

STREAMLINING REGISTRATION

by Andy Rosen

Many promoters, have proven that a promoter can register riders in less than 45 minutes with 4 people and without any pre-registration¹

The system is very simple. Start with a separate area/table for people to fill out their entry forms and checks. If possible, with parking marshals, have them give out blank entry forms and request that they be filled out at their cars. Then, you need people to do four functions:

1. The "Bouncer" (or 2 if you have 2 or more Registrars) who does not let riders into the registration area (or the registration table-use ropes to create a "chute") until the entry form has been completed, the Bouncer has verified the membership, that all information on the entry form is complete and that they have the cash or checks are filled out. If the person wants to buy an annual membership, he/she is sent to the ACA representative. One day memberships need to be checked off on the entry form. If anything is wrong (check not filled out, information missing, etc.), the entrant goes to the end of the line and fixes the problem.
2. The "Cashier" who simply asks the category (if different entry fees) and takes the money/check and then hands the entry form to the Registrar.
3. The "Registrar" (or 2 if there is a big crowd) has the hip numbers for the racers in front of him/her/them, in stacks, by category. The Registrar asks for the category, takes the next number for that group, notes it on the entry form in a designated location and hands the rider the hip number. The entrant is then done and leaves the registration area.
4. The "Scrivener" collects the entry forms with the assigned numbers and takes them to a separate (and preferably quiet) area and fills out the ACA registration sheets with all of the personal information.

From the time that the rider hands his/her materials to the Bouncer until he/she walks out with a hip number is less than 30 seconds (and sometimes even quicker)! Not only does this benefit the racers, there are other advantages:

1. When he/she has time, have the Scrivener put the numbered entry forms in numerical order, which is easy because the riders are registering in numerical order. If medical then needs a release (especially if the racer is incoherent or unconscious) they simply ask for the rider number,
2. Each person has a designated function so the chances of error are reduced. We were not perfect (e.g., collected wrong entry fee, failed to circle one day member number, incomplete information on entry forms like ACA club number for BAT), but overall I think both the riders and the workers appreciated the lack of commotion and anxiety normally experienced at registration.
3. You don't have to deal with separate lines for different categories, pre-registered, etc.

¹ If you have pre-registration, DO NOT PRE-ASSIGN NUMBERS. Take the forms, note on them "Pre-Registered," put them in alphabetical order and put them in a box (or folders by category, if large #s) and place them in the area with the "Bouncer," (described below). The pre-registered participant can "cut" the line, if any, get his/her form, and immediately go to the "Registrar" (described below). If there is a problem with the pre-registration form, etc., Note the problem on the form, and the person will need to fix the problem before getting to the Registrar.