It’s my pleasure to welcome you to the 37th running of the Bank of America Chicago Marathon. An event of this magnitude takes a lot of planning, coordination and hard work, and the end result is that thousands of people are able to achieve their dreams of finishing a marathon in the heart of Chicago.

Our team works year-round in planning the Chicago Marathon and our number one priority is that every participant, spectator and volunteer has a safe and successful experience. In order to achieve that goal, we rely on your help. This volunteer guide is filled with information that will help you assist participants, spectators and in some cases other volunteers.

We can’t thank you enough for your time and commitment to the event’s success. As participants arrive from all 50 states and more than 100 countries, it’s the volunteers who provide them with a helping hand and treat them to a world-class experience that they will remember for a lifetime.

Thank you again and we hope you have a great experience volunteering!

Sincerely,

Carey Pinkowski
Executive Race Director
Bank of America Chicago Marathon

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**2014 Bank of America Chicago Marathon Information volunteer guide**

Thank you for volunteering for the 2014 Bank of America Chicago Marathon. To ensure that you are fully prepared to fulfill your volunteer role and to answer participant questions throughout race morning, please take the necessary time to familiarize yourself with all the information in this volunteer guide.

At the completion of your shift please share any comments about your volunteer experience and/or suggest improvements for the information program below to Jenna Olson at jenna.olson@bankofamerica.com.

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**Race day timeline**

Grant Park info volunteers – Shift 1 in position 5:15 a.m.
Gear checks open 5:30 a.m.
Start corrals open 5:30 a.m.
Wave 1 Start Corrals close 7:20 a.m.
Marathon Wheelchair Start 7:20 a.m.
Marathon Handcycle Start 7:21 a.m.
Athletes with Disabilities Start (AWD) 7:22 a.m.
Pedestrian crosswalks close 7:30 a.m.
Wave 1 Start (Elite & Corrals A, B, C, D and E) 7:30 a.m.
Wave 2 Start Corrals close 7:45 a.m.
Wave 2 Start (Corrals F, G, H, J and K) 8:00 a.m.
Spectator access to Grant Park begins 9:00 a.m.
Grant Park info volunteer shift 1 ends 9:00 a.m.
27th Mile Post-Race Party begins 9:00 a.m.
Grant Park info volunteers – Shift 2 in position 10:15 a.m.
Grant Park info volunteer shift 2 ends 3:00 p.m.
Gear checks close 3:00 p.m.
27th Mile Post-Race Party ends 3:30 p.m.
Volunteer roles/instructions
You will report to your zone coordinator throughout your volunteer shift. He/she will likely pair you up with another volunteer and instruct you on where to position yourself. The role of the Grant Park information volunteers is to serve as a source of information for participants, spectators and volunteers in Grant Park on race day. If you do not know how to answer a question, please direct the individual to the nearest of the six Information Tents positioned throughout Grant Park.

If you have or see any issues please seek out your zone coordinator, who will radio to dispatch.

Frequently asked questions
Pre-race participant faqs
Which gear check should I use and where is it?
- **White bib number**: American Development Tent (Butler Field)
- **Red bib number**: Red Gear Check Tent (east of Buckingham Fountain)
- **Blue bib number**: Blue Gear Check Tent (south of Buckingham Fountain)
- **Gray bib number**: Gray Gear Check Tent (south of Congress Parkway and west of Columbus Drive)

Participants who purchased Race Day Hospitality are able to check gear in the Balbo Hospitality tent.

Refer to the gear check map on page 6 for all tent locations.

I am late, what should I do?
Do not panic. Timing mats will be in place at the start line until 8:30 a.m. If you are in Wave 1 and the field has not advanced, you can start at the back of Corral E. If Wave 1 is advancing, runners can wait and start at the back of Corral K.

I am late, can you take my bag to gear check for me?
For security reasons, volunteers CANNOT take baggage for a participant under any circumstances. Bags must be checked at a gear check tent. Any bags left unattended will be removed from Grant Park and will not be made available to the participant.

I do not have my clear plastic event-issued participant bag, Is there somewhere I can get one so I can check my gear?
Additional bags will be located in the locations below for those who did not bring their bags or have damaged bags.
- Information tents throughout Grant Park
- Pre-race supply tents near each gear check facility

Is there a place to change?
Male and female changing facilities will be available near the gear check areas in Grant Park.

Can I get water/Gatorade before the race?
Gatorade Endurance Formula (lemon-lime), Gatorade Endurance Carb Energy Drink, Gatorade Endurance Carb Energy Chews and water are available near your assigned gear check tent.

Where can I get safety pins/other runner supplies?
Band-Aids, safety pins, skin lubricant and other supplies will be available prior to the race at pre-race supply tent near your assigned gear check tent.

I lost my bib. What can I do?
Replacement bibs are not available and you cannot access Grant Park without an official race bib. If you choose to participate without an official bib, you will be pulled off the race course when spotted without a valid race bib.

Course/timing faqs
What amenities are available on course?
Twenty aid stations are located along the course approximately one to two miles apart. Each aid station consists of a medical tent with access to a Runner Transport vehicle, toilet facilities, Gatorade Endurance Formula (lemon-lime flavor), water and a public address announcer.
- PowerGel® Energy Gels will be available at Aid Station 13 (Mile 17.8).
- Aid Stations 15-18 (Miles 20-23.5) will offer bananas.

Is there a course time limit?
The Bank of America Chicago Marathon has a course time limit of 6 hours and 30 minutes (approximately a 15-minute per mile pace). Your time starts when you cross the start line. Those who finish outside of the time requirement will not be recorded as official finishers and may not receive full on-course support from aid stations and traffic safety personnel.

Where can I find my race results today?
Look up your finisher results at the Race Day Runner Results Tent within the Bank of America Chicago Marathon 27th Mile Post-Race Party. Volunteers will be on-hand to help participants and spectators look up unofficial race day results. Unofficial results will also be posted at chicagomarathon.com.

How do I attach my timing device?
Participants will use the MYLAPS BibTag timing device. The timing device is permanently attached to the back of your bib number (it does not attach to your shoe as in years past). Important: Do not remove or fold the timing strips on the back of your bib number. You must wear your bib number on your outermost layer of clothing to record an official finish time and finish place.
Which start corral should I be in?
Check your bib for the letter of your assigned start corral.

Can I run with a friend/change my start corral? (forward/backward)
No, you cannot move to another start corral, neither in front of nor behind your assigned corral. This policy is in place to maintain the integrity of the start corral system, the capacity of the corrals, and to ensure a fluid race start for all participants.

Spectator faqs
Can my family/friends watch the start?
• Spectators will not be able to access Grant Park until 9 a.m.
• For the best view of the race start, head north to Grand Avenue, between Columbus Drive and Rush Street, near Mile 1, or anywhere along State Street, between Hubbard Street and Jackson Drive.

Where can my friends/family see me on course?
There are multiple locations along the course where spectators can view the race, many of which are accessible either on foot or via the CTA (Chicago Transit Authority trains and buses).

Can my family/friends watch the finish?
• Spectators will not have access to the finish.
• To view runners closest to the finish of the race, go to the Bank of America Cheer Zone at Michigan Avenue and Roosevelt Road.
• After the race, spectators should plan to meet their runners at the Runner Reunite area located within the Bank of America Chicago Marathon 27th Mile Post-Race Party in Grant Park’s Butler Field, located north of Jackson Drive, between Columbus Drive and Lake Shore Drive.
• Bleacher access is only available to ticketed guests.

Where can I find my runner/my friends and family?
Our suggested meeting place is the Runner Reunite area located within the Bank of America Chicago Marathon 27th Mile Post-Race Party in Grant Park’s Butler Field at the northeast corner of Columbus Drive and Jackson Drive. The Runner Reunite area will be organized by alphabetical signs (A-Z) to facilitate meeting locations by name.

Location faqs
Where is...(toilets, Runner Reunite, Post-Race Party, etc.)?
Refer to the Grant Park map on pages 13 and 14 for all important locations. Please memorize these locations and use the map to provide directions to popular areas such as gear check tents, start corrals and the Post-Race Party.

I am with a charity. Where is my tent?
If your charity has a tent in Grant Park, it is located in Charity Village. Refer to the Charity Village map on page 12 for more details.

Can I accompany my runner to their tent in Charity Village?
Organizations in Charity Village distributed wristbands to Charity Village guests. Wristbanded guests will be able to access Charity Village at 9 a.m. If you do not have a wristband you will not be allowed to enter Charity Village.

Where is the nearest place to get coffee?
• Corner Bakery Cafe - 22 S. Michigan Ave. (at Jackson Blvd.)
• Dunkin’ Donuts - 406 S. Michigan Ave. (at Van Buren St.)
• Starbucks - 640 S. Michigan Ave. (at Balbo Dr., inside the Blackstone Hotel)
• Starbucks - 31 E. Roosevelt Rd. (Wabash St. and Roosevelt Rd.)

What is the best way to get to my gear check tent?

What is the best way to get to from my gear check tent to my start corral?
Transportation/parking faqs
Where is the best place to hail a cab?
West of Michigan Avenue and north of Monroe Street.

Public Transportation Information
All race day visitors to Grant Park are strongly encouraged to use public transportation to the start and finish areas as well as spectators travelling to various locations on the course.

For the most up-to-date travel information, visit the CTA website at transitchicago.com and the Metra website at metrarail.com. For additional information, contact the Transit Information Center at 312.836.7000 or Metra Passenger Service at 312.322.6777.

Street Closures
If you drive, allow sufficient time for traffic congestion and street closures due to the race.

Medical faqs
How do injured participants get back to Grant Park?
Runner Transport teams are at every aid station on the course, and there are Runner Transport vehicles consistently shuttling runners from the course back to Grant Park. Transported participants are dropped off at the Jackson Medical Tent, located on the south side of Jackson Boulevard between Columbus Drive and Lakeshore Drive.

How can friends/family find out about an injured participant?
If a participant is transported to a local area hospital at the discretion of the medical team, the American Red Cross of Greater Chicago’s Patient Connection staff will be on hand in Grant Park to provide information regarding that patient to family and friends. Patient Connection staff can be found in the Information Tents located throughout Grant Park as well as at the American Red Cross Patient Connection and Family Waiting Area. Family members may also call 888.659.9877 to speak with a Patient Connection Operator to inquire about a patient.

Security
Participant
As in years past, participants must pass through security upon entering Grant Park on race day. There will be five main security and bag screening checkpoints located off of Michigan Avenue. Event-issued bib numbers will serve as a personal identifier and must be worn and visible to security personnel to gain entry into Grant Park.

All bags will be screened by security personnel. Participants are encouraged to use their clear plastic event-issued Participant Bag for carried gear as it will expedite the bag screening process and will help maintain an efficient flow of participants into the Park. Additional clear plastic bags will be available at each Information Tent.

Luggage will not be accepted at security checkpoints. Participants who opt not to check gear and are therefore not carrying bags can access Grant Park through designated express security lanes.

Spectator
As in years past, general spectators will not have access to the race start and finish areas within Grant Park on race day. These areas will only be accessible to participants displaying their event-issued bib numbers, event staff with proper credentials, and ticketed guests (where applicable). Please note that individuals who are not registered for the race will not be able to escort runners to the start line or greet runners at the finish line.

It is recommended that spectators support runners from elsewhere on the course, and meet runners after the race at the designated Runner Reunite area located within the Bank of America Chicago Marathon 27th Mile Post-Race Party in Grant Park’s Butler Field.

The Post-Race Party/Runner Reunite Area of Grant Park (Butler Field) will open to spectators at 9 a.m. To access this area, spectators must pass through the designated security and bag screening checkpoints. Spectators are strongly discouraged from carrying bags into Grant Park in order to maintain an efficient flow of pedestrians into the Park.

Entrances and security checkpoints
There will be five main security and bag screening checkpoints located off of Michigan Avenue and one secondary entrance. The designated entrances and security checkpoints will be located at:

- Jackson Drive and Michigan Avenue (Gate #1)
  Suggested entrance for participants with red bibs and ticketed VIP Runners. Open to spectators at 9 a.m.
- Van Buren Street and Michigan Avenue (Gate #2)
  Suggested entrance for participants with red bibs. Open to spectators at 9 a.m.
- West-bound Congress Parkway and Michigan Avenue (Gate #3)
  Suggested entrance for participants with blue bibs. Open to spectators at 9 a.m.
- East-bound Congress Parkway and Michigan Avenue (Gate #4)
  Suggested entrance for participants with gray bibs. This entrance will NOT be open to spectators on race day.
- Harrison Street and Michigan Avenue (Gate #5)
  Suggested entrance for participants with gray bibs and event volunteers checking in at the Harrison Volunteer Compound. This entrance will NOT be open to spectators on race day.
- Balbo Drive and Michigan Avenue
  Entrance limited to ticketed hospitality guests going to the Balbo and Columbus Hospitality tents. Participants with tickets to the hospitality tents will also use this entrance.
Lost child/person protocol
In the event you find a lost child/person or are approached by a parent/guardian of a lost child/person, the following steps are to be followed:

- Keep the child/person or parent/guardian with you.
- Spend a reasonable amount of time (approximately 2 minutes) checking the surroundings to see if a connection can be made.
- If you are not at an information tent, walk with child/person or parent/guardian to the nearest information tent.
- Once at the information tent, the information tent coordinator will place a call to 312.465.1124.
- Keep the child/person or parent/guardian with you and inform them that the appropriate personnel have been notified through the Monterrey Security network throughout Grant Park.
- Do not communicate information by radio unless instructed by Grant Park Logistics to communicate over the dedicated Lost Child Channel. Do not relay details about the child/person over a radio or PA system without permission from Grant Park Logistics. When you call, speak slowly and clearly and provide as much information as possible.

If you are approached by an individual who cannot locate their runner, direct them to the nearest information tent where runner-look up, medical patient tracking and American Red Cross Patient Connection services are offered. Once at the information tent if the individual feels as though it is an emergency have them contact the police by calling 911.

Lost & found
Lost & found items will be collected throughout the day and available for pick-up until 3 p.m. at Information Tent locations. Unclaimed items will be taken back to the Bank of America Chicago Marathon office (135 S. LaSalle Street, Suite 1160) where they can be picked up in person starting Monday, October 14 after 11 a.m. Call 312.904.9800 or send an email titled “Lost & Found” to office@chicagomarathon.com to inquire about lost items. Note clothes discarded at the start line will be donated.

Contingency/emergency plans
Many contingency plans are in place to handle an unplanned event such as diversion of the race route or adverse weather conditions. Race organizers work closely with city departments to respond to any incident. In the case of such an event, look to your zone coordinator for instructions. Medical personnel and volunteers are on site to handle any medical incidents that may occur. If you witness a person in need of medical attention, please call 312.465.1122 or 9-1-1 immediately.

Event Alert System
The Event Alert System communicates the status of course conditions to participants, volunteers and spectators leading up to and on race day. All participants, volunteers and spectators should familiarize themselves with the Event Alert System color indicators, remain alert for directions from race officials, announcers, and volunteer leaders and take precautions to prepare properly for varying conditions on race day. Look for EAS communication in the start/finish areas, Grant Park, aid stations and via public announcements.

<table>
<thead>
<tr>
<th>ALERT LEVEL</th>
<th>EVENT CONDITIONS</th>
<th>RECOMMENDED ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXTREME</td>
<td>EVENT CANCELLED/EXTREME AND DANGEROUS CONDITIONS</td>
<td>PARTICIPATION STOPPED/FOLLOW EVENT OFFICIAL INSTRUCTION</td>
</tr>
<tr>
<td>HIGH</td>
<td>POTENTIALLY DANGEROUS CONDITIONS</td>
<td>SLOW DOWN/OBSERVE COURSE CHANGES/FOLLOW EVENT OFFICIAL INSTRUCTION/CONSIDER STOPPING</td>
</tr>
<tr>
<td>MODERATE</td>
<td>LESS THAN IDEAL CONDITIONS</td>
<td>SLOW DOWN BE PREPARED FOR WORSENING CONDITIONS</td>
</tr>
<tr>
<td>LOW</td>
<td>GOOD CONDITIONS</td>
<td>ENJOY THE EVENT/BE ALERT</td>
</tr>
</tbody>
</table>

Public safety information
You can help maintain public safety in a few simple steps:

- Whatever your role on the race day, be aware and check the area around you — observe runners, spectators and general public. Be vigilant.
- If you are at an aid station make sure that only your supplies are there and that no one has the opportunity to add to them or tamper with them.
- Keep a look out for bags or packages that appear to be unattended. If in doubt, ask!
- Do not store or hold bags or packages for someone you do not know.
- Report anything or anyone suspicious to your team leader or a police/security officer.
- Be good neighbors and respect the people and community around you, pick up after yourself and keep the noise to a minimum during early hours.
- Help keep the city and parks clean. Please use waste, recycle, and compost stations.

The Bank of America Chicago Marathon works with the City of Chicago, Chicago Police Department, Chicago Fire Department and the Office of Emergency Management Communications throughout all the stages of our planning process. These agencies work in tandem to ensure the safety of everyone involved in the Chicago Marathon.
Media information
As a uniformed and credentialed volunteer, please do not speak to any member of the media on behalf of the event, or comment on any aspect of the event. If you are approached by a member of the media, please respond by saying, “I am not an approved spokesperson for the event,” and provide them with the following number to contact a member of the event’s media relations staff: 312.294.6708.

Important phone numbers
Medical emergency: 312.465.1122 or 9-1-1
Grant Park logistics: 312.465.1130
Lost child: 312.465.1124
Media Inquiries: 312.294.6708

Participant programs
Nike Northside/Southside Challenge at the Bank of America Chicago Marathon
Nike and the Bank of America Chicago Marathon are inspiring the next generation to race in the footsteps of their running heroes. The Nike Northside/Southside Challenge gives high school athletes the unique opportunity to compete in an invitational meet on the Chicago Marathon course while the race is in progress. Athletes will compete on behalf of their respective high schools and as part of the larger Northside or Southside teams. The race starts at Mile 24 where boys and girls will compete over the last 2.62 miles of the Chicago Marathon course, ending at the official finish line in Grant Park. The boys’ race starts at 7:40 a.m., followed by the girls’ race at 7:50 a.m.

2014 Bank of America Chicago Marathon team competition
The team competition is free and open to all participants, running club members, groups of friends, co-workers and corporate teams. The team competition offers three divisions: Red for competitive teams, Blue, for runners of all abilities, and Corporate, for teams of employees. The team competition offers Male, Female, Mixed, and Masters categories, as well as combined finish time and age-graded scoring. Awards are given to the top three scoring teams in each category in the Red and Blue divisions. Winning teams are determined once the official results of the Bank of America Chicago Marathon are announced. ALL team rosters must have been submitted by September 29, 2014. Teams can only substitute team members for participants who are currently registered for the event (the Chicago Marathon does not permit late entries, bib transfers or sale of bibs; the team competition is not an entry into the race).

Charity Village directory*
1  Organization for Autism Research (OAR)
2  Imerman Angels
3  LIVESTRONG
4  CellMates on the Run - The Chicago Diabetes Project
5  American Red Cross
6  Chicago Park District
7  PAWS Chicago
8  ALSAC / St. Jude Children’s Research Hospital
9  Team to End AIDS – AIDS Foundation of Chicago
10  Opportunity Enterprises
11  Team World Vision

*Only one Charity Village location for 2014
**Race day timeline**

**Gear checks open**  5:30 a.m.
**Start corrals open**  5:30 a.m.
**Wave 1 Start Corrals close**  7:20 a.m.
**Marathon Wheelchair Start**  7:20 a.m.
**Marathon Handcycle Start**  7:21 a.m.
**Athletes with Disabilities Start (AWD)**  7:22 a.m.
**Pedestrian crosswalks close**  7:30 a.m.
**Wave 1 Start (Elite & Corrals A, B, C, D and E)**  7:30 a.m.
**Wave 2 Start Corrals close**  7:45 a.m.
**Wave 2 Start (Corrals F, G, H, J and K)**  8:00 a.m.
**Spectator access to Grant Park begins**  9:00 a.m.
**27th Mile Post-Race Party begins**  9:00 a.m.
**Gear checks close**  3:00 p.m.
**27th Mile Post-Race Party ends**  3:30 p.m.
October 12, 2014
chicagomarathon.com

- Mile marker
- Kilometer marker
- Aid station
- Contains medical, toilets, Gatorade, water
- Medical
- Food on course
- McDonald’s Runner Update Center
- PowerGel® Energy Gel!
- Bank of America (RED) Cheer Zone
- Merrill Lynch Cheer Zone
- U.S. Trust Cheer Zone
- Bank of America Cheer Zone
- Bank of America Customer & Military Family Upgrade

For exact locations visit chicagomarathon.com

Course subject to change