

Marathon Radio Operator Training Vignettes

Operator	Situation	Trainee Task	Training Point
Aid Station 1	Drinking cups exhausted The water supply is adequate, but volunteers have no unused drinking cups. The captain requests 12 sleeves of 100 cups. Runners are passing the tables without receiving water. Vehicle access is through the north parking entrance.	Request the missing item and quantity, and identify delivery access.	Name the actual shortage. A cup shortage is not a water shortage.
Aid Station 1	Course sign pointing the wrong way A freestanding course arrow at the intersection beside the station points toward an open public road instead of the marked marathon course. Two runners are standing at the intersection asking which way to go. The captain requests a course marshal and a replacement arrow.	Report the sign location and request authorized course assistance.	Describe the observed sign problem and obtain course direction from an authorized source.
Aid Station 2	Water supply shortage Only six unopened cases of water remain. Runners are arriving in a large group, and the station captain requests 30 additional cases. Cups and volunteers are sufficient. A delivery vehicle can reach the station from the east side of the course.	Request water resupply with an exact quantity and delivery location.	State the remaining stock, requested quantity, and delivery access without adding unsupported estimates.
Aid Station 2	Trash spilling onto the course Four trash containers are full. Discarded cups cover the edge of the running lane, and volunteers have no replacement liners. The captain requests trash collection and eight large liners. The containers are behind the water tables. Collection access is from the east side of the course.	Report the course obstruction and the supplies needed to remove it.	Include the effect on runners as well as the cleanup request.
Aid Station 3	Runner requesting medical assistance Runner bib 1842 reports dizziness and nausea and says they cannot continue. The runner is awake, speaking, and seated at the downstream end of the water tables with a volunteer. The station medical team is assisting another participant about 100 yards away.	Use the event medical communications procedure.	Report symptoms and observations without diagnosing.
Aid Station 3	Runner cleared for SAG transport Runner bib 2716 has withdrawn because of ankle pain. An event medic has assessed the runner and authorized ordinary SAG transport. The runner can board with assistance from event personnel. The captain has designated the west curb as the pickup point.	Request one transport seat and include the medic assessment and boarding needs.	Distinguish an authorized transport request from an unassessed medical complaint.
Aid Station 4	Insufficient volunteers at water tables The station has four volunteers serving water and three unmanned serving tables. The captain requests six additional volunteers. Water and cups are adequate. Volunteers should report to the captain at the equipment tent on the south side of the course.	Request staffing by number and identify the reporting point.	Specify the staffing requirement instead of requesting unspecified help.

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Aid Station 4	Electrolyte drink stock exhausted The station has water and cups but no unopened electrolyte drink containers. The captain requests 10 cases of the event-approved electrolyte drink. Deliveries can use the south service driveway.	Identify the missing beverage without implying all fluids are unavailable.	Differentiate water from electrolyte drink so logistics sends the correct supply.
Aid Station 5	Child separated from accompanying adult A child wearing a red jacket tells a volunteer they cannot find their accompanying adult. The child is with the station captain beside the information banner. The child identifies the adult as wearing a blue coat. No injury is reported.	Request reunification assistance using the event procedure and a precise contact point.	Provide useful identifying details and a responsible contact. Follow event privacy and reunification procedures.
Aid Station 5	Spectator needing medical assistance A spectator beside the spectator barrier reports chest discomfort. The spectator is awake and speaking. A volunteer is with the person, and the medical access gate beside the barrier is unobstructed.	Activate the event medical reporting procedure and document location and observations.	Medical reports can concern spectators. Describe the complaint without assigning a diagnosis.
Aid Station 6	Runner reports missing personal bag Runner bib 3620 says a small black personal bag containing medication is missing. The runner thinks the bag was left at Aid Station 5 and reports no medical complaint. The station captain requests coordination with Aid Station 5 and lost property personnel.	Separate the missing-property request from any unreported medical need.	Attribute uncertain information to the runner. Do not promise recovery or advise medication use.
Aid Station 6	Portable toilet access blocked A service pallet blocks the accessible portable toilet entrance. Other toilets can be reached, but the accessible entrance cannot. The captain requests an authorized site crew to move the pallet. The obstruction is on the paved path behind the station.	Report the specific accessibility problem and request the appropriate crew.	Specify which facility and access route are affected.
Aid Station 7	Runners crowded around serving tables Runners are stopping across the running lane to reach two serving tables. An unused table and supplies are available inside the station footprint, but the captain needs four volunteers and a course marshal to organize distribution without changing the course.	Describe the congestion and request people with clearly defined roles.	Describe the obstruction. Changes affecting the running lane require authorized coordination.
Aid Station 7	Slippery spill across the running lane A water container has spilled across a smooth section of pavement beside the serving tables. Runners are slipping at that spot. The station has no absorbent cleanup material. The captain requests cleanup personnel and a course marshal and is at the upstream table.	Report the hazard location and request cleanup and course control.	Report observed effects without assuming the surface is safe or directing an unapproved detour.

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Aid Station 8	Handheld radio cannot transmit Your assigned handheld radio receives the operations net but does not transmit. A second radio has the same symptom with the same speaker microphone. You can access RadioEvents on your phone. The captain requests a replacement radio with a working microphone delivered to the communications table.	Request replacement equipment and identify an available coordination channel.	Report what was tested without asserting a cause. HANDI submission does not establish radio contact.
Aid Station 8	Medical team requests examination gloves The medical team leader reports no unused examination gloves in the station medical kit. The leader requests four boxes of medium and four boxes of large nitrile examination gloves. The medical team leader is at the medical tent. Water-service supplies are adequate.	Record the medical team request with exact quantities, sizes, and recipient.	Use the medical team as the source and preserve supply type, size, and quantity.
Aid Station 9	Wheelchair participant needs accessible transport A wheelchair participant has withdrawn and requests transport with their wheelchair. The participant reports no medical complaint. The station captain confirms that a standard SAG wagon cannot accommodate the occupied wheelchair. Pickup is from the paved parking entrance.	Request suitable transport and state the equipment requirement.	Include accessibility requirements rather than requesting an unspecified passenger seat.
Aid Station 9	Loose dog entering the course An unattended dog is entering the marked running lane beside the station. Runners are stepping around it. No bite or injury has been reported. The captain requests event security assistance at the upstream station entrance.	Report the animal hazard, location, and observed effects.	Report observed behavior and request authorized assistance without assigning animal-handling tasks to volunteers.
Aid Station 10	Transport request has an uncertain runner identity A volunteer requests SAG transport for a withdrawn runner wearing bib 4106. The runner says the bib belongs to a companion and gives their own name to the captain. The runner reports no medical complaint. The captain can confirm the person at the west pickup area.	Request transport while clearly stating that the bib is not reliable identification.	Flag conflicting identification. Do not present an uncertain bib as verified identity.
Aid Station 10	Beverage tables have incorrect labels The captain discovers that the water sign is on the electrolyte table and the electrolyte sign is on the water table. Volunteers have separated the tables and are verbally identifying the beverages. The captain requests two replacement signs and event-approved labels.	Describe the labeling problem and request specific replacement materials.	Distinguish a labeling error from a confirmed product contamination report.
Aid Station 11	Damaged barrier exposes runners to traffic A barrier at the station exit has fallen, leaving an opening to a public traffic lane. Runners are moving close to that opening. The captain requests a course marshal and the authorized traffic-control crew. No collision is reported.	Report the traffic exposure and identify authorized responders.	Report the traffic hazard without directing volunteers into public traffic.

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Aid Station 11	Serving table damaged A serving table has collapsed. One table cannot be used, and four sleeves of cups fell into dirty runoff. The captain has set those cups aside and requests one replacement table and four sleeves of 100 cups. No injury is reported. Replacements should go to the station equipment area.	List each replacement item and explain why the supplies cannot be used.	Keep equipment and consumable quantities distinct in a single related logistics request.
Aid Station 12	Several runners reporting illness Three runners at the medical tent report nausea, and two are vomiting. All three are awake and speaking. The medical team leader requests additional medical personnel. The radio operator does not know whether the complaints share a cause.	Relay the medical team request and report the number and observed condition of runners.	Report counts and observations. Do not assume a common diagnosis or source.
Aid Station 12	Unattended bag near spectator access A volunteer reports an unattended backpack beside the spectator access gate and cannot identify its owner. Nobody has opened or moved it. The station captain requests event security assessment. The gate can be reached from the public sidewalk.	Report the object and exact location through the event security procedure and HANDI.	Describe the object without declaring it dangerous. Follow the event security reporting procedure.
Aid Station 13	Wet runner shivering and requesting help Runner bib 5291 is wet, visibly shivering, and asking for assistance. The runner is awake and speaking and is beside the medical tent with a volunteer. The station captain requests medical assessment.	Report the runner observations and request medical assessment rather than making a transport decision.	Use observed symptoms. Medical personnel determine care and transport suitability.
Aid Station 13	Parked vehicle blocks medical access An unattended passenger car blocks the marked medical access driveway on the east side of the station. The station captain cannot locate the driver. The captain requests event security and authorized traffic personnel to restore access. No patient transport request is attached to this report.	Identify the access obstruction and request authorized removal coordination.	Report the access problem separately from any patient assistance request.
Aid Station 14	Damaged canopy over supply area A canopy leg is bent and the frame is leaning over the supply area. Volunteers have moved clear of the frame. No injury is reported. The captain requests an authorized equipment crew and a replacement canopy at the rear equipment area.	Report the equipment hazard, affected area, and replacement request.	Describe the condition and affected area without instructing volunteers to repair unstable equipment.
Aid Station 14	Missing arrow at course turn The course arrow at the turn next to the upstream station entrance is missing. Runners are asking whether to continue straight or turn onto the marked side street. The captain requests an authorized course marshal and a replacement arrow.	Request confirmation and restoration of course guidance at the precise turn.	Identify the ambiguous turn. Do not invent course directions.

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Aid Station 15	Group of withdrawn runners needs transport Four runners have withdrawn and request SAG transport. They report no medical complaint. The captain has gathered them at the marked pickup area beside the service road. No SAG wagon is assigned to this group.	Request capacity for the complete group and identify the pickup point.	Specify people and seats. An unassigned request is not a confirmed dispatch.
Aid Station 15	Runner cannot contact their support person A withdrawn runner with bib 6083 cannot contact their support person because their phone is damaged. The runner reports no medical complaint and does not request SAG transport. The captain requests assistance from event information personnel with the event contact procedure.	Request communications assistance without creating an unwanted transport request.	State the actual requested assistance and protect personal contact details.
Aid Station 16	Spectator falls beside station A spectator has fallen beside the station entrance and reports wrist pain. The person is awake and speaking. A volunteer is with the spectator, and the entrance path is clear. The captain requests medical personnel.	Report the observed injury complaint and responder access.	Use the reported pain and observed condition without labeling the injury as a fracture.
Aid Station 16	Water cases have broken seals The captain finds broken seals on eight cases of bottled water and has separated them from usable stock. No one is reported ill. The station has four intact cases and requests eight replacement cases plus instructions for handling the separated stock.	Report the stock condition and request replacement without claiming contamination is proven.	Separate an observed packaging defect from an unverified contamination claim.
SAG Wagon 1	Insufficient seats for all waiting runners At Aid Station 4, five withdrawn runners need transport. SAG Wagon 1 carries two passengers and has three available passenger seats. The captain reports no medical assistance request for the five runners. Two runners will remain with the captain if three board your wagon. Pickup access is on the south side of the course.	Request the additional two seats and clearly state your wagon capacity.	State occupied and available seats. Changing your destination does not assign another wagon.
SAG Wagon 1	Disabled wagon with passengers SAG Wagon 1 has a flat tire in the designated vehicle area at Aid Station 7. Three passengers are seated in the vehicle. The vehicle is outside the running lane, and no injury is reported. The driver requests roadside support and another wagon for the passengers.	Report the disabled vehicle and separate the vehicle-support and passenger-transport needs.	Vehicle recovery and passenger transport are distinct needs. Report wagon availability separately.
SAG Wagon 2	Passenger develops a medical complaint A passenger in SAG Wagon 2 reports chest discomfort. The wagon is stopped in the designated vehicle area at Aid Station 6. The passenger is awake and speaking. The driver requests medical personnel through the event medical communications procedure.	Document the medical complaint and exact vehicle location; do not treat it as an ordinary pickup request.	Use the event medical communications procedure in addition to HANDI. Report symptoms without diagnosing.

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SAG Wagon 2	Pickup assignment and runner location do not match Your assignment identifies Aid Station 8, but the captain there says the two withdrawn runners are at Aid Station 9. You have not located the runners. SAG Wagon 2 has two available passenger seats. Operations needs to confirm the pickup location.	Request assignment clarification and clearly attribute the unverified location.	Separate your confirmed location from a reported location. Do not silently change the assignment.
SAG Wagon 3	Pickup access route blocked SAG Wagon 3 is in the vehicle staging area at Aid Station 11 with three seats available. A closed service gate prevents access to the assigned pickup area. Two withdrawn runners are with the station captain inside the station. The driver needs an authorized access route.	Request an approved access route and retain the passenger pickup requirement.	Navigation directions do not authorize crossing the course or bypassing access controls.
SAG Wagon 3	Runner needs help boarding At Aid Station 12, a withdrawn runner has been assessed by an event medic and authorized for ordinary SAG transport. The medic says the runner needs assistance boarding because of limited mobility. SAG Wagon 3 has a seat, but the driver cannot provide the required assistance alone.	Request qualified boarding assistance and include the medic assessment and available seat.	Seat availability does not establish boarding suitability. State the assistance required by the medic.
SAG Wagon 4	Passenger belongings left at an aid station A passenger in SAG Wagon 4 at the designated SAG drop-off point reports leaving a blue jacket and a small waist pack with the captain at Aid Station 14. The passenger requests recovery through event lost property procedures. The wagon has two available seats.	Report the property request and originating station without promising collection or changing dispatch.	Use the actual report location and attribute the property location to the passenger.
SAG Wagon 4	Volunteer requests transport to command post At Aid Station 16, the station captain requests transport to Command Post for a volunteer whose assigned work is complete. The volunteer has one small equipment bag and no medical complaint. SAG Wagon 4 has a free seat but is assigned to runner pickup at Aid Station 15.	Request operations authorization for a volunteer transport task that conflicts with an assignment.	A vacant seat does not authorize a new task. Request a dispatch decision rather than abandoning the assignment.