



VOLUNTEER MANUAL

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INTRODUCTION TO KEY CITY BIKE

Key City Bike (KCB) is a volunteer run community bike space located in Mankato, MN. We are a 501(c)3 nonprofit organization providing a workspace for anyone to fix their own bike. Key City Bike is staffed by volunteers who share a passion for cycling.

We are located in Old Town at 204 E Vine Street on the corner of Vine & Second Street.

Key City Bike is member run. Members are responsible for providing feedback about the overall shape and structure of the organization and for selecting the Board of Directors by vote.

ABOUT KEY CITY BIKE

Key City Bike was founded in early 2000's and exists today because of a legacy of community investment of knowledge, tools, hard work and donations.

Our mission is to **RECYCLE. RECLAIM. EMPOWER.**

Key City Bike aims to:

- ◆ Educate community members about cycling and bike mechanics.
- ◆ Provide a safe and positive workspace for anyone to fix their bicycle.
- ◆ Reduce environmental impact by up-cycling and recycling donated bicycles and parts.
- ◆ Expand bike culture.

We are a 501(c)3 nonprofit organization. Donations to KCB in the form of physical objects and money are 100% tax deductible. No one owns KCB, we are established to provide a public service by managing and operating a community resource space.

To generate income to cover operational costs we:

- ◆ Repair and sell what is donated to us.
- ◆ Promote memberships to our community & KCB constituents
- ◆ Accept financial donations.

It is like a thrift store for bicycles and bike parts that also operates an educational DIY shop space.

KEY CITY BIKE MEMBERSHIP

First time membership is \$25 and is a life time membership. First time members are also voting members for the first year, after that you remain a member but without voting rights.

Voting Membership is \$20 per year after your First Time Membership is over.

Earned Voting Membership is an option for volunteers who choose to redeem 20 hours of volunteer time for a one year voting membership.

To become a member, fill out a membership application and pay your corresponding fee of \$25 or \$20. The membership is based off of the calendar year; Jan. 1 to Dec. 31.

KEY CITY BIKE PROGRAMMING

Key City Bike provides a workspace for anyone who wants to fix their bike. We are open the following days and hours:

Sunday	10-11am	Maintenance Class*
Monday	8-11pm 7-9pm	Build Night FTW Night**
Tuesday	4-8pm	Open Shop
Wednesday	4-8pm 7-8pm	Open Shop Orientation
Thursday	4-8pm	Open Shop
Friday	Closed	
Saturday	Closed	

*Third Sunday of each month only—check calendar

**Third Monday of each month from 7-9pm— check calendar

Open Shop

During open shop, anyone can use the space and tools to fix their bikes. A waiver must be signed. If a student under the age of 18 would like to use the space, a waiver must be signed by a guardian. Children under the age of 14 must be accompanied by an adult.

What do volunteers do during open shop? You will help cyclists fix their bike using our tools. They might need verbal guidance, hands-on instruction, or just the use of a work bench. Volunteers also scrap bikes, organize the shop, and build/repair bikes for sale.

Build Night

Build night is for bike mechanics and builders to dedicate time getting bikes ready for sale for Key City Bike.

This is also an opportunity for Lead Volunteers and Regular Volunteers in to gain bike mechanic experience.

Loud music, cold beverages, bike builds and good people! This is a 21+ age night.

FTW Night

KCB FTW (Femme/Trans/Women, Non-binary, Two-spirit) Night is an evening dedicated to creating a welcoming space just for women, trans and gender non-conforming friends to introduce the empowering realm of bike mechanics.

If you self-identify as female, transgender or genderqueer you are welcome to attend to help promote a positive and safe community space, learn about bikes, and give back to our community.



Maintenance Classes

Key City Bike offers a free monthly maintenance class lead by a professional bike mechanic. Many topics are covered including; bike maintenance, brake & shift cable replacement, fix-a-flat, and prep for winter riding.

This is a hands on class. You can bring your own bike to work on or watch demonstrations on other participants' bikes.

Earn-a-Bike

Earn-A-Bike is a way to exchange volunteer hours for credits that are used at Key City Bike to purchase a refurbished bicycle and/or bicycle parts. Volunteers may earn credits by scrapping, sorting parts, cleaning, repairing bikes and other supportive activities. If you are interested in earning a bike, please stop down during open hours and enroll with the Lead Volunteer.

When enrolled in the Earn-a-Bike program, 1 hour of volunteering time equals 7 credits. 1 credit is equivalent to \$1. Credits may not be exchanged for money and expire within one year. Hours must be reported at the conclusion of every volunteer shift.

Since all bikes at Key City Bike are donated and repaired by volunteers the available inventory and prices vary.

Thanks to the Mankato Clinic Foundation, people who complete the Earn-a-Bike program have the option of receiving an Earn-a-Bike Graduation Kit. The Graduation Kit consists of a new bike helmet, a bike lock, and front & rear bike lights. The kit is awarded upon the completion of attending one of our general bike maintenance classes. One graduation kit per person. Limited kits available.

Objectives:

- ◆ To provide bicycles to people with limited means for transportation, recreation and a healthy lifestyle.
- ◆ To educate community members in bicycle maintenance, repair and safety.
- ◆ To reclaim bicycles from the waste stream and encourage sustainable transportation practices.



KEY CITY BIKE VOLUNTEERS

Key City Bike (KCB) is completely volunteer-run. The Executive Director, Board of Directors, committee members, regular volunteers and Lead Volunteers are all volunteering for the greater good of cycling in our community.

The benefits of becoming a volunteer are:

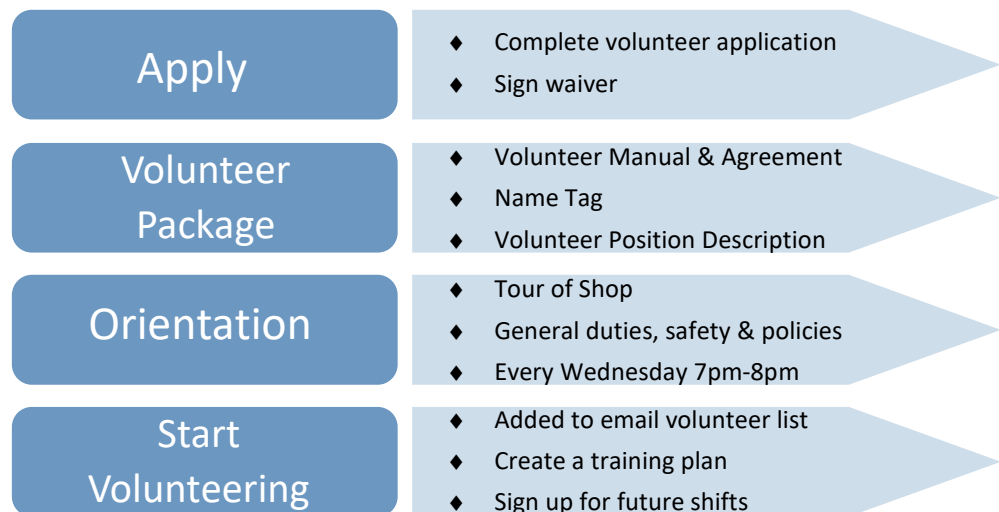
- ◆ Bike mechanic training
- ◆ Social & environmental impact
- ◆ Volunteer Incentive Program

BECOMING A VOLUNTEER

We screen all potential volunteers and provide training.

Volunteer Screening

This is the process to become a regular volunteer.



Probation period—All new volunteers are given a 2 month probation period, after which Key City Bike may choose to review the volunteer agreement.

Volunteer Categories

Our Executive Director (E.D.) and Lead Volunteers work with regular volunteers to run the shop. Our Committee Members and Board of Directors (BOD) govern Key City Bike as a whole.

Regular Volunteer	<ul style="list-style-type: none">◆ Responsible for general shop duties◆ Reports to Lead Volunteer & E.D.
Lead Volunteer	<ul style="list-style-type: none">◆ Key holder◆ Responsible for shop supervision◆ Reports to Executive Director
Committee Member	<ul style="list-style-type: none">◆ Appointed annually by the BOD◆ Provides direction to the BOD◆ Reports to the Board of Directors
Board of Directors Member	<ul style="list-style-type: none">◆ Elected annually by members◆ 2 year Term/Commitment◆ Governs the organization
Executive Director	<ul style="list-style-type: none">◆ Appointed by the BOD◆ Manages the organization◆ Reports to the Board of Directors

Key City Bike Committees

Key City Bike invites shop users, donors, occasional and especially our fully-vested volunteers to contribute by joining a committee.

Programming Committee—Oversees events and programming offered through Key City Bike including group rides, dedicated open shop nights, educational classes, the Earn-a-Bike Program and skill shares.

Personnel Committee—Suggests policies and procedures for volunteer training, retention, review and recognition.

Facilities Committee—Manages the facility including recommendations for lawn care, building maintenance, cleaning and organization of storage & parts.

Finance Committee—Reviews and makes recommendations regarding the annual budget.

Marketing Committee—Suggests and oversees ways to generate income while increasing the organizations presence in the community.

Volunteer Training

We provide training to our volunteers in two ways:

- ◆ Formal training courses
- ◆ One-on-one mentoring

Formal training sessions—Periodically, we will offer classes and training sessions. These will be scheduled by the Programming Committee and announced through email and Facebook. We encourage you to attend these events.

One-on-one Mentoring—At the shop, an experienced volunteer will help you improve your skills.

You'll develop your bike mechanic skills by:

- * Fixing your own bike
- * Helping community members fix their bikes
- * Scrapping bikes for recycling or up-cycling
- * Building bikes for sale

Volunteer Incentives

Volunteers are eligible for these incentives:

Letter of Reference - Available upon request, a letter of reference will list duties performed at Key City Bike and volunteer hours contributed. The Executive Director will write your letter of reference. This is based on your logged hours and can be requested even if you stop volunteering.

Volunteer Purchase Program (VPP) - After logging 30 hours of volunteer time, all volunteers may have access to the VPP. You must hold an active status to redeem this incentive and enroll in the VPP.

- *1 hour of volunteering = \$7 in credit towards used parts and bikes
- *Credits expire annually
- *50% off new parts (cables, cable housing, packaged parts, etc.)

KCB Swag - After logging 30 hours of volunteer time, all volunteers will receive one of each promotional item we have available for sale, including water bottles, can koozies, stickers and pins. Volunteers will also receive a volunteer t-shirt. Membership & merchandise t-shirts/tanks not included.

Active Volunteer Status

Some incentives can only be redeemed by active volunteers.

Active Status—Regular Volunteers are asked to commit to a minimum of two shifts per month, and Lead Volunteers are asked to commit to a minimum of one opening or closing shift per week.

Max Volunteer Hours—Key City bike has a cap on weekly volunteer time. We don't want our volunteers to burn-out and we don't want to become overly reliant on any single volunteer.

We ask that you:

- ◆ Take one day off from Key City Bike per week. (You are still welcome to use the space during open hours on your days off for personal projects.)

Inactive Status—You will be listed as inactive if you are absent from shifts at Key City Bike for 3 consecutive weeks. You will return to active status by completing two shifts in a 3 week period.

SHOP POLICIES

As a community organization, it is important that we are fair, equitable, organized, and safety conscious. You are responsible for being aware of shop policies, and asking questions if a policy isn't clear.

These policies apply to shop operations at Key City Bike.

SAFETY GUIDELINES

We are committed to making Key City Bike a safe space.

Follow these general safety guidelines:

- ◆ Wear closed-toe shoes.
- ◆ Avoid wearing loose clothing or personal accessories that might catch on anything.
- ◆ Do not run or ride bikes in the shop.
- ◆ Do not use matches or lighters in the shop.
- ◆ Know the locations of fire exits, first aid kits, and fire extinguishers.

Using Chemicals

In our shop, we use oils, lubricants, adhesives, cleaners, solvents, and degreasers on a regular basis. It is important that you take precautions when using these chemicals.

It is possible to ingest chemicals by:

- ◆ Inhaling them as fumes or spray
- ◆ Absorbing them through the skin or eyes
- ◆ Swallowing them

Take these precautions when using chemicals of any kind:

- ◆ Do not mix chemicals together
- ◆ Use chemicals in open well-ventilated spaces
- ◆ Wear protective eyewear, clothing, and latex gloves
- ◆ Wash hands immediately after use

IN CASE OF EMERGENCY CALL 911

For questions regarding poison exposure, please call the poison control hotline: 1-800-222-1222

Our shop is fully equipped with hand and power tools. It is important that you take precautions when using hand or power tools in the shop.

HAND TOOLS - Hand tools include hammers, wrenches, screwdrivers, saws, and cable cutters

Take these precautions when using hand or power tools:

- ◆ Use the right tool for the right jobs. If you are not sure, ask.
- ◆ Do not use damaged tools.
- ◆ Pass tools by the handle. Do not toss them or pass by the sharp side.
- ◆ Ask for assistance and directions when using a tool for the first time.
- ◆ Cut in a direction away from your body.
- ◆ Use the correct personal protection equipment for the job.
- ◆ Keep your hands dry and free of oil or grease.

POWER TOOLS - Power tools include drills, saws, and angle grinders.

Take extra precautions when using power tools:

- ◆ Understand the tool's functions and how to safely operate the tool before you start.
- ◆ Use the correct power supply, and set up power cords to avoid tripping hazards.
- ◆ Use power tools away from others.
- ◆ Use both hands to control the tool.
- ◆ Keep good balance.
- ◆ Tighten drill bits and blades before plugging in a tool.

SHOP GUIDELINES

Sales and Return Policy

All sales are final. We do not accept returns or exchanges. If someone purchases a part that will not work for the use they intended, they are welcome to donate it back to our shop.

All parts and bikes are sold as-is. No warranties or guarantees.

Quotes are not binding. Prices will vary.

We cannot hold bikes for anyone under any circumstances, this could lead to lost revenue.

We do not accept trades or barter. We have an Earn-a-Bike Program option for people that may not have the ability to make a monetary payment.

We do not repair bikes for people, we teach people how to repair their own bikes. If someone asks to pay you to repair their bike because they are not interested in learning how to do it themselves, please refer them to a local bike shop; Nicollet Bike, Flying Penguin or Scheels.

Storage Policy

Personal items – Items such as bikes, furniture, or other personal effects, may not be stored at Key City Bike.

Bikes In-Progress – Bikes that cannot be removed and are in progress of repair may be left at Key City Bike, if we currently have space in the storage area, with these conditions:

- ◆ Key City Bike is not responsible for the security of the bike, parts, supplies, or components connected with the project.
- ◆ Key City Bike does not provide locks.
- ◆ Items left at the shop for four weeks or longer, without work being completed during that time, shall be treated as abandoned.
- ◆ Only regular volunteers and Earn-a-Bike participants may leave bikes between shifts.
- ◆ Bikes must be labeled with name, date and phone number.

Minimum Pricing List

These prices are to give you a baseline. Many parts are worth more than the minimum. Please use your best judgment or ask another volunteer if you are unsure.

PART	MINIMUM PRICE
Bearings (loose)	10 for \$1
Bearings (sealed or retaining)	\$2
Bottle Cages	\$2
Brakes	\$5
Brake Levers	\$5
Cables	\$2
Cassettes	\$10
Chain	\$5
Chain Rings	\$5
Crank Arm	\$5
Crank Set	\$10
Fenders	\$5
Forks (rigid)	\$5
Forks (suspension)	\$20
Frames	\$20
Freewheels	\$5
Grips	\$2
Handle Bars	\$5
Housing	\$2/ft
Lights	\$5
Pedals	\$5
Racks	\$5
Seat	\$5
Seat Post	\$5
Shifters	\$10
Spokes	\$1/ea
Stem	\$5
Wheel (Front)	\$5
Wheel (Rear)	\$10

VOLUNTEER DUTIES AND PROCEDURES

It is important to be efficient with your time and energy, and keep certain priorities in mind.

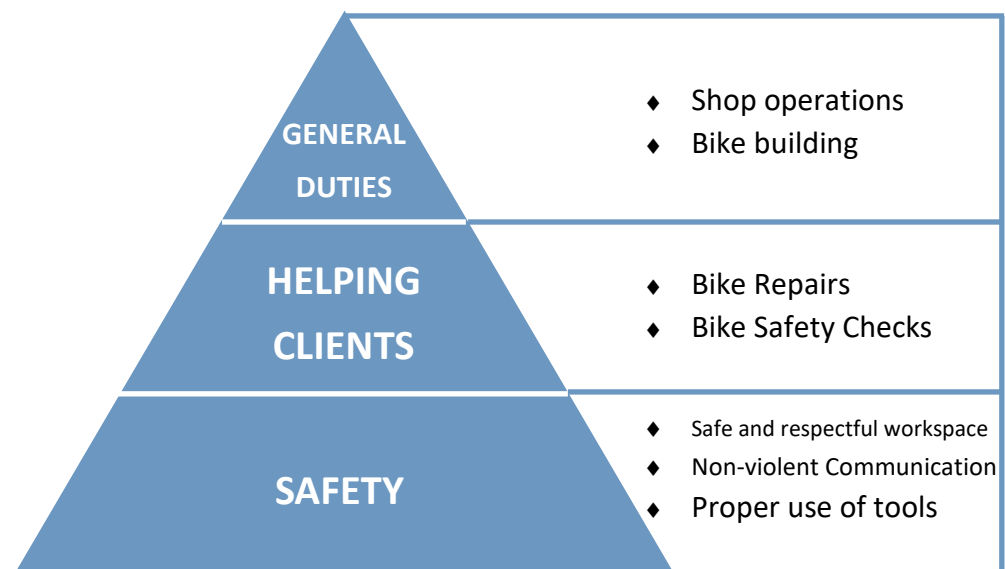
This is what we expect of you:

- ◆ Do not work on personal projects during volunteer time.
- ◆ Respect our commitment to non-violent communication and a respectful workspace; no profanity or raising your voice towards anyone.
- ◆ Follow all safety guidelines.
- ◆ Consult with Lead Volunteer before quoting prices.
- ◆ Complete extra tasks assigned to you by the Lead Volunteer or E.D.
- ◆ If you sign up for a shift, show up on time.
- ◆ Tell a Lead Volunteer immediately if you see anything unsafe happening.
- ◆ Be professional.

OUR PRIORITIES AT KEY CITY BIKE

Safety is our number one priority. This includes tool safety, bike safety, and personal safety.

If the shop is busy, we focus on helping with bike repairs and performing safety checks.



GENERAL VOLUNTEER DUTIES

All volunteers, including the Lead Volunteers, help out with the same general duties.

Greet new clients—Be respectful, friendly, and helpful. Many of our clients are completely new to bike repair, and might feel intimidated or anxious in the shop space.

When you greet new clients, cover these points:

“Welcome to Key City Bike!”

“Have you been here before?”

“What can we help you with today?”

“Our volunteers helping in the shop today are...”

Paperwork—Make sure people coming to volunteer are signed in. Make sure anyone entering the shop to work on their bike or look for parts has signed a waiver form. Sign tax deduction forms for people making a donation.

Put tools away—We have a limited number of tools. Remind clients to return their tools to where they belong. If you see a tool out of place, put it back.

Refill Cleaners—Ensure spray bottles are full, using a 10:1 dilution of degreaser. These should be filled outside, or in the washroom using a funnel to reduce spillage.

Manage garbage and recycling—Encourage clients to clean up their own mess, and guide them on what can be recycled and what should be thrown away. Keep garbage and recycling tidy, and empty when full.

Organize parts—Unorganized parts are of little use. Make sure parts are stored in their proper bins.

Scrap bikes—When we receive donations of bikes that cannot be repaired and repurposed, remove all parts that can be reused and all non-metal parts. Place scrap frame and parts in appropriate bins. See the Scrap Flow Chart for more details on our scrapping procedure.

Clean up—Make sure floors are picked up/swept, counters are cleared and bathrooms are clean.

LEAD VOLUNTEER DUTIES

Lead Volunteers have these additional responsibilities as key holders.

Opening :

- ◆ Unlock doors
- ◆ Put open sign up outside
- ◆ Turn on all lights in the volunteer areas
- ◆ Make sure you have your name badge on
- ◆ Turn on the stereo
- ◆ Check the phone for voicemails, return calls & forward messages as needed.

Operation :

- ◆ Be present and approachable to all guests and volunteers
- ◆ Accept payments and provide receipts when necessary
- ◆ Complete incident reports if necessary
- ◆ Be aware of inappropriate or unsafe behavior and do not allow it
- ◆ Provide pricing guidance to the volunteers

Closing :

- ◆ Make sure volunteers' hours are recorded
- ◆ Take open sign down from outside
- ◆ Secure office door
- ◆ Balance the register and put deposit together
- ◆ Turn off stereo and all lights
- ◆ Secure building by making sure all doors are locked

VOLUNTEER PROCEDURES

All volunteers use the same basic shop procedures.

These are :

- ◆ Maintain volunteer log
- ◆ Sign up for volunteer shifts
- ◆ Accept donations of bikes and parts
- ◆ Help clients with bike repairs
- ◆ Perform safety inspections
- ◆ Scrap bikes

Maintain Volunteer Log

Anytime you come to Key City Bike for a volunteer shift, make sure you log your hours.

- ◆ Write your name and time you arrived on the login sheet.
- ◆ Before leaving, write the time you completed your shift.
- ◆ Make sure the Lead Volunteer knows you are leaving and initials your time.

Sign up for Volunteer Shifts

In order for us to make sure we have coverage to have the shop open, we must fill volunteer spots for shop operations.

- ◆ Login to SignUp.com
- ◆ Select the shifts you are available to volunteer for
- ◆ You will receive email reminders of the shifts you commit to

Accepting Donations

When a bike or bike parts are donated, please make an assessment of the donation and provide a signed donation form to the donor.

- ◆ Label and put away part donations in good condition
- ◆ If you are not sure about a donation, place it in the donation bin or the designated donation drop off area for an experienced volunteer to determine.
- ◆ If the donation is for recycling, place it in the designated recycling area.

Help Clients with Bike Repairs

- ◆ Develop a work plan for the day.

These are questions/suggestions that may help:

“How much time do you have today?”

“Let’s prioritize _____ today.”

“How often do you ride this bike?”

“The repair will probably take _____ minutes/hours to complete”

“Your _____ needs to be replaced. What is your budget?”

- ◆ Set the client up at a repair stand.
- ◆ Point out the location of the garbage and recycling, rags, tools, and chemicals, washroom, and parts area.
- ◆ Provide as much or as little assistance as required.
- ◆ Make sure the work bench is clean after the repair.

Perform a Bike Safety Check

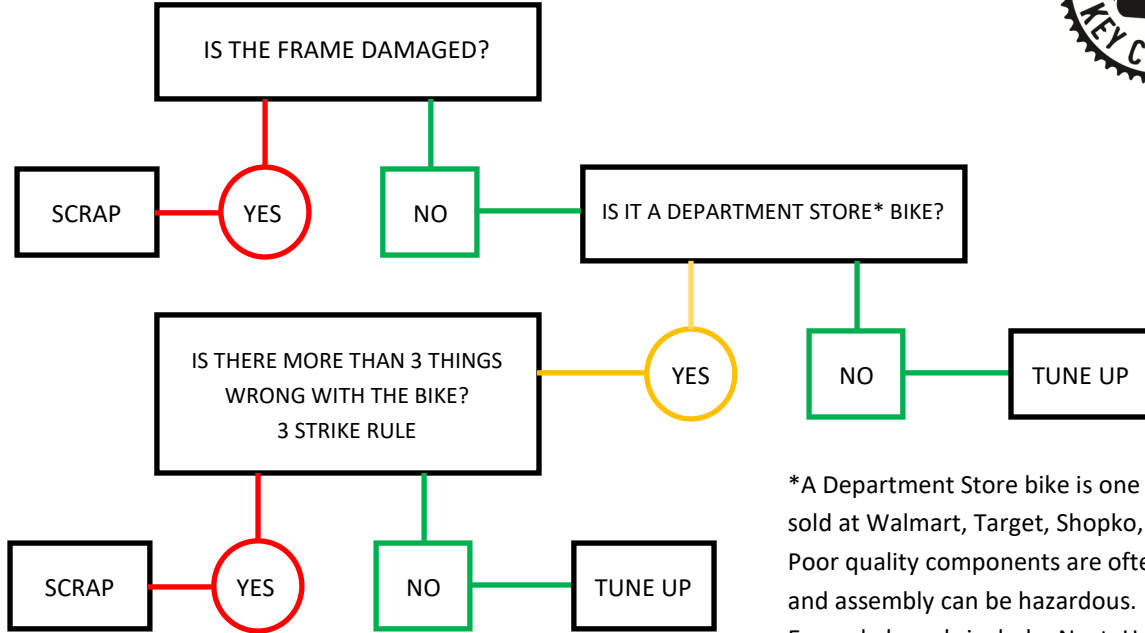
All bikes should receive a four-point safety check before leaving the shop. Use “ABC Quick” to remember what to cover.

ABC QUICK CHECK:

	Stands for...	Do this...
A	Air	Make sure both tires hold air and are inflated to the correct pressure.
B	Brakes	Make sure at least one brake is fully functional, two is preferable.
C	Chain, Cranks, Cogs	Make sure the chain moves smoothly and is properly lubricated. Visually inspect the crank and cogs to make sure nothing is jammed, loose or damaged.
QUICK	Quick Release	If the bike has a wheel or seat quick release, be sure it is tight and secure.

Remind the rider to ride safely by wearing a helmet, signaling turns and stops, using lights in the dark, locking up the bike when not in use, and always staying hydrated.

Scrap Bikes



*A Department Store bike is one that is sold at Walmart, Target, Shopko, Kmart. Poor quality components are often used and assembly can be hazardous. Example brands include; Next, Huffy, Road Master, Magna, Mongoose, Free Spirit.

Bike Components

The parts listed below are considered high-quality components that are worth up-cycling for future builds. The table is not a comprehensive list. If you find something and are unsure of the value, ask another volunteer.

BRAND	STANDARD USED PARTS	HIGH-END USED PARTS
Shimano	SIS, Acera, Altus, Alivio, Exage, Deore, Sora, Tiagra, Shimano 500/500, Anything else with a Shimano label that's not listed.	Deore SLX, Deore XT, Deore LX, Deore LXT, 105, Ultegra, Dura Ave, Shimano 600
Other	Suntour, Sunrace, Simplex	FSA, Tektro, Avid, Race Face, SRAM, Blackspire, Campagnolo