



Event Management Toolkit

This is a collection of key information that is useful when planning a bike event.

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COURSE

Route Grades

As an event manager, it's useful to know these route grades:

- **Grade 1** - No vehicles or off-road cycleways
- **Grade 2** - Some vehicles with relatively low speeds (up to 30kmh), and/or a low speed difference with people on bikes.
- **Grade 3** - Lots of vehicles and/or a higher speed relative to people on bikes (up to 50kmh)

Next Bike's Riding with confidence Model

As a confident rider, you instinctively deploy a range of learned skills and perceptions – but it can be hard to remember how you acquired them. So it's useful to think about the following three ideas as if you were new to them: bike control, being seen, and choosing safe routes.

Most importantly: think about how you'll demonstrate these concepts in person, and how to check the public are adhering to them as you ride together.

BIKE CONTROL

Bike control means the bike goes where you want it to go, when you want it to, and you can stop safely if you need to.

Grade 1: Off-road (i.e. in a safe off-road environment).

The rider:

- Can do an M-Check on a bicycle
- **Can fit a helmet**
- **Can rest fingers on the brakes while getting on, standing and riding, so you can stop the bike moving at any time**
- **Can find pedal-ready position and an easy gear to start and stop in**
- **Can steer around other path users**
- **Can list the 5 points above on how to keep Bike Control**

Grade 2: Quiet roads

The rider, as well as the skills listed for Grade 1:

- **Can do a kerb ride-out: this means lifting the bike down to the road from the kerb, and taking an angle that allows you to assess traffic; then signalling, checking, and entering the line of traffic**
- **Can ride along in a smooth line 1m out from parked vehicles and the kerb**
- Can select a gear whilst riding to give a steady, efficient cadence – pedalling at about 90 revolutions a minute
- **Can recognise when they have lost bike control, and why (e.g. wobbling at very low speeds; less control at higher speeds; slippery surfaces; rider drunk or distracted, etc)**
- **Can explain how to regain bike control, using the techniques identified above.**

BEING SEEN

Being seen means that other road users have seen you and have registered what you're about to do – and also, you have seen them, as early as possible.

Grade 1: Off-road

The rider:

- Knows how to make their body easier to see with brighter clothes
- **Knows how to make their bicycle easier to see with lights and reflectors**
- Can warn other path users that they are about to pass via hand signals
- **Can explain how to be seen**

Grade 2 - Quiet roads

The rider:

- **Can look behind while riding in a straight line**
- **Can look behind, signal for 3 seconds, look behind again and move when safe, at intersections and passing parked vehicles**
- Can catch the driver's eye to be sure they have been seen, when passing side roads or when vehicles may turn across rider's path.
- **Can recognise when they are no longer easily seen (for example: night-time, hidden by parked cars or behind trees, wearing dark clothes) and can explain how to remedy it.**

CHOOSING SAFE ROUTES

This means choosing routes from one location to another that have low volumes of traffic and/or low relative vehicle speed, including assessing intersections for these factors.

Grade 1 - Off road

- **Knows the off-road route that is being used**
- Knows that routes with lots of other users can be unsafe
- Can follow other riders with a 2-second gap

Grade 2 - Quiet roads

- **Knows the road rules**
- **Can recognise when they are no longer on a safe route (for example, high volume and speed of vehicles, high volumes and slow walkers, left hand side of motor vehicles) and can explain how to regain a safe route.**

Risk analysis and management system

Every mass ride brings potential risks, which should be assessed in advance. The following **typical risks** should be considered along with **event specific risks** identified by the event manager for a specific event.

Note: Risk descriptors use the following scale and definitions:

- Severity of harm
 - Low - First aid treatment and full recovery
 - Medium - Professional medical treatment and full recovery
 - High - Professional medical treatment with death or permanent disability
- Number affected
 - Low - 1 person
 - Medium - up to $\frac{1}{3}$ of the group
 - High - up to $\frac{2}{3}$, or more of the group
- Likelihood of happening
 - Low - Event may occur in exceptional circumstances
 - Medium - Event may occur at some time
 - High - Event will occur

Occasionally a person will experience a **Near Miss** – for example, a car door opening in front of them, which they avoid by swerving; or a stressful situation, for example, more buses than expected along the route. Even if the incident or experience results in no harm, if the potential **Severity of harm** or **Number affected** are considered to have been medium or high, the Marshal should still consider completing an **Incident Report** to inform future route planning.

Environment

Risk	Severity of harm	Number affected	Likelihood happening	Control
Getting wet and cold	Low Med High	Low Med High	Low Med High	Eliminate by checking MetService Rain Radar the day before, and rescheduling if possible Eliminate by running events in summer months Minimise by advising riders to bring a showerproof jacket and wear thermals Minimise by ensuring warm refreshments available at start and/ or end of event
Getting hot and dehydrated	Low Med High	Low Med High	Low Med High	Eliminate by advising riders to bring water, and using the safety briefing to remind them to drink throughout the event. Minimise by ensuring refreshments available at start and/ or end of event
Skidding on slippery surface	Low Med High	Low Med High	Low Med High	Eliminate by using another route Isolate slippery zone with cones if possible Minimise by asking riders to dismount and walk along the slippery surface
Hitting another path user, like pedestrian or another cyclist	Low Med High	Low Med High	Low Med High	Eliminate inconsiderate behaviour with a quiet word from Support Marshals Minimise by Lead Marshals setting a steady pace Minimise by following the rider in front with a 2 second gap Minimise by signalling intentions early with clear hand signal Minimise by turning and braking slowly and smoothly

Equipment

Risk	Severity of harm	Number affected	Likelihood happening	Control
Mechanical failure of bikes	Low Med High	Low Med High	Low Med High	Eliminate by encouraging bike M check before ride Minimise by taking basic tools (see Marshal gear list)
Incorrect use of helmet	Low Med High	Low Med High	Low Med High	Eliminate by showing how to fit helmet in safety briefing
Loose clothes getting caught in moving parts of the bike	Low Med High	Low Med High	Low Med High	Eliminate by ensuring clothes are well fitted and do not hang loose. Eliminate by putting spare clothes in carrier, or tying diagonally over shoulder
Injury from tools or bikes being repaired	Low Med High	Low Med High	Low Med High	Isolate work area from riding bikes Minimise by ensuring marshals are competent in correct use of tools and tidy up as they work

Psychology

Risk	Severity of harm	Number affected	Likelihood happening	Control
Riders think it's dangerous to ride	Low Med High	Low Med High	Low Med High	Eliminate by publishing ride route with invitation when possible Eliminate by matching rider competency to ride grade
Riders think they are not fit enough to ride	Low Med High	Low Med High	Low Med High	Eliminate by publishing the ride route with invitation when possible Eliminate by matching rider competency to ride grade Isolate by asking riders about health conditions and medication during sign in

Riders have a turban and cannot fit helmet	Low Med High	Low Med High	Low Med High	Eliminate by asking them to wear a turban with less material and try a larger helmet Minimise by ensuring they have good bike control skills, understand how to Be Seen, and/or can use Safe Routes
Riders have a physical disability that makes it hard for them to learn/ hear	Low Med High	Low Med High	Low Med High	Minimise by prompting riders to use hearing aid, glasses or prosthetics if they have them Minimise by consulting other cycle trainers for ideas that might help
Riders stop when a rider in front has a mechanical OR injury	Low Med High	Low Med High	Low Med High	Eliminate by marshals knowing their roles and taking responsibility for the ride Isolate by moving mechanical issues to the side of route and allowing Sweep marshals to offer help Isolate injuries by having Support marshal stand with bike facing the oncoming riders a few meters upstream, whilst another Support marshall offers first aid Minimise by other marshals moving riders along as they ride
Disruptive behaviour from a rider distracting other riders	Low Med High	Low Med High	Low Med High	Eliminate by asking the disruptive rider to stop the behaviour Isolate by giving disruptive rider a job to keep them busy Minimise by telling disruptive rider to take a 5 minute break

Resources for marshals

Ride marshals are crucial to keeping the ride running smoothly and safely.

There are 4 types of marshal:

- **Lead marshal** - Ride in front and set the pace
- **Support marshal** - Ride through the middle of the group, and take the lead if a physical injury occurs
- **Sweep marshal** - Motivate riders and will take the lead with any bike repairs
- **Captain** - Each of the 3 Marshal types will have a Captain and who will brief all their marshals at the beginning of the event, ensure their group stays on task, and communicate as required with event manager

Marshal gear checklist

This is a list of personal items that a marshal should carry on a mass ride.

Item	Check
Bike, helmet, lock and lights	
Tools, adjustable spanner, multi-tool, rag, pump	
Inner tube for own bike, zip ties	
Bag	
Bright clothing, closed toe shoes, waterproof jacket	
Water bottle and snack	
First aid kit, sunscreen	
Mobile phone	

Bicycle M check - a safety checklist

Use this process to figure out if a bike is safe, OR what needs repairing. You'll be working across the bike in an M shape, hence the name.

Ideally, each marshal will work through this checklist on their own bike prior to the event, and can quickly do the same check on any rider's bike if needed.

- Front wheel is attached?
 - Give it a good knock downwards
 - Check the axle nuts/quick-release levers are tight
- Front **brake** is working?
 - Spin the wheel and squeeze the brake: wheel should stop spinning.
- Front tyre is safe?
 - Squeeze tyre sidewalls for firmness, check rubber for cracks and protrusions
- Steering is secure?
 - Hold the front wheel between your legs and try to turn the handlebars with your hands
- 2 working pedals?
 - Check they spin freely and are not loose
- Rear **red reflector**?
 - Look for one and check it's clean
- Back tyre is safe?
 - Squeeze tyre sidewalls for firmness, check rubber for cracks and protrusions
- Back **brake** is working?
 - Lift the rear of the bike, spin the pedal, and pull the brake. Wheel should stop spinning.
- Rear wheel is attached?
 - Check the axle nuts/quick release levers are tight

Captains' safety briefing

Briefing to be given by captain of each of the 3 types of marshal

Objective	Notes
<p><i>Check in (to happen at holding bay by tunnel)</i></p> <p>6.20am-6.35am</p>	<ul style="list-style-type: none">• One Captain from each team will hold up a sign stating which marshal team they are managing as a visual cue for your marshals to find you• Introduction between captains and marshals• Check that your marshals have their vests on, helmets, a suitable bike and closed shoes
<p><i>Reminder of key risks and the responsibilities of their Marshal role</i></p> <p>6.35am--6.50am</p>	<ul style="list-style-type: none">• Remind marshals of the basic outline of the ride, the event-specific risks and how they will be managed• Remind them this is a leisurely ride and that they will need to model good behaviours for the other riders to copy, these are:<ul style="list-style-type: none">○ Fingers resting on the brakes when riding○ Ride in smooth predictable lines○ Clear hand signals for right, left and slowing down○ Look over your shoulder every 15 seconds○ Allow 2 seconds space between you and the ride in front• Remind them that in the event of a rider being injured:<ul style="list-style-type: none">○ 1 Support marshal stands with bike facing the oncoming riders, protecting the injured person○ 1 Support marshal notifies closest security guard (every 150m at the egresses)○ Other Support marshals will continue to ride, and will encourage those around them to keep riding.• Remind them in the event of a bike mechanical issue they should move the bike and rider to the side:<ul style="list-style-type: none">○ If special tools or parts are needed, wait for the Sweep marshal○ A marshal should stay with the rider until a solution is found.○ M-check bike after being fixed, and rejoin ride if time allows
<p><i>Distribute marshals evenly among riders</i></p> <p>6.50am-7.20am</p>	<p>Get your marshals into position:</p> <ul style="list-style-type: none">• Riders will be allowed to start once they are ticketed• A group of 5 lead marshals will start and hold the speed at the front, after that:<ul style="list-style-type: none">○ Marshals will wait at the entrance to the tunnel and captains will release a marshal in for every 10 riders going pass.

<i>Feedback and thanks</i>	<i>5 mins</i>	<ul style="list-style-type: none">● Get verbal feedback from marshal group<ul style="list-style-type: none">○ 1 thing they thought went well○ 1 thing they would change for next time● Thanks on behalf of Bike Auckland, and collect hi vis vests.

Rider safety briefing

Ratio of marshals to riders should be 1:15 or better

Likely MC will read this to all riders at once over PA - however, all marshals should be familiar with this briefing

Objective	Notes
<p><i>Check in</i></p> <p>2 mins</p>	<ul style="list-style-type: none">• Remind riders they must have official tickets from their captains, and head to holding bay• If riders have a known mechanical issue they can see the on site mechanic
<p>Know marshal roles and key information to stay safe</p> <p>5 mins</p>	<ul style="list-style-type: none">• Explain to riders the basic outline of the ride, the specific risks, and how they will be managed• Explain that there will be 3 sorts of ride marshal, and to please follow their advice as they are there to keep everyone safe:<ul style="list-style-type: none">○ Lead marshal - Will ride in front and set the pace○ Support marshal - Will ride through the middle of the group and will take the lead if a physical injury occurs○ Sweep marshal - Will motivate riders and take the lead with any bike repairs• Riders are expected to have the following skills:<ul style="list-style-type: none">○ Start riding from pedal ready (right pedal at 2 o'clock) and in an easy gear○ Fingers rest on brakes whilst riding○ Ride in smooth lines○ Clear hand signals for right, left and slowing down○ Look over your shoulder every 15 seconds○ Allow 2 seconds gap between you and the rider in front of you• If a marshal gives a hand signal (right, left or slowing down) please make sure you do the same, so that the whole group gets the message• Don't pass the lead marshals

Incident reporting

Advise event manager as soon as an incident occurs. The marshal who had the best view of the incident should complete a report and give to their Captain at the earliest opportunity.

Riders's name and mobile phone number	
Date	
Incident severity	Near miss Low Medium High
Incident description	
Treatment description	
Marshal name	
Was risk identified prior to event (and listed in risk analysis?)	Yes No
What actions had been taken to Eliminate, Isolate & Minimise risk	
Report given to Captain	Yes No

Event details

The following information is specific to mass ride on a specific day

Programme description	XXX
Age range	
Number of participants	
Address	
Ride map	
Parking instructions	
Toilets	
Water	

Site map

XXX

Timings

meet on site@	XXX
programme start @	
breaks @	
programme end @	

pack up @

Key contacts

Name	Mobile
Event manager	XXX
Marshal manager	
Captain - Lead marshal	
Captain - Support marshal	
Captain - Sweep marshal	
Medical officer	

Event-specific risks

This must be completed and read / discussed / ridden through (if possible) with all marshals working on an event. It complements the generic risks identified in the **Risk analysis and management system** section.

Particular consideration should be given to risks which lead to decrease in **bike control, being seen and/or safe routes**.

Potential risk	Control and description
Getting wet and cold whilst waiting	Eliminate - By allowing riders to start their ride as soon as they are ticketed Isolate - NA Minimise - By reminding all riders to bring waterproofs. And having hot drink / food available at end of the ride
Crashing into fellow rider at congested start and at the slight pinch 50m into tunnel caused by concrete sidings of tunnel wall	Eliminate - By emphasising the safe riding skills to the riders (PA doing the Riders Briefing) and marshals (Captains Briefing). And by allowing riders to start their ride as they arrive Isolate - NA Minimise - By Lead marshals and Support marshals keeping a max speed of 25 kmh for entire ride and encouraging rider to do same
Crashing into another rider at turn-around point	Eliminate - With clear signage counting down m's Isolate - NA Minimise - By marshalls using clear right and slowing signals approx 100m out from turn around. And marshalls taking a wide turn
Slippery surface issues (cat's-eyes, painted lines)	Eliminate - By emphasising the safe riding skills to the riders (PA doing the Riders Briefing) and marshals (Captains Briefing) Isolate - NA Minimise - NA
Long slow climb on return exhausting	Eliminate - Support or Sweep marshals checking riders gear selection and modelling a slow sustainable riding speed Isolate - Support or Sweep marshal invite rider to walk and stay left Minimise - NA

