



# 12 Hours of Mesa Verde

## Volunteer Handbook

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*The 12 Hours of Mesa Verde is a premier cycling event organized by volunteers dedicated to improving the lives of youth in Southwest Colorado.*

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Dear Valued Volunteer:

Thank you for being a part of the 12 Hours of Mesa Verde Mountain Bike Race! We sincerely appreciate the time you are taking to volunteer to make this race a continued success. The Four Corners community, Race Board, and racers joining us from all over the world look forward to sharing this experience with you.

The 12 Hours of Mesa Verde is a premier cycling event organized by volunteers dedicated to improving the lives of youth in Southwest Colorado. The 12 Hours of Mesa Verde began as "Ride the Lightning" in 2003, but developed into its current 12-hour endurance race in 2007. Since its inception in 2003, the race has donated more than \$200,000 to local organizations that focus on at-risk youth.

As a member of the volunteer team, you will receive a snack pack during your shift, a meal ticket, a t-shirt, and will be entered in a volunteer-only door prize drawing that happens each shift. We value your energy, expertise and time and hope you enjoy experiencing the race as a volunteer.

See you at the race!

12 Hours of Mesa Verde Board

## General Volunteer Information

### Arrival

- If you are volunteering on race day, please arrive 30 minutes prior to your assignment (or more if you can). This allows time for last minute instructions and time to walk to your post. Check in at the volunteer tent and pick up your swag bag if you didn't pick it up at packet pick-up.

### Be Prepared

The race will happen rain or shine so make sure you come prepared! Some ideas are below:

- Sunscreen and lip balm
- Sunglasses
- Rain gear
- Water bottle or pack with your favorite hydration fluids
- Weather-appropriate clothing
- Comfortable footwear (preferably not sandals)
- Cell Phone
- Watch/Time-Keeping Device – make sure you're on time!
- Chair cushion
- Coat or blanket (the race barn can be chilly at times)

## Volunteer Schedule and Opportunities

### Pre-Race Volunteer Opportunities (Friday, May 8th)

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#### **Racer Packet Pick-Up**

Volunteers Needed: 10/shift

#### **11AM – 4 PM; 4PM – 9PM**

Be a part of the anticipation and excitement before the race! You are responsible for providing racers with the information and gear they need to start the race. Racers are required to pick up their racer packets during this time; therefore we will have approximately 900 packets to distribute in about 8 hours' time. That's an average of 113 racers per hour or about 2 packets every minute, but of course they arrive in waves. **THIS IS A BUSY TIME!** Most positions are seated and require efficiency and friendliness.

Location: Kokopelli Bike and Board  
130 W Main St  
Cortez, CO 81321

## Race Day Volunteer Opportunities (Saturday, May 9th)

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<b>Course Marshal</b> Volunteers Needed: 10/shift	<b>6:30AM – 10:30AM; 10AM – 2PM; 1:30PM-5PM; 4:30PM-7:30PM</b> You have two main responsibilities as a course marshal; keeping the riders on the correct trail at intersections, and being available for racers to report any accidents or events. Some course marshals are stationed at dirt road crossings and will need to direct any cars to give racers the right of way. Other course marshals are stationed at trail intersections along the race course. Let us know if you would rather be closer to the fairgrounds at a road station, or if you can ride your bike or hike out to a more remote station. Course Marshals should have a cell phone, and be prepared for hot sun or wind or rain. Bring water and snacks. Camp chairs and umbrellas are also nice to have.  Location: Various points along the course.
<b>Ask Me/Volunteer Assistant</b> Volunteers Needed: 3/shift	<b>6:30AM – 10:30AM; 10:30AM-2:30PM; 2:30PM-6:30PM</b> Are you good at helping people and coordinating volunteers? Then we need you! We may need you to help coordinate timing table volunteers or simply have you assist volunteers in finding their way as they arrive!  Location: To be determined on Race Day
<b>Put Me Where You Need Me</b> Volunteers Needed: 10/shift	<b>All Day; 7:30AM – 11:30AM; 11:30AM-3:30PM; 3:30PM-7:30PM</b> Are you someone who just wants to help and doesn't care where you are assigned? Then this role is for you! We may need you at the start line, timing tables, or somewhere in between!  Location: To be determined on Race Day
<b>Timing Tables</b> Volunteers Needed: 25/shift	<b>7:30AM – 11:30AM; 11:30AM-3:30PM; 3:30PM-7:30PM</b> This is where we have the most need for volunteers. This is also the center of the action! Every racer will come through the race barn and check in at the timing tables for each lap. The first shift is the busiest, while the last shift is the least busy. These positions are seated on metal chairs. Please bring a cushion or towel with you. Water and small snacks are provided but please bring any food, layers of clothing, or whatever you need to make yourself comfortable.  Location: Race Barn

**Rover/Recycling & Waste  
Monitor**  
Volunteers Needed: 3/shift

**8:30AM – 12:30PM; 12:30PM-4:30PM; 4:30PM-8:30PM**

You are responsible for monitoring the recycling and waste bins and replacing bags as needed. Since this is not a constant duty, volunteers will also be available for rover duties which could include “flow control” of racers at the timing tables, assisting with racers entering the check-in area, staffing the Volunteer Booth or the Lost & Found booth, etc...

Location: Race Barn

**Food Servers**  
Volunteers Needed: 10/shift

**2:30PM-5:30PM; 5:30PM-8:30PM**

You are responsible for dishing up the yummy spaghetti dinner donated by Lotsa Pasta. You will probably be a popular person in this position. You will be serving hundreds of hungry racers and support staff who sometimes have to wait in line so your positive attitude will be appreciated.

Location: Race Barn

**Kids’ Activities**  
Volunteers Needed: 15

**Times Determined on Race Day**  
Details available on race day.

Location: Race Barn

**Kids’ Bike Race**  
Volunteers Needed: 15

**Times Determined on Race Day**  
Details available on race day.

Location: Race Barn

**Search & Rescue**  
Volunteers Needed: 30

**Times Determined on Race Day**  
Details available on race day.

Location: Race Barn

## Volunteers are Ambassadors

A volunteer's job is more than just safety. You will have involvement with the local people, the spectators, the racers and vendors. You are essentially a goodwill ambassador. It is very important to the long-term goals of the 12 Hours of Mesa Verde 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 the 12 Hours of Mesa Verde remains a premier cycling 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 be greatly appreciated and help us win friends for this 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. **If you do experience a problem with a racer, involve a board member.**

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. Say THANK YOU. A LOT!
4. Ask for help if you need it.
5. Above all else, have FUN!

We look forward to seeing you at the race! If you have any questions please email us at [info@12hoursofmesaverde.com](mailto:info@12hoursofmesaverde.com).