ONSITE REGISTRATION BEST PRACTICES

EVENT ORGANIZER RESOURCES

The efficiency and consistency of onsite registration and packet pick-up is crucial for the success of any cycling event. This process sets the tone for the event and influences participants' overall experience and perceptions of professionalism. Promoters are responsible for ensuring a smooth, organized, and compliant registration process that adheres to USA Cycling regulations and Safe Sport policies. The key elements include pre-event preparation, a well-designed and prepared registration area, a streamlined registration process, adherence to best practices, and post-event evaluation. This involves managing equipment, staff, and information flow effectively.

PRE-EVENT SETUP

- Erect Tent to add protection from sun and rain.
- Registration tables and chairs arranged.
- Computers and printers set up and tested.
- Clear signage for registration areas and directions.
- Forms to have on-hand:

  DOWNLOAD THE USA CYCLING WAIVER

  DOWNLOAD THE USA CYCLING VOLUNTEER WAIVER

  DOWNLOAD THE USA CYCLING ONE-DAY/ANNUAL LICENSE

- Stationery supplies (pens, clipboards, tape, printer paper, printer toner) available.
- Safety pins for bib numbers and/or twist ties for plate numbers.
- A method to keep forms and bibs from blowing, such as paperweights or binders.
- Electric cords and, if electricity sources are not available, generator and fuel.
- Trash receptacle.

STAFF AND VOLUNTEER PREPARATION

- Brief staff and volunteers on their roles.
- Ensure understanding of registration software.
- Review USA Cycling regulations with the registration staff.
- During the briefing, remind staff and volunteers that USA Cycling Safe Sport Program Policies, including MAAPP, are in effect.
- Ensure all staff and volunteers have been checked against the **Disciplinary Records.** If there is a name match, you must prevent the individual from participating in any capacity and report to **USA Cycling** and the **US Center for SafeSport.**

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REGISTRATION AREA

- Determine if you will have separate lines for pre-registered, day-of, alphabetical, VIP, credentials, etc.
- Set up information boards with event details and schedules.
- Ensure the layout allows for smooth participant flow.
- Place "MAAPP QR Code" and "How to Report" signage on registration table.

REGISTRATION PROCESS

- Determine who is responsible for pre-event preparation, including downloading registration data, verifying rider eligibility, assigning bib/plate numbers.
- If you are hosting a competitive race, have a system for checking USA Cycling licenses.
- Process for collecting signed waivers (electronic or paper).
- Organize packets/bibs/plates for quick and accurate distribution.
- Determine the method(s) of payment you will accept for on-site registration.
- Ensure everyone who registers the day of the event is informed that MAAPP and USA Cycling's Safe Sport Program policies are in effect and how they should report an incident. The registration staff should refer participants to MAAPP signage at registration. Registration staff can inform participants with the following example:

    "I would like to make you aware of the fact that USA Cycling's Minor Athlete Abuse Prevention Policies are in effect at this event. Please use this QR code to pull up information about MAAPP to ensure you are familiar with it. You can report suspected MAAPP and SafeSport violations by phone, online, or via email and all the information is available using the QR code provided here".

BEST PRACTICES

- If it is a competitive race, check-in with Chief Referee to determine who will address license issues/inquiries.
- Implement techniques to reduce wait times (e.g., numbering system).
- Be prepared to assist Officials, Timers, and Announcers with start lists.
- Prepare for common issues (e.g., missing information, payment problems, one-day license purchases, eligibility to compete).
- Have a process for emergency contact and medical information verification.
- Have the Disciplinary Records readily accessible to check day-of participants against.

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POST-EVENT

- Collect feedback from participants, staff, and volunteers.
- Analyze feedback and discuss improvements in a post-event meeting.

ADDITIONAL ITEMS

- Have backup supplies (e.g., extra pens, forms).
- Be informed of the **medical safety plan** so you know who can assist with medical attention or safety protocol.
- Determine the method of communication with the Event Organizer, Chief Referee, and timing staff; such as radio communication or cell phone numbers.
- Set up a lost and found area.

This resource is designed to ensure a well-organized and efficient registration process, enhancing the overall experience of the participants and yourselves, and upholding the standards expected at USA Cycling sanctioned events.