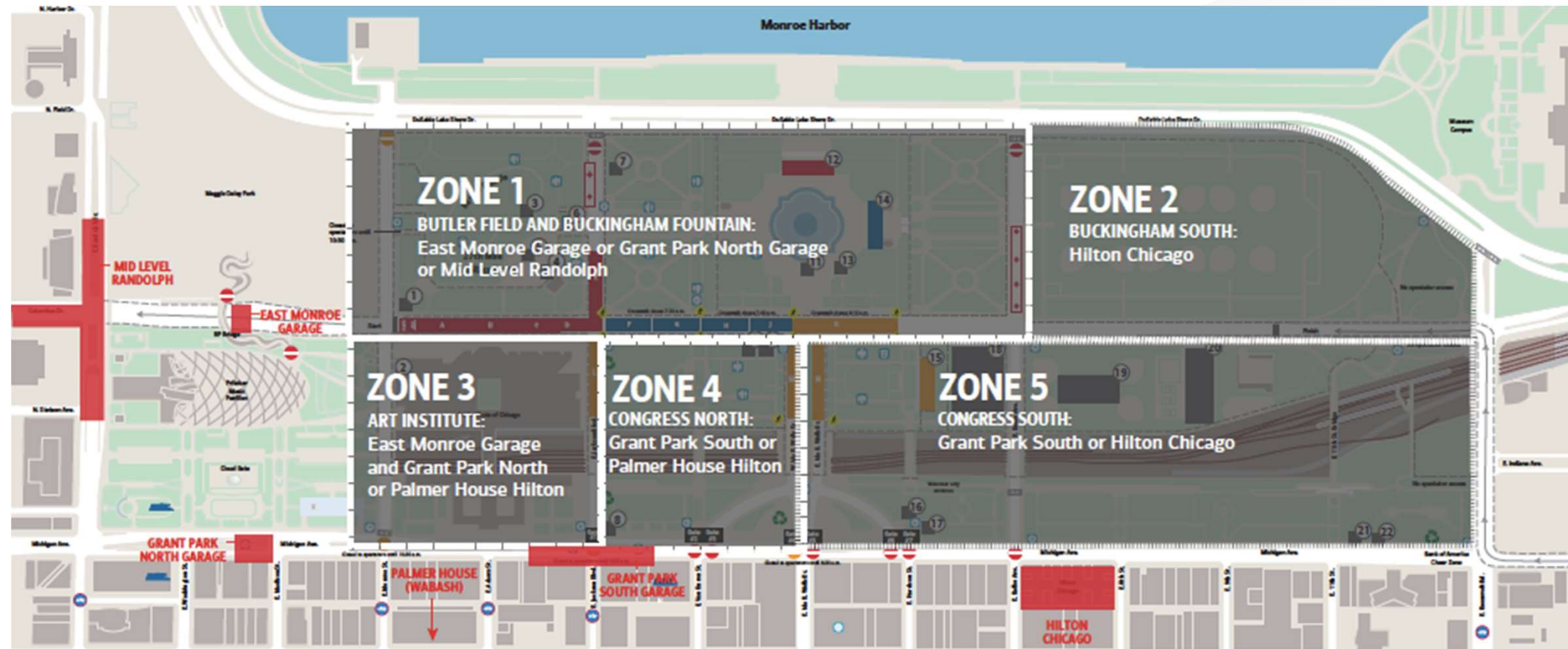
Safety team includes:

- Safety manager
- Designated safety coordinator (located in Grant Park)

Safety coordinators will be focused on:

- **Personal preparedness equipment (PPE)**
 - Event staff and volunteers are wearing necessary safety equipment including Fall protection harness and use helmets when working under elevated heights, safety vests, etc. for their role
- **Forklift safety & Pedestrian Interaction**
 - Forklift operators drive at appropriate speeds, use horn, wearing seatbelts, using lights, drive in reverse when transferring full loads, especially in congested areas with workers and/or volunteers
- **Environmental safety**
 - Supply and equipment storage, to prevent a slip, trip and/or fall, secure overhead structures, secure fencing, etc.

Grant Park evacuation zones



Evacuation roles and resources

Roles

- *Captain*
 - Facilitate the evacuation process for event area
 - Identify appropriate shelter location based on GP Zone
 - Designate personnel for additional emergency roles
- *Co-captain*
 - Lead the evacuation process to the appropriate shelter location
 - Responsible for wearing the fluorescent vest and leading the team to the shelter
 - Responsible for holding signage for team to follow to the shelter
- *Communications*
 - Responsible for communicating with the entire team with the bullhorn

Resources

- Designated evacuation lead(s) for key facilities
- Grant Park emergency shelter checklist & map
- Yellow Shelter Sign & Stick
- Fluorescent vest(s)
- Bullhorn(s)
- Emergency evacuation lollipop(s) (or other signage)

Race week preparedness actions

All area leads will be provided emergency preparedness documents to review with staff

Area managers:

- Conduct a safety, evacuation and communications briefing for event staff and volunteers in your area at the beginning of every shift.

Everyone:

- Review Hands only CPR
- Stop the Bleed Certification (training available race week)
- Monitor weather and dress accordingly
- Be aware of surroundings and report anything suspicious



Thank you

