



PHOENIX BIKES  
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**BUILDING BIKES, YOUNG LEADERS, AND HEALTHY COMMUNITIES.**

### **Welcome to Phoenix Community Bike Shop,**

Phoenix Bikes is different from other shops. It is a shop that you can learn in, earn bikes from, meet people at, go on rides with, contribute to, and be a leader in. We hope that you'll ride, grow, think and create with all of us.

### **EXPECTATIONS**

- **YOU are responsible for learning and following guidelines of the shop & programs**
- **Challenge & improve yourself** – whether its riding, repairs, talking to new people, creating art, you are expected to try new things. This is a self-driven shop – you have the chance to decide what and how you want to learn.
- **Staff mechanics, volunteers, and other youth mechanics are great to learn from.** Don't be afraid to ask questions; don't be afraid to answer questions; don't forget about the library!
- **Enjoy your work. Be PROUD of your accomplishments & ideas. Encourage others.**

### **EARN-A-BIKE**

To earn a bike from Phoenix Bikes, you must fill out and sign a registration form, follow all shop rules, then:

- Learn how to change a tire, adjust derailleurs, maintain brakes, and check the bicycle ABC's;
- Completely rebuild one bike;
- Help with one aspect of customer service or shop management
- Complete one shop project – an art object, a poster, help at an outreach event, or other activity agreed upon with staff mechanics.

When you arrive, get a checklist and have a staff or volunteer sign off on each item as you go. Spend your first 25 hours working on these tasks. After that, you'll be ready to pick out a frame and start work on your own bike! Complete bikes are at least 40 hours. After your first bike, you can use earned hours on used parts, tubes, bike accessories, other bikes, and ride expenses.

### **TEAM PHOENIX – RIDES, TRIPS & GROUP ACTIVITIES**

To participate in Saturday rides, youth riders must:

- Be registered members of the shop in good standing (welcoming all community, helping with shop tasks, maintaining good grades);
- Pass a safe riding test;
- Wear a helmet on shop rides;
- Follow ride guidelines, demonstrating safe ride behavior.

Riders must pay for ride expenses – public transportation & lunch if you don't bring one. However, hours earned in the shop can be used to pay for ride expenses, if they are performed in the week before the ride and checked off by a staff mechanic.

### **COMMUNITY MECHANIC**

Community Mechanics are the senior mechanics of Phoenix Bikes. They get advanced mechanic and riding training, work with volunteers on individual projects, take part in shop decisions, and help teach new mechanics. In addition, Community Mechanics are eligible to earn Shop Cash by

working on specific bike projects and attending shop meetings. Shop Cash can be used to purchase new bike parts, riding equipment, or school-related supplies through the shop.

To become a Community Mechanic, you must:

- Complete the Earn-A-Bike Checklist
- Complete an advanced Community Mechanics Checklist (Skills are checked off when a mechanic has TAUGHT someone that skill. This can be a new member of the shop, a customer, or someone at an outreach event.)
- Maintain good grades
- Participate in an outreach event at least once a quarter
- Act professionally in the shop at all times – helping customers, welcoming new mechanics and volunteers.

### **HOMEWORK**

We expect that before participating in shop programs, you have finished your homework. If you are having trouble or need more time, bring your homework to the shop. You can sit at the computer, grab a lap desk, or work at Barcroft Fitness Center. You can always ask a staff member, volunteer, or another youth mechanic for help.

### **SPECIAL PROJECTS**

Community Mechanics have the chance to join projects ran with other organizations and can match up with community leaders on individual projects and apprenticeships. These can be bike related, but don't have to be! If you have an idea to try, or are interested in something and want to learn more, tell a staff mechanic.

- Check the shop calendar to sign up to participate in projects and events.

### **SCHEDULE**

**Tuesday, 3-6 pm:** Community Mechanics

- Bike Work – Advanced Skills Training
- OAR Bikes & Other Shop Projects
- Shop Organization

**Wednesday, 3-6 pm:** Earn-A-Bike Graduates, New students, Community Mechanics

- Bike Work – Basic Skills, Personal Bikes, Customer Repairs
- Group Activities

**Thursday 3-6 pm:** Community Mechanics

- Bike Art & Other Collaborative Projects
- Business & Creative Skills Building
- Individual Projects

**Friday 3-8 pm:** Earn-A-Bike Graduates, New students, Community Mechanics

- Bike Work – Personal Bikes and Basic Skills
- Movies, Games & Group Activities
- Customer Service

**Saturday 10-3 pm:** Earn-A-Bike Graduates, Community Mechanics, Team Phoenix

- Customer Service
- Group Rides, Trips & Events

**Sunday and Monday – CLOSED**

## EQUAL HOURS

We all want to use & enjoy the shop. So if you want to ride and fix your own bike, you need to help out in the shop. Here are some ideas – if you have one that’s not on here, don’t be afraid to ask us!

### SHOP TASKS TO HELP WITH

- move bikes – inside-out, then outside-in
- fix bikes – check the repair slots for donated & customer bikes
- teach others
- talk to customers (answer the phone, take donations, sell bikes, write up repair tickets, fix flats, etc.)
- sweep
- clean counters
- rinse and fill water bottles
- input data (youth hours, bike inventory, etc.)
- blog and update the web site
- write bike descriptions
- patch tubes
- make posters
- sort & organize components & small parts
- strip bikes and put away their parts
- work on group projects
- read about a new skill
- check and true wheels
- label tools and parts
- make a ‘how-to’ sheet

### COMMUNITY SERVICE AND OUTREACH EVENTS

- Art work – Bike Art!
- Advertising – signs, flyers, etc.
- Being an NCVC race mechanic
- Helping at safety, mechanics, or riding workshops
- Customer repairs
- Making & distributing flyers
- Translating for customers & mechanics
- Helping on group projects
- Representing Phoenix Bikes at a community event
- Making repairs at a Neighborhood Shop

*Check the shop board for more options & events*

**Community Service Hours Count 1.5 times** – calculate that!

**Used parts can be purchased with shop hours. New parts – including tubes, etc. – cannot.**  
Only Shop Cash can be used on new parts.

**New tubes are new parts, and cannot be purchased with hours.**  
Tubes can be patched and reused for free on Team Phoenix rides.  
For personal use, they can be patched & reused for 1 earned hour.