



Frequently Asked Questions

General

What do you do, and what is your mission?

Community Cycles of California is an independent, Silicon Valley-based 501(c)(3) nonprofit, established in September 2017. We sell quality refurbished bikes, and we guarantee our work through a 60+ point refurbishment, safety, and quality assessment. The proceeds from our nonprofit bike shop and repair center combine with charitable contributions to fund programs that provide free bikes and repairs to those in need. We also recently launched a business training program that teaches bike mechanics and small business administration. To learn about the pilot and all our charitable bike programs, visit communitycyclesca.org/programs-support

Community Cycles of California – Powering Economic Independence

Our mission is to strengthen our community by promoting economic independence for individuals facing barriers to employment through our nonprofit bicycle shop, charitable bike programs, and small business operations training.

How many bikes have you given away?

Since we give bikes away almost every business day, the best way to see our latest results is to check our homepage, where they are updated monthly, communitycyclesca.org.

Small Business Operations Training

How does this program work?

Community Cycles recently launched a partnership with Santa Clara County to provide classroom learning combined with practical experience to underemployed adults seeking to advance their professional skillsets and improve their socioeconomic mobility. Students spend time with industry experts learning all areas of business: operations, sales, marketing,



accounting, inventory, scheduling, purchasing, human resources, management, and because it is a bike shop, bike mechanics. Classroom learning is followed by nine months of practicum where students use their newly developed skills to help run the Community Cycles shop and charitable bike programs. Upon completion of the program, graduates are ready for skilled, living wage jobs. CCofCA will partner with graduates and if applicable, their case workers, to help place them in permanent positions. Whenever possible, we will also offer permanent roles at our own shop to well-matched graduates. Please contact us at wecare@communitycyclesca.org to learn more about this program.

How Can I help?

Do you accept volunteers?

Yes! We always need bicycle mechanics to help refurbish and service bikes and support our many mobile clinics. Please email us at wecare@communitycyclesca.org or visit the shop if you are interested. We also recommend following us on Facebook, where we'll post requests for volunteer support at community events.

Can I make a tax-deductible donation?

Absolutely! We are a 501(c)(3) nonprofit organization, and our federal tax ID is 82-2949587. Visit communitycyclesca.org/make-a-donation or text *GiveCycle (no space, not case sensitive)* to 44-321 to make a gift of any size, for which you'll receive an auto-receipt via email. Thank you in advance for your support!

Bikes

Where do you get your bikes?

All the bikes in our inventory have been donated. We are thankful for the generosity of individuals like you, as well as corporations, universities, government agencies, transportation organizations, police departments, and more.



How do you refurbish the bikes?

Each bike undergoes a 60+ point refurbishment, safety, and quality assessment; they are cleaned, repaired, and have parts replaced as needed. We believe every bike that goes through our shop, no matter the price point, should be safe, reliable and function as new. We guarantee our work with a 2-month warranty.

Where can I buy a bike or get mine serviced?

You may purchase bikes and schedule service at our shop, located at 35 Wilson Avenue, San Jose 95126. **Our hours are Friday – Sunday, 11 a.m. to 5 p.m., or by appointment.** You can view and purchase from our full inventory of available bikes at communitycyclesca.org/bike-shop.

Are you a full-service bike shop?

Yes, though we also do simple things like fix a flat or conduct a simple safety and reliability check. Call the shop at 408-657-9092 or you can schedule a service at communitycyclesca.org/bike-shop.

What types of bikes do you sell?

We offer a variety of styles (mountain, road, commuter, etc.), ages (vintage to nearly new), and sizes (child to adult). You will also see a variety of brand-names in our shop and can let us know if you're looking for something particular. We even get tricycles and electric bikes occasionally.

Do you sell new bikes?

Though new bikes are not the focus of our business model; we do occasionally receive them as donations from corporate team builds or holiday donations.



How much do your bikes cost and how are prices set?

The median price is \$250. However, we sometimes receive new, high-end, or unique, classic bikes that can be in the thousands of dollars. We also have a small supply of bikes in the \$75-\$150 range. Children's bikes generally range \$25-\$100. Bikes are priced by market value and the cost of refurbishing (parts and labor). Additionally, \$25 of each bicycle helps pay for the cost of refurbishing a bicycle that we grant to someone in need.

Can I trade or sell my old bike when buying one of yours?

As a policy to protect our business against the risks of purchasing stolen goods, we do not trade or purchase bikes. We, are of course, happy to accept your bike as a donation.

How do I donate my bike?

We accepted quality* bikes of all types and sizes **Tuesday – Sunday from 11 a.m. to 4 p.m.** at 35 Wilson Ave. San Jose, 95126. For more detail visit communitycyclesca.org/donate-your-bike CCofCA is a 501(c)(3) tax-exempt organization, and we are happy to provide a receipt for any donation. Our federal tax ID is 82-2949587.

*(*Not broken or manufactured for a department store)*