



SOCKEYE CYCLE CO

SKAGWAY GUIDE TRAINING MANUAL

COMPANY PROCEDURES AND POLICIES

Updated January 2020

INTRODUCTION

Welcome to our team! As an employee, you will be asked to participate in the process of creating a healthy, safe, and rewarding work environment. Communication is the key to this process.

At our weekly meetings, you will have the opportunity to give your opinion and provide feedback in a group setting. You are also welcome to express any idea or discuss any issues you are having on an individual, confidential basis.

This manual is for our mutual benefit. It summarizes what you need to know to do your job effectively. Considerable effort has gone into compiling this information and fine-tuning company procedures since we opened our Skagway location in 1992. Please study it in detail and adhere to all procedures. Guest and employee safety is our top priority.

We strive to provide our customers with the best possible experience. This means putting in the extra effort to do your job well. Study and learn the history of the area, and other information about the region so that you can convey it to people accurately and keep it interesting. Please continue to educate yourself throughout the season and utilize this diverse knowledge on a daily basis.

Alaska is a very unique place. Nature, not humanity, is still the dominant force here. The rest of the country used to be like this. It is your job to educate visitors and create a sense of awe, which might inspire them to be better global citizens. We also give back directly by raising money through our water bottle and company matching donation program.

Thanks for your time and effort and coming to Alaska to work for us. We look forward to a great season working together!

Sincerely,

Dustin Craney – President & General Manager,
Becky Hill – Office Manager,
Matt Jillson – Skagway Operations Manager

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Mission Statement

To promote bicycling as a means of recreation and transportation where people can interact with the local environment.

To pass on the history, struggle and triumphs that humanity has endured to make a life or pursue a vision in the North.

To educate visitors about our unique Alaska environment, and raise awareness about issues affecting the environment.

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TOUR RESPONSIBILITIES



Clock-In Time:

- Each tour will have a defined departure time (based on the daily schedule), and a defined timeline.
- For the 1st tour of the day, both guides clock in 40 minutes prior to the tour departure time. If you are guiding solo, clock in 45 minutes before the tour departure time.
 - For example, for an 8am Rainforest Tour that has 2 guides, both guides clock in at 7:20 AM.
- For the subsequent tours of the day, both guides show up 35 minutes prior to the dock departure time.
- Drivers clock in 30 minutes prior to tour departure.

Tour Preparation Duties (Pre-Departure):

LEAD GUIDE

- Check the schedule for ship, dock location, passenger numbers, tour, walk-ins, etc.
- Check to see if your departure is highlighted for a ticket drop.
- Prepare the Tour Activity Checklist and the waiver forms for the start of the tour. There must be 2 laminated waiver scripts on the front bench of the van along with 2 waiver signature pages with the script showing on the clipboards.
- Sign out binoculars and/or bear spray (on Rainforest & Triple Adventure tours only).
- Remove the tarp, unlock the bikes and hook up the trailer.
- Inspect the bikes on the trailer.
- Count and inspect the helmets, gloves, and rain gear.
- Check guide packs for all required gear.
- Inspect and load guide bikes on trailer with tour bikes, tie down all bikes.
- Check the van folder for all tour forms, signs and paperwork, including pens.
- Confirm with the tail guide and driver that their duties have been completed and everyone has all their gear, radio, 2 charged batteries, tool kit, first aid, passport, helmet and bike.
- Check off completed items on Tour Activity Checklist.
- It is your responsibility to leave for the dock on time, 25 minutes prior to tour time.

TAIL GUIDE:

- Check the van for clean exterior, interior and windows; wash/clean if necessary.
- Fill 12 water bottles in tour shack and place in crate.
- Get water bottle pouch and form from the tour shack, check \$ and place in van.
- Assist lead guide with un-tarping trailer, hooking it up, and anything else needed.
- Assist drive with checking the van/trailer lights

DRIVER:

- Go through the DOT pre-trip inspection (posted below light switch in van).
- Test the PA and the Radio.
- Check van for fuel.
- Make sure emergency gear is in place.
- Check that trailer is securely hitched.
- Check that all bikes are tied down.
- Assist guides with any other duties.
- Carefully drive out of the yard while watching the trailer in the side view mirrors.

End of TOUR Duties:

GUIDES:

- Lead guide escorts the clients into the shop while the tail guide re-loads the trailer.
 - Load bikes on trailer with the 21" and 13" in the last slots on the passenger side.
 - Shift bikes to middle ring in front and small to middle ring in rear before loading.
- Lead guide gives clients a ride back to the dock if requested.
- Inspect and fold rain gear and place it in the gearbox by size in neat stacks.
- If gloves or hats are wet put them in dryer and grab spare bag.
- If bikes are muddy, spray them off with the hose. Wash the van if muddy.
- If a bike needs mechanical attention take the bike into the shop and notify the mechanic. Flag it with marking tape and label the problem. Replace with spare if it can't be fixed right away.
- Adjust helmet straps and place under the seats in van.
- Clock out if you will not be working again in 15 minutes.

DRIVER:

- When gas tank is at 1/4, fill it up on the way down the hill at the Petro Marine pumps (just after Dyea Road turn-off) using a gas card, PIN 2851.
- Drive into the alley, call for assistance if needed, unhook the trailer and carefully push into a designated parking spot. Back the van up so that the ball and hitch are aligned.
- Bring clients' personal belongings into the shop and place in the green bin labeled with your van number. Bring guide gear into the tour shack and place in their bin.
- Bring tour tickets, tour activity sheet, and waiver into the tour shack and place in bins.
- Clean out client and guide trash from van.
- Roll up van windows and close doors.
- Check water bottle form entries; count cash & bottles out, re-fill crate with 12 bottles.
- Leave van keys hooked to the shift column.
- Clock out if you will not be working again in 15 minutes.

End of DAY Duties:

GUIDES:

- Check helmets for missing buckles, smell, twisted straps, size and quantity, adjust or replace.
- Charge any dead radio batteries. Turn your radio off and place in your bin.
- Make sure all paperwork is properly completed and put in the correct place.
- Rain gear must not be put away wet; hang in tour shack with heaters on and door closed.
- Collect gloves and hats from dryer and return to the bags, bunch gloves in pairs.
- Once all tour bikes are on the trailer and the guide bikes are removed, lock and tarp the trailer.
- Return any bear spray or binoculars and sign out on the form.
- It is the responsibility of both guides to see that the above duties are completed.

DRIVER:

- Wipe down steering wheel and door handles with Lysol wipes.
- Wash the outside of the van. Vacuum and dust the van. Clean inside of windows if dirty.
- Bring the water bottle pouch into the tour shack, check form entries, count cash, total up form for the day and leave in bin.
- Fill out post-trip vehicle inspection end of day report, and note any mechanical issues on log in tour shack.
- Bring keys into tour shack and hang on hook.

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TOUR PAPERWORK



For everything to run smoothly, it's important to fill out all tour paperwork correctly and completely. See below for the forms used on each tour.

TOUR ACTIVITY CHECKLIST:

<p><u>TOUR ACTIVITY CHECKLIST</u></p> <p>Date: _____ Van #: _____ Trailer #: _____</p> <p>___ Van/Trailer Lights & Fuel Level</p> <p>___ Van Folder (tour signs, waivers, forms)</p> <p>___ Personal Documents (passport, chauffer permit, med cert, 1st aid/CPR, AK license)</p> <p>___ Trailer Gear Box</p> <p>___ Bike Inspection</p> <p>___ Helmets in Van (12 reg, 3 XL)</p> <p>___ 1st Aid Kit and Blanket</p> <p>___ Water Bottles, & Pouch</p> <p>___ Waivers Complete</p> <p>Lead Guide Sign-off: _____</p>	<p>Tour: _____ Time: _____ Dock: _____</p> <p>Lead Guide: _____</p> <p>Tail Guide: _____</p> <p>Driver: _____</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Total # guests on tour: _____ <small>(include paper tickets or write guest last name on back for e-tickets)</small></p> <p>Cruise ship name: _____ # tix: _____</p> <p>2nd Cruise ship name: _____ # tix: _____</p> <p>INDE: _____ VIATOR: _____ AKSHORE: _____ SHORE: _____ <small>(Shore Trips)</small></p> <p>SHORET: _____ FLOAT: _____ M&M: _____ Walk-In: _____ <small>(Skagway Shore Tours)</small></p> <p>Comps: _____ Other (explain on back): _____</p> </div> <p><i>Post Tour Notes:</i></p>
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The tour activity checklist form is to keep an accurate account of what occurs on every tour. Management will refer to the tour activity checklist from each tour to verify daily tour details and determine what should be communicated to the cruise line shore excursion team.

- It is the responsibility of the LEAD GUIDE to see that the form is filled out properly for each tour.
 - Fill in the date, names of guides, van/trailer, and check off all applicable boxes before the guest pickup.
 - After you pick up the guests and have counted the tickets to make sure you have one for everyone, fill out the number of ship clients and include any comps, independents and M&M clients on the appropriate lines.
 - The lead guide must count the waiver signatures and verify that all participants have signed the waiver before checking that line and signing off on the tour activity checklist.
- The finished Tour Activity sheet is paper clipped to all tickets from the tour and put in the cup holder in the van. The driver will drop them off in the labeled bin in the tour shack after returning from the tour.
 - After the tour, the lead guide will find the sheet in the Tour Shack and fill in the Post Tour Notes section. Please make a note for every tour, even if nothing special to report.

WAIVER FORMS:

- It is both guides responsibility to make sure that everyone properly fills out the waiver form. No one may ride a bike without a completed waiver form. A guide or driver must tell clients to read the script

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first, then sign on the back. Show the clients the form and where to sign. The clipboard must always be passed to a client with the script side up and showing. There are two laminated scripts in every van to pass out along with the script on the front of the sign sheet.

- Every person must have their own signature on one of the numbered lines. Two people cannot sign on one line.
- Passengers under age 18 need to have a guardian sign for them on the appropriate line as well as their signature.
- It is the LEAD GUIDES responsibility to double check the form for all signatures before riding. The lead guide must check off “Waivers Completed” then sign the tour activity checklist.

WATER BOTTLE FORM:


This form is used to track and account for donations through our water bottle fundraiser program.

- The water bottle pouch will contain a paper form and \$20 in small bills for change. After you have collected the money at the start of the tour for water bottles, the driver notes the number of bottles donated for and the money collected on the form.
- The water bottle pouch stays in the van between tours and is only brought in after the last tour of each day. On that last tour, total up the form and put it back in the tour shack bin.
- If you need additional change made between tours, bring the pouch into the shop.
- If a bottle goes out with no donation, do not tally it on the sheet. It will be washed and re-used.
- If a client wants to make a donation after the tour, either guide can take care of them or the shop staff – the shop has a water bottle donation envelope and their own forms to use.

All water bottle donations collected on tours are matched by Sockeye Cycle and passed through to Alaska-based conservation organizations. Please keep donation \$ separate from any tip \$ you have.

WHITE PASS TRAIN VOUCHERS:

- When you are on a Train and Bike transfer, you need to fill this form out accurately and hand it to the station manager. This is the ticket for all of our passengers for that departure, and it is what WPYR will invoice us for.
- # Revenue Pax is for the total number of paying passengers. # Comp Pax is for any approved comps from the ships.
- Break down the passengers by ship. Anyone that met at our shop will be noted on the Independent line.

	SOCKEYE CYCLE CO.	
	WPYR TRAIN TICKET # _____	
	Date: _____	Dep. Time: _____
	# Revenue Pax: _____	# Comp Pax: _____
	Ship 1: _____	#Pax _____
	Ship 2: _____	#Pax _____
	Ship 3: _____	#Pax _____
	Independent: _____	#Pax _____
A L A S K A	Sockeye Rep: _____	

SIGNOFF SHEETS:

The signoff sheets are to help us keep track of company equipment being used. Please remember to fill them out and return gear after your tour.

- Bear Spray/Binocular sign out sheet for these items used on Rainforest and Triple Adventure tours.
- Post Trip Vehicle Log and Cleaning:
 - The DRIVER is responsible for monitoring the vans and trailers for maintenance issues.
 - The post-trip vehicle inspection form in the tour shack must be filled out at the end of the day. It is used to report issues, odd noises, chattering brakes, etc. It must be filled out regardless if there is a problem. Please report any mechanical issues directly to management as well.



Each tour uses a 15-passenger van towing a flatbed trailer. The contents of the van and trailer must be checked before each tour, and any items that are used for a tour must be replaced at the end of the tour. Below is a general list of the items to check before each tour.

VAN:

- Gassed, Pre-Inspected, and in good mechanical condition
- Body and windows clean, inside inspected
- All gear on Gear Checklist (p 11)
- Paperwork – 2 waiver forms on clipboards with side bar filled out and script up and 2 laminated scripts placed on the first van bench, mechanical/tour activity checklist completed, incident/witness reports in folder, tour signs in folder
- Tour Activity sheet and paperclips, Water Bottle pouch with form and \$20
- 12 Water Bottles – new, filled, and in crate
- 15 Helmets (12 regular, 3 XLs) under seats for clients with straps adjusted, guides will wear their own helmets.
- Radio and PA on and tested

BIKES:

- 13 bikes on trailer for clients, plus 1 bike for each guide. All bikes must be inspected by the lead guide and in good mechanical condition, tires inflated, brakes/gears/wheels checked. Guide bike speedometer must be working and calibrated.

TRAILER BOX:

- 15 sets of rain gear (1XXL, 2XL, 4L, 4M, 4S, pants and jacket)
- 16 gloves (Assorted sizes)
- 8 hats
- 6 pairs of clear glasses
- 4 hi visibility vests
- Rubber bands

GUIDES:

- Guide packs – both guides with repair kit, 1st aid kit, and flasher
- Radio packs – both guides, w/ spare battery, notebook, pencil & emergency paperwork
- Driver – license, chauffeur permit, DOT medical card, road test certificate.
- EVERYONE MUST BRING PASSPORTS WITH THEM - KL and TB TOURS

The next page contains a checklist for each item that should be contained in the various first aid kits, gear packs, and carried with the guides on each tour.

GEAR CHECKLISTS

Van General:

- Fire Extinguisher
- VHF Radio (working)
- Emergency Triangles
- Jack, Wrench, and Spare Tire
- Roof Flasher
- Blanket in a Bag
- Registration and Insurance
- Stepstool or running boards
- PA system (working)

Van 1st Aid Kit:

- Reference Guide
- Ace Bandage®
- Triangle Bandage (2)
- Asst. Band-aids® (20)
- Knuckle Band-aids® (5)
- Q-tips® (15)
- Antibiotic Ointment (5)
- Glucose Gel
- CPR Mask
- Notepad
- Iodine
- Sam Splint®
- Cold Compress
- Scissors
- Thermometer
- Syringe
- Safety Pins (3)
- Duct Tape (small roll)
- Hydrocortisone (5)
- Flashlight
- Moleskin®
- Gloves (3 pair)
- 2x2 Gauze pads (3)
- Alcohol / Antiseptic wipes (10)
- Eye Pads (2)
- Blood stopper
- Gauze Rolls (2)
- ABD Pad 5x9 (2)
- 4x4 Gauze pads (4)
- 3x3 Gauze pads (3)
- Biohazard Bags (3)
- Scrub Brush
- Saline / Eye Wash (1)
- Closure Strips (1pkg/10 strips)

- Tape
- Second Skin (2)
- Non-stick Pads (2)
- Antihistamine (5)
- Benzoin Tincture Swab (3)
- Pencils (2)
- Tweezers

Guide First-Aid Kit:

- CPR Mask
- Triangle Bandage
- Second Skin®
- 2x2 Gauze Pads (2)
- 3x3 Gauze Pads (2)
- 4x4 Gauze Pads (1)
- Gauze Roll
- Ace® Bandage
- Asst. Band-Aids® (10)
- Coverlet or Lrg. Band-Aid® (2)
- Tape
- Gloves (in plastic Bag)
- Safety Pins (2)
- Scissors
- Tweezers
- Antiseptic/Alcohol
- Preps/Iodine
- Eye Wash
- Glucose/Sugar

Guide Trunk Pack:

- Spare tubes (tour and guide bikes) (2)
- Hand Pump
- Co2 Pump
- Co2 Cartridges (2)
- “3-way” hex tool
- Tire Levers (2)
- Multi-Tool

Radio Pack:

- Spare Battery
- Notepad
- Pencil
- Emergency Procedures Card

On Person:

- AK (or Real ID) Driver’s License
- SGY Chauffeur Permit
- Medical Examiner’s Certificate
- Certificate of Road Test
- Passport (KL, TB tours)

On Bike:

- Computer (calibrated, working)
- Guide Pack
- Lights



TOUR OVERVIEW: Klondike Summit to Sea Bicycle Tour

The Klondike Bicycle Tour was the original Sockeye Cycle tour in Skagway in 1992! In fact, it was one of the first outdoor adventure tours offered in Skagway.

The tour descends the Klondike Highway from the summit at White Pass (3292') to our bike shop in downtown Skagway (at sea level). The ride is just under 15 miles in length and is almost entirely downhill. The White Pass Train and Bike Tour is a related tour where the riding is the same as the Klondike.

GENERAL INFO

- Passports are required for all guests and guides. The US Customs checkpoint is at mile 6 on the Klondike Highway, and we check in with customs on every tour. A passport card is recommended for guides so you don't have to bring your Passport book with you on each tour.
- The tour requires 1 driver and 1 guide for 2-6 clients, 1 driver and 2 guides for 7+ clients
- Total tour time "dock to dock" = 2 hrs. 30 min

See TOUR RESPONSIBILITIES section (p. 5) for clock-in timing and pre-trip tour preparation duties.

- You must leave the shop 25 minutes prior to departure time to head to the dock and pick up passengers from the cruise ships; we are required to check in 20 minutes before departure.
- Note that independent passengers meet at the shop. If your tour departs before the shop opens, leave the tail guide to meet the guests or ask management to meet them while you pick up from the dock.

PICK-UP PROCEDURES:

- The lead guide goes first to the ship shore excursion agent (Shore Ex) to check the numbers. Carry the appropriate tour sign for that cruise line and hold it in front of you as you walk. Greet the clients as they arrive and introduce yourself. Confirm that they are on our tour by collecting and checking their tour ticket. Visually confirm that everyone has a passport, send them back to the ship if they don't have it. Be sure to carry a radio with you and communicate with the van as you send folks over.
- Do not wait for more than five minutes after the scheduled departure time. If you're missing passengers at the scheduled departure time, let the Shorex know.
- The tail guide waits by the van to meet the clients. Greet clients, ask for their first name, where they are from and introduce yourself and the driver. The waiver that all participants are required to read and sign is passed around by the tail guide or driver and is signed while we wait for the other participants. If a client is not willing to sign the waiver, they cannot go on the tour. Parents must sign for anyone under 18 on the bold line.
- Load the back of the van first and leave one seat on the rear bench empty for the tail guide who loads last.
- Lead guide counts the tickets and fills out ticket section on TA Sheet while van is being loaded. Paperclip tickets to TA sheet and place on console.
- Before you leave the dock, make sure the number of tickets collected matches with the number of clients in the van, don't leave with folks in the bathroom!

Check out with the Shorex before leaving and confirm that you have everyone. If you are missing anyone, make sure they are aware of this and know that you are leaving without them.

VAN NARRATION AND DRIVE (APPROX. 25 MINUTES): There is a sample narration at the back of this manual. We encourage you to develop your own style based around the history and environment in region.

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- At the scheduled departure time, you should be leaving the dock. Drive slowly around the dock area and expect buses and people to jump out in front of you.
- If you're not sure, check with base to see if tickets need to be dropped off, or if anyone else needs to be picked up before leaving town.
- The lead guide starts a dialog with clients immediately – use the PA unless there is a small tour with no one in the back seats. (Re)introduce yourself and the other staff. Give an overview of the tour.
- The driver must pay special attention driving in town. The speed limit in town is 25 MPH and the width of the trailer is wider than the van! Pay close attention to corners, approaching vehicles, passing bikes and people. STOP if you are not sure of clearance.
- Give a general town history as you head out State St. and transition to other topics as you head up the road. It's especially effective to time things you discuss with examples that can be seen out the window.
- Once out of town, the driver needs to maintain a speed of 30 - 40 mph going up the hill and not more than 40 mph going down.
- Drive to the summit, or if the summit is fogged in, stop lower on the road, below the fog line at a designated starting point.
- About two miles from the summit, show the water bottle and describe our donation program (it's helpful to transition from talking about plants, wildlife, or the environment to the water bottles):

"We believe that Alaska's environment is unique and worth protecting. We raise money for the Southeast Alaska Conservation Council through our water bottle program. The bottles (HOLD BOTTLE UP, SHOW LOGOS) are full of water and are available for everyone to use on tour. If you would like to keep the bottle, we will accept a \$3 donation that is matched by our company and passed on to the Alaska Conservation Foundation. The ACF works with local conservation groups to keep our state pristine for future generations and visitors. If you would like a bottle and to make a donation, please see me at the summit."

- Then explain to the clients the start of tour procedure:

"Under your seat is a helmet. Take one with you when you exit the van. After you exit the van follow me to the front of the trailer. We have rainwear, gloves and a rubber band for your right leg. The tail guide and driver (names) will get the bikes ready and give you a bike orientation. After that you will ride around in the turnout to familiarize yourself with braking and shifting the bike. We will then meet for a safety briefing. You can leave items in the van and they will be waiting for you in our store at the end of the tour. Make sure that you have your passport and valuables on your person. Wait for (tail guide) to exit the rear bench before you get up from your seat. Questions?"

SUMMIT SETUP (20 MINUTES):

This is the most important place to be a leader and to organize your group. Focus efficiency at the summit so the time riding is maximized. You should spend 20 minutes max at the summit.

- Driver – Always signal and check your mirror for passing vehicles before you turn left into the turn out, facing back down the pass at the far south end close to the guardrail and white line. If there is another bike trailer and van in the turnout pull up behind them leaving enough room for their bike set up. Turn off the van but leave the radio on and up so you can hear a call.
- The lead guide immediately jumps out, opens the passenger door, places the stool (if needed), and helps guests out of the van.

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- Both driver and tail guide unload and line up bikes side by side by size, starting with the smallest (13”) to largest with front wheels facing the road. Leave room to walk between the bikes.
- The lead guide groups everyone up by the trailer, where you must demonstrate how to wear and fit the helmet. Adjust the band and straps so that the helmet fits over the forehead and does not ride back on their head. Ball caps or thick hats may not fit under the helmet. Provide one of our hats for those that want them. The XL helmets are under the rear bench of the van.
- It is mandatory that all riders wear helmets. They have the option of wearing gloves and rain gear. Ask if anyone needs assistance with gear and adjustments.
- Hand out raingear, gloves, and rubber bands to those that request. If people are outfitted in their own rainwear, that should be sufficient.
- The tail guide gives the KL & TB BIKE ORIENTATION (p. 29) verbatim. The lead guide gets personally ready for the ride. When the orientation is completed both guides and the driver fit the clients to the bikes and tell them to ride around the parking area to practice braking and shifting, staying within the turnout, and watching out for vehicles.

All guides and the driver must observe and help the clients as they test out their bikes. Pay close attention to people who might need assistance or will not be able to complete the tour. If a client seems shaky or is uncomfortable on the bike, they are to be offered a ride down in the van.

- All staff helps to fit people to bikes and watches for people that are challenged. The driver takes care of loading unused bikes back on the trailer and makes sure everything is tied down with no loose items left on the trailer or in the turnout before they head out.
- The lead guide gives the KL & TB SAFETY BRIEFING (p. 30) verbatim. Make sure you have everyone's undivided attention. If a vehicle passes, stop talking and wait till you can be heard. The tail guide gets personally ready for the ride.
- As soon as the safety briefing is finished, line folks up along the white line, get on your bike and start the ride. The tail guide needs to be ready to take up the rear. The lead guide does a radio check to the tail guide as they head out. The tail guide confirms when traffic is clear and says “rolling” as the last person starts out to let the lead guide know everyone is moving. Evaluate your riders from the rear and let the lead guide know whether to slow down or speed up.

RIDE (90 MINUTES):

- It is up to the lead guide to pace the group. Keep the group together, so that people do not get too spread out. Start slow 10 – 15 MPH MAX and evaluate your group by the first stop. The tour timing is built around an average speed of 15 MPH, most groups are comfortable at this speed or higher, but only ride as fast as everyone is comfortable and able to ride safely. Use your radio to inform each other of your progress, vehicles, and any problems.
- Your computer must be working – the max speed is 25 MPH. From start to finish, stay within the tour time line and adjust the pace and time at the stops accordingly. Do not rush people, but be aware of how long you spend at each stop, 5 – 8 MIN is standard.
- Driver, wait until you are called from the turn at 13 mi before leaving the summit and check the trailer before you pull out. You should arrive behind the group as they are turning the last corner above Moore Overlook. Let the guides know that you are behind them and it is safe to turn.
- Guides and driver; do not pull into the turnout until you can see around the corner that no cars are approaching uphill. Driver should park right next to the group, roll down your window and check in with the guide. If all is good head to base.
- The lead guide should check how people are doing. Ask people again if they need gloves or rainwear.

- If anyone is shaky, uncomfortable, or not up to continue, give them a ride down from there in the van. The driver may make one additional quick stop for a picture with a guest in the van, otherwise continue directly to base for your next tour.

Driver - On the way down the hill, shift the van into L2 for some engine braking assistance, gently pump (feather) the van brakes, do not exceed 40 MPH.

- Only stop at the designated turnouts. If you have to stop for an emergency, pick the nearest turnout. If a flat occurs, the tail guide stops and fixes it while the rest of the group waits at the next stop. Skip a stop if you need to make up time. Do not stop the group on the shoulder of the road.
- If traffic is building behind you, use the closest available turnout for a brief stop to allow traffic to pass. You must pull off if there are 5+ vehicles waiting behind the group.
- As the lead guide approaches a designated stop, make your hand signal then look for traffic in both directions and cross the road. Circle back to the edge of the turnout where you have a clear view of traffic in both directions and wave the group into the stop. If a vehicle is approaching, signal the rider to stop by raising both hands with your palm towards them. Keep the stops brief, but allow people to take pictures, drink water, ask questions, etc. Make sure they stay out of the road.
- The stops are more for personal interaction than a group speech. Check in to make sure everyone is doing ok, take some photos, and keep rolling.

First stop - Moore Bridge overlook – “Is everyone comfortable? Does anyone need anything from the van? If everyone’s ok, the van will be going back to the shop.” Once you are sure your group is set, dispatch the van. The driver should try to leave space for other busses, and leave the turnout ASAP. Lead guide can point out Sawtooth Mtns. (7000', highest in area), the new bridge, look for goats on slopes, alpine vegetation, valley topography, etc.

Second stop – Bridal Falls – Pictures at the waterfall! Point out valley across the road, heart mountain, train route, etc. Ask guests not to cross the road (blind corner).

Third stop – Pitchfork falls – Goat Lake, hydro-electric, glacial topography, run off info, coastal range. Skip this stop if you are running late.

Fourth stop - U.S. Border - You may have to wait in line to clear customs. Notify other groups by radio if there is a long lineup. Bathrooms are not advertised and for emergencies only.

Fifth stop - Bracket wagon overlook - Point out wagon road/railroad, topography, last stop before town.

- Stay in the shoulder to the right of the white line once you are on the flats. Keep up a good pace, but try to keep the group together.
- Cross the pedestrian bridge into town and turn right onto Alaska St. Avoid stopping on the bridge, or make stops short to avoid creating traffic.
- Follow Alaska St. till 5th, turn left to get to the shop. The lead guide can take the front pack; the tail guide stays with the stragglers. Go as a group through the intersections. If there is a strong south wind, it can be helpful to ride on Main St. as it’s a little more sheltered.
- Have everyone walk the bikes over the boardwalk and to the rear of the grassy area past the tour shack near the alley. Do your closing comments there. The parking area and back door to the shop is for employee use only.

ADDITIONAL STOPS / WEATHER STOPS:

- In case of fog, tours will start below the fog line if possible. If you need to bike through fog use your flasher on the rear of the trunk rack and the van will follow behind the group with flashing signals on the van and the roof. The lowest starting point for a tour is Bridal Veil Falls. If the fog is sitting lower, the tour may be cancelled and/or converted to a Rainforest Bicycle Tour.
- If you start lower on the hill due to weather you can make additional stops at Denver Glacier Lookout or Black Lakes. Only make these stops if you are certain you will still make it back to base in 2 hours and 10 minutes. You can also make a stop at the Gold Rush Cemetery. Please note that this stop takes about 20 minutes without going to the waterfalls behind the cemetery, so plan accordingly.

END OF TOUR (25 MINUTES):

- Driver – see End of TOUR/ End of DAY duties (p. 6).
- Guides - Thank everyone for riding with us. Collect gloves, rainwear, hats, glasses and helmets. Encourage people to leave us a review online or with the shore excursion department on their ship. Lead guide escorts the group into the shop through the front door and returns gear.
- Offer a ride back to the ship to anyone that wants one, preferably leaving with the next tour departure if possible. The lead guide takes the clients back to the dock while the tail guide loads the gear.
- Write down on the tour activity form any problems, unsatisfied customers, get their name, ship and cabin number. Note any gear or bike issues and flag for mechanics.
- End of every tour – sort raingear, dry gloves, inspect the bikes.

PREPERATION FOR THE NEXT TOUR:

- The returning guides load bikes on the trailer; set bikes in middle gear, check brakes, repack and sort raingear, fix helmet straps and place in box. Clock out for breaks over 15 minutes. Keep your radio on at all times on the clock for a call from another guide or management.
- If you are running late to your next tour, 1 guide or the driver can go do the pickup at the dock while the second guide finishes loading gear. After the dock pickup, the van returns to the shop to pick up the trailer, gear, and guide as quickly as possible and heads up the hill.

KLONDIKE BICYCLE TOUR TIMING DETAIL:

Guide clock in time (solo guide/2 guides):	45 min prior to departure / 40 min prior. (If rig is already prepped from a previous tour, both guides clock in 35 min prior)
Driver clock in:	30 min prior to departure time
Depart SC shop for dock:	25 min prior to departure time
Departure Time	*Leave dock with guests to start tour*
Arrive at Summit	20-25 min after departure
Begin ride	45 min after departure
Arrive at customs	90 min after departure
Arrive @ shop, end of tour:	2:05 - 2:20 after departure time



TOUR OVERVIEW: White Pass Train and Bike Tour

The White Pass Train and Bike Tour combines the one-way train from Skagway to Fraser, BC with our Klondike Bicycle Tour. We are responsible for meeting the guests at the dock and bringing them to the train. The train takes a 24 mile, 90-minute ride to Fraser, BC. During this time, we prep the gear and drive our van to Fraser to meet the guests. Once everyone is together at Fraser, it's 9 miles (10-15 minutes) driving back to the summit. From the summit, the tour is the exactly the same as the Klondike Bicycle Tour.

TRAIN TRANSFER PROCEDURES:

- One person will clock in early and collect the group to get them loaded on the train. There are 2 train departures per day, and the transfer information for each will be written at the bottom of the schedule.
- The transfer clock-in and timing schedule is the same every day and will be posted near the schedule.
- Guests are picked up from the dock and driven to the train depot on Spring Street. Provide a short introduction to town and narration on the way to the depot. Let them know what to expect on the tour.

TRAIN TRANSFER - DOCK PICKUP:

- Bring a train voucher, waiver forms on the clipboards, 2 laminated waiver scripts, tour sign, and your radio.
- Upon arrival at the dock, check in with the shore ex's and double-check your numbers. In most cases you will greet guests, take their tickets, and send them down to another guide to gather the group.
- Make sure you visually check that everyone has their passports.
- Do not wait for more than five minutes after the scheduled departure time. This is especially important on this tour because the train generally will not wait for us and we cannot cause the whole group to miss the train for a few late guests.
- Before you leave the dock, count the tickets and make sure the number matches with the number of people in the van. Check out with the shore ex and confirm how many people you are leaving with.

TRAIN TRANSFER - AT THE TRAIN DEPOT:

- The Fraser train departs from the Spring Street depot.
- When you arrive, pull up and parallel park near the front of the train. We are generally in one of the first few cars.
- You must manage your group; there can be a lot of traffic.
- If the train is not there when you arrive, everyone must stay behind the yellow line. There is a red bench area that is good for waiting, otherwise gather your group just off the road or have everyone stay in the van until the train is ready to load.
- Check in with the White Pass station manager present to find out the car number for our group.
- Gather the clients in front of the train car. Only load people onto the car when you are given the go ahead from the train staff.
- Count heads and check the waiver form to make sure all have signed. Write the car number on the waiver form for the guides. Leave the signed waiver in the van for the tour. The lead guide will check the waiver on the way to Fraser Station and verify the number of participants on the tour to those who have signed. If you are missing waiver signatures, note that on the form.

Do not tell people that there is a better side of the train to sit on. There are views out the big windows on both sides. They are also welcome to get out on the front and back platforms.

Load to one section of the train car (front or back), as we often share the car with other tour companies. Ask everyone to use the restroom on the train before it arrives at Fraser Station, as there will be a long line up at the station. The train ride is about 1.5 hrs.

TOUR PREPERATION IS SAME AS FOR KLONDIKE BICYCLE TOUR

- For the Train and Bike, the departure time on the schedule is the time that the group should leave the yard. Since the dock pickup has already happened, the group heads straight up the hill.
- You must clear Canada customs with just the guides in the van before turning back and parking at Fraser Station.

FRASER STATION (15 MINUTES):

- You have to be parked at Fraser Station before the arrival of the train. Park behind buses pointed toward the exit and leave as much room as possible for turning buses.
- The lead guide goes to the train to meet the clients – remember which car they are in or check for a note on the waiver. The tail guide waits in the van.
- Double check that the waivers are complete. If not, do that first thing when guests arrive at the van.
- Before leaving the station, count the number of clients in the van and make sure the number matches with the number who boarded the train in Skagway.

VAN RIDE (15 MINUTES):

- Drive slowly around the station area and expect buses, trains and people to jump in front of you. The lead guide starts a dialog with clients as you head out of the parking area for the summit.

TOUR PROCEDURES ARE THE SAME AS FOR KLONDIKE BICYCLE TOUR

TRAIN AND BIKE TIMING DETAIL:

	8:55 AM Departure	2:00 PM departure
<transfer> Clock in for transfer :	7:10 AM	12:10 PM
<transfer> Depart shop for docks:	7:15 AM	12:15 PM
<transfer> Depart dock for train station:	7:40 AM (7:45 latest!)	12:40 PM (12:45 latest!)
Train departs:	8:00 AM	1:00 PM
Guide clock in time (solo guide/2 guides):	8:40 AM / 8:45 AM	1:45 PM / 1:50 PM
Driver clock In:	8:50 AM	1:55 PM
Departure Time (leave yard for Fraser)	8:55 AM	2:00 PM
Train arrives in Fraser (approx.):	9:45 AM	2:45 PM
Driver returns to shop (approx.):	~ 11:15 PM	~ 4:15 PM
Arrive @ shop, end of tour:	~ 12:00 - 12:10 PM	~ 5:00 - 5:10 PM



TOUR OVERVIEW: Rainforest Bicycle Tour

The Rainforest Bicycle Tour takes place near the old Dyea townsite. We have a permit from the National Park Service to guide in the area. This tour is a relaxing 5 to 6-mile ride on flat dirt trails. Guiding the tour successfully requires a deep knowledge of the gold rush history and plants and wildlife in the area.

GENERAL INFO:

- Our permit requires the group size not to exceed 12, including guides. For any tours with over 10 guests, the guides must split the group and run 2 smaller tours.
- Passports are not required for this tour, and it is a good option for families. Our minimum age is 10.
- The tour requires 1 guide for 2-6 guests, and 2 guides for 7+ guests.
- There is no dedicated 'driver' for this tour. The tail guide drives the van for larger groups and the lead guide drives for smaller groups. The van is locked and left at the start point of the tour.
- Total tour time "dock to dock" is 3 hours.

See TOUR RESPONSIBILITIES section (p. 5) for clock-in timing and pre-trip tour preparation duties.

- You must leave the shop 25 minutes prior to departure time to head to the dock and pick up passengers from the cruise ships; we are required to check in 20 minutes before departure.
- Note that independent passengers meet at the shop. If your tour departs before the shop opens, leave the tail guide to meet the guests or ask management to meet them while you pick up from the dock.
- The guides should also bring bear spray and binoculars for this tour. Sign them out from the tour shack and put them in your trunk bag. Remember to return them after the tour!

PICK-UP PROCEDURES:

- The main change to the pick-up procedures for this tour is that you may be going down to pick up guests solo. Think about where you will park based on the dock you are going to. It may be necessary to ask a manager to join you, or to leave the trailer and pick it up as you head out of town so that you can park legally while picking up the group.
- Once parked at the dock, the tour pickup procedures are the same as the Klondike Bicycle Tour (see page 12).
- If you are picking up the group solo, either keep them with you as they arrive or designate a place to wait and send them there until the entire group has arrived.

Check out with the Shorex before leaving and confirm that you have everyone. If you are missing anyone, make sure they are aware of this and know that you are leaving without them.

VAN NARRATION AND DRIVE (APPROX. 20 MINUTES):

- At the scheduled departure time, you should be leaving the dock. Drive slowly around the dock area and expect buses and people to jump out in front of you.
- If you're not sure, check with base to see if tickets need to be dropped off, or if anyone else needs to be picked up before leaving town.
- The lead guide starts a dialog with clients immediately – use the PA unless there is a small tour with no one in the back seats. (Re)introduce yourself and the other staff. Give an overview of the tour.
- The driver must pay special attention driving in town. The speed limit in town is 25 MPH and the width of the trailer is wider than the van! Pay close attention to corners, approaching vehicles, passing bikes and people. STOP if you are not sure of clearance.

- Give a general town history as you head out State St. and transition to other topics as you head up the road. It's especially effective to time things you discuss with examples that can be seen out the window.
- Once out of town, the driver turns on the Dyea Road.
- Drive carefully and watch your speed and your trailer. This is a dirt road with few guardrails and only space for 1 vehicle in some spots. Pull over far to the right (watching your trailer tire so that it stays on the road) for any approaching vehicles if the road is too narrow to pass regularly.
- Drive to the Chilkoot Trailhead parking area, make a U-turn, and park facing back the way you came. Pull far enough forward to allow more vehicles to pull in behind you.
- As Dyea comes into view, show the water bottle and describe our donation program, then explain the start of tour procedures to the guests. See the Klondike Bicycle Tour for a sample (page 13).

CHILKOOT TRAIL TURNOUT (15 MINUTES):

Keep within this time allotment to allow enough time on the ride. This is the most important place to be a leader and keep your group organized!

- The lead guide checks the clients for bicycle helmet fit. You must demonstrate how to wear it and adjust the straps so that the helmet fits over the forehead and does not ride back on their head.
- Hand out raingear, gloves, and rubber bands. If people are outfitted in their own rainwear, that should be sufficient.
- The tail guide unloads and lines up bikes by size directly from the back of the trailer while clients are gearing up. When done, help the lead guide with handing out gear.
- The tail guide brings out the water bottle crate, collects the money, and tallies donations. Place the money in the pouch with the water bottle form.
- The tail guide gives the RF & TA BIKE ORIENTATION verbatim. Note that this has a slightly different wording than the KL & TB Bike Orientation, as the riding is different.
- The lead guide gets personally ready for the tour. When the orientation is completed both guides fit the clients to the bikes and give them a chance to test ride the bikes, watching out for vehicles.
- The guide(s) take care of loading unused bikes back on the trailer and makes sure everything is tied down with no loose items left on the trailer or in the turnout before they head out. Cable and lock unused bikes on trailer.
- The lead guide gives the RF & TA SAFETY TALK verbatim. Make sure you have everyone's attention.
- As soon as the safety briefing is finished, the group can start the ride toward the town site.

RIDE (110 MINUTES):

- Again, if over 12 total riders, split into two groups and stagger stops. Start the ride slow to evaluate riders, with no tail guide watch for stragglers. If two groups, keep in contact on radio so you don't overlap.

First Stop - Chilkoot Trailhead or Dyea sign (before starting the ride). Point out trail, talk about historical use. Give trail info. Point out our route on the map.

Second Stop – Slide Cemetery, 10-15 minutes. Talk about history of the incident and avalanches.

Third Stop - Town site/false front, 10-15 min. Show historical photos. Talk about town history, forest succession, natural history, etc. Walk bikes over footbridge if any unsure riders.

Fourth Stop. Tidal flats view (in townsite) - 5 min. Point out, wildflowers, Chilkat Mtn views, Taiya Inlet, etc.

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- Additional stops can be made for viewing spawning salmon in August at Nelson Bridge, and at Ma Pullen’s Barn. Only use these additional stops if you are managing your time effectively.

CHILKOOT TRAIL TURNOUT (5 - 10 MINUTES):

- Meet back at van. Thank folks for riding with us. Load bikes, collect rainwear, hats helmets, gloves, rubber bands. Make sure all gear is secured and nothing is lying on the trailer before you drive off.
- If same guides are returning to Dyea for another tour, trailer can be left with bikes locked in the turnout.

VAN RIDE (20 MINUTES):

- Drive carefully on the Dyea road. Less formal ‘spiel’: solicit follow up questions, small talk, etc. As you near 5th Ave ask if folks want to be dropped off in town or back at the pier.

END OF TOUR (15 MINUTES):

- Make a stop in front of the shop, and see who wants to get off in town.

RAINFOREST BICYCLE TOUR TIMING:

	8 AM Departure:	11:30 AM Departure	12:45 PM Departure:
Guide clock in time (solo guide/2 guides):	7:15 AM / 7:20 AM	10:55 AM	12:10 PM
Depart SC shop for dock:	7:35 AM	11:05 AM	12:20 PM
Departure Time (leave dock with guests)	8:00 AM	11:30 AM	12:45 PM
Leave townsite to return to van:	9:50 AM	1:20 PM	2:35 PM
Arrive @ shop, end of tour:	10:40 AM	2:25 PM	3:25 PM

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TOUR OVERVIEW: Triple Adventure Tour



The Triple Adventure Tour is a combination of our Rainforest Bicycle Tour with a Hike & Float Tour operated by Skagway Float Tours. This tour is 5.75-6 hours in length for the guests.

For us, the tour is run exactly like the Rainforest Bicycle Tour. It's important to watch your timing closely, as we need to meet the Skagway Float Tours guide at the Chilkoot Trailhead at a specific time.

Once the guests meet the Hike & Float guide, we can finish packing up our rig and drive back to town. If all the guests were on the Triple Adventure, the van will be empty. We do regularly combine the RF and TA tours, so you may end up handing off a few people to Skagway Float Tours and driving the rest back to town.

TRIPLE ADVENTURE TOUR TIMING:

	8 AM Departure:	12:45 PM Departure:
Guide clock in time (solo guide/2 guides):	7:15 AM / 7:20 AM	12:10 PM
Depart SC shop for dock:	7:35 AM	12:20 PM
Departure Time (leave dock with guests)	8:00 AM	12:45 PM
Leave flats to return to van:	9:50 AM	2:35 PM
Meet Sgy Float guide @ van:	10:10 AM	2:55 PM
Arrive @ shop, end of tour:	10:40 AM	3:25 PM

TOUR OVERVIEW: Yukon by Bike Tour



The Yukon by Bike tour is not currently sold onboard any cruise ships, so we generally only have a few departures every season. This tour takes most of the day and will likely be the only tour that you would guide in that day. The ride is geared at road riders and people that want to get a little more mileage and more of a workout than our other tours offer.

GENERAL INFO:

- This tour uses 1 Driver/Guide for 2-4 riders, and 1 Driver and 1 Guide for 5+ riders.
- This tour usually includes a morning train ride, which follows the train transfer schedule of the White Pass Train and Bike Tour.
- Upon pickup at Fraser, the group heads in the other direction (toward Carcross/Whitehorse) for 30+ miles of supported road riding.
- Total tour time is 7.75 hours including the train, 6.75 hours without.

PREPERATION (30 MINUTES):

- Show up 40 min. before TOUR DEPARTURE TIME. Show up 50 min. prior if going solo.
- This tour includes lunch, which should be picked up the morning of the tour.
- In addition to the normal tour gear, we also bring the cooler (for lunches), the 5-gallon blue jug for extra water, the full road tool kit.
- Lead Guide prepares tour gear (helmets, gloves, rain gear, rubber bands, bug spray, first aid, repair kit, tire pump); checks paperwork (waiver, safety talk).
- Driver fills water bottles, water jug, washes van, inspects vehicle, and retrieves bike rack from shop.
- Prepare personal gear and van with waiver sheet, tour paperwork, water bottles, and sign for the pick up at Fraser Station.

MEET GUESTS (15 MINUTES):

- Guests meet at shop. Check for Passports, fit to bikes (road or hybrid), and load bikes. Have guests sign waiver and place in shop.
- The lead guide must always verify that everyone has signed the waiver before the biking portion begins, then check “Waivers Completed” and sign off on the Tour Activity Checklist. The Checklist goes back in the van attached to the tickets for the driver to deliver to the ticket bin in the tour shack.

VAN TOUR (45 MINUTES) or TRAIN RIDE FOR CLIENTS (1.5 HR):

- Depart shop and head up Klondike Highway to Log Cabin parking area. Narrate with the PA and give a tour along the way and get to know your group. If clients are on the train, pick up at Fraser Station and continue to Log Cabin parking area.

TOUR SETUP (15 MINUTES):

- After arriving at Log Cabin, unload bikes and give a bicycle orientation and safety talk. Have people test their bikes on the section of road. Use caution if biking in the gravel turnout.

RIDE PART I (2 hours):

- Driver stays behind group until they are out of sight. Afterwards, the driver rides around the group and waits approximately every 3 miles in a turnout. Driver is available for rides or water.
- Stops could be made at –
 - Yukon Suspension Bridge (Mile 2.2)

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- Tutshi Lake Overlook (Mile 8.8)
- Boat Ramp (Mile 13)
- Pull Out (Mile 16.5) – This is necessary if people do not want to ride the largest hill of the trip. This stop can also be used for lunch.

RIDE PART II (2 hours)

- After regrouping at mile 16.5, the ride continues with stops available at –
 - Yukon Sign (Mile 23)
 - Bove Island (Mile 32)
- Tour ends in Carcross (Mile 38)
- Lunch can be eaten on the way at about 12 – 12:30. In the van if it is rainy and windy.

END OF RIDE (15 MINUTES)

- Regroup at Carcross and load bikes onto rack while people visit the visitor center, coffee shop, etc.

VAN RIDE TO SKAGWAY (1 hour)

- Van ride back to Skagway and cruise ship dock.

END OF TOUR

- Return bikes to rental rack, clean out van for trash, tally water bottle donation form, return water jug, cooler and repair kit, vacuum and wash the van, return keys and clock out!

GENERAL TOUR TIMING:

- The Lead Guide will usually be on the transfer to meet the guests. As this tour is generally booked directly, the guests will show up about 7:30 AM and should be fit to bikes before being taken to the train.

8:15 AM	Guide clocks in (8:20 with 2 guides)
8:40 AM	<i>Meet guests at shop and fit bikes if they are not on the train.</i>
8:55 AM	Depart yard
9:40 AM	Pickup guests from train and continue on to Log Cabin
10:00 AM	Arrive Log Cabin
10:15 AM	Depart Log Cabin
~12:00 PM	Riders arrive at 16.5-mile rest stop
2:00 PM	Latest to arrive Carcross, leave by 2:15 PM heading back to Skagway
3:15 PM	Arrive Skagway, drop guest in town or at dock
4:00 PM	Clock out after cleanup

SAFETY PROGRAM



The Safety Program at Sockeye Cycle can be broken down into four main elements – **preventative safety, capable response, informed consent, and shop/vehicle/illness**. Safety requires training staff efficiently, attention to detail, and constant evaluation and feedback.

1. PREVENTATIVE SAFETY

Preventative Safety is the cornerstone of our safety program. There are four elements to preventative safety:

- a. Gear Inspection:
 - i. Morning Inspection: Every morning the lead guide will inspect the bicycles before leaving for the first tour of the day.
 - ii. Summit Inspection: While unloading bicycles, the tail guide and driver will again inspect the bicycles, paying special attention that everything is securely attached and the brakes are functioning to stop each wheel.
 - iii. Shop Inspection: The Lead Mechanic or Shop Manager will ensure that the mechanical staff inspects bikes on a regular schedule and parts are replaced as needed. The mechanical staff will keep a log of all inspected bicycles.
 - iv. Staff Training: Each guide must be trained in bicycle inspection and basic maintenance.
 - v. Bike replacement: Bikes that are found to have an issue are immediately flagged and brought into the mechanical staff.
- b. Rider Evaluation:
 - i. Bike Testing: Each guest is given the opportunity to test ride a bicycle at the beginning of the tour. During this time, the guide staff will observe and evaluate each rider. Guides must ensure that participants actually ride their bicycles.
 - ii. Van Rides: Riders that appear unable to complete the tour safely are to be given a ride in the van. Try and make it the participant’s decision, but ultimately, the lead guide must decide that all riders appear able to complete the ride before departing.
 - iii. Safety Talk: Opportunity is given during the safety talk for a van ride.
 - iv. Van Follow: The Van will follow the group to the first stop as a safety precaution, and will be available for rides there as well. The van does not follow for the entire tour in most cases, but is available at any time by radio for pickups.
- c. Safe Riding:
 - i. First Section: The first section of the tour is for rider evaluation and will be biked at a slower speed. On the Klondike and Train and Bike Tours, guides may gradually increase speed to 15 MPH. After the first section, if the group is able, the maximum speed for the tour will be kept below 25 MPH. Lead and Tail Guides will communicate to determine an appropriate speed based on each groups ability.
 - ii. Hazard Maps: Each guide will make a hazard map of the route during training, identifying potential areas of concern.
 - iii. “Danger Spots”: Each guide will be made aware of potential danger spots on the trip -
 - 1. Steeper downhill sections
 - 2. Sharp turns
 - 3. Road Debris/Gravel Shoulders/Guard Rails
 - 4. Turnouts on other side of road
 - 5. Vehicles
 - 6. Roadside distraction (e.g. scenery, waterfalls)

7. Areas of rider complacency (e.g. merging from right instead of left)
- iv. Riding Safety Principles:
 1. Tours ride single-file, with five bike lengths, 30', between riders.
 2. Passing is not allowed on tour. Stopping, unless at a designated stop, is not allowed.
 3. The tour rides on the right side of the road in the vehicle lane, away from the gravel shoulder and guardrail.
 4. Guide to guide radio communication and hand signals are used to notify groups about approaching traffic and crossing the road.
- v. Minimal Requirements:
 1. Guide to Guest Ratio is kept at 1:6. Tail guides are placed on tours with more than 6 people.
 2. Minimal Age/Height/Weight- For Klondike and Train and Bike Tour the minimal age is 13. On the Rainforest Bicycle Tour the minimal age is 10. On the Yukon by Bike Tour the minimal age is 16. On every tour the minimal height for a full-size bike is 4'6" and the maximum weight is 300 lbs.
- vi. Weather Procedures: Tours will be cancelled in the case of extreme weather including very high winds or very low visibility. Tours will operate in most regular weather conditions, including rain some fog. Special procedures are followed for safety:
 1. Tour Starting Point – Tours will start lower on the pass, below the main fog line (as low as Bridal Veil Falls).
 2. Riding in Fog – If small sections of fog are unavoidable, guides will ride with front and rear flashers on their bikes and a van will follow the group with hazards and a rooftop flasher.
- d. Constant Evaluation:
 - i. Safety Reviews: to be held frequently during the season
 - ii. Incident Review: to be reviewed with staff with an emphasis on preventative measures.

2. CAPABLE RESPONSE

When an incident does occur, our staff must be trained to respond quickly and effectively.

- a. Guide Training: All guides are to be trained on incident response during training week
 - i. Guides must have 1st Aid/CPR certifications.
 - ii. Guides must carry 1st aid kits and radios with them on tour.
 - iii. Vans must be equipped with first aid kits, emergency blankets, and radios.
- b. Emergency Procedures: Emergency procedures are spelled out specifically for both guides and managers on duty.
 - i. Incidents are ranked as Low, Medium, or High priority.
 - ii. Guides are trained to assess the incident, communicate the incident to ensure rapid response, and to secure the incident scene.

3. INFORMED CONSENT

Informed consent means that every rider is informed about the potential risks and has the opportunity to both try out the bike before beginning the ride, and to opt out of riding a bike in favor of a van ride at any time. This section includes the statements and paperwork that all guides must comply with on every tour.

- a. Waiver Sheets: Waiver Sheets must be read and signed correctly.

- i. All waiver sheets are handed to the guests with the script side up and they are instructed to ‘read and sign’ the document. The document outlines potential risks and signing constitutes a ‘Release of Liability.’
 - ii. Participants must sign one name and signature per line (6 per sheet); contact information must be accurate; pre-existing medical conditions must be noted; and tour and date information must be written.
 - iii. Waiver sheets are signed in the van during the tour pick up and overseen by the tail guide, then reviewed by the Lead Guide before the biking portion of the tour.
 - iv. On the Train and Bike transfer, staff should get all waivers signed before boarding the train. If not, a note must be made to ensure that the waiver is completed at the Fraser pick up.
 - v. No one may ride a bike without reading and completely filling out the waiver sheet. Editing or changing the waiver language is not permitted.
- b. Safety Talk / Bicycle Orientation: These are oral statements that convey basic information about cycling and the route and must be given verbatim.
- i. Bicycle orientation must be given verbatim with the demonstration.
 1. After being oriented to the bikes, guests are given the opportunity to pick a bike and ride it around. Guides must visually ensure that all guests ride the bike and test out the brakes before moving on to the safety talk.
 - ii. Safety Talks must be read from the sheet and not adlibbed to ensure that all statements are made in a timely fashion and all information is communicated clearly.
- c. Tour Descriptions / Shore-Ex Staff Training: The Tour Manager, Operations Manager, or GM must monitor the tour descriptions on board and on the Sockeye Cycle website to make sure that no misleading statements are made. Moreover, they must ensure that the cruise line sales staff is conveying the correct information.

4. VEHICLE / SHOP / AIRBORNE ILLNESS

In addition to our tour safety you must also be aware of vehicle and shop safety and airborne illness.

- a. Shop Safety: Our shop environment is also potentially hazardous, which can be mitigated through preventative principles. Guides must be trained on these hazards and also develop a hazard map of the shop area that includes the following:
 - i. Trip / Impact Hazards – tarp ropes, bikes, trailers
 - ii. Slip Hazards – trailers (metal areas), wet floors
 - iii. Falling Hazards – heavy bike boxes, tools
 - iv. Chemical Hazards – bleach, oil, vehicle lubricants, etc.
- b. Vehicle Safety: Guides must be trained in the correct operation of a commercial vehicle, federal DOT regulations, and trailer safety. Guides must be trained on:
 - i. Speed Limits – in town, on hill, special areas (Bridges, RR Crossings)
 - ii. Backing up Vans and Trailers
 - iii. DOT Regulated Inspections
 - iv. Use of Emergency Equipment
- c. Airborne Illness: Cruise ships occasionally carry Norovirus – a gastrointestinal disease. To prevent this vehicles and bikes must be sterilized during outbreaks:
 - i. We are notified of ‘Code Red’ situations, where there is a Norovirus outbreak onboard a ship. People on the ship showing symptoms are quarantined, but extra care should be taken with other guests from these ships:
 1. Hand Washing – employees must wash hands thoroughly with friction, warm water, and soap.

2. Bleach Solution – employees must wipe down hard surfaces with a mixture of bleach-water mixtures of 1:100.
- d. Workers Comp: Staff members that are injured while on the job are eligible for Workers Compensation coverage. It's important for management to be notified within 24 hours of any injury while on the job, so that paperwork can be completed for our insurance company.

BIKE ORIENTATION



The Bike Orientation is an important aspect of our safety program. Though most people have some riding experience, some features of our bikes will likely be new to most riders. It's important to memorize this script so that you don't miss any points.

There are different Bike Orientations for different tours. The most common (KL & TB) is below. This must be read verbatim with demonstrations given where noted.

May I have everyone's undivided attention please? It is very important that you follow these instructions for proper operation of the bicycle. Keep both hands on the handlebars at all times, your eyes on the road and the bicycle in front of you. Selfie's or one-handed video is not allowed while riding. Do not turn around to look, or talk to someone behind you. If you do you may find yourself veering off the road. We will be riding on the right side of the road, staying just to the left of the white line.

The right brake lever operates the rear brake and the left lever the front brake. You should gently depress both levers to control your speed or stop. Do not jam on the brake levers to stop or slow down. If you do you may find yourself flying over the handlebar or skidding out. (Demonstrate) Make sure that you come to a full stop before putting your feet down. Brake rotors get very hot (point out). Avoid touching them or brushing your clothing against them.

(Note type of shifters on the bike before giving instructions).

To change gears, push with your right thumb for an easier gear, less resistance and pull with your forefinger for a harder gear, more resistance. You must be pedaling to shift gears. Only use the right shifter. If you are familiar with shifting gears on a bike feel free to use both.

To adjust the seat, open the quick release lever like this and move the seat to a height that is level with your hip socket, then close the lever like this. If the seat moves after you close the lever, let us know. (Demonstrate) Make sure you align the seat with top tube of the bicycle. If the bike feels too big or small let us know. When you are sitting on the seat you must be able to touch your toes on the ground. (Demonstrate) If you need any assistance we will be happy to help you.

After adjustments, you will ride around in the turnout area to practice braking and shifting before we head out. Please stay inside the white line in the turnout and out of the traffic lane. Note the letter on your bike frame for ID. Make sure that you raise the kickstand before riding off and orient it downhill at the stops to keep the bike from falling over. The bikes are lined up from smallest to largest. Stand next to a bike that looks like your size and we will assist you with adjustments. Please return here in a few minutes for a safety briefing before we start the ride.

After the bike orientation, the guests ride around in the turnout. It's critical that all guides and the driver watch everyone and are available to assist anyone having issues. Riders may need help with adjustments or need to switch to a different bike size. Before moving on to the Safety Talk and starting the ride, both guides must be confident that all riders are comfortable on their bike and able to safety ride the tour.



SAFETY TALK

The Safety Talk is that last piece of information that is communicated before the riding begins. You must read verbatim from the script, and make sure that everyone is listening. If people are having their own conversations or not paying attention, pause until you have all eyes on you. The most common KL & TB Safety Talk is below. It must be read verbatim.

May I have everyone's undivided attention please? We want you to enjoy your ride, so please listen carefully to the following safety precautions. You need to understand that you are in control of your own motion. You are the operator of the bicycle. It is your responsibility to stay on the bicycle and on the road. Please keep both hands on the handlebars at all times and your eyes focused on the road and rider in front of you.

You need to stay just to the left of the white line, away from the loose gravel shoulder and guardrail. We will be riding single file at all times. Keep at least 30 feet or 10 meters between yourself and the rider in front of you, and watch for that person slowing down.

Do not make any abrupt braking maneuvers or changes in speed. If you grab the brake levers you may go flying over the handlebar or skid off the road. We cannot allow any passing. You can change your position at one of the stops. If there is someone you want to watch, have that person ride in front of you.

We will be making frequent stops on the ride for photos and breaks. Please do not stop at any other time unless it is an emergency or you are having a problem with your gear. As you bike along watch for loose rocks, gravel and divots in the road surface. People that want to go a bit faster should be in the front and the slower folks should take up the rear.

We will be watching out for vehicles, but it is also your responsibility to be aware of moving traffic. If you see me flapping my arm, (demonstrate) it means a vehicle is approaching and you should move to the right. I will be using these standard hand signals: (demonstrate) Left arm bent, hand up means right turn, left arm straight out, left turn, and left arm down palm back, stop. I will assist you in crossing the road to the turnouts on the opposite side. Stay on the right side of the road until you reach me. I will wave you over if it is clear, if I raise my hands palm towards you; stop where you are until I clear you across. (demonstrate)

We will be riding slower and evaluating you on the first section. After our first stop we will be averaging fifteen miles per hour the rest of the way to town. The group will stay together with "GUIDE" in the rear and me leading. If for any reason you fall off the bike or we feel that you are incapable of completing the ride safely, or within the allotted time frame, we will call a van to pick you up.

Skagway's medical facilities consist of a clinic. If you have a serious accident you will get medi-vaced to the hospital in Juneau, so please pay attention and be careful.

If you are the least bit uncomfortable with this tour for any reason, we request that you ride down in the van. The van will be following us to the first stop to see that everyone is comfortable. From there you can also get a ride. After the first stop we continue without the van into town.

"Any questions? Is everyone comfortable with the bike? OK, let's ride!"



RADIO PROCEDURES

The VHF radio system is used for business communication in the field. The FCC regulates and monitors the airwaves, including ours. Many businesses in town, US Customs, and the police have scanners and monitor radio communication. When you talk on the radio it must be for business only.

You will use your first name to communicate to others. If two people have the same name, one person should use a last initial or a nickname, and keep it consistent throughout the season. The shop & office in both Skagway and Haines have a stronger, base radio. Start with your name and end with who you are calling, example "Matt to Skagway Base," respond, "This is Skagway base, go ahead."

The radios are programmed with up to 16 channels. The ones used are the company channels 1 and 2. Stay on channel 1 unless you are told to go to channel 2. When finished on 2 make sure you say "back to 1." A list of all the channels is next to the base radio.

Keep your radio chatter to a minimum as we are all using the same channel and only one person can talk at a time. If you have more than a few words to say go to channel 2. Wait for a communication break before transmitting so that you don't "step" on another transmission.

If an emergency arises call the base station on channel 1 and say, "We have a XXXXX priority incident go to 2." When base responds, "on 2" give a description of the incident and what is needed. Do not communicate sensitive information on channel 1 or get into specifics as all tours and vans will hear you.

The base calls 911 on the telephone and requests an ambulance. If you cannot get through to base on your hand-held, try to have a van relay the message for you, or ride to customs. If you are in the van and you hear that call go to channel 2 and relay the message.

The hand-held radio batteries need to be maintained correctly in order to provide power when you need them. They should regularly be run down to the point where they won't transmit before being recharged. The red light will blink or it will beep when depleted. You have three batteries that you are responsible for. They must be labeled with a number or your initials. Turn your radio on when you are working and off when you are in the van. Always carry a charged spare battery.

There are several "dead spots" on the tours where you can't transmit or receive. Know where these are and do periodic radio checks. It helps to point the antenna in the direction of town.

Keep the radio under your jacket in adverse weather and clip the PTT (push-to-talk) microphone to your lapel. Always key the PTT while riding with your left hand while keeping your right hand on the rear brake.

When riding your bike, have the radio volume all the way up.

If you are having problems with a radio bring it to the tour manager's attention and note it on the tour maintenance form.



EMERGENCY PROCEDURES

When an emergency arises, please remain calm and follow these procedures exactly. Make sure that you have all the equipment and are prepared to respond to an emergency on every tour. Continually review these procedures throughout the season, check your radios, carry a charged spare battery and know the dead spots where you cannot transmit.

If anyone falls off a moving bicycle, they cannot continue on the tour. If it is a minor tip over, *and* a guide witnesses it, *and* after a primary assessment it is determined that the person is uninjured, he or she may continue riding (an example of this would be someone falling over as they try to dismount their bike in a turnout). For all incidents, take notes and notify management. Documentation is required on all situations involving a client, even if the person is not visibly injured.

- The first priority in any incident is to do a primary assessment and determine the response needed.
 - In the rare event that CPR is needed, this should be started immediately.
 - In most cases, incident rating and information can be determined and relayed by radio to a van or to base while minor on-site first aid is being administered as needed.

INCIDENT RATING AND PROCEDURE:

- Low priority pick up – A client is too tired to continue riding. A van from base is dispatched or a van in route to base is notified to pick up the client. The tail guide waits with the client while the rest of the group bikes to base with the lead guide. The tail guide either rides to catch up after the pickup or takes a ride in the van to base depending on how much time has elapsed. Never leave a client unattended after a request for assistance.
- Medium priority incident – A client has had a moving fall and is uninjured or may have minor injuries (generally scratches, bruising) but after a primary assessment no serious injury is apparent. A van is called for pickup. Management will notify ship staff and the guests are taken back to the ship. The incident report is filled out from your notes by the witnessing guide and the manager on duty.
- High priority incident – A client has fallen and injuries are apparent. After primary assessment, it may be determined that an ambulance is needed. The first guide on the scene calls base, and in a calm voice says, “Skagway base we have a high priority incident, go to 2.” Make sure base is in 2 before speaking. Tell the manager responding from base the nature of the incident and if an ambulance is required.

Note that if you are a driver and hear another guide trying to reach base with a high priority incident, stay off the radio. Only one person can transmit at a time and the priority is to establish communication with base so that the appropriate response can begin. If you are picking up the call in a van and can hear that base is not responding, you can let the guide know that you can hear their call and try to relay to base. The van radios can reach base from most places on the Klondike highway.

If an ambulance is needed, the first priority is to get them called and en route. After they have been notified, more information can be relayed over the radio. Stay on channel 2 for all communication with base.

GUIDE RESPONSIBILITIES:

- The first guide to the accident scene (usually the tail guide) stays with the injured person until relieved by a person with higher medical training, management, or the ambulance crew. Do a primary assessment and determine what response is appropriate. If it is a high priority incident and an ambulance is needed, establish contact with base and have them dispatch the ambulance as quickly as possible.
- Guide 2 (usually the lead guide or driver) makes sure the rest of the tour group is off the road and safe and bikes back to assist guide 1 with securing scene safety. The guide that is not working directly with the rider must write down all the information pertaining to the scene, road conditions, weather, write down anything the rider says, or comments from witnesses.
- Do not make any verbal comments, statements, or assumptions about the incident. Don't move or touch the bicycle unless it is impeding traffic. When the manager arrives give a briefing of only what you know. The manager will do the crashed bicycle inspection with another rider or guide as a witness.
- When the van arrives on the scene it should be parked above the accident so as to divert traffic around, but not block the road. Turn off engine, set emergency brake and activate emergency flashers. Bring the First Aid kit and a blanket to the guide administering aid. Assist with reports and traffic or with whatever is needed. When the ambulance crew arrives give them room to work and be ready to answer questions about the victim's condition.
- When management arrives, one or both guides may be relieved and can talk to the tour group about continuing on the ride. Offer a van ride to anyone that wants one. If anyone is visibly upset they should ride in the van. One or both guides take the group back to base by bike. When the group is nearing the shop, radio management to see if they need to meet with anyone. Anyone who witnessed a fall may have a witness statement taken if deemed appropriate by management.
- For medium and high priority incident where the rider was removed from the tour, management will fill out an incident report with one or both guides after the tour. Important information includes what you saw, what the person said, conditions, terrain, etc. This information will come from your notes taken on the scene. Be specific, just the known facts. After the guides are finished the incident review with the manager at the shop it will be determined if they will be worked back in the tour rotation.

This is an example of what a tour narration might look like. We encourage you to develop your own tour, based on your interests, and to change it up regularly. You should mention a bit about each of the 5-topics on each tour, but the rest is up to you. You don't need to be speaking the entire time, allowing space for people to reflect and ask questions is important too. You should be leading the conversation; some tours will be lots of questions and answers and others will be more of a monologue.

Think about what you want to talk about for each tour and sketch an outline in your head. For the first week or two of leading tours, use notecards for reference as needed. It's important to tie topics together with a smooth transition between each topic. Read your audience and find what they are interested in. Refer to your training materials and research other sources as well, the more knowledge the better.

Once everyone is settled in the van the lead guide begins by briefly introducing themselves and the rest of the crew:

"Welcome to Skagway, Alaska! I'm Matt, your lead guide, Sophie in the back is your tail guide and Taylor is our driver.

"We are on our way up the Klondike Highway to the White Pass at an elevation of 3292'. There we will have a helmet fitting, bike orientation, get everyone set up with a bike, conduct a safety briefing then retrace the route we drove, coasting 15 miles back to our shop on 5th Ave. If anyone has any questions or needs anything, please feel free to ask at any point."

As you drive through town, it's a good time to share some information about the town, both historical and current day.

"As we drive through downtown Skagway, you'll notice that the town still looks much as it would have around the turn of the 20th century, during the Klondike gold rush. Skagway is also within the traditional homelands of the Tlingit People, who still reside in the area today. In fact, the name Skagway is derived from a Tlingit word meaning 'a windy place with white caps on water.'

Point out the White Pass & Yukon Route Train Depot and the National Park Service building (the original train depot) if you pass them.

"The Klondike Gold Rush National Park was formed in the 1970's and encompasses the historical district of downtown Skagway, in addition to the abandoned Dyea town site about 10 miles Northwest of here and a small site in downtown Seattle where prospectors would have departed from in many cases.

"The park service owns many of the buildings along Broadway and aims to restore and maintain them. In some cases, they lease the buildings back to shops operating mainly in the summer. They also offer a free interpretive walking tour of town, which is highly recommended.

"The gold rush began with the discovery of gold 500 miles north of here on a tributary of the Yukon River near the settlement of Dawson in 1896. When word got to the lower 48 a year later, Skagway and the neighboring town of Dyea became overnight boomtowns with populations of between 10,000 and 20,000 people. These two towns were the departure points for the shortest routes to the gold fields.

“As we drive through the residential part of Skagway, you can see that we no longer have 10,000+ people living here. Skagway’s year-round population is about 1100 people, and that increases to 2500-3000 summer residents at the peak of the season.

“The main industry here is tourism, Skagway hosts cruise ships from late April through early October, with about 1 million guests visiting Skagway by cruise ship each summer. During that time, Skagway is a fast-paced town with lots of available work, and less available housing. During the winter months, town slows down but doesn’t shut down. There is a growing population of younger folks and families that are choosing the stay in Skagway year-round for the close-knit community and great school. The year-round jobs here include: the ore terminal and deep water port for trans-shipping goods up to the Yukon and mined minerals from Canada to markets abroad. The bank, post office, hardware store, medical clinic, municipal services, liquor store, mountain shop, grocery store, general store, and usually 1-2 restaurants and bars stay open year-round. Additionally, most of the larger tourism-based businesses have at least a few people working to run things in the off-season.”

Point out the WPYR rail yard and the Skagway River as you cross the bridge. At this point, you can dive deeper into the gold rush history, Skagway’s history between the gold rush or present day, or transition to talking about Tlingit history and culture, plants & wildlife, or natural history.

“As we start to leave town, we’ll be driving up the Klondike highway and we’ll have views of the WPYR railroad line on the other side of the valley. The railroad roughly follows the route of the old White Pass trail, which was one way that the stampeders set off for the Klondike region of the Yukon during the gold rush.

“In the next valley to our West, the town site of Dyea was at the base of the Chilkoot trail, traversing the same mountain range to access the Klondike. In 1898, both Dyea and Skagway were hosting tens of thousands of stampeders seeking gold. But Skagway and Dyea were strange gold rush towns in the sense that gold wasn’t found here, or even near here. The gold fields are roughly 500 miles north, near present day Dawson City, Yukon. The most efficient travel in the late 1800s was by water, and the White Pass trail out of Skagway and the Chilkoot Trail out of Dyea were the short but difficult routes that were required for stampeders to get from their steamships coming up from Seattle and San Francisco onto the Yukon River at its headwaters in Lake Bennett, about 40 miles from our present location. From there, they could float the last few hundred miles to Dawson with hopes to strike it rich.

“This was the toughest stretch for the stampeders. Not only did they have to hike the challenging trails but the Royal Canadian Mounted Police were so concerned with the huge influx of unprepared prospectors that they required each prospector to bring 1 ton of supplies with them to enter Canada. They were actually posted at the summit of the passes on both trails with scales to weigh the prospector’s goods. This meant each prospector had to hike the trail 30 or 40 times to get their supplies to Lake Bennett.

The chance of any one prospector striking it rich was unlikely. The NPS estimates 100,000 people embarked for the Klondike. Of those only 40,000 actually reached the Klondike region and half of those stayed on to work a claim. 300 of those people made more than \$15,000 in gold and only 50 kept their money for any length of time.

“Going back further, before the gold rush era, this was the territory of the native Chilkoot and Chilkat Tlingit people, who continue to live in the area to this day. The Tlingit people created a highly-developed hunter and gatherer society with salmon being their most important food source. The Tlingit’s are expert artists especially when carving and weaving and hold ceremonial gift giving parties called Potlaches.

The Skagway valley was traditionally used mainly for berry picking and goat hunting. The Dyea area to our west was used as a summer fish camp, and a transportation link over the now famous Chilkoot trail to trade with people in the interior. The permanent villages in the area were centered around modern day Haines, about 15 miles south of here. The largest village, Klukwan, or the 'eternal village' continues to thrive today, 21 miles up the highway from Haines, on the banks of the Chilkat River.

Start to point out the natural and geographic features of the area as the van climbs up to scenic view.

The forests we are viewing are part of the Tongass National forest. The Tongass is the largest National Forest in the United States and covers 80% of Southeast Alaska's land. At 17 million acres, it is roughly the size of West Virginia. Most of the coniferous trees you are viewing are Sitka spruce, the state tree of Alaska. There is also Western Hemlock present. You will notice the size of the trees change drastically as we gain elevation. The deciduous or leafy tree species you see are mostly Black Cottonwood with Red Alder growing on the steeper slopes.

These forests are home to both Black and Brown bears. These bears leave their winter dens in the mountains and eventually move down to the river bottoms to take part in the annual Salmon spawning run. It is important for these bears to build up fat stores by catching and eating large amounts of fish. They move back to the mountains to forage on berries in the late summer then prepare for hibernation in the fall. The discarded salmon carcasses are taken by eagles and other scavengers and in turn feed the forests as they rot away.

As we climb the pass we enter the alpine habitat of mountain goats. Goats are natural climbers and excel at traversing the steep slopes above. These valleys were shaped by glacial action during the Wisconsin glaciation about 20,000 years ago. A glacier is a moving river of ice that carves the landscape as it moves downhill. The glaciers in this area once reached an altitude of 5,000' feet above sea level, higher than the starting point of our bike ride! The glaciers that we still see today are the remnants of those that existed during the last ice age. You can see the characteristic U-shape of these glacier valleys if you look out the window.

As the planet warms the remaining glaciers, forests, and wildlife of this region are under stress. Alaska is on the forefront of human caused climate change and the effects are felt here stronger than in other parts of the planet. The peoples that reside here have a long history of resiliency and creativity and are seeking solutions to the myriad of threats to the area. You can help us with finding these solutions.

About 2 miles before the start of the tour show the water bottle and the logos.

We believe that Alaska's environment is unique and worth protecting. We raise money for the Southeast Alaska Conservation Council through our water bottle program. The bottles are full of water and are available for everyone to use on tour. If you would like to keep the bottle, we will accept a \$3 donation that is matched by our company and passes on to the Alaska Conservation Foundation. The ACF works with local conservation groups to keep our state pristine for future generations and visitors. If you would like a bottle and to make a donation, please see me at the summit.

Under your seat is a helmet. Take one with you when you exit the van. After you exit the van follow me to the front of the trailer. We have rainwear, gloves and a rubber band for your right leg. Sophie and Taylor will get the bikes ready and give you a bike orientation. After that you will ride around in the turnout to familiarize yourself with braking and shifting the bike. We will then meet for a safety briefing. You can

leave items in the van and they will be waiting for you in our store at the end of the tour. Make sure that you have your passport and valuables on your person. Wait for Sophie to exit the rear bench before you get up from your seat. Questions?”

At this point, refer to the specific procedures for each tour.