

# Tour de Cure 2011

## Cell Phone Operator Instructions

The cell phone number is printed on the route maps given to the riders. It's also given to the Route Monitors and Rest/Water Stop captains. The Rest/Water Stops should only use it if their ham operator is unable to reach Net Control.

Most of the phone calls fall into a few types:

1. Downed/Injured riders
2. Lost riders
3. SAG drivers
4. Rest/Water Stop Captain
5. Route Monitor
6. Most Everything Else

So, here's how to handle those:

1. Downed/Injured riders -- need to take down pertinent info and pass it along to our SAG Lead.
  - Bib number
  - Name (names are never transmitted over the radio, but should be transmitted for phoned conversations)
  - Location
  - Phone number
  - What are they wearing (make it easy to identify them)
2. Lost riders
  - Help them figure out where they are
  - Give them directions to get them back on the route
3. SAG drivers -- SAGs that don't have ham operators may (should!) call in every so often to find out what they should be doing, what direction they should be going, etc. Take down info and pass to SAG Lead.
  - Where are they? (between which two Stops, how far from one or the other Stop)
  - Which direction are they headed (with Route traffic or against Route traffic)
4. Rest/Water Stop Captain -- usually call only if they need more supplies
  - Find out why they aren't going through ham operator (i.e., try to funnel all communications through ham operator)
  - Get phone number they are calling from
  - Find out what they need (supplies, or something else). If supplies, 'what, when, & how much?'
  - Make sure they realize it may take a while to get more supplies to them
  - Pass info to Comms Lead
5. Route Monitor -- often calling for an injured (or exhausted) rider
  - If for rider, get information as for #1 above (Downed/Injured Rider), plus name & phone of Route Monitor
  - For anything else, get request and pass the info to Comms Lead
6. Most everything else
  - Find out why they're calling
  - Take down any pertinent info
  - Pass the info (and usually, the phone) to Comms Lead