

TCCP Policy Handbook

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Visit us or contact us:

Thursdays 5 – 7 p.m.

Saturdays 10 a.m. – 1 p.m.

423 S. Kansas

<http://cycleproject.org>

<http://www.facebook.com/cycleproject>

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About TCCP

Mission:

Promoting self-reliance, sustainability, and healthful living in Topeka through the recycling, repurposing, and distribution of bicycles.

How we get there:

- Providing access to bicycle-specific tools and repair stands.
- Offering education and training in bicycle maintenance and safety.
- Partnering with other organizations to better serve the community.

Board of Directors:

The Board oversees the overall governance of the organization.

Operations Committee:

The Operations Committee oversees the day-to-day operations of the shop and reports to the Board of Directors.

Board Members

Brian Austin
Daniel Benson
Kelly Jacobsen
Natasha Sims
Elizabeth Freundorfer
Michael Church
Leon Fundenberger
Karl Fundenberger
Zach Snethen
Andy Fry
Ben Alford

Committee Members

Andy Fry
Michael Lemuel
Elizabeth Freundorfer
Troy Walker
Cari Powell
Schuyler Ellis
Karl Fundenberger
James Jude Hernandez
Meredith Fry
Javin Martin
Dick Brown

Programs

Earn-a-bike (EAB):

The earn-a-bike programs gives individuals an opportunity to earn a bike through volunteer service. Individuals volunteer 10 hours and then can pick out a bicycle from the selection of earn-a-bikes. The individual then works with shop tools and stands along with the assistance of shop mechanics to refurbish the bicycle learning valuable skills in the process.

Earn-a-bike is a program. It generally should follow these steps.

- The individual should be escorted into the earn-a-bike section and shown bikes. Consult with them regarding their choice or help them pick one out by suggesting

some bikes that are appropriately sized.

- Show the individual how the stand works. Give them a rag and have them wipe down the entire bicycle. This puts the brakes on an over-eager individual and gives them a chance to connect with the bike. A clean bike is a more enjoyable bike to work on. Tell them they should be looking for any cracks in the frame and making a mental checklist of the issues.
- Once the bike has been cleaned, talk with them about a game plan for refurbishing the bicycle. This is somewhat dependent on how much time is left for open shop. If there is limited time, don't let them start a massive overhaul.

Work Bike:

Work Bike provides individuals with an immediate need of a bicycle for transportation to work or school.

Process for giving out work bikes:

- The individual must express immediate need; not just desire.
- The individual must present a lock and show that they have knowledge of how to use it.
- Offer the best bike first; the best fit, best tires, best brakes.
- Allow the individual to test ride the bike.
- Have the individual fill out a volunteer form. On the back, write the date, "Work bike", and N/A under "hours."
- Send them on their way. The bike is theirs now!

An individual can receive one work bike a year. If it gets stolen, they cannot get another. This is why the lock policy is so important. Additionally, it takes 1-3 hours of shop volunteer time to tune up a work bike - we want to protect our investments. If the individual is interested in doing the earn-a-bike program, they can earn their hours while riding the work bike. They are welcome to keep the work bike if they also choose to earn a bike - but we encourage individuals to "pay it forward" and donate their work bike back to us. Donations of bicycles and time are the only way we've been able to offer this program.

General Policies

Opening the Shop

- Arrive 15 minutes early to set up and coordinate with your fellow staffers.
- Lock front door following entry into shop. This time is for setting up the shop and volunteers should wait outside until the listed opening time.

- Switch on the lights.
- Tidy up the shop and put away bikes that are in the way.
- Pick roles for the shift with other staffers: Opener, greeter, mechanic.

Closing the Shop

- 45 minutes before closing time, announce that there are 15 minutes until cleanup.
- 30 minutes before closing time, announce that it is time to clean up. Remind folks that they should not start any new projects and that they need start wrapping up the project that they are working on. Ask them to pick up any random parts laying around their work area. Remind them to put away any tools that they have out.
- Clean up any food in the shop. It's fine to leave snacks for the next shift, but they must be nonperishable and sealed in a plastic bin. Otherwise we'll have vermin visits. Make sure no dirty dishes get left as this will draw pests like rats, etc.
- Kick everyone out nicely at closing time.
- Turn off lights. This includes the fluorescent lights above counter and light switches in breaker box. Also make sure lights in the basement are off. Our income is limited, and little expenses like leaving unnecessary lights on during the week add up.
- Make sure back door is shut and locked.
- Lock front door when you leave.

Opener/Second/Greeter/Mechanic

Opener:

Opener is responsible for arriving to shop early and preparing the shop for the upcoming shift.

Second:

Coordinate with the person opening to figure out what needs to be done, help oversee projects, and assign tasks to people. Check that the volunteers have a good idea of where tools that they will need for their task are located. Thoroughly explain the tasks and check if they have any questions. Follow up with them before they need to leave, to make sure they clean up and put away any parts they were stripping or sorting. Remind volunteers to log their hours either in their member log sheet or on their EAB sheet.

Greeter:

The greeter welcomes everyone to the shop and finds out if a guest is there to volunteer, work on their own bike, buy something, or in need of shop information. This is one of the most important staffing roles. The greeter is responsible for greeting new visitors to the shop. During the warm (busy) months, one greeter must stay at the front door at all times to regulate the number of people entering the shop. The shop often becomes so busy that if we let everyone in, we wouldn't be able to help anyone well, and the staffers would go crazy.

Mechanic:

Does not work on bikes, rather, provides information and helps people fix their own bikes. This person is the default person to answer mechanical questions, even though there are usually other in the shop who can help with mechanics.

Visitors

If the visitor is new to the shop, explain the basic premise of TCCP:

- TCCP is a volunteer-run shop dedicated to recycling bicycles and educating people
- TCCP is collectively run; no one is in charge, but there are 2-4 volunteers present to assist others.
- TCCP is intended to be a community resource where people can fix their own bikes, buy a bike outright, obtain a bike through Earn-a-Bike, volunteer, learn, and look for used parts.
- The shop is designed so that everyone who benefits from TCCP should give back in some way, either by doing work that needs to be done, or by making a monetary donation.

Ask each visitor what s/he wants to do today at TCCP:

- If they wish to volunteer or work on a bike, ask the volunteer coordinator or the mechanic if they feel they can handle another person.
- If they wish to purchase a bike, make sure there is someone who is available to orient them.
- If no one is available to help with the desired task, or if the shop is too crowded, start a waiting list.
- Tell the person they can wait or come back another time. They can read manuals or other literature in the front while they wait; do not let them enter the main shop while

waiting.

- If they want a bike, explain that there are two options: buying a fixed bike, and entering the Earn-a-Bike program.
- Earn-A-Bike – explain the policy, and ask if they have questions. Have them start a volunteer form.
- If they need parts, what parts do they need (tires, tubes, wheels, brakes, etc.)? Do they want used or new parts? Explain that prices for new parts are fixed, but prices for used parts are based on donation.
- If they need to work on their bike, tell them they can see if there are any open stands. If there are no open stands, they will have to wait until one becomes available.
- Don't be afraid to ask people to wait if you are too busy to answer their questions.

Storage Policies

All claimed bikes must be tagged. EABs must be tagged with an EAB tag (available from the computer desk) with the claimer's name. Claim date and deadline date must be clearly marked. Otherwise, TCCP does not allow individuals to store bikes. However, the bike rack in front of the shop is city property, and individuals may store bikes there for two weeks before it is considered abandoned.

Receiving Donations

- Ask donor if they need help bringing in bikes or parts.
- Ask if they want a receipt. If so, write down a brief description of the donated items and agree upon a value with donor. If they have no idea of the approximate value, make your best guess (be generous).
- Thank them for their donation.
- Take the bike to basement for placement by the processing committee.

An Approach to Teaching

- We are big believers in the saying "teach a person to fish, s/he eats for a lifetime." It is very important that people who come to the shop are respected and encouraged to learn, regardless of their experience level or background.
- Put the tools in their hands. Stand back and tell them how, even when you know you could do it better or faster. If you need to, demonstrate on a different bike or a scrap part. The work on their bike should be done by them.
- Respectfully inquire about peoples' experience and teach to their level. Explain vocabulary they may not know. But also, don't be patronizing. It's a fine line.

- Never criticize someone's bike! Be diplomatic when talking about less-nice bikes. We want to cultivate enthusiasm for bicycling, and elitism can be quite discouraging.

Code of Conduct

- Never take a tool out of someone's hand. Either describe how to use the tool, or demonstrate yourself. If you are working on a part that comes in pairs (wheels, bearing systems, handlebar grips, etc.) you can do one, and your student can do the other.
- We are an anti-racist, anti-sexist, anti-homophobic space. Your language and behavior should illustrate this concept. Please ask if you want to know more about these ideas!
- Respect the shop schedule – if there is a class going on, do not schedule an appointment. If there is a kids' class taking place, do not show up with five friends to give them a tour. Do not crash women's night.
- You can work on your own bikes/projects during off-hours, but not when we are open to the public.
- Leave the facility cleaner/more organized than you found it every time.
- Never buy a part with the intention to re-sell it.
- If you take the last copy of something, make new copies.
- Do not leave any personal property in the facility.
- Do not leave any food/dishes in the facility.
- No Flammables in shop.