



Cyclist Concierge Role Description – Woods Hole

Overview: The Watershed Ride is a major public fundraiser for the Buzzards Bay Coalition where 500 cyclists raise \$400,000 through the event to protect clean water in our community. We want our riders to feel well cared for and appreciated! As riders cross the Finish Line in Woods Hole, they will have ridden either 100, 41, or 20-miles over 2-8 hours and many will be tired and in need of water, a change of clothes, and other amenities. Those new to the event will have no idea where to go. Your job is to help welcome and orient the cyclists.

Timing: Cyclists cross the finish line between 1:00pm-5pm, busiest between 3-4:30pm. Job ends when the last cyclist has crossed the Finish Line.

Location: Riders come down MBL Street and cross the finish line, then they immediately bear left onto North Street, where they dismount their bikes. This is where they'll be greeted by 2-4 cyclist concierge volunteers.

Duties:

- **Applaud and cheer** riders as they come down MBL Street and cross the finish line.
- **Greet and welcome** riders as they dismount their bikes
- If Riders seem to not want to be bothered, don't bother them
- If Riders look unsure of where to go, let them know:
 - **Where the Party is!** (with food, drink, music, bar), in front of Swope Center
 - **Bike storage** and **Bag Check** are available at **Rider Services**, one driveway up on the right.
 - **Rider services** also has restrooms and water.
 - Pick up their t-shirt at the **Rider Prize Tent**. This is also where they can pick up prizes if they've raised \$1,000 or above.
 - They don't want to miss the **Awards Ceremony at 4:30pm**: Event fundraising total will be revealed along with Top Fundraiser prizes and Team Awards.
- For **charging phones**, power is available just inside the Swope Center in the main hall by the restrooms, cyclists are free to use the indoor area and power.
- If a cyclist is **injured or not well**, call 911. For minor scrapes, personal first aid kits are available at **Rider Services**. Volunteers should never attempt medical intervention, when in doubt, call 911. Event Manager has a list of Emergency Contacts for each rider.

Rider Services: Located one driveway up North Street from the Swope Center on the right, Rider Services is a private area where cyclists can take a breather, pick up their checked bags, change their clothes, and grab water.

Amenities:

- **Bike storage with bike valets to make sure bikes get to the right place, and on the right truck if necessary.** Bikes are organized in 3 areas:
 1. Temporary Storage (riders picking up after party)

2. Bikes going to Mattapoisett/41 – Box Truck #1
 3. Bikes going to Westport/77 and Little Compton/100 – Box Truck #2
- Bikes will be loaded into box trucks starting at 4pm. Bikes depart ahead of Shuttle Bus to give time to unload bikes to minimize waiting.
 - People will travel on three shuttle buses (100 milers, 41 milers, and 20 milers) departing Swope Center at 5pm. The 100 bus is a luxury coach that has a restroom.
 - If a rider sent their belongings ahead of them on one of our trucks, they can pick them up at the **Rider Belongings/Bag Check** area.
 - **Restrooms:**
 - There are 4 portable restrooms (two standard, two ADA) at Rider Services.
 - If running water is required, cyclists are welcome to use the indoor restrooms at the Swope Center. Go in main doors, and restrooms are down hallway on the right.
 - **Water:** Either a 5-gallon water jug with cups or bottled water available here
 - If a cyclist is **injured or not well**, call 911. For minor scrapes, personal first aid kits are available at **Rider Services**. Volunteers should never attempt medical intervention, when in doubt, call 911. Event Associate has a list of Emergency Contacts for each rider.
 - Riders are welcome to grab a snack and a beer and bring it with them to hang out in Rider Services

IMPORTANT: Please do not leave your shift early. Let the Volunteer Coordinator know ASAP if an emergency affects your ability to participate so we can arrange coverage for your position.

*Thank you for volunteering at
the Buzzards Bay Watershed Ride!*