

THUNDER

on the Rio Grande

AIRSHOW

LAS CRUCES, NM
MAY 30-31, 2009

THUNDERONTHERIOGRANDE.COM

Dear Volunteer,

This year marks the 1st annual Thunder on the Rio Grande Air Show. The Las Cruces International Airport staff along with staff from NMSU Pan American Center and Adventure Aviation is proud to say that this event would not be possible without your hard work and dedication!

As a valuable member of our team, you will be our link to our guests. This is a very important responsibility because we are counting on you to ensure our guests' safety and comfort. This event will be fun and exciting for everyone involved. We must all understand and remember the importance of our role to ensure the Thunder on the Rio Grande Air Show is successful and that all guests have the best event experience possible.

We have invited the best performers in the business to the Thunder on the Rio Grande Air Show to give our spectators the best air show imaginable. We can't guarantee that the weather will be great, and we can't guarantee that all performers will live up to the guest's expectations. What we can do is make a good first impression with everyone we meet, and help them off on the right foot!

I urge you to take the time to become familiar with the accompanying handbook. This handbook will assist you in becoming a well informed and knowledgeable volunteer member allowing you to better serve our guests and assist us toward ensuring that each and every guest has the most positive event experience possible.

Thank you for joining our team! We look forward to working with you through the successful completion of this event.

Sincerely,

Shacoy Parra

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I. VOLUNTEER BASICS – GETTING STARTED

A. *Volunteer Information/Materials*

As a Thunder on the Rio Grande Volunteer you will receive an Air Show t-shirt, free parking, food/beverages, two complimentary event tickets, and an invitation to our post event get together. Each volunteer must attend 2 of 3 orientations and work a minimum of two 4-hour shifts. This orientation is primarily informational, and you will receive your volunteer handbook at this time. This gives us a chance to review information pertaining to the operations of the air show. It also allows us to answer any of your questions and to look into any other questions that are currently unanswered. We will meet again on May 27th at the Las Cruces International Airport for Airport Safety Training, disbursement of volunteer materials, and position review. At that time, you will receive your Air Show t-shirt, credentials, maps, two complimentary event tickets and the option of purchasing other Air Show apparel. Air Show apparel must be worn at all times while working for identification purposes.

B. *Eligible/Accepted Volunteer*

All volunteers must have completed a Thunder on the Rio Grande Air Show volunteer application and reviewed orientation information with the volunteer coordinator.

C. *Parking/ Directions*

Parking at the Air Show will be free to the general public and guests will be directed to parking lots far from the entrance where a shuttle will bring them to the entrance. Volunteer parking will be located in a restricted area near the entrance and a shuttle will bring them to the International Terminal where the Volunteer Headquarters will be located. Please see directions below. Congestion on the main access road to the airport should be eliminated because of the way the current parking plan is set up; however, you should still allow time for traffic. You will be issued a parking pass to gain access through the road blocks. If you do not have your parking pass, access will be denied.

Volunteer/ Staff Parking:

Take Exit 132, turn right onto Crawford Blvd. Cross the frontage road and you will reach a road block. You must display your parking pass on the dash of your vehicle to be allowed through the blockade. After going through the blockade you will proceed along Crawford Blvd. and cross the road named Gasoline Alley. After crossing Gasoline Alley the parking area is on your left. There will be a staff member there to direct you into the parking area. If this area happens to be full you will be directed to another parking area close to Volunteer Headquarters.

Note: Directional signage will be posted to assist with the process.

Directions to Airport:

If you are coming from Deming (West):

Take I-10 EAST to EXIT 132.

Arrive at Las Cruces International Airport.

If you are coming from El Paso (South):

Take I-10 WEST toward DEMING to EXIT 132.

Arrive at Las Cruces International Airport.

If you are coming from Las Cruces/Alamogordo (East):

Take HIGHWAY 70 until it becomes MAIN ST.

Turn West on PICACHO. Merge onto I-10 WEST. Follow I-10 WEST to EXIT 132.

Arrive at Las Cruces International Airport.

If you are coming from Albuquerque (North):

Take I-25 SOUTH toward LAS CRUCES. EXIT I-25 to MAIN ST. Turn WEST on MAIN and follow to PICACHO. Turn WEST on PICACHO. Merge onto I-10 WEST. Follow I-10 WEST to EXIT 132.

Arrive at Las Cruces International Airport.

D. Check-In Procedures

Once you have arrived, please proceed to the International Terminal (this is the location of the orientation on May 27th) to the Volunteer Headquarters. Check in and receive instructions and materials from one of the volunteer coordinators. Once you have checked in with a volunteer coordinator, report to your position. Please make sure you arrive on time. Tardiness affects all of us!

E. Prior to Beginning Your Shift

Review the check-in procedures. It is imperative that you check in with the Volunteer Headquarters at the International Terminal as they will be tracking all volunteers and positions. Other important information is as follows:

- Upon arrival your uniform should consist of your Air Show t-shirt or purchased air show apparel, pants or shorts in khaki or black. Please remember that you are a representative of the Thunder of the Rio Grande Air Show and your uniform should look neat and professional.

Note: The Air Show t-shirt is your uniform and is to be worn while you are on-duty. If you are wearing your uniform after or before your assigned shift, you may be asked to help in an area needing your assistance. If you are in uniform it is assumed that you will assist as required. If you plan to enjoy the Air Show once you have completed your shift, please change into something unofficial.

- Please bring the necessary items only. There are no accommodations available for safekeeping.
- Make certain that you understand your responsibilities prior to leaving the Volunteer Headquarters and reporting to your position, including your exact workstation location. Remember, if you have questions – ask them! Be flexible! Not only is this the 1st year of the Thunder on the Rio Grande, but several entities have been involved in the planning process and there are over 150 volunteers involved – there will be some unavoidable delays or changes.
- Know the information in this booklet. We will provide additional information to you prior to beginning your shifts, including maps.
- Bring Sunscreen and apply it throughout the day. It will be hot and sunny! Remember to stay hydrated. Wear comfortable shoes, a hat and sunglasses. Hats should be a solid color without extreme logos or designs.
- Enthusiasm counts! It goes a long way and can be contagious. If you are enthusiastic about your position, the guests will be enthusiastic as well. Be proud to be a part of the Thunder on the Rio Grande Air Show. Smile and greet all guests!

II. Event Days – Policies and Procedures

A. *Alcohol Beverage Safety*

Alcoholic beverages will be served throughout the day to guests in the Beer Garden. Alcoholic beverages are only allowed in the Beer Garden. Staff will be placed at the Beer Garden to ensure guests do not leave the area with alcoholic beverages or pass them over the fenced area to other guests. Only guests 21 years of age and older will be allowed to enter the Beer Garden and they will be required to wear a Budweiser wristband as an indication that their age has been verified. All staff should observe guests and their surroundings to ensure that alcoholic beverages remain in the Beer Garden. Also, all staff should watch for guests that appear intoxicated and alert your quadrant manager so that the proper precautions can be taken. We want to ensure all guests behave in a safe manner throughout the Thunder on the Rio Grande Air Show.

Please remember consumption of alcoholic beverages is **NOT** allowed during the event either by an employee or volunteer of the Thunder on the Rio Grande Air Show. If you witness such behavior please alert your quadrant manager immediately.

B. Animals

Animals are strictly prohibited from this event with the exception of animals to assist guests with disabilities.

C. Cameras/ Video Cameras/ Audio Recorders

Cameras and/or camcorders with “small” camera bags are allowed as well as professional cameras/video. Please ensure guest do not set up tripods for safety reasons.

D. Cell Phones - Guests

Cell phones will be permitted at the Thunder on the Rio Grande Air Show as long as their use does not interfere with other guests’ enjoyment of this event.

E. Cell Phones – Volunteers

We realize that we need to allow the employees and volunteers to carry their cell phones in case of an emergency. Cell phones are beneficial in many ways and we ask that you do not abuse this privilege by using it for unrelated purposes.

F. Cleanliness

For the enjoyment and safety of our guests it is everyone’s responsibility to respond immediately to the cleanliness of their area. All volunteers are responsible for disposing of any large trash items such as cups, popcorn bags, foil wrappers, paper, etc. that they encounter during the event. It is every person’s responsibility to immediately remove waste that may put people at risk of injury. If you are not able to do this, please advise your quadrant manager immediately and watch the area until it is cleaned up.

G. Code of Conduct/Volunteer Guidelines

You are a representative of the Thunder on the Rio Grande Air Show and all those that are involved with it. Please remember the following:

- Smile and greet! Remember, your attitude will automatically be reflected on your face. Project a friendly, attentive, and respectful attitude. Your respect for the feelings of others will earn their respect in return.
- Be attentive at all times. Show genuine concern. Never ignore a guest by turning your back to them or by talking with fellow volunteers. Always remain patient and willing to listen to any problems or concerns.

- Make sure to have a complete working knowledge of your immediate area and of the event. If you have any questions, please do not hesitate to ask.
- Provide correct information to guests. If the information requested is not known refer them to your supervisor. Never promise something you cannot deliver.
- Observe security and smoking regulations in all areas.

H. Documentation

Please fill out the proper documentation if a situation arises. Injuries, evictions, crimes, disruptive guests, broken or damaged equipment and ticket problems should all be reported to your quadrant manager or event control.

I. Equipment Usage

All volunteers are personally and financially responsible for equipment that is issued to them. All equipment will need to be checked out properly by one of the Volunteer Coordinators at the Volunteer Headquarters inside the International Terminal. The replacement of equipment that is lost, stolen or damaged is also the responsibility of the volunteer. Please do not be careless or negligent with equipment checked out to you.

J. Event Control

Event Control maintains our event operations from one key location. Event Control will be located above the Crosswinds restaurant in order to view the majority of the area. A manager along with other operational staff will be located in Event Control at all times to monitor the happenings of the event. If you are assigned a radio, you will be given instructions from the Event Control manager and you will also relay all communication through Event Control. Access to Event Control is limited – Volunteers should only access this area if instructed to do so by management.

K. Golf Cart Safety

As with all other equipment please do not be careless or negligent with transportation equipment. There will be several golf carts in use at the Thunder of the Rio Grande Air Show; therefore, all persons authorized to operate the golf carts need to take extra precautions to ensure their safety as well as our guests. No unauthorized personnel should operate a golf cart. Please see the following safety precautions:

- Being cautious includes monitoring your speed. You should always drive slow especially in areas of high traffic to ensure your safety and the safety of others.

- If assigned as a golf cart operator, you will be instructed as to whom you are primarily servicing. Please remember each golf cart operator will be given specific duties and may not always be able to assist a guest. Please remain polite at all times and call the appropriate golf cart operator to assist guests if needed.
- All golf carts will be labeled. Please ensure that you are always operating the correct golf cart to eliminate the act of “stealing” someone else’s golf cart. If you take the incorrect golf cart, it may put someone else in a bind including a performer.

L. Guest Services (Information/Lost and Found)

There will be a Guest Services tent located near the entrance – please locate this on your map handout when arriving to work for your shift. The staff in the Guest Services tent will be responsible to provide information to guests and answer questions about all areas of the air show. Lost and Found will be located at the Guest Services tent along with a Lost and Found log listing all turned in items. The Guest Services tent will be located near all Emergency Services. If you are unable to assist a guest please direct them to the Guest Services tent. The Guest Services tent staff will be assigned a radio so they will have direct contact with management and Event Control. If you find a lost item please give it to your quadrant manager immediately so that it can be taken to the Guest Services tent unless you are in a position to take it yourself.

M. Lost Child Policy

In the occurrence of a lost child, the following should happen:

- The lost child or the parent of the lost child should be taken to the Guest Services tent located near the entrance. Staff at the Guest Services tent will radio Event Control about the situation.
- Event Control should notify all radio users, including police and EMT’s, with the description of the lost child and/or the name of the parent and their last known location. If the volunteer who finds the lost person has a radio, he/she is welcome to radio the description.
- The volunteer who is accompanying the lost person or parent while the search is conducted should remain calm and make sure the child or the parents do so also. This person should be comforting to the individuals involved by reassuring them of a quick reunion with their relative.
- When the lost party(s) is found and reunited, Event Control will notify all personnel via radio that the situation has been cleared.

N. *Meals/ Breaks*

Complimentary volunteer meals will be provided either before or after your 4-hour shift so plan accordingly. We cannot accommodate a meal break during your scheduled 4-hour shift; however, if you are signed up for consecutive shifts a meal break will be provided between them. All staff including volunteers will receive their meals in the Crosswinds restaurant located inside Adventure Aviation – the exterior Crosswinds restaurant will only be for guests. Your meal will consist of a cold meat/vegetarian sandwich and chips. Water and sodas will be provided.

Please note that meal breaks will only be available from 11:00 AM to 4:00 PM so please plan accordingly. You may also bring your own food; however, keep in mind that we do not have a place to store it.

Quadrant managers will be available throughout the area to provide you with water, restroom breaks and assist you with questions. When your quadrant manager checks on you please use that time wisely as they may not be checking on you constantly throughout your shift.

O. *Media*

Due to the “high profile” of this event, you may be a focus of media interest. If asked for information by a member of the media, courteously decline comments and direct the inquiry to a quadrant manager. Employees and/or volunteers are not to give statements or opinions of any kind to the media.

In short, **DO NOT TALK TO THE MEDIA!**

P. *Outside Food or Drink*

Outside food or drink is not permitted into the Air Show with the exception of guests with medical conditions that warrant them to bring in their own food and/or drink. Water in a clear, unopened bottle will be allowed.

Q. *Permitted Items*

Guests are permitted the following items. All items are SUBJECT TO SEARCH:

- Small purses or fanny packs
- Cameras and/or camcorders with “small” camera bags (professional cameras/video are allowed)
- Diaper bags
- Baby strollers
- “Small” Lawn chairs only.
- Wheelchairs, canes, guide/working dogs (to assist handicapped)

- Water in clear plastic bottles only (no other liquids or storage containers will be allowed)
- Blankets
- Umbrellas

R. *Photographs/Autographs*

At no time are employees and/or volunteers allowed to approach any performers for photographs or autographs for our guests or for themselves. Doing so will result in release of your duties as a volunteer with the Thunder on the Rio Grande Air Show now and in the future.

S. *Restricted Areas*

All restricted areas will require a credential for access. No Exceptions! You will be given credential information prior to beginning your shift. If you are working in a restricted area, you will be given the proper credential to access that area.

T. *Restricted Items*

Restricted items include but are not limited to:

- Coolers (includes food and beverage, with the exception of baby food/beverages)
- Grills
- Fireworks
- Weapons of any description (includes all fixed-blade knives, folding knives longer than 3", projectiles, Leatherman tools, guns, brass knuckles, numchucks, nightsticks, batons, and baseball bats)
- Mace, pepper spray, and tasers
- Glass containers
- Pets (except service animals assisting those with disabilities)
- Bicycles, scooters, skateboards, roller blades or roller skates
- No alcohol or illegal drugs
- Excessive storage items such as briefcases, duffel bags and large camera bags
- **NO GLASS CONTAINERS ON THE FLIGHT LINE**
- Parking lots are private property and should be used for parking only. No tailgating, alcoholic beverages, picnicking, cooking/barbequing, camping or loitering in the parking lot area will be tolerated. RV and motor home parking will be allowed

U. *Rules and Regulations*

There are certain actions that distract from our guests' enjoyment and will not be tolerated. Some of these same actions could pose a threat to the safety of yourself as well as our guests. The following will result in release of your duties as a volunteer with the Thunder on the Rio Grande Air Show now and in the future:

- Allowing unauthorized people to enter the Thunder of the Rio Grande Air Show or its restricted areas without proper authorization or without a valid ticket
- Attempting to gain unauthorized access to the backstage area at any time
- Careless, negligent, or improper use or theft of property
- Failing to report to work at assigned times or refusal to accept valid assignment
- Use of alcohol or narcotics on or before job
- If you receive any amount of money from a patron requesting to receive unauthorized access into the building, unauthorized privileges, or from returning lost property
- Any other activity that is viewed by management as being detrimental to the successfulness of the Thunder on the Rio Grande Air Show

V. *Searches*

If a staff or volunteer observes a guest's bag at any time that looks suspicious he/she should ask to search the guest's bag for restricted items. If a guest refuses to be searched, contact your quadrant manager. During a search if any prohibited items are found instruct the guest to take the item back to their vehicle or dispose of them. Guests will be provided a ticket for re-entry.

W. *Shift Issues*

You are expected to arrive to your shift early so that you can check in with one of the Volunteer Coordinators at the Volunteer Headquarters inside of the International Terminal; receive instruction, materials and equipment needed for your position; and arrive to your position no later than 15 minutes after your scheduled shift time. If you are unable to report to your shift or if you know you are going to be late please contact one of the Volunteer Coordinators at the Volunteer Headquarters at (575) 524 – 2649 as early as possible.

Volunteers are required to stay at their position during the entirety of their assigned shift. Please do not sign up for shifts that you cannot complete. If your replacement does not arrive by the end of your shift, notify your quadrant manager and stay at your post until accommodations have been made. If you fail to show up for a shift and do not notify one of the Volunteer Coordinators at the Volunteer Headquarters before the fact it will result in release of your duties as a volunteer with the Thunder on the Rio Grande Air Show now and in the future.

X. *Smoking Policy*

Smoking will not be allowed at the Air Show due to the safety hazard that it imposes. Guests will be allowed to leave for a short period to smoke if they so choose, by getting a ticket for re-entry.

Y. *Speech*

Speech is key to giving guests a great first impression. Courtesies should be extended to everyone. Phrases such as “Sir” and “Ma’am”, “Good evening”, “Please” and “Thank you” should always be used. Your conversation should always make our patrons feel comfortable at the Thunder on the Rio Grande Air Show. Never use profanity while on duty as this creates an unprofessional environment. Be patient and proactive with guests because this is the first year of the Thunder on the Rio Grande Air Show and this could be their first trip to the Las Cruces International Airport. Look for guests who appear to be lost or confused. Always show guests you are here to assist them. Speak in a clear voice with a nice volume, never shout or mumble. Always end your conversation on a good note with phrases such as, “Have a good night!”

Z. *Witnessing a Crime*

On occasion, acts of vandalism or other crimes will occur at the event. Whether the crime involves a person or property, you should report incidents immediately to your supervisor with detailed information. Do not stop an illegal act unless you are certain that it will not put you in a difficult position or personal danger. Locate your supervisor at once and report the incident.

III. Emergency Precautions

Accidents may occur at any large event. Please review the following precautions to prepare you for an incident of this nature. Our guests are always our #1 priority.

1. Know the location of the First Aid Tents. Locate these on the event maps when you check-in.
2. Report any unsafe conditions to your quadrant manager.
3. In the event of any possible serious injury or illness, locate a radio-equipped event volunteer, manager or police officer. Time is of the essence – if needed go straight to the First Aid tent to contact emergency services.
4. **DO NOT ATTEMPT TO MOVE ANYONE THAT IS INJURED!** Stay with the individual until emergency services arrive.
5. In the event of an accident, a quadrant manager will instruct you to fill out an accident report for liability purposes.
6. In the event of an evacuation, remain calm and direct guests to the nearest exit. Once all guests have exited, then all volunteers will meet in the VIP Parking area for role call and further instructions.

NEVER MAKE ANY STATEMENT TO THE MEDIA REGARDING AN ACCIDENT OR INJURY. Refer any questions about the incident to the Thunder on the Rio Grande Air Show Director.

THUNDER ON THE RIO GRANDE AIR SHOW VOLUNTEERS WILL RESPOND IMMEDIATELY TO ANY ANNOUNCEMENT MADE REGARDING LOST PERSONS.

IV. Conclusion

Thank you for your commitment! Once the preplanning ends and the day of the event is here – it's mostly conducted by volunteers. The efforts of each and every person are important to the Thunder on the Rio Grande Air Show. Please remember that we are counting on you to follow through with your commitment and be prepared to assist guests. You are the Thunder on the Rio Grande Air Show in the eyes of the guest! Remember negative experiences always last longer than positive experiences. A smile and politeness can get you a long way with a guest! We want to succeed!

We will be hosting a Survivor Party on Sunday at 5:00 PM for all those that participated in making the Thunder on the Rio Grande Air Show successful! Please plan to join us for food, drinks, stories and more to celebrate our achievement!

Volunteering is not always easy, but we want you to have FUN doing it!
Without you there would NOT be an Air Show!

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