

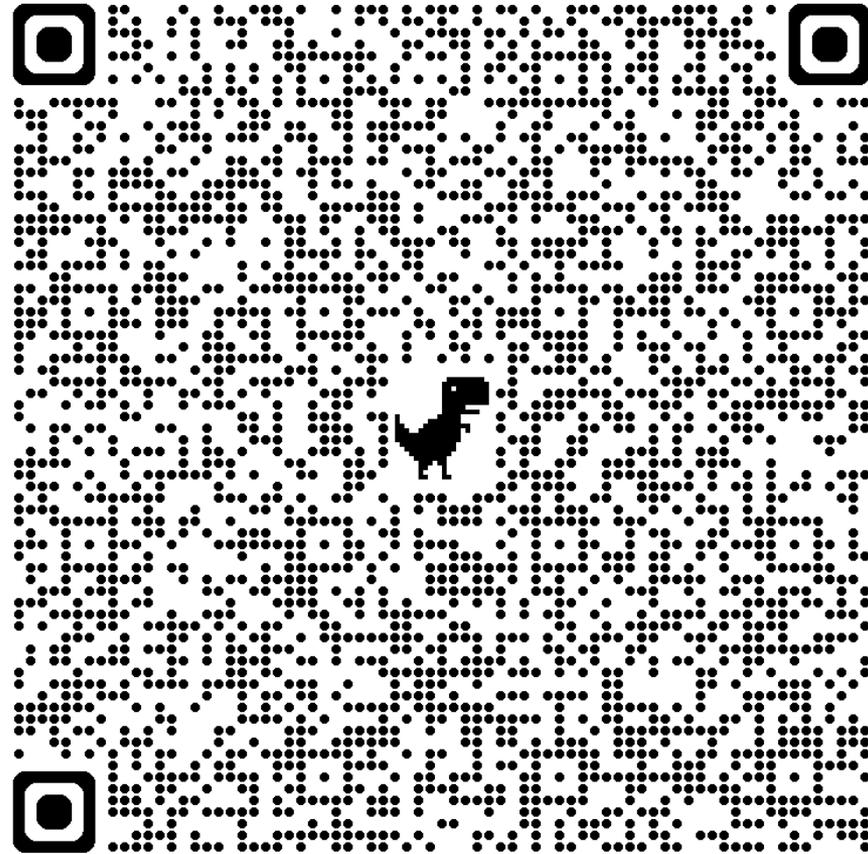
2026 Season Kick-Off



OUTRIDER

Rider Support Team

This presentation



Agenda

1:00pm

- Welcome & Ice Breakers

1:15pm

- Presentation

2:45pm

- Photo
- Break

3:00pm

- Role Play
- Debrief

End at 4:30pm



WELCOME / WELCOME BACK



New Outriders Stand Up Please



Special Welcome

Outrider and the Medical Rider Teams – merged!

Why merge?

- Simplify and unify recruitment, orientation, training, and deployment
- More volunteers to manage the effort
- Build teamwork across on-bike support volunteers
- Incentives, requirements, and benefits equalized



Who Are We?

We are a highly skilled and experienced volunteer group which provides ride support on Cascade Bicycle Club events



How We are Organized



Steering Committee – elected from the membership with Cascade staff advising/liasing

Work includes

- Setting policy
- Selecting new members
- Creating social events
- Developing training
- Evaluating the program

You are a part of a larger team

Outriders

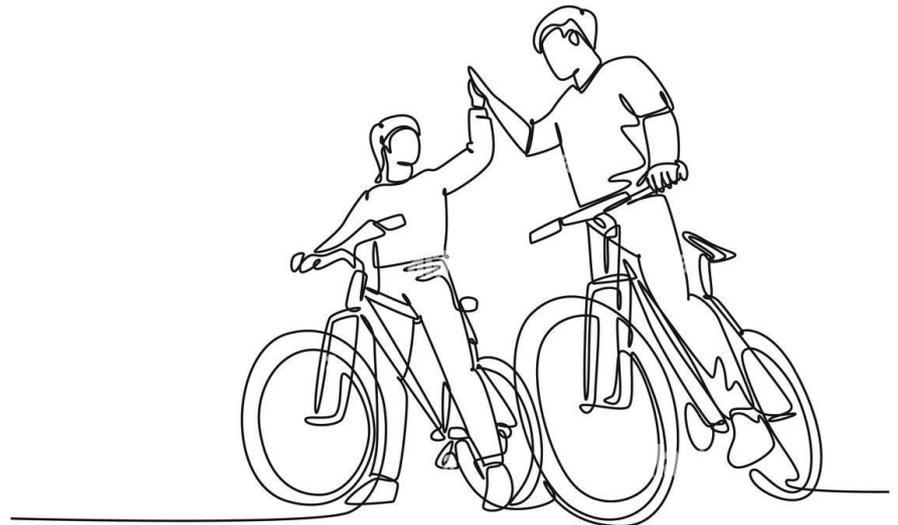
Best eyes on the road
Immediate assistance

SAG Drivers

Provide “taxi service”
May be able to provide other assistance

Ops Center

Have the overall picture
Connected to Cascade Staff



Your Responsibilities

- I understand that as a member of the Cascade Bicycle Club ride support team, I have a responsibility beyond myself.
- I represent Cascade Bicycle Club. I understand and obey Cascade ride policies, and the state law.
- My actions must be in the interest of the riders on Cascade rides and those of the Cascade Bicycle Club.
- I am here to help others. However long it takes to ride a course, or my actions and decisions on the course, depends on that alone.
- I may need to explain state law or Cascade policy to people, but I shall not confront others, or engage in any sort of physical altercation unless it is to protect others or myself in accordance with state law.
- I understand that as I represent Cascade Bicycle Club to the public. I shall be positive and knowledgeable about the mission and goals of Cascade Bicycle Club.
- **I understand that to remain in good standing, I must support three rides through the year. Each day of the Seattle-to-Portland (STP) & RSVP counts as a ride. I must support at least one ride defined as a “major ride”. Major rides are Flying Wheels, STP and RSVP.**

Supporting a Ride – what counts

On Bike

Riding the entire course or "segments"

Coordination

Working in the Op Center

Other

- OR Support Car
- Volunteering day of the ride at club request



Examples of Segments

- Beginning of the ride
- End of a ride
- On trails where motor vehicle support is limited
- Where topography is more challenging (e.g., The Hill)
- Where roads are more dangerous





Identifiers

- Everyone gets a complimentary jersey
- Option to buy additional jerseys / free jersey after 3+ years of service
- Hi Vis safety vests - available at the ride start, may be worn instead of, or in addition to, a jersey
- Bib cards that can be pinned to your person or bike bag

We support riders on the road so that their experiences are as fun and safe as possible by:

- Making roadside repairs
- Providing medical assistance
- Connecting riders to additional support if needed
- Directing traffic as needed
- Modeling courteous and safe riding
- Providing information about the ride and route
- Cheering riders on
- Alerting event organizers of route issues, and fix if possible



At your level of knowledge



You do not need to be a perfect expert



Training is available

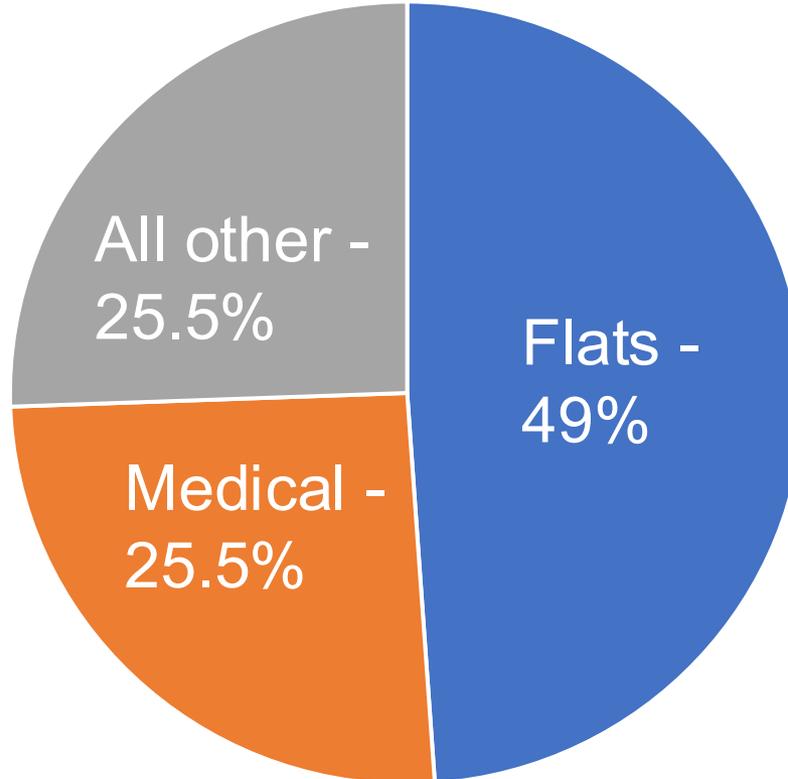
Required: Caring about others



We are not the bike police

- We model best practices – we obey traffic laws and practice safe group riding.
- If we see someone in immediate danger and can get them out of it – we do. (Another reason for that whistle!)
- We can calmly, in non-confrontational ways, talk to riders if we see them do things that endanger themselves or others.
- It is not our job to remove them from the ride. In extreme cases **ONLY**, document the behavior, get their bib number and report to the club.

What you will likely be doing



Data from 2025 Flying Wheels, STP, RSVP, and KCC

For Any Stop

- Other riders should not draft you, as you may need to stop suddenly.
- Call out that you are stopping
- Make sure you and the person who needs help are in a safe location
- You may need to have folks move to a safer locations
- Riding in teams allows for one to help the participant, while the other looks for and directs traffic or requests more assistance



What is the Outrider doing wrong in this picture?



We will have separate trainings on mechanicals

Mechanicals

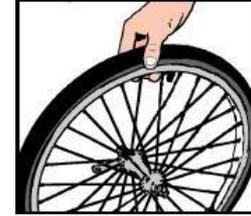
- Easy stuff? Get the fix done and rider is back on the road
- If you don't have the knowledge and/or the tools, call for ride support.
- You may be best off just getting them “good enough” to get to the mechanic stand at the next stop.

Consider
doing the ABC
Quick Check
every time you
stop to help

ABC Quick Check

A is for air

Squeeze the tires and make sure that they are fully inflated. If tire is squishy add air to the tire until firm.



B is for brakes

Hold the brakes down and rock the bike back and forth, if it stays in one place, your brakes are good; if the bike moves, your brakes need adjustment.



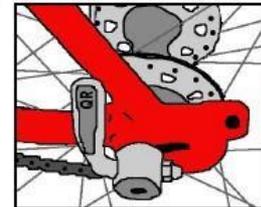
C is for chain and cranks

Make sure the chain isn't rusty and is lubricated. Wiggle the cranks to ensure that the bolts are tight.



Quick is for quick releases

The quick release on the wheel needs to be engaged before riding to make sure the wheel doesn't fall out. Make sure release levers are tight and engaged.



Check is for check it over

Take a quick ride to check if derailleurs and brakes are working properly. Inspect the bike for loose or broken parts; tighten, replace or fix them. Pay extra attention to your bike during the first few miles of the ride.

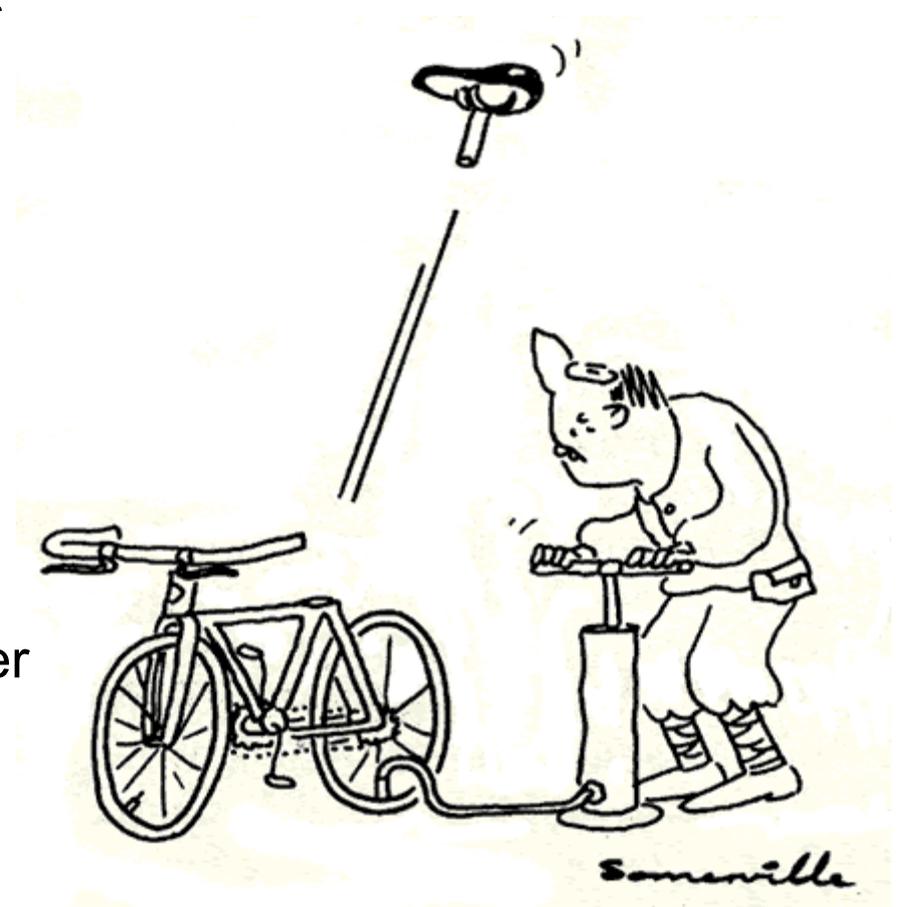
Supplies

- Bring your own tools to help other riders with mechanicals
- Cascade will provide single-use supplies such as tubes



What you may want to carry

- Spare Tubes*
- Tubeless tire related supplies*
- Tire Boots*
- Patch Kit*
- Allen wrenches
- Chain breaker and extra links
- Tweezers
- Bike oriented multi-tool
- Zip ties
- Electrical or duct tape
- Bolts / Cleat Bolts
- Pump (for Presta and Schrader Valve)
- Tire Levers and/or Tire Jack



*Cascade provides

Mechanical Training Playlist

- Removing the Rear Wheel
- Changing an Inner Tube
- Rear Hub eBike Wheel Removal and Install
- Fixing a Punctured Tubeless Tire
- How to Fix a Broken Chain
- Bike Chain Drop
- Rear Derailleur Basics
- Roadside repair of a split tire
- Roadside repair of a broken spoke
- Roadside Wheel Truing
- Roadside fix for broken rear derailleur - go singlespeed
- Roadside fix for broken gear cable



First aid training matters

2025 Cascade data:

- **25%** of reported incidents were medical
- **58%** were handled by **non-Medical Riders** (*Outriders, SAG, and other volunteers*)

Principles of providing aid



- Use **universal precautions**
- **Introduce yourself** and ask permission to help
- When possible, have a responder of the **same gender** take the lead
- if the rider is **unconscious**, call **911** and notify **Cascade**
- **Know and act within Good Samaritan laws**
- **Provide care only within your training and abilities**



Medical Supplies

- The start line Cascade medical supplies box contains items that range from basic to more advanced.
- Carry what you know how to use.
- While the SAG cars will have a small blue Rubber Maid container with some medical supplies, it is not expensive.
- A first aid bag organized by you to fit on your bike setup is strongly recommended.

Medical Training Playlist

- Scene safety
- How to Stop the Bleed
- Primary and secondary assessment
- Hypothermia
- Heat related illness: cramping, heat exhaustion, heat stroke
- Wound care
- Insect Bites and Allergies
- Clavicle and other fracture injuries
- Spine assessment
- Evaluation and treatment of the unconscious person
- PTSD in first responders
- Hands-Only CPR
- Adult CPR with MTM and AED use



Watching out for others

- Take breaks with other riders at pull-outs and chat with them at stoplights – an opportunity to check in.
- Keep people drinking and eating.
- Watch for people starting to “bonk”.
- Tell people to get off the roadway if they need to stop.

In an emergency



- Doing something is always better than doing nothing
 - ✓ Make sure 9-1-1 has been called
 - ✓ Make sure Ops Center is notified
- Treat the rider to the extent of your knowledge and abilities
- Ask riders and other bystanders to help you if no support volunteer is available
- Take control of the scene until official emergency response arrives
 - ✓ Direct bicycle traffic to detour
 - ✓ Direct motor vehicle traffic to slow around an aid car or fire truck

How to direct traffic



You are legally allowed to direct traffic in emergencies

Get the attention of cyclists and motorists

- Face traffic
- Stay out of the road if possible
- **Use your whistle** and hands; can tie a bandana around a pump for a flag
- Act decisively – do not leave anyone guessing

Coach / Guide

- Help people with directions and help them anticipate what's up ahead
- Check up on and encourage people who might be struggling
- We are there for everybody!
 - ✓ All ages, all abilities, all fitness levels, etc.
 - ✓ All bikes are good
 - ✓ No one needs a special outfit
- Be kind, be sensitive – not everyone shares your sense of humor (or knows when you are joking)





Take Care of Yourself First

- Challenging conditions (heat, rain, traffic, etc.) will challenge you, too
- You can't help others if you don't take care of yourself first
- Modeling self-care for others helps them also do what is best for them, too
- If someone else (staff or volunteer) recommends that you accept help, take that recommendation seriously.

We Support Each Other

- We encourage riding in teams of two, ideally bringing different skills, abilities, and characteristics together.
- Check with your fellow Outriders to see if your help is needed if they're stopped.
- Thumbs up Thumbs down



Outrider Support Vehicle

- Priority responsibility is the support of the Outriders
- Resupply with tubes, snacks, water, encouragement
- Transportation forward to the next segment, rest area or to the finish line
- When supporting riders slows you down, we'll help get you back on track
- Request for support made via [Epicollect5](#)





Communication

- Facebook (invite only)
- Email
- 2026 Roster Google Sheet
- Zoom
- Apps: CalTopo, Zello and EpiCollect5

Track Participation

On a Google Sheet (link available via Facebook and email) indicate whether you:

- Plan to support a particular ride
- Have registered for that ride

This is YOUR RESPONSIBILITY TO MAINTAIN

Starting this season (2026): Cascade (Ops Center) will track if you actually participated in supporting each event

105				N	O	P	R	S
Registration links ---->				register here				
MR	First	Last	Full Name	Chilly Hilly (2/22)	Emerald City (4/25)	Ride for Major Taylor (5/3)	Lk Union Family Ride (5/16)	Flying Wheels (5/30)
	Adam	Beals	Adam Beals	Not available	Available	Not available	Not available	Not available
	Alicia	Murai	Alicia Murai					
MR	Alison	Pfeffer	Alison Pfeffer	Not available	Available		Available	
MR	Alvin	Abueg	Alvin Abueg	Reg (Seattle)	Not available	Available	Not available	Available
MR	Andrew	Furst	Andrew Furst					
MR	Andy	Speier	Andy Speier	Not available		Not available	Not available	Not available
MR	Angela	Blakley	Angela Blakley					
MR	Anthony	Fusco	Anthony Fusco					

Communication before and after rides

Zoom meetings

Not mandatory but extremely helpful

Pre-ride:

- review the route - known hazards, issues, potential challenges, last-minute changes
- Currently scheduled for **Tuesday before the ride at 7pm** – recorded so if you miss it, you can still hear it

Post-ride: usually a survey for you to complete



CalTopo

- So Ops can track our mobile resources and direct aid most efficiently

Epicollect5

- So you can record what you did

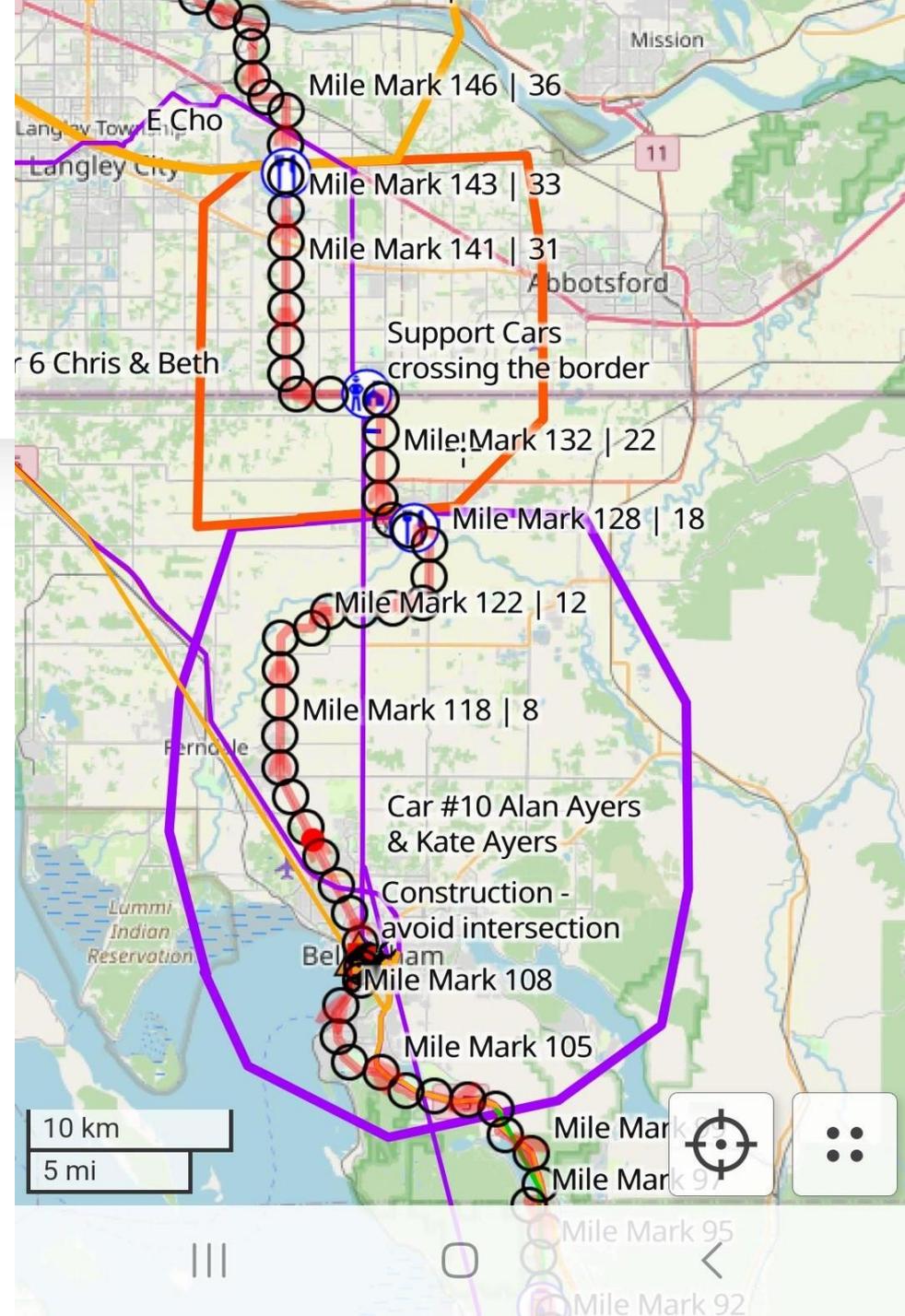
Zello

- So you can directly communicate with the Op Center and Ops with you

Use CalTopo so the Ops Center knows where you are

- **Install** CalTopo on your phone
- **Sign in** with your free account
- **Download the event map**
- **Open your track**, allowing CalTopo to grab your GPS location and map it for the Ops Center to see

Training will be provided – announced via FB and email



11:27 69

OR MR REPORT FORM

< BACK DELETE

Incident type

Crash/accident

Medical care I

Medical issue

Abrasion/road rash

Where was injury on rider?

Leg(s)

Treatment provided

Other - explain in 'Other Details'

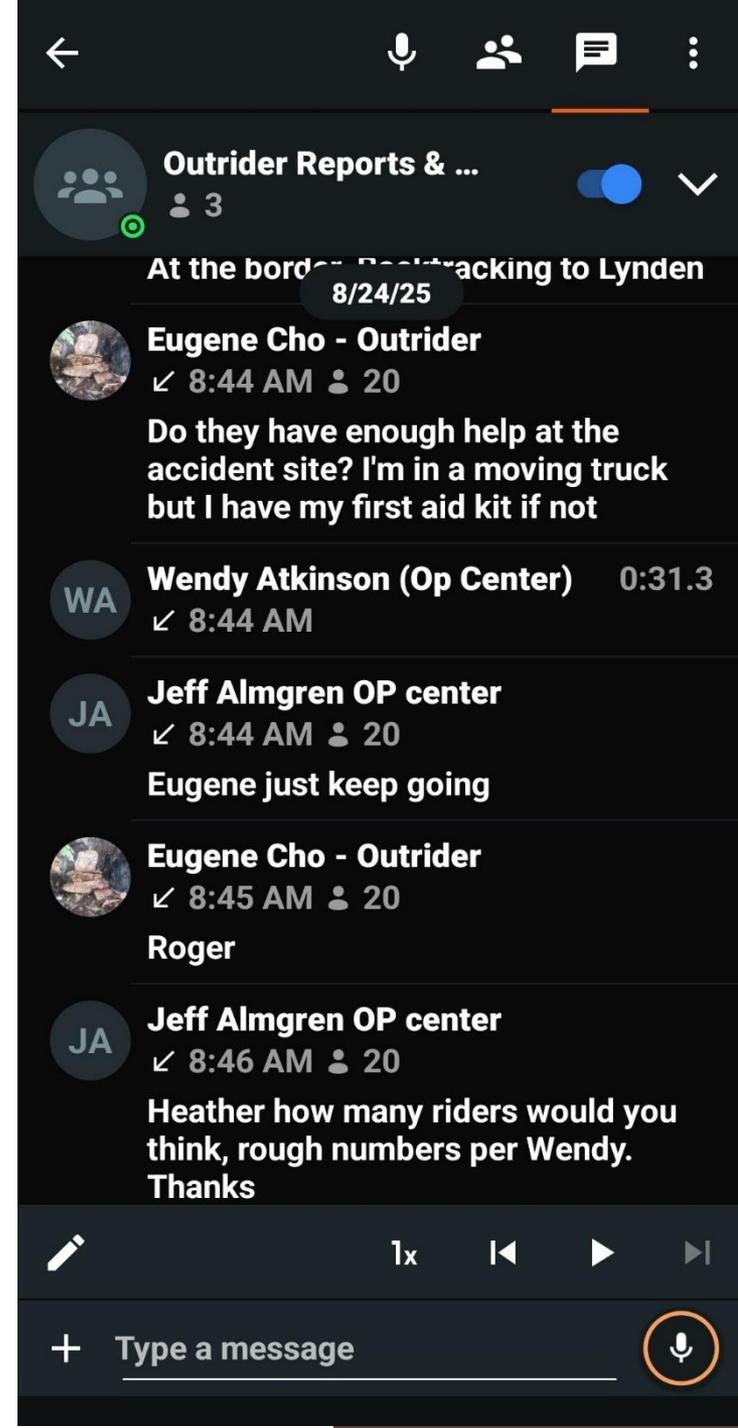
Epicollect5

- Install Epicollect5 on your phone
- Record all incidents via this app
- Form easy to use
- Works even when offline for delayed submission via the internet

Training will be provided – announced via Facebook and email

Zello App

- **Install Zello**
- Use Zello for urgent communication between you and the Op Center
- **Training will be provided – announced via Facebook and email**



Power Banks

Long days in the saddle mean the apps are running for hours.

A limited number of spare power banks are available in the Outrider supply box – bring your phone appropriate charging cable

PLEASE RETURN



App Training Dates

NEW Outriders:

February 10, 2026 (Tuesday)

Open to all Outriders:

February 12, 2026 (Thursday)

February 16, 2026 (Monday)

February 18, 2026 (Wednesday)

Zoom meetings 7-8 pm

Outrider Resources Webpage

(Work in progress)

- Curated YouTube playlists: CascadeOutriderTraining
 - Medical
 - Mechanical
 - Tech/app training – Epicollect5
- Procedures and Guidelines
 - CalTopo, Zello, Epicollect5
 - Ops Center
- References
 - Where to get First Aid and Wilderness First Aid Training
 - Primary and Secondary assessment of the rider
 - Washington Good Samaritan Law
 - Supply list recommendations

**WE'VE GOT
EXCITING
NEWS!!**



STP/RSVP/Iron Horse: Cascade will help with lodging

- Cascade will help Outriders on STP, RSVP, and Iron Horse with overnight stays
- Limited availability, first-come, first served



STP/RSVP/Iron Horse: Selected add-ons now FREE

To help you serve our 2-day rides, Outriders get 100% off selected add-ons when you register online:

- Packet Mailing
- Parking
- Pre-ride or return bus/bike

Offer excludes last-minute onsite cash purchases.



Introducing Volunteer Credit

- You get volunteer credit hours for Outrider service!
- Single-day event = 6 hours
- Multi-day event = 8 hours each day
- Can exchange for membership, rides, classes
- Redeem credits on your cascade.org dashboard



Putting it into practice

Newbies should be mentored for their first ride. We will help match you up. You can continue to be mentored if you want, and if veterans are willing to help

1. Sign up for rides

- **PLAN:** Indicate on the **Season Planning** tab what rides you think you're doing for the year
- **REGISTER:** When registration opens, register using links on the **Schedule & Registration** tab.

	A	B	C	D	F	G	I	J
1						Major Ride		Major Ride
2		Chilly Hilly (2/22)	Emerald City (4/25)	Ride for Major Taylor (5/3)	Lk Union Family Ride (5/16)	Flying Wheels (5/30)	Revel Revolution (6/20)	STP (7/11-7/12)
3								
4	Registration Opens	1/8/26	2/24/26	2/3/26	tbd	3/3/26	3/10/26	1/8/26
5	Outrider Registration Link <i>(posted after reg opens)</i>	Registration link						Registration link
7	Pre-meeting	2/17/26	4/21/26	4/28/26	5/12/26	5/26/26	6/16/26	7/7/26
8	Tuesday before ride, 7-8pm	zoom link	zoom link	zoom link	zoom link	zoom link	zoom link	zoom link

2. Attend the pre-ride call, if you can

Woodinville Wine Ride 2024 - v9.3
By Cascade Bicycle Club

21.1 mi + 659 ft 10.3 %
00:00 - 660 ft -9.4 %

Send to Device

21+ mile loop w/o construction zone in Bothell or post-HomeDepot climb in Woodinville. Extra south loop on trails much easier to navigate/negotiate than Power Lines Trail crossing past church lot

Woodinville, WA Public (45 views)
Created Sep 3, 2024 Copy of Woodinville Wine Ride 2024 - RJ v.2

Explore More
Discover your next great ride, courtesy of

Chat Messages

Search chat

Marlene Druker 04:00

MD link to volunteer guide:
https://docs.google.com/document/d/1V24FWHxg_-ApN0nwLRp0nRWobMwoGfnCDg2MGm51-Lg/edit#heading=h.x3gsz9gpoqb

link to route:
<https://ridewithgps.com/routes/48294906>

Anthony Fusco 04:26

AF thank you Marlene

3. Show up to the ride

- Find the supply box at the start line and get any supplies you need
- Sign in to Zello and CalTopo; get EpiCollect ready
- Find your mentor if it's your first time ever
- Begin riding and help people along the way!



4. Finishing the ride



- Return any unused supplies to the box at the finish line
- Sign out of Zello and CalTopo; upload your Epicollect reports
- Enjoy post-ride beverage or food
- Complete the post-ride survey

**So happy you've
joined us!**





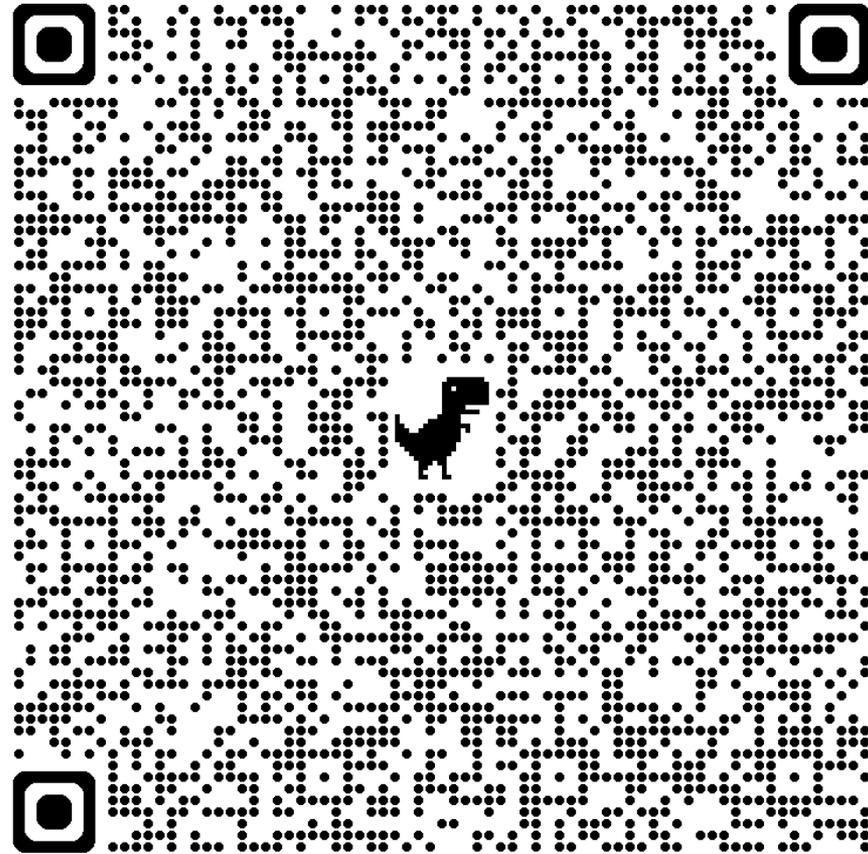
You'll never sit alone in the beer garden if you don't want to

Join us! Your friends can sit with us too!

A young child with dark hair and a thoughtful expression, resting their chin on their hand. The background is dark with several colorful question marks in shades of blue, green, pink, and white. The word "Questions?" is written in white text across the center of the image.

Questions?

This presentation



- After a brief intermission
Review of Hypothermia

Outrider medical training

Hypothermia and Chilly Hilly

Hypothermia & the Chilly Hilly

- What to watch for and how to respond

What Is Hypothermia?

- Core temp $<95^{\circ}\text{F}$ (35°C)
- Heat loss $>$ heat production

Mechanisms of Heat Loss

MECHANISM	DESCRIPTION	KEY POINTS
Radiation	Heat loss through infrared radiation from the body to cooler surroundings.	Accounts for 55-65% of heat loss at rest.
Convection	Heat loss due to air movement, where warm air rises and is replaced by cooler air.	Increased in windy conditions.
Conduction	Heat transfer through direct contact with cooler surfaces, such as cold ground.	Significant when in contact with cold objects.
Evaporation	Loss of heat when moisture on the skin evaporates, especially when sweating.	Can lead to significant heat loss during exercise.
Respiration	Heat lost through breathing, especially when inhaling cold air.	Can be a notable source of heat loss in cold weather.

Why Chilly Hilly Is High Risk

- 38–48°F
- Wind + marine humidity
- Hills & descents
- Cold ferry start

Cycling-Specific Risk Factors

- Wet clothing
- Bonking
- Fatigue
- Under-dressed riders

Long Ferry Waits = Cold Risk

- Wind exposure
- Early chilling
- Steel deck heat loss

Rest Stops: Hidden Cold Traps

- Heat stops being generated
- Wind + damp clothing further contributes to heat loss

Cold Descents After Climbs

- Sweat then wind chill

Group Splits & Slow Riders

- Long exposure
- Less heat
- Regrouping riders are not moving, may be in the shade, the wind or rain

Roadside Tire Change = Hypothermia Risk

- Stopped in wind
- Bare hands
- Sweat chills

Early Warning Signs

- Shivering, cold & pale, fatigue
- Complaining = **Grumbles**
- Clumsy hands = **Fumbles**

Moderate & Serious Signs

- Slurred speech = **Mumbles**
- Unstable riding = **Stumbles**

- Confusion = **Crumbles**
 - Violent or absent shivering
 - Slow pulse or breathing
 - Loss of consciousness

Field Assessment

- Speech
- Zippers
- Bike control

Immediate Actions

Stop them riding

Add heat:

- Generate heat (walking, exercise, etc)
- Warm drink & carbs
- Heat packs

Prevent heat loss:

- Shelter from wind, rain & cold
- Layer up (hat, neck gaitor, gloves, coats, rain pants)

When to Use SAG / EMS

- Confusion
- Uncontrolled shivering
- Unsafe riding

Prevention You Can Encourage

- Eat
- Zip before descents
- Warm hands/head

Bottom Line

- Cold+wet+wind
- Behavior > temperature
 - You should **trust what you see** (confusion, clumsiness, bad decisions)
 - **More than** what the number says on any thermometer
- Because in hypothermia:
 - Core temperature drops **slowly**
 - Brain function degrades **early**
 - People often **don't feel cold anymore**
 - And they **deny there's a problem**

This presentation

