

NEW VOLUNTEER NIGHT 2020



AGENDA

What is Cycle Oregon
Staff roles
Overview of events and logistics for volunteers
Expectations and rules
Volunteer training, benefits, and next steps
Volunteer roles
Questions

WHAT IS CYCLE OREGON

Cycle Oregon is a non-profit organization dedicated to transforming individuals and communities through bicycling. Proceeds from the rides go to the Cycle Oregon Fund, which helps preserve and protect the special places of Oregon and supports community development projects in the regions through which we ride.

CYCLE OREGON GRANTS

To date, Cycle Oregon has awarded 325 grants totaling \$2.3 MM through our community and signature grants. The Cycle Oregon fund supports projects in three key areas:

- Community projects
- Bicycle tourism and safety
- Environmental conservation and historic preservation



STAFF ROLES

Miranda Wigginton - Volunteers, customer service, and community volunteers
Brad Kendrick - Operations, warehouse, event office, and gift shop
Ann Marie Hingley - Event Manager, Route Manager
Chris DiStefano - Marketing, sponsorships, development
Steve Schulz - Executive Director

Volunteers – Each year about 150 volunteers assist Cycle Oregon with four events throughout the state as well as event preparation. We take between 80-130 on each ride depending on the size of the event. We also rely on community groups to assist on each event in camp and at rest stops. These groups make up an additional 50-100 volunteers daily.

OVERVIEW OF EVENTS AND DAY TO DAY LOGISTICS FOR VOLUNTEERS

Joyride – Single location, multiple routes, single day of riding

- Arrive early Saturday or work Friday and spent the night in WOU dorms
- Breakfast is provided at 6 a.m., Lunch served in camp or sack lunch is provided
- Shifts last roughly from 7 a.m. to 5 p.m.



WEEKENDER – Single location, multiple routes, two days of riding

- Arrive Friday afternoon (Site Team on Thursday)
- Meet with teams (some positions work Friday)
- Stay in dorms on campus at OSU
- Meals are provided in the dining halls and sack lunches are provided for route volunteers
- Saturday and Sunday shifts – generally 8-12 hours



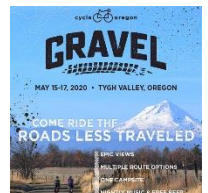
Classic – Multiple overnight locations, route options, 7 days of riding

- Volunteers must commit to the entire week
- Getting to Cycle Oregon
 - CO Vehicle
 - Personal vehicle – parked on site
 - Personal vehicle – traveling
 - No ride? No problem.
- Arrive Friday (Site Team on Thursday)
- Meet with teams, volunteer dinner, and picture (some teams work Friday)
- Teams sleep in volunteer camp, tents provided by Cycle Oregon
- Showers available in camp
- Breakfast/dinner in camp (lunch on site and on route)
- All volunteers work every day, generally 7-12 hours
- Moving site to site
 - How do I get there?
 - Can I drive? Can I ride? Can I drive one of your vehicles?
- Volunteer recognition from stage on layover day
- Volunteer appreciation on Day 7 (dinner, drinks, lodging)
- Who's who?
 - Tent + Porter
 - OKs Cascade
 - ZeroHero
 - Waste Management
 - Community Volunteers



GRAVEL – Single location, multiple routes, two days of riding

- Arrive Friday afternoon (Site Team on Thursday)
- Meet with teams (some positions work Friday)
- Sleep in tents or off site
- Breakfast/dinner in dining tent/sack lunches
- Saturday and Sunday shifts – generally 8-12 hours



GENERAL EXPECTATIONS OF VOLUNTEERS

- Be a team player – focus on solutions
- Be on time for shifts, and finish shifts
- Always act in a helpful and courteous manner toward riders
- Act in accordance with Cycle Oregon's Drug & Alcohol and Harassment Policies

CYCLE OREGON'S POLICIES, RULES, AND PROCEDURES

- Drug and Alcohol, Harassment
- Injury/Accident
- Emergency Management Plan
- Significant other on ride
- Emergency contacts and HIPAA

VOLUNTEER EVALUATION AND FEEDBACK

- Staff leads
- Volunteer Survey
- Community Survey



EVENT DATES, TRAINING, AND PACKET STUFFING

<i>Joyride</i> (June 20)	Training – June 10	Packets – June 16
WEEKENDER (July 24-26)	Training – July 15, 16	Packets – July 21
<i>Classic</i> (Sept 12-19)	Training – Aug 19, 20 & 26, 27	Packets – Sept 2
GRAVEL (Oct 9-11)	Training – Sept 30	Packets – Oct 6

VOLUNTEER BENEFITS

- Thousands of adoring fans
- Apparel and gifts
- Free meals
- Volunteer Party on the Classic
- Volunteer Appreciation Dinner
- Discount on Cycle Oregon apparel
- New friends
- Fun

NEXT STEPS

- Review applications
- Place returning volunteers
- Fill open spots throughout March



CYCLE OREGON VOLUNTEER POSITIONS

Positions highlighted in yellow indicate positions that are a high priority to fill for 2020 events.

A.M. SIGN TEAM

Set up and sign the bike route for riders. Responsible for setting up various signs for route direction, rider and vehicle safety and ride information like rest stops, water stops, etc. This position begins as early as 4:30 A.M., so you should definitely be a morning person. Sign Team works closely with the Ride Director to ensure proper signage and safety.

COURSE MONITOR

Course Monitors are responsible for ensuring the safety of our bicycle traffic in different situations on the course by using both your voice and signage. If you like to be in the thick of things, this would be a good position for you. Generally, Course Monitors are stationed at busy or confusing intersections to guide cyclists along the correct route. You will work in teams of two and be asked to move to different locations throughout the day. Typically, one team member drives their personal vehicle and gets reimbursed for fuel.

GEAR DROP (WEEKENDER AND CLASSIC ONLY)

The Gear Drop team provides reusable bags for cyclists to deposit their unneeded clothing and gear and retrieve them at the next overnight site. Cyclists number their bags with duct tape and a marker and deposit them in cardboard boxes. Once released from their site after last cyclists pass through, the driver proceeds to the overnight site and unloads boxes so cyclists can retrieve their belongings. Generally, the teams will provide this service at Rest Stop 1 and Lunch.

GREEN TEAM

Cycle Oregon partners with a waste reduction consultant (ZeroHero) on our week-long ride in order to reduce our trash footprint on the communities we visit. The Green Team is integral in accomplishing this goal. Site Green teams work breakfast and dinner at camp in teams of five. Route Green Teams work either a Rest Stop or Lunch on course in teams of two. In either case, you are the first and last line of defense against needless waste and contamination. You will instruct riders and volunteers on proper disposal, monitor disposal sites and call ZeroHero for pickups.

HAM OPERATOR

Ham Radio Operators maintain communications during the event. They are active both on and off the route, depending on the Ham position. Most Hams are positioned in support vans, known as SAGs, with a driver. They provide support for riders along the event route, promoting the safety and welfare of our participants. Hams relay information ranging from mechanical and safety issues to rider counts and the best place to get a milkshake.

FOOD COORDINATORS (CLASSIC ONLY)

Coordinators supervise volunteers who set up, manage and serve meals. They monitor and replenish food and beverage stock from refrigerated trucks. Additionally, Food Coordinators interact with cyclists to inform them about meals, manage lines and close down meal tents.

MEDICAL RECOVERY

The medical recovery team is responsible for the gathering of information, transportation and general care of any riders/volunteers/staff that need or have received medical treatment (not currently under the direct care of the Cycle Oregon Medical Provider, Metro West). Patience and discretion are a must for this position. You may find yourself waiting for a rider in the hospital and communicating their condition to the Ride Director.

REEFER TRUCK COORDINATOR (CLASSIC AND WEEKENDER ONLY)

Assist with overall logistics of a 53' refrigerated semi-truck: loading of Rest Stop trucks, monitor inventory, coordinate transfer of food, pass out to-go lunches and ice in the morning, and coordinate chocolate milk delivery for finish line. You will not drive the semi-truck but will work closely with our team of drivers. Typically, there is a considerable amount of down time. A good book and a good sense of humor will go a long way.

REST STOP COORDINATOR

Coordinators supervise and coordinate Rest Stop volunteers who set up, manage and break down Rest Stop. While there is generally plenty of help, you may need to jump in and help prepare snacks when things are busy. Additionally, they monitor and replenish food and beverages, and load and restock supplies daily. The team takes a 16' box truck from site to site, so it's important that you're comfortable driving this type of vehicle.

GIFT SHOP

Gift Shop volunteers are responsible for selling Cycle Oregon-related merchandise (jerseys, t-shirts, ball caps, beer glasses, jewelry, etc.) on the event. The Cycle Oregon Gift Shop is housed in a trailer with two pop-up tents and multiple tables set up adjacent to the trailer for displaying merchandise. We can train you on the cash register, but an outgoing personality is a must for this position. Be aware, this is a more physical position than you might think; all those boxes of merchandise have to move along with the event after all.

RIDER SERVICES

Rider Services is the Cycle Oregon customer service department. Volunteers staff an information trailer located near the entrance to each overnight site. Rider Services staff answer riders' questions and help find solutions to their problems. Riders may need anything from locating their baggage to posting a note for a friend. Rider Services volunteers also help with check-in for riders and may be called upon to help other teams.

SAG DRIVER

SAG drivers provide riders with support along the event route. They are available to take riders to camp if they decide not to finish the day's ride or to take riders past difficult course features. The vehicles are stocked with emergency supplies, snacks and water. SAG drivers also provide encouragement, humor and fun to riders throughout the day. This is where drivers' individual personalities get the chance to shine. In some cases, drivers may be asked to help with pre- and post-event activities depending on their availability.

SITE TEAM

Site Teams set up, maintain and take down each overnight campsite. Two teams leapfrog sites and work on 3 campsites each. Site teams are responsible for all aspects of camp set-up—such as roping off various boundaries, placing signs, directing vendors and community volunteers—maintenance and tear down. It's fun, but physical. To borrow a phrase, "it's the toughest job you'll ever love."

SWEEP SIGN TEAM

The Sweep Sign Team follows the last riders of the day and is responsible for removing all route signage and materials. They monitor and support the last riders on the course as needed. Sweep Team coordinates with A.M. Sign Team daily to return collected signage and to review next day's course to discuss sign strategy and sign placement for retrieval. Just a heads up: Generally, this team does not get started until 10 A.M.