



The Bicycle Tree

Volunteer Handbook





The Bicycle Tree

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The Bicycle Tree is a project of
Social and Environmental Entrepreneurs,
a nonprofit public charity according to section
501(c)3 of the Internal Revenue Code.

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Mission

We equitably support bicyclists and create healthy bicycle-friendly communities through activities, advocacy, and education.



Vision

We believe cycling will be commonplace, accessible, and reliable. Our culture will be deeply infused with a knowledge of and passion for bicycles. Active transportation will transform our cities into healthy, lively communities.

Values

Diversity People from all backgrounds ride bikes. Cycling can be accessible to just about everyone, regardless of age, gender, language, skin color, belief system, or income level. We work to make our shop space welcoming, inclusive, and helpful to everyone. Diversity brings new ideas, a variety of perspectives, and richness to any community.

Community The Bicycle Tree is a space for our community to grow and thrive together. Togetherness allows us to share information, resources, and friendship. It allows us to meet our community's needs through solidarity and mutual aid.

Life The Bicycle Tree has developed out of an appreciation for life. Helping to improve and empower the lives of the people we serve is central to our motivations. We also strive to minimize harm to non-human life through our actions, both in supporting bicycling as transportation and in making healthful and sustainable decisions about our bicycle repair materials and practices. In celebration of life, we incorporate joy and beauty into our existence.

What We Do

The Bicycle Tree is a nonprofit community bicycle center offering classes, workshops, and other programs for bicyclists. Check our website calendar or social media for event updates.

Bicycle donations: We refurbish used bicycles and give them to low-income individuals along with a lock, lights, and a helmet. Recipients are referred to us by partnering organizations that serve individuals facing socioeconomic hardship.

Cooperative bicycle repair: During public hours, our shop is open for people to come in and work on their bikes. Participants may learn to repair their own bicycles using the Bicycle Tree's full selection of tools while receiving the assistance of volunteer mechanics. The suggested donation for this service is \$7 per hour. We generally require payment for any parts and materials used, though established volunteers may at their discretion give parts to individuals in need. Our public hours are as follows:

Drop-off bicycle repair: To continue meeting our community's bicycle repair needs during the pandemic, we began accepting drop-off bicycle repairs. We keep our services accessible by offering low rates, sliding scale fees, and continuing to use used parts whenever feasible.

Wrench and Ride: This youth bicycle education program introduces participants to bicycle maintenance, traffic safety, bike security, and other essential experiences. During the program, participants choose a used bike, help fix it, test drive it, and then go for a group ride. At the conclusion of the program, everyone takes their bike home along with a lock, lights, and a helmet.

Classes: We hold maintenance classes to provide a broad introduction to basic maintenance and more specific subjects. Classes are free for volunteers.

Bike rides: We hold community bike rides that are typically slower-paced and accessible to most riders.

Advocacy and Traffic Safety: Bicyclists need safe streets and safe cycling practices. The Bicycle Tree works with our partners at [Santa Ana Active Streets](#) to make walking and bicycling better in Santa Ana and beyond.

Sales: We sell used bikes and used and new parts and materials at the shop. Proceeds from these sales go to fund our educational programs.

Getting Started as a Volunteer with the Bicycle Tree

Thank you for your interest in volunteering with Orange County's only nonprofit community bicycle center!

Getting Started -----

1. Speak with a member of The Bicycle Tree about ways you can help
2. Fill out a **Volunteer Information Form** and **Hold Harmless Agreement**
 1. We'll put your email address on our **BT_Crew volunteer email list**
 2. Youth program volunteers require an additional background check.
3. Get an **orientation**.
 1. It is best to come in any Friday during volunteers-only hours (see hours below)
4. **Start volunteering!**

Volunteering -----

- **There are many ways you can help!**
 - Help teach people how to repair their bikes
 - Help people find the right bike, parts, and accessories for their needs
 - Organize parts and tools
 - Clean and straighten
 - Facilities maintenance and improvements
 - A wide variety of other tasks (clerical, writing, art, design, photography, etc.)
- **The Bicycle Tree schedule** is emailed weekly to the volunteers with a list of our programs and activities. You can sign up ahead of time for shifts, but don't have to.
- We also regularly send a **To Do List** to our volunteer email list with a bunch of different jobs that need to be done.
- Monthly **volunteer meetings** are typically held at the shop on the last Tuesday of every month, 6:30 - 8:00 pm. All staff and volunteers are invited to attend.

Public Hours: Wed 1-7 pm, Thurs 1-7 pm, Sat 11 am - 5 pm, Sun 1-5 pm

Volunteers-only Hours: Fridays 1-6 pm

How to assist with cooperative repairs

Introduction: During our cooperative repair workshops, staff and volunteers are present to help people learn to repair and maintain their bicycles. We are there to develop visitors' knowledge and skills in addition to getting bikes fixed. Our role is therefore not to simply fix peoples' bikes for them, as that is what regular bike shops do. Maintenance skills are an important part of using bikes regularly and feeling confident while doing so. Bicyclists without fundamental maintenance skills are often hampered and frustrated by mechanical issues. Our goal is to smooth out those difficulties. If visitors already know how to fix their bikes, they are welcome to use the tools without our involvement.

Step-by-step:

- 1. When visitors are about to start work on their bike, have them sign the waiver form.** Having people sign in accomplishes two things. Firstly, it helps us track repair time (\$10 per hour suggested donation). Secondly, the sign-in form includes notice to visitors that they are responsible for using the tools and equipment safely. Visitors who are under the age of 18 must have a *Consent and Hold Harmless Agreement* signed by a parent or guardian with them or on file. If a minor needs crucial help with their bike but does not have a form with them, we can do the repairs for them and explain things verbally to them, but they may not use our tools until they have a signed form on file.
- 2. Help people get started.** Ask them what work they wish to do on their bike, whether it is addressing specific issues, learning basic maintenance, or performing a tune-up or total overhaul. Help them put their bike on an available repair stand. If no stands are available, estimate a wait time. Make sure people know they are able to use The Bicycle Tree's tools and that we do not offer a drop-off bicycle repair service.
- 3. Give people as much help as they need. Nothing more, nothing less.** Most people will need step-by-step assistance. Help provide them with the right tools and make sure they are using them safely and correctly. Try to keep the tools in their hands. Frequently it will be necessary for you to demonstrate certain tasks. When it is necessary for you to do or demonstrate certain tasks, be sure to thoroughly and clearly explain the work you are doing to the best of your ability. If you are not certain about how to do something, don't be afraid to admit it – get help from another volunteer or work together with the visitor to figure out how to fix the problem. It is essential that you remain patient and respectful during work that can at times be confusing and frustrating. If people ask you to repair their bike for them, tell them we do not do that, our workshops are about learning how to repair and maintain your own bike, and that they must participate in repairing their bike. Further policies are written in our bylaws.

>> **Not an expert in bike repair? Don't worry.** First of all, there are many ways to help during our maintenance workshops that don't involve mechanical expertise. These include but are not limited to: getting visitors started and assessing their needs (referring them to another mechanic if needed), performing basic repairs you are comfortable with, ringing people up, taking out the trash, sweeping, cleaning any area of the shop, organizing parts, putting away tools, pricing merchandise, and more. You may also "shadow" more experienced mechanics as they are assisting visitors with their repairs so that you may develop your mechanical and teaching skills. Secondly, we need and do a variety of things that are not related to mechanical tasks – outreach, social media, bike rides, bike safety instruction, clerical work, and more!

4. **Do a final check on bikes before finishing.** Check for safety issues, including the brakes and wheels. Help the visitor get their bike off the repair stand, as most visitors are unfamiliar with the clamp. Remember to help readjust the seat to the correct level, if it was altered. Remind visitors to retrieve any belongings, such as backpacks, saddle bags, lights, or locks.
5. **Help with cleanup.** Community members using the space are encouraged to help put away tools they've used, throw away any waste, put any scrap metal into recycling bins, etc. All volunteers are asked to contribute to sweeping up, organizing, and general cleaning. Please help keep trip hazards off the ground and keep walkways clear.
6. **Accept donations and payments, if any.** Payment is to be accepted at the cash register by an authorized volunteer. We suggest \$7 per hour for repair time, though payment is not required to use our tools or get our help. Full payment is required for any new parts or materials. We can sometimes be flexible regarding the pricing of used parts at the discretion of established volunteers if it is apparent that the visitor would have difficulty paying due to economic hardship. If an item's price is not marked, ask an established volunteer.

Cleaning and Organizing

Keeping the shop clean and organized is about a third of the work involved with running the Bicycle Tree.

It is everyone's responsibility to contribute to these tasks.

Cleaning and organizing are important because:

- Trip and slip hazards are dangerous; other items out of place could pose safety risks
- It helps the environment of the shop feel less stressful, which aids focus, learning, and social interactions.
- When items are put where they are supposed to go, it helps people locate what they are looking for more efficiently

Cleaning and organizing words to live by:

- A place for everything and everything in its place
- Clean the messes you make and then clean some more!
- Dumping stuff in a mixed tray or bin isn't organizing

Cleaning and organizing includes:

- Sweeping and mopping
- Emptying trash cans
- Putting tools away (make sure no one is using them)
- Putting parts away
- Putting unwanted items in the trash or recycling
- Sorting donated items
- Restocking paper towels, toilet paper, gloves, etc.
- Cleaning and sorting materials in flammables cabinet
- Cleaning windows, glass display cases
- Wiping down workbenches
- Putting pumps away with hoses secured
- Restocking beverages in fridge
- Cleaning outside

SAFETY TIPS

General safety

- No running or riding bikes in the shop.
- No throwing stuff.
- Keep trip and slip hazards off the floor



Tool safety

- Use the appropriate tool for the job and use it correctly.
- To prevent injury, anticipate what will happen if a tool or part slips under force.
- Wear eye protection when appropriate, such as when hammering, drilling, filing, or grinding.

Chemical safety

- Wear gloves and eye protection to protect against harmful substances.
- Apply solvents and lubricants in a controlled manner in a well-ventilated environment.
- Wash hands thoroughly before handling food.

Fire safety

- Do not use lighters or matches in the shop area.
- Flammable rags should be disposed of in the metal bin with the lid placed securely on top.
- All flammable substances should be stored in the yellow flammables cabinet.

Mechanical safety

- Use caution when spinning cranks and wheels.
- Use extra caution when touching the chain.
- When working with partners, be aware of what they are doing and where their hands are.
- Double check your work to make sure all parts of the bike you have worked on are in good working order and/or will not surprise anyone. Be sure nuts and bolts are properly tightened, brakes are functional, stem and wheels are secure, etc.

THANK YOU FOR WORKING SAFELY

Basic Structure, Practices, and Policies

Quick Reference Q&A

We have a few additional practices and policies all volunteers should be aware of. You should also read our bylaws and spend time at the shop to see a fuller picture of our operations.

Q: Who is in charge here? Who owns this place?

A: The Bicycle Tree is a nonprofit organization and therefore has no single “owner”. The Bicycle Tree is a project of Social and Environmental Entrepreneurs (SEE), which is the ultimate legal authority over our organization. In practice, though, we generally govern ourselves independently and democratically. Most major decisions are made by the Bicycle Tree’s Leadership Committee during our monthly general meetings. The Leadership Committee is comprised of established volunteers who volunteer at least 12 hours per month and participate in our monthly general meetings (and meet other eligibility requirements stated in our bylaws). All Leadership Committee members have an equal vote. All volunteers are welcome to attend and participate in our monthly general meetings. If you are interested in joining the Bicycle Tree’s Leadership Committee, make it known to the General Coordinator or another Leadership Committee member. See our bylaws for details.

Q: Who works here?

A: The Bicycle Tree is primarily run by volunteers. One could say that each volunteer works here. Some people are compensated financially for some or all of the time they contribute to the Bicycle Tree, based on a number of factors. The Leadership Committee makes decisions about hiring based on our needs, funds available, and other factors.

Q: Can I work on my own bike here?

A: Yes. You can come in during any public hours or during volunteer hours to work on your bike. However, don’t be surprised if a visitor (or other volunteer!) recognizes you as a volunteer and asks for your help during public hours. Volunteers receive approximately one free hour of repair time for every hour they volunteer.

Q: What about alcohol and other drugs?

A: People who are volunteering may not be drinking or intoxicated during maintenance workshops, volunteer hours, bike rides, or other “work” activities.

Appendix 1

History

updated November 2019



The Bicycle Tree initially began around 2003 through the efforts of a number of people who met while volunteering for Anaheim Food Not Bombs. Using donated food that would otherwise have been thrown out, we prepared free meals served to anyone who was hungry at La Palma Park in Anaheim. The food was prepared near the park at a house that we called the Victor Manor.

Attached to the house was a commercial unit that sat empty for years, which got us thinking about potential uses for the space. Many of us rode bikes as our primary means of transportation, and we shared a philosophy of reducing waste and making resources available and accessible to everyone who needed them. Inspired by nonprofit community bicycle organizations like Bikes Not Bombs near Boston, Recycle-A-Bicycle in New York City, and the Bicycle Kitchen in Los Angeles, we set about creating something similar for our hometown. We envisioned making tools and equipment available for people to use, sharing our maintenance knowledge, and rescuing bikes from neglect and disposal to help keep people rolling.

The Bicycle Tree obtained nonprofit status through fiscal sponsor Social and Environmental Entrepreneurs in 2004. After fundraising, purchasing tools, and gathering donations of bikes and parts, The Bicycle Tree held its first public workshop on the driveway of the Victor Manor on April 1st, 2006. Situated in a low-income neighborhood, we held workshops here every Saturday. People were invited to use our tools and repair stands and repair their own bikes with our assistance. We were guided by the idea that people benefit from learning bicycle repair fundamentals, and that we were reducing socioeconomic barriers to owning and maintaining a bike by providing knowledge, tools, and parts to the community in a welcoming environment.



Many children in the neighborhood regularly visited these workshops. Four of them - Luis, Ivan, Byron, and Edgar (pictured above right) - who took particular interest in bicycle repair, participated in a preliminary Earn-A-Bike program (which eventually became our Wrench and Ride program). They learned about bike maintenance basics and repaired bikes that became theirs to keep.



donated used bicycles



ten bikes donated to low-income students at Richman Elementary in Fullerton

During our time at the Anaheim house, Bicycle Tree volunteers fixed up dozens of bikes and gave them to people who needed them. We also sold refurbished and unrepaired bikes to generate income for the organization. Bikes that could not be repaired had usable parts removed and the rest brought scrap recycling. This processing of hundreds of bikes kept bikes out of the landfill and provided affordable transportation for many. For two years, our operations at the Victor Manor demonstrated and developed our skills and served as an initial phase of making our vision a reality

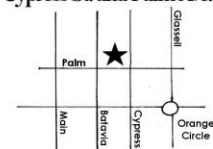
For several reasons, in 2008 we could no longer operate out of the house, and we transitioned to providing pop-up educational bicycle repair workshops on a mobile basis. Over the next several years, we set up repair stations at dozens of events, such as the Townsend-Raitt Street Fiesta and Resource Fair, the Día de los Niños Celebration, SOMOS Santa Ana open streets event, the Noche de Altares Día de los Muertos event, the St. Joseph Heritage Healthcare Kids Health and Safety Fair, and the City of Santa Ana Earth and Health Fest. We also had various regular locations where we would set up shop: the Fullerton train station, the Orange Home Grown farmers market, the Road Less Traveled store (Santa Ana), El Centro Cultural de Mexico (Santa Ana), and the Jerome Center TeenSpace (Santa Ana). For much of this time, we used two heavy-duty bicycle trailers (pictured below left) to haul all our tools, equipment, tables, and canopies to our workshops.



workshop hours and locations

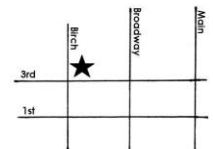
First Saturdays
9 am - 1 pm

Olde Towne Orange
Farmers and Artisans Market
Cypress St. and Palm Ave.



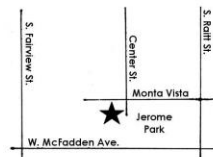
Second Saturdays
12 noon - 4 pm

El Centro Cultural de México
313 N. Birch St, Santa Ana



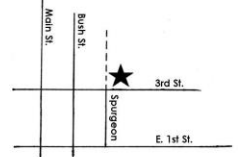
Third Fridays
3 pm - 7 pm

For youth 18 and under only
Jerome Center TeenSpace
726 S. Center St, Santa Ana



Last Saturdays
11 am - 4 pm

in front of the Yost Theater
3rd St. and Spurgeon St,
Santa Ana



Our pedal-powered pop-up
repair workshops!

To raise funds to maintain and expand our operations, and eventually establish a home for The Bicycle Tree, we held four pancake breakfast fundraiser events. We also obtained donations of funds from many businesses, organizations, and individual supporters. At the end of 2013, we held a crowdfunding campaign to gather additional funds to open a set location. With the generous support of many people, we gathered just enough to take the leap.



Attendees at our third annual pancake breakfast



Volunteers at 811 N. Main St.

In January of 2014, we opened our shop at 811 N. Main St. in Santa Ana. This allowed an unprecedented level of activity for our group, and a great diversification of our activities. This was a new start for the organization, allowing us to begin our Wrench and Ride program, bicycle donations, classes, and bike rides, as well as public maintenance workshops four days per week. We helped found Santa Ana Active Streets, a bicycle and pedestrian advocacy organization for our city. Through the efforts of many committed volunteers and the generous support of our donors, the Bicycle Tree blossomed. Though finances at times ran thin, our community kept the Bicycle Tree watered enough to survive and thrive.



Recipients of donated bicycles



A community member repairing their bike!



Volunteers gathered during our last day open at 811 N. Main!

After three years at this location, we had clearly outgrown our fairly small space. The bikes, parts, and the number of visitors had us bursting at the seams. We decided that it was time to move!

After searching the city high and low, we found our new home at 702 W. 17th St. C, a mile from our first location. The space was much larger and brighter and allowed us to accommodate our growing community and inventory of bikes, parts, and accessories. Our collective effort came through magnificently, and we built out our new space on a modest budget. In this location, the Bicycle Tree has continued to thrive. Serving as a resource for thousands of people annually, with our roots and branches growing, we shall ride on!



Top left: Sharing knowledge while repairing a bike during public hours

Top right: Our monthly Sabor de Santa Ana bike ride

Center left: Families can learn to do repairs together!

Center right: Volunteers getting donated bikes up and running while developing their skills

Bottom left: Our volunteers are constantly learning from each other while doing work that benefits our community



Wrench and Ride! Youth participants learn a lot about bikes and help fix up a bike. We ride together and participants keep their bikes at the end!





Appendix 2
Bylaws of
The Bicycle Tree
Approved 5-23-16

Article I – Name and Purpose

Section 1 – Name: The name of the organization shall be **The Bicycle Tree**. The Bicycle Tree is a project of fiscal sponsor Social and Environmental Entrepreneurs.

Section 2 – Purpose: **The Bicycle Tree** is organized to support bicyclists and create healthy bicycle-friendly communities through advocacy, activities, and education. We help people maintain their own bikes, and offer classes and workshops relating to maintenance and bike safety. We also hold bike rides and bicycle-related events to build the bicycling community. The Bicycle Tree also exists to refurbish and recycle used bikes, and to provide bicycle-related services for low-income individuals.

Article II — Membership

Section 1 – Eligibility: Application for membership to The Bicycle Tree shall be open to anyone aged 13 years or older, regardless of race or ethnicity, gender, sexual orientation, socioeconomic status, or political viewpoints. There are three types of Bicycle Tree membership: provisional membership, non-voting membership, and voting membership. Provisional membership is granted following completion and receipt of the Volunteer Information Form. Persons aged 13-17 must have signed permission from a parent or guardian for membership.

Section 2 – Hours Tracking: The number of hours that a person works or volunteers on behalf of The Bicycle Tree affects their status within the organization, as detailed below. Software may be utilized to track the number of hours that each person works, and/or hours may be attributed to any person at the discretion of the Leadership Committee. Where monthly averages are indicated, the averages are to be calculated by averaging the hours completed during the three complete calendar months prior to the current month.

Section 3 – Provisional Membership, Rights and Responsibilities: All new members must undergo a period of provisional membership. Provisional Members, also known as non-member volunteers, must volunteer 24 hours of their time with The Bicycle Tree within a period of six months or less before they are eligible for non-voting membership. Provisional Members must volunteer 48 hours of their time within a period of four months or less before they are eligible for voting membership.

A Provisional Member:

- Adheres to the Member Code of Conduct.
- May attend member meetings but does not yet have voting rights.
- May participate on committees.
- Included in provisional member emails.

Section 4 – Non-Voting Membership, Rights and Responsibilities: Non-voting Members make substantial contributions to The Bicycle Tree, but they are not permitted to take part in the governance of The Bicycle Tree to the same extent as voting members. However, they are encouraged to share their thoughts and ideas at meetings.

A Non-voting Member has all the rights & responsibilities of a provisional member, as well as the following:

- Spends at least 12 hours per three-month period working on behalf of The Bicycle Tree in approved ways, as set forth in policy.
- Has access to free shop time (equal to time volunteered) when space is available.
- Included in member email list.

Section 5 – Voting Membership, Rights and Responsibilities:

All members aged 16 years or older who have volunteered 48 hours of their time within a period of two to four months are eligible for voting membership. Paid staff who meet the same participation requirements of volunteer Voting Members but are monetarily compensated for their time have the same voting rights as any other Voting Member.

Voting Membership is not automatically granted to members who volunteer the requisite hours. A Non-Voting Member who is eligible to be a Voting Member may choose to remain a Non-Voting Member. Non-Voting Members may become Voting Members only after approval of current Voting Members.

The Bicycle Tree's Voting Members are known collectively as the "Leadership Committee".

A Voting Member (who may also be referred to as a "Core Member") has all the rights and responsibilities of a non-voting member, as well as the following:

- Spends at least 12 hours per month working on behalf of The Bicycle Tree in approved ways, as set forth in policy.
- Must take an active interest in governance.
- Must participate in no less than one half of all regular meetings. Meeting participation is defined as any of the following: attending meetings in person, attending meetings by phone, reviewing and responding to meeting notes via email in a timely manner, or otherwise at the discretion of the Leadership Committee.
- May attend member meetings and cast a vote on voting issues.
- May run and vote for elected positions.
- May purchase items at discounted rates according to the current discount policy.

Section 6 – Membership Disqualification

If a Non-Voting or Voting Member not awarded a leave of absence does not meet the minimum standards outlined above, they will automatically be reclassified in the following ways:

- A Non-Voting Member will be reclassified as a Provisional Member, aka Non-member Volunteer, as long as they continue volunteering on some level.
- Voting Members will be reclassified as Non-Voting Members, so long as they fulfill the requirements of that role.

Section 7 – Requalification

A member or former member who has had their role reclassified may seek to have their membership status reinstated through the following expedited means:

- A former Non-voting Member reclassified as a Provisional Member may regain Non-voting Member classification after volunteering 12 hours within a period not exceeding three months.

- A former Voting Member reclassified as a Non-voting Member may regain voting status after volunteering 24 hours within a period not exceeding two months.

Section 8 – Leave of Absence

Any Member may request a temporary leave of absence for a period of time not exceeding six months. Leaves of absence are granted at the discretion of the Leadership Committee. A leave of absence grants the recipient the right to return at the end of their leave as a member of The Bicycle Tree with the same status that they had at the time of their departure. For example, a Voting Member, if granted a leave of absence, may return and immediately possess full voting rights.

Article III – Codes of Conduct

Section 1 – Non-discrimination: The Bicycle Tree does not and shall not discriminate on the basis of race, color, ethnicity, national origin (ancestry), religion (creed), sex, gender identity, age, disability, marital status, sexual orientation, socioeconomic status, political viewpoints, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and the public.

Section 2 - Member Code of Conduct: All members should act to further The Bicycle Tree’s Mission Statement in accordance with The Bicycle Tree’s philosophy, bylaws, and policies.

In any capacity during which they may be seen as representing the organization, all members should behave respectfully toward others. Such respectfulness should be sensitive to all issues pertaining to Section 1 of this article. Violations of the code of conduct will be dealt with in accordance with the Disciplinary Procedure.

Section 3 – Visitor Code of Conduct: Visitors are defined as any non-member or non-volunteer participating in Bicycle Tree activities or otherwise within spaces occupied by The Bicycle Tree. Members may expect visitors to behave with respect toward others during Bicycle Tree activities within spaces occupied by The Bicycle Tree. Visitors displaying offensiveness, particularly with regard to matters listed in Section 1 of this article, should be asked to cease such behavior. If the visitor continues to display such behavior, a member may ask the visitor to leave.

Section 4 – Intoxication: Visitors who are clearly intoxicated during public events or workshops may not use tools or equipment, and may be asked to leave by a member. Members or volunteers who are clearly intoxicated during public events or workshops may not use tools or equipment and must be asked to leave. The definition of “intoxicated” is subject to the opinion of members present.

Section 5 –Policies: Interpretations of or additions to these Codes of Conduct may be adopted by approval of the Leadership Committee. Such policies should be included in the Volunteer Handbook and a version of them should be posted in a visible location within the shop.

Article IV — Meetings of Members

Section 1 – Regular Meetings: Member meetings are to be held at least once per month, at a time and location decided by voting members. The hours spent attending mission-related Voting Member meetings apply to hours requirements.

Section 2 – Annual Meetings: An annual meeting of the members shall take place in the months of September, October, or November, the specific date, time and location of which will be decided by the voting members. At the annual meeting, the members shall determine the direction and budgeting of The Bicycle Tree for the coming year.

Section 3 – Special Meetings: Special meetings may be called by a quorum of the voting members to discuss pressing issues.

Section 4 – Notice of Meetings: For both regular and special meetings, at least 48 hours' notice notice must be given to all members by way of the member email list (special provisions can be made for members without email access). An agenda for the meeting must also be distributed at least 48 hours prior to the meeting by way of the member email list. Agenda submissions must be received by the author of the agenda at least 72 hours prior to the meeting.

Section 5 – Quorum: Meetings may proceed with any number of members, but votes may only be decided with a quorum of voting members present. A quorum shall be defined as no less than one half of voting members. If a quorum is not present, a vote may still be initiated, and votes cast, with additional votes to be collected via email, according to the procedures outlined in Article IV, Section 7 below. Even if a quorum is present, a vote regarding any issue may be delayed, for any reason, for as much as seven days from the time it is to have been voted upon if such delay is proposed by any Voting Member and seconded by another.

Section 6 – Voting: The Bicycle Tree shall adopt a consensus-oriented approach to all decision-making. This means that on any voting issue, the decision-making entity should seek a unanimously supported decision. If, after a genuine effort, unanimous support is not achieved, the body can make a decision with an 80% supermajority. Supermajority refers to 80% of those Voting Members present who choose to vote, not 80% of all Voting Members. Any issue may be called to a vote if a vote is initiated by any Voting Member and seconded by another.

Section 7 – Email votes: Email may be used as a means of voting on issues if no Voting Member expresses disapproval regarding its application to the issue at hand. Email voting shall adhere to the following standards:

- The nature of the vote and all necessary information relevant to the issue shall be supplied to all voting members no less than seven days prior to the vote's scheduled conclusion.
- Each voting member who chooses to vote will cast their vote by sending an email to the member group email list or to the Project Director clearly indicating their preference.
- Yes/No votes will be decided according to the same standards as in-person meetings. The terms of other vote types, such as selecting from multiple options, must be presented clearly when the vote is proposed.

Section 8 – Voting Issues: Voting issues shall be defined as:

- Changes to personnel, including but not limited to the employment, membership status, or inclusion of staff, voting members, and volunteers
- Any changes to the bylaws, mission statement, vision statement, and goals statement.
- Changes to policies (e.g., code of conduct, disciplinary procedure, member discount policy) and substantive changes to the volunteer handbook.
- Approval of the annual budget prepared at the end of the year for the following year
- Approval of grant budgets for grant amounts exceeding \$1,000.00 if budget items are not already specifically identified in the annual budget.
- Commitments of time greater than 50 staff- and/or volunteer-hours and/or single items exceeding \$500.00 of Bicycle Tree money if not specifically outlined in the annual budget or an approved grant budget. Purchases of multiple items exceeding \$500.00 in total shall not require a vote if they comprise reasonable replenishment or expansion of regular inventory. If a Voting Member deems another member's purchases to be unreasonable, the member may bring it up for discussion at a regular meeting to seek resolution or corrective action.
- Significant alterations to the interior or exterior of the shop, including but not limited to changes to shop layout affecting 25% or more of floor space, significant signage alterations, mural works, and wall color.
- Significant alterations to our logo or website.
- The types, themes, and primary content of special events hosted by The Bicycle Tree.

Article V — Board of Directors

Section 1 – Fiscal Sponsorship: The Bicycle Tree is a member project of Social and Environmental Entrepreneurs (SEE), a nonprofit public charity according to section 501(c)3 of the Internal Revenue Code. The Bicycle Tree is subject to the bylaws and policies of SEE, some of which are communicated here. The Bicycle Tree is legally a part of SEE, and is not a separate nonprofit organization. The Board of Directors of SEE is the legal Board of Directors for The Bicycle Tree. SEE is the ultimate legal possessor of property held by The Bicycle Tree.

All income and expenditures of The Bicycle Tree are to be processed through SEE, which extracts a fee of 6.5% of The Bicycle Tree's income (\$200 annual minimum). The Bicycle Tree must not maintain any separate bank accounts.

Section 2 – Project Director: SEE's bylaws stipulate that each member project must have a Project Director. If the Project Director is compensated as an employee, the Project Director is registered as an employee of SEE, and is subject to SEE's employment policies and decisions. The Project Director has certain rights within the SEE organization, such as withdrawing funds from The Bicycle Tree's account for authorized mission-related expenses. Within The Bicycle Tree, the Project Director has all the rights and responsibilities of the other Voting Members, with voting rights equal to the other Voting Members.

The Project Director position is held until vacated due to death, resignation, termination, or recall. The Project Director may be recalled by an 80% vote of all Voting Members. A new Project Director may be selected following member nomination and approval by 80% of all Voting Members. The Leadership Committee's choice of Project Director is ultimately subject to the authority of SEE.

Article VI — Committees

Section 1 – Committee Formation: The Leadership Committee may create or approve standing (permanent) and special (temporary) committees as needed. Generally, the goal of committee formation is to allow for members to focus on specialized tasks when it is not necessary or appropriate for all members to be fully engaged in such tasks. Upon formation of a committee the Leadership Committee shall specify committee members and leadership; subsequently, the committee itself will determine its own membership and leadership, subject to review and final authority of the Leadership Committee.

Section 2 – Committee Decision-making: Committees may reach internal decisions according to The Bicycle Tree’s regular voting procedures and then make recommendations to the Leadership Committee if a final vote is required. The decisions reached within committees are always subject to the review and authority of the Leadership Committee.

Article VII – Disciplinary Procedure

Section 1 – Initiation: Any member or volunteer may be considered for disciplinary action. Typically, a mistake or violation should be shared with one or more core members, who must then take appropriate action. Disciplinary action may include private conversation, group conversation, suspension, expulsion, or any other action deemed appropriate by a member vote.

Section 2 – Private Conversation: Private conversation should precede most instances where disciplinary action is considered. Private conversation should be adequate for minor missteps, including but not limited to: mechanical or educational technique, inappropriate language, intoxication, or inappropriate/offensive dress.

Section 3 – Group Conversation: Group conversation should take place when group input is sought in a disciplinary manner. It should occur in a closed meeting of core members and parties involved. Group conversation should precede most instances where suspension or expulsion are considered. Violations that may require group conversation include but are not limited to complicated events with multiple witnesses.

Section 4 – Suspension and Expulsion: If suspension or expulsion are considered as punitive action, proceedings must take place in a special meeting announced at least seven days prior that is closed to core members and parties involved. The recipient of punitive action should be given opportunity to present their case unless their presence is deemed unsafe or inappropriate by the core members. Following thorough conversation, the case may be dismissed, or the person in question may be suspended or expelled according to normal voting procedure. Those accused of violations may be automatically suspended until the case has been discussed. Violations that may be subject to suspension or expulsion include but are not limited to: theft, harassment, repeated intoxication, or a verbal or physical altercation. Felonious crimes, such as grand theft or sexual assault, that are alleged to have occurred in spaces occupied by The Bicycle Tree, to anyone associated with The Bicycle Tree, or to Bicycle Tree property, must be reported to the police, and those accused are automatically suspended pending trial.

Section 5 – Policies: Interpretations of or additions to these Disciplinary Procedures may be adopted by approval of the Leadership Committee. Such policies should be included in the Volunteer Handbook.

Article VIII — Amendments

Section 1 — Amendments: These bylaws may be amended according to the following procedure:

Step 1: Notice of intent to propose an amendment to the bylaws must be made no less than four weeks before any alteration to the bylaws can occur. An amendment may be proposed as a general idea to the Leadership Committee at a regular meeting. This is considered to be notice of intent to propose an amendment to the bylaws.

Step 2: Specific amendments to the bylaws, worded exactly as proposed, must then be presented to the Leadership Committee, either in printed form at a meeting or via email. This must occur no less than two weeks before any alteration to the bylaws can occur.

Step 3: Any amendments to the bylaws must be approved by no less than 80% of all voting members.

Certification

These bylaws were approved by no less than 80% of all Voting Members.