

A person is shown from the chest up, wearing a black t-shirt. The t-shirt features a graphic design with the words "VOLUNTEER", "BICYCLE", and "MESSENGER" stacked vertically in a bold, white, sans-serif font. The text is set against a background of horizontal red and black stripes. The word "BICYCLE" is partially obscured by a white graphic element that looks like a stylized bicycle wheel or a flag.

VOLUNTEER  
BICYCLE  
MESSENGER

# community book

2025



bikescouts

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Welcome to Bike Scouts!

## **Bike Scouts** is a platform for social teamwork on community resilience and the common good.

Bike Scouts is a tech-driven and community-led platform for a shared and equal access to the knowledge, skills, and resources needed to solve local challenges through social teamwork.

We define “social teamwork” as the act of people coming together to share the things that are needed to make or do what’s essential for the common good in terms of human dignity, resilience, and access to opportunity.

The Bike Scouts’ concept of social teamwork is based on the Filipino culture of “Bayanihan,” which literally means people in communities helping each other to do essential things and solve local problems.





## Social Teamwork is *Bayanihan*

Bayanihan is rooted in the inherent goodness of people that's adopted as culture among communities - **Bayanihan has nothing to do with charity, religion, politics, or any other purpose or reason** other than to do something good for another human being or living thing - *just because it's needed*.

Bayanihan culture is based on local context. If a neighbor, for example, needs a bit of rice their neighbors who can spare some will share as a natural reaction rather than as a favor or service. Bayanihan was never meant to be a world-saving solution, but we've seen from experience how it can do so much more as a very simple and deeply-involved way of doing local things with local context.

Bike Scouts provides a real-world space and a digital platform where Bayanihan can thrive again in the hearts, minds, and daily lives of people with the tools, network of support, and the resources needed to practice this age-old community tradition in the fast-paced world of the present and into the future.



## Why Bicycles?

Bike Scouts started as a Volunteer Bicycle Messenger for disaster response that allowed people to help their neighbors and community have access to communications, information, and essential supplies in the aftermath of severe disasters when roads are closed or damaged and communications services become unavailable.

In 2013, teams of Bike Scouts was deployed in response to category-5 Typhoon Yolanda in the most hard-hit areas of the storm in the Visayas Islands of the Philippines including Tacloban City and Samar Province.

Bike Scouts has since evolved into a wider community that does so much more beyond bicycles in its work of being a platform for social teamwork, but we've kept the name of Bike Scouts as a part of our history and a reminder of the sense of service and community that's at the heart of everything that we do.



## How to join the community

We've made it very easy and simple to join the Bike Scouts community with no obligations, fees, or requirements.

The only requirements will be for community members that are interested in becoming volunteer bicycle messenger riders for disaster response deployment in their own communities, *which requires technical training and experience*.

To join the Bike Scouts, simply sign-up for the Bike Scouts Facebook group to start connecting with the community and discover the options and opportunities for participation:



[facebook.com/groups/bikescoutsphilippines](https://facebook.com/groups/bikescoutsphilippines)

Bike Scouts is decentralized by design. This is meant to provide the most inclusive environment for people who speak different dialects or languages to participate in conversations, projects, bicycle rides, and events that are being discussed daily in the countless Bike Scouts Messenger chat groups online. The links to the main chat groups are on the Facebook group page. From these main chat groups, it's easy to find the right local chat group that anyone will feel most comfortable joining as a new member of the community.



**The Bike Scouts superapp**

Access to the Bike Scouts app is by invitation only (for community members) until sign-up privileges are fully-opened to the public. Invites to sign-up and download the app is posted regularly on the Facebook Group page and the main community chat group. *More information about the app in the Mobile App section.*





## First steps as a Bike Scout

**Bike Scouts is all about community!** We value our culture of respect and support for each other. It's how we are able to work together and do amazing things that matter!

We recommend these three first steps you can take:

**Step 1: BROWSE** As a community and platform for doing good, Bike Scouts has been in operation for many years. Naturally, there's a lot of history you need to catch up on, if you feel like it. We recommend that you browse the posts and other content available on the Facebook group page, the Bike Scouts mobile app, and the various media features about Bike Scouts to get a good idea of what we're doing, why, how, and what the Bike Scouts community culture is all about.





## First steps as a Bike Scout

**Step 2: PARTICIPATE** As a community member, you have full access to all of the conversations, activities, and events that are regularly started and shared by community members on the group page or in the group chats. There are no special privileges required to jump in and be a part of the conversations. The Bike Scouts is one of the few communities where the quality of your intention is far more valuable than the number of followers or likes you have, it's enough to find people who will help make turn ideas into action. The best idea is to jump into conversations or start one in the group or on the mobile app, and respectfully contribute your ideas, knowledge, and skills that can get things started.



**Step 2: START SOMETHING** Bike Scouts is a community and platform that's built around taking action and doing things that make a difference. It doesn't matter how small or big your idea is, if it does something good in the world it matters to the community! Bike Scouts members have helped build homes, started community gardens, and shared their skills, knowledge, and experiences so that everyone can learn from them and do the same for themselves or for others. You can start with something small like teaching someone how to ride a bicycle (or helping them win a race!), sharing food with the hungry, or saving a stray cat or puppy - just start something and then share it through our group page, chat groups, and mobile app to inspire everyone in the community!

## The community

Bike Scouts uses a platform-based and community-led approach to creating a space for social teamwork because technology makes the community and its culture and purpose universally-accessible, while real-world in-person activities such as cycling, social good projects, and disaster response provides tangible experiences (and value for people), real-world social connections, and a stream of positive and sometimes inspiring content with a real sense of involvement.

The community resides on the Bike Scouts' social media channels on Facebook as well as on the Bike Scouts app that provides community members with options for learning, lifestyle, active sports, travel, adventure, and inspirational content supported by a full set of features for location-based connectivity, rewards, activity scheduling, chat, and its core tools for community-based resilience using location-based disaster reporting and monitoring.





## The community





## Our platform and technology



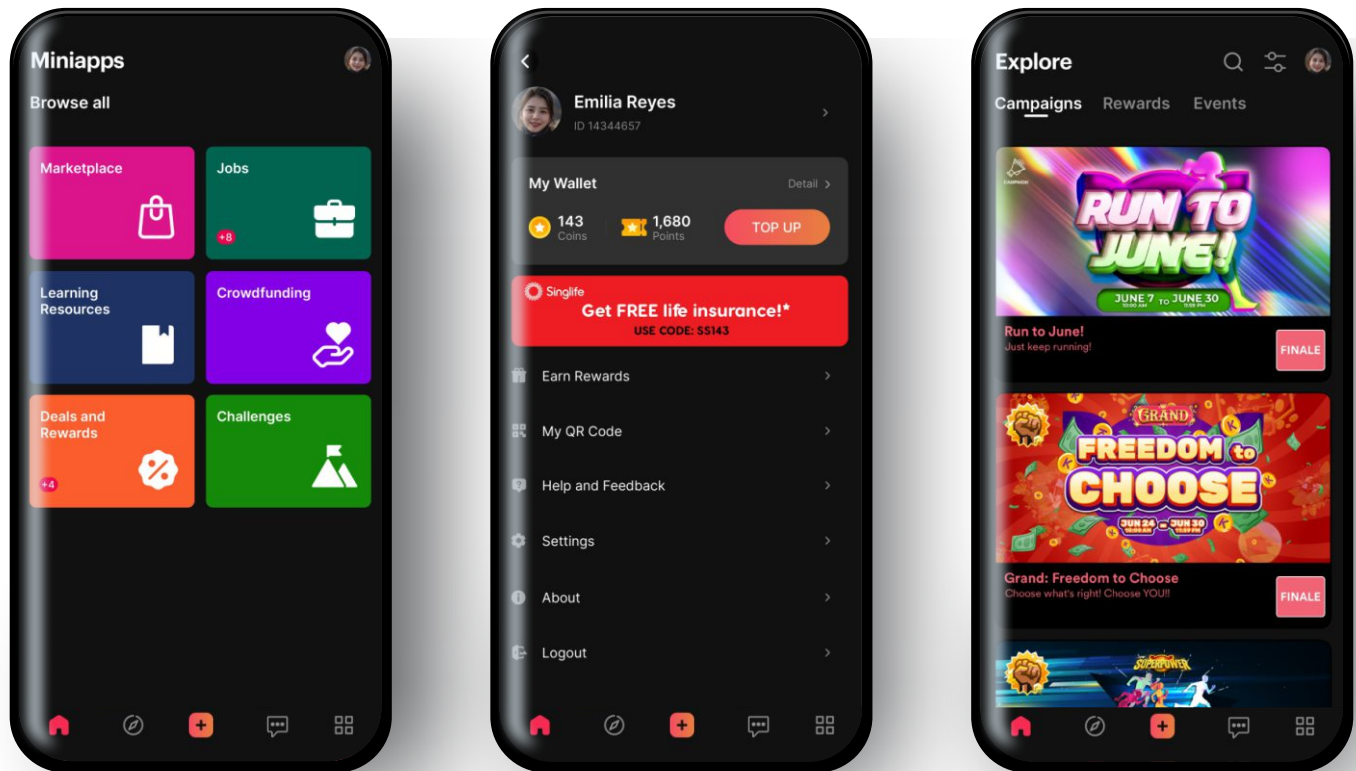
Bike Scouts is one of the few, and probably the only, genuinely community-based resilience platform based in the Philippines that has built its own technology for an active nationwide community of localized teams, volunteers, and members with actual traction.

The Bike Scouts superapp was built entirely by community volunteers and without the support of grants or investors that give us the unique ability to chart our own course in terms of what we want to accomplish, when, and how.

In addition to the app, Bike Scouts is also the only one in the Philippines with an active network of volunteers and partners that are also developing and/or sharing relevant technology that supports our work with mesh network devices, environmental sensors, high-capacity solar power kits, and robotics.



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Bike Scouts conducts regular training workshops for local teams, communities, and partners on how to use the Bike Scouts app and its various functions especially its location-based disaster reporting and monitoring features. Workshop schedules are posted in group chats and on the app.

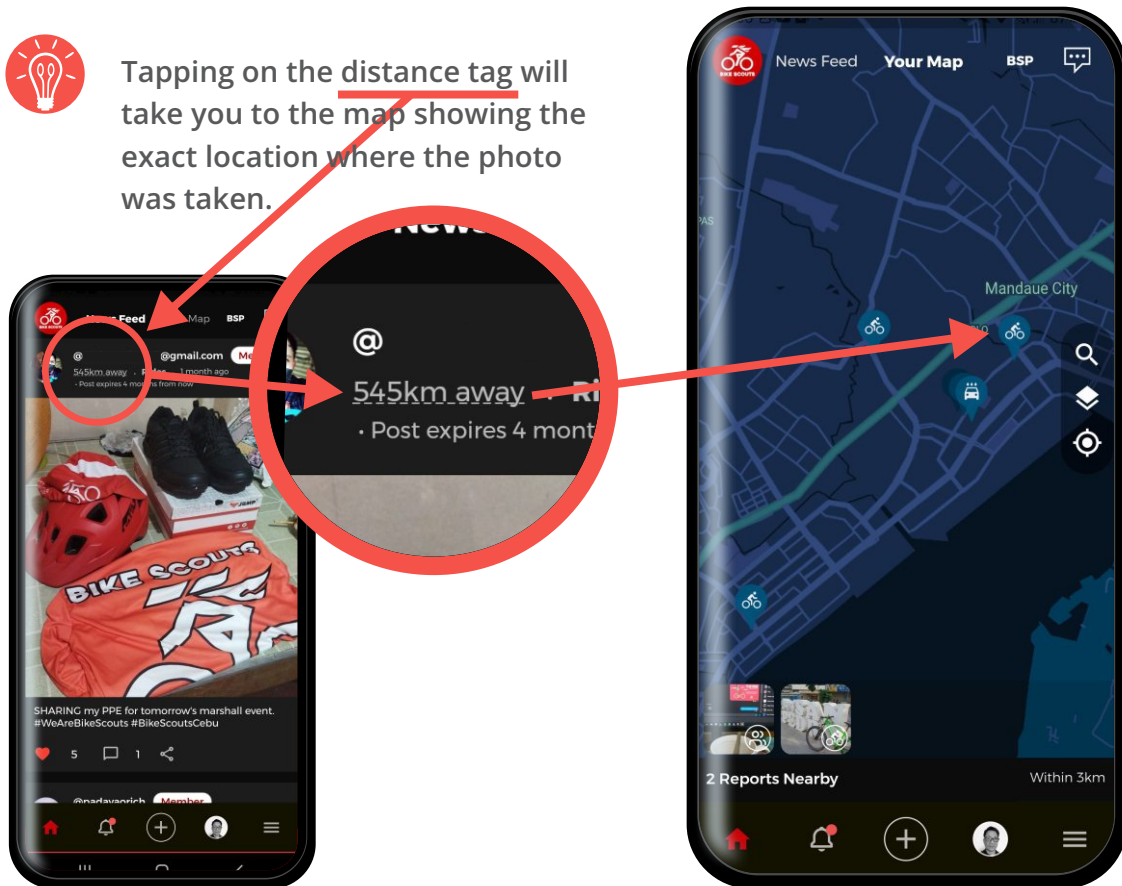
## Our platform and technology



### App Basics



Tapping on the distance tag will take you to the map showing the exact location where the photo was taken.



\*Location-based reporting and monitoring feature - for instruction purposes only. Featured image is from the beta version of the app. This section will be updated by November 2024 to show actual screens from the updated superapp including detailed instructions on how to use the new features.



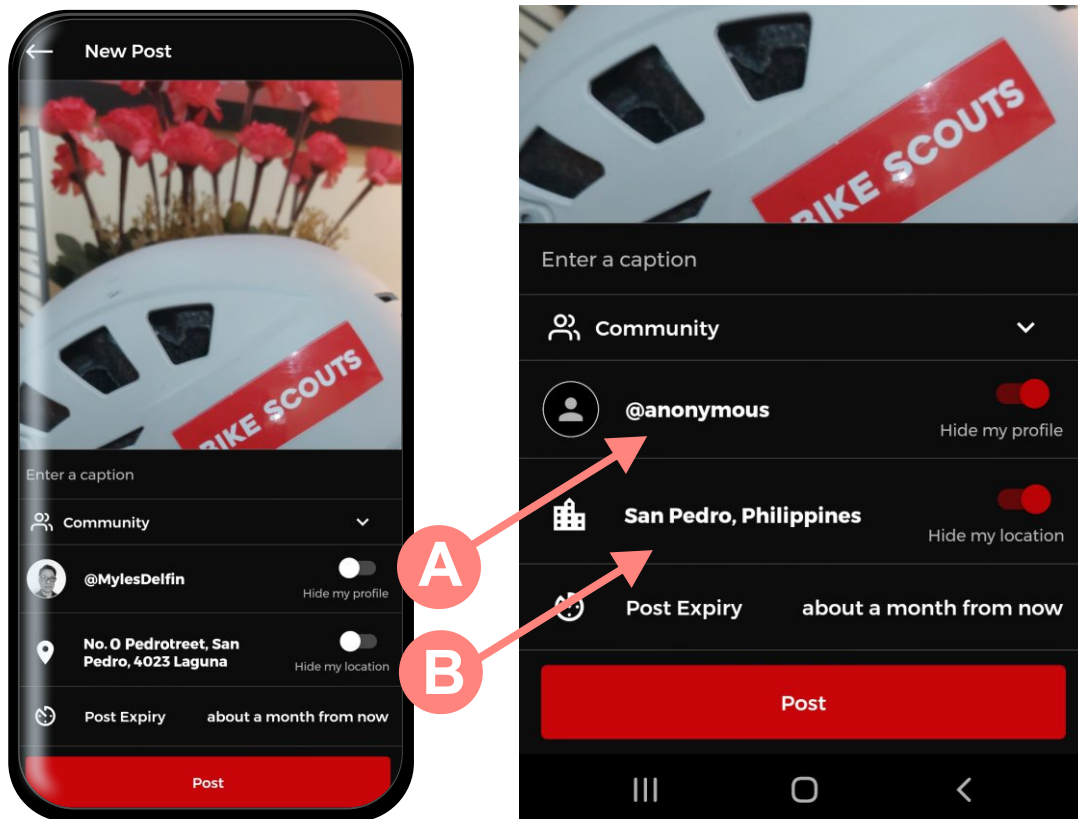
## Our platform and technology



### App Basics



**User privacy is of utmost importance to us.** This is why the Bike Scouts app provides two ways to secure your identity and location at all times. Both features are set to hide your identity and location by default.



- A** Hides your identity, changing your name to @Anonymous
- B** Hides your location by setting it from specific to a general location

\*Location-based reporting and monitoring feature - for instruction purposes only. Featured image is from the beta version of the app. This section will be updated by November 2024 to show actual screens from the updated superapp including detailed instructions on how to use the new features.

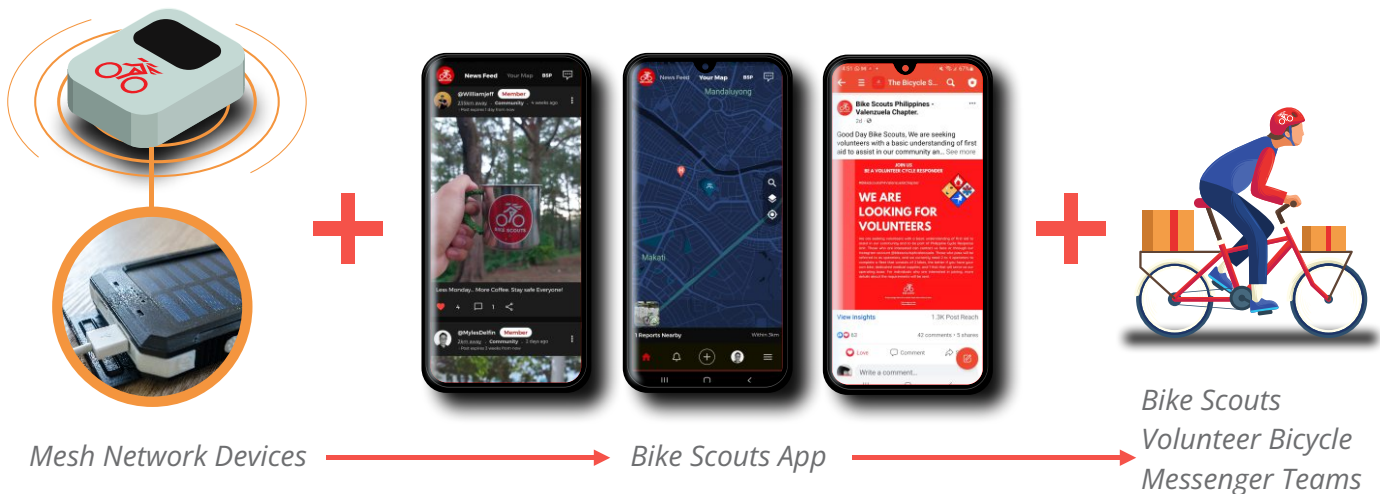
## Our platform and technology



### Resilient Local Connectivity

## Bike Scouts Mesh Network Devices

Free, Resilient, Community-owned connectivity



Through our experience, we've learned that one of the most important reasons why resilience initiatives fail is because of incomplete solutions. There are many good ideas for how to achieve local community preparedness but almost all of them tackle only the most convenient aspects of the problem for lack of resources, support, or sense of initiative. Resilience is not an option for our teams who serve their own families, neighbors, and broader communities. This is why we've built our own means of providing resilient connectivity for our platform community and partners through the Bike Scouts' mesh network devices that will eventually connect and provide a disaster-resilient means of connectivity for disaster monitoring and reporting that makes our work possible and effective.

Mesh Network Devices (MND) use radio frequencies and mobile devices to transmit data independent of centralized point-to-point communications facilities such as cellular, wi-fi, or satellite services. MND prioritizes range and resilience over speed and bandwidth to ensure that critical information is shared in times of disasters. All Bike Scouts technology items are currently available for deployment.\*

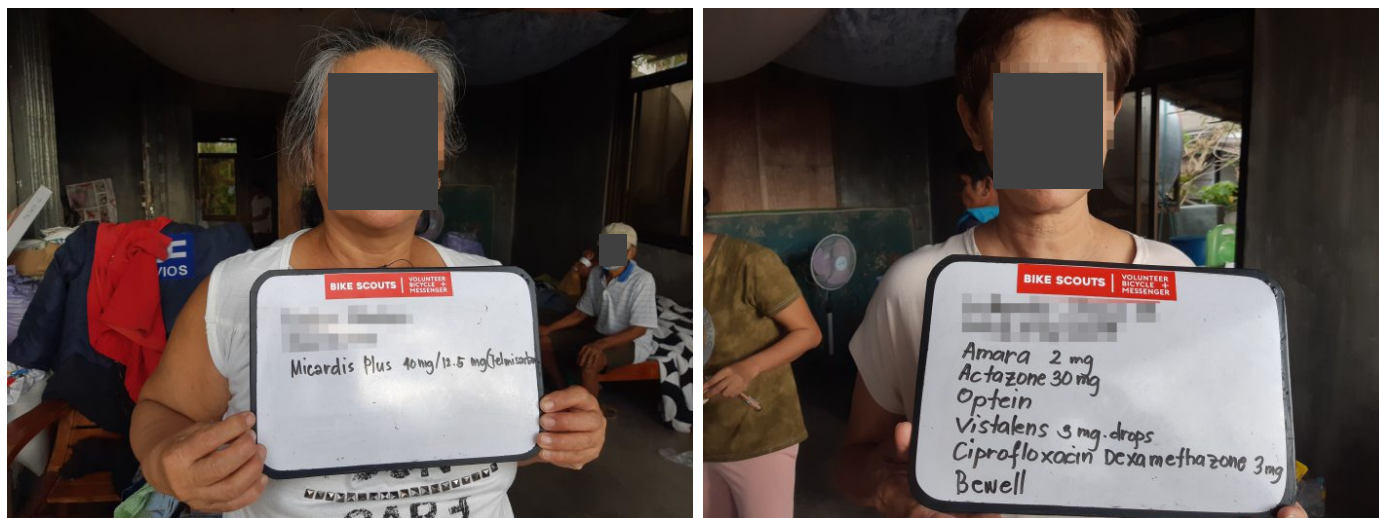
*\*Pending funding for manufacturing and distribution at scale.*

## Communication and information advocacy

One of the most important, but overlooked, foundations of doing things for the common good is all about communication and information. After all, getting people engaged and involved in anything requires being able to communicate and share the information or stories about why something matters.

This has been most apparent in times of disasters when information about the impact on our own families, neighbors, and other members of our own communities has been the difference between hope and helplessness.

Through the Bike Scouts' work in sharing information and creating stories with local context we're able to drive attention and action to the things that are most important. The local context we provide to data, information, and stories as a community helps make sure that solutions always align with actual needs.



*Local response images from Bike Scouts' Taal Volcano eruption response inside the danger zone.*

Data and information are only partially useful without local context. It's important to know the stories behind the information in order to deliver a complete and proper response or solution to the needs we want to address in our own communities and in other places where we can make a difference.







## Applied resilience

The purpose at the heart of the Bike Scouts' platform and community is to create true community-based resilience through genuine community leadership, participation, and preparedness through active social teamwork.

We know from experience that true local resilience is only possible if it's built with a true community as its foundation and with the presence of community-owned capacity to prepare and respond locally to climate-driven disasters.

The Bike Scouts' approach to resilience is based on three important foundations:

- 1.** The scale of the need for help and hope in the aftermath of severe climate-driven disasters can only be matched by the scale of people taking action in their own communities.
- 2.** People in affected communities are not helpless. In fact, they have the most reason and sense of initiative to take action because they are helping their own families, neighbors, and communities survive with dignity.
- 3.** People in affected communities are fully-capable and willing to do the most immediate things needed to prepare, survive, and respond to disasters. There is no reason why the knowledge, skills, and resources needed to prepare and respond to local disaster events have to be in the hands of people from far away who are often constrained by rules and administrative processes that have nothing to do with ensuring the immediate survival of people in affected areas.

The Bike Scouts' approach to local resilience takes these to heart and our work starts by building the community needed to take effective action because the growing scale and frequency of climate-driven disaster events requires the scale of communities to genuinely address.

## Resilience Workshops for Communities

We believe that people in disaster-prone communities are fully-capable and willing to do the most immediate things needed to prepare, survive, and respond to disasters because it's their own families, neighbors, and friends that they are saving and protecting.

Which is why we designed our approach to what we call applied resilience to start with the most basic needs - locally-owned information, knowledge, skills, and resources needed to prepare, survive, and respond.

**Resilience is not a project or an advocacy,  
it's not optional for the people whose lives  
depend on their ability to prepare.**

### Training local instructors and leaders

The starting point is to make the knowledge and skills local, and this can only happen if we invest our time, effort, and resources in giving away these things to people in communities who will help us scale the local knowledge and skills base.

Bike Scouts is uniquely-equipped to accomplish this work because of our many years of actual on-ground experience working with communities at ground zero of almost all of the severe disaster events in the Philippines and other places. Most importantly, the Bike Scouts community is filled with actual professionals and practitioners who are professionally-trained and equipped to provide training and certifications (where needed) for the most essential skills and capabilities. Bike Scouts also has the network and reach to accomplish this goal with the support of a funding-source that can cover the cost of training activities.



# Resilience Workshops for Communities

## Instructor training inclusions (Full Course)

- Bicycle handling and safety
- Bicycle assembly and maintenance
- Team riding techniques and safety
- Long-distance riding techniques and safety
- Wilderness and mountain riding
- Water-crossing and high-angle bicycle carry

- Photo and video documentation training
- Aerial documentation and photography
- Disaster mapping and data collection
- Reality capture hardware and software familiarity
- Code of ethics for aerial photography and mapping
- Code of ethics for data and documentation
- Data handling and safety in the field

- Community engagement and relations
- Community engagement and relations ethics
- Basic first aid training
- Basic life support with AED
- Basic life support provider certification and licensing
- Basic emergency responder training

- Wilderness survival and safety
- Team supplies and resources management
- Deployment planning and management
- Land and water navigation basics
- GPS-based navigation basics

# Resilience Workshops for Communities

## Instructor training inclusions (Full Course - Continued)

Working with aircraft, ships, and overland transportation

Working with professional aid and disaster response organizations

Working with local and foreign military organizations

ICS and similar systems familiarization

Bike Scouts app basics

Radio communications basics

Mobile communications basics

Satellite communications basics

Professional team ethics and protocols

Test deployment exercises



## Resilience Workshops for Communities

The second part of the Resilience Workshops initiative for communities will be the training of local teams and volunteers by the local instructors and with the support of resource persons or groups based on subject matter. The coverage of the training module for community teams and volunteers will be focused on specific skill sets with the option to upgrade to more advanced training on an individual case basis. The contents of the training module for local teams and volunteers includes the following:

- Bike Scouts basics

- Bicycle handling and safety

- Bicycle assembly and maintenance

- Basic road safety training

- Traffic environment awareness

- Basic first aid training

- Basic life support with AED

- Basic life support provider certification

- Basic emergency responder training

- Community engagement

- Community activities and projects

- Community leadership and membership

- Risk mapping and resilience planning

- Bike Scouts app basics

- Photo and video skills training

- Disaster monitoring and data collection

- Code of ethics for data and documentation



# Bike Scouts Response Manual

The Bike Scouts approach to disaster preparedness and response always starts long before there is a need to take action. For this reason, it is assumed that before a local team can endeavor to mount a response to any disaster event that they have successfully established a local network of support (local team membership and network of local support partners) and have completed both the instructor training and team training workshop modules - that are strict requirements for response work.



## Network Of Support

This is a basic requirement for a successful local response initiative.

The first component is to establish a local Bike Scouts team with a clear leadership structure and a membership of no less than ten members or volunteers.

The second component is a community of local support that should include partners from the local government unit(s), local business owners, local transport cooperatives or providers, local media, police and military, and others from local chapters of aid and rescue agencies that could assist in the work if needed.



# Bike Scouts Response Manual



## Response Basics: Volunteer Bicycle Messengers

The most important thing to start with is to plan for the most important work of any local Bike Scouts team which is to serve as an alternative means of access to communications, information, and essential supplies in response to disasters. Our work as Bike Scouts is specifically focused on being a provider of alternative connectivity using bicycles as resilient mobility to transport communications, information, and essential supplies and to provide a reliable and verifiable means of access to real-time or near real-time information and data.

To accomplish the work, Bike Scouts teams will use the Bike Scouts app supported by our own mesh network devices (where available), radio communications, satellite-based devices or ,where possible, using the tv whitespace signal of local media studios or their mobile broadcast facilities.

Rescue work is a secondary mission for all Bike Scouts teams and are strongly advised to hand-over to local rescue-focused groups or organizations unless there is a compelling reason to conduct rescue work under the supervision of the most qualified local Bike Scouts instructor or team members.



# Bike Scouts Response Manual



## Response Basics: Local Coordination

In preparation for potential disaster response deployments, local Bike Scouts teams are encouraged to coordinate with their local government units or local disaster coordinating agency and seek ways to establish a formal or informal partnership or collaboration in the event of a disaster event as a supporting service for official agencies in terms of communications, information, and essential supplies delivery. In some cases, it will also be possible to seek official recognition of the role of the Bike Scouts team in local disaster response for communications and information through a local ordinance.

The role of Bike Scouts teams in local response is to provide an alternative and resilient means of access to communications, information, essential supplies, as well as real-time disaster monitoring and reporting. As volunteer bicycle messengers for disaster response, local Bike Scouts teams may also handle to delivery of communications for people and families isolated by disaster events when other forms of communication becomes unavailable.

## Resilient Mobility Options for teams

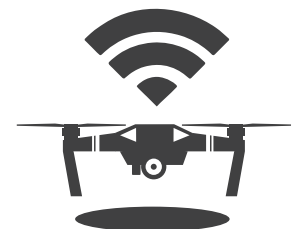


Volunteer Bicycle Messengers

Powered by



Volunteer Cargo Bicycle Messengers

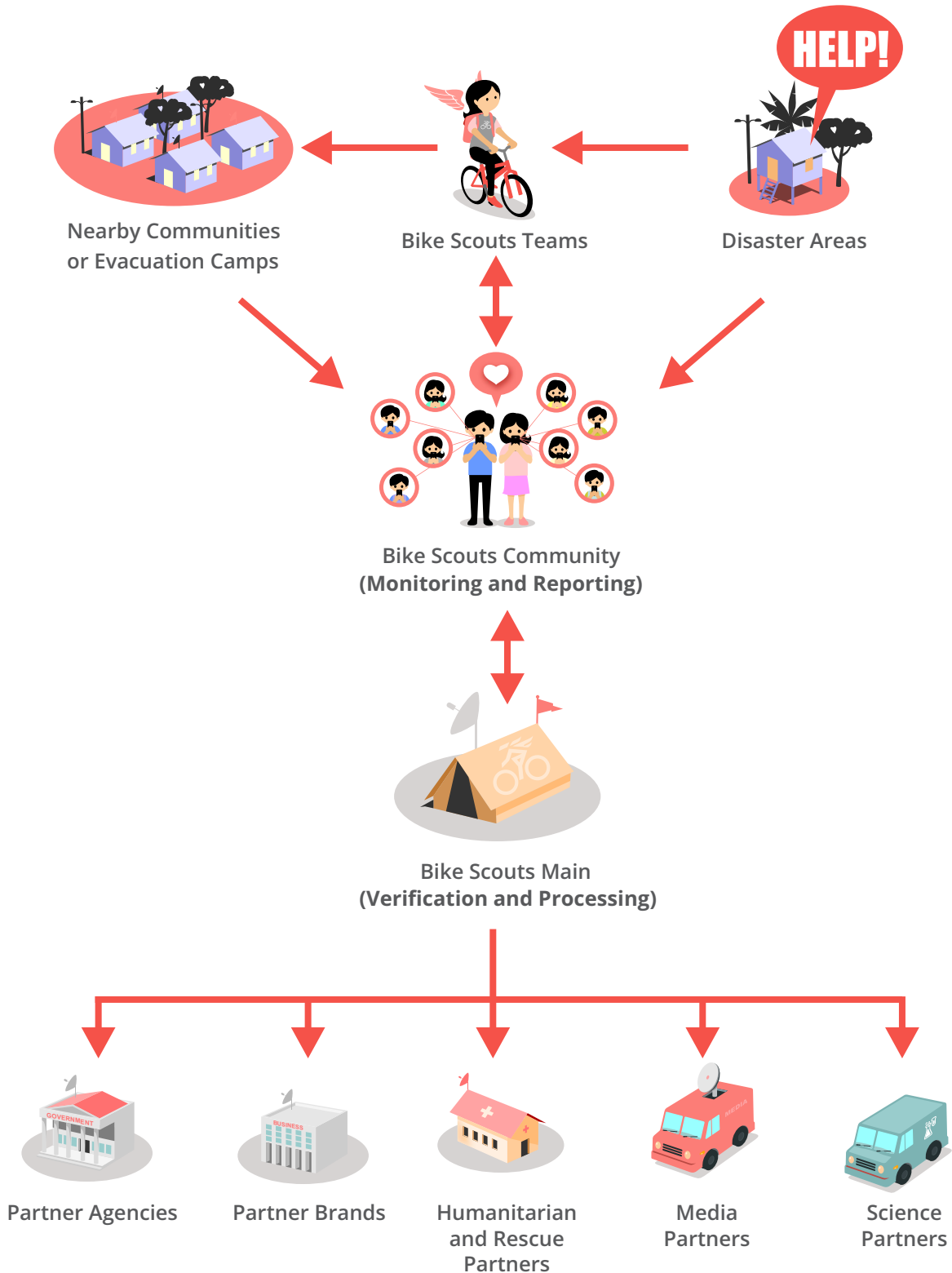


Volunteer Flight Team



# Bike Scouts Response Manual

## Information and Communications Map



# Bike Scouts Response Manual



## Messenger Central

In the event of an actual disaster response deployment, the priority for a Bike Scouts team on the ground is to establish a centrally-located collection point for all communications, information, and supplies. This central collection point serves as the Bike Scouts operations base in the area of operation and will be where partners, agencies, evacuees, and others can drop-off or collect items and packages for delivery or request for a Bike Scouts team to survey, map, or locate places and people within the disaster-impacted area.



At least two (2) Bike Scouts deployment team members should be managing the central collection point at all times to receive, manage, and document all of the information, communications, and supplies that go through this staging area. It's important to track the success rate of deliveries and set daily targets for volunteer bicycle messenger teams as well as routes and areas that need to be mapped and serviced during the deployment cycle. The service provided at this collection point is 100% free but should always be treated as professional work and all the people who request for assistance should be given respect and their dignity preserved at every interaction or engagement.

# Bike Scouts Response Manual



## Response Basics: Deployment Conditions

In the event of a deployment or response, the Bike Scouts follows a checklist of important items that will be useful when providing assistance to the community or when working with the Bike Scouts technical response teams that deploy to communities in need of assistance. The checklist includes the following:



Is there serious damage to road access that will require use of bicycles?



Is there a complete loss of traditional communications?



Is our presence in the disaster area redundant?



Can we operate self-sufficiently in the field?

- 1.** Consider the need for support and consideration for people with disabilities. Try to include team members in your response who can help with sign language, interpret dialects or languages, provide mental health support, and special care for children in disaster areas.
- 2.** Consider the need for women's hygiene products and also for infants and young children in addition to the general hygiene supplies that you might be bringing for distribution.
- 3.** Consider the very high demand for basic medicines for the common cold, cough, fever, diarrhea, and infections in disaster-affected areas.
- 4.** Consider the need for face coverings, surgical gloves, and other Personal Protection Equipment that might be needed in disaster areas. If you are expecting to work near military or commercial aircraft it's a good idea to bring ear protection as well to manage the loud noise of jet engines.
- 5.** Consider the need for water purification tablets and water filters when you deploy as clean and safe water is almost always scarce in disaster areas.



# Bike Scouts Response Manual



## Response Basics: Basic Equipment

### IN THE EVENT OF NATURAL DISASTERS



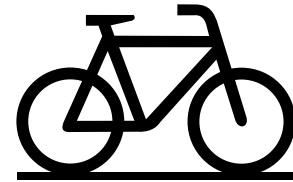
THE FIRST THINGS TO FAIL ARE:



COMMUNICATIONS



ELECTRICITY



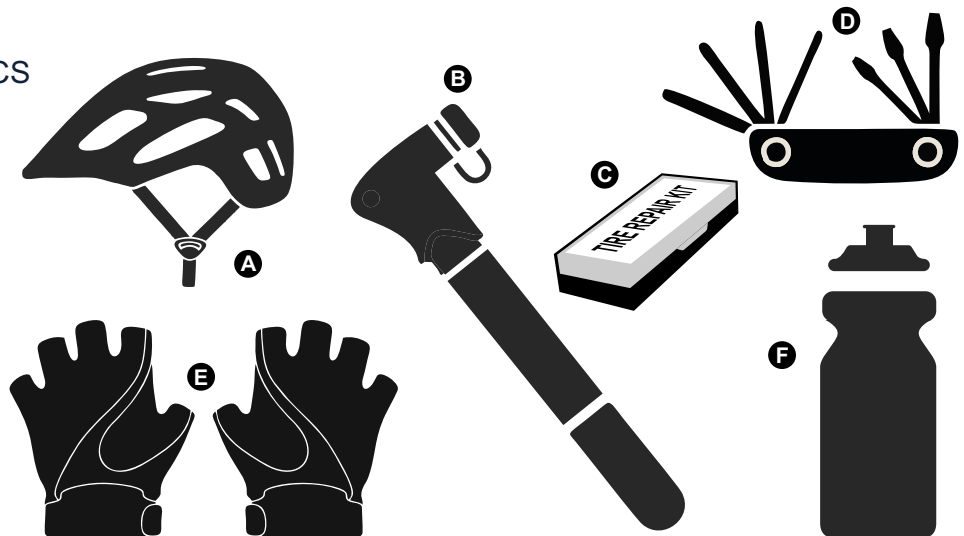
**BICYCLES** will provide mobility to find access to nearby essential supplies and for distribution.



**BICYCLES** will provide mobility to find a contact point to access the nationwide Bike Scouts network.

### BICYCLE SAFETY BASICS

- A** HELMET
- B** BIKE PUMP
- C** TIRE REPAIR KIT
- D** MULTI-TOOL
- E** BIKE GLOVES
- F** WATER BOTTLE

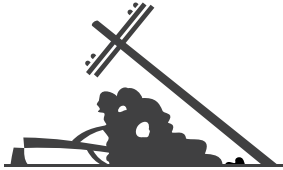


In addition, Bike Scouts Volunteer Bicycle Messengers must have a lightweight backpack, extra water containers, first-aid kit, tire and basic bicycle repair kit (chain cutting tool, mini pliers, small utility knife, rain gear, nutrition provisions, water purification tablets and/or water filter, plastic sheets for emergency use, change of clothing, bug spray, two-way radio, mobile phone and/or camera, spare memory cards. Optional but recommended to use bicycle racks if deliveries are part of deployment and consider making bicycles and supplies compact for easy loading for land, air, or sea transport. Detailed checklist available at team orientation. **ALWAYS REMEMBER** to stay hydrated!

# Bike Scouts Response Manual



## Response Basics: Hazards and Challenges



✗ Trees and other structures may fall down and cause road closures.



✗ Vehicle damage and road closures will mean no public transportation will be available.



✗ Lack of mobility and access will affect the availability of water.



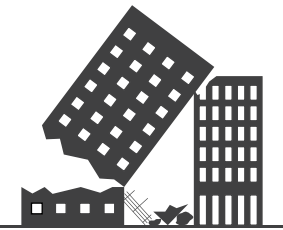
✗ Bridges may collapse or get washed away and cause road closures.



✗ Road closures will prevent the operation of any motor vehicle.



✗ Lack of mobility and access will affect the availability of food.



✗ Buildings may collapse and debris piles will block roads.



✗ Other forms of transportation are limited by number, cost, and the availability of personnel and facilities to accommodate their operation.



✗ Lack of mobility and access will affect the availability of critical supplies.



✗ There will be lack of availability of critical supplies.



✗ Limited number and location of medical facilities.



✗ Be aware security issues.

# Bike Scouts Response Manual



## Response Basics: Hazards and Challenges

### General Viral Infection Ingress/Egress Decontamination

#### INGRESS/ Outbound



Wear a surgical mask rated 21 CFR 878.4040



Bring plastic or latex gloves for handling of items



Bring 70% Isopropyl Alcohol for disinfection

#### EGRESS/ Inbound *(do this before you enter your home)*



Take off and leave all apparel and equipment outside in a designated container for 24 hours. This includes bicycles, shoes, shirt, socks, pants or shorts. **Do not allow anyone** to approach you throughout this process.



Place all items carried outside in a plastic bag and ask somebody to disinfect with alcohol or wash with soap if items are waterproof. *(handle all items with gloves and then dispose of protective container and gloves outside of home)*



Wash arms thoroughly with soap, then wash hands, in that order.



Walk inside home but avoid getting into contact with anyone or anything. Head straight to shower for thorough cleaning with soap and shampoo.



Dispose of used mask immediately upon arrival in a trash bin outside of home

**DO NOT** touch your face, hair or other parts of your body that was exposed during your time outside throughout this process



Make sure that water does not run down towards hands after washing. Dry hands with paper towel.



Disinfect all areas of the home that you touched going in using mixture of bleach (Zonrox) and water.

These protocols also apply for situations where there has been contact with human or animal remains and potentially contaminated materials during body retrieval or response operations.



# Bike Scouts Response Manual



## Response Basics: Operational Guidelines

These guidelines are meant to preserve the operational efficiency and effectivity of Bike Scouts teams on deployment, guidelines on collaborations and partnerships are also included to ensure the independence, credibility, and the nondiscriminatory nature of the Bike Scouts as a platform and community. Bike Scouts serve, respect, and seek to provide fair and equal assistance to everyone and everything in need of kindness, compassion, care, or protection.

- We are independent, which means that we work with anyone who share an equal or similar purpose and passion for our work but we do not participate in the agenda of politics or religion. The Bike Scouts name, work, and materials must not be used as part of the materials of any political or religious organization or movement as a means to promote any political or religious agenda or purpose.
- We do not discriminate or make any distinctions in terms of race, culture, gender, sexual orientation, or personal circumstance in regard to whom we help or provide assistance to. We serve all.
- We are a community that looks after each other before anything else, and because of this we prioritize the physical, mental, and emotional well-being of everyone in the community. This is why Community Team members are not encouraged to participate in technical or high-risk response activities including working in proximity to victims of disasters that have lost their lives. The work of rescue and recovery is reserved for members of the Bike Scouts technical response teams that have proper training, experience, and aptitude for the work.

# Bike Scouts Response Manual



## Response Basics: Operational Guidelines

- We leave nobody behind which is why it's important to plan deployments and other activities properly. It's equally important to plan how to get to the places we want to deploy as how we can get home from them. Bike Scouts team leaders, in particular, are encouraged to be highly-responsible for everyone who participates in deployments and activities. Bike Scouts leaders must learn to always be the first to arrive (or start working) and be the last to leave.
- We study every detail of our deployments and disaster-related activities. If possible, we plot the timelines, milestones, and schedules and we stick by them to ensure the safety of every member of our teams. As a community team, we often serve our own families, neighbors, and friends. This makes it important to know what we can accomplish on our own and which things we need to ask for help from other Bike Scouts teams to ensure the well-being of the people who share with us the places we call home.



# Bike Scouts Response Manual



## Response Basics: Operational Guidelines

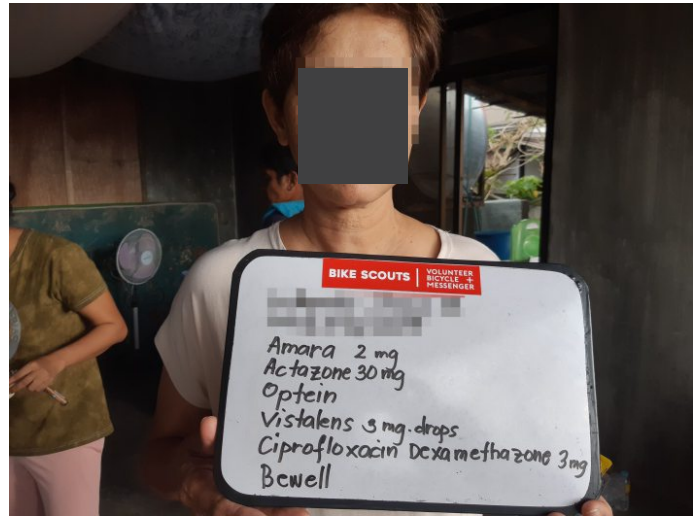
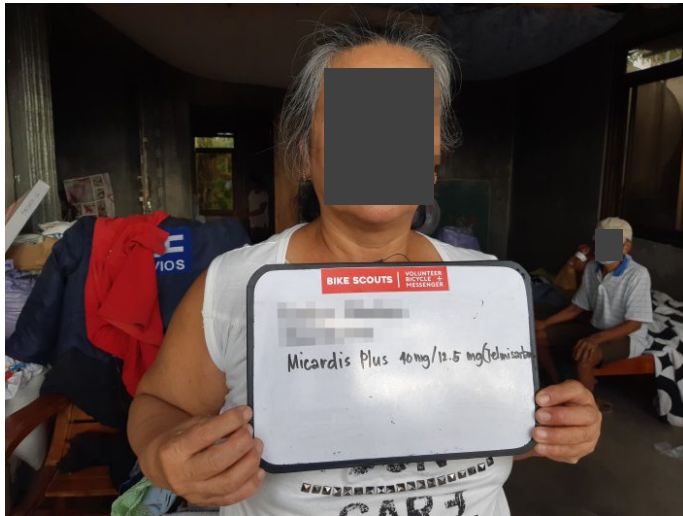
- 1. Set-up a clearly marked station (with the Bike Scouts name and logo, if possible) where people can find you and your team to leave a message for delivery or a list of essential supplies they need that you can help deliver to relief and rescue agencies later on. Make sure to list down the names and needs of people that visit your station for assistance, and remind everyone that you will do your best but cannot guarantee results. This is important to manage expectations.
- 2. Set-up a list or map of the routes or coverage area you intend to service so that the people who visit your station will know which areas they can contact through you and your team of riders.
- 3. Set-up a daily list of accomplished deliveries so that people who are looking for updates can easily determine if their message or request has been delivered.
- 4. Establish contact as soon as possible with a Bike Scouts team or humanitarian and rescue agencies who can help provide supplies that your community needs. Offer to make the delivery to your community yourself. If it helps, introduce yourself as a local Bike Scout volunteer bicycle messenger rider whose job is to connect relief and help with the people that need them.
- 5. Document and record the routes that you ride on, taking note in particular of obstacles, infrastructure damage, and immediate needs for assistance and share the information with other Bike Scouts teams in the area and also with humanitarian and rescue agencies that might find the information useful for their own operations.
- 6. If possible, continue to operate the service until roads are re-opened, communication lines are repaired, or until your community has a need for your service.
- 7. **IMPORTANT NOTE:** If you find yourself in a situation where you have to perform this work make sure to seek mental health support as soon as you can. You might not feel like you need it but it's always a good idea to have someone help you process the experience and be able to resume your normal life with the achievement of being able to serve your own community when they needed you most.



# Bike Scouts Response Manual



## Response Basics: Proper Documentation



Example documentation photos of specific community needs. These images are to be saved into a list or uploaded to an assigned Bike Scouts database or form to be processed and forwarded to the appropriate response partners. The most important parts of the Bike Scouts documentation system are as follows:

1. Display the Bike Scouts name clearly to make sure that the source of the information in the photo will be traceable to the Bike Scouts and its specific response teams. This will make better coordination possible and also ensures accountability.
2. Make sure that the face of the person in need of assistance is clearly shown so that they can be easily identified by responders or relatives, as needed.
3. Include the full name and contact information of the person in the photo for easier contact.

# Bike Scouts Response Manual



## Response Basics: Proper Documentation

4. Clearly indicate the specific needs or requests of the person in the photo. If the requested items include prescription medications or other controlled items make sure that they are only released to intended persons by qualified medical personnel. **DO NOT distribute prescription medication without a qualified medical professional present.**

5. Make sure that all images and personally-identifiable information are secure.

**DO NOT distribute these photos and the information it contains on social media or to anyone outside of the assigned Bike Scouts response management team.**

**DO NOT use these images for promotional posts or any other purpose aside from providing information directly to appropriate responders or responding agencies that are verified and certified by Bike Scouts as official or recognized response partners.**









# Bike Scouts Response Manual



## Response Basics: Identity Materials



Sample of official Bike Scouts Bicycle and Station tag: Layout is available for download here: <https://bit.ly/41kmPSU>



Sample of official Bike Scouts Bicycle Sticker: Layout is available for download here: <https://bit.ly/3Esm2ph>

## Partnerships and recognition



*Bike Scouts is globally-vetted by Global Giving*





bikescouts

