



# Volunteer Handbook



Updated January 2022

Thanks for volunteering to help us today! You'll find everything you need to know below!

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# What is the SDCBC?

The San Diego County Bicycle Coalition is a non-profit, advocacy organization that was founded in 1987. We advocate for the rights of bike riders; we also teach lots of free classes about bike safety and we put on events and rides all year round! All the info you need is in our brochure!

We are NOT SDBC - the San Diego Bicycle Club, which is a performance riding group. Our legal name is the San Diego County Bicycle Coalition. Our social media handles are [@sdbikecoalition](#).

Follow us on:



## What are our core beliefs?

Bicycling should be safe, fun, and accessible for everyone. We support all types of riders (from recreational riders to club rides, from bike messengers to bike polo players, from kids on BMX bikes to daily commuters and beyond!)

We try to incorporate the principles of mobility justice into our work. This includes working with community partners, examining barriers to entry for different people, rejecting policing as a solution for safer streets, examining historical and current injustices that impact communities, considering all types of users when it comes to infrastructure improvements, prioritizing people over profit.

We believe that education, advocacy, outreach and fun are all essential parts of making biking more accessible to everyone.

## How is the SDCBC Organized?

We are a non-profit 501(c) 3 organization. We have a board of directors and board committees that oversee the organization. There are five to six full time staff members and more than 30 League of American Bicyclist Certified Instructors (LCI) that teach our classes.

Our staff work on the following areas:

- Programming
- Event planning
- Advocacy
- Outreach
- Fundraising
- Educational Content Creation

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## Contact Information

Our office is at 300 15<sup>th</sup> Street, San Diego, CA 92101



Contact us at [info@sdbikecoaliton.org](mailto:info@sdbikecoaliton.org)

Visit our website at [sdbikecoaliton.org](http://sdbikecoaliton.org)

General Inquiries- [info@sdbikecoalition.org](mailto:info@sdbikecoalition.org)

Bike the Bay, Corporate Sponsorships- [Andy@sdbikecoalition.org](mailto:Andy@sdbikecoalition.org)

Advocacy- [Will@sdbikecoalition.org](mailto:Will@sdbikecoalition.org)

Programs and Events- [Sylvie@sdbikecoalition.org](mailto:Sylvie@sdbikecoalition.org)

Volunteering or website questions- [Jesse@sdbikecoalition.org](mailto:Jesse@sdbikecoalition.org)

SANDAG iCommute programming- [Kevin@sdbikecoalition.org](mailto:Kevin@sdbikecoalition.org)

# Why are we at this event?

Discuss this with the event coordinator/volunteer coordinator beforehand.

\*Know who your point of contact is for the event. Contact our staff [volunteering@sdbikecoalition.org](mailto:volunteering@sdbikecoalition.org) if you have not heard from the event coordinator at least four days prior to the event.

## Volunteer Opportunities

Make sure that you registered to volunteer here:  
[sdbikecoalition.org/get-involved/volunteer/](http://sdbikecoalition.org/get-involved/volunteer/)

<b>ACTIVITY</b>	<b>RESPONSIBILITIES</b>
<b>Bike Valet</b>	Checking in and parking bikes, responding to questions about SDCBC
<b>Bike Parking Security</b>	Monitoring bikes during event
<b>Registration at Events</b>	Checking people in before an event and giving out event gear
<b>Tabling at Events</b>	Handing out swag, answering questions about SDCBC, engage people in conversation.
<b>Event Ushers</b>	Standing, walking or riding around at events, handing out information and answering questions about the event and about SDCBC
<b>Ride Marshalls</b>	Riding with group and keeping other riders organized, offering first aid/maintenance skills, corking at intersections
<b>Outreach</b>	Calling, visiting or emailing businesses about upcoming events or SDCBC resources
<b>Logistics</b>	Helping the SDCBC pick up/deliver items like bikes and gear
<b>Data Collection</b>	Doing counts of bike riders and recording data
<b>Set-up/Take-down</b>	Help with set-up or take down and clean up for events

## What events are we known for?

Event	Date	Type of Event	Cost
<b>Joy Ride</b>	December	Family friendly evening ride, raffle and party in Balboa Park	\$30+ to attend
<b>Bike Month</b>	May	Month of classes, events, prize drawings to encourage cycling county-wide	Most events are free
<b>CicloSDias</b>	Once or Twice a year	Community open streets event. 1-4 miles of road closed to car traffic. Local businesses set up activity areas in the street.	Free
<b>Bike the Bay</b>	End of August	Ride across the Coronado bridge	\$60+
<b>Women's Ride</b>	September	MTB Ride, road ride and family ride to encourage more women to cycle. All genders welcome!	\$30+

## Upcoming events and classes we offer

Visit [sdbikecoalition.org/events](http://sdbikecoalition.org/events) to familiarize yourself with the other events and classes we have this week. Many of these are free.

Regular Events	Description	Regularity
Rides	Group bike rides	Usually there is a ride every other month
Smart Cycling Classes	This is a 2 part (9-hour) certification course taught through the League of American Bicyclists. The first session is virtual, the second session is on the road riding skills.	Monthly, rotating between North County, Mira Mesa or Downtown
City Cycling	A 2-3 hour class to learn commuter skills. Maybe be in person or virtual	Monthly
Other classes	We also teach bike rodeos, learn to ride classes, bike yoga, bike painting, bike tune up	Check website. Some classes are taught by request.
Partner Events	We sometimes partner with other organizations like SD MBA, Bike SD, Circulate	Frequently. Check website.

# TABLING SKILLS

## Merchandise

We sell the following merchandise, although we don't always have everything in stock. Sometimes these items are available at events. If not, people can make a donation on our website and order their item of choice.

[sdbikecoalition.org/donate](https://sdbikecoalition.org/donate)

- #Life by Bike t-shirts (white, blue, green)
- CicloSDias t-shirts
- Black button-down utility shirt
- SDCBC jerseys
- SDCBC cycling caps



## Free Resources

Many of these resources will be in a bag for you to display and give away.

- Helmets (not at all events)
- Lights (not at all events)
- Locks (not at all events)
- Bike Bells
- SDCBC Brochures
- SDCBC postcards
- Bike and eBike safety one-pagers in Spanish and English
- iCommute bike maps

## Accepting Donations

If someone wants to make a donation for one of these items they can!

### ***We can accept:***

- Cash in the donation jar
- Credit card at [sdbikecoalition.org/donate](https://sdbikecoalition.org/donate)
- Paypal (not used very often)
- Checks payable to [San Diego County Bicycle Coalition](#)
- Venmo at [@sandiegocountybicyclecoalition](#)
- If you want a tax receipt please pay with a credit card online

## Tabling set up examples

- Set up the canopy, hang banners neatly so that people are encouraged to come in to see them.
- You can also set up some educational banners facing out so that people can take time to read them as they pass by.
- Make the space inviting with a layout that draws people in.
- Display educational materials on the table so that people feel comfortable taking whatever they want.
- Keep things neat. Tuck any excess bags, boxes, etc. under the table cloth.
- Restock things as the supply diminishes
- Put a donation jar front and center



- Display free stuff separate from merchandise so that people can clearly tell what they are allowed to take, and what they need to pay for.
  - Weigh down anything that might blow away in the wind
  - Display the sign-up QR code for new members to join.
  - Position yourself in an area where you are easy to see
  - Standing is encouraged so that you look approachable and interested.



## Need to leave the table or use the bathroom?

Make sure that someone is watching your table. Hide any valuable items or donations while the table is unattended.

Put up a sign that says when you will be back. There should always be pens, tape and paper in the supply bag for the event.

## Tabling Tips & Skills

- Smile, wave and engage with people passing by.
- Invite to play games we have set up.
- Asking people a question to engage them. Ex. What kind of bike do you ride? Where do you like to ride?
- Ask people if they are aware of the SDCBC and the programs we offer.
- If you don't know the answer to something, don't make it up. Say, "let me look into that!" or suggest that the person contact a staff member at [info@sdbikecoalition.org](mailto:info@sdbikecoalition.org)

# Logging Volunteer Hours



Volunteering is a very important component for every SDCBC event and activity. And we greatly appreciate all our volunteers and their time. Equally important for us is to have your volunteer hours counted. We ask that every volunteer report their volunteer hours after every volunteer event. At the end of your shift, the event or volunteer coordinator will remind you to log your volunteer time and they may give you a card with a QR code and website links for doing so. Please use it as a reminder to log your volunteer time.

Documented volunteer time is important to us when reaching out to potential new donors as well as reporting volunteer time for certain grants and sponsorships. It also helpful for us when we host the Volunteer appreciation events.

So remember to report your volunteer hours after each volunteer event or activity. Go to [sdbikecoalition.org/get-involved/volunteer-hours-reporting/](http://sdbikecoalition.org/get-involved/volunteer-hours-reporting/)

# FAQ

## **Where can I get a bike map of San Diego?**

We provide free iCommute maps at many events. We can also mail them to people by request. These are available at most of our tabling events and you can find them online.

We also have a page of our suggested routes:

[sdbikecoalition.org/resources/getting-around-by-bike/](http://sdbikecoalition.org/resources/getting-around-by-bike/)

## **How do I get involved in the coalition?**

You can volunteer (check volunteer opportunities on our website regularly)

Become a member for free and get our newsletter.

## **How do I join the coalition?**

Membership is free, just go to [sdbikecoalition.org/join](http://sdbikecoalition.org/join) and sign up for our newsletter or make a donation.

## **How do I report a road problem?**

Use the Get It Done App for San Diego or visit our Report a Problem page:

[sdbikecoalition.org/get-involved/report-a-road-hazard/](http://sdbikecoalition.org/get-involved/report-a-road-hazard/)

## **I have a bike and I want to donate it to the coalition.**

Bicycle donations go to Free Bikes 4 Kidz. All sizes accepted. Bikes must be in good working order. [fb4ksandiego.org/donate/](http://fb4ksandiego.org/donate/)

You can also reach out to Bikes del Pueblo in City Heights. They accept donations. Look them up on facebook of Google. They are open on Sundays.

## **I need a bike, how do I get one?**

We sometimes have free bikes to give away. Have them contact

[info@sdbikecoalition.org](mailto:info@sdbikecoalition.org) to inquire.

## **Where should I ride?**

Check out the iCommute map (available online)

Use google maps or apple maps bike route function

Check out our suggested bike routes.

[sdbikecoalition.org/resources/getting-around-by-bike/](http://sdbikecoalition.org/resources/getting-around-by-bike/)

## **Is the bike a non-profit?**

Yes! We're a 501(c)3 organization and your donations are tax deductible. Tax ID is 33-0418006.

## **Are there women-specific events?**

Yes! We can an annual Women's ride and an annual Women+ on Wheels

**How do I join or find a bike club in San Diego?**

There are lots of clubs across the county. Here are a few that sit on our council of clubs:

[sdbikecoalition.org/resources/bike-clubs/](http://sdbikecoalition.org/resources/bike-clubs/)

**What is the community bike center at Liberty Station project? (aka NTC191)**

We were given the deed to a building in Liberty Station in January 2021. We are fundraising 2.6 Million dollars to renovate the building and we'll turn this space into offices, community space, bike museum, etc.

**Do we fix bikes?**

We have an apprenticeship program that you can apply to to learn to fix bikes. We do not fix bikes at the office. We have a space in City Heights where we run a small Free Bikes 4 Kidz program. Visit a friendly local bike shop or if you want to learn to fix bikes, check out Bikes del Pueblo (facebook or google them for open hours).

THANK YOU FOR BEING HERE!