INFORMATION CENTER COMMITTEE

Meet with RAGBRAI Staff

West & East

April 18/19/20

Chairperson's Role & Responsibilities

Advice from previous committee chairpersons of RAGBRAI overnight towns varies, but the top recommendation from all is to read the chapter pertaining to your committee. Familiarize yourself with all the duties and responsibilities discussed in the handbook. Educate your other committee members about the content in your chapter. Reading the entire book is also recommended to eliminate duplication of effort among committees. Establish a game plan. Then develop a timeline with specific completion dates for critical steps.

Keep these points in mind when conducting committee meetings:

- Have an agenda
- Keep meetings short, no longer than one hour
- Take minutes at each meeting
- Ask the Co-chairs to attend
- Prepare for contingencies ... "What if?"

These are the overall responsibilities of a committee chairperson. And above all else-

DON'T LET GREED BE THE MOTIVATOR. YOU SHOULD GET ALL AGREEMENTS IN WRITING. A COPY OF ALL AGREEMENTS SHOULD BE FORWARDED TO THE TREASURER.

The literature RAGBRAI distributes to ride participants refers to each host community's Information Center(s) as the place to go to find out anything they need to know about the town, the services available in the town, or just to get help. Information Centers are usually the hub of the community's activities during RAGBRAI. Many visitors look for the Information Center before doing anything else when they get to town.

Multiple Information Centers

Each community should have one main Information Center in the Main Campground and possibly one or two satellite centers located on the outskirts of town. One satellite info center should be located where the **vehicle route** comes into town to provide support drivers with information on campsites. This center should have a supply of the tear-off maps, copies of the camping locations for groups, and copies of the housing assignment list. As it gets later in the day and the vehicle traffic slows, this center could be moved to a downtown location.

Another satellite info center should be located where the **riders** come into town. The Hospitality Committee will have greeters welcoming riders to your town. These greeters will be asked questions, so arm them with copies of the tear-off maps, copies of the camping locations for groups, and copies of the housing assignment list. It could save riders from riding out of their way if they are being housed at a residence located on the other side of town.

The Main Information Center shall be located in the Main Campgrounds. The Information Center must be visible, easily seen from anywhere. You can't have too many signs directing people to the Information Center. Ideally your Information Center and the RAGBRAI Information and Merchandise tent are located right next to each other in the Main Campground.



Throughout the day, the questions and needs of the RAGBRAI participants will change. Early morning questions come from support drivers inquiring about campgrounds and housing, while later in the day questions might center on entertainment, food and the next day's route. Careful planning will lead to a more pleasant experience for all.

Information Center Handbook

The core of your Information Center will be your Information Center Handbook. The handbook will have all of the information about your town that a visitor could possibly need. And your book should be organized logically and have a Table of Contents to allow for quick referrals.

You will find samples of past year's Handbooks in PDF form included in the CD that was provided by RAGBRAI. (CD)

In addition to containing information about the services of your town, such as where the Laundromat or an ATM is located, your handbook should contain every single bit of information about what is going on in your town on this day. This includes any entertainment planned for the day, plus the severe weather plan from the Public Safety Committee. Where do you get the information for your handbook? At the General Meetings, the Information Center Chair should pass out a flier asking specific questions that are needed for the information book. Included in this section are lists of the most common and not so common questions you should have answers to.

After the handbook is produced, you should make it available to all committee chairs, as well as to key volunteers in your town. The Hospitality Committee especially will need this information since this committee acts as community ambassadors for the day. A summary copy may be distributed to local businesses where questions may be asked. Please reserve three complete books for RAGBRAI Staff to place in the RAGBRAI merchandise trailers.

Volunteer Training

While the Information Center Handbook will be the core of your Information Center, the success of your Information Center will depend on how well the volunteers are trained beforehand. The Information Center is often the first impression and interaction that riders will have with your town. Make sure the staff are well-informed and serve as good ambassadors for your town.

Most town committees give volunteers a lanyard with "quick" information cards that could be clipped to it

and worn around the neck. Not only does it provide information, but it also signifies that the person is a volunteer. Anyone with a town t-shirt on will get asked questions.

Tear-off Town Maps

Another handy item for the Information Center Committee to provide volunteers is a directional town map showing all of the RAGBRAI services. This map is similar to the ones produced in your town's tabloid that the Publicity Committee will be responsible for creating. These maps should be at least 8 1/2" X 11" and produced on tear-off pads and volunteers should have highlighters to mark maps. Some communities use the back of these maps to promote their entertainment schedule. Most towns produce 3,000 – 4,000 of these and they are essential for giving quick directions. Make sure the restaurants, churches and shuttles have maps too.

Creston (RAGBRAI XLIV) took a different approach to these maps by creating a fold-up map, thus making it pocket-sized that riders could carry with them. It folded from 11"x17" down to 4.25"x5.5". (See sample at the end of this chapter.)



Structure & Visibility

The Information Center(s) must be easily accessible and highly visible to the visitors. Signage on the bicycle route directing them to the Information Center will help people find it quickly. You may also want to use balloons or a large tower structure to help riders locate your Information Center(s).

One town used a giant promotional balloon that they flew about 200 feet above the campground

Information Center. Be prepared for the "what if" factor, such as high winds. Information Center(s) should be well lit at night and boldly identified with a huge sign or banner.

When planning an Information Center, think of the convenience of the riders, the volunteers' comfort and possible weather conditions. Of course, an air-conditioned site is ideal but is not always available. The next best location is a shady, grassy area in a weather-protected structure such as a park pavilion or shelter house with two 10'x10' pop-up tents.

Message Boards

A popular question from riders is, "Where's the Message Board?" The Message Board is the hub for the exchange of information between support vehicle drivers and riders riding into a strange town. RAGBRAI officials may also use the Message Board to try to reach specific riders in case of emergency.

Even if your town has satellite Information Centers, the main Message Board should be located near the Information Center in the Main Campground. You could consider providing the ability to post messages at the initial info booth too, but make sure riders know about the main message board as well.

To construct the Message Board, use 2 to 4 sheets of 4' by 8' plywood, particle board or other wood that will withstand all kinds of weather and can be easily stapled. If the board is outside without a roof over it, consider stapling plastic sheets to the top of the boards and tying them up. Should it begin to rain, the plastic can be dropped and tacked to the bottom.

Message Board Suggestions

- To help riders find a message, we advise that you place large alphabetical letters along the top of the board.
- A large map of the city (4' x 8') like the one on the tear-off map should be on the board with the icons marked.
- A special area should be designated for emergency messages only. This should be in the middle of all the message boards, with "EMERGENCY ONLY" on it.
- Most communities chain a few staple guns (all the same size) to the board while other communities supply tacks. Be sure to furnish plenty of paper and pens for notes.

While the practice of teams checking in at the Information Center used to be more popular, the advancement in mobile communication has reduced the need for this. You may find a few old-school teams attempting to check in; if so, you can direct them to the Message Board where they can post a message about their camping location.

Staffing/Schedule

Long-time residents who have a vast knowledge of your town are ideal personnel for Information Centers. They could also be very helpful in gathering data for the handbook.

In most towns, two people are on duty at the centers beginning at 6:00 a.m. and the number of staff is increased throughout the day to accommodate arriving guests. A schedule similar to the following works well for most communities.

	Satellite/ Driver	Satellite/ <u>Rider</u>	Main <u>Camp</u>	Down- <u>town</u>
6:00-8:00 a.m.	2	0	2	0
8:00-10:00 a.m.	2	2	2	0
10:00 a.mnoon	2	2	4	0
Noon-2:00 p.m.	0	4	6	2
2:00-4:00 p.m.	0	4	6	4
4:00-6:00 p.m.	0	4	6	4
6:00-8:00 p.m.	0	2	4	4
8:00-10:00 p.m.	0	0	4	2
10:00 p.mmidnig	ht 0	0	2	2
5:00-8:00 a.m.	0	0	2	0

It is helpful if the volunteers in the Information Center wear a local theme T-shirt and perhaps a sticker or button saying "Ask Me!"

Supplies

It is recommended that a land line telephone be available in the Main Information Center. This will aid getting phone calls through when a cell phone will not work.

A well-stocked Main Information Center should include the following:

- Your town's tabloid
- The next town's tabloid
- 8 1/2" x 11" or 11" x 17" tear-off maps
- Charter/Team camping locations from the Campground Committee
- Housing list from the Housing Committee
- List with food and nonfood vendors
- List of entertainment schedule
- Information about breakfast the next morning
- Local telephone book
- Scratch pads

- Pens, markers and highlighters
- Staple guns (all the same size) and staples
- Utility knife
- Scissors
- Basic first aid kit, ice and medical gloves
- Water or other refreshments for your volunteers
- Hand sanitizer
- Jumper cables

Be creative in how you solicit and gather supplies needed for your information center. Remember our advice to make your meetings fun? How about scheduling a scavenger hunt with your committees to collect the necessary supplies?

If your Information Center is located under a tent, consider having several heavy objects to use as paperweights to hold other things down.

FAQ

The #1 question asked by riders at the Information Center is: "Where is my club/team/group/charter camping?"

The most important items to have in order to properly answer this question are the master lists from the Campground Committee and the Housing Committee. Also, you should make a request of both committees to provide a volunteer assist in the main Information Center.

Because the majority of the questions you will receive are very predictable, it would be a good idea to have answers to the key questions placed on large placards displayed at the Information Center. These placards would deal with the answers to, "Where are/is the:

- RAGBRAI Merchandise Trailers
- Location to buy Day Passes
- RAGBRAI Lost and Found
- SAG Wagon drop off
- Bike Vendors and Demo Manufacturers
- Bicycle Repair Shops
- Showers list the shower options and locations
- RAGBRAI baggage semi-trucks
- Portable toilets
- Message board
- Food Vendors
- Can I check e-mail or find wireless

- ATMs
- Shuttles
- Main Entertainment/Beverage Garden
- Bike Route Out of Town

Once these locations are set in your community, a RAGBRAI representative will inform the Information Center of the exact locations.

Some unusual questions that have been asked on RAGBRAI include:

- Where can I buy a tire for my motor home?
- Where can I buy new tent stakes?
- Do you have a massage tent?
- Where can I get a manicure or nails done?
- How can we get back to the last town?
- Where can I buy stamps, or send a package?

Some of the common questions you receive the day riders arrive in your town will be asked again on the morning that they depart. Some questions will have the same answer:

Where's the RAGBRAI baggage trucks?

Other answers may be different from the day before:

- Where are the bicycle repair shops?
- Where can I buy RAGBRAI Day Passes?
- ➢ Where's the RAGBRAI Lost & Found?

Some of the RAGBRAI services move on to the next overnight town, so it's good to know what services are still around in the morning.

First Aid Station (Medical Committee)

If possible, the Medical Committee is encouraged to try to locate the first aid station in an air-conditioned building or a tent in a shady area with plenty of fans in or near the Information Center at the Main Campgrounds. The station needs to be open from 8:00 a.m. until about 1-2 hours after the main activities are finished that evening.

Services Provided by RAGBRAI

The Campground Committee will plan for RAGBRAI's Information & Merchandise tent to be located as close as possible to the main Information Center in the campground. This trailer serves as the

INFORMATION CENTER COMMITTEE

ride's Lost & Found, provides ride information and sells RAGBRAI merchandise. Accompanying this trailer will be a 26' truck. These vehicles will arrive in the campground around 9:00 a.m., will open by 1:00 p.m. and will close at 8:00 p.m. On Friday they will close at 7:00 p.m. to go to the final town. Please make sure your volunteers are aware of the location of these vehicles. Please introduce yourself as RAGBRAI's vehicles arrive.



Lost & Found

All "found" items should be turned in to the official Lost & Found at the RAGBRAI Information & Merchandise tent. The Information Center should refer all inquiries about lost and found items to the RAGBRAI crew members at the tent. RAGBRAI personnel will check with the Police Department and the Information Center for items in the morning before they leave town. If people inquire about lost items after the RAGBRAI tent has closed, please inform them that they will need to check at the RAGBRAI tent in the next town. For items not claimed, RAGBRAI office staff will mail all identifiable items to the owners after the ride is over. **This service is for registered riders only.**



Bike Route & Support Vehicle Maps

RAGBRAI Information & Merchandise tent will maintain a supply of the bike route maps and support vehicle maps. Please direct participants in search of these maps to the RAGBRAI Information & Merchandise tent when it opens around 1:00 p.m.

Daily Passes

RAGBRAI Information & Merchandise tent will also sell daily passes. Additionally, daily passes will be sold at the RAGBRAI Baggage Truck from 5:00 a.m. until 7:30 a.m. each morning. *This information should also be included in the Information Center Handbook.*

SAG Wagons

The Campground Committee will also plan for a RAGBRAI SAG wagon drop-off area in the Main Campground as close to the Information Center as possible. Riders who break down on the route are picked up by one of four "SAG wagons" that are 15passenger vans pulling a bicycle trailer. SAG wagon drivers will patrol the route until 6:00 p.m. Volunteers should know that SAG wagons do not provide taxi service from town to town. *(This should be in the handbook for your town.)*



Riders who decide they cannot ride that day must make their own arrangements to ride with a private party. Information Centers and other town officials should be aware that they may have inquiries on how riders can make the arrangements if they don't have a support vehicle accompanying them.

Local residents have been known to transport riders in their personal vehicles to the next town - another way lowan's show their hospitality. The next morning the SAG wagon drivers will make a final check of each campground about 10:00 a.m. before going out on the route just to make sure no one is left behind. Another RAGBRAI official also checks the local hospital for possible passengers.



RAGBRAI Baggage Semi-Trucks

Two semi-trailers will unload baggage in the Main Campground. Bags will be available for pickup from noon -6:00 pm each day.



Bike Vendors

Several Bike Shops and Traveling Vendors set up in the overnight host towns to provide services to the riders. They sell bike accessories and merchandise and provide demonstrations of products. They can usually be found in the entertainment and food vending area of town. Details can be found in the Food & Vendor Committee chapter.

Bicycle Repair Shops

The bike shops have a repair component as well as a merchandise component. Bike repair will be found where the bike shops are set up. In addition, a bike repair shop will set up in the main campground later in the afternoon.

Signage Ideas

- Highly visible signage leading drivers/riders to the information center.
- Placards/sandwich boards listing answers to most common asked questions, a schedule of events, and other items of interest.
- Enlarged map with shuttle routes, campgrounds, showers, food and entertainment locations.



Other Suggestions

- Work with the Hospitality Committee to provide roaming "Ask Me" information ambassadors who walk the campgrounds and downtown greeting riders and answering questions.
- If the bike route crosses an active railroad in town, consider having a satellite information booth or volunteers on the inbound side to the tracks to answer questions during train crossings.

INFORMATION CENTER COMMITTEE TIMELINE & CHECKLIST

This is a schedule that worked for a town last year. Set a timeline that is reasonable for your community.

MARCH2022

- Determine how many volunteers you will need
- Meet with Electrical Committee regarding needs
- Budgets due to Budget/Fundraising Committee
- Attend Overnight Host Town Meeting in Des Moines
- Meet with Volunteer Committee
- Survey committees for information for handbook
- Meet with Campground Committee to secure a location in the Main Campground
- Meet with Publicity's Signage sub-committee regarding signage and being highly visible

APRIL/MAY2022

- Contact Communications Committee for a hard-line phone
- Meet with RAGBRAI Staff

JUNE2022

- ☐ Finalize information for handbook
- Meet with Housing Committee and Campground Chair to obtain housing/group lists
- Meet with Medical Committee
- Meet with Volunteer and Hospitality Committees regarding program for Orientation Meeting

JULY2022

- Review Informational Handbook with committee chairs
- Build message boards
- Community clean up
- □ Volunteer orientation and training meeting
- □ Signs posted
- Tent and Boards set up

AFTER RAGBRAI

- Send out thank you notes
- Complete surveys
- □ Wrap up meeting with RAGBRAI Staff

RAGBRAI® INFORMATION CENTER BUDGET CORALVILLE, IOWA (JULY 29, 2011)

REVENUE

Information Center Income Sponsorship	Budgeted 0.00	In-Kind 0.00	Actual 0.00
TOTAL REVENUE	\$0.00	\$0.00	\$0.00
EXPENSES			
Information Center Expenditures	Budgeted	In-Kind	Actual
Tent Sides / Tent Lighting / Scaffold	400.00	0.00	0.00
Printing (Tear-Off Maps)	800.00	0.00	519.40
Table Rental	120.00	0.00	0.00
Balloons/Decorations	150.00	0.00	0.00
Miscellaneous	100.00	0.00	17.45
TOTAL EXPENSES	\$1,570.00	\$0.00	\$536.85
	Budgeted	In-Kind	Actual
Total Revenue	\$0.00	\$0.00	\$0.00
Total Expenses	\$1,570.00	\$0.00	\$536.85
TOTAL PROFIT/LOSS	-\$1,570.00	\$0.00	-\$536.85

Note: the information for this FAQ will be provided by RAGBRAI officials

Ames, Tuesday, July 24, 2018



Frequently Asked Questions:

Where is the RAGBRAI Campground Information tent/Lost and Found/Day Passes?

Look for RAGBRAI Information at the main campground in Brookside Park.

Where are the RAGBRAI Merchandise Trailers?

One trailer will be located at the Cyclone Reception in the parking lot at Jack Trice Stadium until 6:00 pm. That trailer will move downtown to be placed at the corner of Main Street and Clark Ave. The other trailer will be located downtown all day at the corner of Main Street and Kellogg Ave.

Where do the SAG Wagons unload?

In the parking lot at the main entrance to Brookside Park on 6th Street.

Where are the RAGBRAI Baggage Trucks?

The Heartland Express Baggage Trucks are located in the parking lot at Brookside Park.

Where are the food vendors?

Food vendors can be found downtown along Main Street.

Where is the main entertainment area?

The stages are downtown, one at the corner of Main Street and Burnett Avenue, and the other at the intersection of Main Street and Douglas Avenue.

Where are the Bike Vendors?

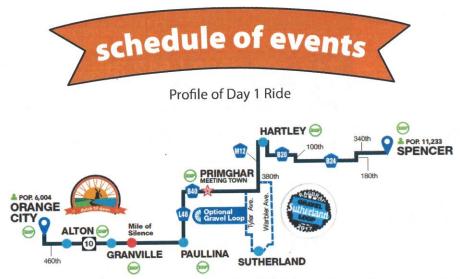
The bike shops and bike demos are along Main Street to the east of the entertainment/food vending area.

Where is the message board?

The main Clear Lake Information booth can be found inside Brookside Park at the main campground, near the parking lot off of the main entrance.

Where is the bike route out of town?

Pick up the bike route heading south on University Avenue, then east on S 16th Street, north on Daytone Avenue, and then east on Lincoln Way.



The route encompasses 62.6 miles and 1,283 feet of climb. You can add to that total by riding the 3rd annual optional Gravel Loop to Sutherland. The Mile of Silence will take place after Granville in honor of those cyclists that we have lost.

Orange City to Alton – 3.0 miles Alton to Granville – 7.0 miles Granville to Paullina – 9.6 miles Paullina to Primghar (Meeting) – 10.0 miles Gravel Loop to Sutherland – 19.2 miles (optional) Primghar to Hartley – 14.0 miles Hartley to Spencer – 19.0 miles Total Mileage: 62.6 miles (81.8 with the Gravel Loop) Total Feet of Climb: 1,283 (1,941 with the Gravel Loop)

6:00 am - 10:00 pm

10:00 am - 12:00 am 11:00 am - 11:30 pm

12:00 pm-2:00pm 2:00pm - 4:30pm 2:00 pm & 6:00 pm 4:00 pm 5:30 pm 8:00 pm - 11:30 pm

Saturday, July 22

Long Term Parking Opens Campgrounds Open Shuttle Service Operates Beverage Garden Opens Family Fun Activities RAGBRAI XLV Bike Expo Opens Food Vendor Booths Opens Remedy Drive, performs in bandshell Kley De Jong Band - Performs in bandshell RIDE RIGHT Safety Video Showings Support Driver Safety Meeting Main Stage Entertainment Begins Judd Hoos - Opening Band Performs Pop Rocks - Headliner Band Performs

Cresco July 27 7 2017	
ENTERTAINMENT	FOOD VENDORS
10 am-4 pm: Tour of the Norman Borlaug Boyhood Farm - Borlaug Farm South of Cresco	DOWNTOWN CRESCO 1. A&W / Faithful Followers
11 am-1 pm: Les Fields and The Turkey River All-Stars Band - The Cresco Theatre	3. Howard Co Ag - Moo MobileMalts 4. Americana Concessions
2-6 pm: SOC Band - Beadle Park	7. Los Primos Grill
2-4 pm: Trick-or-Treating for Kids with Bike Vendors - 1st Avenue	11. Lime Springs 150° CommitteeWalking Dead Tacos 12. Dough BoysCookie Dough 13. The Outside ScoopLce Cream 14. UAW Local 120 at the Legion HallChicken/Dress Sandwiches, Taco Bar, Misc., Bey.
2 pm: Paranormal Showcase - The Cresco Theatre	15. United Methodist ChurchSloppy Joes, Mac & Cheese, Pie, Milk/Coffee 16. Space Age FarmersRibeye Sandwiches, Peaches, Bev. 17. Notre Dame ParishLasagna, Salad, Dessert
2-8 pm: Minnesota Jack Sparrow - Strolling the Streets CDFF	18. Mabe's Pizza
3-7 pm: EF5 Band - The Spirits Tent	22. Cuautia Jalisco Family Mexican Full Mexican Menu 23. The Pob
4-8 pm: Monster Arm Wrestling - The Spirits Tent	26. Aletheia Student Ministries at VFWSpaghetti w/ sauce, Bread, Cookies, Water
5 pm: Paranormal Showcase - The Cresco Theatre	MAIN CAMPEROUND / FAIRGROUNDS 27. Howard Co AgPork Chops, Pork Sandwiches, Nachos, Bev. 28. Notre Dame Catholic SchoolBurgers, Chicken Sand, Potato Salad, Chips, Bakery Items AROUND CRESCO
7-9:45 pm: Six to Midnight Band - Main Stage	29. First Lutheran Church
10:15 pm-12:30 am: Rock Godz Band - Main Stage	33. SubwayCustom Made Sandwiches 34. Hideway LoungeCold Beer 35. South Side Bar & Grill
Cresco (N)	at the Crestweed High School 37. Total Look
RAGBRAL	39. Root River Trail TownsInfo Booth 38. AA Meeting at 7 pmCresco Fitness Center Look for the Vendor # on the map if not in downtown Cresco

CHARLES CITY RAGBRAI OUTDOOR MUSIC FESTIVAL ENTERTAINMENT



MADDIE POPPE 1:00 – 2:00 PM

MARS DANIEL 2:30 – 3:30 PM

JUNI WEST AND THE BIG FUZZ 4:00 – 5:00 PM

DAN TEDESCO 5:00 - 6:30 PM

THE NADAS 7:00 – 9:00 PM

THE PORK TORNADOES 9:30 – 11:30 PM Indie/Pop/Folk

Reggae/Pop

Indie/Folk

Folk-Spiced Rocker

Alt/Rock/Country

Eclectic Mix Party Band

OTHER UNIQUE ATTRACTIONS

ZIP LINE \$5.00 per person

KAYAK DEMONSTRATIONS 3:00/4:30/6:00 PM Free Event

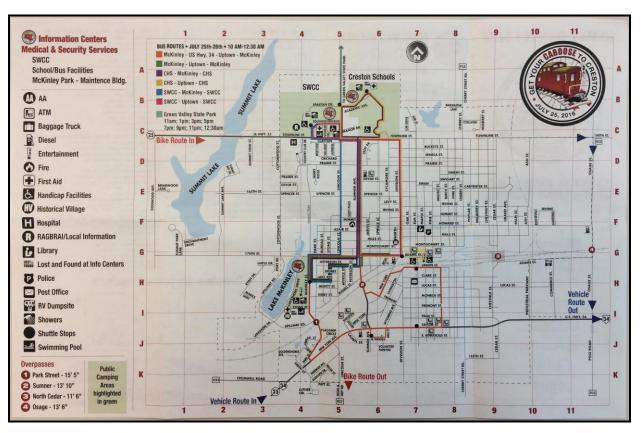
ROCK CLIMBING Free Event

RAPID END OUTFITTERS TUBE RIVER FLOAT 11:00 AM – 6:00 PM \$5.00 Per Person Located on Riverside Drive near The Pub on the Cedar

Charles City Whitewater Course Behind City Hall and Charles City Public Library

Located on Riverside Drive near Zip Line The National Guard Rock Climbing Wall

On the Charles City Whitewater Course Behind City Hall and Charles City Public Library



Creston's Pocket-Sized Map from 2016 (Inside of map)

Creston's Pocket-Sized Map from 2016 (Front/Back of map)



The Main Information Center in Cedar Falls with message boards



Information Center volunteers with ASK ME stickers help a rider with a question.

