

I was really pleased with the way our volunteer leadership team and volunteer crew members responded to the challenges of the day. With the high heat, high humidity and low wind levels – we knew we were in for a hot day. We upped the ice order to 4 tons and reminded the crew that we had 2 thoughts for the day.

- 1) Slow down – you move too fast. Heat is an energy drain.
- 2) When things go wrong, don't go with them.

As the morning unfolded, we had some inexperienced and/or aggressive riders causing others to crash and medical transports that got it started. Then as the heat of the day developed, riders who had underestimated the effects of the heat were quickly pulling over and calling for a SAG. The numbers began to build very quickly.

In an average year, we experience a 1% to 2% transport rate for SAG support. For us, that means 24 to 48 cyclists. Yesterday, according to our COMM Team, we had well over 125 transports when they quit counting – a 5% transport rate. Our system was quickly overwhelmed/backlogged – but the volunteers kept their cool and just went to work identifying where the people were and scheduled them for a pick up as soon as they had a crew available. Admittedly, it took a while. For some people, who evidently think that calling a SAG is like calling a taxi – it must have been extremely frustrating. Some riders got so tired of waiting that they ended up riding in to the finish – while others berated the volunteers at the Break Points because a SAG had not gotten there yet.

Anybody who is ever unhappy with an event of mine should complain to me or yell at me. It is not the fault of the volunteer at the break point or driving the truck. My email address is mike@BikinMike.com and yes, I can read yelling.

We'll study the event, talk about the issues, meet with City and County officials and work to improve our plans and support structure. I work year round on the Collin Classic. No matter what we do to prepare and set it up, it takes all of us working together to make it a safe and enjoyable for all.

Many of the volunteers who were out there yesterday supporting you are fellow cyclists. They gave up their chance to ride yesterday to be there to take care of you. While many of the volunteers at the event were participating in our "Work and Ride Free" program (we have comped more than \$8000 in registration fees since we began this program), others were just ordinary people who want to be a part of an activity that is serving and improving our community. They are doing the best they can with what we gave them to work with.

While I study the patterns and work to put the best possible structure in place to serve the volunteers who will make the event happen, I must confess that the patterns are always moving and changing. Producing cycling events is like building a jigsaw puzzle with pieces made of water. Everything is always changing and many factors are unpredictable (like the recent Bike MS rides in Houston and Dallas). All I can promise to our participants is that we will do everything we can to provide a good ride opportunity for them to enjoy – and hope that they have a good ride. What happens on the route, for the most part, is up to the 2500 people sitting in the saddle. We hope that they had a good ride experience with us.

Bikin' Mike
On behalf of the 200 volunteers at large including
AND
Our Break Point Teams
DORBA/Dirt Divas
TXTough

Godwin Ronquillo
Plano Bicycle Association
Raintree Pediatrics
Power FM

AND

The Team Bikin' Leadership Team
Mikalan Cawley & Kathy Kilpatrick – Volunteer Coordinators
Fred Miller & Paul Breitzman – Route Coordinators
Jan Roewe & Laura Schulte – Registration Coordinators
Nancy King & Jeanie Brazelton – Data Entry Coordinators
Kevin Colbeck & Walt Robertson – SAG Coordinators
Tony Campbell & Chad Stetzl – HAMM NET/ Communications Coordinators
Stephen Bell – Start Staging
Lisa Bell – Cafeteria
Frank Cortese – Set Up & Take Down Coordinator