

VOLUNTEER GUIDE

Expectations:

Always be polite and courteous. For many people, you are the face of the DICK'S Sporting Goods Pittsburgh Marathon. Please carry out your duties in a pleasant and professional manner. Smile! If a situation should arise that you do not feel comfortable addressing, please seek out your Volunteer Coordinator.

- Volunteers are expected to become familiar with this Volunteer Guide.
- All volunteers should report to THE APPROPRIATE volunteer check-in at least 15 minutes prior to the start of the scheduled shift.
- Volunteers are expected to report all accidents, injuries and illnesses (no matter how minor) to their Volunteer Coordinator; please see emergency information below.
- Volunteers must notify the DICK'S Sporting Goods Pittsburgh Marathon (volunteers@p3r.org) at least 24 hours prior to their shift if they are unable to volunteer as scheduled.
- Volunteers are asked to stay home if they are not feeling well.
- Feel free to cheer on the runners and congratulate them!
- Have FUN!

During event hours, everyone's work is necessary and important. Volunteers are provided general job descriptions at sign up but may be reassigned on the day of the event to fill in as needed. If you do not know where to go, or what to do next, please check with the Volunteer Coordinator at your location. If you need a bathroom break or otherwise need to leave your post, please make sure the Volunteer Coordinator who covers your area is aware before you leave your station.

What to Wear and What to Bring:

T-shirts and credentials will be provided at volunteer check in; please wear the credential during your volunteer shift so you are easily identified as a volunteer. Dress casually and comfortably! Layers are best; you can take them off if the temperature increases. Wearing sunscreen, a hat, a watch, and/or sunglasses may be a good idea. Please do not bring personal items; leave valuables at home. There will not be a secured location available for storing personal items and the DICK'S Sporting Goods Pittsburgh Marathon is not responsible for lost, damaged or stolen items. To help law enforcement monitor the area, we ask that spectators and volunteers avoid bringing large bags or backpacks with them on race day; bags may be subject to inspection. If you do bring smaller personal belongings with you, please keep an eye on them and do not leave them unattended. Absolutely no bags are permitted in the start or finish line areas.

Where to Go and What to Do:

Please check in at the volunteer check in location listed on your final confirmation. For any course volunteers, you should locate the volunteer check in area, most likely near the U-Haul U-Box storage unit. Plan to arrive 15 minutes before your scheduled start time; this will provide you time to check in and receive a t-shirt, Pirates voucher and credential. You will also meet your Volunteer Coordinator and receive a brief training on your assignment. Please note that once roads close to traffic, volunteers will not be able to continue driving on the course to their station location.

SCHEDULE OF EVENTS:

Friday, April 29

Pittsburgh Health and Fitness Expo
10:00 a.m. until 8:00 p.m.
David L. Lawrence Convention Center
*The Expo will open at 9:00 a.m. for VIP participants only.

Saturday, April 30

Pittsburgh Health and Fitness Expo
9:00 a.m. until 6:00 p.m.
David L. Lawrence Convention Center

Chick-fil-A Saturday Finish Line Festival
9:00 a.m. until 1:00 p.m.
Point State Park

UPMC Health Plan/UPMC Sports Medicine Pittsburgh 5K Run
Race begins at 8:00 a.m.

Sheetz Pittsburgh Toddler Trot
Race begins at 8:30 a.m.

Chick-fil-A Pittsburgh Kids Marathon
Race begins at 9:30 a.m.

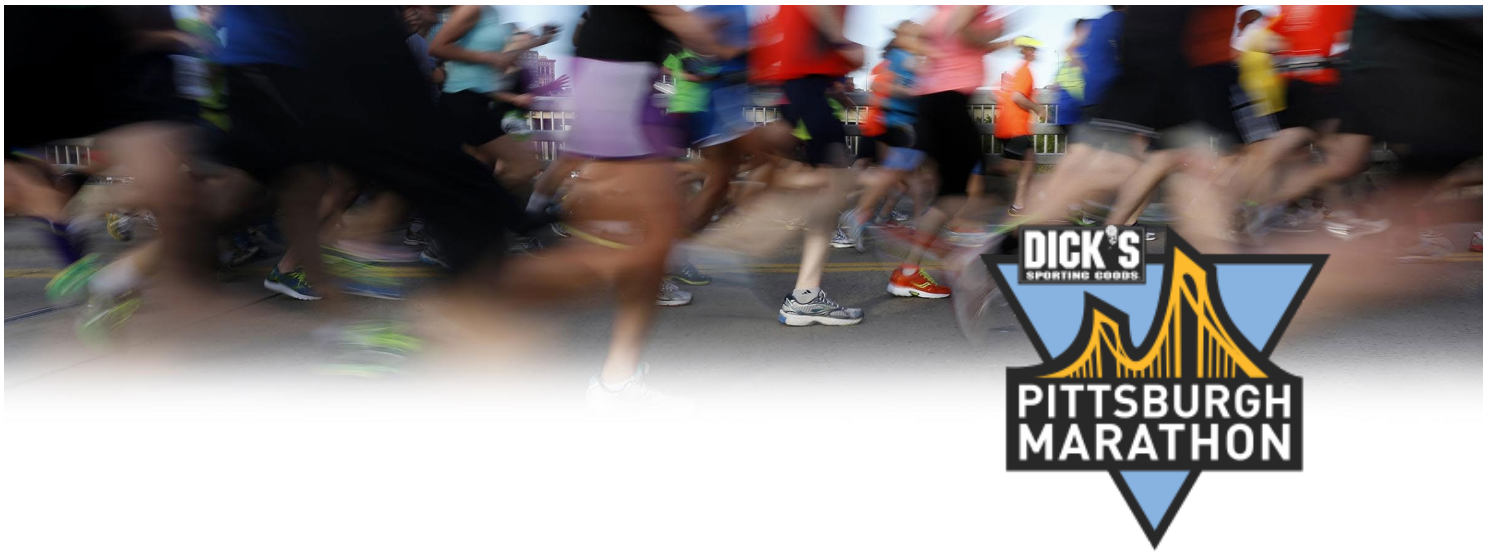
Bruster's Real Ice Cream Pittsburgh Pet Walk
Race begins at 12:00 p.m.

Sunday, May 1

Finish Line Festival
7:00 a.m. until 2:00 p.m.
Point State Park

DICK'S Sporting Goods Pittsburgh Marathon Hand Cycle Division presented by PNC
Race begins at 6:50 a.m.

DICK'S Sporting Goods Pittsburgh Marathon, UPMC Health Plan Pittsburgh Half Marathon and FedEx Pittsburgh Marathon Relay
Races begin at 7:00 a.m.



Parking:

Parking information for downtown areas can be found at thepittsburghmarathon.com. Parking for most course locations on race day is available on the street near the course. Please note that no vehicles will be permitted on the course once the roads close. Any vehicles parked on the course will be towed at the owner's expense.

Press Interviews:

We encourage volunteers to speak to the press about why you decided to volunteer or what you enjoy about the experience. However, please refrain from answering questions about the conduct or performance of the athletes; marathon policies or finances; situations regarding medical assistance to athletes, staff or volunteers; incidents that involve the loss of property or injury to spectators or athletes; or other aspects of the marathon itself. Only a DICK'S Sporting Goods Pittsburgh Marathon representative can answer any questions from the media regarding these topics.

Lost and Found:

If you lose personal items, please check with your Volunteer Coordinator to see if anything has been turned in at the station. All lost and found items will be returned to the marathon office at the end of the day; please call 412-586-7785 if your item was not returned to the coordinator.

Receiving Complaints or Comments:

If someone has complaints or comments about the DICK'S Sporting Goods Pittsburgh Marathon events, please:

- Thank them for their comments and their concern and confirm someone will look into the situation.
- If possible, collect contact information (email address and/or phone number).
- Volunteers receiving comments should provide this information to their Volunteer Coordinator before leaving the volunteer area. If unable to do so, the volunteer should email this information to volunteers@p3r.org within 36 hours of race weekend.
- Follow-up will occur as soon as possible; customer service extends beyond pre-race questions, to post-race concerns.

In Case of Emergency:

For non-emergency situations, immediately contact your Volunteer Coordinator. In case of an emergency, immediately dial 9-1-1 and let the operator know you are on the marathon course; please provide a detailed description of your location on/near the course.

Thank you for donating your time and efforts to support the DICK'S Sporting Goods Pittsburgh Marathon Weekend of Events. A great deal of our success is dependent on the generosity of our volunteers. We could not do it without YOU!