

Bikerowave Orientation

Updated February 2025





What is **Bikerowave**?

- We are an education-based community bike shop, providing affordable space, tools, and knowledge to teach people to build repair, and maintain their bicycles

Our mission:

- Empower cyclists with knowledge to maintain their bike
- Enable cyclists to connect with the local cycling community

Bikerowave's History



Founded 2007 by very passionate cyclists

Currently located in Mar Vista, since 2009. That's 18 years!

We are Not-For-Profit*

100% volunteer run

Governed collectively by members

*not a registered 501(c)(3) but our aim is not to generate profit



How do we cover **costs**?

Including renting our space, paying for insurance, utilities, retail inventory, etc.

Sales

Sales of retail items (new parts and accessories)



Repairs

Sales of donated bikes and parts that we repair



Donations

Stand time fees, donations, and occasional fundraiser events



Bikerowave Culture and Rules

Bikerowave is a DIY space - that means “hands off” when teaching/supervising customers. As a volunteer, you should teach and help, not do the repair for them.

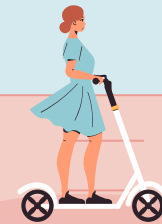
You may not volunteer at Bikerowave while drunk, high, or otherwise intoxicated. No open containers of alcohol during open hours.

Bikerowave is a safe and inclusive space.

Items purchased with member discount should be for personal use or gifting only (not with the intent to resell).

Bikerowave reserves the right to refuse service.

Nobody is turned away for lack of funds.



The Bikerowave Community

Here are some roles you can take on in addition to volunteering.

01

Head Mechanic (HM)

02

Keyholder

03

Board of Facilitators

04

Committee Member

05

Member Volunteer

06

Non-Member
Volunteer

07

Patron

Member Benefits

- If you volunteer at least 12 hours in a month, you become/retain member status the following month. You must record your hours [online](#) (ask a volunteer for password).
- Access to the shop/stands during member days (currently Fridays)
- Free shop/stand time (if space is not needed by patrons and approved by HM)
- Member discount (45%) on both used bikes and parts
- Access to vendor catalogs for special ordering anything for personal use at wholesale price
- A say in how Bikerowave is run via making motions and voting at monthly member meetings
- Ability to become part of various committees {retail, treasury, board}
- Becoming part of the community, including access to volunteer-only shifts and social events

Volunteer **Expectations**

- Arrive at your shift 15 minutes prior to opening time to help prep for opening.
- Stay until closing and help with ensuring that tools are all back in their places and the shop is cleaner than you found it.
- Commit to a regular shift each week. Notify your Head Mechanic (HM) if you cannot make it.
- Communicate with your HM before selling items and sorting donations.
- During your first shift, your HM should give you a tour of the shop, including where to find:
 - Various tools
 - Used parts and pricing
 - Premium used parts and pricing New parts/accessories Donation bin
 - Trash/metal recycling

Shift Tasks

- **Cleaning/Organizing:**
 - Put tools away/tidy the shop
 - Take out trash, sweep, wipe surfaces
 - Sort and organize part bins
- **Directing Traffic:**
 - Greet patrons, have them sign in on time sheet and fill out waiver
 - Direct them to a stand and find a mechanic to assist them if needed
- **Shadowing Mechanics:**
 - Watch and learn as volunteers fix up shop bikes or help patrons work on their bikes
- **Work on Shop Bikes:**
 - Ask the HM to help you select a bike to work on
 - Utilize the repair checklist and make sure to ask the HM to sign off when you are done
- **Cashiering:**
 - Ring up patrons at the register
 - Locate products and answer customer questions
- **Assisting Patrons:**
 - Help customers find appropriate parts and tools
 - Answer mechanical questions, explain concepts using a "hands off" approach (show them, don't do it for them)

Pricing & Payment

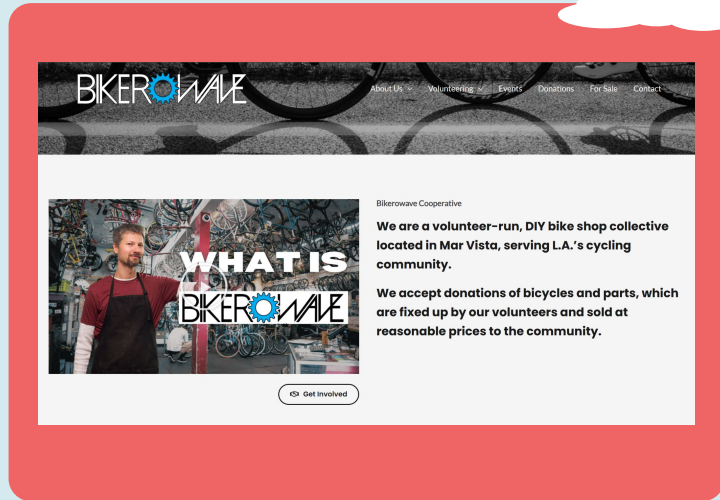
- Shop time is \$11 per hour and \$7 per half hour
- New parts should be price stickered
- Used parts have suggested price ranges on container
- Put premium used parts in display case or ask Head Mechanic
- We accept Apple/Google Pay, cash, all major credit cards, and checks
- No one turned away for lack of funds
- Sliding scale for shop time and used parts (not new parts)
- Patrons can pay for everything (stand time, any parts) when they are ready to leave (they should hang onto packages of new parts for check out)

Communication Channels

- [Bikerowave website](#)
- [Logging volunteer hours](#) (ask a volunteer for password)
- [Bikerowave forum](#) (policies/bylaws documents, meeting agendas, and minutes)
- [Google Groups](#) email list (official channel for announcements)
- [Discord](#) (shift staffing, urgent discussion, social chatting)
- Social media: @bikerowave ([instagram](#), [Facebook](#), [Yelp](#))



Logging Volunteer Hours



Step 1: Go to the [Bikerowave website](https://bikerowave.org/volunteers/) (<https://bikerowave.org/volunteers/>)

Step 2: Ask a volunteer for the password

Step 3: Scroll down, fill out form, and click Submit



Thank You!

We are grateful for your interest in Bikerowave!

This is a learning space; feel free to ask questions!

If you see something that you feel could be improved, we welcome your initiative in starting the project. Our community is the sum of its volunteers' efforts.

Good luck and have fun!