



Southside **RIBs** Program  
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*Southside Community Center, Inc.*

# RIBs policies & procedures

Modified by RIBs advisory board 8/16/99.

These are the policies of the **RIBs** program. They have been arrived at by means described in the program charter. They are intended to serve the goals of the program as described here

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## I. Introduction

- 1) **RIBs is a work-exchange program.** RIBs products are offered to people in exchange for their work. People are expected to work for the RIBs shop or at an approved public service, or complete a structured RIBs maintenance class in trade for their receipt of bicycle products or bicycle help at **RIBs**.
- 2) **Volunteers** are expected to familiarize themselves with and act consistently with these policies, and with the wishes of the shop managers.

## II. Goals of **RIBs**

**RIBs** intends to:

- 1) Facilitate the use of bicycles for transportation and for fun.
- 2) Provide bicycles through recycling otherwise unused bicycles into safe and usable bicycles.
- 3) Stimulate self reliance by helping people learn and perform bicycle maintenance and repair.
- 4) Reward constructive community involvement.
- 5) Encourage safe bicycling practice.
- 6) Help people get bicycle helmets.
- 7) Cooperate with people experimenting with alternative human powered vehicles.
- 8) Work with similar and related programs around the county, country, and world.
- 9) Provide a safe and constructive environment for people of all ages.

## II. Who has what responsibilities

### 1) **RIBs advisory board (RAB):**

- The RAB makes all the basic decisions about RIBs policies and operations, as overseen by the Southside Community Center Director. The nature of the RAB is described in the RIBs charter (a separate document).

### 2) **Treasurer:**

- The treasurer's job is to keep track of and manage finances. The treasurer is the only person with access to the RIBs bank account at the Alternatives Federal Credit Union.

### 3) **Secretary and record keeper:**

- It is the job of the secretary to take and distribute meeting notes.

### 4) **Shop managers:**

- Shop managers are people who can keep the shop open and have shop keys. The shop managers may in turn designate responsibilities to others as they see fit. He or she is not obligated to give anyone a bike or to let anyone in the shop. Responsibilities include, but are not limited to: supervising volunteers, keeping track of all paper work, and supervising the maintenance of an organized and cleaned-up shop.

### 5) **Pricers:**

- Pricers assign work-exchange prices to bikes and put on price tags. These work-exchange prices are to be consistent with the overall work-exchange pricing policies.

### 6) **Inspectors:**

- Inspectors determine if bikes are fully RIBs-ready (see section IV on 'RIBs-ready'). They then tag the bikes as such and write their name on the tag. If not ready, they note any problems on a tag.

### 7) **Building manager:**

- The 309 South Corn Street manager has responsibility for the overall status of the building. This includes construction, repair, and relations with the landlord and neighbors.

### 8) **Volunteers**

- Volunteers who work at a regularly at a scheduled time. People only working for bike credit are not regular volunteers.

### III. To get a bike

- 1) **Public service is traded for bikes and parts.** Each bike or part has a work-exchange price, the number of hours that a person must work before having earned a bike, part, or helmet. (see section VI on work-exchange pricing).
- 2) **The bike must be RIBs-ready.** The state of repair of a RIBs-ready bike is described in section IV.
- 3) **The bike must fit.** A person getting a closed frame ('men's') bike must be able to pick the bike up at least an inch off the floor while they are standing over it with feet flat on the floor.
- 4) **Consent/waiver/identification (blue) form.** Each bike must have the blue form filled out completely by the bike recipient, the parent or guardian (for people under 16) and the shop manager (or a responsible designee) before the bike leaves the shop. The form must be explained to the person getting the bike and the parent or guardian.

For someone under 16, a parent or legal guardian must give written consent before he or she gets the bike. This permission must be given in the presence of the shop manager or designee. If the shop manager feels that it is not reasonable to have the adult come to the RIBs shop he or she can go to the adults house to get the signature.
- 5) **Claiming bicycles.** People will generally claim a bike on, but not before, the day they are to complete their work-exchange. Bikes and parts will not be saved from day to day for people who have not yet earned them.
- 6) **Reduced work exceptions.** Under some exceptional conditions the minimum service time or other conditions can be reduced for a particular person and bike or part by an explicit ad-hoc joint decision of two shop managers. Such exceptions must also be documented and discussed at the next bicycle program committee meeting.
- 7) **RIBs is not a bicycle trade program.** Exceptions: 1) bicycles and parts can be exchanged for their equivalent value once they have been fixed to a full RIBs-ready state (in section IV). People working on bikes and parts to be traded in get their shop-time charges dropped once they trade in their bike. 2) People get 2 hours of RIBs credit for donated bikes if fully packed for storage or shipment.
- 8) **Credit transfer.** People may give properly logged RIBs credit to other people.
- 9) **Minors and helmets.** Consistent with New York State law, all people under the age of 15 must show that they own a fitting helmet which they know how to latch and unlatch. (See section V, 'distribution of helmets.')

## IV. What is a ‘RIBs-ready’ bike?

- 1) **Working brakes.** Front and rear brakes must be fully functional and well-adjusted.
- 2) **Reflectors.** Both front, back, and wheel reflectors must be mounted on the bike in a visible location.
- 3) **Reflector tape.** All RIBs bikes leaving the shop must have a three inch square of reflector tape around each front fork and a two by three inch piece around each seat stay.
- 4) **RIBs sticker.** Each RIBs bike must have a RIBs sticker on the frame.
- 5) **Bike ID tag** The bike must have a tag on which is recorded
  - a) Wheel diameter in inches.
  - b) The style of the bike (e.g. Mountain, racing, bmx, mixte, etc)
  - c) The number of speeds.
  - d) The color.
  - e) The brand and model.
  - f) The serial number and the location of the serial number.
  - g) The number on the RIBs sticker.
  - h) The work-exchange price.
- 6) **Test ride.** The bike needs to have been taken for a test ride by or with a regular volunteer to double check full functionality.
- 7) **Generally safe and well adjusted.** The bike must be approved generally fit and well adjusted as well as fulfilling all of the criteria above by a RIBs inspector (listed in section II). Such approval is written on a tag on the bike with the inspector’s name.
- 8) **Priced.** The bike needs to have been priced in work-exchange hours by a RIBs pricer (listed in section II), consistent with the overall work-exchange pricing policies.

## V. Distribution of helmets

- 1) **Public service** Helmets are earned by doing 1.5 hours of shop help (not on one's own bike) before getting the helmet. An additional half hour should be allowed for fitting and paper work.
- 2) **Helmet must fit properly.** The helmet must be fitted to the recipient. It must be snug front-to-back, snug side-to-side, and with the straps adjusted so that the forehead is protected by the helmet.
- 3) **Owner must latch and unlatch the helmet unassisted.** The recipient must be able to put the helmet on and off, engaging and disengaging the snap, confidently by themselves before getting the helmet. This often takes several minutes (up to 15) of help and practice.
- 4) **Helmet form.** The helmet form must be completed by a shop manager (or responsible designee) and the recipient.

## VI. The work-exchange pricing of bikes, parts, and help.

- 1) **Philosophy.** The work-exchange price (number of hours) for bikes and parts shall be determined by the bicycle program committee appointed pricers. The prices shall be consistent with the following general principles:
  - a) The prices should be high enough to ensure that **RIBs** services will be respected by the recipients. For example, people should feel that their investment is high enough so that they will naturally maintain, lock, and not neglect their bicycles.
  - b) The prices should be high enough so that **RIBs** donators and **RIBs** volunteers feel that their help is being respected.
  - c) The prices should be high enough so that people will naturally fix things that are easily fixable rather than trying to replace them with **RIBs** parts.
  - d) The prices should be high enough so that **RIBs** can maintain a reasonable stock of various bicycles and parts.
  - e) The prices should be low enough so that **RIBs** stock of bicycles and parts does not grow too rapidly.
  - f) The prices should be low enough so that people feel that it is worth their effort to obtain **RIBs** parts, bikes, and services.
  - g) The prices of parts should be low enough so that people are encouraged to maintain their bicycles in safe working order.
  - h) The prices should approximately reflect the outside market value, assuming people's time is valued at \$7 per hour.
  - i) **RIBs** accepts ITHACA HOURS as equal to **RIBs** shop-help hours for parts, help, and bikes.
- 2) **Pricing.** Here are the guidelines for pricing of individual **RIBs** products and services.
  - a) **Shop time:** One hour for one hour. The first half hour is free.
    - Each hour that a person works on a bike they already own is earned by an hour helping in the shop or helping some-one else in the shop. This must be earned on, or before, the day of the shop work — so time must be allotted appropriately. A person working on their bike in the shop gets some parts and supplies at no extra charge. These no-extra-charge parts include: minor parts such as used brake wires, used derailleur wires, reflectors, miscellaneous nuts and bolts, bearings, oil, use of patch kit, use of all tools, and major parts that are in over supply.
  - b) **Valuable parts:** Parts such as rear wheels, rear derailleurs, large-jaw side-pull brakes, hole-free tubes, etc shall be earned by a number of hours determined by (about) the new list price. Parts in short supply may have higher prices to protect the **RIBs** inventory.

## VII. General shop operations

- 1) **Quick triage.** By the end of every working day, all donated bikes shall be categorized as worthy of either metal recycling, **RIBs** repair or overseas repair. Those bikes that are to be metal recycled must be prepared for recycling, with all good parts stripped off. Those bikes worthy of **RIBs** or overseas repair shall be compacted for storage.
- 2) **Special tools locked up.** Specialty bike tools, bolt cutters and power tools will be kept locked up. Shop managers shall have the key.
- 3) **Supervision.** All youth and shop new-comers shall not be allowed to use the main parts of the shop without competent adult supervision. Youth working to earn bikes or parts are encouraged to bring their own supervisors. If the supervisor leaves the youth must also leave. In general groups of friends and relatives working together shall be no more than 2 people. The shop manager may make exceptions.
- 4) **Office off limits.** Only shop managers and responsible designees with permission may go into the office area.
- 5) **Parts room to be supervised.** Only shop managers and responsible designees are permitted to go into the parts storage areas unsupervised.
- 6) **Daily sign in.** Everyone coming to the shop to visit, donate, volunteer or get a bike should legibly sign in.
- 7) **Bikes locked.** All non-junk bikes in the shop and shed are to be kept locked at all times.
- 8) **Don't strip good bikes.** Parts may only be taken off bikes that have been designated for complete stripping.
- 9) **Clean up.** Everyone is expected to help make the shop clean and organized. At the end of each work day the shop should be cleaned up for the next use. Each volunteer will clean up his/her work area before leaving.
- 10) **Outside clean up.** The grounds around the **RIBs** shop are to be cleaned up daily. This includes picking up litter, straightening and/or removal of scrap metal, and shoveling snow (if available).
- 11) **Volunteer sign-up.** Volunteers are encouraged to sign up ahead of time for definite time slots.

## VIII. Finances.

- 1) **Budget.** The RIBs program coordinator is responsible for maintaining a balanced budget that reflects currently available funding.
- 2) **Mechanism for spending**
  - 1) All spending from the RIBs account will be by check signed by the RIBs treasurer.
  - 2) **RIBs** cannot spend money that is not in the account unless there has been assurance from the Southside treasurer that such money is coming shortly, or unless re-imbusement from a funding agency is already contracted.
  - 3) All spending in the past month will be reviewed at the monthly program committee meetings and will only be re-imbursed after such review.
  - 4) All requests for re-imbusement must be supported with a receipt and a re-imbusement form describing the item, the amount, whether pre-approved, etc.
  - 5) Money may only be spent if it meets one of the criteria below.
    - i) **Petty cash** may be spent by the shop managers at a maximum rate of \$20 per day that the shop is open. This money must still be approved by the bike program committee before it is re-imbursed. The expectation is that spending for small replacement parts and tools, and usual paper work, will be re-imbursed. Other spending for items not already allocated will only be re-imbursed if the program committee post-approves.
    - ii) **Budgeted items.** Items that are within the RIBs budget that has been approved by the Southside board, and within the RIBs account balance, will be re-imbursed. The program committee must make clear who has the authority to spend this money when (so that two people do not simultaneously make the same large purchase). Changes in the RIBs budget that do not change the overall level of spending or style of programming may be made by the RIBs program committee without Southside board approval.
    - iii) **Non-budgeted spending** which goes beyond the petty cash allocation cannot be made without approval of the Bike program committee, the Southside director, and the Southside board (or executive committee).

## IX. Paperwork maintained by RIBs.

- 1) **Sign in sheets.** A sign in form is kept at the **RIBs** program entrance. All people coming into the program must sign in. Completed sheets are used to monitor program activities by the bicycle program committee and by sponsors.
- 2) **Meeting notes.** All meeting notes are to be saved and made available to interested parties.
- 3) **List of bikes.** A computer list of all the completed bike and helmet forms is kept by Jan Boll. This list is to help keep track of RIBs bikes, helmets and activities. It may be used to help fill out stolen bike reports, to check for people getting multiple bikes and to show for general publicity.
- 4) **Budget.** A current budget shall be maintained by the program coordinator.
- 5) **Blue consent and waiver form.** Blank sheets shall be kept at the shop. Filled out sheets are recorded and saved.
- 6) **Helmet forms.** Blank sheets are to be kept at the shop. Completed forms are recorded and saved.
- 7) **Yellow information sheets.** A stock of sheets shall be kept at the shop and made available to those who want information about the program.
- 8) **Thank you letters.** Letters of thanks to donators of money and parts are to be kept at the shop.

## X. Members of RIBs.

- 1) **Eligibility:** people who actively support the Bicycle Program and agree to abide by the spirit and policies of this charter may become members of **RIBs** without commitment to involvement at the level of bicycle program committee Membership. Membership will be recorded on a membership list.
- 2) **Privileges and responsibilities of membership:** members will be informed of any changes in meeting schedules and any major **RIBs** news through postings at Southside and at the bicycle repair shop. Members will be invited to a membership party (at least annual).
- 3) **Paid Staff and regular volunteers are members of RIBs.**
- 4) **A price list** of the number of hours needed to earn various types of bikes and parts.
- 5) **Credit hours logs** of the number of hours people have worked and spent. It is the equivalent of an old fashioned bank book.
- 6) **Registration cards.** One for each program participant. Complete name, address, health, permission information.