



## **Volunteer Handbook**

### **Off the Chain Bicycle Collective**

#### **Anchorage, Alaska**

“The bicycle is the most civilized conveyance known to man. Other forms of transport grow daily more nightmarish. Only the bicycle remains pure in heart.” – Iris Murdoch

If I can bicycle, I bicycle.  
– David Attenborough

[T]he bicycle will accomplish more for women's sensible dress than all the reform movements that have ever been waged.  
– Author unknown, from Demerarest's Family Magazine, 1895

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## Introduction

This organizational and policy booklet, in conjunction with the forthcoming procedures manual(s), has been designed to assist volunteers at Off the Chain Bicycle Collective (hereafter, OTC). It contains information to help convey the purpose of OTC, its structure (such as it is), general policies governing OTC activities, and how to participate in meetings and other aspects of OTC. More detailed information on how day-to-day shop management and volunteer activities function can, in the future, be found in the procedures manual(s).

Collectives are unique institutions. Due to the egalitarian and voluntary idea underlying the organizational structure, all of the collective members are important for the successful operation of OTC, through the sharing of responsibilities and power, and communicating their needs in a constructive and collective manner. The membership of the collective is ultimately responsible for every aspect of OTC. Have fun!

## Mission Statement

OTC is a low cost, volunteer-operated non-profit 501(c)(3) bicycle collective open to the Anchorage community. OTC strives to increase bicycle ridership, awareness, and safety through community service and education.

## Principles

- Our common goals should come first; personal differences should be set aside.
- Board members serve the membership.
- OTC will not lend its name or endorse any outside enterprise without unanimous approval of the board and a vote of the general membership; though, we may work with other groups to achieve our mission.
- OTC is nonprofessional and volunteer run; however, we retain the option to employ individuals to administer business aspects of the collective.
- OTC is a non-profit, community service based educational organization, and thus does not provide services (including repairs) for a fee.
- OTC may exchange services with other organizations or people, or may perform services for other organizations in exchange for a monetary contribution, on a case-by-case basis as decided by the board or a vote of the membership.
- OTC operates with the minimum organization possible, and strives to be transparent. However, cooperative action by necessity implies some constraints on the scope of action. Occasionally ad hoc committees are formed and may make decisions for the collective when empowered by the membership to achieve a task.
- In order to avoid public controversy, OTC strives to be an apolitical organization.
- In order to emphasize the non-hierarchical nature of a collective, all members of OTC should stress the egalitarian nature of the collective when addressing the press, and state that they are speaking, as best they can, as a member but not necessarily a representative of OTC.
- OTC strives to be a safer space where anyone can relax and be fully self-expressed, without fear of being made to feel uncomfortable, unwelcome or challenged on account of biological sex, race/ethnicity, sexual orientation, gender identity or expression, cultural background, age, or physical or mental ability; OTC strives to be a place where the rules guard each person's self-respect, dignity and feelings and strongly encourage everyone to respect others.

## **Shop Rules (this list should mirror the one on the wall in the shop)**

You will be asked to leave if you violate any shop rules. It is everyone's responsibility to make OTC a welcoming environment for all. If you see behavior that doesn't align with OTC's rules, it is your responsibility to take action by informing the shift manager.

- All shop users and volunteers must sign in on arrival.
- OTC strives to be an inclusive safer space.
- Leave the shop cleaner than when you arrived. Put items back where they belong.
- Be respectful of everyone in the shop.
- No violence or intimidation.
- No weapons allowed in the shop.
- No drugs may be used during open shop hours – this includes legal drugs (alcohol and marijuana).
- No uninvited physical contact.
- There must be at least two adults in the shop if there is a person under 16.
- Shift manager has the final say.
- OTC does not accept trades.
- OTC volunteers cannot accept personal tips. Any "tips" go in the donation box.

## **Release of Liability**

OTC is staffed by dedicated but non-professionally trained bicycle enthusiasts. OTC is not responsible for any damage to bicycles, bicycle parts, or ego that occur during work on personal projects in the shop.

## **Minors**

There must be at least two adults in the shop if there is a person under 16.

Shop users under the age of 16 must be accompanied by a parent/guardian, or may use the shop under the discretion of a shift manager.

## **Bikes & Parts**

Bicycles and parts in the shop are to be used to further the mission of OTC and maintain an operating fund for OTC. Complete and/or tagged for-sale bikes shall not have parts removed. Bikes sold at/by OTC are for the purposes of education on bike use and maintenance. Bikes and parts sold by OTC should be purchased with the intention of personal use and not for resale for profit. We should not compete with local bike shops. OTC does not loan bicycles. OTC reserves the right (at the discretion of the shift manager or decision of the board of directors) to refuse sale of any bikes or parts.

## **Donations**

OTC accepts all bicycles and bicycle parts, regardless of their condition; we do this in order to encourage both reuse and recycling. However, if OTC is at capacity, we reserve the right to decline donations. Donations of non-bicycle related items may also be declined.

OTC accepts monetary donations. Donations in cash or by credit card are preferred. We do not accept third party checks (signed over) under any circumstances.

Bicycles and monetary donations may be acknowledged with a tax-deductible receipt. Due to its non-profit status, OTC cannot specify dollar amounts for donations of bicycles and bicycle parts.

## **Trading**

To reduce the incentive to launder stolen bicycles, OTC maintains a strict “No Trades” policy. This includes whole and partial bicycles, components, and accessories. This policy applies to all OTC users (i.e., members and patrons).

## **Returns**

Bicycles that are experiencing significant mechanical failure, rendering the bicycle unsafe to ride, may be returned for a full refund within 14 days. Used and new parts cannot be returned for a refund. If a member has a problem with a purchased bike that does not warrant a complete return the shift manager has the authority to either compensate them with shop credit or provide a repair to remedy the issue.

## **Pricing**

OTC has a set price for new parts like cables and housing. The shop maintains a list of suggested prices for used parts. Used bicycles are priced on an individual basis. Consistent with OTC’s mission, prices for used parts and bicycles are set relatively low to increase bicycle ridership. Used parts of higher quality or market value may be priced above the suggested prices. Ultimately, the shift manager has discretion over final pricing of all used parts and bicycles. They may adjust prices on a “pay what you can” basis. Kids bikes are free to kids. There must always be at least one bike priced at \$30 in the shop.

## **Shop Use Rate**

In order to help pay rent and cover other expenses, OTC has an hourly shop rate. This suggested donation is to be paid, on a voluntary basis, by everyone (including members) while they are using the shop (see “Membership” below for OTC members’ use of “shop credit” for shop time).

The current rate is posted in the shop. People who use the shop are responsible for keeping track of their own time, and depositing the correct amount of money (or for a member with shop credit, the amount of shop credit to be deducted) in the donation container prior to their departure. Work on personal projects does not accrue shop credit and does incur the “cost” of shop time.

## **Shop Credit**

Members may accrue credit towards used parts and shop use by volunteerism at a rate of \$10/hour served. Credits cannot be redeemed for cash. Credits can be combined with cash for purchases. Work on personal projects does not accrue shop credit and does incur the “cost” of shop time. Volunteer tasks for which credit can be earned are at the discretion of the shift manager. Credit earned will expire after one year. Shop users are responsible for keeping track of their own earned volunteer credit. Up to \$150 of volunteer credit can be applied to the purchase of one bike per volunteer, per calendar year, for personal use. All volunteer hours used toward the purchase price of a bike must be earned prior to the purchase of that bike. Up to \$50 may be applied to the purchase of a second bike. Any additional complete bikes must be purchased with cash.

Build-a-bike programs exist at many bicycle co-ops and generally involve members building a bike out of

used parts that they can keep at the end of the build. Challenges to implementing such a program at OTC primarily involve space to store ongoing projects and committed members able and willing to supervise these projects. In lieu of a formal build-a-bike program, OTC has adopted the pragmatic approach of fixing up donated bikes which are available for purchase with earned shop credit. Bikes are also for resale at relatively low (and affordable) prices, as well as having non-functional but potentially fixable bikes available for purchase by those wanting to attempt the repairs themselves.

## **Shop Space & Equipment**

### **Tools**

Tools and equipment belong to OTC, are not for sale, and should remain at the shop. They should not be borrowed or lent for use outside of the shop. Tools may be temporarily removed from the shop for OTC supported events and should be returned in a timely manner.

### **Supplies**

In order to be a more sustainable enterprise, OTC tries to minimize our use of consumable supplies. Please consider your use of paper towels, grease, plastic silverware, chemicals, etc....

### **Shop Bicycles**

OTC has designated “shop” bikes and trailers that may be used by lead members for up to two weeks of personal use. Shop bikes can be designated or undesignated by majority member vote. Checkout should be done according to the procedures manual. Conflicting check out requests can be decided by a short straw pull, coin flip or rock-paper-scissors.

### **Storage**

OTC does not store or save bikes for any individual. OTC will not take any money before the purchaser is in the position to remove the item(s) from OTC’s premises. OTC will not take any responsibility for any items left at the shop. You are responsible for your own belongings. Bikes left outside the shop space for an extended period will be considered donations and be processed accordingly.

### **Sign-in**

All volunteers and community members must sign -in prior to doing any work at the shop in order to track shop usership.

### **Access Code Policy**

The combinations to all shop’s locks are restricted to lead members. In emergencies, or to cover a shift that would otherwise not be covered, the codes may be given to a committed member. In the event that the code is shared with a committed member, a decision to change the door code or elevate the status of the member to lead membership will be discussed at the next shop meeting.

To use the shop off hours, contact a lead member and have them chaperon you. A list of lead members should be maintained in the shop, with their preferred way to be contacted (phone, text, or e-mail).

## Membership & OTC Positions

### Decision Making Structure

OTC's ultimate decision making power rests with the volunteer membership base. Except in emergency situations, all decisions are made at the regular and annual meetings by vote. The membership empowers smaller groups to represent the shop, perform vital tasks, host events, execute initiatives, and generally further the mission of OTC. These groups include committees, individuals, and the State-required board of directors. Committees are formed and empowered by the membership by a vote at a meeting to perform a certain task and must present their proposed action to the membership for approval. The board of directors serves the membership as a standing committee tasked with the daily operations of the shop and safeguarding the financial stability of the organization. Their ongoing duties as assigned by this handbook are implicitly preapproved by the membership upon election. Anything outside of those duties requires a vote by the volunteers.

### New Volunteer Orientation

Volunteer orientation is an important aspect of onboarding new and current volunteers at the collective. We hold frequent or as-needed volunteer orientations, organized with the volunteer coordinator. These help orient volunteers to the space: how the shop is set-up and the roles and membership types, as well as to understand our handbook and the established norms. Orientation is a small group process, where volunteers get a chance to know other new and established volunteers.

### Special Events & Initiatives

Special events and initiatives that are in line with our mission are highly encouraged. If you are interested in scheduling an event or starting a project please bring it up at a regular meeting or contact the outreach coordinator. Events must be scheduled during non-shop hours, and need to be approved at the member meeting at least seven days prior to the event. If you need people to help out at the event, contact the volunteer coordinator. Presenting and explaining your event at a shop meeting is the best way to start this process.

### Membership Levels

You become a member of OTC when you say you are and agree to abide by this handbook, regardless of level of expertise or time devoted. Membership is maintained by adhering to this handbook. All members are welcome to attend meetings.

OTC recognizes four levels of membership, with incentives (or benefits) to encourage more active participation in the collective. The levels progress as shown below:

**1. Drop in member:** this is the membership level associated with general shop users (i.e., using the shop to work on personal projects) as well as with users who are performing volunteer service on a drop in (i.e., inconsistent) basis.

Benefits:

- Use of shop during regular shop hours.
- Earn shop credit for purchase of used parts and bikes.

**2. Committed member:** this is the membership level associated with shop users who perform volunteer services for OTC on a regular and frequent basis (i.e., weekly or biweekly). This level of membership is formalized to encourage drop in members to increase their involvement.

Benefits (in addition to those of drop in membership):

- Ability to participate in shop orders from available wholesale accounts (e.g. Quality Bike Parts). One of the benefits of volunteering at OTC is access to discounted bike parts and supplies via our wholesale accounts.

**3. Voting member:** this is the membership level associated with committed members who have attended at least two regular meetings in the last 12 months.

Benefits (in addition to those of committed members):

- Ability to participate in decision making votes.
- Eligibility to be nominated and elected to the board of directors.

**4. Lead member:** this is the membership level associated with shift managers and board positions. After consistently demonstrating dedication to and/or involvement in activities that relate directly to the operation of OTC (e.g., responsibility for shop shifts, maintaining the shop space, doing errands for the shop such as recycling), a committed or voting member may apply to be a lead member, or be recommended to the OTC membership as a lead member by one or more lead members. OTC will either grant or deny such requests at a regular meeting by our typical voting process. If denied approval, the individual will be informed of the reasons for denial and be given options to work towards future approval.

Benefits (in addition to those of voting members):

- Access of shop after hours (i.e., approved key/door code access).
- Access to special tools and the Hi-Fi/grammophon.

## **Leave of Absence Policy**

The board may grant a lead member a leave of absence. Upon their return they are expected to resume their involvement. This member should apply to the board for a leave of absence before their required hiatus, and notify the board upon their return.

## **Board of Directors**

Being empowered by and in service to the membership, the board is responsible for core activities and administration of OTC. This includes safeguarding the financial stability of the organization. The board is also responsible for addressing and attempting to resolve acute issues in a timely manner and notifying members accordingly. These responsibilities are shared among the members of the board. Board positions are held for a time of approximately one year. It is strongly suggested that no person holds the same board position for more than two consecutive years, except the Treasurer. If circumstances change such that an individual can no longer fulfill the duties of an office, a replacement will be elected as soon as is feasible. If temporary circumstances prevent an officer from fulfilling the duties of an office, that officer will notify the board and the board will arrange for an interim appointment, who will assume the duties of that office until the elected officer can resume his or her duties. Elections are traditionally held in February. You must be a voting member in good standing with OTC to run for a board position.

As a corporation with 501(c)(3) non-profit status with the State of Alaska, we are required to have a board consisting of a president, one or more vice-presidents, a secretary, and a treasurer. A minimum of three officers is required. OTC has elected to have a five-officer board consisting of the roles (and guidelines for the expectations of each role) below:

- 1. President:** This person is tasked with coordinating discussions regarding the general direction of the collective. This person (along with the outreach coordinator) is typically the point of contact for other organizations to reach OTC. This person is responsible for maintaining a clean restroom.
- 2. Vice president/Outreach coordinator:** This person assumes the president's duties if the president is unable to do so. This person will also be available to help with administrative tasks. The Vice President is combined with the Outreach Coordinator. This position is, to a large extent, the public face of the collective. This person will be responsible for communicating OTC's purpose and structure to other organizations. This person is also tasked with advertising and letting the community know what the shop is about. They are encouraged to hold collective events outside of regular shop hours. Examples of outreach events are: community bike tune-ups, Boys & Girls Club work, and clinics.
- 3. Secretary:** This person is in charge of documentation for the shop. If you hold this position you will need to take notes at meetings and make them available for our membership. They will also oversee volunteer records. This person will also be available to help with administrative tasks.
- 4. Volunteer coordinator:** This position will be tasked with wrangling volunteers. If you hold this position you will need to schedule volunteer hours to ensure that all shifts are covered, remind volunteers who have agreed to run shifts, and make sure that there were no problems during the previous week. This person is also tasked with helping new members to get involved.
- 5. Treasurer:** This person handles financial considerations related to the shop. If you hold this position you will be expected to monitor OTC's finances and keep financial records. You will also need to report our financial status regularly at shop meetings.

## Training

Informal training in bicycle repair and maintenance is offered to patrons at each shift by the shift manager(s) and other volunteers. OTC will offer, at a minimal frequency of once per year, one or more formalized training courses focused on particular aspects of bicycle repair and maintenance. Ideas or requests for formalized training courses should be communicated to the vOTC Volunteer cCoordinator, who will facilitate their planning and implementation.

## Communications & Contacts

- Website: [www.offthechainak.org](http://www.offthechainak.org)
- Phone: 907-258-OTCC
- Mailing Address: Off the Chain 1406 W 33rd Ave, Unit D, Box 4 Anchorage AK 99503
- Email: [offthechainalaska@gmail.com](mailto:offthechainalaska@gmail.com)

## **Social Media**

OTC engages with social media in order to further our mission and in accordance with the following guidelines:

- Lead members have access to social media credentials.
- Social media posts must abide by shop rules and principles (no alcohol, no foul language, etc.).
- If posting photos of any individuals consent is required by the individuals.
- If posting photos of people under 13, consent must be given by the minor and their guardian.
- No private event photos (with exception of volunteer events/parties which are open to all volunteers).
- OTC may use social media platforms to engage in advocacy. This is to say we may post to raise awareness of issues related to our mission, to bring positive change, and inform the public of an event, idea, cause, or policy.
- As a non-profit we are permitted only to engage in civic engagement activities which are not considered partisan campaign activities or lobbying. OTC is not permitted to support political candidates or encourage the public to contact policymakers in support or opposition of legislation.

## **Meetings & Voting**

### **Regular Meetings**

Meetings are held regularly at the shop. Typically, meetings are held in the evening at a time that is convenient to most everyone. Meeting times will be posted in the shop, listed in the voicemail (258-OTCC), and posted on the website ([www.offthechainak.org](http://www.offthechainak.org)).

One member will be the moderator of the meetings. This person will start the meeting, call on people when they raise their hand, and keep the meeting on track. We try to keep meeting times to about one hour. At the beginning of the meetings everyone should introduce themselves. The moderator will then ask for the names and topics of everyone who has old business. Old business will then be considered. At the end of old business the same process will be repeated with new business. Please raise your hand to make a comment, and only speak when it is your turn.

### **Annual Meetings**

At this meeting annual business is handled. This includes:

- Long-term goals of the shop are discussed.
- Achievements from the previous year are presented.
- All active members are strongly encouraged to participate in this meeting.
- This meeting is a potluck, so bring some food.

Elections for board members are also held at the annual meeting. Elections are held according to the following guidelines:

- Elections must be announced at a meeting at least one month prior.
- Nominations are collected by the vice president, anytime between the announcement of the election and the election itself. Nominations are anonymous; members may nominate

themselves or any other member. The vice president will keep a running list of nominations by position posted publicly at the shop.

- At the election:
  - The nominees for each position are announced by the vice president—each nominee may accept or reject their nomination. The nominees for all positions are announced before proceeding to voting.
  - Elections proceed through each board position in turn, with voting members choosing between nominees. Positions are elected in the following order:
    - Volunteer Coordinator
    - Treasurer
    - Secretary
    - Vice President / Outreach Coordinator
    - President
  - Voting is done by show of hands, and won by a simple majority of the voting members present at the election meeting.

## **Special Meetings**

In the event of an emergency, board members should be contacted via the email/phone tree and an off-schedule meeting may be scheduled as needed. Meeting notes will be recorded and posted to the OTC website or otherwise shared with members not in attendance.

In certain instances, one or more special meetings may be held as part of the conflict resolution policy. If the cause for the meeting is a sensitive subject, meeting notes will not be posted online.

## **Voting**

You must have attended at least two meetings in the last 12 months to be an active voting member. In an attempt to approach consensus based decision-making, decisions that are made at regular meetings are decided by a 75% majority of voting members present. You may vote yea, nay, or abstain. If abstaining a member is removed from the total number of voting members present for that particular vote. At least 4 board members must be present for the annual meeting. If you are not present you cannot vote.

The use of inclusive remote messaging may be used to make non-vital decisions if the item in question has a timeline that occurs before the next regularly scheduled meeting. In this case consensus of all responding voting members is required. If there is any dissent on the topic it must be tabled until the next meeting.

## **Conflict Resolution Policy**

Conflict and ethical issues involving members of OTC will be addressed at volunteer meetings. Action will be taken according to the best judgment and in accordance with the principles of the collective. Any permanent action must be ratified by a vote at a regularly scheduled volunteer meeting.

- If the conflict is deemed an emergency a special meeting may be called outside of the regularly scheduled meetings. Any decisions made at this meeting will be in effect until the next regular meeting. This can include a temporary revocation of a member's status.

- Qualified third party mediation may be sought when the membership sees fit. Any advice from such a mediator will be considered and voted upon at a regular meeting.
- If any member threatens the safety of other members or feels threatened by another member, a neutral volunteer or third party mediator will be designated to represent them at the regular meeting.
- A committee may be formed and empowered by the membership to seek a solution to the conflict.
- Board members are subject to this conflict resolution policy. In the event that this process is exhausted and a resolution is not reached or extenuating circumstances exist, see impeachment of a board member process outlined below.

## **Revoking Membership**

Any member who fails to follow the principles of this handbook or the Shop Rules may have their membership temporarily or permanently revoked. These issues will be dealt with in accordance with our conflict resolution policy, either at a regular meeting or by a special committee empowered by the membership. Any permanent action must be ratified at a regularly scheduled volunteer meeting.

## **Impeachment of a Board Member**

Before impeachment is considered, reasonable efforts should be made to allow the restoration of the considered board member's good standing with the membership. This can include personal intervention, granting a leave of absence, or requesting their resignation. If extenuating circumstances exist (i.e., serious ethical infractions) or the conflict resolution process, as outlined in this handbook, is followed and issues still exist, then the following process should be followed:

- Any committed member may move to call for impeachment. Depending on the timelines required this may be done at a regular meeting or announced remotely to the membership.
- The motion must be seconded in order to move forward.
- A vote for removal of a board member requires approval of three board members and 75% of present voting members.
- This vote must take place at a regular meeting.

## **Finances**

### **Financial Planning**

In order for Off the Chain to remain viable and fulfill its mission in the community, we seek to maintain a stable and predictable financial position. From a financial standpoint, our highest value is self-preservation as none of our financial goals should rise above fulfilling our core community functions in daily shop operation. Our financial policies must always err on the side of ensuring above-adequate funding to cover not only expected expenses, but unforeseen as well. Therefore we operate with the following guidelines:

- Off the Chain will maintain cash holdings in FDIC-guaranteed accounts (either checking or savings) at all times. These cash holdings should account for the following:

- Off the Chain will maintain *at least* two to three years of estimated annual operating expenses in cash holdings at all times.
  - Operating expenses include those that cover the day-to-day operation of the shop.
  - These include, but are not limited to utilities, rent, tools and supplies, insurance, licensing/fees, and volunteer appreciation party.
- *Separate from above*, all significant projects/expenses expected in a three-year window should also be held cash holdings. “Significant projects/expenses”:
  - Are those expected to cost more than \$250;
  - Must be described to the group at a regular Off the Chain meeting; and
  - Must be approved by 75% majority vote at a subsequent meeting from being introduced.
- Money in excess of the above (Total balance less two to three years of estimated annual expenses and less three-year expected project budget) **may** be invested per the following:
  - Any investment should further Off the Chain’s ability to fulfill its mission statement by protecting against inflation, periods of lower operating income, or simply providing more funds for on-mission activity.
  - Investments should not take any undue risk to achieve the above.
  - Any investment change must be approved by both:
    - 80% majority vote of the Board of Directors, **and**
    - 75% majority of voting members present at an Off the Chain meeting, having been introduced at a meeting at least one month prior to the vote.
- On a biennial basis, a review will be conducted by Off the Chain. This review will be performed by a finance subcommittee including the treasurer and any other members of Off the Chain. Updates and a summary of the subcommittee’s work will be presented to the membership at a regular meeting. The biennial review should include at a minimum:
  - Updated annual operating expenses;
  - A determination that expected special projects are accounted for; and
  - All investments meet the outline above.

## Spending

The OTC membership authorizes lead members to spend money from our account as needed to replenish shop snacks, consumables, and basic tools without approval by membership. All other expenditures require approval at a regular meeting. Money is available to provide food for events as approved at regular meetings. No shop money will be spent on drugs and alcohol. The treasurer is responsible for reimbursement.

## Handbook Revision Process

In order to revise this document a committee shall be formed. They will present a revised document for review by the membership. A review period of at least one month must be granted after the document is

presented. A revision must be ratified at a regular volunteer meeting. It is strongly encouraged that the handbook be critically reviewed every five years.

## **How to Get Involved**

There are different ways to connect or become involved within OTC:

- You can call the hotline 907-258-OTCC (6822)
- Attend one of OTC's regular meetings
- Visit our web address ([www.offthechainak.org](http://www.offthechainak.org))
- Show up during shop hours and ask the Shift Manager what you can do

## **Revision History**

31 August, 2008: Initial Revision

11 September 2008: Release 1.0

14 September 2008: Release 1.1

15 April 2009: Release 1.2 - Added Shop Use Rate, Build a Bike policy, and minors. Removed lend-a-bike. Updated communications.

Winter 2013/14: Release 1.3 - Fixed typos, deleted old material no longer relevant to make policies more consistent.

09 April 2018: Release 1.4 - Revised entire handbook. Added conflict resolution and build-a-bike policy. Removed procedures.

03 March 2023: Release 1.4 - Revised quotes at beginning, emergency contacts, and board of directors. Fixed minor typos.

08 May 2023 Release 1.5 - Revised entire handbook.