

# SAG SUPPORT

We have SAG (“Support and Gear”) vehicles along the route to assist you in any way needed. You will be given a BLUE bracelet with important numbers, including road support and EMS support.

Please ensure that you have tire irons, bike tubes, a CO2 cartridge or pump with you throughout the ride and that you start the ride on equipment that is ready for a long ride (i.e. – do not start the ride with tires with holes in them, etc.).

If you are starting at our 100-mile starting line, there will NOT be mechanic support at the starting line, so it is important that your bike is “ready-to-ride” when you start the event. The mechanic team will be positioned at the 1st rest stop and on the route. This policy ensures that we leave at the planned start time and our mechanic support team is able to support the riders on the road as soon as the event starts.

The most common use of this bracelet is for mechanical support.

## **We have MECHANICS who can address most issues. Here's what you can expect:**

- Minor Issues – Resolved on-site in a few minutes, e.g., flat tire.
- Mid-Complexity Issues – You may be shuttled to a stop, e.g., wheel and brake problems.
- Major Issues – We may swap or exchange parts if available.

## **When you call for support:**

1. Find a safe place to wait.
2. Determine your location (drop a pin if possible).
3. Call dispatch.
4. Ask for help (other riders may assist as well!)



## SAG SUPPORT: MOVING FORWARD ALONG THE ROUTE

Whether you're aiming to complete 100, 50, or 25 miles, we understand that reaching your goal for the day is important to you. However, it's perfectly okay to use SAG support to skip a few miles if you're having an off day. Sometimes the wind, sun, cramps, or other unexpected factors can slow you down or throw you off your game.



**If something comes up on ride day that slows you down, we highly recommend calling our team to help you move forward.**

If you need a vehicle to help you keep pace or move ahead along the route, we advise calling early in the ride, especially if your pace suggests you might finish after 3:30 PM. For example, you can request a pickup to move from Rest Stop 4 to Rest Stop 6, allowing you to ride the last leg on your own, rather than riding to Rest Stop 5 and then being taken to the finish.

To keep our SAG vehicles available on the road, we will have more SAG vehicles available for rest stop-to-rest stop transportation than for rest stop-to-finish-line transportation.