



Bike Walk Wichita

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Toolkit for Community Bicycle Programs



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Introduction

Bike Walk Wichita's ReCycle Program is the only organization in Kansas' largest city to provide a fully equipped shop where community members can come to work on their own bikes, earn a bike or parts needed for a bike they already have in exchange for volunteering time, or receive a bike for children for free at any time. ReCycle began with a single volunteer working on bikes in the parking lot of a day shelter and has expanded to include in 2018 more than 290 volunteers, who donated more than 3,500 hours to ReCycle and refurbished and distributed more than 400 bicycles in the community. The ReCycle Shop, located at BWW headquarters, is an inclusive space that connects residents of all backgrounds, ethnicities, and income levels through volunteer opportunities, shared leadership, and peer education.

Through a generous grant from the Kansas Health Foundation, Bike Walk Wichita has developed this Toolkit to share Bike Walk Wichita's experience in order to encourage and facilitate other groups to organize, start and develop similar programs throughout Kansas. This Toolkit provides strategies, lessons learned, and resources for organizations of all sizes and capacities; from groups with no staff or budget to development of a fully functioning community bike shop. The Bike Collective Wiki has been particularly helpful in developing this Toolkit and many of our comments are based on that. It can be found at:

https://www.bikecollectives.org/wiki/index.php?title=Main_Page.

Scope

This Toolkit focuses on the building and operation of a "community bike shop" itself. These types of groups are usually organized as nonprofits qualifying as such under federal and state tax, corporate and other laws. The legal and tax issues involved in choosing and forming a particular type of nonprofit, as well as issues relating to the general governance and operation of a nonprofit organization, are beyond the scope of this Toolkit. Organizers should consult their own advisors or other sources about these issues.

Customized Assistance Available

In an effort to provide a useable roadmap for forming a community bike shop, it has been necessary to omit discussion of some details or infrequent issues. However, Bike Walk Wichita is committed to providing as much assistance as possible to other organizations who are looking to provide similar programs in Kansas. In addition, the grant we have received from KHF has provided us some limited ability to visit other

Kansas communities to provide some in-person assistance. If you have any questions or require further details or assistance, please contact us at:

Phone - 316-530-2990 (line goes to voicemail, which we will return);

Email - info@bikewalkwichita.org.

Bike Walk Wichita's ReCycle Story

Part of the purpose of this Toolkit is to assist other groups not only to begin operating as a community bike organization, but to help guide further development. The exact progress and direction of your organization will depend mostly on your community's needs and characteristics and will probably be different than Bike Walk Wichita's experience. But it may still be helpful to understand Bike Walk Wichita's progression from a "pop-up" bike repair effort to its current state.

BWW began as an informal advocacy program with a few volunteers in 2010. It was incorporated as a nonprofit corporation in 2013 and continues to actively promote biking, walking, and safety for cyclists and pedestrians in Wichita through advocacy and education. BWW's ReCycle program originated in 2015, when a volunteer asked the group what was being done for people struggling with homelessness and utilizing bikes as their sole means of transportation. After connecting with United Methodist Open Door day shelter, other partners leading outreach efforts, and considering their needs, volunteers began providing free bike repair in the parking lot of Open Door on Wednesday mornings. All tools and supplies were provided by the volunteers. During that remaining nine months of 2015, volunteers repaired more than 180 bicycles at Open Door and began building relationships.

With no budget, building space, or additional resources, BWW's partnership with Open Door was critical to allowing BWW to begin connecting with more residents, and providing resources, while minimizing barriers by providing services "on location". The partnership is a perfect example of a mutually beneficial collaboration that provides BWW an avenue for providing resources and building relationships, while enhancing Open Door's services, and the lives of residents most in need.

The local newspaper runs periodic articles spotlighting volunteer efforts in the community. Within a few months of starting the work at Open Door, the newspaper highlighted BWW's work. As a result, BWW received several inquiries about whether it had bicycles available to provide to individuals who needed them for transportation. At the same time, additional people volunteered to assist BWW's bike repair efforts, many individuals and groups donated bicycles to BWW to repair and distribute, and a major nonprofit thrift store chain permitted BWW to collect any of the bicycles donated to the chain to repair and distribute.

BWW now had many bicycles available, but needed space to store and work on the bikes, and publicized that need in follow-up news stories and social media. One of our volunteers had contact with a landlord that offered to lease about 400 square feet of unused space in an older building for only \$100. Even at that price, because of the lack of ongoing, dependable funding BWW's Board was unsure whether it would be prudent to commit to the rental agreement, but determined that it was worth the risk in order to expand our impact. BWW moved into its space in October 2015. At this point, nearly all funds necessary for the supplies, tools and space rental continued to be provided primarily from individual donations from volunteers and others.

During the three months of 2015 after BWW acquired space to store and work on bikes, it was able to refurbish and distribute about 50 bikes in the community. BWW has generally chosen to provide bikes in partnership with other organizations who otherwise provide services to low-income and homeless populations. The feeling was that these organizations regularly decide how to distribute scarce resources to those that will benefit most from them, which BWW volunteers were not trained or experienced at. Therefore, BWW reached out to several organizations that it believed might be able to identify and work with individuals who needed bikes for transportation, including the Wichita Police Department Homeless Outreach Team; the International Rescue Committee, which works with refugees; His Helping Hands, a church-sponsored resource providing families with household goods and clothing; and a women's shelter. BWW's work with the International Rescue Committee is a good example of how bikes are distributed. The IRC provides various services to refugees recently arrived in the US. Among other things, it assists them in obtaining a job and housing. However, the refugees generally do not have driver's licenses and cannot afford cars, so they need alternative forms of transportation. BWW volunteers meet with the refugees, teach them basic traffic rules and bike safety, and then provide them a bike, together with a helmet, lock and lights. As with the partnership with Open Door, BWW's partnerships with these organizations has greatly enhanced our impact and profile in the community.

As more volunteers became involved and additional sources of funding became available, BWW has gradually expanded its space and added more workstations and storage space. We now have 10 workstations housed in approximately 2,000 square feet. It is important to realize, however, that this expansion came about only to satisfy additional demand for bicycles and only when we had more volunteers, funding and other resources, such as building materials that we collected from the removal of walls previously installed in our space and from cast-off materials from neighboring businesses. In response to a need expressed by other individuals, we developed an "Earn-A-Bike" program to address transportation needs. Under that program, anyone can come in and volunteer 15 hours with us. Once they have completed the 15 hours they can pick out one of the bikes that we have to fix up. We help them fix it and provide any parts and supplies needed, as well as a helmet, lock and lights.

Throughout, the trust and relationships built with residents and our partner organizations have helped transform ReCycle into the multi-faceted program that exists today; something BWW volunteers never would have designed on paper. Allowing the program to naturally build without relying on fundraising or major grants helped develop a strong infrastructure of volunteers and programming supported by the community. It is important to understand that during this building period, we had no paid staff. This was important because it greatly diminished the need for funding for that staff, but did increase the need for volunteers willing to take an active role in the organization.

Getting Started

As with many things, perhaps the most difficult part of running a community bike organization is simply getting started. We have outlined below some of the components and decisions necessary to get past that step.

Staffing/Volunteers

Identifying one or more individuals willing to begin the program is perhaps the most critical place to start. It just takes someone willing to step out and begin the process. Some of BWW's ReCycle volunteers are retired and able to repair bikes during the daytime hours. But the hours during which services are provided can be tailored to the availability of the volunteers. Many of BWW's volunteers have full-time jobs, but are able to be present in the shop one day a week at night or on weekends.

It is of course necessary that the initial volunteers have some experience working on bikes, but it is not necessary that they be professional bike mechanics. Nearly all of the bicycles that will be donated will be older, simpler models that can be repaired by anyone with a basic knowledge of working on bikes. Anyone who has some familiarity with bikes can learn more through the resources described below under Training. At least initially, the vast majority of repairs you are asked to do will consist of things like fixing flats, replacing tires and brake pads and adjusting brakes and derailleurs. If you are confronted with any repairs that you believe are beyond your capability, you can just tell the owner that you are not able to work on that bike and that they should take it to a bike shop to get it repaired properly.

An aspect of staffing that BWW did not fully anticipate is that it is necessary that the staff volunteers be comfortable working with a wide variety of public and other volunteers. This will depend to a large extent on the type of services and activities offered. For example, if bikes or parts are offered for sale, it will be necessary to have a "retail" mentality in dealing with customers. If services are offered to individuals dealing with homelessness, refugees or other marginalized populations, it will be necessary to

incorporate aspects of social work into the staff's activities, including such things as training in dealing with disruptive individuals.

If services are offered to individuals dealing with homelessness, substance abuse recovery, developmental delays, are refugees, or are from other marginalized populations, it will be necessary to incorporate aspects of social work into the staff's activities including such things as training in dealing with de-escalation techniques for disruptive individuals, time management, and accountability.

Services and Activities

BWW's ReCycle program currently embodies several different types of activities, but we recommend that a new program begin with a limited, focused purpose. It is helpful to consider and determine this focus at the outset. The particular activities chosen must, of course, be based on the community's needs, the interests and abilities of the volunteers leading the effort, and the other resources available. If different activities are permitted, it may be useful to have separate times for each activity. For example, BWW has volunteers work only on repairing bikes for distribution on Tuesday and Thursday evenings, but permits participants to work on their own bikes, as well as volunteer, on Fridays and Saturdays. Some of the possible services or activities performed by community bike organizations include:

- *"Pop-Up" Bike Repair* - Repairing bikes for free or at a nominal charge at one or more locations on a regular basis.
- *Repair and Refurbishment of Bikes for Distribution* - Receiving donations of bikes, fixing them and distributing them to organizations or directly to individuals.
- *Community Bike Shop* - Providing bicycle tools, parts and mechanical expertise to the public to permit them to work on their own bikes, with assistance.
- *Earn-a-Bike* - Allowing people to earn a bike through learning or volunteer work, sometimes focused exclusively on youth.
- *Mechanical Training* - Providing courses on basic or more advanced bike repair topics to community members.
- *Helmet Distribution* - Distributing bike helmets to children or adults and providing education about their use, which can be done at schools or special events.
- *Bicycle Advocacy* - Interacting with the public and city officials and staff to promote cycling and enhance bike safety.
- *Safety Education* - Providing education to cyclists, motorists and city officials and staff about bike safety and safe design. The League of American Bicyclists has a nicely pre-packaged program called Smart Cycling, which includes a Bike Rodeo kit designed for youth education.
- *Valet Bike Parking* - Providing corralled areas at various community events, where volunteers watch your bike while you enjoy an event.

- *Bicycle Art* - In the spirit of “Reduce, Reuse, and Recycle”, turning old bikes and parts into works of art.
- *Focus on Specific Populations* - Providing services to specific subgroups, such as women, youth, minorities or low income populations, encouraging them to get involved and learn in a comfortable space.
- *Consulting* - Providing advice and recommendations concerning various bike-related topics, such as the choice and installation of bike racks, to local businesses and cities.

Bike Walk Wichita currently provides all of these services to various degrees, but began as an advocacy organization, then began providing “pop-up” bike repair and gradually expanded to include additional services.

Location

The need for a location and the type of location will also depend on the services provided and the populations served. If an organization begins merely by providing “pop-up” bike repair, then it may need only a location to provide those services from time to time. This can usually be arranged to occur in a parking lot or spare space of another organization that provides other services to the population to be served. For example, BWW began its bike repair services in the parking lot of Open Door and in inclement weather worked out of an alcove in Open Door’s building.

Geographic Location - If more permanent space is needed, it is important that it be close to the target population and easily accessible by volunteers. BWW’s location is near downtown Wichita in an area that is within a few blocks of many other organizations that provide services to low-income populations.

Location Characteristics - The location also needs to be useable as a shop area. Some attributes to consider include:

- *Space* - Make sure there is adequate room to store and work on bikes.
- *Other Uses* - If it is intended to use the space to teach classes, have meetings or other functions, it is best to have a separate area for those because the shop area is generally not well-suited to those functions. Meeting or class space may include presentation facilities, such as space for a blackboard/screen/ projector. It is also convenient, but not essential, to have a separate area for people to gather and relax, perhaps with provision for drinks and snacks.
- *Shop-Worthiness* - If the area is to be a working shop, grease, oil, dirt and solvents will be spilled on the floor and walls, so they will need to be suitable for that use.

- *Accessibility* - It is very helpful to have the space at ground level to facilitate loading and unloading of bikes and equipment, as well as to provide disability access.
- *Air conditioning and heating* - BWW's space does not yet have air conditioning and it can get warm in the summer. We do have a large space heater that makes it much more comfortable in the winter. Our space is constructed with fairly well insulated cinder-block walls, which mitigates the temperature extremes to some extent.
- *Ventilation* - In addition to AC and heating, it is necessary to have adequate ventilation since lubricants and solvents will be used.
- *Water and Plumbing* - A sink in the shop is nice if for no other reason than filling buckets to check tubes or filling water bottles.
- *Restrooms* - Industrial (easy to clean) sinks are useful. A shower is also a bonus.
- *Power* - Adequate outlets and power are important. Make sure there are enough outlets and that they are placed where they can be useful.
- *Lighting* - Working with sometimes small parts requires good lighting in all areas.

Identifying possible locations - There is no one way to identify and select the actual location for your organization. Possible contacts that may have or know of space that can be made available include - The organizations you work with, or intend to work with, or which provide services to the same populations; Your volunteers; Businesses that support your vision; Government entities who see the services as supporting the community.

Funding

Funding is one of the more difficult challenges for any small nonprofit. There are several possible sources of funds, some of which are described below. It is best not to rely to heavily on any one source, but to have a mix of several sources of funding, so that if one source becomes unavailable, the program remains viable.

- *Individual Donations* - Most new nonprofits likely are funded primarily from the personal donations of the founders. As publicity is obtained and the community becomes aware of the nonprofit's work, additional individuals and businesses become interested and help support it. Therefore, it is critical to get attention focused on your work as soon as possible.
- *Individual Memberships* - Some community bike organizations operate as "cooperatives", that are available only to dues-paying members. If this is consistent with your objectives, then it is necessary to build your program based on the number of members and the level of paid memberships.

Even if your organization does not intend to operate as a cooperative, it may be possible to generate funds from memberships. It is necessary to offer members some benefit in exchange for their support. These benefits can be as simple as recognizing supporters on your social media to providing small tokens of appreciation to providing more tangible benefits such as making the shop available only to members on certain nights, or having a function where only members are invited. It is common to provide increasing benefits as the level of support increases. Bike Walk Wichita recently instituted a formal membership program seeking recurring monthly donations. This has been successful in increasing donations from individuals, but is an area that we will continue to improve.

- *Corporate Sponsors* - As with individual members, corporate sponsors are often interested in supporting a nonprofit that is seen as providing a benefit to the community. However, corporate sponsors generally will be more interested than individuals in receiving a benefit, usually in the form of some sort of recognition of their support. Recognition can take many forms, including signage on or in your facility, recognition on your social media, hosting an event at the sponsor's location, or naming facilities or events for the sponsor.

The most difficult aspect of obtaining corporate sponsorships is usually just identifying and directly asking interested businesses for their support. Bike Walk Wichita is in the process of reaching out to various businesses that have expressed an interest in our mission and has been successful in obtaining some corporate sponsorships, but is continuing to highlight this effort.

- *Foundation Grants* - Most communities have charitable foundations that are focused on improving the community and its population in various ways. Often foundations have several different sources of funds that are intended to serve different needs. For example, some focus on serving the needs of particular income, geographic, racial or ethnic groups within the community; improving health in the community; or encouraging economic development in the community or in particular segments of the community. Identify the foundations serving your community or state, discuss with them what funds might be available and determine whether the focus of any of those funds is consistent with your objectives. Bike Walk Wichita has received funding for various projects from the Wichita Community Foundation, the Knight Foundation, and the Kansas Health Foundation, among others.
- *Government Grants* - Government agencies may have funds available for various purposes, including community development, health and safety. Talk to your

government officials at the local, state and federal level to determine what funds may be available for your programs. Bike Walk Wichita has obtained grant funding from the Kansas Department of Transportation to purchase and distribute bicycle lights in the community.

- *In-Kind Donations* - Bike Walk Wichita receives many in-kind donations of several types. All the bicycles we refurbish are donated by individuals or by other charities who do not have the facilities or staffing to refurbish them themselves. In addition, BWW receives donations of parts and supplies from time to time.

Corporate sponsors may also be willing to make in-kind donations of products as membership rewards or in connection with special events. BWW has received in-kind donations of new bicycles to raffle off in connection with special events and has received printing and similar services for free.

- *Product Sales* - When BWW receives donations of name-brand bicycles, we refurbish them and sell them. This is becoming an increasing source of funds for our operations.
- *Special Events* - Special events are a common form of fundraising for nonprofits, but planning, staffing and executing these events can be challenging. Businesses may provide some assistance in this by sponsoring an event at their location, which would eliminate the need to identify another location. They may also agree to provide many or all of the services in connection with the event, and even dedicate a portion of sales to the nonprofit.
- *Park Tool Community Grant Program* - Park Tool offers the Park Tool Community Grant, designed to help local non-profit cycling organizations get the repair products they need. Every year, the program provides ten non-profit cycling-based programs over \$1,400 in Park Tool products to outfit their shops. For more information, see:
<https://www.parktool.com/form/community-tool-grant-request>

Sources of Tools and Supplies

One of the primary expenses in organizing and operating a community bike shop is the cost of purchasing the necessary tools and supplies. At the outset, a new organization may be able to rely on its volunteer using their personal tools, but that will quickly become more difficult and unworkable. It will also be necessary to have a consistent source to purchase the necessary supplies from. The supplies that BWW uses the

most include inner tubes, brake pads and brake and shift cables. We also spend significant sums on the purchase of lights and locks.

There are a few online sources of tools and supplies, but these may require large minimum orders and the delivery time can be longer than is workable. BWW has worked with local bike shops, which have provided us most of our tools and supplies at favorable prices. We believe it is important to support our local businesses and they are able to obtain needed items in less time than they can be delivered through online ordering. We strongly believe that obtaining tools and supplies from the local shops is preferable than other alternatives.

Donations

Bikes & Parts

There are several possible sources for bikes and parts. In fact, obtaining bikes to work on has proven to be one of the easiest aspects of operating Bike Walk Wichita's ReCycle program. As discussed below, BWW does not accept bicycles or parts in trade for other bikes or parts.

- Individual Donations - The majority of bikes that BWW receives are donated by individuals who have heard about our program through media or an internet search. To make donating a bike as easy as possible, it is best to have need three things:
 - Consistent and plentiful drop-off hours;
 - The ability to provide a tax donation receipt; and
 - Easy ways to find and contact you, including your phone number, address, and website and social media mention of accepting donations of bikes.
- Bike Drive - Your organization or some other entity (a business, Boy Scout troop, after school club) can organize a bike drive. Bicycle drives or bike collections operate much like canned food drives. The drive is publicized through media, social media or flyers distributed in an area and either asked to put their bikes/parts out at a certain date and time, or instructed to bring them to a certain location on a certain date and time.
- Unclaimed Bikes - Police Departments usually have bikes that have been abandoned or seized. These are typically auctioned off. Some organizations have been able to lobby their city council to set up a contract that permits the police department to give bikes to them instead of them going to auction.
- Abandoned Bikes - Apartment complexes sometimes have abandoned bikes that build up. Encourage them to turn them over to the police and then work with the

police to get them later. This gives original owners a better opportunity to be re-united.

- City Dump and Recycling Facilities - These locations sometimes have many bikes dropped off there, they might not be in the best of shape, but sometimes it is worth it. Speak to the people in charge to try to arrange picking them up.

Whether to accept bikes or parts for trade is a policy that most community bicycle shops have to decide on. It is very common for someone to come into the shop asking if they can trade their old bike or parts for different ones. BWW has decided that it will not take trades, primarily to reduce any issues with receiving stolen bikes or parts. This is a very common approach, and when enforced it simplifies the lives of volunteers and employees. Many times, the person asking will just donate their bike or parts when they learn it has no trade value.

Bicycle Donation Criteria

BWW accepts any donations of bikes and parts, regardless of condition. This policy is easy to explain and helps in collecting the items we do need. When we receive bikes or parts are not useable, we recycle them if possible. This policy is also useful because the person donating a bike often does not know a "good" bike from a "bad" bike, so instead of confusing them, it is better to take any and all donations with a smile.

There will be people dropping off department store bikes that look like they spent the last few years at the bottom of the ocean, but yet that donor still feels this is a "good bike" with value. They don't know, and that isn't their fault. At the same time a wealthy individual may view an older Italian custom steel lugged frame with a full Campagnolo Record setup as "old and crappy" compared to their new carbon bike. They don't know, and that isn't their fault. Given that everything is relative, if you want that Italian racing bike, you may have to deal with a dozen or more Huffys first.

Really valuable bikes will always be a very small percentage of the lesser quality bikes.

Shop Layout

Pre-Plan and Take Your Time

Most nonprofits cannot afford to do everything at once. Therefore, it is necessary to create a timeline and break the project into smaller pieces and do them as you have time and as you can afford them. Do what you do best - hire the rest. If you can't hire anyone, You may have a skilled volunteer you should get to know better. It is essential to design your program based on the specific needs in your community and the resources you have available.

Basic Design

Traffic Flow - intentionally arrange things to avoid having people walking by expensive parts or tools and also have them funnel past more information about your organization.

Color - Paint the place with color tones that represent how you want the place to feel. Murals or posters are great too.

Reception/Information

We have found it useful to have a desk near the entrance to the shop to have an area to greet newcomers and provide for volunteer sign-in. This is also a good place to display information about your organization, shop hours and policies and price lists. If you have bikes, parts or other items to sell, they can also be in this area.

Workstations

These are basic stations consisting of the most common tools and a work stand. The more of them you can fit, the better. It is very useful for all of the benches to be of identical construction and the tools arranged in the same way, so that it is easy to tell if all the tools are in their place





BWW has made its benches from building materials that had been left in our shop space by the previous tenant, mostly consisting of $\frac{3}{4}$ " plywood for the top and back, 4x4s for legs and 2x4s or 2x6s for skirting and bracing. We used plywood for the backing and used 2" bolts (with nuts and washers on each side) to hang the tools on because that is sturdier than pegboard with hooks.

Each of the tools is outlined on the back to show where it goes. To keep track of which bench a tool belongs to, the tools on each bench are marked with nail polish or spray paint, using a different color for each bench. Volunteers are required to make sure all the tools on their bench are in their proper place and the bench is cleaned up before leaving.

In addition to the hanging tools, each bench has a tray for miscellaneous items like tire levers and steel wool, a magnetic tool tray, a bottle of spray cleaner, some rags, grease and chain lube.

Three of the benches have vises. We have not put vises on every bench because they are expensive and can be shared.

Bicycle Repair Stands

These are used to hold the bikes while being worked on. They also help position the bike so that it can be worked on at a convenient height. Other organizations have made “homemade” stands, but we believe that it has been worthwhile to spend the extra money to buy quality workstands. There are several suppliers; the ones we have are from Park Tool and Feedback Sports.





Master Workstation

BWW has one work area that contains a complete set of tools including those that are expensive, easily damaged, seldom used or easily misused. It may be a good idea to segregate this area somewhat to further restrict access to the tools. It may also be useful to locate this station in an area that has a view of the rest of the shop area.



Cash

If you are dealing with money at the shop, such as when selling bikes or parts, you will need a way to safely keep the cash. Depending on how your staffing works this can be located at or near the reception desk or the Master Workstation.

Wheel Sorter

It is useful to have a wheel sorter to help figure out the sizes of different rims. Two 2x4's can be mounted to a rigid backing to form a V shape. Smaller wheels can rest lower in the V than larger wheels. The sorter is calibrated by placing various wheels of known size in the V and marking where the axles touch the backing. When a wheel of unknown size is placed in the sorter, its axle should lie very close to one of these marks.



Sorter with Wheel Markings



Sorter with a 20" wheel

Bike Storage

We have several categories of bikes at any time. It is important to have a logical separation between these different categories. This can be done by using different colored tags, or different locations in the shop.

- *Donated Bikes* - Bikes that the community has dropped off or have been collected as donations. It would be ideal to sort these as they come in, to separate the bikes that are worth repairing from those that are not, but it may be difficult to do this consistently in the press of a typical workday.
- *Scrap Bikes* - Bikes that are very rusted, have bent frames or otherwise are not suitable to be fixed up. These are put in a separate area and all useable parts are removed from them as soon as possible. The frames are put in a scrap metal pile. We scrap only a small percentage of the bikes we receive.
- *Potential Sale Bikes* - Bike-shop quality bikes that are donated are fixed up and sold when possible, and the money is used to buy more supplies. When these are received, they are segregated and worked on when possible. These bikes amount to a small percentage of the bikes we receive.
- *Adult Bikes* - Adult bikes (those with 24" - 29" wheels) that look fixable and are not bike-shop quality are reserved and worked on as needed.
- *Children's Bikes* - Children's bikes (those with 20" or smaller wheels) are also worked on as needed.
- *Bikes In Process* - At any one time, we have 5 - 10 bikes that are being worked on, of all varieties. These usually just remain on the workstand until they are finished, but some may be removed and put back in the group they came from if workstands need to be cleared for our "open shop" days or when we have classes in the shop.
- *Completed Bikes* - At any time, we will have at least three categories of completed bikes, which are stored in three different areas
 - Adult Bikes - These are bikes that are available for the clients of our partners to choose from.
 - Children's Bikes - These are free to anyone who comes in with a child.
 - Bikes for Sale - These are sold for cash.
- *Personal Bikes* - These are the bikes that the people working during any day came in on. It is important to have a secure place to store and lock these bikes.

There are several possible ways to store the bikes. Storing bikes vertically on walls or racks is a very efficient use of floor space. It is, however, more difficult to use the space above them in that case because they sit taller than when both tires are on the ground. The system you use will depend mostly on the configuration of your space and availability of materials.

BWW uses a combination of all of these:

- Floor Storage - If you have available space, this is the easiest way to store bikes, but it usually is a very inefficient use of space. Bikes also tend to fall over and become entangled, making it difficult to get to them.

- Bike Hooks over a bar between A-frame supports



- Shop-Quality bicycle display racks



Parts Storage

Parts should be stored in an area that is easily accessible to the work area so that volunteers can easily get parts as they are working on bikes, but separate enough from the work area that customers or other volunteers can rummage through the bins and not disrupt the work at the work stations.

Think in advance about what items and how many of each you want to have in stock. At the beginning, you may want to save everything in order to build up stock, but as you meet your storage limits it will be prudent to go over your caches and prune away the lower quality parts. Or, you could be circumspect about part quality from the beginning, but that could be difficult because at a community bike shop part quality is highly relative. In any event, parts storage will require ongoing monitoring and curation. Having permanently sized and positioned spaces for each component is probably also a mistake, since all stock will swell and ebb over time and it will probably be pragmatic to relocate different component types to different bins or shelves repeatedly.

Bike Walk Wichita uses a combination of methods to store parts, based on the storage systems available.

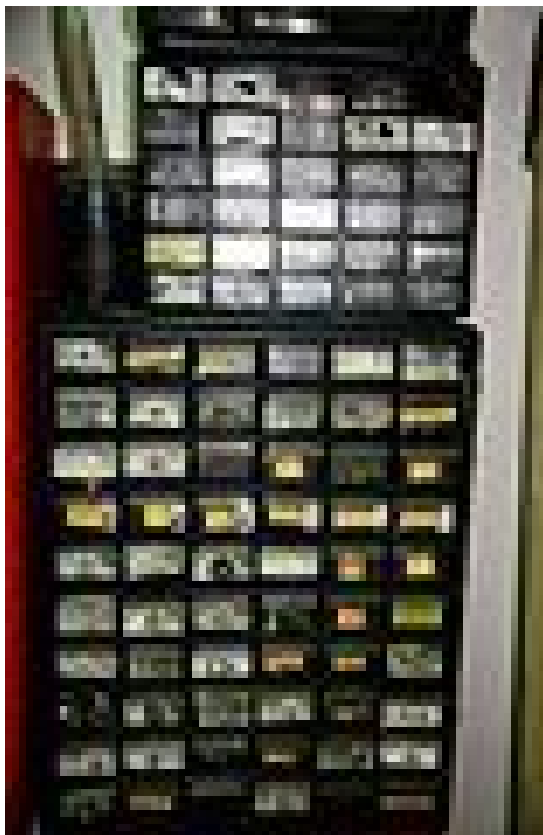


Parts Bins

- Milk Crates - Milk crates work okay for storing parts. They are cheap, but small parts will fall out of the holes. Lining the bottom with cardboard helps this issue, and the milk crates make it easy to zip-tie an example part to the outside of the crate.
- Large Parts Bins - This is the easiest to deal with because they take longer to fill. However it is hard to get to the parts at the bottom, the bins become heavy, are harder to put back on shelves, and one mis-placed part turns the entire bin into an "everything" bin if not corrected quickly.
- Small Parts Bins - It's important for people to be able to find the part, even when they don't know the name of the part they're looking for. To help with this, it may be helpful to draw pictures of the small parts to go next to the names to go on the front of each small parts drawer or attach an example of the contained part to each drawer. Bike Walk Wichita was fortunate to be able to purchase the parts storage bins from a local bike shop that went out of business. The bins are heavy duty and came in a variety of sizes.



- Card Catalogues - An old card catalogues can make a good small parts bin, if you can find one.
- Small parts drawers with images and names



- Filing cabinets - Old filing cabinets are another way to store parts (and tools) as they are very sturdy, stay in place, and look clean when they are closed. Thin parts like gears are especially easy to store this way, but filing cabinets work well for derailleurs, brakes and other parts as well. Bike Walk Wichita stores bulkier items like locks and lights in a file cabinet.
- Commercial Storage Systems - There are a variety of commercially available storage systems from hardware stores and other suppliers. These systems are ideal for parts storage, but can be expensive.

Wheel/Rims Storage

Wheels and rims can easily be hung from hooks in the ceiling. BWW stores wheels from the ceiling using spokes bent into an S shape. Wheels are organized by size and by front or rear wheels. Smaller wheels can also be placed on shelves. Placing a board or steel rod along the front of the shelf can help cradle upright rims so they don't roll out.



We store 20" and smaller rims on a rack made from surplus shipping pallets and 2x4s.



Spokes

Spokes can be hard to organize, but are even harder to locate if they are not organized. One of the difficulties is the sheer number of sizes of spokes. BWW has not done a good job of organizing spokes. However, any organizing should focus on separating spokes by length and diameter. One way to separate and organize spokes would be to create a rack of, for example 1" PVC pipes clamped together and place spokes in the individual tubes according to size.

Tubes

BWW stores tubes in discarded 2-½ gallon tubs obtained from the Walmart bakery. We use far more 26x1.95" tubes than any other size, so these are purchased in bulk and just kept in the box they are shipped in.



Many community bike organizations patch and reuse tubes. BWW has had mixed success with this. When we have had a meticulous volunteer willing to patch them, they can be reliably reused. However, if the person doing the patching is less careful, trying to use patched tubes that fail is more trouble than it is worth.

One way to address this might be to train one or more volunteers sufficiently to be assured that the patches are well-done and ask those volunteers to be in charge of that process. However, patching tubes is also not a very exciting job and it may be difficult to find volunteers willing to do this.

Tires

Tires should be separated and stored by size. BWW uses enough 26x1.5-2.25" and 24x1.5-2.25" tires that we just have a stack of each up to 4' feet high stored on the floor. We hang 27" and 26x1-/38" tires on hooks and store 20" and smaller tires flat on racks. We have a lot of 700C tires donated, but do not use very many of them on donated bikes, so we store those out of the way.



Handlebars, Cranksets & Forks

These items are unwieldy and heavy and get easily tangled. BWW does not use as many of these as we expected we would and, therefore, have been trying to reduce our inventory of these. We store these in tubs on the floor. Other organizations have built

racks to hold forks and handlebars, but we believe this uses up wall space that can be better used for other items.

Tools

At Each Workstation

(Park Tool identifying numbers are included for reference; for most items, similar tools are also available from other suppliers)

- Needle-nose pliers
- Cable cutters (Park Tool CN-10)
- 7, 8, 9, 10, 11, 12, 13, 14, 15 & 17mm combination wrenches
- 10, 11, 12, 13mm brake adjustment wrench (Park Tool OBW-4)
- Combination 13, 15mm cone wrench (Park Tool DCW-4)
- Chain checking tool (Park Tool CC-3.2)
- Combination 8mm hex wrench and 14mm socket wrench for cranksets (Park Tool CCW-5)
- Combination 15mm pedal wrench and 32mm headset wrench (Park Tool HCW-6)
- Scissors
- Electrical tape
- Combination 2, 2.5, 3mm hex wrench (Park Tool AWS-3)
- Combination 4, 5, 6mm hex wrench (Park Tool AWS-1)
- Combination 8, 9, 10mm socket wrench (Park Tool ST-3)
- Chain tool (Park Tool CT-5)
- #1 and #2 Phillips head screwdrivers
- Small and large flat screwdrivers

Master Workstation

(In addition to items at each workstation)(Park Tool identifying numbers are included for reference; for most items, similar tools are also available from other suppliers)

- Ball-peen hammer
- 12" adjustable wrench
- Channel-lock pliers
- Hacksaw
- Drill and bits
- Master link pliers (Park Tool MLP-1.2)
- Metric socket wrench set
- Chain whip (Park Tool SR-12.2 or SR-2.3) or Cassette pliers (Park Tool CP-1.2)

- 2 each 13, 14, 15, 16, 17 & 18 mm cone wrenches
- Crank puller (Park Tool CCP-22)
- Chainring nut tool (Park Tool CNW-2)
- Bottom bracket lockring wrench (Park Tool HCW-5)
- Adjustable spanner (Park Tool SPA-6)
- Metric tape measure
- L-shaped hex wrench set 1.5, 2, 2.5, 3, 4, 5, 6, 8 & 10 mm (Park Tool (HXS-1.2)
- Truing stand (Park Tool TS-2.2)
- Triple spoke wrench (Park Tool SW-7.2) or individual spoke wrenches
- Freewheel/Cassette removal tools (several styles are needed to fit different brands of freewheels and cassettes)
 - Park Tool FR-1.3
 - Park Tool FR-2
 - Park Tool FR-3
 - Park Tool FR-4
 - Park Tool FR-5.2
 - Park Tool FR-7
- Higher quality pedal wrench (Park Tool PW-4)
- Headset wrenches, 32 & 36 mm (Park Tool HCW-15),
- Chain cleaner (Park Tool CM-5.2)
- Wheel alignment gauge (Park Tool WAG-5)
- Derailleur hanger alignment gauge (Park Tool DAG-2.2)
- 8, 9, 10, 11, 12, 13, 14, 15 and 17 mm ratcheting combo wrenches
- Higher quality chain tool (Park Tool CT-3)
- Bottom bracket tool (Park Tool BBT-22)
- Bottom bracket tool (Park Tool BBT-9)
- Micrometer
- Torque wrench (Park Tool ATD-1.2 may be all that is necessary)
- Combination 8, 10 mm wrench (Park Tool CBW-1)
- Combination 9, 11 mm wrench (Park Tool CBW-4)
- Offset brake wrench (Park Tool OBW-3)
- Zip ties
- Cable caps
- Cable housing ferrule end caps

Metal Recycling

If you don't have the ability (truck) or the volunteers to recycle the metal. An easy solution is to just put your scrap metal near where your trash pick up is and let anyone have it for free. There are people that go around and collect metal to take it to recyclers

Distribution and Sales of Bikes and Parts

BWW distributes the bikes it has repaired in a variety of ways:

Adopt-A-Bike for kids

In our experience there is an almost unlimited supply of children's bikes (with 20" or smaller wheels) available to repair, and volunteers love helping fix bikes for kids. So we make these bikes available for free to any child who comes into the shop with a parent. They just have to come in and pick out a bike that they like and that fits them. We also provide a helmet, which is one of the more expensive items needing financial support (approximately \$10 each through SafeKids KS).

To reach more families, we also conduct "Bike Jam" events where we have 10 - 20 kid's bikes ready for adoption and a bike safety challenge course (similar to a bike-rodeo). In most cases, we partner with a neighborhood recreation center, church or other facility that helps publicize the event, but have also been quite successful setting up in neighborhood parks as a stand alone event. BWW volunteers bring the bikes and distribute them on a first-come, first-fit basis to kids as they arrive. We also try to provide basic bike safety and handling instruction to the kids through a challenge course we chalk or tape-off at each event. The challenge course includes a series of developmental obstacles, varying levels of ramps, and games (such as: Newspaper Toss and Stop On A Dime). A minimum of two volunteers are needed to help manage the challenge course. Pipe cleaners and stickers let kids decorate their helmet and bike as desired.

Earn-A-Bike

For adult bikes, our preferred method of distribution is our Earn-A-Bike program. Anyone can come in and volunteer 15 hours with us to earn their bike. The tasks we have vary from working on bikes to cleaning the shop to working in the office preparing flyers or other office tasks. However, we do ask that they spend at least half of their 15 hours in the shop working on bikes so that they have at least some familiarity with how the bike works and how to maintain it. Once the volunteer has completed the 15 hours they can pick out one of the bikes that we have to fix up. We help them fix it and provide any parts and supplies needed, as well as a lock and lights. It is not necessary that the volunteer have any experience working on bikes; we generally can teach them what they need to know to become competent to work on their own bike.

Agency Bike Referral

Bike Walk Wichita does not generally distribute free bikes directly to individual adults. We have generally chosen to provide bikes in partnership with other organizations who otherwise provide services to disadvantaged, low-income and homeless populations. We do not believe that we are well-suited for assessing a person's need and that there are a number of agencies that are in that business. We instead choose to work with a number of those agencies. We believe that these organizations regularly decide how to distribute scarce resources to those that will benefit most from them, which BWW volunteers were not trained or experienced at. We permit each agency to distribute a limited number of bikes each year to their clients. We provide the agency with a voucher that they can give to the client, who can then come in and select a bike, which we then fit to them and provide a lock, front and rear lights and, if they will wear it, a helmet. This system has worked well.

Bike Sales

When we receive name-brand bikes, like what is available in bike stores, we generally try to fix them up and sell them. Most bikes we sell for prices ranging from \$75-\$150, depending on the type, age and condition. The exact price is determined by reference to what we have sold similar bikes for in the past and on the price that used bikes seem to be advertised for sale on local social media, and varies depending on the number of bikes we have available for sale and the time of year. We occasionally sell "as-is" bikes, especially older road bikes but sometimes a standard bike that needs work. We post to both a local Facebook buy/sell group, as well as to Craigslist. As long as we include "Bike Walk Wichita" in our description, we can use this url as an inventory page: [https://wichita.craigslist.org/search/sss?query="bike%20walk%20wichita"](https://wichita.craigslist.org/search/sss?query=). We also have a copy of our online donation page that we can use to take credit cards for sales, lets us include notes about bike type sold. All our bikes are sold in person.

Parts Sales

In addition to distributing bikes through our Earn-A-Bike program, we sell supplies and used parts. Although a small percentage of these sales are for cash, the bulk are to our volunteers in exchange for hours. We have many regular volunteers who already have a bike, but need or want additional or replacement parts, such as tires, tubes, brake pads, water bottle cages or racks. This provides a way for volunteers who do not have cash to maintain their bike in working order. We also allow volunteers to purchase locks in exchange for hours. We have purposely kept the hours required to purchase a lock low because locks are essential to keeping the bike.

Training

The bulk of BWW's volunteer training has merely been on the job. Most of the bikes that we receive and work on have different components and are significantly lower quality than the bikes available in local bike shops, so it is not necessary to have formal training to work on these. However, it is advisable to institute some sort of training program, especially for key volunteers. BWW has attempted to do this, but has not developed an ongoing program at this time. Local bike shops may be willing to assist the organizing volunteers in learning some of the basic skills needed.

We generally use a multi-step process in introducing new volunteers to the shop and the work we do. Ideally, we have first-time volunteers take apart bikes that we are unable to repair, and keep the useable parts to use for other bikes. This has proven to be a good way to introduce people to how a bike is put together and where we store our spare parts. When they start to repair bikes, we usually pair newer volunteers with an experienced volunteer so that the new person can be gradually introduced to the work and our procedures. In most cases, we have newer volunteers work on kid's single-speed, coaster-brake bikes, which are generally easier to understand and work on. As they get more experience, we have them work on bikes with multiple gears.

BWW also uses a checklist that it asks volunteers to use in working on bikes. We have them go down the list in order and check off what they have done as they do it. If they have questions about the meaning of any of the terms or how to do anything, we ask that they ask one of the shop leaders to assist. This has worked well as a training tool and quality control device.

There are commercial bike mechanic schools that provide intensive training in all aspects of bicycle maintenance, repair and building. These provide a variety of courses, including week-long classes. The classes are expensive and intense, but very comprehensive. They tend to focus on servicing more expensive modern bikes, however, and may be more than what is needed for working on the vast majority of bikes that will appear at a community bike organization. Providers include:

- Barnett Bicycle Institute - <https://www.bbinstitute.com>
- United Bicycle Institute - <https://bikeschool.com>

There are also a number of free or low-cost resources available. A number of publishers have repair manuals that provide written instruction on most aspects of bike repair and maintenance, including the Park Tool Big Blue Book:

<https://www.parktool.com/product/big-blue-book-of-bicycle-repair-3rd-edition-bbb-3>.

Park Tool also makes available extensive online resources including a “Repair Help” site:

<https://www.parktool.com/blog/repair-help>

and numerous videos explaining most repair topics:

<https://www.youtube.com/playlist?list=PLGCTGpvdT04Q5OLMUo0yzTOjLtv7yT47O>

Shop Policies and Rules

BWW tries to keep its policies and rules to a minimum in an effort to have as friendly and open a workplace as possible. Our policies and rules are posted in the shop and are included as appendices to this Toolkit. It is best to try to frame the rules in terms of expected behavior (what *to* do) rather than forbidden behavior (what *not* to do). As we continue to grow and evolve, we have found it necessary to review and revise many of our policies. These decisions are made by the lead volunteers in periodic meetings, although many decisions are also made in response to particular situations after consultation among the lead volunteers at the time. In considering our policies and any changes, we attempt to minimize any unnecessary barriers to our services and try to provide reasonable accomodation to those who need to use a bicycle for regular transportation to jobs and services.

Customer Service

You may be interested in starting a community bike organization because you like to ride bikes or work on bikes yourself, or just because you want to help others, but whatever your motivation and structure, operating a community bike organization is very much like operating a retail business and requires a focus on customer service, whether your “customers” are the volunteers, the recipients of bikes given away or buyers of bikes. A complete discussion of how to provide good customer service is beyond the scope of this Toolkit. However, at a minimum, an effort needs to be made to see the operation through the eyes of those whom you are serving and designing all interactions in a way that is easy for the customer to understand and appreciate. There will be times when the customer has complaints that may seem unreasonable to you, especially when you are a volunteer trying to do your best. This must be anticipated and should not discourage you or your volunteers when it occurs.

Publicity

To achieve maximum impact, as well as to recruit volunteers and attract donations and funding, publicizing your work is essential. Social media is a primary way to do this. So it is important to have a social media presence and that all your volunteers “like” and

“share” your social media postings. The work that community bike organizations do, repairing and donating bikes and providing a space for anyone to work on their own bike, is also attractive for community interest stories in traditional media. BWW has had a number of stories in the local newspaper and television stations about various aspects of our work, including bike repair, bike give-aways, light give-aways, and maintenance classes. If your community has a site or medium that publicizes free activities, that is also a good way to share what you do.

Insurance

Even for a small operation, it is important to have at least liability insurance coverage. The purpose of obtaining this type of insurance is to protect the individual volunteers and the organization if someone is physically or economically harmed as a result of your actions. For example, someone may claim that they were injured in a bike crash because you improperly repaired their bike. As the organization grows, it may be wise to obtain other types of insurance, such as that covering property losses, directors’ and officers’ actions, employment practices and others.

There are several possible ways of obtaining insurance coverage.

Existing partner organization - If the work is being done in connection with another organization or on their premises, that organization’s insurance may provide coverage for the bike repair. For example, if you provide pop-up bike repair on the premises of a day shelter, you may be acting as a volunteer of the day shelter and the day shelter’s insurance may cover the bike repair. Check with the partner organization to determine if your activities are covered through their insurance.

The individual volunteer’s or organization’s existing liability insurance - If the individual volunteer performing the work or the community bike organization has general liability insurance, that insurance may cover their bike repair activities. Check with your insurance company to see if this coverage applies.

Separate private insurance - Some insurance companies may provide insurance coverage. If the organization has contacts with an insurance agent, you can check with that agent about possible coverage.

League of American Bicyclists - The LAB makes insurance coverage available to its members through American Specialty Insurance Company. Various types of coverage are available. It is generally cost effective. This is the carrier that BWW has chosen to work with because they are familiar with the type of work we do. For more information, see the American Specialty website:

<https://appsrv4.amerspec.com/dbweb/f?p=144:2>.

Accounting and Other Software

Accounting and record-keeping are not fun to most people, but are essential for financial responsibility, tax purposes and for donors and sponsors. It would be ideal if you can get an accounting firm or accountant to do your books on a pro bono basis. If you are a 501(c)(3) non-profit, it is also useful to have an accountant on your Board of Directors.

Quickbooks and Peachtree are probably the most common accounting software packages. Once you use one, you will be married to it for life, because it is difficult to transfer data to the other. BWW uses QuickBooks. If you are a 501(c)(3) non-profit, you can sometimes find Quickbooks cheaply on TechSoup: <https://www.techsoup.org>.

Bike Walk Wichita uses Salesforce software (to track volunteer hours, earn-a-bike transactions, distributions of bikes and bike and parts sales. Salesforce makes a version of their software available to nonprofits for free. Like all software, it requires some learning time and it has some quirks that are not intuitive, but it has served BWW well to date. For more information, see:

https://www.salesforce.org/nonprofit_product/nonprofit-editions-pricing/

Sources of Information on Nonprofits

- Joan Garry Consulting has extensive resources on building, funding and running nonprofits, including a blog, podcasts, Facebook page and other things - <https://www.joangarry.com>

Additional Sources of Information on Community Bike Programs

- Bike Collective Wiki: https://www.bikecollectives.org/wiki/index.php?title=Main_Page
- Think Tank Email ListServ: <http://www.bikecollectives.org/#think-tank-register>
- “How to Start a Bike Kitchen” article: <https://www.shareable.net/blog/how-to-start-a-bike-kitchen>

Have Fun!!

Getting these spaces ready for action can be extremely rewarding. Enjoy your work and your contributions to your community!

Appendices

Earn A Bike Poster/Description



Earn a Bike

You can Earn-a-Bike by volunteering at Bike Walk Wichita. Earn-a-Bike requires

15 hours of volunteer time.

After you have completed those 15 hours, you can select one of the basic bikes we have to refurbish.

We can assist you in refurbishing your bike. If you would like a better bike, or if you want to purchase parts, you can pay cash or earn additional credit at the rate of \$5 per hour.

We have a variety of volunteer tasks, including bike repair, bike disassembly, office tasks and general Bike Walk Wichita volunteer jobs.

Hours are 6-8pm Tuesdays and Thursdays, and 1-4pm on Fridays and Saturdays, at 131 S Laura. Contact ReCycle@bikewalkwichita.org for information.



Parts and Supplies Price/Hours List
Bike Walk Wichita
Parts and Supplies
Price/Hours List

Item	Price / Hours	Item	Price / Hours
Front Light	\$2 / 0.5 hour	Front Wheel-Used	\$10 / 2 hours
Rear Light	\$5 / 1 hours	Rear Wheel (w/o cluster)-Used	\$10 / 2 hours
Reflector	\$2 / 0.5 hour	Freewheel/Cassette-Used	\$5 / 1 hour
Lock - U Lock	\$15 / 3 hours	Front or Rear Derailleur-Used	\$5 / 1 hour
Cable	\$2 / 0.5 hour	Brake Set / Arms (Pair)-Used	\$5 / 1 hour
Housing (3')	\$5 / 1 hour	Brake Blocks (U-brakes) (Pair)-New	\$5 / 1 hour
Air Pump - portable	\$5 / 1 hour	Brake Pads (in-line brakes) (Pair)-New	\$5 / 1 hour
Kick Stand	\$5 / 1 hour	Seat-Used	\$5 / 1 hour
Tire-New	\$15 / 3 hours	Seat Post-Used	\$2 / 0.5 hour
Tire-Used	\$5 / 1 hour	Training Wheels	\$5 / 1 hour
Tube-New	\$5 / 1 hour	Rear Rack- used	\$10 / 2 hours
Tube-Used	\$2 / 0.5 hour	Shifters-each (any kind)	\$5 / 1 hour
Rim Strip	\$2 / 0.5 hour	Bar Ends (pair) used	\$10 / 2 hours
Pedals (Pair)-New	\$10 / 2 hours	Water Bottle Cage	\$5 / 1 hour
Pedals (Pair)-Used	\$5 / 1 hour	Grips (Pair)-New (if available)	\$10 / 2 hours
Crank - One Piece	\$5 / 1 hours	Grips (Pair)-Used	\$5 / 1 hour
Bottom Bracket Spindle	\$5 / 1 hour	Slime-each tire	\$5 / 1 hour
Crank arms (pair)	\$5 / 1 hour	Stem / gooseneck	\$10 / 2 hours
Chainrings	\$5 / 1 hour	Handlebars	\$10 / 2 hour
Chain-Used	\$5 / 1 hour		
Chain-New (if available)	\$10 / 2 hours		



Form of ReCycle Sign-In Sheet & Waiver

Bike Walk Wichita

ReCycle Sign In & Waiver

DATE: _____

By signing this form in the space provided below, I hereby assume, and release Bike Walk Wichita (BWW) and everyone associated with BWW from, all of the risks associated with:

- the use of facilities, services, tools, advice or assistance at BWW;
- participation at any BWW event;
- the use of any parts, tools, complete bicycles, or associated items furnished by BWW; and
- any other harm that I may encounter during my use of the services of BWW or my role as a volunteer at BWW.

Name - First & Last and Email if new (print legibly, please)	In	Out	Open Shop

Form of Agency Referral Agreement

Agency Referral

Bike Walk Wichita provides bikes to people who need a bike in several ways

- **Adopt a Bike** - Kids can Adopt a Bike free through our Bike Jams or directly from ReCycle during regular shop hours
- **Earn a Bike** - Adults can Earn a Bike by completing 15 volunteer hours
- **Agency Referrals** - Agencies can refer a person to receive a bike without the volunteer requirement.

Agency referrals are not a replacement for the Earn a Bike program. This is for those people who need a bike right now, and who do not have the time or capacity to complete the Earn a Bike program at this time. We encourage agencies to direct clients to the Earn a Bike program as we feel it has benefits for the recipients, including hands-on learning and a sense of ownership. We do however realize that some people can greatly benefit from a reliable, working bike as soon as possible. It is for these few individuals we provide agency vouchers, as the agencies know the person and can make the appropriate determination far better than we can.

For participating agencies, we ask that they follow the following procedures

- Limit vouchers to those individuals who truly need a bike now and cannot go through the standard Earn a Bike program. Each agency has a set number of vouchers they can distribute each quarter, so consider what works best for their client population.
- Provide vouchers directly to the individual, and make sure they understand the requirements (pick up bike within 30 days, check with us about availability, know that it takes about 30 minutes to select, fit, and prepare the bike to be given away so allow time for that.)
- Contact Bike Walk Wichita directly if any issue arises. Email ReCycle@BikeWalkWichita.org or call 316-530-2990 and leave a message, we will return any calls when a message has been left.

Agency Voucher Agreement



Bike Walk Wichita
131 S Laura St, Wichita, KS 67211
(316) 530-2990
info@bikewalkwichita.org - www.bikewalkwichita.org

501(c)3 tax exempt charitable organization

Date: _____

Bike Walk Wichita agrees to provide bikes to *agency's* clients with the following understandings:

Agency is allowed to provide **1 voucher per quarter**

Agency will inform clients to:

- Contact Bike Walk Wichita before coming to pick up their bike.
- Plan on it taking about 30 minutes for them to pick up your bike, to allow for fitting and adjustments
- Come at least 30 minutes before closing time.
- The person who is getting the bike needs to come to pick it up, because we need to make sure it fits and that they are familiar with the bike.
- Bikes need to be picked up within 30 days of voucher being granted

Our hours are generally 6:00-8:00 pm Tuesdays and Thursdays, and 1:00 pm – 4:00 pm on Fridays and Saturdays.

Bike Walk Wichita is located at 131 S. Laura (near Douglas and Washington)

Please contact BWW either via email at ReCycle@bikewalkwichita.org, or (316) 530-2990 and leave a message.

Form of Bike Voucher



Bike Voucher

To Bike Walk Wichita:

Please provide a bicycle to:

Name: _____

Authorized by: _____

Date: _____

Bike Walk Wichita is located at 131 S. Laura (near Douglas and Washington)

Hours are generally 6:00-8:00 pm Tuesdays and Thursdays, and 1:00 – 4:00 pm on Fridays and Saturdays.

Please contact BWW in advance to let us know you want to pick up a bike - ReCycle@bikewalkwichita.org, or (316) 530-2990.

Please plan on it taking about 30 minutes for you to pick up your bike, to allow for fitting and adjustments, so you need to come at least 30 minutes before closing time.

The person who is getting the bike needs to come to pick it up, because we need to make sure it fits and that you are familiar with the bike.

ReCycle Shop Policies Poster

THIS IS A WORKING SHOP AREA. YOU MAY BE INJURED BY YOUR OWN OR OTHERS' ACTIVITIES. **BY ENTERING THIS AREA, YOU ARE ACCEPTING THIS RISK.** IF YOU ARE NOT COMFORTABLE WITH THIS RISK, PLEASE DO NOT ENTER. **BIKE WALK WICHITA HAS NO RESPONSIBILITY FOR ANY ACCIDENTS OR INJURIES THAT MAY OCCUR.**

THERE ARE OFTEN NUMEROUS PEOPLE IN THIS AREA, MANY NOT ASSOCIATED WITH BIKE WALK WICHITA. YOU ARE SOLELY RESPONSIBLE FOR ANY PERSONAL PROPERTY YOU MAY BRING INTO THIS AREA; **BIKE WALK WICHITA HAS NO RESPONSIBILITY FOR ANY THEFTS OR LOSS THAT MAY OCCUR.**

CHILDREN UNDER 10 ARE NOT PERMITTED IN SHOP AREA DURING REGULAR SHOP HOURS, WITHOUT PRIOR APPROVAL.

ReCycle Shop Policies:

- We generally accept volunteers on a first-come, first served basis, but if it gets crowded we may allow some experienced volunteers before others.
- During Open Shop, anyone may work on their own bike (space permitting). We will provide advice and some assistance, but will not do the work for you.
- All work on bikes must be done in the shop area. No tools may be used outside the shop area.
- No personal items (backpacks, etc.) in shop area. They can be stored on shelf in ReCycle lobby.
- For Earn-A-Bike, you must have 15 hours before selecting a bike.
- Any purchase of bikes (not EAB) must be in full in cash; no layaways or holds.
- No more than 2 Earn-A-Bikes per person in a calendar year.
- No more than 2 locks per year may be earned with volunteer hours (3 hours/lock).

ReCycle Closing Procedures Poster

ReCycle Closing Steps

1. 15 minutes before closing, Shop Lead announce that work should wind down, clean up begin and any transactions completed
2. On Thursdays, bikes should be removed from stands so stands are available for Open Shop on Friday
3. Shop Lead ask someone to empty trash cans and take all metal to dumpster
4. Ask each person working at a station to assure
 - a. All trash is thrown away,
 - b. All parts on bike being worked on are secured to bike
 - c. All unused parts are returned to storage room
 - d. All tools are in place
5. Front desk or Shop Lead check out all volunteers and record hours and any transactions in Salesforce
6. Shop Lead check that
 - a. Any use of office is cleaned up
 - b. All trash is thrown away,
 - c. All parts on bike being worked on are secured to bike
 - d. All unused parts are returned to storage room
 - e. All tools are in place
7. Turn off and clean up coffee maker in office
8. Turn off office lights and lock office door
9. Lock front door and turn off lobby lights
10. Turn off light in bathroom, close garage door and back door
11. Turn off all lights in ReCycle, lock ReCycle door

Form of Bike Repair Checklist

Bike Walk Wichita - ReCycle Bike Repair Checklist

Date: _____ Volunteer(s): _____ Description of Bike _____ All Completed

If you have any questions about procedures or tools, ask the Shop Leader

Preliminary (before the bike is on the stand)

- Air tires to recommended pressure on the tire
- Check that seatpost moves. Lightly grease seatpost. Tighten it securely below the minimum insertion.

Skeleton of Bike (put the bike in the stand)

- Check that frame and fork have no cracks, significant rusting or dents, especially at welds
- Check that saddle is useable and straight

Bottom Bracket

- Bottom bracket spindle spins smoothly and has no play; if needs adjustment rebuild.
- Check that nut/bolt securing crankarms to the spindle are tight and both crankarms are not cracked or bent.
- Check that chainrings are intact (not bent or warped, and no shark tooth or teeth missing)
- Pedals spin smoothly and are intact

Rear of Bike

- double check that rear triangle and dropouts are not bent
- Make sure hub is not loose and axle spins smoothly; if adjustment needed, rebuild huub
- Check true of wheel
- Check tire for significant wear (cracking, rips, etc...)
- Check Tire Pressure and make sure tube is not leaking
- Check Braking Surface of wheel for excessive wear, dents, and circumferential cracks
- Check if rear brake is working and centered, cable is not frayed, housing is intact, pads are acceptable
- Check that has kickstand, it moves smoothly, and is not loose. Kids bikes don't need a kickstand

Drivetrain

- Chain is worn less than 0.75 on chain wear gauge
- Lube chain with chain lube, (not WD40 or other spray)
- If bike is a single speed, chain should have about ½" of up and down play
- Check freewheel/cassette for wear (no shark tooth or teeth missing) and not bent
- Check rear derailleur jockey wheels spin freely and are not worn
- Check if rear derailleur works in all gears, cable is not frayed and housing is intact, set limit screws
- Check if front derailleur works in all gears, cable is not frayed and housing is intact, set limit screws

Front of Bike

- check that fork isn't bent
- Hub is not loose and spins smoothly; if it needs to be adjusted, rebuild the hub
- Check true of wheel
- Check tire for significant wear (cracking, rips, etc...)
- Check Tire Pressure and make sure tube is not leaking
- Check Braking Surface of wheel for excessive wear, dents, and circumferential cracks
- Check if front brake is working and centered, cable is not frayed, housing is intact, pads are not excessively worn or age hardened
- Headset is not loose and spins smoothly; if it needs adjustment also grease bearings
- Check that stem isn't above the minimum insertion and that handlebar is straight
- Check that handgrips are useable

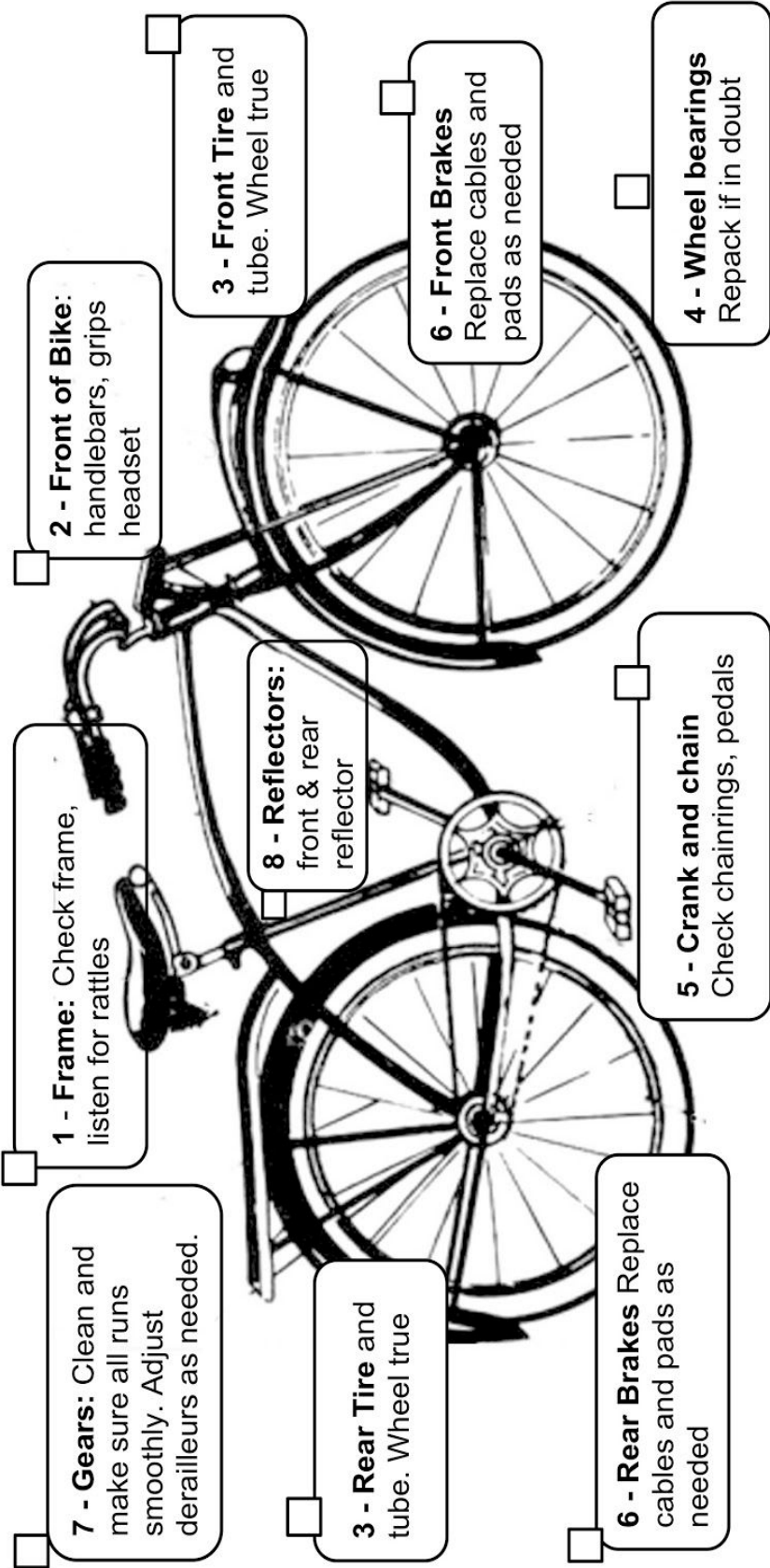
Almost Done!

- Make sure the rear reflector is mounted and directed properly
- Check that all bolts and nuts on the bike are tightened, all cables capped
- Clean frame and all parts, steel wool rust areas

Final Check

- Do check ride, shifting through all gears and testing brakes
- Ask Shop Lead to check and put on BWW sticker

**POINTS THAT REQUIRE REGULAR ATTENTION
TO KEEP A BICYCLE IN SAFE RIDING CONDITION**



7 - Gears: Clean and make sure all runs smoothly. Adjust derailleurs as needed.

3 - Rear Tire and tube. Wheel true

6 - Rear Brakes Replace cables and pads as needed

1 - Frame: Check frame, listen for rattles

2 - Front of Bike: handlebars, grips headset

3 - Front Tire and tube. Wheel true

6 - Front Brakes Replace cables and pads as needed

4 - Wheel bearings Repack if in doubt

5 - Crank and chain Check chainrings, pedals

8 - Reflectors: front & rear reflector

Community Bicycle Program Planning Tool

For: _____

Mission of current organization:

Describe the purpose of your dream shop/program: (be specific, but consider starting small with intention of expanding as need and capabilities dictate)

Core Values: (these will guide your future decisions, so be clear)

BWW's Values = Inclusiveness, Peer Leadership, Social Justice, Civic Engagement, Repurposing Resources

Partners: (Identify any other organizations and groups within your community who provide similar services, or other services to the targeted populations. They can help you refine your focus and assist in publicizing your services)

Design Decisions: (simple to larger commitment)

- ❑ **Pop-Up Mobile Shop** for our friends most in need (often homeless)
 - ❑ **Location** - Find a community partner already providing services (such as: food pantry, free lunch site) that you can partner with. They can provide knowledge, a gathered audience, and some security. Go where the people are!
 - ❑ **Vehicle or Storage Space** - to hold tools & supplies (tool bucket, closet space)
 - ❑ **Volunteer(s)** - You can start with one dedicated volunteer, but a second lead volunteer is great. Publicity will often attract future volunteers. Their schedule will determine your hours!
 - ❑ **Tool and Supplies Needs** - 5 Gallon Bucket w/ lid for tools (and seat), bike stand, basic supplies such as tubes, tires, brake pads, cables
 - ❑ **Funding** - This requires minimal funding. The volunteers providing the service or other interested individuals will likely be the primary source of funding. The place you are providing the service or other community partners may also be approached for additional funding.
 - ❑ **Accounting and Recordkeeping** - Recordkeeping needs at this stage will be minimal, but expenses and volunteer hours should nevertheless be tracked to assure accountability to members, funders and partner organization, as well as providing information to enable expansion. Simple spreadsheets tracking these items should be sufficient.
 - ❑ **Insurance needs** - Check with partner organization to see if their insurance will cover your activities.

❑ **Small Shop**

- ❑ **Location** - Decent shop space and adequate storage for bikes and supplies is most important. Open to the Public or Not? Open Shop or Not?
- ❑ **Volunteer(s)** - You will need at least 2-3 lead volunteers. Their schedule will determine your hours!
- ❑ **Tool and Supplies Needs** - Workstation(s) with basic tool set up, more extensive supplies and storage
- ❑ **Funding** - The volunteers or other interested individuals will likely be the primary source of funding. If services are provided to the public, there could be fees for service. Sales of bikes may provide some funds. Community foundations and corporate sponsors can also be approached.
- ❑ **Accounting and Recordkeeping** - At this stage, it will likely be appropriate to use some simple accounting software, as well as tracking volunteer names and hours. This information will be useful when seeking additional funds for continuing operations or expansion.
- ❑ **Insurance needs** - Consider League of American Bicyclists coverage.

❑ Full Shop Operations

- ❑ **Location** - Decent shop space and adequate storage for bikes and supplies is most important. Open to the Public or Not? Open Shop or Not?
- ❑ **Volunteer(s)** - You will need at least 5 or more lead volunteers, depending on services and hours.
- ❑ **Basic Tool Needs** - Several workstation(s) with basic tool set up, separate area for more specialized tools, more extensive supplies and storage
- ❑ **Funding** - The percentage of funding from volunteers should be less at this stage, but it will be necessary to engage additional interested individuals as well as community groups and foundations and corporate sponsors. If services are provided to the public, there could be fees for service. Bike sales may be a significant source of funds.
- ❑ **Accounting and Recordkeeping** - Because of the variety of volunteers, funding sources and expenses, dedicated accounting and relationship-management software will likely be necessary at this stage. Members and sponsors will appreciate verifiable sources of information.
- ❑ **Insurance needs** - Consider League of American Bicyclists coverage.