

# eScore Handbook



This manual will give a summary of what to expect as an employee of eScore as well as our expectation of you as a candidate. Please review thoroughly and if you are interested submit a complete resume with 3 references via email. Feel free to call with any questions.

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## Introduction

Thank you for your interest in employment with eScore. As you probably already know we are timing and scoring company for a variety of off-road racing events which are described in this manual. The purpose of this manual is to give a candidate a good base for what to expect as an employee of eScore. We are a small family owned company with only about half a dozen employees so working here is a much different experience than most. Working here means personal relationships with every on you work with as you live and work together on the road a lot of the time. Good communication and an easy to get along with personality are important. Being a successful small business requires a lot of pride in every aspect of the work we do from a good neat and clean presentation at all times, to attention to detail in every aspect of your position. You will form a lot of personal relationships with customers. The majority of the work will be on the road at different race facilities from coast to coast, but there will be hourly work in the office when we are at home as well. If you take great pride in everything you do, have an interest in off-road racing, and like to travel we could have a great position for you with plenty of room to grow with our company. Please take the time to look through this manual paying particular attention to the sample schedule. If it looks like something you may be interested in we look forward to reviewing your complete resume which can be sent by email to [drew@escorermx.com](mailto:drew@escorermx.com). Please include 3 references with you resume. If you are looking for a digital copy of this manual you can find it at [escorermx.com](http://escorermx.com) on the employment page.

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## Event types and series we score

**Arenacross** - We are currently doing a few different Arenacross series. They are all points paying series. One series is all run at Switchback in Butler, PA this is a local level race series. Another Arenacross series we are doing is Western Kentucky Arenacross. This is also a points series that runs at 3 different venues in western Kentuck. The third series is Kicker Arenacross, typically a 14 round series and travels from coast to coast with all events happening in arenas in bigger cities. This series usually runs from mid-November to early April with only a few weekends off the entire season. For the Kicker series all racers are on dirt bikes and the track is built inside an arena with jumps. The WKYAX series does run ATVs. Typical lap times are 20-28 seconds. The events are very fast paced with little down. At Arenacross races we are the only staff members in the software during the event which makes our job more involved than other events. For the Kicker series we usually drive to the first round of the series in a box truck with no trailer or a car get the equipment there and then we fly and leave the equipment on the series semis the remainder of the year. The events are typically flying in on a Thursday with 1 full day of setting up on Friday with Pro day being Saturday and amateur day being Sunday. All of these events require three staff members from eScore, one for scoring and two for handing out and getting back transponders, running sign up, and posting results.

**Endurocross** – Endurocross has changed owners in the last few years and we are no longer doing it, though the potential has come up a few times that we may start again so it has been left in for now. The Endurocross is another point paying series which is very similar to Arenacross in many ways. The series is usually 8 rounds mostly in the west but does come to the east coast some. All racers are on dirt bikes here and the track contains obstacles such as logs and tires for the racers to get through. Lap times are typically around 35 to 45 seconds. The tracks are built in arenas usually in cities but a few have gone to slightly rural locations in rodeo type arenas. The events are very fast paced and are a show for the spectator crowd in the arena. We are the only staff in the software at Endurocross during racing which makes our job more involved. We usually ship our equipment to round one and then it stays on the series semi for the season and we fly to all of these events. Some times over the years we get lucky and get an event close to home in which case a driving a car can be more convenient. Every round is a 1 day race except the final which is sometimes two days. We typically fly in as early as possible Friday, spend 2-5 hours setting up Friday afternoon and then race and pack up Saturday flying home Sunday morning. These events are unique in the fact that we do not hand out the transponders to the racers. This means we only send one person to each event.

**ATV Motocross** – Another point paying series the ATV series is usually 10 rounds with amateur and pro racing at every round. There are usually 1-2 special rounds that count for points for the pro class only. All racers are of course racing ATVs on an outdoor motocross track with jumps and elevation change and about a 2 minute lap time. The longer lap times make for a much slower and more relaxed pace. At these events we only do transponder scoring and input results. The track staff does everything else in the software. These tracks are typically in more rural settings and are spread over a much larger area than Arenacross or Endurocross which are all in an arena. We always drive to these events in a box truck with a trailer. They are mostly within 6-10 hours from home with some a little long and some closer. We usually leave on Wednesday in enough time to arrive at the track that evening or night and at least get the trailer dropped off where it will be for the weekend. Thursday all set up is done and transponders are typically handed out in the evening from 6-8 PM. Friday is Practice all day usually finishing up around 4-5 PM. After practice we set up and test a mechanics area TV feed so mechanics during the pro races Saturday can see results from that area. On Friday transponder hand out usually closes around 6. Saturday is amateur racing with pro racing inserted at certain times. Sunday is all amateur racing and we are usually done around 4 PM. It is usually possible to get home late Sunday night to Monday morning depending on how long the driver can drive. At all events we use the trailer to hand transponders out to the racers from. Some tracks have a building we can do the scoring from and others we use the box truck as an office to do the scoring from. These events vary a lot in the set up depending on the lay out of the track and how close or far the sign up area is from the finish line where we do the scoring and how much is involved in getting things networked. All ATV Motocross events require two staff members. The ATVMX site is: <http://atvmotocross.com/>

**Loretta Lynn Regional Qualifiers** – These racers are the second step in the process for a racer to qualify to race the prestigious Loretta Lynn Amateur National. A racer has to have raced at an area qualifier and placed well enough to be able to race at the regional event. The structure is very similar to an ATV event but these are all dirt bikes and there are no series points to deal with. The tracks are often the same tracks as an ATV national and lap times are about 2 minutes which keeps an slower pace. Regional promoters also have staff to run the software so again we are only putting results in the computer and minor data correction. We typically leave on a Wednesday so that there is enough time to drop the trailer where it will stay at the track. Set up is Thursday morning and afternoon with transponders being handed out in the evening but times will vary a bit depending on the promoter. All transponders will be handed out from our trailer and the truck will be used for scoring in the case that there is not an adequate building. There is no mechanics area to set up at a regional. Drive times vary greatly but are usually no more than 16 hours with an average being closer to 8. Most of these events the crew can be home late Sunday night or early Monday morning. All regionals require 2 workers, many require a second person to help hand transponders out for a total of 3. The regional website is: <http://mxsports.com/welcome>

**Amateur National MX** – Amateur national events are hard to categorize. They are typically about a week long with sign up all day Sunday, Practice all day Monday, and racing from Tuesday to Saturday. Some events that fall into this category are Freestone Spring Championship, Mill Creek Spring Classic, Loretta Lynn's National, and the

Mini Olympics. These events are about the same as a regional or ATV national but have a much larger turn out and so they are spread over an entire week. The setup, lap times, and general structure is all the same. Mini Olympics is an exception as the week is split over two tracks. The first half is a supercross track and then Wednesday we move to the Motocross track. These races almost always require 3 people. Some events may even require a fourth person to help keep up with the lines during transponder hand out.

**Local level MX events** – This is a broad category for a lot of the other events we do. The schedules of these events will vary. A lot of them will be the same as an ATV National or Regional regarding the schedule with the exception the Friday practice, though some will have Friday practice. The setup, lap times, and work load is all about the same as the ATV MX and Regionals with some variations. These events require 2-3 staff and are always driven to, usually getting home late Sunday night.

## **Position 1 Chief of timing and scoring**

There are two positions at eScore the first is the Chief of timing and scoring. The person in this position is the manager of the team making most decisions on the trip, when to leave, when to stop for the night, what time to be at the track in the morning, ect. This person is the primary driver, and many times the only driver. This person should also be proficient in position 2 which is more less a cashier and customer service position that will be described next so that they can sit in to help with that when necessary as well as answer questions as needed. The person in position two is usually part time so may need help with issues at times. This person will need to be a leader and able to make important decisions.

This position starts before you ever leave the office by making sure the transponders are charged and loaded in the truck. Always double check you have enough of the equipment that gets resupplied such as, transponders, chargers, clips, zip ties, paper, and toner before leaving for a trip. Resupplying this equipment is easy to overlook and is the job of the person holding this position, always check before departing, you never know who used the rig you are taking last or if equipment was removed while it was at home. This position requires driving the truck and trailer to the events. The person in position 2 at times may also be able to assist with driving but often times this is not the case. You will learn more about the trucks and trailers later in this manual. Once arriving to the track the first task is to get the trailer parked where it will be for the weekend. You should always have a point of contact established to before arriving so you know who to discuss where the trailer should be as well as any other questions and needs that arrive. We have a Microsoft One Note setup and shared with all employees with good notes on each track. It is a good idea to touch base with that contact about when you will arrive to be sure a gate is open to get into the track. The trailer for transponder hand out is usually going to be parked close to sign up for the convenience of the racers. The trailer should be parked straight and square and surrounding area should be clean and orderly. All signage should be clean and straight and well presented. Order of set up will some times vary and you can use your best judgement. Getting the

trailer parked first is almost always a must since the first thing to happen is usually handing transponders out. Always remember to be sure the transponders are fully charged before handing them out. The best plan is to charge them at home in the office before leaving. If that does not get done it may affect your driving schedule. If the transponders have to be charged when you leave you have to arrive and get them on charge 16 hours before sign up starts.

The next thing to do is usually to check the pipe in the finish line for your transponder loop. Be sure there is pipe and that it is spaced properly and in good usable condition. If it is not get with the promoter to be sure it will be installed with plenty of time. We always make sure to be as helpful as possible with this process any PVC pipe will work. I prefer 1 ¼ because you can easily get a fish tape through it to pull the wire. The promoter always does the dirt work for the installation except for very rare situations. Each situation is different and you can feel it out as it goes. Just be sure to be on top of the pipe and not go to the promoter at the last minute asking them to tear the track up to put new pipe in.

Next is setting up the scoring table with the scoring and import computers and transponder system. The table could be in a building the track provides or in the back of the box truck. We usually try to be sure this building is under lock and key. If you use the truck for scoring and one of our generators be sure to put the generator in the truck and lock it at night. There is a lot of expensive equipment involved with scoring these events and it should always be locked up at night. Also remember to set up finish line flags at all events that you can to mark the finish line. We usually do them everywhere except ATV Motocross because they usually have their own.

Now comes the part in the setup is where you need to have a good understanding of the Windows OS, setting up and often sharing printers over a network as well as sharing and moving a database around on the network. Our networks are very simple. Higher level networking experience is a bonus but not required. If you are not intimidated by setting up your own cable modem and wireless internet at home with custom SSID and password you can get enough training to learn the required network skills on the job. We do use a combination of wired and wireless equipment to bridge the networks in scoring to those in sign up, and the transponder rental trailer. The announcer always gets a feed as for results as well and some events require a TV feed for a mechanic or spectator area. We always try to keep our networks all static IP addresses and use wireless hot spots and access points for internet access. There are times we integrate a half static and half DHCP network together. We use Ubiquity wireless equipment for anything that needs to be done wirelessly. Experience with this equipment is very helpful.

Once you get everything networked and the loop and transponder system set up you are pretty much ready to score the event. As soon as possible it is a good idea to get the Trackside database put onto the scoring computer so you can get a good test of your network and be sure it's working well and you are already ready first thing in the morning. Always avoid moving the database in the busy times of sign up so you do not back up the lines. Often if the network is not complete you can put the scoring computer in the transponder hand out trailer, or worst case even in sign up until the network is up in running just so you do not have to move the database later. Be sure to rename the original copy of the database to something like DO NOT USE but leave it there in case something goes wrong and you need to revert back to it. Renaming it prevents someone in sign up from connecting to it by accident. We always up load the database to the web after racing each day. Some times

more often. This not only puts the results online for everyone to see but also creates a backup of the database that you can quickly recover through the online interface should something go wrong.

At the end of the event the person in this position is responsible for being sure everything outside of the transponder trailer is put away clean and where it belongs. There is no excuse of so and so said they did that. You are responsible for all items outside of the trailer. You double check everything. With all the traveling we do it is vital that we keep everything put away neat and orderly. There is no reason to come home from a race and have to tear a truck apart to clean and repack everything. It might take an extra 30 minutes to do it as you go compared to hours once the truck is home and has to be unloaded and repacked. Typically the cost of items lost or left at the track come out of the bonus of the responsible party. If equipment is damaged the same applies unless it can be shown they are not at fault.

## **Position 2 Office Manager**

This position is the person who is in the trailer dealing with customers face to face. We use special software for keeping track of all transponders handed out and the money taken in for them. Upon arriving to the track it is this person's job to set the inside of the trailer up for transponder rentals. This means setting up lap tops networking them together, with help from the person in position one if needed, and setting up a printer and putting radios on charge. This person will prepare all money bags, and keep track of all money in event manager and a ledger which will be reconciled at the end of every day. They will also keep track of all transponders and get them ready to charge. Once everything in the trailer is set up and ready to go the office manager will help the timing person with any set up they can until it is time to hand out transponders.

When the trailer is open the bulk of the work will be renting transponders and helping racers print their lap times from a touch screen kiosk similar to the ones used to order food at Get-Go or Sheetz. There will be a lot of data entry as well as some trouble shooting of transponders , or printers that do are not working, or helping people with issues printing lap times. This person is also responsible for all equipment inside the trailer being put away clean and where it belongs at the end of the event. They are also responsible for whipping down all tables and sweeping/mopping the floor in the trailer so it comes back clean. All equipment needs to be counted and mark in the tubs as it is put away as well.

## **Travel Details**

Working at eScore clearly involves a lot of travel. For the majority of the events we drive a box truck and trailer to the event. Our primary rig is a crew cab diesel box truck with a 12 foot box and power lift gate. The truck is very well equipped with large windows in the box for scoring from when necessary. It has an air conditioner and a fully walkable roof where pipe and other equipment are stored. This truck is about 27 feet long. This truck almost always pulls a 28 foot travel trailer we have with full living area, kitchen, bathroom, 3



beds, and a custom work area for handing transponders out of. The trailer has an onboard generator making it very comfortable for overnight stops mid trip. This unit is about 60 feet long when hooked up and weighs about 23,000 pounds. It is a larger vehicle but drives nice. It does not require a CDL. This set up is our primary due to having the camper which saves cost on hotels and diving back and forth from hotels to the track. The secondary tuck is a crew cab V10 gas box truck with a 13 foot box and power lift gate. It also has a window for scoring when needed and will soon be getting an AC unit. This truck normally pulls a lighter cargo trailer with concession windows that is used for handing out transponders. This trailer also has a window on the opposite side of the concession windows and in rare cases can be used for both scoring and handing out transponders. The trailer is significantly lighter than the travel trailer making it easier to tow with the V10 gas engine. This trailer has a small refrigerator and microwave but no other living amenities. When traveling with this set up we stay in hotels. The trailer does have two fold out beds or stopping on the road mid trip. It does not have an on board generator but does have one at all times that is small enough to lift out the man door and be locked to the trailer for parking lot stays. Who uses which rig on double booked weekends is first decided by seniority and also who is going further from home and what the track set up is like. If a one of the tracks is significantly further from hotels that one will be where the camper goes. While on the road the person in position 1 will have a credit card for all expenses except for food. Each employee is responsible for their own food. We hope that when staying in the camper everyone can agree on meals and work together to purchase groceries and prepare meals. In the secondary set up most meals are in restaurants so team members have to work together to make those arrangements as well. When traveling to and from events we will stay in the trailers. Once you arrive to an event hotels are covered when needed.

Some events especially Arenacross and Endurocross are primarily traveled to by flying. If the event requires a flight we cover that cost as well as the hotels. The only time an employee is expected to cover flight costs are if they are not able to leave with the truck and have to come later. This situation will be handled on a case by case basis. In general you can assume all your travel expenses are covered with the exception of meals and this is done with a company credit card not reimbursement.

## **Working at home in the office**

These positions also require time to be put in at home in the office in between events at times. This especially applies to position 1. The most common and required part would be charging transponders, and restocking items like transponders, clips, zip ties, toner, paper. Depending on your capabilities and work ethic there could be room for a lot of extra income working at the eScore garage. Some of this work could include: inventorying equipment, cleaning equipment including hand washing trucks and trailers, keeping interiors of vehicles clean and orderly including vacuuming insides of trucks, sweeping and mopping inside trailers, making runs to the store for equipment, simple vehicle maintenance such as oil changes, repairing and organizing of equipment.

## Scheduling and pay details

When looking at the sample schedule you can see that scheduling here at eScore is very different from a typical job. As for the time on the road it is detailed on the schedule. We have a sample schedule with pay rates to give you an idea of what a normal year of work and income would be. The bulk of this schedule is usually put together in November and December and some smaller events are added throughout the year as they come up. Once the schedule is given to you and throughout the process of setting it we will discuss if any certain time is needed off. We always do our best to make sure employees can be off for anything they need when possible but at a time where there are multiple events that is not always the case. Once the schedule is set it is expected that you will do all of the events on your schedule. If an emergency comes up we will work with you on finding coverage for that event.

You will see a few rates on the schedule. The day rate is the rate you receive for each day on the road. You can see the number of days for each event listed on the schedule. This is how your pay for each event is determined. The number of days is predetermined. You will need to make the drives in this time frame. Often times throughout the year you may pass through places that you would want to spend extra time. We welcome our employees to make the best of traveling by stopping places along the way. Feel free to use the extra space in the box trucks to bring a motorcycle or off-road vehicle to take along for in-between events as long as everyone on the trip agrees, and the rig is back in time for its next event. We will even allow up to 100 miles out of the way for you to make a stop along any route. Free days rarely apply but are for when two events are back to back and it makes no sense to drive home in between. You will be paid free days rate for days where you do not have to work on location, or travel to an event making them basically free days to do as you wish. This does not apply to when you choose to make spend extra time on the road, only to when it is the best logistical option.

The last thing on the pay rate chart is your bonus rate. It is a percentage of your total pay for the year. Bonuses are given in the month of December before Christmas. In order to receive the bonus you have to do all events on your schedule. If you have to miss an event for any reason that is cause to lose part of or your entire bonus. The cost of any equipment you lose or damage throughout the year will come out of your bonus. We rarely have to deduct anything form a bonus amount. As long as all rules are followed, equipment always comes home clean and orderly and no events are missed you will receive your entire bonus. Our goal is for everyone to get their bonus. We want well paid happy people making a comfortable living who take pride in their work and the company the work for. We are not going to nickel and dime any one out of a bonus but we also expect the same respect and appreciation in return when it comes to taking care and pride in all eScore equipment and making it last and stay in tip top shape.

## **Dress Code**

All employees will be given eScore shirts. We expect that you wear an eScore shirt at all times at the track. On the pro day or biggest days of racing at the track you will be required to wear the collared team shirt. They are very light weight and comfortable. Please take good care of these and make them last. It is a good idea to bring a pair of boots to each event in case it rains and things get muddy. All employees should always travel with at least one pair of closed toed shoes. All clothing should have a professional presentation. Please keep camouflage clothing to a minimum. No clothing with profanity or vulgarity should be worn at any time including while traveling between events. We do not have a policy against piercings or tattoos as long as they are not excessive, or vulgar. We want everyone to be comfortable but presentable. Also please remember to pack for the length of your trip. If you need help with planning to pack for trips with flights just ask us and we can help.

## **Relationships**

We have no policy on employee relationships. We just ask that everyone be respectful of each other and look out for each other. In a job with so much time spent together it is important for everyone to get along and be a team player. Singling others out or poor treatment of fellow employees will not be tolerated. It is also critical to watch what you discuss with event staff outside of our own. All financial information including amounts of rentals done or lap times sold is not to be shared with anyone. If you are asked these questions never give an answer other than I don't have that information or We are not supposed to give that out.