

2017 Publix Georgia Marathon Communications Manual

Version: 1.1 (1/1/2017)

Thank you for volunteering with this year's Publix Georgia Marathon. Nearly 10,000 race participants and 3,000 volunteers are relying on your ability to communicate efficiently to help keep them safe. This event is extremely complicated: five police jurisdictions coordinate to close over 30 miles of city streets and reroute numerous other streets for the better part of a day, all the while over 2,000 marathoners and 8,000 half-marathoners push themselves to the limit of their endurance. Amateur Radio Emergency Services plays a crucial role to ensure that a communication network is available to runners and volunteers get help quickly when needed.

This Communications Manual details the logistics of the event, the mission of each role, our communication protocols for this event, and outline the steps you should take to prepare.

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Change History

1/1/2017 (v1.1): Added Change History section. Clarified some positions. Minor grammatical edits.

Logistics

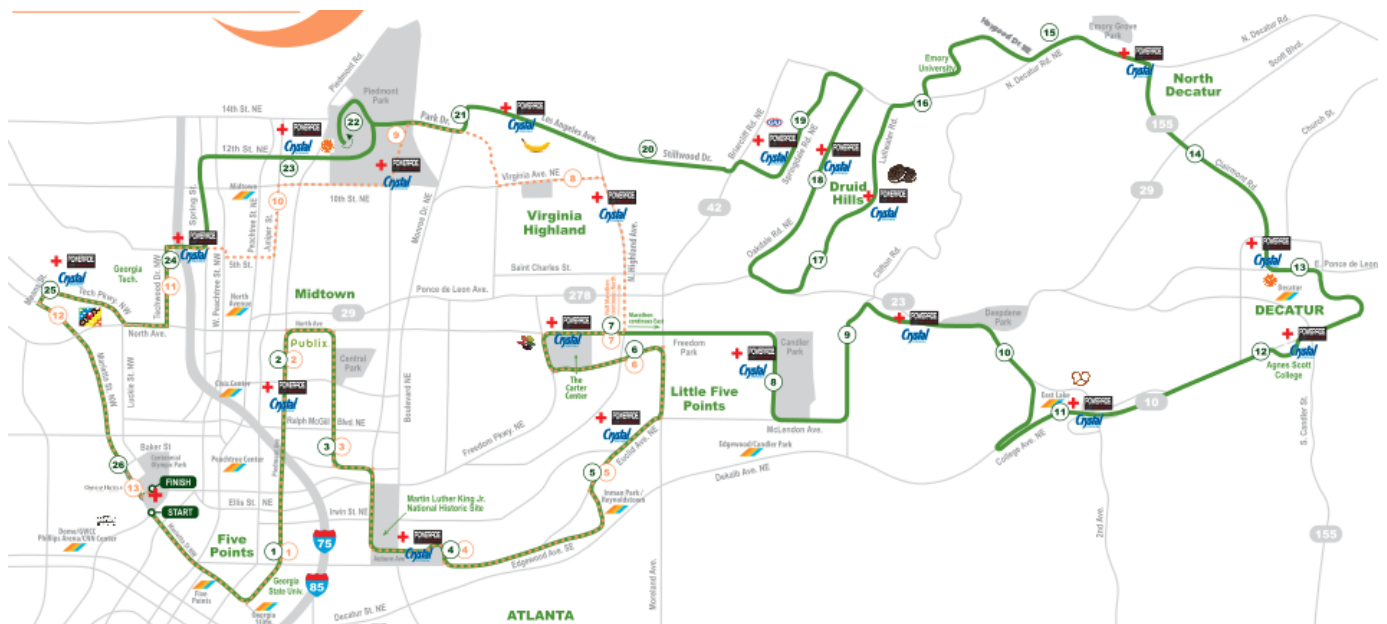
Event Information

Date	Sunday, 3/19/2016
Reporting Time	0500-0615 depending on assignment

Completion Time	1000-1430 depending on assignment
Event Location	The event starts and ends in Centennial Olympic Park, and makes its way as far east as the City of Decatur
Reporting Location	Varies by assignment
Sponsor	Publix Supermarkets
Race Officials	Atlanta Track Club (ATC)
Public Safety Jurisdictions (partial list)	Atlanta Police Department, Grady Memorial Hospital, DeKalb County Police Department, DeKalb County Fire Rescue, Georgia Tech Police Department, Emory Police Department, Emory First Responders, Georgia World Congress Center Police Department, City of Decatur Police Department, City of Decatur Fire Department, Piedmont Park Authority, et al

Map

There are two routes: Full Marathon and Half Marathon. The Half Marathon peels away to the north at Mile 7 near the Carter Center where the Full Marathon continues east to Decatur. The Half rejoins the Full near the entrance to Piedmont Park, and then parallels the Full until 5th Street. They both end at the same location in Centennial Olympic Park (COP).



ARES Roles

There are several roles available to ARES members. They are described below.

Aid Station Radio Operator

Aid Station Radio Operators are stationed at each aid station on the course (Aid Stations and Hydration Stations are used synonymously in this event). The Aid Stations are generally located about two miles apart, and are generally set up in a parking lot or sometimes even in the road right-of-way. The aid stations are staffed with other Track Club (non-ham) volunteers responsible for operating the aid station (i.e. fill the cups of water, cheer the runners on, etc.) and a medical volunteer. The medical volunteer may be any level of proficiency, from med student to physician. Portajohns are available at every aid station.

ARES members assigned to an Aid Station should expect to be somewhat mobile: while you may be able to sit for much of the event (if you bring a chair...), you should be prepared to walk to an injured runner or move to a better location to send or receive messages. Ideally, you should remain close to (or "shadow") the Aid Station Captain so that you are available to pass messages for the Captain immediately.

Most Aid Station Operators can get by with an HT and an earpiece. Some stations have historically had trouble hitting the repeaters on an HT, and we will attempt to assign more experienced operators willing to set up a Cross Band Repeater in those areas for reliable communications.

These positions all start at 0615 and stagger their closing starting at about 1000 until the end of the event around 1430. It is important to get to your aid station by 0615 otherwise the scheduled road closures will prevent you from reaching your assignment. You may have a lot of time to kill before your aid station starts operating, so feel free to bring something to help pass the time.

Given the 18 aid stations on the course, this is the most common assignment. The aid stations near the end of the route are open the longest, and we will try to assign two operators to those stations if we have enough volunteers, either in separate, shorter shifts, or in tandem for the entire day. If you have a buddy you want to work with at one of these later stations, please indicate so when signing up.

SAG Wagon Radio Operator

SAG (Support And Gear) Radio Operators ride shotgun in a rented van and are dispatched to pick up tired and slightly injured runners. The Race Officials provide the van and driver, although if you have a friend (or fellow ham) who wants to serve as a Track Club volunteer driver, let us know and we can pair you in the same SAG wagon.

The SAG Wagon Radio Operator should also be comfortable navigating into town roads. While a GPS is helpful to locate yourself on the course, do not rely on it for navigation instructions because it will undoubtedly try to route you across a road that has been closed for the event.

SAG wagons sometimes spend their time in a central location waiting for dispatch, are sometimes sent on "patrol" through certain parts of the route, and are also sometimes sent to a specific address or cross street to retrieve a runner.

SAG Radio Operators are expected to provide a mobile rig and mag mount antenna. APRS is strongly preferred, even if it is through your cell phone. It is recommended that you bring a cigarette lighter splitter (since the driver may want to keep his or her phone charged also) and even some common blade automotive fuses (15A, 20A, 25A) just in case your radio blows a fuse. As always, use the lowest power setting that gets the job done, but be familiar with your radio so you can boost the power if needed. The SAG wagons operate on a dedicated net, but need to be able to switch to the other nets to sometimes coordinate picking up riders.

There are typically 5~7 SAG wagons.

Motorcycle Radio Operator

Motorcycle Radio Operators patrol the course and serve as quick response units to locate tired or injured runners and guide the SAG wagons in. Getting to runners quickly prevents the runner from leaving the scene and taking a SAG out of service while it hunts for the missing runner. Motorcyclists are also dispatched to help troubleshoot Aid Station communication problems.

These operators must have their own motorcycles, and more importantly, specialized equipment to be able to hear and use their radio while safely operating their motorcycles. They must also provide their own safety vests and their own gasoline for the event.

We can accommodate any number of Motorcycle Radio Operators although in the past we have had generally about three.

Centennial Park Stationary Positions

There are several positions in Centennial Park that are akin to Aid Stations, such as the Information Booth, Lost and Found, Start/Finish Line, etc. For all intents and purposes, the Aid Station section applies to these positions, except chairs are often provided and ear pieces are a necessity. Some stations are encouraged to utilize digital stations to coordinate patient flow through the medical tents.

Medical Tent operators should give the medical personnel a heads up on arriving SAGs and ensure a medical volunteer is prepared to meet any arriving riders who may need medical

assistance.

There are about a half dozen positions like this.

Centennial Park Shadow Positions

Shadows are assigned to specific Race Officials and are expected to follow the Race Official everywhere in Centennial Olympic Park (COP) and act as a personal messenger. These are typically highly mobile positions that require a lot of walking and maybe even sometimes some light jogging (the race officials are members of a track club, after all!). There is rarely time to troubleshoot radio problems, so having a back-up radio is recommended. Ear pieces are a must because the park can be very loud.

The Shadows should have a conversation with their assigned race official to determine how much information the race official would like to receive. Some officials prefer to receive updates on lead runner positions and major events on the course (such as running out of water cups), while others prefer to not be interrupted unless there is a message specifically for them.

These race officials will have their own commercial radios, so ARES' role is typically to pass additional messages when requested or in the event the commercial radios go down.

Keep in mind that the race officials are intimately involved with the planning and execution of the event, so it is suggested that Shadows take the time to familiarize themselves with the entire net so they can route information efficiently.

There are about a half dozen positions like this.

Command Center Positions

The Command Center positions start the earliest and end the latest, and involve some setup before the event. These positions include the Net Control/Assistant Net Control operators, SAG dispatching team, and Medical Liaisons. These positions are typically assigned to experienced operators who have demonstrated Net Control and AUXCOM experience on other events and an ability to integrate successfully with Public Safety staff. If you are interested in a Command Center position, please arrange a time with the ARES event coordinator to discuss your experience and how you may best fit in the Command Center.

Due to limited space in the command center, these roles are generally limited to about six operators.

Remote Documentation

This unique position helps take the load off the Command Center staff by remotely monitoring the SAG radio traffic and recording the dispatch, on-board, and drop-off times for SAG wagons

sent to pick up runners. They use Google Spreadsheets to update shared documents that the Command Center can reference to ensure we are delivering runners back to Centennial Olympic Park in a timely manner.

Typically, this position can be done in the comfort of your own radio shack, and is ideal for someone who has mobility constraints. Familiarity in using spreadsheets and being able to hit all the repeaters from home is required. Expect to invest some time prior to the event getting familiar with the workflow and tools. We encourage everyone who can participate in the field to do so.

Nets

This section explains the purpose of each net. The frequencies for the event can be found on the Assignment Sheet, which is always subject to change. Operators are assigned to a specific net and should stay on that net unless instructed by their Net Control or if a technical problem is preventing them from reaching their assigned net.

All operators should program their radios for every frequency listed on the assignments sheet before the event so they can easily switch to another net if directed. Unfortunately, weather conditions, hardware failures, and other unpredictable factors often require the shuffling around of the net frequencies during the event. *This event is not the time to learn how to use your radio, but instead the time to show off how well you can configure it!*

Race Net

The Race Net's purpose is to handle all the logistical and operational support for non-medical/non-transport needs. This includes all Aid Stations, the pace vehicles, and the Shadows in the park. If any of these stations has a need for medical or SAG resources, inform the Race Net Control (your net control!), and Race NC will forward your message to the other nets; do not leave your assigned net unless instructed to or in the event you are prevented from communicating on your net.

SAG

The SAG net contains all dispatched vehicles (SAG Wagons and motorcycles) and the COP Medical Tents. The Medical Tents are expected to give the Medical Team a heads up on incoming SAG riders and their condition.

Alternate

The Alternate net allows a subset of stations to communicate more easily. For example, if a SAG is having difficulty locating a runner at an Aid Station, Net Control may send both stations to

the Alternate net so they can talk directions without disturbing the other nets. Or, if there is a medical emergency, an Aid Station operator may be sent to the Alternate Net so he has an unencumbered frequency with medical assistance in the Command Center. Thus, stations should not use the Alternate net unless instructed by Net Control.

D-STAR

The Med Tents, Chamber, and Command also run a D-STAR net to assist with passing information.

Simplex

The Simplex frequencies may also be used to take local conversations off the net. See the example of the SAG Wagon trying to find the runner at the Aid Station above. Also, in the event the repeaters are lost, Simplex (with a lot of relaying!) frequencies can be used.

Expectations

Attendance

Because of the great number of positions to fill, there is very little capacity for redundancy. Please inform the ARES event coordinator if you must back out of your assignment. On the day of, please make every effort to show up for your assignment, and at the very least contact Net Control even if you cannot make it to your assigned location. It is much easier to coordinate the repositioning to accommodate backfilling for your position if you are in touch with Net Control. Otherwise, we do not know if you are just having communication problems and will be online shortly, or will not show up at all. Also, it is much easier to reposition assets before the event starts and before the roads are closed.

Many roads are closed or turned into one way roads. Getting around town once the roads have been closed is extremely difficult, so we request all Aid Station operators be at their assigned aid station by 6:15am. Shadows and Command Center are to report by 5am. All other Centennial Olympic Park (COP) operators need to be at the park by 5:30am; SAG Wagons will need to be on the road by 6am.

We thank you for giving up a sizeable chunk of your weekend to help and we understand that sometimes unforeseen events arise. If you cannot make your assignment, please contact the ARES Incident Commander (IC) listed on the assignment sheet as soon as possible. Use text or email prior to 4:30am, and voice after 4:30am. Please identify your name and race assignment in any messages.

Planning Meeting

There is a planning meeting the Saturday of the weekend before the event. The location will be announced. This is an important meeting because certain details about the race are not known until that time. Please consider this meeting mandatory, but contact the ARES event coordinator if you cannot make the meeting.

Professionalism

ARES members are experienced communicators who practice integrating themselves into a variety of situations. This event has the ARES member at the convergence of every type of entity we serve: public safety, citizens, other volunteers, and businesses. As a reminder of all these types of individuals we will be serving:

- Do not argue with Police Officers. They have an incredibly stressful job simply keeping cars separated from humans. They do not care about your message unless it specifically involves them. If they tell you to do something, do so and operate within those constraints.
- The same goes for Race Officials
- Do not interject yourself into Race operations. You are the messenger. Standby until called. The Race Officials will have enough heads working on a problem; they need your head to be concentrating on communicating for them.
- Be courteous to everyone
- When possible, use this as an opportunity to expose the general public to the joy of Amateur Radio. Don't be pushy, but engage the curious and let pass the un-interested.

Priorities

Our primary responsibility this event is to communicate. All the nets will be very busy, so it is important that you be:

- Attentive
- Concise
- Clear
- Loud

The most important action when communicating is listening.

If Net Control must call you several times to raise you, then you have effectively taken the net down without you even pressing your PTT button, since no one else can use the net while Net Control is trying to reach you! Assume that every message being transmitted is specifically for you! If you will be out of commission for a few minutes, let Net Control know.

The second most important action is practicing what you say before you key up:

- When you arrive that morning, rehearse aloud (but NOT on the radio!) summoning a SAG wagon to your current location: “Aid Station XX requests a SAG for Male Runner Bib Number 12345, initials Juliet Delta. The runner is simply tired”. Practice that until it becomes second nature.
- Also practice summoning EMS (emergency protocol will be made available during the Planning Meeting the weekend before the event).
- While you’re at it, practice summoning additional supplies, like water cups.

Those three messages will cover about 90% of the traffic you’ll be making that day, and it will get you in the right frame of mind for the remaining 10%.

Finally, make note of the nearest address, in case you need to summon EMS. Memorize the street number and name, or write it down on your notepad or the back of your hand. Someone’s life may depend on it.

Communicating in general

Above all, we are communicators. While our radios are often the best tool for communicating, sometimes our cell phone is a better tool:

- If you cannot get out over the radio for whatever reason, use your cell phone to call Net Control; don’t spend so much time troubleshooting that your message becomes stale or you can’t be reached by Net Control. Don’t keep repeating your failed message, since that is essentially taking the net down each time you send your corrupted message.
- If you have sensitive information that someone would reasonably be embarrassed about (or worse) if overheard by someone with a scanner, then use your cell phone.

Your primary job must be to communicate for the Aid Station captain and medical personnel. Your *first allegiance must be to your radio*. Setting up water tables, assisting with first aid, acting as a traffic cop, crowd controller, etc., is not our job. *Our job is to act as communicators*.

Please remember to stay in communications. Don’t turn a radio down to answer crowd questions. Find a volunteer to handle that task. Remember to regularly check your batteries.

Do not become so involved with the scene that you neglect your communication duties. If someone is sick or injured and they are being tended to by the medical staff, do not become actively involved in the treatment. You are a very important link between the victim and his well being, by being ready to guide EMS exactly to the scene or hear important instructions from Net Control. Even if EMS is there, you are a vital link between the individual and the race officials or

even the family members in Centennial Olympic Park. The only exception to this rule is if it is a life or death situation and absolutely no one else is available to help the victim. In that case, render as much aid as you are trained and comfortable providing while at the same time trying to get the help of anyone, including other runners if needed.

Headsets or an earpiece are recommended. If you are in a particularly loud location, consider relocating before transmitting so that Net Control won't have as much background noise to contend with. Obviously, some situations may require you to transmit in a noisy environment. Do your best to use your body to shield your mic from the background noise.

Your Radio

Please get familiar with your radio before the race! When 50 other operators are waiting to hear you acknowledge Net Control is *not* the time to learn how to operate your radio. Program all the race frequencies even if they do not apply to your assigned position. Inevitably, we need to move certain stations to the other frequencies to improve reception or for load balancing due to the volume of messaging. You should expect that you will be asked to move to at least one of the other assigned frequencies.

Bring your manual with you on race day to help you troubleshoot. Race day is the most likely time when you're going to get your radio into a mode you've never gotten it into before and only the manual will be able to help you. With so many different radio models out there, no one in the Command Center will be able to walk you through any meaningful troubleshooting steps.

Generally all the nets used that day are in frequent use. If you don't hear traffic for a couple of minutes, feel free to check in with Net Control to make sure you (or they!) are still on the net. You don't have to explain why you're doing a radio check, just that you need one: "Aid Station XX to Net Control, Radio Check... [*This is Net Control reads Aid Station XX 5 by 9*]... AB1XYZ". It is important for you to acknowledge Net Control's acknowledgement so that Net Control knows that they are being heard.

Do not get verbose: "Net Control, I hadn't heard anyone on the net for several minutes so I was just wondering if my radio is working or if maybe your radio is down. Sometimes my headset gets slightly unplugged and then I can't hear anything on the headset or the radio speaker. I thought the net would be busier right now. So I am hoping everything is working. But anyway, keep up the great work, this is a lot of fun. Just let me know if you need me for anything. Aid Station XX going back to monitoring. AB1XYZ". See?

Set your radio to automatically time-out after one minute. This will help prevent an "open mic" from taking down the entire net. An open mic is when you (or an article of clothing) unknowingly keys your PTT button and leaves it closed. Remember, when anyone has the PTT button pressed, no one else can use the net. An open mic is absolutely fatal to our ability to serve our

mission. Sometimes a partially unplugged mic cable results in an open mic. Even if you are not keying your mic, periodically make sure your mic is completely inserted.

Your Body

The event is in late March. Typically early mornings are chilly and mid-to-late mornings are warm, so dress in layers. Even a light breeze can chill skin significantly when exposed to it for several hours, so consider bringing gloves and a hat. Even a little bit of rain can cause an uncomfortable chill, or worse.

Bring your own lunch, refreshments, and liquids. You will not have the opportunity to leave your post and buy a lunch somewhere. The snacks given to the runners are specially formulated for bodies that have been under extreme exertion for several hours, so you likely won't find them very satisfying.

You will have access to a portajohn, although you may need to cut the zip-tie off in the morning, so bring a pair of pliers or pocket knife.

It will also be dark in the morning so bring reflective gear. Leave your reflective gear on all day so that your station captain, SAG Wagon, or shadow can easily find you.

Protocols

This is a directed net. All communications should go through Net Control. Do not attempt to raise another station directly unless approved by Net Control.

Remember that thousands of people may be listening to you, through scanners and internet streaming, and -- more importantly -- are counting on you for their well being. Remain professional at all times.

The nets are our most important tool. Respect the nets:

- Don't create an open mic
- Listen
- Be concise

General Message Format

We are using the following format for all traffic:

1. Station you are calling, i.e. "Net Control"
2. Your tactical call sign, i.e. "from Aid 25"
3. Your message, i.e. "We need more water cups."

Once your message has been acknowledged by Net Control, then you should repeat Net Control's message and end with your FCC Call Sign:

1. "Aid 25 copies that more water cups will be delivered in 20 minutes. AB1XYZ".

Repeating the gist of the message is an important step so that Net Control can ensure the message was received properly. Don't simply say "Acknowledged" or "Copies".

Priority Traffic

At any time you need emergency services (EMS, Police, Fire, etc.) then begin your traffic with "Priority Traffic from <Your Tactical Call Sign>; Repeat Priority Traffic from <Your Tactical Call Sign>". Net Control will clear the net for you and then instruct you to go ahead with your message. Using the "Repeat" phrase is important in case you begin speaking before fully keyed up and the first "Priority Traffic" is lost.

If you hear that another station has called for Priority Traffic, then hold all of your traffic unless yours, too, is of priority nature. Wait until Net Control has announced that we are returning to Routine Traffic.

Reporting In

On the morning of the event, feel free to attempt to raise Net Control for your assigned net as soon as you are within range of the repeater, even if you are just leaving your driveway; it is helpful for Net Control to know that you are awake and on your way to your assignment. Use both your call sign and tactical call sign: "Net Control from Aid 25. I am enroute to Aid 25. I expect to be on assignment at 6:15. AB1XYZ". If you don't hear a response, don't worry, keep heading to your assignment and report in once you are at your location or once you hear Net Control acknowledge other stations.

Report in once you are at your assigned location, or if you are having trouble getting to your assigned station: "Net Control from Aid 25: I am on station. AB1XYZ". If at this point you do not get a response and the net is open, then send a text to the Net Control phone number indicating you are not being picked up. Then listen to both your radio and your phone for further instructions. Sending a text instead of leaving a voice message is important because the command center can be very distracting at that time that it is sometimes difficult to hear a voicemail message, and sometimes even hear it in its entirety.

Net Control may do a Roll Call around 6:15. It may be a full Roll Call, or only of stations that have not checked in yet. As usual, listen for instructions.

Requesting a SAG

When requesting a SAG, first take a moment to position the runner where he or she is safe, you can visually monitor him, and he is easily accessible by a SAG Wagon. SAGs will generally arrive on the “inside” lane of the course (the lane closest to the center point of the entire course); if you study the race map for your location, you should have a good idea of where SAGs may arrive from. Then note the following on your SAG Request Log:

- Runner Bib Number
- Runner Gender
- Runner Name (never transmit the runner name; only transmit the initials)
- Complaint or reason for a SAG (i.e. illness, tired, type of injury)
- Time the runner presented to you

A typical SAG request will go like this:

You: “Net Control from Aid 25 with a SAG request”

NC: “Go ahead Aid 25”

You: “Aid 25 would like a SAG for Male Runner #12345, initials Juliet Delta. Runner is tired.”

NC: “Net Control copies SAG request for Male #12345 Juliet Delta for fatigue at Aid 25. We’ll get an ETA to you in a few minutes.”

You: “Affirmative. Aid 25 awaiting ETA. AB1XYZ”

At this point, do the following:

- Record the time NC acknowledged your request
- Listen to your radio for the ETA; this may take several minutes
- Stay with the runner and the medical volunteer to help keep the runner under observation and report any significant change in condition as Priority Traffic.

Always be prepared to switch to the Alternate Net or one of the Simplex nets, *but only if requested by Net Control*. You may need to do this if the runner takes a turn for the worse, or if the SAG Wagon needs help finding you.

Alert your Net Control when you can see the SAG. They may not be able to see you, no matter how wildly you’re waving your arms. (“Net Control, Aid 25 has the SAG in site. AB1XYZ”). Keep it short. If the SAG has trouble finding you then you will be requested to provide more details about your relative location.

When the runner has been picked up by the SAG:

- Get the SAG number from the SAG radio operator (typically a single digit number)

- Record the time of the pick-up
- Let your Net Control know which SAG the runner is onboard

Our goal is to have the runner on a SAG Wagon within 20 minutes of being reported and delivered to Centennial Olympic Park (COP) within 40 minutes of being reported.

SAG Operators: Picking up a runner

When SAGs take on a runner, transfer the log information from the Aid Station operator to your log. Re-assess the runner's condition, and then inform SAG Net Control of the runner you have on board (Gender, Bib, Initials, and Condition). Net Control may have another pick up for you, may keep you on the course for several minutes in case there is another request, may instruct you to transfer your rider from another SAG (or vice versa) at a specific location, or may instruct to return to COP. Our goal is to have the runner on a SAG Wagon within 20 minutes of being reported and delivered to Centennial Olympic Park (COP) within 40 minutes of being reported.

Keep a close eye on your riders, since their conditions may change. If you have a medical emergency onboard, pull over to a safe stopping location, get the address or nearest intersection and radio Net Control for Medical Assistance. An ambulance will be able to reach you sooner than you can make it to the Medical Tent.

Requesting Emergency Services

For Life-Threatening Situations:

1. Know exactly where you are (address and nearest cross street)
 2. Radio YOUR Net Control and announce "Priority Traffic Repeat Priority Traffic"
 3. When cleared to speak, request an Ambulance.
 4. If you cannot reach Net Control, call the number on the Assignment Sheet so you will be connected to Medical personnel
 5. Never leave a voicemail!
 6. If you cannot reach anyone, call 911
- Focus on clear communication. The most important help you can provide is to clearly communicate the nature of the emergency, your location, and any changes to the situation
 - Do not get engaged in rendering First Aid that you fail to hear messages from Net Control. Only render First Aid if absolutely no one else is available to assist.
 - Always be prepared to go to another frequency
 - Remember that life and death situations allow anyone to use your radio, but keep in mind that they may not know how to operate it or how to communicate effectively with this event's protocols

Medical Awareness

Each Aid Station will have a medical volunteer present, although the experience of the volunteer will vary greatly. In addition to finding the Aid Station Captain, find the Medical Volunteer and introduce yourself. Each operator should be aware of the following signs that are more likely to be present at a marathon event. Remember that a marathon stresses the body in unusual ways, so a runner may take a turn for the worse suddenly. If you are in doubt about the runner's condition, radio your Net Control for Medical Staff to assist in assessing the situation.

When to Request help from your Net Control for “MEDICAL STAFF”

- If you cannot raise your Net Control, then follow the procedure on your Assignment Sheet: typically that is call the Medical Phone Number, and if you do not get a live person on that number, call 911.
- With an event like this, it is better to have a runner assessed by EMS and released rather than turn into a critical situation. EMS professionals are stationed throughout the course and assigned specifically to this event. They are expecting to perform many assessments during the day. A request for an assessment during this event is not using a resource assigned to the normal 911 system.
- Signs of Illness
 - ANY LOSS OF CONSCIOUSNESS
 - Includes fainting
 - SEIZURE
 - DIFFICULTY IN BREATHING, shortness of breath (especially if unrelieved by resting)
 - Complaint of CHEST PAIN
 - Confusion or erratic behavior
 - Collapses or may fall repeatedly while running (unable to stay standing)
 - Unable to answer questions properly or at all
 - Acting “sleepy” (lethargy) or having difficulty keeping focused on what you are saying
 - Excess sweating or NO sweating
 - Muscle stiffness or achiness – especially if it is severe
 - Nausea and/or vomiting
 - Complaint of abdominal pain
- Signs of Injury
 - MAJOR BLEEDING
 - Anyone who suffers MAJOR TRAUMA (like getting hit by auto, severe fall, etc.)
 - HEAD injury
 - Bone sticking out = fracture
 - Arm or leg that is “angulated” or otherwise deformed

- Loss of feeling or movement below injury site

When to call a SAG

You may request a SAG from your Net Control for the following conditions.

- Swelling, redness, pain on arm or leg (example – twisted ankle): SAG Wagon if runner is able!
- Tired or fatigued but none of the above signs of illness or injury: SAG Wagon
- Does not want to run anymore!: SAG Wagon
- Bloody or sore nipples or other chafing/chapping/etc.: Aid Station Medical Volunteer will provide Vaseline &/or BandAids
- Scrapes, small cuts, small blisters: Aid Station Medical Volunteer will provide a BandAid
- Looking for a bathroom

Countdown to the Event

To get ready for the event, you can follow this handy countdown guide.

Now

- Download and read the documents at www.iCommandTools.com/marathon
- Program your radio(s) with all the frequencies
- Set the Transmit Timeout Timer on your HT to one minute so an accidental Open Mic won't take the net down
- Locate your radio manual; better yet, download the PDF version to your phone or tablet

The Week Before

- Familiarize yourself with your assigned location, including determining where you will park. Use Google Satellite or Earth if you cannot visit the location in person.
- If possible, try your radio from your assigned location.
- Study the Assignment Sheet to familiarize yourself with the nets and who is on each net. Practice what you would say if you had to request:
 - A SAG wagon
 - An ambulance
 - Logistic support
 - Technical assistance
- This event is soon after the spring time change, so consider adjusting to the early wake up time gradually.

The Night Before

- Confirm you are prepared for the weather: rain, shine, chill, heat, all of the above.
- Assemble your gear so that it is ready to go in the morning
 - Watch
 - Pen
 - SAG logs
 - Snacks and Lunch
- Set your alarm clock
- Make sure your radios and phone are fully charged

The Morning of the Event

- Tune to your assigned net
- Check in as soon as you're in radio range; don't be disturbed if you don't a reply until you're on assignment. At that point, try and actively troubleshoot the problem by using the cell phone numbers.
- You will likely be the first to arrive. It will also be dark, so put on any reflective safety gear you have.
- Introduce yourself to the Aid Station Captain and Medical Volunteer, and explain your purpose. Ask how much information the Captain wants to hear (i.e. the location of lead runners, what's happening at other stations, etc.). Some Captains want a lot of information and others don't want to be bothered unless there is something specifically for them. Remind the Captain that you are their link to the race officials that day, and that you will be happy to make any type of requests for them.

The End of the Event

- You will not miss the end of the event. There will be several large trucks picking up the cones. These are called Cone Trucks. There will also be a "Tailing SAG" picking up runners that the end of the race overtakes.
- As the Cone Truck is arriving, radio your Net Control and await further instructions. Most of the time you will allowed to secure your station, but we may need you to pass a message to one of the tailing vehicles.
- Once you are instructed to secure your station, you are free to leave. Please keep in mind that the event is still ongoing, so there is still radio traffic going on; keep your good-bye brief, and watch out for the other runners still on the course.

In Closing

Thank you again for your service. Remember to have fun with your assignment. Yes, this is an important role that needs to be taken seriously, but don't forget to enjoy the event. Most of the 10,000 runners probably won't give a second thought to the vast infrastructure you are a part of watching out for them. But the few that need our help -- even if it's across town and they're helped by another operator -- won't be able to thank us all enough for volunteering to be there for when they could go no further. Remember, every runner helped by any one of us, is helped by all of us.