



OFFICER'S/MEMBER'S HANDBOOK

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formatted by Rick Cridlin, Director KRR

Table of Contents

Section A - WELCOME	5
Section B - INTRODUCTION	7
ABOUT THIS HANDBOOK	7
THE IDEALS OF KRR	7
PURPOSES OF KRR	7
STANDARDS OF CONDUCT	8
EXPECTATIONS OF OFFICERS	8
"THE KRR WAY"	10
HOW KRR DIFFERS FROM MOTORCYCLE "CLUBS".....	10
AND WHAT A DIFFERENCE IT IS.....	11
MEMBER BENEFITS	11
Section C – THE ORGANIZATION	13
UNDERSTANDING THE KRR STRUCTURE	14
THE OFFICER NETWORK	15
EACH PROGRAM IN KRR HAS A SIMILAR LINE OF COMMUNICATION.....	15
CHAPTER BOUNDARIES	16
CHAPTER "MEMBERSHIP" AND "PARTICIPATION".....	16
CHAPTER TYPES	17
Section D - POLICIES AND PROCEDURES	18
THE APPOINTING PROCESS FOR OFFICERS	19
STATE DIRECTOR	19
CHAPTER DIRECTORS	19
ALL OTHER OFFICERS EXCEPT ASSISTANTS	19
ALL ASSISTANTS	20
RETIREMENT / RESIGNATION	20
REMOVAL OF AN OFFICER (DIRECTOR, OFFICER, OR ANY ASSISTANT).....	20
CHOOSING YOUR TEAM	21
NEWSLETTERS – CHAPTER & DISTRICT	23
WEB PAGES – SOCIAL MEDIA PAGES	23
RELIGION	24
VOTING	24
FINANCES / IRS	24
CHAPTER/STATE/OFFICER FINANCIAL STATEMENTS	26
CHECKING ACCOUNTS.....	26
FINANCIAL REPORTING.....	26
FINANCIAL DISCLOSURE INQUIRY.....	27
CHAPTER AND STATE PROPERTY EQUIPMENT LIST	27
"CHARTERING" A KRR CHAPTER WITH OTHER MOTORCYCLE ASSOCIATIONS	28
PHANTOM MEMBERS	28
(SOMETIMES CALLED "HITCH-HIKERS").....	28
MEMBERSHIP REPORTS	29
COMMERCIAL USE OF 'MARKS'	29
OFFICER USE OF 'MARKS'	30
CHOOSING GATHERING AND BUSINESS MEETING LOCATIONS	30
WHAT IS A CHAPTER GATHERING?	31
WHEN THINGS AREN'T WORKING...HANDLING THOSE TOUGH ISSUES	32

Section E - OFFICER ROLES	33
CHAPTER ROLES	34
CHAPTER DIRECTOR	34
CHAPTER RIDE COORDINATOR.....	34
CHAPTER MEMBER ENHANCEMENT AND SOCIAL COORDINATOR.....	34
CHAPTER TREASURER.....	34
STATE ROLES	35
CHAPTER NECESSARY POSITIONS	38
OTHER POSSIBLE CHAPTER POSITIONS	38
STATE NECESSARY POSITIONS	40
OTHER POSSIBLE STATE POSITIONS	40
Section F - OFFICER RESOURCES AND RECOMMENDATIONS	42
INTRODUCTION	43
DEALING WITH PHANTHOM'S	43
CHAPTER CLOSURE PROCESS	44
LEADERSHIP	45
"WHAT ARE THE QUALITIES OF AN OFFICER AS A LEADER?"	45
SALESMANSHIP	47
MEMBERS HAVE NO OBLIGATION TO PARTICIPATE	47
RALLIES AND EVENTS	47
INCIDENT REPORTS	48
Section G - PROCESS AND PROCEDURE	49
INSTALLING THE KRR OFFICER	50
THE DEVELOPMENTAL ANALYSIS	50
RECEIVING GUIDANCE.....	50
OFFICER GRIEVANCE PROCEDURE	51
ISSUES BETWEEN AN OFFICER AND A MEMBER	51
OFFICER DISCIPLINE / REMOVAL	52
SOME CAUSES FOR DISCIPLINE OR REMOVAL	53
OFFICER DISCIPLINE OR RELEASE CHECKLIST	53
Section H- MEMBERSHIP ENHANCEMENT PROGRAM	55
HOW A NEW KRR CHAPTER IS ORGANIZED	56
OVERVIEW	56
PHASE 1: FINDING AN AREA OF OPPORTUNITY	56
PHASE 2: SEND OUT "LETTER OF INVITATION"	56
PHASE 3: SET UP THE FIRST GATHERING	57
PHASE 4: FIRST INFORMATIONAL GATHERING	57
PHASE 5: SET UP SECOND GATHERING.....	57
MEMBERSHIP REPORTS	58
DATA SECURITY	59
COUPLE/INDIVIDUAL OF THE YEAR PROGRAM OVERVIEW	60
History and Purpose	60
An Honor or a Responsibility?	60
A Note to the Couple/Individual of the Year	60
A Special Message for all Chapter and State Directors.....	61
CHAPTER COUPLE/INDIVIDUAL OF THE YEAR	62
Requirements	62
Selection Process.....	62
Awards and Recognition.....	63

STATE COUPLE/INDIVIDUAL OF THE YEAR.....	64
Requirements	64
Selection Process.....	65
Before the Selection Process.....	65
At the selection event (rally, winter event, etc.)	66
In the Holding Room before Stage Entrance and during the Selection Process.....	66
During the State Selection Process.....	67
Awards and Recognition.....	67
COUPLE/INDIVIDUAL OF THE YEAR RESUME	69
Overview of Resume Forms.....	69
Resume Preparation and Submission	69
The Top 10 Reasons Why Your Chapter Needs a Couple of the Year.....	71
COUPLE/INDIVIDUAL OF THE YEAR FORMS.....	72
Section I – SAFETY/RIDER EDUCATION PROGRAM.....	73
Section J – STATE UNIVERSITY COORDINATOR	78
Section K – MOTORIST AWARENESS PROGRAM	80
Section L - FINANCE	82



Section A - WELCOME

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Published by KRR

To KRR Officers:

Congratulations! Your acceptance as an Officer in the Kentucky Road Riders is going to open exciting aspects of the motorcycling world for you. Along with that excitement comes a lot of responsibility which you have also accepted. This handbook has been constructed to make that responsibility less intimidating. It has the capability of making your responsibilities much easier. It encourages the word “Yes” and discourages the word “No.” Communication is the most important leadership skill you will need in your quest for excellence.

You will learn how people think and believe and about their work and play priorities.

There is a family bond which defies explanation but will be a very rewarding experience for you and the Members you serve.

Welcome to the world of Association Leadership. We need to use these tools to learn; but, most of all, we hope you use them to serve our most important assets — the Members of KRR. Take full advantage of this Association experience and thanks for your help.

James R. Cridlin

Leah D. Cridlin

State Director, Kentucky Road Riders

State Director, Kentucky Road Riders

Section B – INTRODUCTION

ABOUT THIS HANDBOOK

This handbook was written for all Officers and members of KRR. It will help you better understand the “how’s” and “why’s” of KRR. It will be only one source of information to help you. Your appointing Officer is another source. Some things may be more important to you than others, depending on the development stage of your office during its organizational progress. Constant referral will bring new ideas to you as well as developing a peer network. This will help you with new tools and ideas as you need them.

But, as valuable as this handbook can be to you, you must develop the operations within your office through your personal talents and abilities. Your office will take on your “personality” to some extent, because we all have our “special” way of attaining our Members’ goals. Your talents, combined with the continuing assistance that comes from other members of the Team, will help you to help all of us. Help us continue to make this the BEST Association possible. Help us be more than our Members expect.

THE IDEALS OF KRR

The most important ingredient for a successful Association is the Member. Where do we find them and how do we make these people interested enough to become one of us? Before anyone can be successful in “selling” KRR, they must first sit for a moment and determine the reason they joined. Each of us had our own reasons, but a primary reason to join is to support the ideals of KRR. Let’s take a closer look at these ideals:

PROMOTE EDUCATION AND SAFETY - This will help us continue to enjoy our hobby. We can also enjoy the fact that we are doing something to protect others by teaching them safe riding practices. We are saving lives!

PROMOTE FRIENDSHIP - Among ALL the biking public. What better way to enjoy our way of life than to make friends and share with them?

PROMOTE THE POSITIVE IMAGE OF THE MOTORCYCLE RIDER - We must always keep “our best foot forward.”

PROMOTE FUN - This is the glue that holds all our ideals together!

PURPOSES OF KRR

KRR is a State Association of motorcycle riders. In the spirit of our ideals, we are open to all like-minded motorcycle enthusiasts.

KRR is an informal educational, social organization of proud, unique and special people.

It was formed for people with whom we can exchange ideas, share safety information relating to motorcycling and motorcyclists, educate the non-motorcycling public concerning motorcycling problems and participate in planned and impromptu rides. We assist all motorcyclists in achieving and/or improving public acceptance of motorcyclists.

KRR is a family-oriented organization, without political or religious affiliations or influence and supports civic, local, police, charity, and government organizations.

STANDARDS OF CONDUCT

The STANDARDS OF CONDUCT for KRR Officers has been adopted to promote and maintain the highest of standards for association service and personal conduct among its Officers. Adherence to these standards is necessary and will further serve to assure Member confidence in the integrity and fairness of all GWRRA Officers.

AS AN OFFICER OF THE KENTUCKY ROAD RIDERS, I PLEDGE TO:

MAINTAIN loyalty to my Association and aggressively help it to achieve its objectives and goals.

HOLD inviolate the confidential relationship between the individual Members of our Association and myself, and all confidential information entrusted to me through my Association office.

SERVE all Members of our Association impartially, and provide no special privilege to any individual Member, nor accept any special personal compensation for the performance of my duties.

NEITHER engage in, nor countenance, any exploitation of our Association, and safeguard and protect all its Marks.

RECOGNIZE and properly and fairly perform my responsibilities to our Association, uphold all rules and policies relating to its activities, with skill, courtesy, honor, good will and especially to uphold exemplary service to the Membership.

EXERCISE and utilize sound “people principles” in the conduct of the affairs of my office.

USE only fair, moral and ethical means when seeking to influence opinion.

ALLOW no false or misleading statements to be made to the public or Membership.

NOT disseminate any malicious information concerning this or any organization.

ACCEPT responsibility for cooperating in every reasonable way with all Association Officers and Members.

USE every opportunity to improve public understanding of the positive principles of motorcycling, especially KRR.

MAINTAIN high standards of personal conduct, and make efforts to improve my management skills, my character, and my communication techniques.

EXPECTATIONS OF OFFICERS

1. Be appointed for a probationary period of six months. After satisfactorily completing the probationary period and at the discretion of the appointing Officer, tenure may be extended an additional six months and each twelve months thereafter. At the end of the probationary period, the tenure may be extended through December 31st and each year thereafter, subject to the approval of the appointing Officer. Total tenure in office will not exceed the specified tenure as established by the Association.
2. As an appointed KRR Officer, the Director agrees to comply with the Member’s Handbook and agrees to be self-funded and operate under the guidelines of KRR.
3. Immediately upon being appointed, a new Chapter or State Director will contact existing Program Coordinators or Directors within the Chapter or State to establish their interest in continuing their appointments and/or appoint current Members to serve as Coordinators or Directors.
4. Immediately upon being appointed, a new Chapter or State Director will appoint a current KRR Member to serve on your Team as the Treasurer of the Chapter or State. The Treasurer cannot be an Assistant to another Program or anyone in the Director’s immediate family or living with the Director. If the Director wishes to continue with the current Treasurer and the Treasurer wishes to continue that is acceptable as well.

5. The Chapter or State Director, upon appointment, shall get to the bank and sign the signature card for the checking account. They will also remove the names of the prior Officer and make certain that the proper names are on the account. They will also ensure that their appointing Officer is a signer on the account.
6. If not in close proximity, each check written by any of the signatories on the account must have prior written approval from one other signatory. Approval in the form of an email is acceptable. This document is to be kept on file.
7. It is understood that monies raised in the name of KRR are intended only for the operations of the Chapter or State. At no time shall any Officer or representative of KRR assume that funds or KRR property may be used for personal gain. If difficulties regarding the operations of the Chapter or State Director arise, the appointing Officer has the authority to conduct all business of the Chapter or State.
8. It is each Director's responsibility to use all funds for the legitimate operations of business within their Chapter or State. All expenses must have verifiable receipts. All expenses relating to legitimate State business are reimbursable from operational funds. A full accounting of expenses reflected in an annual financial report, with receipts, must be provided annually by the Chapter to the State and State to the IRS. To protect yourself, the IRS states that all documentation must be kept on file for up to seven years.
9. Financial reports must contain the required information and any "looming" questions are addressed before the reports are forwarded to the appointing Officer prior to January 31st of each year. This is to include the successful filing of the 990 to IRS. The financial report is to reflect the current balance of your account even if there is no balance or a negative balance; and the Treasurers shall sign the financial reports verifying accuracy. To be accepted, financial reports are required to have the financial report cover sheet and equipment list, if appropriate, to be attached. The IRS requires accounting for all income and expenses.
10. Using a financial Excel spreadsheet is highly recommended.
11. The State Director is to work actively to seek out Chapters that may be struggling and help them find ways to thrive. Reading newsletters and watching social media would be the quickest way to assess a Chapter's health. Financial reports with little or no activity are a "red flag" and often indicate that a Chapter is struggling. Helping a Chapter thrive may include, but is not limited to, finding a new and enthusiastic Chapter Director to champion the cause. Other methods include training of Chapter Directors and Chapter staff on motivating and helping Chapter Members to realize all the Association has to offer and helping those Members to find an area of involvement they enjoy. Chapter leaders must lead by example by participating with other Chapters and States, leading rides and planning events for the Chapter Members, and finding ways that involve riding our motorcycles, which is the common bond we all share.
12. Lead by example! You are expected to hold the high ideals of KRR Officers may not embarrass, slander, disrupt or libel KRR, the office, fellow Officers or Members. Promote a safe environment and proper rider education by wearing appropriate riding gear (helmet, gloves, long-sleeved shirt or coat, and boots) when riding. Be proud to display and wear the official Wing'D Rider 10" patch. Establish pride in KRR; educate and encourage Members to wear the official 10" back patch. **This is only a recommendation and is not to be misinterpreted as a requirement.**
13. Communication can be the weak link in many organizations but "must" not be in KRR. Chapters should provide a monthly newsletter or other form of regular communication with the Members. The State is to provide a least a monthly bulletin to the Chapter Team and at least quarterly to all Members.
14. Promote Membership growth by contacting new motorcycle owners, dealers or people recommended to you by Members and Officers. Encourage Members to stay active in KRR. Establish a staff of Officers to promote and execute programs that will assist your office in recruitment and retention of KRR Members, as well as other programs that may be established in the future.

15. Make every effort to attend KRR business meetings within the State or with the Executive Director of Wing'D Rider, or the President of Wing'D Rider whenever attendance is requested. Expenses of attendance are fully reimbursable from your treasury.
16. Promote and use the "TEAM" approach in managing the State or Chapter. Seek from and share information with your fellow Directors. Be a mentor, coach and trainer to all your supporting Directors! Always remember we, as Officers of the Association, are here only to serve the Members and the Officers to and for whom we are responsible.
17. You may not solicit personal gifts or special benefits in the performance of KRR matters, nor use KRR's name, its emblems (logos), or its affairs for personal gain or profit of any sort.
18. You may not allow personal business or financial problems to reflect negatively on KRR. If such happens, you will not be allowed to maintain an official KRR position.

"THE KRR WAY"

HOW KRR DIFFERS FROM MOTORCYCLE "CLUBS"

"KRR is not a motorcycle club." We have all heard it, haven't we? But, just what does it mean?

Simply put, it means that our Association doesn't function in the same organizational and procedural format that "clubs" do. That is, we don't elect anyone to any position by running candidates against each other and having the membership vote on them. We don't choose our Officers with popularity contests. We don't impose our wishes on others. We select, not elect. Clubs usually are local in scope. Chapters are national or international and tied to a single organization.

We don't have long and heated debates, make motions, second motions, call for votes or go into long, detailed reports in our chapter gatherings. We don't need uniforms, people giving us rules to obey, or exorbitant fees or dues.

In other words, a KRR chapter gathering is not presided over by a "president" and conducted according to Roberts' Rules of Order or the parliamentary procedure process. Many "clubs" use that format in their meetings. We are less formal.

We don't say that we are better than clubs, we are just different. Some people like the club format of operation. This is all well and good. Those folks should be encouraged to attend and participate where they are the most comfortable. We think when they "try it", (our format!), "they'll like it."

The KRR chapter format is more flexible than a club format. A KRR chapter is not a "club," either in its organizational structure or its operational format. It is PART of something bigger than itself.

Sometimes, less-informed chapter participants will try to lead the chapter into the "club" format of operation. It's the responsibility of KRR Officers to work together to retain the non-political, non-club environment in the chapter. If this becomes a problem, other members of the Team will be able to assist you or talk with your Appointing Officer.

AND WHAT A DIFFERENCE IT IS

<p>A CLUB usually consists of:</p> <ol style="list-style-type: none"> 1. Self-governing and regulated body of local individuals 2. Monthly dues 3. Political officers and events, campaigns, voting, etc. 4. Popularity contests decide outcomes 5. Individual's qualifications may not be important in holding office 6. Attempts to maintain control and build "empires" 7. Many personality conflicts 8. "Bosses" and the potential for power struggles 9. Majority rules - 49% disagreement 100% of the time 10. Funding and disbursement disagreements 11. Possibly unclear "directions" and goals" 12. Not focused toward education 13. Everything must be VOTED upon 	<p>A KRR CHAPTER usually consists of:</p> <ol style="list-style-type: none"> 1. Officers selected and appointed based upon qualifications and desire 2. Continuing Officer development and training 3. Regular classes/seminars and meetings to establish new concepts 4. Officers are volunteers 5. Members wants, and needs are the guiding forces 6. Gatherings with purposes - dissemination of valuable information, fun, education 7. Common purposes - no popularity contests 8. Decisions based upon Member response and input from leadership, task forces and the Members 9. Limited financial goals and maximum stability - all Officers have corporate liability insurance 10. Members participate as they choose 11. Members are WELCOMED by all chapters 12. No additional dues or fees at the Chapter or District level 13. Devoted Education Programs including on and off bike training and rewarding programs.
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MEMBER BENEFITS

Member benefits are enhanced and upgraded on a regular basis. For the most accurate listing of Member benefits, please visit www.WingDRider.com.

All members receive the following:

WING'D Rider Magazine is a magazine for the motorcycle touring enthusiast filled with colorful photos, articles, rider's stories and many tips for the casual or seasoned rider. Explore rides and destinations or read up on the latest technical information and touring products on the market. Wing'D Rider Magazine contains free classified ads, a tour and rally calendar and so much more. A Membership includes a monthly subscription. An enhanced version of the magazine is also available in a digital format. Don't forget Wing'D Rider Magazine is a Member led magazine so share your personal adventures and those of your chapter with us for possible inclusion.

RPM Academy Education Program offers specialized training for riders, co-riders, trikes, side cars and trailering. Working hand-in-glove with such eminent organizations as the Motorcycle Safety Foundation (MSF) and the national association of State Motorcycle Safety Administrators (SMSA), KRR Educators, Ride Coordinators, Ride Coaches and Instructors conduct informative and entertaining riding and classroom sessions to improve riding skills and safety. Recognizing the realities of today's motor sports enthusiasts, RPM Academy is one of the few sources of skill and safety education for motorcyclists who operate trikes and/or who pull trailers behind their motorcycles. RPM Academy conducts hundreds of classes, seminars and training sessions, on and off bike/trike, through its Volunteer Instructors. As a participating Member in the Rider Education Program you may be eligible to receive motorcycle insurance discounts through your insurance provider.

Motorist Awareness Program takes the message of being "motorcycle aware" to the general public. Our Team of volunteers have created exclusive materials designed for the motoring public and children. Brochures to assist in understanding why it is difficult to see motorcycles

and both how the motoring public can be more aware and what motorcyclist can do to make themselves more visible can be requested from Home Office for public events. We also have enthusiastic volunteers willing to speak at events and meetings.

Chapter Life, for many Members, is the single most important benefit of belonging to KRR. Countless new friends with a common interest are made. It provides an opportunity to ride our motorcycles with our friends and an arena where skills and safety techniques are learned. Chapter life is informal and fun sharing of ideas and safety awareness.

The Wing'D Rider 24-Hour Interactive Website gives you access to the latest Wing'D Rider and KRR news, general information about Wing'D Rider and KRR, upcoming events, official products, classified ads, archived technical information, interactive message boards, forums, and links to hundreds of local chapters. You can also access and manage your own personal records.

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Section C – The Organization

UNDERSTANDING THE KRR STRUCTURE

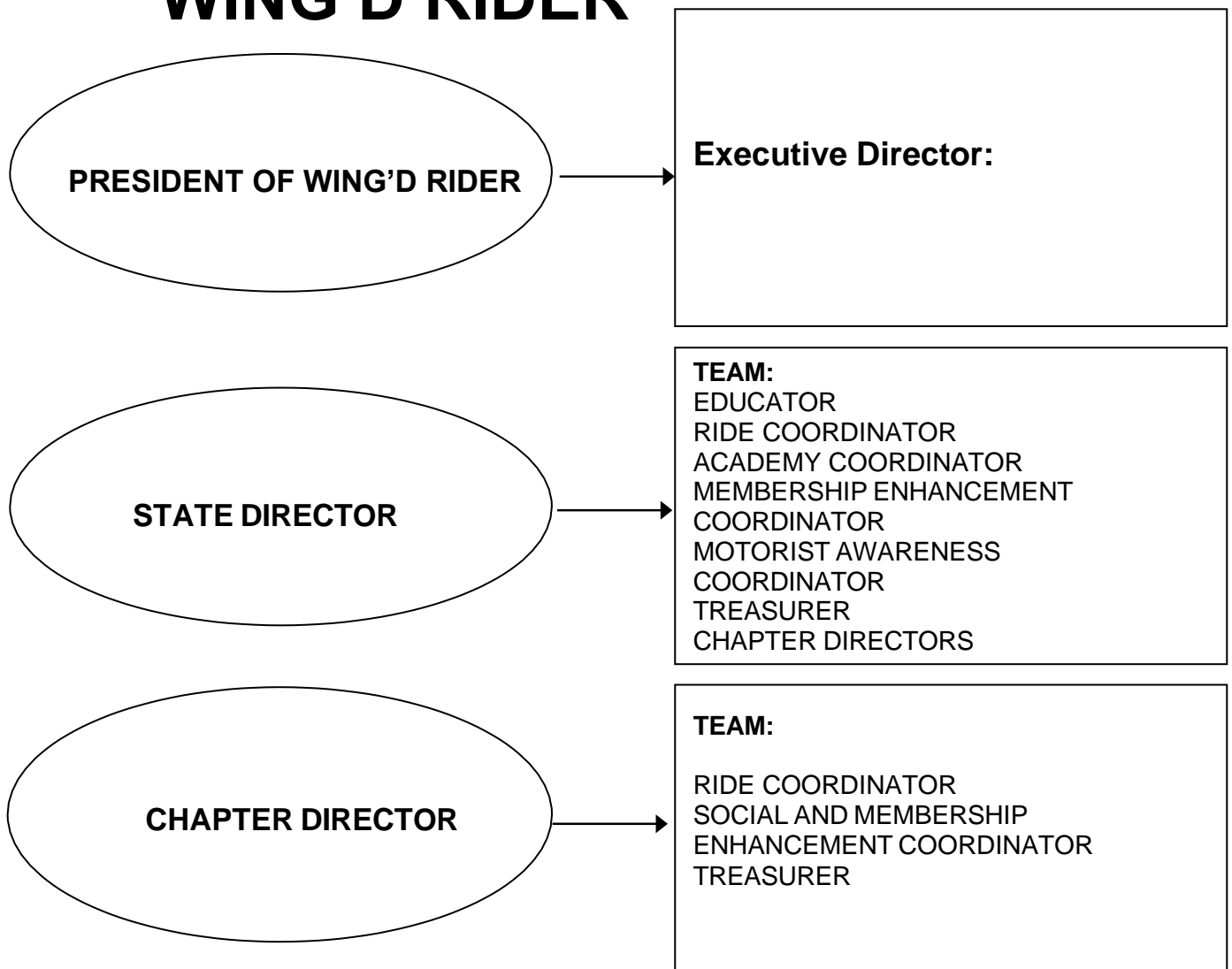
This part of the Handbook is intended to help you understand how we are organized. It will explain a little about the Officer Network, things you will need to know before undertaking the task of organizing your office and elaborate on the “Why’s” and “Wherefores” of the KRR policies. As with any organization, there is a certain amount of paperwork necessary for effective operation and communication...this will be touched upon also.

ASSISTANTS ARE ENCOURAGED WITH EVERY POSITION AND ARE OFFICERS.

Other willing Members may accept appointments from the Director to fill positions that they deem necessary. These participants also become part of the District or Chapter Team as Staff positions.

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WING'D RIDER



THE OFFICER NETWORK

The organizational diagram shows the overall view of our Officer Network. It consists of an interlaced officer system, extending from the President of Wing'D Rider to the Chapter level. You, as an officer, are now an integral part of this network.

There are currently six areas of responsibilities within KRR, called Programs, led by Volunteer Leaders: Rider Education, University, Membership Enhancement, Motorist Awareness, and Finance. Directors (Operations), also volunteer leaders, have the principal responsibility for each Program at their level.

We have a direct communications line extending from the President of Wing'D Rider, Executive Director, State Team to the Chapter Director and their Team. This is the channel whereby all Directors/Operations Leaders at each level receive their "authority" to operate. This is, also, the vital communication link to each Office.

The Chapter Directors within the State serve as part of the District Team. They meet regularly with the State Director to receive information and instructions from the State Director, as well as provide reverse input to meet the needs of the Members. The Team will seek solutions to common problems on a State and Chapter levels and plan programs for the continued development and activity of KRR. The State Director is part of TEAM Wing'D Rider. We all work together at our respective levels to provide Members the full benefits of our Association.

EACH PROGRAM IN KRR HAS A SIMILAR LINE OF COMMUNICATION.

As the expression goes, "it takes a village", it takes a Team of Volunteers in KRR to benefit our Members. We recognize many volunteers as part of our Team. KRR recognizes the following as Officer positions in KRR and they serve under the State Director:

State Officers: State Director; State Safety/Educator; State Ride Coordinator; State Academy Coordinator; State Membership Enhancement Coordinator; State Motorist Awareness Coordinator; State Treasurer and Assistants for those positions

Chapter Officers: Chapter Director; Chapter Ride Coordinator; Chapter Social and Membership Enhancement Coordinator; Chapter Treasurer and Assistants for those positions.

Officers have a very important position in our leadership network. They will be dealing directly with, and for, those it was designed to be most beneficial to...the Members. **Serving the Members is the primary function of all officers of KRR.**

KRR strives to be the most successful organization of its kind. Its Members are among the best and most loyal of any motorcycle organization on record. As such, KRR Members deserve our very best efforts as well as a reciprocal level of loyalty as leaders. For these reasons, KRR officers or other volunteer leaders, may not accept or serve in like positions in competing or similar motorcycle organizations where real or perceived conflicting interests, duties, or responsibilities may develop. Doing so sends the wrong message to the Member whose motorcycling interests must remain our highest priority.

Secondarily, the effect of the demands of service placed on a KRR officer makes it difficult to hold multiple positions of responsibility in KRR. To best serve our Members, Appointing Officers need to do their best to coach the newly appointed Officers in a transition into their new position. Good leaders are always in demand and from time to time KRR leaders will need to decide where and how they can best serve. Serving in multiple positions limits the opportunity for other volunteer leaders and can lead to burn out. Both of these can negatively affect our Members, the place of highest priority in KRR.

KRR STATE BOUNDARY

KRR State will usually follow the state boundaries. Exceptions can always be made to this for the benefit of the Membership, and members from bordering states are always welcome. The State Team is made up of volunteer Leaders for each of the Programs. They consist of a network for the Chapters and they guide and mentor those Chapters for growth, retention and fun activities.

The State will also reach out to those Members of KRR that are not participating with Chapters to offer them the benefits of membership by involving them in a regular communication through the State newsletter. They also reach out to invite them to educational events and rallies. The position of State Ride Coordinator is focused on those Members who may not have time or geography that allows them to be involved with a Chapter. They are to reach out to all Members in the State to involve them in rides.

The State is also responsible to monitor the growth and retention in the State. Chapter formation can be critical to a healthy State.

The leadership in the State focuses within the State but the view for the State is inclusive to all the Members of Wing'D Rider and KRR, regardless of boundaries. The State will strive to reach to fellow States for peer-to-peer assistance and for fun activities that promote Wing'D Rider and KRR.

CHAPTER BOUNDARIES...

CHAPTER "MEMBERSHIP" AND "PARTICIPATION"

There are some important distinctions to keep in mind when conceptualizing and discussing geographical boundaries and Chapter Memberships...

CHAPTER BOUNDARIES refer to identifiable geographic perimeters. The State lines are to identify for the State Director the geographic area of "prime" responsibility. For a Chapter, zip codes are 1 way to identify a Chapter but not the only way. Members choose their Chapters, regardless of zip code. The State Director, or their Team, will identify Chapter options for the new Member and will inform Wing'D Rider of the new Member's choice.

CHAPTER MEMBERSHIP is non-existent. But when a group "fits" together, the pride becomes strong for that Chapter identity. KRR understands that. Remember, our Members and guests make their own decisions as to the Chapters they wish to support... they belong to every Chapter that exists within KRR and some choose to not participate with any Chapter. We must keep an open mind that some personalities and style, from riding wants to social wants, will fit better with some Chapters than others. The truth is, we don't have a CHAPTER MEMBER, technically we have CHAPTER PARTICIPANTS, and this is a designation that is often misunderstood. It's Wing' D Rider that has Members.

CHAPTER CHALLENGE: It is important that Officers and specifically Chapter Directors and their Team remember that a Member is under no obligation, real or imagined, to attend or participate with any Chapter. It's the Chapter's Challenge to present as attractive a package as possible to encourage participation. It starts with a strong welcome to every Member of Wing'D Rider! That is the key. Follow up, talk with them and find out what they are looking for in a Chapter. Then make them that offer that they cannot refuse! Let's face it, when you show up at other Chapter events, the State rally or Wing'D Rider Rally with a strong presence from your Chapter, it's visible to all the success of your leadership. Remember where the Chapter Director goes, the Chapter goes and that starts at the very beginning when someone first joins Wing'D Rider and receives a warm welcome from the Chapter.

CHAPTER TYPES

KRR recognizes that there are many styles or types of Chapters. We are open to what fits the Members in your area the best. Work with the State Director if you are finding that your Chapter is not what KRR considers a traditional Chapter, a good balance of social and riding, good attendance at Chapter events, Officer positions filled and an appropriately robust Team, monthly newsletters, participates in the Couple and possibly Individual of the Year, and participates and supports the State, Wing'D Rider and other Chapters.

Another type of Chapter could be riding focused Chapter. Their gathering may be even less formal, possibly coffee or meal, and then they go for a ride or even the opposite, they meet for a ride, then have a meal and gathering. Either way works. They still produce a newsletter, but their focus is a bit less on social activities and more toward rides.



Section D - POLICIES AND PROCEDURES

THE APPOINTING PROCESS FOR OFFICERS

We are always looking for the best qualified leader in any position within KRR

STATE DIRECTOR

1. The Wing'D Rider Executive Director will pursue candidates to fill the position and should consider any Assistant as a candidate.
2. The Wing'D Rider Executive Director may discuss the candidates with State Team Members.
3. The Wing'D Rider Executive Director will discuss candidates with the President of Wing'D Rider.
 - a. Decide, in conjunction with the President of Wing'D Rider, which is the best candidate.
 - b. Complete the Appointment and Confidentiality Agreement and email to the President of Wing'D Rider for approval.
 - c. Announce the new State Director.
 - d. Install the new State Director.

CHAPTER DIRECTORS

1. The State Director will pursue candidates who meet the requirements to fill the position and should consider any Assistant as a candidate. Often the chapter will provide the State Director with their choice for Chapter Director. This is perfectly acceptable.
2. When the State Director decides on the candidates, they will:
 - a. Discuss the candidates with the Executive Director of Wing'D Rider.
 - b. Discuss each candidate's qualifications, identifying why they would be a good addition to the Team.
3. The State Director will:
 - a. Decide which candidate is best suited for the position in conjunction with the Executive Director of Wing'D Rider.
 - b. Complete the Appointment and Confidentiality Agreement and email them to the Executive Director of Wing'D Rider for approval who will forward to the President of Wing'D Rider.
 - c. Announce the new Chapter Director. All other Chapter appointments go to the State Director.
 - d. Install the new Chapter Director.

ALL OTHER OFFICERS EXCEPT ASSISTANTS

(At State and Chapter level the Officer may be called Coordinator)

Rider Education, University, Membership Enhancement, Motorist Awareness, Finance

1. At all levels, the Director is responsible to put their TEAM together.
2. The Director will pursue candidates who meet the qualifications to fill the position and should consider any Assistant as a candidate.
3. When the Director decides on the candidates, the Director will discuss the candidates with the Program Officer, or their designee, one level up from the position being filled (Chapter to State).
 - a. The Program Officer will interview the candidates as necessary.
 - b. The Director and the Program Officer will discuss the qualifications of each Candidate.
 - c. If Director moves forward with a candidate that does not have the full support of the Program Officer, Program Officer should still help to train and coach the candidate.
 - d. If critical concern, the Program Officer may discuss with the Director one level up.

4. The Director will:
 - a. Decide which candidate is best suited for the position.
 - b. Complete the Appointment and Confidentiality Agreement. At the Chapter level, only the Chapter Director forms are sent to the Executive Director and President of Wing'D Rider. All other Officer Appointments remain at the State Level.
 - c. Announce the new Officer and install when possible.

ALL ASSISTANTS

1. The Director or Program Officer at each level appoints their Assistants.
 - a. Are they the possible future replacement?
 - b. Or are they a great supporter without desire to move into the position.
 - c. Communication with the candidate should be very clear so they know how they are being considered for the position, 1-a future replacement or 2-supporter.
2. Discussion needs to be had with the Director and any serious concern from the Director needs to be addressed and considered before appointment. Without consensus, appointment should not be completed.
3. The Director or Program Officer at each level will discuss with the approving Officer.
 - a. Decide which candidate is best suited for the position.
 - b. Complete the Appointment and Confidentiality Agreement and retain at the State Level.
 - c. Announce the new Assistant and install when possible.

***Note: Chapter Director appointments go to Executive Director and President of Wing'D Rider.
All other Chapter appointments stay with the State.***

RETIREMENT / RESIGNATION

When an Officer steps down (Retires) or resigns, they shall turn over to the Appointing Officer or designee: 1) all materials of that office; 2) all property of that office (copy machines, file cabinets, etc.) paid for with funds generated by that office; 3) all fund balances generated for the operation of the office along with a full accounting and financial report. The transfer of the office should take place within a mutually agreeable period of time but **MUST NOT** exceed 30 days.

REMOVAL OF AN OFFICER (DIRECTOR, OFFICER, OR ANY ASSISTANT)

(Also see [Section G](#), for more information)

No removal of an Officer in any position will take place without:

1. That Officer receiving a written performance review, or a letter that contains an improvement plan and timetable, to which the Officer agrees.
2. A follow-up review after time given for improvement, that still indicates removal is necessary.
3. Presentation to the Director and if appropriate the Program Officer one level up for discussion and consideration.
4. With agreement of the Director and Program Officer, they will present documentation to the Executive Director of Wing'D Rider informing the Executive Director of their decision.
5. Upon the Executive Director's approval, the Officer may be removed.
6. Under rare circumstances Item 1 may be skipped after discussion and approval from the Executive Director of Wing'D Rider.
7. Upon approval, return of KRR property/funds follows the outline and time of Retirement/Resignation.

CHOOSING YOUR TEAM

DIRECTORS AND PROGRAM OFFICERS BUILDING A TEAM

This is the fun part of leadership. It's time to build a Team that will best fulfill the needs of the Membership. You will need to evaluate each participant now, looking for potential Team Members. This team will help the Chapter or State grow with your guidance, counsel and direction. Watch and listen, some will come to you, don't miss the clues.

Directors: This is your TEAM that you are putting together. Remember that you need friends, those that don't always agree with you (so long as they disagree with respect) and those that will challenge you to be better. Refer to the Officer Roles located in Section E to understand each role. Then refer to the Appointment Process above so you follow the recommended process. Trust each Program Director to understand the requirements for each position, they will have insight you may not have. Now, build the best team possible. You can have as many on your team as you want, the more involved the better the participation. Don't rush, appointing the wrong person is worse than leaving the position open.

Program Officers: Remember that the Assistant appointment will be recommended by you and you will discuss it with your Director. It is best if the two of you agree. As you consider each position you will seek advice from the Chapter or State Director for each. It will be your final decision on each position, but you and the Director should agree.

Remember: The Chapter or State Treasurer cannot be a family Member of the Director or Assistant Director. Outside of this, you are unrestricted in your choice, other than they must be a Member of Wing'D Rider.

After a Chapter has been formed for a while, the new Chapter Director could inherit positions already filled. This can also be true of the State Director. In that situation, evaluate the volunteer and their passion for the position they occupy. Talk with them and see if they are wanting to work with you. Talk about your expectations and goals for the Chapter or State. Confer with the Program Officer for advice and counsel. Make an informed decision based on merit, that is the sign of a good leader.

THE ASSISTANT TO ANY OFFICER POSITION

The status and role of the Assistant is very important to the Chapter or State. They must be discussed with the Appointing Officer before a decision is made. An Assistant has official Officer status.

You and your Appointing Officer should do a lot of discussing about prospective Assistant. The choice should be made with the thought in mind that the Assistant may be your replacement. Anyone accepting the role of Assistant will be considered for your position upon completion of your tenure. If at any time the Assistant feels that they cannot accept the eventual responsibility, the Assistant will so inform their appointing Officer as soon as possible. This does not mean the Assistant needs to step aside, rather you need to look for that person who can be the Assistant that you would consider stepping into your role and then add them to your Team.

Your Assistant should be heavily depended upon and considered almost as you would a "partner". Your Assistant can do many things that you would normally do. In fact, your job, should consist mostly of educating, informing, training, coordinating and directing the Chapter or State in your specific area through the Assistant(s) (yes, you can have more than one Assistant) and Chapter or State team.

Use your Assistant as an extension of yourself. They should function in that capacity under your direction. If they are to be the next you, you owe it to the Assistant and your Chapter participants, or State and Members, to provide all the training and experience possible.

The more you allow your Assistant to do for you, the more they are helping the Chapter or State. Give them all the responsibility they will take. You are going to put in many hours of hard work over the months and years ahead building a good Chapter or State. Some day you will pass

everything you've built to another; shouldn't they be the best-prepared you could train?

WORKING WITH YOUR APPOINTING OFFICER

One of the best friends you will have will be your Appointing Officer. They are there to mentor, teach, train, encourage, and assist you, as well as to provide you with a shoulder when you need one. They know what information you may need at each level of Chapter or State development and can offer suggestions to help you.

One of the best ways you will receive help is through the meetings/video or conference calls. By coming together in these meetings/calls, you and your spouse will meet other Officers and their spouses in your State or around Wing'D Rider. You will find new friends with a common bond. Under the direction of your Appointing Officer, you and the other Team Members work together to coordinate an overall "program" for KRR development and activity within your Chapter or the State.

These meetings will provide you with information, training, a way to help solve problems and an opportunity for social contact with other Officers and their spouses in your State or Wing'D Rider. It also allows you a place to input information to the State or Wing'D Rider level. These meetings may well be the most important single series of events for the betterment of the Members in your Chapter or State. Your Appointing Officer will keep you well informed as to when these meetings are scheduled and may also ask your assistance with certain presentations of material. Remember, you are the representative for your Chapter or State, and it is your duty to learn and bring the information back and teach.

The Chapter or State Director have final approval on all decisions relating to the operation of the Chapter or State, and if the Chapter or State team is functioning as it should, then you will become more like an administrator to the Chapter or State, giving directions to coordinate a smoothly operating Chapter or State where everyone feels a part.

The more you make the Members feel an important part of the decision-making, the better operating, more enthusiastic, fun-to-be-in Chapter or State you will have.

COMMUNICATION

Good communication is vital to this organization. Communication up and down will keep all informed and able to participate according to their availability. A current calendar of events is strongly encouraged and should be included in the Newsletter, website and social media. As an Officer, remember that you praise, recognize and appreciate the Members and any concerns are expressed up to an Appointing Officer or their Team. To better our communication, include Assistants in any communication coming to the State or Chapters. This assists everyone, from Leadership to Membership, so please include them in your communications.

Email: Email is a valid communication method. Remember that once in print it is out for all to see. Email should be used to push communication; serious conversations should be done by phone or face to face. Email etiquette is critical to remember! If answering an email, if you are concerned, then choose another method. A good rule of thumb is if it's not resolved in 2 email communications it's time to pick up the phone.

When sending group emails, recommend putting all email addresses in the BCC field to hide the email address and protect them. To your Core Team, you may want to send the first email to the Team showing all the addresses so others in the group can get their peers addresses, but after that, please use the bcc field.

Video Calls: Video calls heighten the communication experience. With our distances, they bridge the gap and let us see each other. A Video Call should be conducted with the Chapters by the State approx. monthly but no less than every other month. Another advantage of the regular video call is the building of the peer to peer network, you can see that you aren't alone, and you can ask for help and offer help to a peer.

NEWSLETTERS – CHAPTER & STATE

Newsletters inform Members and Officers of what's going on. No matter how plain or fancy, the central purpose of its existence is to be a communications medium for and to the Members.

CHAPTERS: Chapter newsletters are recommended to be produced monthly. Chapters could “piggy-back” their information with a “sister-Chapter” or participate in a State publication for more efficient use of resources. This is acceptable.

Chapter participants cannot be charged an additional fee to receive a newsletter; nor should Members be solicited for a contribution to receive a newsletter. Newsletter costs should be charged off as an operating expense to the Chapter and paid for from the Chapter operating funds. It should be available to all interested Members.

The format you choose may undergo some experimenting, but the “heading” of the newsletter must have the Chapter name, or initials and the KRR logo on it to indicate that it is a KRR newsletter. The State and Chapter letter designation should also be visible, along with the month and year.

The Newsletter will provide you an opportunity to “talk” with the Members on a one-to-one basis and is never to be used as a platform for personal tirades or “politicking” for, or against, a particular cause. Information from the State should be included for the edification of the Members and to assist them in understanding the concept, goals and workings of KRR. Other contributions will come from the State Safety/Educator and Members or guest writers with items on safety. Members and/or team may submit interesting items about trips, experiences, anniversaries, etc. All Chapters within the State are encouraged to exchange complimentary newsletters with copies sent to the State.

We know many distribute newsletters through email or on your web sites; but we must also remember there are those Members who do not have access to the Internet. Therefore, hard copies of newsletters should be mailed to those Members.

Any income derived from selling advertising in Newsletters or Chapter publications should be in accordance with the IRS 990 reporting rules. Should you have questions, consult the IRS website and/or consult with your tax professional to determine how the income will affect your tax filing requirements.

STATE: State newsletters in the form of a full newsletter or bulletin need to be produced monthly. The newsletter is used to communicate with the Chapter Teams and Members, and the information contained in the newsletter should be informative and assist the Chapter Team to accomplish their responsibilities. Its use can be a coaching tool.

WEB PAGES – SOCIAL MEDIA PAGES

Most Chapters and the State develop web sites and often social media pages to share information regarding education, activities, ride calendars, announcements, etc. This form of communication is a common method today and anyone worldwide has access to these sites. Therefore, to represent an association with KRR, it is recommended that these guidelines be used:

- The KRR Logo, and the words “Kentucky Road Riders” or the acronym, “KRR”, should be included as a part of the web page.
- State designation, or Chapter designations, plus city and State, will serve to identify the web page for those visiting the site.
- Having a dedicated Webmaster, as a point of contact for inquiries and questions is critical. This person is responsible to keep the site up to date.
- A link to the KRR and Wing'D Rider websites would be beneficial to those who may be surfing the web for information regarding motorcycle organizations.

- We do not advertise or link to competitors.
- A good idea on the website is to identify Team Members with direct email links to each Team Member. There needs to be a contact person for your website to be most inviting to interested parties.
- If you read a negative post on social media, DO NOT repost this to your webpage or social media. Your responsibility as an Officer is to promote the positive of KRR and Wing'D Rider, not gossip which is too often the downfall of negativity. Always get to the truth.

RELIGION

KRR is purposely designed to be free of religious persuasion and ceremony. This is not because the Association is opposed to religion, but religion is, and should be, a personal choice. No Member should be compelled or forced by virtue of their attendance at a KRR function to participate in a religious ceremony that may be in conflict with their own beliefs. If for some reason it is determined that prayer is appropriate, make it a moment of silence so everyone in attendance can offer their thoughts in their own way. If worship services are offered at KRR functions, they should be announced in advance and denoted as “optional” on the event program and staged in a separate location for those who “want” to attend. This discussion pertains to all levels of KRR.

VOTING

The discussion of voting pertains to all levels of our Association. KRR Chapters and the State are designed to operate as a politically free, educational, social unit of our Association. As Officers, it's our responsibility to maintain this environment. If we have “voting,” two things will happen. First, Members assume the responsibility which lies with the Director. Specifically, as it relates to a Chapter, it starts the process that will lead the Chapter out of the KRR Chapter concept and back into the club format, resulting in the loss of KRR Chapterhood.

If we don't do any “voting,” what about the times when a decision needs to be made and you need input from your team and the Members? How do you reach a decision if you don't call for a “vote?” There's a very simple way to do this. We survey for Members opinions, ideas, desires and find the consensus of the group. You should get all the input and advice you can, weigh it with what you know about KRR procedure and policy, then make your decision. A decision that will give the Members what they want!

Most of the time, your decisions will be in agreement with the majority of your Team and/or Members, but there will be times when you will need to explain why your decision can't be a certain way. This is where your leadership ability will really count. This is where you will really need to know and understand how KRR operates and be able to convey this information to your Members, so they will understand your decision. Sometimes, decisions may be proper but not popular—explain well!

There will be times when you won't feel you have enough input to make a good decision. That is when you need to call your Appointing Director. Although the Appointing Director may not always be able to solve a particular problem for you, they often can help find information to provide you with input that should help you resolve the issue.

FINANCES / IRS

Each Chapter Director and State Director must appoint a Treasurer. The Treasurer must be a Member and may not be a Director, Assistant Director, spouse of either or live in the same household.

KRR as aligned with Wing'D Rider holds a 501(c)4 “not-for-profit” status with the Internal Revenue Service which means it is not subject to corporate income tax on certain portions of income. Its primary exempt purpose is devoted to social welfare such as education or recreational purposes. Donations to KRR may be a legitimate business expense, but they are not tax-deductible contributions.

YOUR FEDERAL EIN

The State and Chapters have no exempt status of their own. They are recognized by the IRS as subordinates of Wing'D Rider. As a subordinate to an exempt association, the State, or Chapter is required to acquire a Federal Employer Identification Number (EIN). Use Form SS-4 to acquire the EIN or apply online. The Business Name for Chapters should read Kentucky Road Riders - Chapter xx WR. The Business Name for the State should read Kentucky Road Riders – WR.

After receiving the EIN, you must provide the number to the State Director, Executive Director, and President of Wing'D Rider. This number stays with the Chapter or State for all time. When an Officer change occurs, only an address change is required on IRS Form 8822B and NOT a new EIN.

IRS FORM 8976

Once IRS assigns an EIN to a new Chapter, that Chapter must file an IRS Form 8976, *Notice of Intent to Operate Under Section 501 (c)(4)*. In general, this form must be filed with the IRS within 60 days of the Chapter's formation and receipt of an EIN.

A fee of \$50 must be submitted with the form to complete a Chapter's notification. If the fee is not submitted, the Chapter will receive a non-payment notice within 5 days reminding it to pay the fee. If the fee is not remitted then within 14 days, the form will be rejected.

If a Chapter does not submit the form and \$50 payment with 60 days, a penalty of \$20 per day for each day the failure continues, up to a maximum of \$5,000, will be assessed by the IRS.

FILING YOUR 990 REPORT

There are three IRS 990 Forms that may pertain to Chapters and the State: Form 990-N, Form 990-EZ, and Form 990. IRS instructions state, "If an organization normally has gross receipts of \$50,000 or less, it must submit Form 990-N, Electronic Notice for Tax-Exempt Organizations Not Required To File Form 990 or 990-EZ." Most KRR chapters fall under this category.

Additionally, IRS instructions state, "If an organization has gross receipts less than \$200,000 and total assets at the end of the tax year less than \$500,000, it can choose to file Form 990-EZ, Short Form Return of Organization Exempt Form Income Tax..." This instruction may apply if your organization does not qualify to file the Form 990-N.

Form 990 must be filed if the State or Chapter has gross receipts greater than or equal to \$200,000 OR total assets greater than or equal to \$500,000 at the end of the tax year. This instruction applies if your organization does not otherwise qualify to file IRS Forms 990-N or 990-EZ.

For specifics on income, refer to the IRS website as amounts can change. KRR and Wing'D Rider will do their best to keep you up to date on filing information and requirements. The Treasurer and Director are responsible for filing of the annual return. You are required to provide proof of filing your 990 report per instructions issued at least annually by the Executive Director of Wing'D Rider.

UNRELATED BUSINESS INCOME

In some cases, Subordinates must also file an IRS Return using Form 990T (Exempt Organization Business Income Tax Return) if their annual gross Unrelated Business Income (UBI) is equal to or greater than \$1,000. Information on UBI can be obtained from IRS Publication 598, "Tax on Unrelated Business Income of Exempt Organizations." There are two points to keep in mind. 1) KRR is unique in that all Officers and staff volunteers are unpaid; and 2) most all functions are put on entirely by Members who are unpaid volunteers.

Keep in mind that the following are generally not UBI (Unrelated Business Income), but normal business.

- Rallies
- Poker Runs (includes Dice Runs, Hobo Stew Runs, etc.)
- Official Product Sales (KRR or Wing'D Rider-related items i.e. Chapter jackets, hats, shirts, items with the logo on them, etc.)
- 50/50s (where permitted by State law)

Areas that seem to concern many of us are advertisements, vendor fees and rental fees for display space. Advertisements in newsletters or rally books are generally not UBI if they are sold in a casual manner by Members who are not compensated in any way. Vendor fees and rental fees for display space are generally UBI.

CHARITABLE ORGANIZATIONS

A common misunderstanding is that we are a **charitable organization** and ***WE ARE NOT***. Further, if we have a "FUN-raiser" for a Charity, we are raising UBI, Unrelated Business Income. In other words, income not necessary to run our Chapter or District. If you choose to have a fundraiser for a specific entity, all contributions go directly to the entity and DO NOT go through your treasury.

It is recommended that a tax professional be consulted when a subordinate has gross receipts are equal to or greater than \$50,000 or unrelated business income is equal to or greater than \$1,000.

It is very important that good clear records are kept, **RETAIN ALL RECEIPTS** and use the EIN on all correspondence with the IRS.

CHAPTER/STATE/OFFICER FINANCIAL STATEMENTS...

KRR subordinates are responsible for maintaining operating funds and must keep accurate records of income and disbursements. The checking account must be non-interest bearing and should have at least three signatures on the Bank Card of record -- the Director, the Treasurer and the State Director for Chapter accounts. One signature is required on each check. Each check written by any of the signatories on this account must have prior written approval from one other signatory, and this document is to be kept on file. There is to be only 1 checking account per Chapter or State and no Programs are allowed their own checking account.

CHECKING ACCOUNTS

As a subordinate to an exempt association, the State, or Chapter is required to acquire a Federal EIN. This number is used for banking and identification purposes. (procedure is outlined above)

Checks provide a uniform system to pay State or Chapter expenses. State or Chapter checks should be printed with the name or initials of the association along with the State and Chapter letter designation.

STATE and CHAPTERS: ATM/Debit Cards may be used in extenuating circumstances. In such circumstances, using an ATM/Debit Card should follow the established guidelines outlined below regarding financial stewardship. Such transactions should be performed only with prior

knowledge and approval and must be clearly documented with a "paper trail." This paper trail will consist of an email showing a request to use a debit card in that State or Chapter and concurrence from another authorized officer on the account, usually Director and Treasurer.

Receipts on all electronic transactions must be provided to the treasurer. Remember, taking a photo on your smartphone and emailing to the treasurer is a good way to communicate and make certain a receipt is received. Original receipts are always preferred. A copy of all emails that pertain to finances will be kept on file with checking account records.

Under no circumstances will a Debit/ATM Card be used for cash withdrawals.

Further, under no circumstances shall a Chapter or State obtain a credit card.

FINANCIAL REPORTING

By January 31, State or Chapter records must be summarized on the annual Financial Statement for the previous year. Every Director has the total responsibility of ensuring the financial statement, financial report cover sheet, bank signature confirmation, equipment list and December bank statement, are submitted to the State Director, or State Treasurer in accordance with direction received by the State or the Executive Director of Wing'D Rider.

When a new Director is appointed to an existing State or Chapter, the Treasurer must, on paper, close out the books and prepare a closing financial statement. This does not mean close the checking account. The incoming Director needs to accept, by initialing the financial report presented. Changing of the bank is not recommended unless there are some real reasons to do so. Please check with your Appointing Officer for guidance if such a change is being considered.

In addition to the financial statement and documentation, certain checking account information must be on file with the State Treasurer. This information consists of the account number, bank name, and signatures, and must be reconfirmed annually as well as when any change in information occurs. Like the financial statement a bank provided signature card needs to be submitted prior to January 31st each year.

Submitting this information is very important and failure to properly supply this information may result in a confrontation with the IRS. Remember that the State or Chapter Treasury belongs to the State or Chapter. If for any reason a Chapter ceases its operation, the balance must be turned over to the Appointing Officer upon request. Checks of this nature should be made payable to the State. It is suggested that this balance is earmarked to be used to reinstate the Chapter or assist with opening new Chapters in the State. This is done at the discretion of the Director.

The annual Financial Report is the prime document used to report all income and expenditures. Should there be any requirement to justify income, expenditures or the status of any property, it is the responsibility of the Officer to produce the necessary receipts or other backup to explain any inquiries. It is also the responsibility of each Officer to maintain this financial backup as a matter of record after he leaves office.

Budgeting: It is the responsibility of the Chapter and State to plan a budget each year. This does not need to be a complex project. Keeping it simple should be the plan along with answering the question, "how does this expenditure support the Members and specifically the Chapter or State participants?" You also want to be mindful of raising money to be certain you have enough to run your Chapter or State, but you do not have excess funds (more than 18 months of expenditures covered). Refer to the Finance in Section M for more information.

FINANCIAL DISCLOSURE INQUIRY

Any money in the Chapter or State is there for the purposes of proper operation of that Chapter or State. Often called the "Member's money" that is not accurate. The money comes from many sources, but its purpose is to operate the business of the Chapter or State, and through proper operation, benefit our Members.

While Directors and Treasurers must be responsible stewards and reporters of Chapter or State funds, they also need to provide full financial disclosure to a Member or Officer who makes inquiry. Specifically, if a Member makes an inquiry to see the Chapter or State finances, an appointment

shall be set with that Member, the Treasurer and Director. A response to the Member or Officer acknowledging their request should go out within 48 hours of receipt and the appointment should happen as soon as possible but no later than 2 weeks from the request. The Member may ask their specific questions and the Treasurer or Director will answer those questions showing the checkbook register. This is done in a specific meeting and not at a Chapter Gathering or even a Chapter or State Business meeting. As long as the Chapter or State has followed KRR guidelines regarding documentation, checkbook monthly reconciliation and financial reporting, it is easy and beneficial to assure our Members that funds are properly accounted for and well used. Should there be any questions that arise in this situation, refer them to the Appointing Officer.

CHAPTER AND STATE PROPERTY EQUIPMENT LIST

Each Director is responsible for the control of funds and property that belongs to his/her respective office. This includes property that may be in the possession of other Officers or Team Members. Any item that is purchased with Chapter or State funds, received from the previous Director or acquired by any other legal means, belongs to that office.

Items purchased with State or Chapter funds for the use of the State, Chapter, Officer or Team Member must be noted on the Equipment List. The purchased items amount should be \$100 or more to be on the list. This list is included annually with the financial report and must be forwarded to the new Officer when a change of leadership occurs.

The Equipment List must be kept up to date. There should never be any question concerning those items purchased during the tenure of any Officer. As a minimum, this record will include the nomenclature, serial number if applicable, date of purchase and cost. If the item becomes inoperable, it should be noted. If the item was discarded, it should be noted along with some justification. This information must be kept up-to-date and passed on to the new Officer with a copy to your Appointing Officer when you leave office. A copy should be kept in your file as well.

YEARLY CHAPTER CHARTERING FEE

There are currently no Chapter Chartering fees required by Wing'D Rider.

INSURANCE REQUESTS

While the insurance offers comprehensive liability coverage, there may be an occasional request for evidence of insurance, or a facility wants to be listed as an additional insured. If the facility wants or needs to be listed as an additional insured, you must contact the Executive Director of Wing'D Rider to submit the request. A fee may be required by the insurance provider.

“CHARTERING” A KRR CHAPTER WITH OTHER MOTORCYCLE ASSOCIATIONS

The question may arise about “chartering” a KRR Chapter with another motorcycle association. Although that works well for the independent clubs, a KRR Chapter does not fit into that category. The Chapters are not just an extension of our Association, but a product of it. We are already “chartered” with KRR and aligned with Wing'D Rider and cannot charter with another Association.

PHANTOM MEMBERS

(SOMETIMES CALLED “HITCH-HIKERS”)

After 40 years of successful growth, GWRRA (our former affiliation) has caused a peculiar phenomenon. It was caused by being TOO friendly! We have always understood that GWRRA's organization and its benefits were exclusively for its Members. However, our meetings/gatherings, and many times our events, were always for Members and their guests. Obviously, we do this to give potential Members a chance to look us over and, hopefully, they will join our family. Our friendliness also extends to former members, much to our credit... again hoping they will re-join our family. However, and this may be hard to believe, there seem to be

some folks who see no reason to join or re-join us. Not because they don't like us, but because they have seen the FUN we have as an "open door," and they don't feel that "Membership" is necessary to take advantage of these important benefits. We all know that two of our most important benefits are the Chapter and the wealth of activities and education that constantly go on within KRR.

Understand, we are not talking about our occasional guests. We're talking about those who once were part of us and now (for whatever reason) are not. Yet, they continue to participate in the fellowship and friendship of something that was created for "Members Only."

Non-action by an Officer to address this issue, says to our Members, that they are not valued as a phantom member gets for free what a Member pays for. As an Officer, you MUST take a stand for the Members you serve. You see, it's not a money issue, it's a value issue. We value our Membership and as Officer's we must honor those Members who are willing to show their loyalty to KRR through their Membership.

For help on dealing with Phantoms, see [Section F](#).

MEMBERSHIP REPORTS

When a KRR Chapter is chartered, the Chapter Director and the State Director will determine and list all the zip codes that are included in a general geographic area to be served by the chapter.

This report, is NOT a list of Members who BELONG to the designated Chapter. It is only a tool for the Chapter Director to use for contacting Members, new Members, expiring and expired Members or for an initial mailing list.

It has previously been mentioned and deserves to be again...the Members of KRR BELONG TO ALL CHAPTERS! "Your" Chapter was chartered as a convenience and benefit to the general Membership who reside within a convenient distance of your gathering place.

Once the Chapter has been established, the Membership List becomes more important as a management tool and less as a "mailing list." In most instances, sign-in sheets become your primary indicator of "Chapter Participants" and, in turn, lead to more effective Chapter mailing lists. Please remember that the Membership Lists are proprietary and confidential to KRR and MUST be used only for the expressed business purpose of KRR.

Further only those who have signed a Confidentiality Agreement may receive the Membership Lists.

The ARL is sent periodically to the State Director and the State Membership Enhancement Coordinators. The State Directors or the State Membership Enhancement Coordinators share the report with the Chapter Directors and the Chapter Membership Enhancement Coordinators. The monthly report includes a list of all new, expiring and expired Members for the period covered. The Membership List shows the status of Members, their joining and expiration dates and other information that is useful in recruiting and retaining Members.

For more information about working with the Membership List refer to [Section H, Membership Enhancement](#).

COMMERCIAL USE OF 'MARKS'

Any individual, Officer, Chapter or company may apply to Wing'D Rider for permission to use its insignias, emblems and/or logos, including, but not limited to, 'Wing'D Rider,' 'Wing'D Rider Magazine,' 'Wing'D Rider Rally,' Logo and Corporate Name. All such situations are licensed or copyrighted or registered as trademarks and hereafter referred to as 'Marks.' Marks reproduced in any form for a marketable value cannot be manufactured, marketed or sold without written approval from Wing'D Rider in accordance to policy established by the Board of Directors. Requests for such license shall include sample or drawing of item, quantities, material, resale price, etc. License tenure is for twelve (12) months from the written date of Wing'D Rider's approval subject to renewal each January.

OFFICER USE OF 'MARKS'

It is important to understand the distinction between 'COMMERCIAL' and 'OFFICER' use of marks. If the use is to create personal or business income, then Wing'D Rider considers this a 'COMMERCIAL' use.

When an Officer asks to use Wing'D Rider logos, they are for the purpose of promotion of the Chapter or State and must be used in the manner approved by Wing'D Rider.

It is not within the authority of a KRR volunteer Officer to approve marks utilization. Such authority can only come from the Wing'D Rider Home Office in Tucson, Arizona.

STATE OR CHAPTER PATCHES

For Chapter identification, with approval of the State Director, a four (4) inch (or less) chest-type LOGO patch will give any Chapter the individual identification desired. Keeping in mind that Chapters are an arm of KRR and Wing'D Rider.

For State identification, a four (4) inch (or less) chest-type LOGO patch will give the State the individual identification desired.

STATE OR CHAPTER FUN/RALLY SHIRTS

As stated above, the Chapter or State logo can only be 4" and it goes on the chest of a shirt. If a Chapter or the State has designed a rally shirt or a fun shirt, then a design, not the Chapter or State approved logo can be placed on the back of the shirt. To be certain you are in compliance, seek advice from your Appointing Officer.

KRR EVENTS, ALCOHOLIC BEVERAGES OR DRUGS

While KRR makes no attempt to legislate policy as it relates to an individual's freedom, we must give strong consideration to potential liability exposure of the Officer group. For this reason, KRR CANNOT sell alcoholic beverages.

KRR holds its Officers to a higher standard. Remember that eyes are on you. Make certain that you are appropriate in when, where and how much you consume.

We recommend that people follow the laws in their individual state or country. The motto, "Friends don't let friends drive drunk" or "Don't drink and drive" are excellent mottos to guide us in the example we set.

CHOOSING GATHERING AND BUSINESS MEETING LOCATIONS

The Business Meeting: You will need to set a time and place for your team meetings or business meeting. This is where your Chapter "business" is taken care of, leaving your regular monthly gathering free for its purpose of informing, socializing, entertaining and fun. The meeting should be no more than a week before your gathering. Although a Team meeting is a meeting that you and your team are prepared to make plans for your Chapter Family, a written agenda should be followed. This is where finances are discussed, never at a Chapter Gathering. It should be as "informal" as possible, avoiding the club format of "business meetings."

Can any Member attend a Chapter team meeting? Yes, but it should be diplomatically discouraged. This is a meeting that you, as the Chapter Director, have called to have business time with your Team Members. If a Member still wishes to participate in the meeting, they may want to consider accepting a Team position. Always ask them if there is a particular subject that they are interested in or if they want time on the agenda. Remember it's your meeting, so you can and should ask for specifics, so you are not blindsided. Putting them first on the agenda, let them have their say and then they can be encouraged to leave. Let them know the time you have allocated so they don't take over the meeting

and bring it to conclusion when the time is up. No Member specific issue should be discussed except with your Team.

Meet as often as you need for smooth Chapter operations, but don't meet just for the sake of meeting.

The Chapter Gathering location: As you evaluate locations for the Chapter Gathering try to find a location as central to the Members on your Membership List as possible to maximize attendance. Don't be afraid to change if the location you first choose stops meeting your needs. If possible, choose a location with a separate room, a banquet room. This will give you the privacy that will help you to hear and be fun without impacting the other guests if you are in a restaurant. If it's a restaurant, find out if you can order from the menu, they insist on a restricted menu, if a Member can order just coffee or if it's a buffet. Each has its merits. Ask if there is a time restriction or if there is any cost to the room other than the revenue from the food. There are other possibilities, like a Church, Hall or HOA Meeting room which may give you more flexibility over the possibility of food. You will still have to check if there is a time restriction or cost to use the facility. In all cases, take a good look at the parking. Remember sometimes cars are brought instead of bikes, is there enough room? Ask your participants and your team what they want. All these are important to your consideration. Make sure your team is helping you find and evaluate locations. Bring the choices to the Business Meeting and make the decision.

WHAT IS A CHAPTER GATHERING?

A FUN, informal monthly get together to share time, stories, safety tips, information, upcoming activities for rides, social and activities to help us grow and in many cases, establishes a basis for KRR's very existence. The Chapter gathering is a very important aspect of what we strive the hardest to accomplish; a coming together to sharing safety tips, skills, knowledge and the FUN OF KRR. Some of our Members may only have time to join us for rides or certain activities and we work to welcome them and anyone who wants to join.

We as Officers, recognize and acknowledge the responsibilities to our Members, we understand the importance of obtaining our goals." In paraphrasing an adage, "You can take Members to water, but you can't make them drink." We understand, in a volunteer, hobby environment, the difficulty in even getting our Members TO the water, much less getting them to take a drink. We have found one of the ways to get them involved (so we can provide the "water") is to provide a positive, FUN and worthwhile environment. Our goal is to invite them and make them feel welcome and apart. All of this is a Chapter gathering.

Properly done, a Chapter gathering is the perfect medium to carry out our prime responsibility to our Members. It provides them a place to come to have fun, gain friends, knowledge and enjoy camaraderie. It provides us the opportunity to provide our "family" the tools and skills that will enable them to live longer and to better enjoy their chosen hobby —Motorcycling.

Our never-ending goal is to entice our Members to come to a monthly activity with their "family." We do this by making our Chapter gatherings FUN! We make it a relaxed, non-political, non-religious, friendly place where there are No Strangers! It's not difficult, all our Members can share in the fun and education. Our Riders and Co-Riders can lead discussions on safety, or we invite guest speakers. Always invite Members to join in and then ensure that the gathering is so good, so interesting, so entertaining, so rewarding and so much FUN that they will return every month. They will "talk it up" with their friends, thereby helping KRR receive the positive publicity that goes a long way in attracting new Members into our "family."

Good FUN Chapter gatherings cannot be overemphasized. They are the backbone of a successful Chapter. Good luck and may all your efforts be amply rewarded.

Just a reminder, sometimes inviting a New or Prospective Member to a ride is an easier introduction to your group and KRR. During a ride, it's far less "formal" and age doesn't matter as we are all connected as riders and co-riders. If we stop during our ride, our conversations center around the ride, or other rides and even the next ride. Think about this the next time you meet someone new.

WHEN THINGS AREN'T WORKING...HANDLING THOSE TOUGH ISSUES

There's some unrest with a Member. You're being challenged as a leader. Your decision is being challenged. Someone has their feelings hurt. Any of these are tough situations. KRR Members are probably the most easygoing, easiest to get along with bunch, that will be found in organized motorcycling. This doesn't mean that differences of opinion won't surface. The large majority of such differences will be over operating procedures, sometimes compounded by personality conflicts. After all, we are only human. Remember, we are not law enforcement and any issue we would resolve revolves around KRR policies and procedures.

At times, you will have Members come to you with a verbal complaint. Your best solution is to address this at a private location within 5 days of the Member coming to you. During that meeting, your primary task as a leader, Director and Problem Solver, is to listen carefully. Often, listening is all you really have to do. Have a conversation and see if you can find some common ground. Rarely does this go any further than your level of leadership but remember your Appointing Officer has experience and skill that you may not have developed yet that can be extremely useful!

If a Member or Officer has a complaint that rises to the level of a letter, we all have to take this more seriously. The letter needs to be investigated and responded to within 5 days of receipt. Ask for help from your Appointing Officer first so they can help you travel what can be a tough path.

If the claim is focused toward you, immediately forward the letter to your Appointing Officer. They have the expertise and know where to go for assistance if they need more help. Often when it's a claim toward you, there are allegations aimed at hurting your feelings and challenging you in a way they know will upset you. You CAN NOT investigate or try to solve this issue. Your Appointing Officer is there for you, understand and accept that and let them work.

A policy and procedure disagreement are also to be brought to your Appointing Officer. But should that disagreement be with your Appointing Officer, the next level of leadership must be contacted for resolution. An example of this is a Chapter Director disagreeing with the State Director on an issue not specifically addressed in the Officer's Member's Handbook. This should be forwarded to the Executive Director of Wing'D Rider or their designee for ruling and resolution.

KRR's goal is that problems are solved at the level from where they come, and we will focus our efforts in that direction. Reaching out to those that have honed their problem-solving skills will only help the situation. You SHOULD NOT face this alone! You have nothing to prove and can have much to lose if you don't seek help.

If the Appointing Officer believes there are serious concerns in the claim/complaint, they are to contact the Executive Director of Wing'D Rider immediately.

ALL situations must be dealt with in a timely manner and fully documented in writing and forwarded to the Appointing Officer.

NOTE: If there is ever physical violence happening, Law Enforcement needs to be called. If there is ever a threat of violence, it should immediately be brought to the Appointing Officer.

For specific processes regarding Officer reviews and grievances, see Section G.



Section E – OFFICER ROLES

An Assistant is encouraged in every role and is an Officer.

CHAPTER ROLES

CHAPTER DIRECTOR

The role of the Chapter Director is more of a Coordinator of fun, activities, rides and more fun. To coordinate Chapter gatherings, that means you don't have to do them all. To suggest ideas to your staff/team and they can do it. We don't want you focused on your finances, just on fun and riding. You lead through facilitating your Team and your Chapter Participants into fun activities, making certain that any new Member is welcomed and made a part of this special place in KRR, their Chapter! Most importantly to this new role, you do not do it alone! You have a team around you. Use them!

A Chapter Director is a "Mama Duck" always gathering her ducklings together. We do it to gather and share time, fun and riding together.

CHAPTER RIDE COORDINATOR

Our focus needs to be on riding and this position does exactly that. The Chapter Ride Coordinator coordinates our rides. As an Officer, and part of the Rider Education Program, the Ride Coordinator needs to believe and participate in our Rider Education program and be at least a Level 2 and a Road Captain. The role will not be the same as the previous role of the Chapter Educator as there are no reports. Your energy and focus are on planning all variety of rides that suit your Chapter Participants. As you get ready for that ride you will conduct a very informative Rider Meeting and you will encourage safety, i.e., Vehicle Inspections, group riding techniques, safety clothes and more. You accept the Riders that show and they need to be in compliance with State law. You will encourage, communicate and lead the way, sharing Wing'D Rider benefits of safety as developed through the Rider Education Program. If you sign Members into the program, that is a bonus, but sharing your passion for the ride is your piece of the fun equation.

CHAPTER MEMBER ENHANCEMENT AND SOCIAL COORDINATOR

As the name implies, this Member will be the Chapter social coordinator. Planning fun events and reaching out to the Ride Coordinator from time to time to incorporate a fun ride with some fun social events. Encourage your Chapter to participate in some of the fun programs that KRR and Wing'D Rider has to offer. Reach out to those prospective and new Members faithfully every month until you talk with them and invite them to join you. Invite them to your next ride, that's an easier meet up. You are the key to Chapter fun, enjoy it! You are KRR's vital communicator to those who are Members of Wing'D Rider, share your passion!

CHAPTER TREASURER

We will still have some finances that will need to be handled and the Chapter Treasurer is the person to do it. They know how much money they will need in a month and/or year, and they will report how the treasury is doing monthly at the Business or Staff Meeting. If someone wants or needs to do a specific fundraiser, they will coordinate that with the Chapter Director and Treasurer.

NOTE: Chapter finances are needed for; web hosting; some newsletters and Member appreciation. That means a major fundraiser may not be necessary. Focus on socials and rides and do 50/25/25's to pay for your necessary expenses. We're changing the focus to camaraderie, riding, fun and social and the finances just need to support what we have to do.

STATE ROLES

The State is extremely important to both the Chapter Team and the Members. They will have some direct responsibilities to our Members. Some of the responsibilities that were once done at the Chapter will now shift up to the State.

STATE DIRECTOR

The State Director will help in coordinating activities throughout the State to meet Chapter and Members needs and desires. Your focus will be as a Coach. A Coach, by our definition, is the one who tells you how to do it and where you can get the needed help to get it done well. The problem-solving approach will be to coach others into a self-discovery after you have shared ideas with them. Then guide the results.

The State Director will communicate to all Members in their State through a newsletter, due out monthly to all Members. Communication through email, social media, Facebook, etc. as needed, with activities and some news of the State. The focus of communication is to encourage participation in activities.

Our State Director will have regular (monthly at least) conversations with the Chapter Directors to help keep them focused and to guide them as to where they can get the answers, including from the rest of the State Team. It is recommended that the communication is done through a video conference call. The State Director will also attend the video or conference calls scheduled by the Executive Director of Wing'D Rider.

Our State Director will also coach and facilitate their team to be certain that activities are planned and assist as needed when a Team Member needs help.

The State Director will be certain that all new Members are contacted by the State MEP and guided toward the appropriate Chapter that meets their needs. Focus must be on Member growth, retention and riding.

If the State puts on a rally, they will coordinate all of their Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits the State's needs.

Overall, the State Director role is the coordinator of fun, riding, knowledge opportunity and Chapter interaction/socials.

STATE SAFETY/EDUCATOR

The State Safety/Educator will promote the program of Rider Education. They will write articles to promote the program for Chapter Newsletters. They will be the reporting arm of activities to The RPM Academy. They will gather activities through the State planning and Chapter newsletters and calendars. All requests for training in the State happen with coordination with the State Safety/Educator and RPM Academy Coordinator. Paperwork for the levels program will process through this position.

The State Safety/Educator will work together with the State Ride Coordinator for the benefit of the Rider Education program each following their specific responsibilities.

They will attend the conference calls as scheduled with both the State Director and owners of the RPM Academy either by computer video call or phone.

The State Safety/Educator will work with the State Academy Coordinator to assess the education needs in the State. The goal is quarterly education events in the State that can be the State rally, multi-Chapter events or State education events. The Safety/Educator will also assess and set up Ride Courses as needed. Working together and including the Ride Coordinator, they will create fun events with a ride to the destination. The State Director will support, and the State MEP will provide some of the fun activities to be included in the day/weekend events.

If the State puts on a rally, the Safety/Educator will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits the State's needs. This and the education events will be the place to really promote the Rider Education Levels Program.

STATE RIDE COORDINATOR

The State Ride Coordinator will plan State rides of all types throughout the year. Their audience is not only the Chapters but all Members in the State. Using social media (Facebook, Google Calendar, Wing'D Rider Forum Pages, etc.) the Ride Coordinator will establish a calendar of available rides, open to all and open to all bikes. They will work with the Chapter Ride Coordinators to ensure their rides are included on the State calendar. If possible, archive all the rides to create a KRR Member Electronic and/or print Ride book each year.

The State Ride Coordinator should have completed a Road Captain course.

The State Ride Coordinator will reach out to all the Members in the State to invite them on rides and work toward inclusion of those who do not regularly participate with a Chapter or the State to have them come out to the rides and possible the Education events.

The State Ride Coordinator will work together with the State Educator for the benefit of the Rider Education program each following their specific responsibilities. The State Ride Coordinator will encourage Members toward safety and safe riding techniques. They will also share with the Members how to participate in the Rider Education Program.

The State Ride Coordinator will assist the State Educator and the State Academy Coordinator with State Education events. Their specific responsibility will be to create rides in the event and possible rides at the events. They will work with Chapter Ride Coordinators to plan the ride in. The goal is quarterly education events in the State that can be the State rally, multi- Chapter events or State education events. The State Director will support, and the State MEP will provide some of the fun activities to be included in the day/weekend events.

If the State puts on a rally, the Ride Coordinator will suggest ride in routes as well as rides during the rally. They will also work with the State Educator for the promotion of the Rider Education program. They will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits the State's needs.

STATE RPM ACADEMY COORDINATOR

The State Academy Coordinator, along with the State Educator, will assess the training needs in the State.

They will gather requests from Chapters of their training request and put joint events on with Chapters, where possible, to enjoy the training as well as the social event

The Academy Coordinator will make the recommendations if additional Certified Trainers or Certified Instructor Trainers are needed in the State.

The State goal is to have quarterly education events in the State. That can be the State rally, multi-Chapter events, or State education events. The Educator will also assess and set up Ride Courses as needed. Working together and including the Ride Coordinator, they will create fun events with a ride to the destination. The State Director will support, and the State MEP will provide some of the fun activities to be included in the day/weekend events.

They will attend the conference calls with both the Director of the RPM Academy and the State either by computer video call or phone.

If the State puts on a rally, the Academy Coordinator will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits each State's needs.

STATE MEMBER ENHANCEMENT COORDINATOR

The State Membership Enhancement Coordinator will help the Chapter MEC with fun ideas and encourage them to participate with programs that would be beneficial to the Chapter.

The State MEP must focus on contacting all New and Prospective Members each month to welcome them to Wing'D Rider and KRR, and to find out what they are looking for with their Membership. Along with the State Director, they will suggest to the Member the Chapter or Riding group that would best meet their needs.

They will attend the conference calls monthly with the State Director either by computer video call or phone. They may also schedule regular calls with the Chapter Membership Enhancement Coordinators.

They will also work on contacting Membership in the State, and along with the Ride Coordinator, Educator and Director to plan fun education days or weekends. They will also help plan fun events inviting all Members in the State to join in. They will guide each Chapter in reaching out to those prospect and new Members faithfully every month.

If the State puts on a rally, the MEP Coordinator will work with the Team and volunteers to put on a rally focused on fun, socialization, rides and education that fits the State's needs

STATE MOTORIST AWARENESS COORDINATOR

The State Motorist Awareness Coordinator will work with the State and Chapter Teams to take full advantage of opportunities to share information with the public. They will create sample kits for bikes shows; bike rallies; street fairs; other public events where Members can be out and sharing information with the public. They will also create a sample package for presentations at schools and other locations when those opportunities arise. They are the resource for the State and Chapter for materials and guidance.

They are encouraged to create State Motorist Awareness events where they can, keeping the State Director informed and involved in any decisions.

STATE TREASURER

The State Treasurer will keep the finances of the State. They will give monthly updates on the financial status of the State as well as reconcile the checking account. They will assist the State each year in establishing the financial needs to the State. They will also assist the Chapters, coaching them with needed financial requirements. They will prepare annually the State financial report and the IRS 990 reporting. They will collect financials and 990 from each Chapter, review and process them per Wing'D Rider Guidelines. They will submit the annual State financial to the Wing'D Rider Executive Director for review and acceptance. Use of an Excel spreadsheet for finances, is highly encouraged.

STATE NEWSLETTER EDITOR

State Newsletter: Communication from the District needs to be for sharing what new in Programs, information from Wing'D Rider and State news. It is more of a bulletin and can be done monthly or semi-monthly, but its audience is the Chapter Officers and Team. It might be a good idea to focus a piece quarterly to all Members in the State for encouragement to join the State at events, education events or rallies.

CHAPTER NECESSARY POSITIONS

Also Refer to Role Statements Above

- Chapter Director (CD)
- Assistant Chapter Director (ACD)
- Treasurer

Treasurer cannot be related to Chapter Director or Assistant Chapter Director and shall not live in the same household.

- Chapter Ride Coordinator (CRC)
- Social and Membership Enhancement Coordinator (CMEP)

OTHER POSSIBLE CHAPTER POSITIONS

NOTE: The items listed below are just suggestions, not mandatory.

NEWSLETTER EDITOR

- Compiles and edits the Chapter newsletter and distributes, at least monthly, to all interested parties.
- Receives articles from the Chapter Director, Team Members and participants.

Works with the MEP for information on mailing list, Chapter activity calendar, help with mailings, etc.

WEBMASTER/SOCIAL MEDIA

- A. Responsible for designing, developing, marketing and maintaining the website.
- B. Change and manipulate comments on the website.

CHAPTER SKILL ENHANCEMENT ADVISOR

The role of Chapter Skill Enhancement Advisor (CSEA) is to proactively support Member/Participant by providing them with information they can consider on ways to become skilled, prepared and safer riders and co-riders.

Encouraged Responsibilities

- Serve as an example by being actively engaged in the Levels Program.
- Monthly, or as often as possible and weather permitting based on Members interest, put on an on-bike skills day with skill practice, bike games for riders and co-riders.
- Team with the Chapter Ride Coordinator to promote the importance of best riding practices at chapter gatherings, rides and events.
- Utilize the quarterly Chapter Levels Report provided by the District Educator to support the Members and assist them in achieving milestones and earning recognition.
- Communicate directly with the District Educator to advocate for classes and courses to serve any chapter participant with an interest in progressing in the levels program, becoming a more proficient rider and being better prepared to respond to emergency situations.

Qualifications and Skills

The Chapter Skill Enhancement Advisor:

- is not an officer; and the position is not mandatory.
- has a basic knowledge of the Rider Education Program
- is appointed by the Chapter Director
- is interviewed by the State Educator
- completes a Confidentiality Agreement
- receives guidance and support from the State Educator
- communicates with the State Educator directly, keeping the Chapter Director in the loop to assure the needs of the chapter participants are met. Remember, the Chapter Skill Enhancement Adviser is an active participant on the Chapter staff and primary direction comes from the Chapter Director
- relies on the State Educator for information concerning the RPM Academy Levels Program.

Goal: To provide the membership with the basic support needed to participate meaningfully and successfully in the Rider Education Program at the Chapter level.

TECHNICAL COORDINATOR

Plans and develops programs to inform Members of proper motorcycle maintenance, new products, tips, etc.

WAYS & MEANS COORDINATOR

Could be under the Treasurer

Conducts 50/50 drawings, door prize drawings at Chapter gatherings, etc.

Suggested as Part of the MEP Team, here are some suggested support team positions or the Chapter Director may choose to create these positions as standalone positions

HOSTS AND WELCOME COMMITTEE

- A. Welcomes Members, prospective Members and visitors.
- B. Could be Chapter COY and IOY's
- C. Records visitors and introduces visitors at gatherings and other events.
- D. Contacts new Members, Prospective Members and expiring Members, via mail, email or telephone. Contacts any Member who was absent from a Chapter gathering to find out why. Were they ill? Are they unhappy with the Chapter? Maybe they were just out of town at the time. Let them know they were missed.

SUNSHINE PERSON

- A. Correlates and keeps current an activity calendar.
- B. Maintains a current mailing list.
- C. Assists Members with paperwork.
- D. Sees that motorcycle literature and a sign-in sheet is at all gatherings.
- E. Assists the Newsletter Editor.

PHONE TREE COORDINATOR

- A. Sets up and maintains a phone tree among the Members.
- B. Works with the Special Events Coordinator to put out information and reminders to the Membership of special activities and gatherings.

SPECIAL EVENTS COORDINATOR

Directs the planning and implementation of special events such as poker runs, pie runs, fun runs, etc.

RECOGNITION AND SPECIAL AWARDS COORDINATOR

- A. Locates and recommends pins, trophies, awards, etc., which can be used at events.
- B. Maximizes recognition efforts for as many Members as possible.

CHAPTER HISTORIAN

- A. As we don't have a Secretary position in KRR, our Chapter Historian can chronicle the goings on in the Chapter and work with the Newsletter Editor, Social Media Coordinator to promote the Chapter.
- B. Produces a running documentation of Chapter events and happenings by use of a photo album or scrapbook.
- C. Encourages Chapter Members to share photos, written articles, etc.
- D.

STATE NECESSARY POSITIONS

Also Refer to Role Statements Above

- State Director (SD)
- Assistant State Director (ASD)
- State Treasurer (ST)
- State Safety/Educator (SE)
- State Ride Coordinator (SRC)
- State Membership Enhancement Coordinator (SMEP)
- State Academy Coordinator (SAC)
- State Motorist Awareness Coordinator (SMAP)

OTHER POSSIBLE STATE POSITIONS

The items listed under the position are just suggestions, not mandatory.

NEWSLETTER EDITOR

- Compiles and edits the State newsletter and distributes at least monthly to the Chapter Team and Quarterly to all Members of the State, and to all other interested parties.
- Receives articles from the State Director, Team Members and participants.

WEBMASTER

- Responsible for designing, developing, marketing and maintaining the website.
- Change and manipulate comments on the website
- Works with the State Ride Coordinator to keep a ride calendar current on the State site

SOCIAL MEDIA COORDINATOR

- Creates a social media presence
- Promotes activities that are happening in the State
- Promotes events
- Creates a calendar of events as possible

TECHNICAL COORDINATOR – POSSIBLY AS A PART OF THE RIDER EDUCATION TEAM

Plans and develops programs to inform Members of proper motorcycle maintenance, new products, tips, etc.

WAYS AND MEANS COORDINATOR – POSSIBLY AS A PART OF THE TREASURER'S TEAM

Conducts 50/50 drawings & door prize drawings at Chapter gatherings, etc.

Suggested as Part of the MEP Team: here are some suggested support team positions (or the State Director may choose to create them as standalone positions).

COUPLE AND INDIVIDUAL OF THE YEAR COORDINATOR (IF YOU HAVE BOTH)

- Works with and encourages Chapters to have Couples and Individuals of the Year
- Coordinates the selection at the State Rally.
- Highlights all Chapter Couples and Individuals through print and social media means

HOSTS AND WELCOMING COMMITTEE

- Could be a group that is created as needed
- Welcomes Members, prospective Members and visitors at any State event.

SUNSHINE PERSON

- Correlates and keeps current an activity calendar.
- Maintains a current mailing list.
- Sends out birthday, anniversary, get well and sympathy cards.

PHONE TREE COORDINATOR

- Sets up and maintains a phone tree among the Members.
- Works with the Membership Enhancement Coordinator and State Ride Coordinator to put out information and reminders to the Membership of special activities and gatherings.

SPECIAL EVENTS COORDINATOR

- Directs the planning and implementation of special events such as poker runs, pie runs, fun runs, etc.
- Could also work with the Membership Enhancement Coordinator, Academy Coordinator, Educator and Ride Coordinator to assist with the Educational events
- Could be the lead person on the State Rally

RECOGNITION AND SPECIAL AWARDS COORDINATOR

- Could work across the Programs to remind everyone to recognize Members maximizing efforts to recognize as many Members as possible
- Could work with the State and Chapter Directors and Program Officers to recognize deserving Officers
- Locates and recommends pins, trophies, awards, etc. which can be used at events.

STATE HISTORIAN

- Produces a running documentation of State events and happenings by use a digital platform or a photo album or scrapbook.
- Encourages Chapter Members to share photos, written articles, etc.



Section F - OFFICER RESOURCES AND RECOMMENDATIONS

INTRODUCTION

In this section, we will offer several recommendations based upon experience which should make your 'job' much easier and your occasional difficulty more easily resolved (if not avoided entirely). To take full advantage of the following guidelines, institute them, but do not allow them to become substitutes for your own creativity or initiative.

We have also included resource materials for specific situations.

DEALING WITH PHANTHOM'S

Here is our dilemma. We want to retain our Membership and sometimes we must face the uncomfortable to accomplish this. We may have to delve into the reasons these phantoms exist to see how you can help them out and show them the value of Membership. Many times, you will find that miscommunication or hurt feelings are the prime difficulty.

We don't want to be "snobbish" or rude, but we need to help these folks understand the reasons and advantages of true Membership in our family. They need to understand the difference between Membership, friend or guest. Several Chapter Directors have dealt with their problem through the Phantom's wallet i.e. most Chapter events use "sign-in" sheets. All participants show their Wing'D Rider Membership Card. The expiration date can usually be verified. No card? That's okay, BUT coffee, pie, 50/50 tickets, etc. etc. could have a surcharge for all "non-members." Perhaps you could have a supply of paper name tags saying, "Hi - I'm XXXX, a visitor". This would serve two purposes: 1) identify the guest (or the former Member) for special get-acquainted-type actions or friend-making, and 2) help them understand how special Membership in Wing'D Rider really is.

What if it's the spouse of a Member? The Member has changed their Membership to an Individual Membership instead of a Family yet the family continues to participate. One good way is to let the spouse know that since they renewed as an Individual, all of the spouse's achievements, including Rider Education and Academy accomplishments, have all been stopped. Then ask if it's worth that nominal difference. Findings are often that it could have been a mistake or oversight but sharing this information can lead to easy solutions.

All our events already charge a different price for non-members, if for no other reason, to identify the benefits of Wing'D Rider Membership and because Wing'D Rider and KRR activities are primarily for Wing'D Rider Members. Another way to deal with it, as is done at some rallies, with their renewal or Membership, their registration fee is waived. We're not suggesting that money is the answer or even the proper tactic. Some have used these methods with a certain degree of effectiveness.

This may not be a concern for you right now and that's great. But stay alert, if you see it's starting to be a problem, then be alert for these phantoms - be diplomatic - be kind. If necessary, you may have to limit their "activities" with us, but don't let these folks "steal" (so to speak) that which is only for our Wing'D Rider and KRR family. If you need more ideas or have other concerns, talk it over with your appointing Officer, your peers or your team. In any case, ALWAYS try to find the Win-Win answer.

CHAPTER CLOSURE PROCESS

The State Director should always be monitoring the health of the Chapters. If you see a Chapter struggling, it's time to devise a plan to help this Chapter. We want Chapters to remain open and healthy for the enjoyment of our Members. Talk with the Team for assistance with this task. They may have resources or points of view that you hadn't considered. Below is a Checklist that should be used as a resource guide before any action is taken. The State Director should get the Chapter Director in regular coaching sessions with the State Team. Review the type of Chapter this has become to see if guiding them in a specific direction could help the Chapter revive.

Considering a Chapter closure is a serious situation for Wing'D Rider, KRR, and its Members. Chapters are the very heartbeat of our organization and all options should be considered before closure.

Checklist:

This checklist is to help Officers considering a chapter closure. Officers involved - State Director, Chapter Director and the Wing'D Rider Executive Director - in the exploration of closing a Chapter should carefully review and consider all of the following questions and suggestions and they should thoroughly discuss them before a final decision is made. It is imperative for the benefit of the participating Members that all resources are utilized to keep the Chapter active.

1. Has the reason for closing the Chapter been explained to all Chapter participants? It is important that they are aware of the situation and the reason the health of the Chapter is in jeopardy. Chapter participants can offer valuable suggestions and possible solutions to the problem.
2. Have all Chapter participants been involved in attempting to save the Chapter? Many times, a problem-solving meeting or series of meetings of concerned Chapter participants can yield viable solutions to save the Chapter.
3. Have alternatives to closure been discussed with all Chapter Participants? They need to have a clear picture of the reason for closure and the alternatives that are available to keep the Chapter active.
4. Have key individuals within the Chapter been contacted for their input? Key individuals may have ideas or solutions that may not be expressed unless contacted directly for their input.
5. Has the Chapter Director explored all alternatives within the Chapter to keep the Chapter active? Do not leave any stone unturned. It is very easy when frustrated with a problem, to give in. All alternatives must be considered for the good of the participants.
6. Has the Chapter Director involved the State Director? The State Director can many times lend support and offer additional ideas, suggestions, or alternatives.
7. Has the State Director contacted and discussed the closure with any of the Chapter Participants? Many times, direct contact from the State Director can carry more weight and solve some problems that were unable to be solved at a local level.
8. Has the State Director met with Chapter participants in an attempt to avert the Chapter closure? At times, this might be advisable to allow the interested Chapter Participants an opportunity to work directly with the State Director to solve the problem.
9. Have all alternatives to closure been exhausted? The Chapter should not be closed until all alternatives have been exhausted. No alternative should be left untried just because we feel it probably wouldn't be successful.

REMEMBER: Chapter participation is an important and invaluable benefit of Wing'D Rider and KRR Membership. It is through Chapter participation that the Member truly develops.

If, after all attempts, it is finally determined that closing a Chapter is inevitable, the Chapter Director is to compile a packet of information, starting with the Chapter Closure Application. The complete packet is to be forwarded to the State Director who will verify that all the required information is complete and sign the appropriate forms.

1. Complete the Chapter Closure Application
2. Close the Chapter Bank Account as soon as remaining funds have been accounted for. A Cashier's Check made out to the State will allow the account to be closed so that a final bank statement can be obtained to be included with the Chapter Closure Application. These funds are accounted for by the State and should the Chapter be revived within a year the funds would be returned. After the year the funds will be considered part of the State general funds.
3. Complete a final financial report and have it signed by all parties. Remember to include the starting year bank statement and the final bank statement.
4. Complete equipment list and show where all the equipment has gone
5. It is imperative that a closed chapter properly notify the IRS that it has "closed for business." This step is performed by answering yes on its 990N filing to the question "Is this business terminating?" However, once the 990N for the previous year has been submitted and accepted by the IRS OR after May 15 of any year, the final 990N cannot be filed until the following January. In this case, a note should be included with a "Chapter Closure Application" as to the status of the final 990N filing. The State should assure that the final 990N filing is completed and that a pdf of the final 990N Accepted documentation is properly submitted to the Executive Director of Wing'D Rider.

DECISION MAKING

As you are aware, KRR is not a "voting" organization that allows politics to play a role in its management style. However, that does not relieve an Officer of the responsibility of making informed (popular, if you will) decisions in the conduct of his "business." At all times, the best interest of the Membership has to be the guiding force when the Officer's judgment is called upon. Be flexible! Use your judgment and Member input to guide you.

"ME AND MINE"

Remember that you are providing a service for the Members of KRR. Selfish and possessive attitudes have no place in this environment. While it is not a grievous error to refer to the Chapter or State as "Mine," it is the first step down a path of many pitfalls. The only way to avoid this dilemma is to keep the convenience of the Member first, and foremost, in your mind. If the creation of a new Chapter or the division of the State will have the result of providing Wing'D Rider or KRR services to an increased audience, so be it! Maintain a degree of pride in the fact that through your efforts an additional base of Membership will have the opportunity to harvest the rewards that leadership, such as yours, has planted. Your role is to serve the Membership.

LEADERSHIP

"WHAT ARE THE QUALITIES OF AN OFFICER AS A LEADER?"

- A leader is **ENTHUSIASTIC**. They let their light shine brightly and are so full of the spirit of dynamism that all within this sphere of influence feel the energy. Enthusiasm is infectious. An enthusiastic leader has charisma that will cause others to want to associate with them and follow them. They are interesting and interested.
- One can always get a point across if sprinkled with **HUMOR**. A point to be stressed will be remembered because of humor.

- A leader is **COOPERATIVE**. They are not aloof or standoffish. They are always willing to pitch in and help. A leader will roll up their sleeves and work beside the Members and will strive for their respect. They prove that cooperation involves everyone working together in harmony.
- A leader is **PATIENT**. A leader is sensitive to needs that are important to others and handles situations that may arise with composure. Tolerant, never dictatorial, a leader finds a way to bring opponents full circle and back on the path of the goal.
- A leader is **INNOVATIVE**. They develop different, original and effective methods to accomplish goals. They are creative. Remember, borrowing a successful idea is a compliment to a peer.
- A leader is **TRUSTWORTHY**. Members will not entrust their welfare to a leader whom they do not trust.
- A leader is **APPRECIATIVE**. Members volunteer their labor and ideas as evidence of their love for Wing'D Rider and KRR. The Chapter Director must not fail to express appreciation to the Members. With appreciation, Members work harder. Recognition from a leader will inspire the Member to excel in his assignment. Recognition will cause a feeling of a job well done that makes a Member ready to accept other assignments.
- A leader is **HONEST AND SINCERE**. To gain the esteem and confidence of Members, both in and outside the chapter, a leader must be sincere and honest with themselves and others. Sincerity is a quality that cannot be disguised. Falsity is a thin veil that can easily be seen through. Honesty is a virtue that leaders must practice and hold in thought continually.
- A leader is **GENEROUS**. Members might readily contribute money, but a leader is one who gives generously of the one thing they are always short of -- time. Members also need to give of their time, so the Chapter will flourish and extend its influence for good. The giver receives back full measure and more.

How to express these leadership qualities is your responsibility. Some may even think it too awesome, but the world needs Officers in leadership roles demonstrating the qualities of good leaders. A selfish individual cannot fill the role of a leader. Self gets in their way. It takes real caring to be unselfish—to think of the welfare of others. It is expected that all Officers will dedicate themselves to the role of leadership by expressing the true qualities of a leader. Subordinates will follow such leaders and all of the KRR will be enriched.

There you have it — understand and think about it...constantly.

SALESMANSHIP

Now that you are an Officer of KRR, you carry heavy load of responsibility. Recognizing that, we've given you an appropriate amount of authority to accomplish your tasks. However, be forewarned. In exercising this authority, you will come under close scrutiny by your appointing and subordinate Officers and the Membership.

In an effort to implement a plan, program or a policy, following are the Do's and Don'ts of SELLING your program.

DO'S	DON'TS
DO have patience.	Do NOT play the role of a dictator.
DO promote fun activities.	Do NOT demand.
DO promote safety.	Do NOT have a negative attitude.
DO communicate with other officers and Members.	Do NOT play favorites.
DO provide proper example.	Do NOT lose temper.
DO take surveys.	Do NOT berate Members.
DO provide and care about the Members.	Do NOT blame others for our failure.

MEMBERS HAVE NO OBLIGATION TO PARTICIPATE

Please remember that there is a special rapport between officers and Members. This rapport is based on a common interest, a bond, a respect for one another that is unique and must be protected. There are no "formal" ties; rather, the participants must WANT to take part. As long as the officer has a desire to lead and the Members want to take advantage of the benefits, they are due, everything is as it should be.

A pitfall to avoid is the "implied obligation." Our Members have NO obligation to participate, volunteer or take advantage of our organization. To an extent, consider KRR as a buffet — the Members have a variety of palate-pleasing temptations from which to choose. You may wish to "package" the "benefits," to entice participation, to offer rewards of recognition but never imply an obligation.

RALLIES AND EVENTS

Rallies and events are held for four primary purposes: 1) to provide a fun, social environment for the participants; 2) to provide an arena for education; 3) to provide opportunities for on bike Rider Education; 4) to provide funding for the sponsoring office.

Moderation is the key word to consider when planning activities that require the support and volunteer efforts of the Membership. The sincere desire of offering "Fun and Friendship" is quickly overshadowed when, the "Bigger is Better" syndrome is adopted.

Competition is a stimulant. Our competitive nature has the potential of "bringing out the best" in all of us. Unfortunately, it also has the potential of bringing out the worst. When the intent is to display pride, to have fun, to organize activities that allow for individual creativity, that intent is to be commended. When someone perceives that "the end justifies the means," the intent has changed. When competitive levels reach heights that become difficult for the average participant to attain, or have the effect of reducing participation, or cause discrimination, or cause great monetary expenditures; those levels should be lowered, drastically. Great care must be exercised in establishing competitive activities. Whether these activities are between Members, Chapters or other States, a lot of thought must be given to the potential outcomes.

A good “rule” to use is KEEP TO THE BASICS. Think quality not quantity. Seek activities that are fun and cheap.

Here are some important recommendations for events, but you know your Chapter or State best so use that knowledge when organizing rallies, education events or socials.

CHAPTER EVENTS should be single day or overnight activities. A Chapter that travels together will form bonds of friendship that will be everlasting, and the memories created will be talked about for years to come.

STATE EVENTS should be single or two-day events, depending on the event. Make certain they are true to their function and there are always aspects of fun, safety and knowledge. We always enjoy our social time and creating memories together is very important.

These are suggestions that will result in the Members having more time (and money) and the desire to attend and support the events.

One thing to consider when organizing an event that will have a registration fee is the difference between a Member and a non-member. While it is occasionally recommended that the general motorcycling public be invited to our activities, there should be a benefit shown, in the form of reduced fees for Wing’D Rider Members. When you can, waive a registration fee if the non-member joins the Association.

The “day pass” is a subject that creates controversy when events are being planned. Do not embarrass yourself by establishing a day pass fee that cannot be justified. Consider that the individual visiting the event for one day, in all likelihood, could benefit you in the long run. By arranging a day pass that is nominal, the attendee may well be impressed enough to make plans to pre-register next year. But, make certain that buying a series of day passes isn’t less than a full registration or it could negatively impact your desired revenue.

If your Chapter or State has sufficient funds that you don’t have to charge a fee for an event, DON’T!!

KEEP IT SIMPLE...MAKE IT FUN!!

INCIDENT REPORTS

As an Officer, anytime you are holding a KRR function such as: monthly meetings, rides, rallies, potlucks, fun-runs, etc., and there is an accident or incident of injury or extreme confrontation, you must complete an Incident Report and send a copy to the Wing’D Rider Executive Director within three days of the incident. Copies should be sent to the Chapter and State Director as well. This will help everyone involved record their version of the incident in case a lawsuit should arise. This is certainly not a side of Wing’D Rider and KRR that we want to think about, but a little prevention can go a long way should something develop.

There are 2 different types of incident reports: One for a general incident and one for an Accident/Incident specific for a riding incident.



Section G – PROCESS AND PROCEDURES

INSTALLING THE KRR OFFICER

All KRR Officers should be installed in public. This may not always be possible, but every effort should be made to honor the commitment they have made stepping forward. An installation should be done by the Appointing Officer or someone from the Appointing Officer's Team, including the Appointing Officer's Assistants. The installation should take place at a Chapter gathering, State Officer Conference or a rally in front of as many of the new Officer's peers as possible. Remember when you read the word Officer it refers to both Officers.

The Process should include the following:

Materials to bring to the installation:

- Certificate of Appointment
- Oath, 1 to sign and return to Appointing Officer and 1 for Officer to sign and keep
- Officer patches (if appropriate)
- Officer signed paperwork (this is a nice touch, so the Officer knows the paperwork is completed and signed by their Appointing Officer)
- Certificate of Appreciation for the Officer stepping aside
- Honor the outgoing Officer
- Present them with the Certificate of Appreciation
- Bring the new Officer forward
- The Appointing Officer or their designee reads the oath to the new Officer
- New Officer acknowledges their agreement with the oath (an I will is an acceptable acknowledgement and the raising of their hand is not necessary)
- Congratulate them
- Present certificate and take pictures

In some cases, a Video Call installation may be what is required due to distance.

THE DEVELOPMENTAL ANALYSIS

RECEIVING GUIDANCE

As Officers of KRR, we are almost like "professional" volunteer leaders. We have been involved for a period of time, or we may be new in the position. Either way, we have a responsibility to our Members to be the best we can be. First and foremost, we always keep the Members first and are ever mindful that it is them that we serve at all levels.

One of the most difficult tasks we have as professional volunteer leaders is determining how well we are doing our "jobs." We all gain close friendships in the process of doing these "jobs" and that's okay; but it becomes very difficult to get objective criticisms or coaching to learn more about our weaknesses and/or strengths.

If we can isolate the Learning Process from the Friend Process, we will all get more "bang-for-our-educational-buck." As stated above, KRR truly believes that, as Officers, our first responsibility is to our Membership -- to serve them in the best way we know how. Our second responsibility is to ourselves. To be all we can. If we can learn to be the best, then the Membership will benefit, our relationships with spouses and friends will benefit, and our jobs will benefit. Truly a Win-Win!

How can we accomplish this? With an Officer review by our Appointing Officers or their designees. None of us like to be judged or criticized. With this process, it is more of an assessment and it is also 2-way communication. This coaching process identifies those areas that need some work and some real ways to improve. It also acknowledges where you are doing well. If needed, we create an improvement plan, so we are all communicating about the same objectives. What makes KRR different with this process is that you have the opportunity to give input to the review with your appointing Officer and come up with the improvement plan together. Properly done, we all benefit and grow!

When should we expect the review? As a New Officer (those with less than one year of tenure) you will have the review by your appointing Officer twice. Once, approximately five months into your tenure as an Officer and secondly, approximately ten months into your term as an Officer. The first is just as you are completing your probationary period. The second is before the end of that first year to assess where you are at, what new challenges you may be facing and determine if you want and are ready for another year. This is a year of growth and understanding so we want it to be fully supported and a positive experience. You are important to KRR as a volunteer leader and this helps us assess if we are meeting your needs as well.

As an experienced Officer, (more than one year of tenure) you will do this process once a year, around October. The review can also be done throughout the year to address a specific need. Communication is critical for our success so don't hesitate to reach out to your Appointing Officer should you have questions or need some help. You will have scheduled calls, usually monthly, with your Appointing Officer and peers. That's a good time to ask your peers for advice. Remember, you don't have to wait until review time to communicate and you shouldn't! We all hope (and expect) that you will stay in communication often.

For example, if you're a new State Director, make copies of the review form for each of your Chapter Directors. Ask the Chapter Directors to honestly complete the forms. Within a short period of time, i.e. a week, have the form return to the State Director. The State Director will review and then set up a phone or video call to go over your responses. During the call you will go over the responses and the State Director will coach the responses where needed. From the coaching an improvement plan will be created if needed. The focus will always be on helping you become a better leader to the Members.

The important thing about this review process is to learn to be all we can be. Don't fall into the trap of dreading reviews and as such you don't do them. This is a critical tool to help all of us improve. Remember, together we will accomplish more and be the best. This is a coaching opportunity to improve or even be acknowledged as someone who can mentor another. It another way we serve our Members.

OFFICER GRIEVANCE PROCEDURE

ISSUES BETWEEN AN OFFICER AND A MEMBER

The Officer Grievance Policy is designed to be used in cases of extreme personal matters between a Member and an Officer. The policy was introduced to give Officers in KRR the opportunity to protect themselves and their families from unreasonable personal attacks. KRR hopes you will never need this procedure, but it is our responsibility to provide all Officers with a process to address what will most likely be an ugly situation.

Disagreements between Members and Officers about structure, policies, procedures and general disagreements about Wing'D Rider or KRR are NOT grounds for this Policy. We are a volunteer organization and good and reasonable people can disagree. When the disagreements degenerate into personal attacks, slander or the threat of physical harm, then an Officer has this Policy to address this.

A KRR Officer may file a grievance against a Member due to a specific reason. These reasons

may include, but not be limited to, slander, threat of physical harm, actual physical harm, or destruction of personal property. The Officer who makes a grievance against a Member must be mindful that the charge(s) must be specific, provable by evidence, and witnessed by at least one other individual who is not a member of the Officer's family. The Officer must remember the bar is higher for them than a grievance filed by a Member.

The first step in the Officer Grievance Policy is a written complaint, printed and signed, with any supporting documentation, US Postal mailed or hand delivered to their Appointing Officer. Electronic copies may be submitted but must be followed by the hard copy. The Appointing Officer, when the complaint is received, is required to contact BOTH parties within 72 hours to discuss the issue. The Appointing Officer's main responsibility is to resolve the issue between the parties.

If the Appointing Officer cannot resolve the issue, either by following policies and procedures found in the Officer/Member Handbook, latest edition, or by common accepted practice within KRR; then the matter is to be referred to the State Director. All information gathered must be forwarded along with a written evaluation.

The State Director may forward the matter to the Executive Director of Wing'D Rider. They are to investigate the complaint by the Officer to determine if the complaint is valid and determine a course of action. Communication with both parties is crucial to determine if the complaint is valid. An agreed upon resolution and course of action is the goal. All resolutions and decisions must be documented in writing and given to both parties and the State Director, and the Executive Director of Wing'D Rider if the matter was forwarded.

Due to the extenuating circumstances under which this grievance would be filed, and the thorough investigation and carefully determined course of action, should the Member reject the decision and continue the behavior which was the reason for the grievance initially, they risk removal of their Membership in Wing'D Rider, erasure of their name from the Wing'D Rider membership rolls and any unused membership dues may not be refunded.

If the Officer who filed the complaint does not follow the decision of the Officer, the Officer could be subject to disciplinary actions or removal from Office.

OFFICER DISCIPLINE / REMOVAL

Perhaps the most difficult task a KRR Officer will ever have to undertake is releasing another Officer or team person from their volunteer position. This outline defines the process and procedures for disciplining or releasing an Officer from their position in such a way that negative consequences for the Officer, the Members, and KRR are minimized or eliminated.

Better yet, with enough information, you may well avoid the removal process altogether by helping Officers become adept at recognizing and addressing performance-related issues BEFORE they become problems. Two main areas of consideration should always be involved in Officer removals. They are: (1) Caring for the individual; (2) Concern for KRR and its Members.

Show and feel empathy, concern and caring; and be receptive to "ALL" problems, real or perceived, including possible unfairness on the part of either party, honest misunderstandings, lack of education or training, lack of resources, length of service and the situation of the Officer in question.

Remember that Officers are people who have volunteered to help the organization progress by serving its Members in leadership positions. They deserve credit and recognition for their successes and understanding and concern for their feelings and future in KRR, regardless of the nature of the action being considered.

No removal of an Officer in any position will take place without:

1. That Officer receiving a written performance review or a letter, that contains an improvement plan and timetable, to which the Officer agrees.
2. A follow-up review after time given for improvement, that still indicates removal is necessary.
3. Presentation to the State Director appropriate the Executive Director of Wing'D Rider for discussion and consideration.

4. With agreement of the State Director and Executive Director of Wing'D Rider, they will present documentation to the President of Wing'D Rider informing the President of their decision.
5. Upon the State Director's approval, the Officer may be removed.
6. Under rare circumstances Item 1 may be skipped after discussion and approval from the Executive Director or President of Wing D' Rider.
7. Upon approval, return of KRR property/funds follows: 1) all materials of that office; 2) all property of that office (copy machines, file cabinets, etc.) paid for with funds generated by that office; 3) all fund balances generated for the operation of the office along with a full accounting and financial report. The transfer of the office should take place within a mutually agreeable period of time but MUST NOT exceed 30 days. The Appointing Officer should then forward the Officer appointment worksheet State Director for processing.

SOME CAUSES FOR DISCIPLINE OR REMOVAL

THE IDEA OF DISCIPLINE IS TO WORK WITH AN OFFICER TO RESOLVE AN ISSUE.

1. Abuse of Member feelings or KRR policies.
2. Failure to submit the required financial report at year-end or upon request.
3. Misuse of KRR funds.
4. Actions unbecoming an Officer of KRR.
5. Lack of compliance with the Confidentiality Agreement.

OFFICER DISCIPLINE OR RELEASE CHECKLIST

This checklist is to help Officers considering the removal of Officers or Team Members. Officers involved in such actions should carefully review and consider each of the following questions. Careful and thoughtful consideration may result in new ideas for developing a win/win solution other than discipline or removal of the person from their position. This recommended procedure would ensure fairness to all.

1. As a Coach and Mentor, have you done all you can to encourage, train, educate, support and contribute to the success of this person in their position? If not, begin to do so now.
2. Is the problem or concern yours or someone else's? If it is someone else's, have you defined your proper role in the action?
3. Is the issue based on emotional concerns? Is the issue more of personalities than of operational concerns?
4. Have you identified and documented the specific "root" cause(s) of this issue?
5. Are other Officers, Team Members or Members aware of the situation in question? If so, how will you handle that?
6. Is, or will, Wing'D Rider or KRR be affected by this situation or its possible outcome? If yes, what do you anticipate the repercussions from this action will be? What are your recommendations for offsetting any adverse reactions?
7. Have you reviewed all relevant KRR policies and procedures regarding discipline or removal of Officers?
8. Have you communicated with other "interested parties" for advice? (Your mentor or appointing Officer)?
9. Have you considered other possibilities besides removing the Officer? Identify at least three other possibilities - including the possibility of finding another position to which the person is better suited.
10. Have you defined and considered all aspects of the "problem," yours and theirs?
11. Have you had focused one-on-one discussions either in person or via telephone with the person in question? If so:
 - a. When?
 - b. What was discussed?
 - c. Were all the problematic areas identified and addressed?
 - d. What were the actions taken, decisions made, and follow-up dates set?

- e. What expectations were agreed to? Were they written down and were all parties provided with copies?
 - f. Were follow-up discussions scheduled and held?
12. Was a formal, written evaluation done? If yes:
- a. When?
 - b. What follow-up action is/was planned?
 - c. Did the Officer in question receive a copy? Did he/she sign it?
 - d. Did you discuss the results of the evaluation with the person in question? When and how?
 - e. Was a time agreed upon for a follow-up progress review? If so, when?
 - f. Was an agreement reached regarding continuing or resigning the appointment? If not, what were your actions?
13. Has your appointing Officer been consulted in this matter? Do you have their agreement and support? Other options?
14. Has your appointing Officer been provided with copies of all relevant information?
15. Have you prepared a formal Letter of Appreciation for the affected party sincerely thanking them for their service to KRR and its Membership?
16. Is a replacement in place or planned for?
17. What is the plan for transition of Officers?

REMEMBER: Treat others as YOU want to be treated. Treat others with respect, courtesy and sincere concern. Don't allow mole hills to become mountains. Find the win-win solution! A volunteer Officer is first of all a Member and ALL Members are important!



Section H – MEMBERSHIP ENHANCEMENT PROGRAM

HOW A NEW KRR CHAPTER IS ORGANIZED

The Proactive Approach to Chapter Formation

OVERVIEW

Healthy, active Chapters are the State's best tools to retain and help the Membership grow. As Members and Officers, we are motivated to helping the Organization grow. It seems obvious that fostering Chapters in new and needed areas will benefit the Membership and the Organization. Everyone wins!!!!

A successful method that has been tried and proven to work is the Personal Approach. With the Personal Approach, we invite new interest to associate with our state, we offer them an opportunity to join or form a Chapter if there area is underserved.

This approach takes a lot of work on the part of the Membership Enhancement Coordinators and the State Directors. They must work together to target areas for new Chapters. Following, you will find a step-by-step version of what it takes to foster a new Chapter using the Personal Approach.

PHASE 1: FINDING AN AREA OF OPPORTUNITY

- The State Membership Enhancement Coordinators use referrals and personal interaction in areas that can support a new Chapter or enhance a current Chapter in a heavily populated area. A rule of thumb is that people should not have to travel more than 40 miles, or an hour over paved streets to attend a Chapter gathering. Easy access promotes participation.
- The State Membership Enhancement Coordinators may use a state map to mark all existing Chapters (where they gather, not where the Chapter Director lives) and the cities where we have KRR Members. This is a time- consuming process, but a crucial part of targeting an area for a new Chapter.
- The State Membership Enhancement Coordinator then checks the number of Members in an area outside a 40-mile radius of an existing Chapter. If we have 10 Members or more, we have an Opportunity Area. (Ten Members would include couples or individuals; i.e. a husband and wife would count as two members).
- The State Membership Enhancement Coordinator will coordinate all the information and present it to the State Director for approval. After getting the State Director's approval, the Membership Enhancement Coordinator moves into the next phase of the process.

PHASE 2: SEND OUT "LETTER OF INVITATION"

- The State Membership Enhancement Coordinator will generate a complete list of all Members in the state. When a referral is received, an invitation will be sent to explain what we are offering the Members in the state. Contact information will be sent with the letter, which asks for a response via telephone, letter, or email by a specific date to verify interest. All of this can be by email, but a personal invitation is always better.
- The State Membership Enhancement Coordinator collects responses, coordinates information (yes or no answers), and reports to the State Director. Together the State Director and the State Membership Enhancement Coordinator determine if the level of interest warrants further action. If the response is not favorable, a letter or email should be sent to all respondents thanking them for the response and stating another attempt may be made at a later date. If the response is favorable, the first informational gathering is arranged.

PHASE 3: SET UP THE FIRST GATHERING

- The State Membership Enhancement Coordinator, if not familiar with the area, may call on the State Director, team or someone who gave a favorable response to the letter for assistance in finding a suitable location for an informational gathering. The gathering place should have a room that will hold at least 20 people.
- The State Director must approve the time and location of the gathering and appoint a facilitator for the informational gathering. The facilitator for the gathering may be the State Director, Member of State Director's team, nearby Chapter Director, or an Ambassador. The facilitator must be familiar with Chapter structure and activities and be a good salesman to make the group want to join in. It is always a good idea to contact nearby Chapters and request that they attend to show support and organization strength.
- The State Membership Enhancement Coordinator sends every respondent a letter to notify them of the first informational gathering. As time approaches, telephone calls (if feasible) are a good touch, or if that's not possible, email everyone that returned email addresses and give them a friendly reminder of the gathering.

PHASE 4: FIRST INFORMATIONAL GATHERING

- The first gathering is crucial. Make everyone feel welcome. Thank everyone for taking their time to attend the gathering. Provide a sign-in sheet for all attendees.
- The facilitator should get everyone talking by asking them to give their name, city, bike information, or anything else that will help put everyone at ease with the other attendees.
- Topics of conversation should include Chapter fun, rider education, activities, team positions, newsletters, funds, and even more fun activities. Fully informed people are more likely to buy into a new idea.
- Always welcome questions. Questions usually lead to the person who will be interested in becoming Chapter Director.
- A favorable response and attendance will prompt the announcement of the second gathering, to be held in one month. The facilitator may even try to organize a ride (dinner or short trip) before the next gathering.
- Make sure everything has a positive note. Everyone should be thanked again for attending. Never make the statement "I wish we had a bigger turnout," since that statement is a real slap in the face to those that took the time to attend.
- A statement needs to be made that the State will promote up to three organizational gatherings. By that time, someone will have to step forward to become Chapter Director and take over the monthly gatherings. "The Chapter belongs to the Participants, not the State."

PHASE 5: SET UP SECOND GATHERING

- The State Membership Enhancement Coordinator reports the outcome of the gathering to the State Director, then sends out a letter to everyone on the list giving the results of the first gathering and inviting them to the second gathering. The same actions are taken for the third gathering.

FOOTNOTE: Goals of the Gatherings

The goals of the three gatherings are to provide information regarding Wing'D Rider and KRR Chapter formation and Chapter life. The group will become a Chapter before they know it. Don't be afraid to repeat information at each gathering to educate new attendees. All that is left is for a Chapter Director to pull it all together, and it must be the right person to make it all work. It is the responsibility of the State Director to appoint the Chapter Director. Anyone showing interest should be noted for the State Director to contact. No one should be told they have the position until appointed by the State Director.

The Personal Approach is a proven method of fostering new Chapters. If you have areas with Wing'D Rider Members and no Chapters, give this a try. It is a "Win-Win" proposition: the new Chapter and Participants, the State and Wing'D Rider.

MEMBERSHIP REPORTS

The Membership Enhancement Program has several tools available for State Directors and State Membership Enhancement Coordinators (MECs) to assist them with Recruiting and Retention. These tools will help with the growth of Members in the State and Chapters.

STATE MEMBERSHIP LIST

The State Membership List will contain information received from each Chapter and will be updated once quarterly in January, April, July, and October. Reports are produced around the 10th of each month for distribution. The Membership Enhancement Program Coordinator will forward these reports to the State, who in turn forward them to the Chapters.

This report contains a complete listing of all Members in our State. The list is to be utilized by both the State and Chapter Directors as well as the State and Chapter MEC's to help them with Recruiting and Retention by identifying Wing'D Rider Members who may be unaware of or are not participating in a Chapter.

The Monthly Report will be sent out and reflect a Recruiting Report, and a list of new members. Each list may be accessed by clicking on the tabs at the bottom of the report. The MEP will forward these Monthly Update Reports to the State, who in turn forward them to the Chapters. The Chapter and District MEC's should put high priority on contacts to the New and Prospective Members. If a member receives several contacts that would show just how welcoming we are and give them a choice.

New and Prospective Members: The State Director and State MEC will contact all new Members to welcome them to Wing'D Rider and to assess what they want from their Wing'D Rider experience. The Director and MEC will do their best to match the Member up with a Chapter. Chapter MEC's should also contact the new Members. It is best for a Chapter to focus within their geographical area as we don't want a Member to miss a contact and an opportunity to join in on the activities. The three columns that are located to the right side of the reports in each category are to be used to record information related to the contact. Once each listed contact has been made and details have been recorded at the chapter level for New and Prospective Members, the list should be emailed back to the State MEC with a copy to the Chapter Director and State Director.

DEFINITION OF STATE LIST CONTACT

A solid contact with a Member is vital for the health of Wing'D Rider and KRR. This initial contact is our opportunity to make a great first impression. Other contacts will be to follow up with Members we haven't seen in a while. Since we want to be clear on what we expect from the MEC's we are defining a contact as: first a phone call with more than one try; then personal mail or email. The personal touch is always the best!

NEW MEMBER LIST

Even though the State will be contacting new Members, the Chapter Directors and MECs should also use this worksheet to see who has recently joined Wing'D Rider. It is vital that these new Members be personally contacted as soon as possible from the Chapter to inform them when and where the local gathering is, or to invite them to a Chapter event. The New Member list will be sent to all Chapters.

PROSPECTIVE MEMBER LIST

Any individual that has contacted State Office and expressed an interest in KRR will appear on this list. They may have purchased a motorcycle or talked with someone about KRR and may be looking for more information. In any case, they have contacted the State Office and inquired about some aspect of KRR. The Chapter Director or MEC should personally phone (preferred), email or mail a letter to invite this individual to a Chapter Gathering or Event. It is important that these

individuals be contacted as soon as possible. Remember these individuals are not yet Members. Even though they may not own a motorcycle, they are still eligible to become a Member. A Prospective Member will appear on the Prospective List for two consecutive months.

DATA SECURITY

Always keep in mind that these reports contain Members' personal information. It cannot be stressed enough to safeguard this data! Only those who have signed a Confidentiality Agreement may have access to these lists.

COUPLE/INDIVIDUAL OF THE YEAR PROGRAM OVERVIEW

History and Purpose

First and foremost, the program provides an opportunity for local Chapters to recognize and honor a Couple each year for their dedication, accomplishments, and participation within the Chapter. Secondly, it establishes a process for identifying outstanding Couples who can serve their State. These Couples demonstrate what it means to be a committed, involved, and supporting member of the KRR family.

The Couple of the Year and Individual of the Year Program is one of the premier programs of KRR. The program will continually evolving to adapt to the needs of the membership.

An Honor or a Responsibility?

Being selected a Chapter Couple of the Year or Individual of the Year is an honor bestowed on a deserving couple or individual who has shown dedication and commitment to their Chapter. At the Chapter level, a Couple or Individual can simply continue doing the things that led them to being selected as the Couple of the Year or Individual of the Year, such as participating in Chapter events, rides and visiting other Chapters. Many Couples and Individuals find that after being selected Chapter Couple of the Year or Individual of the Year, they want to take part in the State Couple of the Year or Individual of the Year Selection and look forward to the recognition and increased participation that the next level will bring.

When the decision is made to move forward to the State level in the selection process, the Couple or Individual generally becomes more involved and takes on more responsibility. As a result, they are looked up to by others and viewed as leaders in the organization. Being selected as State Couple of the Year or Individual of the Year allows the Couple or Individual to represent KRR at a higher level.

A Note to the Couple and Individual of the Year

Congratulations! You have been selected to be ambassadors and spokespersons for KRR, which is quite an honor. Your fellow members feel you are extra special and so do we. You have arrived at this point because of your continued involvement in and support of KRR and your Chapter, and we wish to thank you for all that you have done.

You might be asking "So, now what do we do?" The best advice anyone can give you is to have fun and be yourself! As Couple of the Year or Individual of the Year, you will become aware of the high esteem in which you are held. Other members will view you as the "gold standard" of what it means to be a member of KRR, so keep this in mind as you go forward. Remember, as a Couple of the Year or Individual of the Year, you are a TEAM member for your Chapter or State, so you will want to support your TEAM to the best of your ability. Most of all, it's a fun, once-in-a-lifetime experience that will reward you with many wonderful memories. You will meet new people and make new friends. You will also form a special bond with your fellow Couples and Individuals of the Year.

If you have questions as you serve as Couple of the Year or Individual of the Year, check with your Couple/Individual of the Year Coordinator or Membership Enhancement Coordinator. If they don't have the answers, they will know how to find them. The information in this handbook is very helpful and will prepare you for your journey.

A Special Message for all Chapter and State Directors

The Couple of the Year and Individual of the Year Program recognizes couples and individuals for their dedication, accomplishments, and participation - couples and individuals who exemplify the KRR. Couples of the Year and Individuals of the Year promote KRR both within the organization by helping with retention, and outside the organization, by attracting new Members into the KRR family. Thus, the Couple of the Year and Individual of the Year at each level should be a couple or individual whom you would be proud to have represent you and the organization. Judge them fairly - select them wisely.

Communication between you, your team, and the Couple of the Year and Individual of the Year is of paramount importance. You should let your Couples of the Year and Individual of the Year know of the opportunities to assist you as part of your team. As they progress in their journey, these opportunities will help prepare them to move to the next level, should they decide to do so.

As the Couples/Individuals progress, they are building their resumes. A Couple of the Year or Individual of the Year may participate in the next level after three months in their current position in order to afford them adequate time to participate, attend rallies or other events, and get to know other Couples of the Year and Individuals of the Year. The benefit to the Couple/Individual will pay off in increased knowledge, experience, and maturity as they progress. Couples and Individuals should keep notes of all their visitation and participation at rallies so they can easily complete their resume should they decide to go forward to the next level.

The Couple of the Year and Individual of the Year program should be promoted as a fun event. You will want to make the selection process as stress-free as possible. This is why we encourage you to inform your Couple of the Year and Individual of the Year fully so they know what to expect. The more prepared they are to handle the events, the more fun they will have. A brunch or luncheon with just the Couples of the Year and Individuals of the Year, and a social hour with the selection committee are very beneficial. If your Couple of the Year and/or your Individual of the Year decides to participate in the Couple of the Year or Individual of the Year selection, make a big deal out of it. Encourage your Members to attend the selection, make noise in support of your Couple and Individual and show the other Chapters and State the pride that you have, not only in your Couple/Individual, but in KRR.

Be sure that the Couples of the Year and Individuals of the Year are scored fairly, utilizing the standard Score Sheet. Your State Membership Enhancement Coordinators are the Couple/Individual of the Year Coordinators unless they choose to appoint a Couple/Individual of the Year Coordinator as their assistant to oversee the Couple of the Year and Individual of the Year Program and handle the selection process at your level.

Couples of the Year and Individuals of the Year should not be pressured to go beyond their financial means. It would be appreciated if visiting Couples of the Year and Individuals of the Year were invited to be "house guests" by Members and provided with complimentary meals at KRR functions. This is where Chapters and the State can especially offer reciprocity. If at all possible, other State Couples of the Year and Individuals of the Year should be provided with complimentary registrations when attending our State rally, just as our Couple of the Year and Individual of the Year should be comp'd when attending other State rallies. Give them the opportunity to serve at your rally by judging events, presenting seminars if they are qualified, or any other activities where their presence will generate interest.

As well as being viewed as a demonstration of what it means to be a committed, involved member of KRR, being selected as a Couple of the Year or Individual of the Year should also be viewed as an honor. Recognition should be afforded Couples of the Year and Individuals of the Year at all events, preferential seating provided when feasible, and placement in the front section of parades arranged. Afford your current Couple of the Year and Individual of the Year the opportunity to place an article in your newsletter, rally book, or on your website. Include them in your media events when possible. The more positive exposure they receive, the more the program will thrive. The Couple's and Individual's experience will be very rewarding and fulfilling, resulting in the transformation of the Couple and Individual, which in turn will reflect positively on the organization. The couples and individuals will radiate with pride not only for themselves but for KRR.

Participation doesn't end after their Couple of the Year or Individual of the Year term has ended. Most often the

Couples/Individuals of the Year go on to assume various positions within KRR. They are avid supporters of KRR, and enthusiastic about remaining involved. The bottom line is, Couples of the Year and Individuals of the Year are Members just like you - they are an important part of the KRR family. They, like you, will work hard to help KRR grow.

CHAPTER COUPLE OF THE YEAR REQUIREMENTS

- Both must hold Individual or Family Membership in Wing'D Rider.
- The Couple must have completed at least one-year membership in Wing'D Rider (after 2023) prior to being named Chapter Couple of the Year.
- A Couple may not be selected as a Chapter Couple of the Year in consecutive years. If a Chapter does not have a new Couple of the Year to replace the current Couple, that Couple may continue to serve as the Chapter Couple for a second term. However, they may only participate in the State Selection in the first year.

CHAPTER INDIVIDUAL OF THE YEAR REQUIREMENTS

- The Individual must not be eligible for consideration as part of a Couple of the Year.
- Must hold Individual or Family Membership in Wing'D Rider.
- The Individual must have completed at least one-year membership in Wing'D Rider (after 2023) prior to being named Individual of the Year.
- An Individual may not be selected as a Chapter Individual of the Year in consecutive years. If a Chapter does not have a new Individual of the Year to replace the current Individual, that Individual may continue to serve as the Chapter Individual for a second term. However, they may only participate in the State Selection in the first year.

Selection Process

- The Chapter Couple of the Year and Individual of the Year should be enthusiastic about KRR and the Chapter, actively involved in Chapter functions, positive about the organization, and eager to be of assistance wherever needed. At this point, no consideration should be given as to whether they might participate in the State selection process. This award is for the sole purpose of honoring a couple or individual who has made significant contributions to the Chapter during the prior period.
- The Chapter Director has final say in selecting the Chapter Couple of the Year and Individual of the Year. The Chapter Director may appoint a Couple/Individual of the Year Coordinator and/or Couple/Individual of the Year Committee to oversee the selection of the Chapter Couple of the Year and Individual of the Year. Many Chapters establish a committee to identify candidates, review their contributions, and make the selection. Possible committee members are current and past Chapter Couples/Individuals of the Year, Chapter Membership Enhancement Coordinator, and other team members. Chapters should never vote or take a survey when considering candidates for their Couple of the Year or Individual of the Year.
- The announcement is made at a Chapter event, i.e., Christmas party, Fun Day, picnic, or regular monthly gathering. Announcements should be celebratory and FUN.

Awards and Recognition

Awards are naturally based on what the Chapter can afford. They should be meaningful and lasting. It is also recommended that the Chapter Couple of the Year and Individual of the Year be featured in the next Chapter newsletter following their announcement as Couple of the Year or Individual of the Year. Some suggested awards follow and should be presented at the time of the announcement – use your imagination and make it special and fun.

- Plaque or certificate
- Flowers, corsage and boutonniere
- Personalized shirts with "Chapter ____ Couple of the Year/Individual of the Year"
- Additional Chapter patches or pins
- Registration and lodging (if affordable) at State event if participating in the selection process
- An article in the local newspaper about the naming of the Chapter Couple of the Year or Individual of the Year is a great way to get exposure for your Chapter.
- Feature them on the Chapter Facebook page and other social media.

The Chapter Couple of the Year and Individual of the Year becomes a member of the Chapter TEAM and should always be recognized at all Chapter functions. Being named Chapter Couple of the Year or Individual of the Year is an honor given to a Couple or Individual who has demonstrated active participation in their chapter. After feeling the excitement of being named the Chapter Couple of the Year or Individual of the Year, many Couples/Individuals will increase their level of participation by becoming even more involved or by taking part in the State selection process. This is a decision left to the Couple or Individual, and they will examine their time, talents and resources to determine what level of participation is right for them. Since the Couple of the Year and Individual of the Year Program beyond the Chapter level utilizes the Couples and Individuals as ambassadors and spokespersons, it is logical for the Chapter Couple of the Year and Individual of the Year to become more involved in Chapter public relations types of activities, particularly if they are considering moving to the next level. These activities provide the Couples and Individual with an opportunity to increase their interaction skills and spontaneity, as well as with the chance to make new friends. Some suggestions for involvement in these areas are:

- Assist Chapter Membership Enhancement Coordinator or Public Relations Coordinator with contacting media, community leaders, Motorcycle dealers, etc., and speaking at non-KRR events/clubs (i.e., Chamber of Commerce, etc.) about Wing'D Rider, KRR, and Motorist Awareness
- Serve as greeters. Sit with and introduce first-time guests.
- Serve as membership coordinators contacting inactive or expired Wing'D Rider members to renew interest in Wing'D Rider and KRR
- Conduct 50/50 sales
- Assist at registration desks or "goodie" tables at events
- Assist at Mall Shows

- Submit articles for the Chapter newsletter
- Maintain the history of the Chapter and Chapter Couples/Individuals of the Year
- Visit neighboring Chapters

STATE COUPLE OF THE YEAR REQUIREMENTS

- Both individuals must hold Individual or Family Membership in Wing'D Rider.
- An eligible Couple must be a current Chapter Couple of the Year if being considered for State.
- If a Chapter Couple of the Year continues to serve for the second year (in the event that the chapter does not have a new Couple of the Year selected), then that Chapter Couple may only participate in the State Selection in their first year.
- Chapters may have only one Couple of the Year participate in the State selection process in any year.
- A Couple may not be selected as a State Couple of the Year in consecutive years. If a State does not have a new Couple of the Year to replace the current Couple, that Couple may continue to serve as the State Couple for a second term.
- The selection process should include the personal interviews with properly selected judges, a 5-minute on-stage presentation followed by one or two questions asked and to be answered by each person and a scoring procedure to officially record the scores and determine the final Couple.
- The Selection Process should be adhered to even if there is only one Couple participating in the process.

STATE INDIVIDUAL OF THE YEAR REQUIREMENTS

- Individual must not be eligible for consideration as part of a Couple of the Year.
- Must hold Individual or Family Membership in Wing'D Rider.
- An eligible Individual must be a current Chapter Individual of the Year if being considered for State.
- If a Chapter Individual of the Year continues to serve for the second year (in the event that the chapter does not have a new Individual of the Year selected), then that Chapter Individual may only participate in the State Selection in their first year.
- Chapters may have only one Individual of the Year participate in the State selection process in any year.
- An Individual may not be selected as a State Individual of the Year in consecutive years. If a State does not have a new Individual of the Year to replace the current Individual, that Individual may continue to serve as the State Individual for a second term.
- The selection process should include the personal interviews with properly selected judges, a 5-minute on-stage presentation followed by one or two questions asked and to be answered and a scoring procedure to officially record the scores and determine the final Individual.
- The Selection Process should be adhered to even if there is only one Individual participating in the process.

Selection Process

- The State Couple of the Year and Individual of the Year should be enthusiastic about KRR, eager to be actively involved in State functions or projects, positive about the organization, and willing to be of assistance wherever needed.
- Couples and Individual interested in pursuing State Couple of the Year and Individual of the Year selection are asked to submit a six-page Resume, undergo an interview process with the selection judges, make a five-minute onstage presentation and answer one or two questions at the selection event. The State presentation event is open to the Members and is held at the State rally or event. The selection process is judged on KRR commitment and involvement as reflected in the Resume, interview, oral presentation, moderator's question, and appearance.
- The State Director, or State Membership Enhancement Coordinator may appoint a Couple/Individual of the Year Coordinator to help arrange, promote and/or oversee the selection process for all Chapter Couples and Individuals who choose to participate in the State Couple of the Year or Individual of the Year Selection Process at a District rally or event.
- The State Selection Process should be celebratory and FUN!

Before the Selection Process

The following outlines the steps to be taken prior to the selection process:

- The State COY/IOY Coordinator should send a letter or email to all selected Couples of the Year and Individuals of the Year congratulating them on their Chapter achievement and giving them valuable information about the steps and procedures that lie ahead should they choose to move forward in the Selection Process.
- At least two months prior to the State Couple of the Year and Individual of the Year selection rally or event, the State COY/IOY Coordinator should contact their Chapter Couples and Individuals, and ask whether they wish to move forward in the Selection Process. Should the Couple/Individual desire to move forward, the State COY/IOY Coordinator should gather their names and contact information.
- The State COYIOY Coordinator should send the Couples and Individuals the following information: a) name and details of the selection event, b) time and place of the selection, c) a description of the selection process, and d) an explanation of duties Couples of the Year and Individuals of the Year will have during the event. The email should also include a sample Score Sheet, a copy of the Resume and either a copy of the handbook or instructions for accessing it on- line, along with instructions for returning the completed Resume - to whom, by what date, and by what method. **Note: Electronic transmission of the Resume is preferred.** This is particularly true for Coordinators working with Chapter Directors and Chapter Membership Enhancement Coordinators, and especially when Chapters have not previously participated and may not be familiar with the process.
- Prior to the event, the Coordinator will send a final notice to all participating Couples of the Year and Individuals of the Year notifying them of any last-minute changes and reminding them of specific dates and times.
- Completed resumes can be viewed by the Couple/Individual of the Year Coordinator for review provided that the resume prominently displays the word "DRAFT". If submitted without the word "DRAFT", the

Couple/Individual of the Year Coordinator must consider the resume to be their final resume submission, and as a final copy the resume cannot be altered in any way.

- Once the final Resume is submitted to the State COY/IOY Coordinator, it cannot be altered in any way.
- At the State level a minimum of 3 judges should be selected. The State COY/IOY Coordinator will forward candidates' Resumes to the Judges as soon as feasible but no less than two weeks prior to the event.
- The State COY/IOY Coordinator will forward Score Sheets and any specific instructions pertaining to the event to the Judges along with the Resumes. If the judges are couples, be sure to specify whether they are to complete one or two score sheets for each participating Couple or Individual.
- As questions arise prior to the selection process, those questions and answers should be forwarded to all involved – Couples/Individuals of the Year, Directors, and Membership Enhancement Coordinators - so that everyone is provided the same information. Communication, Communication, Communication!

At the selection event (rally, winter event, etc.)

- It is suggested that a reception or other informal gathering be held with Couple of the Year and Individual of the Year candidates, Judges, current Couples of the Year, Individuals of the Year and State Team, as appropriate.
- Judges will be given the opportunity to meet for 10-15 minutes with each Couple and Individual prior to the on-stage portion of the selection. This gives the judges time to ask questions in order to begin to complete the "Interview and Questions" section of the score sheet. Judges should take 2-3 minutes to fill in scores immediately after the interviews while impressions are fresh. Note: Partially completed score sheets should not be collected at this time.
- Prior to the selection process, each Couple of the Year and Individual of the Year draws a number to determine the order of presentations. The Coordinator may place the numbers on mementos that can be kept by the Couples and Individuals.

In the Holding Room before Stage Entrance and during the Selection Process:

- The Holding Room is where the Couples and Individuals are stationed while waiting to take their turn to present their Oral Presentation. While in the Holding Room, the following ground rules will apply:
 - No cellphones or communication devices will be permitted in the Holding Room. If a Couple or Individual brings a cellphone or other communication device into the Holding Room, it will be turned over to the Holding Room attendant until the Selection Process has been completed.
 - If necessary, two Holding Room attendants (one female; one male) shall be assigned to assist the Couples and Individuals that remain in the Holding Room while the other Couples or Individuals are being escorted on and off the stage. These attendants will escort anyone requiring restroom breaks, etc.
 - Once the selection process commences, only authorized Selection Process participants will be permitted in the Holding Room.

During the State Selection Process:

- The Oral Presentation portion of the Selection Process is open to all Members and should be a fun and exciting event, with opportunities to show Chapter and State spirit. It helps the Couples and Individuals relax as they see their friends in the audience supporting them.
- Each couple and individual makes an oral presentation of no more than five minutes. The Couple/Individual should keep in mind that the Judges have copies of their Resume, so it is not necessary to recite all of their activities. The Judges are interested in seeing their sense of humor, comfort level, spontaneity, and personality, as well as their knowledge of and involvement in KRR. For Couples It is important that both individuals "shine" and that neither one "steals the show". A timekeeper will be positioned to let the Couple/Individual know when they have "1 minute" remaining, "30 seconds" remaining, or when it is time to "STOP".
- Following the oral presentation, a designated person will ask the Couple or Individual one or two questions to see how they "think on their feet". For Couples each partner should spend about the same amount of time answering the questions. The questions come immediately at the end of the Couple's/Individual's presentation. The same questions will be asked of all candidates. The most important thing is that the Couples and Individuals answer the question that was asked. Answers should be succinct and to the point, and Couples/Individuals should address the Judges when answering. Questions should be relevant to KRR.
- The use of music, props, costumes or other special effects is not permitted any time during the Selection Process, including during the introduction of the Couple/Individual by their Directors, and will result in disqualification of the Couple or Individual. Hats are acceptable if they are normally worn by the Couple or Individual, and are not distracting (e.g., Krazy hats).
- Judges will not score their own Couple of the Year or Individual of the Year (i.e. Chapter Directors will not score their own Chapter Couple of the Year or Individual of the Year in the State selection).
- Upon completion of the selection process, the Coordinator (or their designee) will tally the results. It is suggested that 2 or more individuals be involved in the tallying so that figures can be double checked. All scores are to be kept confidential. If there is any question about the selection, no announcement will be made until the question is clarified and the selected Couple/Individual is confirmed by the Coordinator (or their designee) and the individuals involved in the tallying of the scores. The selected Couple/Individual will be announced by name. No props are to be used in the announcement process.
- All documents related to the Selection Process (Resumes, score sheets, any tally sheets, etc.) are to be securely disposed of after the announcement of the new Couple of the Year and Individual of the Year has been made. Score sheets are confidential and final tabulations will not be shared.
- Announcement of the new Couple of the Year and Individual of the Year should be made as soon as is feasible at an assembly of the Members at the event and early enough to give the new Couple of the Year and Individual of the Year an opportunity to share their excitement throughout the event.

Awards and Recognition

Awards are naturally based on what the State can afford. They should be meaningful and lasting. It is also recommended that the State Couple of the Year and Individual of the Year be featured in the next State newsletter following their announcement as State Couple of the Year and Individual of the Year. Some suggested awards follow and should be presented at the time of the announcement – use your imagination and make it special and fun.

- Plaque or certificate
- Flowers, corsage and boutonniere
- Personalized shirts "State Couple of the Year or Individual of the Year"
- Additional State patches or pins
- Registration (and lodging, if affordable) at State events.
- An article in the local newspaper about the naming of the State Couple of the Year and Individual of the Year is a great way to get exposure for the State. Feature them on the State web page, Facebook page and other social media.

The State Couple of the Year and Individual of the Year becomes a member of the State TEAM and should always be recognized at all State functions. Being named State Couple of the Year or Individual of the Year is an honor given to a Couple or Individual who has demonstrated active participation in the State. After feeling the excitement of being named the State Couple of the Year or Individual of the Year, many Couples and Individuals will increase their level of participation by becoming even more involved. Since the Couple/Individual of the Year Program beyond the Chapter level utilizes the Couple and Individual as ambassadors and spokespersons, it is logical for the State Couple of the Year and Individual of the Year to become more involved in State public relations activities. These activities provide the Couple and Individual with an opportunity to increase their interaction skills and spontaneity, as well as with the chance to make new friends. Some suggestions for involvement in these areas are:

- Assist State Membership Enhancement Coordinator or Public Relations Coordinator with contacting media, community leaders, Motorcycle dealers, etc., and speaking at non-KRR events/clubs (i.e., Chamber of Commerce, etc.) about KRR and Motorist Awareness.
- Serve as greeters. Sit with and introduce first-time guests.
- Serve as membership coordinators contacting inactive or expired Wing'D Rider members to renew interest in Wing'D Rider and KRR.
- Conduct 50/50 sales.
- Assist at registration desks or "goodie" tables at events.
- Assist at Mall Shows
- Submit articles for the State newsletter.
- Visit neighboring Chapters within the state and encourage other members to join the fun.

COUPLE/INDIVIDUAL OF THE YEAR RESUME

Overview of Resume Forms

The Couple/Individual of the Year Resume is an important document used by the judges during the selection process. The resume format can be found on the website and in this handbook. Just as in the job market, the Resume provides a first impression and should be neat and easily read. The Resume can easily reflect on the Couple's/Individual's commitment and interest in KRR. The overall Resume will be scored by the Judges who will consider it for accuracy, content, use of correct forms, and completeness of the information. If the Word version is used, each section of the resume must remain on its respective page as shown in the document included in this handbook. It is the responsibility of each couple/individual to ensure that the basic format remains unchanged.

- Candidates' Information, contains contact information, membership information, photo, and a copy of both Candidates Membership card.
- Certifications, is updated as the Couple/Individual advances through the State level. The original of this form should be retained by the Couple/Individual after the selection process so it can be completed and forwarded with the Resume to the next level.
- Nominator's Comments, is to be completed by the Chapter Director or Assistant Chapter Director in the Couple's/Individuals local Chapter at the time the Couple/Individual makes the decision to commit and participate in the State Couple/Individual of the Year Selection.
- Narrative and Involvement, should be clear and concise, and will be no more than three pages in length. As noted on the Resume, some sections will only include activities from the preceding five (5) years. The Couple/Individual should review the Resume for specifics on what can be included. Resume Narratives containing more than three pages or activities beyond the preceding five (5) years from the date of the final submission deadline will not be accepted. When preparing the Narrative, the Couple/Individual should read over its five sections carefully and construct it so that information can be easily found by the judges. Bullet points are easiest to read and are the preferred method of relaying the relevant information. Couples/Individuals should refer to the Score Sheet to familiarize themselves with what the judges will be looking for. They may find it difficult to limit the information to three pages, so when deciding what to include, the score sheet should be considered in the process. To verify the number of new recruits, Couples/Individuals may contact their Chapter Director, Chapter Membership Enhancement Coordinator (MEC) or the KRR Office. Remember the number of recruits is a combined number for the Couple.

Resume Preparation and Submission

- Resumes should be in the hands of the Couple of the Year Coordinator at least four weeks prior to the selection process so that it may be forwarded in a timely manner to the judges. The preferred method of Resume submission to the Coordinator is electronically via e-mail. Hard copies may be mailed to the Coordinator if the Couple or Individual is unable to submit their Resume electronically. However, if sending via US Mail, the Couple/Individual should provide sufficient time to ensure that the Resume is received at least four weeks prior to the selection process.
- Once the Resume is submitted to the Coordinator it cannot be altered in any way and is to be forwarded to the judges in the form it was received. Resume Narratives containing more than three pages, or activities beyond the preceding five (5) years will not be accepted. Questions concerning the information that may be included in the Narrative can be discussed with the Couple/Individual of the Year Coordinator at the appropriate level prior to the Resume being submitted. Failure to submit an acceptable Resume by the deadline set by the Coordinator will result in disqualification of the Couple or Individual. When a Resume is not accepted the State Director, State MEC, and Couple/Individual of the Year Coordinator will be notified.

- Resume Forms are available in fillable PDF format and in MS Word format from the Couple of the Year Coordinators, Membership Enhancement Coordinators, or on the KRR Website so that completing them is just a matter of “filling in the blanks”.
- Resumes are to be completed using only an Arial 11 pitch font.
- Please be sure that all information listed on the resume and other paperwork is accurate. Inaccurate paperwork may be considered invalid, resulting in a reduced score.

Resumes are to be kept confidential and viewed only by authorized Coordinators and judges, Resumes are not to be shared with others unless written permission has been granted by the Couple/Individual that submitted the Resume.

Interview

In the interview process, the judges are asked to determine the ability of the Couple/Individual to represent KRR as Ambassadors and spokespersons.

- Knowledge of KRR and its programs – Does the couple/individual understand the KRR programs and structure? If they were speaking with someone outside the organization, would they be able to articulate the goals and objectives of KRR? Are they familiar with each of the KRR programs and able to express the benefits of each?
- Demonstrates cohesive responses & interaction as a couple (Couples only) – Do their answers to the questions make sense? Are they both participating in answering the question? They may both have different answers to the question, but did they comprehend and respond appropriately? (Couples only)
- Answers questions with clarity and understanding – Did the Couple’s/Individual’s answer provide clarity, or did it raise more questions? Were their answers to the point? If the Couple/Individual does not understand the question, it is appropriate to ask for clarification and for couples to confer with one another.

Oral Presentation

- Flow and exchange between both members (couples) – Was there interaction between the Couple during the presentation? Were they a “team” and not just two individuals?
- Poise, confidence, and overall comfort level on stage – Was the Couple/Individual comfortable being on stage and presenting to a large group of people?
- Content and relevance of presentation – Did the Couple/Individual make you want to join KRR (if you were not already a member)? Did their presentation add to the excitement about KRR and its programs?
- Personality and entertainment value – Was the presentation enjoyable? Was the Couple/Individual believable? Was there interaction between the couple? Did they exhibit an appropriate sense of humor? Are they somebody you would want to sit down and talk to for a while?

Moderator’s Question(s)

- Captures the essence of the question – Was their response relevant to the question that was asked?
Note: It is okay for them to have the question repeated if necessary. If asked about a specific program, did they know what the moderator was asking about?

- Exhibits an ability to formulate an impromptu response – Were the Couples/Individuals able to answer readily and “off the cuff”? Were the answers succinct?
- Couples respond jointly in a coherent and confident manner – Did each Couple individually answer the question that was asked? Were they comfortable and confident in their answers? Did their response make you feel like you could ask them any question and trust them to know what they are talking about?

Appearance

- Neatness, appropriateness of attire – Would you be proud to have them represent KRR the way they are dressed? Consider grooming and whether clothing is properly fitting, clean, and well-pressed. Is it appropriate attire for a motorcycling function?
- Proudly and properly displays chapter shirt.

Tie Breaker – Overall Impression

The tie breaker represents your overall impression. Award 3 points if you believe the Couple/Individual deserves to be the next Couple/Individual of the Year, 2 points if you think they are a great candidate, and 1 point if you think they would be a good candidate.

A Final Note to Judges

If the Score Scale is 0-7, start with 4 then add or subtract points. If you think the first Couple/Individual is really great, you might consider a 5 or maybe even a 6 for an especially outstanding Couple/Individual. That way if the next Couple/Individual are even better you have some “wiggle room”. If your scores end up nearly the same for several or most of the Couples/Individuals, then your scores won’t count as much as those from the judges who made sure there was a good spread in their scores. You might consider applying the same principle to the tie breaker.

The task of judging a Couple/Individual of the Year selection process is an awesome responsibility and one to be taken quite seriously. The Score Sheet is designed to rate the characteristics and abilities determined to be important in the role of Ambassador for our organization. It is critical that the Score Sheet be reviewed carefully by the judges prior to the event and that they understand each of the categories.

Even though judges do not score Couples/Individuals from their own Chapter, it is possible that a judge may be acquainted with one or more of the other candidates. If that is the case, the judge will consider only the information presented on the resume, the interview, and the oral presentation, so that all candidates may be considered fairly. We appreciate our judges, and without these fair and impartial individuals, our Couple/Individual of the Year Program would not succeed.

The Top 10 Reasons Why Your Chapter Needs a Couple and Individual of the Year

(These suggestions were compiled after many discussions in Couple of the Year seminars over a 3-year period and then were prioritized by seminar participants. They are presented in their order of importance as determined by those members.)

- 1) Selecting a Chapter Couple/Individual of the Year is a way your Chapter can "give back" to a couple and individual who has worked hard for the Chapter and deserves recognition. Being Chapter Couple/Individual of the Year should be viewed as an honor and not a job.
- 2) Visitation with other Chapters by the Chapter Couple/Individual of the Year can increase inter-chapter activities and improve relationships with other Chapters.
- 3) Chapter spirit can increase when Chapter participants show support and demonstrate their pride for their Chapter Couple/Individual of the Year.
- 4) Selection as Chapter Couple/Individual of the Year often leads to personal growth for the couple or individual, and they usually take on other Chapter leadership positions.
- 5) The Chapter Couple/Individual of the Year can bring more awareness within the community about our association which ultimately leads to new members. Wearing a shirt or vest with their Couple/Individual of the Year designation often causes others to ask about the title. News articles about them and public appearances by them can also bring awareness.
- 6) Through participation in the State Selection Process, a Chapter Couple/Individual of the Year can help gain recognition for your Chapter within the State.
- 7) As your Chapter Couple/Individual of the Year visits other Chapters, Couples/Individuals of the Year from those other Chapters will, in turn, visit your Chapter and probably bring others with them. Increased visitation translates into several positive things including increased experiences or even revenue for your Chapter through 50/50 sales or other means.
- 8) Your Chapter Couple/Individual of the Year can promote your Chapter's upcoming events as they visit other Chapters.
- 9) Chapter Couples/Individuals of the Year can, and often do, provide support to their Chapter through Recruiting and Retention efforts such as contacting potential members and those about-to-expire. It's a natural activity since the honored couple/individual is likely to be enthusiastic about KRR and their Chapter, and eager to "spread the word."
- 10) With the excitement and enthusiasm usually exhibited by Chapter Couples/Individuals of the Year, they often are found serving as cheerleaders for the Chapter Team and can be important in maintaining strong Chapter morale.

COUPLE OF THE YEAR FORMS

For the Timeline, Couple of the Year Resume, Score Sheet, List of Forms, Selection Process and Sample Questions – go to the State web page at www.KYRoadRiders.org and select the “Couple of the Year” tab.



Section I – SAFETY/RIDER EDUCATION PROGRAM

By increasing motorcyclist skills and awareness through education and training, the KRR Safety/Rider Education Program is intended to make the motorcycle environment safer by reducing injuries and fatalities. The Safety/Rider Education Program does not propose to have all the answers, however, additional studies have provided a wealth of information for use in establishing a comprehensive Safety/Rider Education Program. Through **Commitment, Education and Preparedness**, we can reduce our accident rate significantly. Listed below are several benefits of a fully implemented Safety/Rider Education Program:

- Increased Rider and Co-Rider knowledge
- Rider and Co-Rider safety skills
- Prevention of accidents
- Reduced injuries
- Reduced fatalities
- Improved public image of motorcyclists
- Enhanced enjoyment of motorcycle riding

Through the efforts of the State Safety/Rider Education Officer, and participation of the Membership, we continue to strive to reach our goal to establish the safest motorcycle environment possible.

To help accomplish this, Wing'D Rider and KRR have selected the RPM Academy to facilitate on bike training and education, which will be coordinated by the State Safety/Ride Educator.

KRR will acknowledge any and all accomplishments earned through the Rider Education Levels Program established by the RPM Academy.

DUTIES OF THE STATE SAFETY/RIDER EDUCATOR:

- Be familiar with and use the Officers/Members Handbook as a resource for information about policies, procedures, and requirements.
- Know the Confidentiality Agreement and abide by it.
- Attend Monthly videoconference meeting with the KRR Team.
- Participate in scheduled meetings with RPM Academy personnel and fellow State Safety/Rider Educators.
- Write a monthly article for the state newsletter to also be included in chapter newsletters.
- Be an Ambassador for Safety and Rider Education internally and externally.
- Lead by example and be a superb communicator who readily shares relevant information with the KRR Team.
- Work with the State Academy Coordinator, State Ride Coordinator, Road Captains and Course Instructors to disseminate information, increase knowledge and improve riding skills.
- Arrange for a Safety/Rider Education Booth and staffing at the State Rally.

STATE SAFETY/RIDER EDUCATOR QUALIFICATIONS:

The ideal candidate for the State Safety/Rider Educator's position should meet the following qualifications:

- Be a current Wing'D Rider Member and an experienced motorcycle Rider or Co-Rider.
- At a minimum, be current at Level III in the Rider Education Levels Program with the

intent to progress to Level IV. (On a case-by-case basis, the State Director may waive the Level III requirement for a period not to exceed one year.)

- Be dedicated to the safe operation of motorcycles and exhibit a sincere desire to promote motorcycle safety as an advocate for the Rider Education Program.
- Be knowledgeable about the Rider Education Program; its purpose and goals.
- Possess the verbal and written communication skills necessary to be an effective representative of the Rider Education Program.
- Demonstrate the ability and desire to work in harmony with the RPM Academy, the State Director, and the Members being served.
- Be dedicated to the promotion and growth of the Rider Education Program to benefit KRR Members.

STATE SAFETY/RIDE EDUCATOR APPOINTMENT PROCESS

While the State Educator “serves at the pleasure” of the State Director, the tenure of the State Educator is not tied directly to the State Director’s “time in office.” A State Educator can remain in office even when the State Director steps down.

In the event the State Safety/Rider Educator position is vacant:

- The State Director is responsible for pursuing candidates to fill the position.
- The State Director will make the decision on the candidate.
- The State Director the Confidentiality Agreement.
- The State Director will install the new State Safety/Rider Educator at the earliest possible convenience. This is normally done at the next State function or at the new officer’s home chapter gathering.

ASSISTANT STATE SAFETY/RIDER EDUCATOR

The State Educator does the appointment of an Assistant State Educator. Consideration should be given to the following when choosing that Assistant:

1. Are they willing to be the future replacement?
2. Are they a great supporter of rider education?
3. Current in the Rider Education Levels Program with the intent to progress higher.
4. Has there been clear communication with the candidate as to the expectations of the position?

The State Educator will discuss their choices with the State Director. Unless there are serious concerns by the State Director, the State Educator will move forward with the appointment. Complete the Confidentiality Agreement.

STATE RIDE COORDINATOR

- The State Ride Coordinator will plan State rides of all types throughout the year. It is understood that the State Ride Coordinator is not expected to lead all planned rides.
- The State Ride Coordinator is a State Officer. The State Ride Coordinator will be a Road Captain.
- Using social media (Facebook, Meet Up, etc.) the State Ride Coordinator will establish a calendar of available rides, open to all bikes. The State Ride Coordinator will work with the Chapter Ride Coordinators to ensure their rides are included on the State calendar.
- The State Ride Coordinator will reach out to all the Members in the State to invite them on rides and work toward inclusion of those who do not regularly participate with a Chapter or the State to have them come out to the rides. Ask the State Membership Enhancement Coordinator for the list of unassigned Members from the main roster to include in the ride invites.
- The State Ride Coordinator will work together with the State Safety/Rider Educator for the benefit of the Rider Education program each following their specific responsibilities.
- The State Ride Coordinator will encourage Membership toward safety and safe riding techniques. They will also share with the Members how to participate in the Rider Education Program.
- The State Ride Coordinator will work with the State Safety/Rider Educator and the State Academy Coordinator to plan at least quarterly Education events. The Ride Coordinator will create the fun of the ride to the destination and assist the State Educator along with the Academy Coordinator to plan the education program. The event should be fun and social with education the theme.
- If the State hosts a rally, the Ride Coordinator will suggest/plan rides in route as well as rides during the rally. They will also work with the State Educator for the promotion of the Rider Education program. They will work with the Team and volunteers to put on a rally focused on FUN, socialization, rides, and education that fits the State's needs.

CHAPTER RIDE COORDINATOR

DEFINITIONS AND RESPONSIBILITIES:

The Chapter Ride Coordinator is someone who will coordinate Chapter rides. This position will be under Rider Education. The Chapter Ride Coordinator should have a strong belief in and participate in the Rider Education program.

The focus and energy will be on planning all variety of rides that suit the Chapter Participants.

In preparation for that ride The Chapter Ride Coordinator will conduct an informative Rider Meeting that will encourage safety, i.e., Vehicle Inspections, group riding techniques, safety gear and more. You accept all riders that show up to the group ride and assure they follow State law. You will encourage, communicate, and lead the way sharing Wing'D Rider and KRR's benefits of safety as developed through our Rider Education Program.

Focus will not be on paperwork but on the opportunities to ride and share. If the Chapter Ride Coordinator can sign Members into the Rider Education Program, that is a bonus, but sharing your passion for the ride is your piece of the fun equation.

QUALIFICATIONS AND BACKGROUND:

The Chapter Ride Coordinator should be a Road Captain and encouraged to participate in the Levels Program.

The Chapter Director will locate a candidate for the Chapter Ride Coordinator position. After determining that the candidate meets the qualifications for the position, he/she will discuss the candidate with the State Ride Coordinator. In the case where there is no State Ride Coordinator assigned, the Chapter Director will discuss the candidate with the State Safety/Rider Educator. The State Ride Coordinator will interview the Chapter candidate then discuss the candidate's qualifications with the Chapter Director, offering a recommendation in favor of, or against, the candidate. Should the Chapter Director decide to appoint the candidate against the recommendation of the State Ride Coordinator, the State Ride Coordinator will create a plan to train and/or coach the Chapter candidate and discuss that plan with the Chapter Director.

The Chapter Director will complete the Confidentiality Agreement and keep the records at the Chapter Level.



Section J – State Academy Coordinator

The State Academy Coordinator is an Officer whose primary responsibility is to assess, understand, and coordinate the training needs of the Members. This is accomplished by working with the State and Chapter Teams.

The State Academy Coordinator works directly with the State Safety/Rider Educator and State Ride Coordinator to discuss, coordinate, and host training courses for the benefit of the members.

Our greatest hope is that each Academy Instructor, Officer and Member that read Handbook and find some portion, some idea, some suggestion that will make their experience a little easier. The final goal and ultimate purpose is to benefit the Members, the life blood of KRR.

Training in KRR is a benefit to all who participate and a team activity. It's an educational opportunity intended to meet the needs of Chapter, and State Officers, and the Members.

“The more you know, the better it gets!”

CURRICULUM

Except for Rider Courses, Medic First Aid, and Motorist Awareness, all curriculum falls under the RPM Academy.

All Academy Instructors in good standing may present any class in the Academy. Because of the more extensive instructor training requirements, the Rider Courses and Medic First Aid courses are outside the purview of the Academy. All instructor certifications will be maintained through the RPM Academy. Work with the State University Coordinator to maintain certification and to become a certified instructor.

All training needs and courses will be coordinated through the State Academy Coordinator, who will schedule them in coordination with the RPM Academy and the requestor.

The State Academy Coordinator will select and coordinate courses for state events such as the Operations Meeting, and The Blast. Courses may also be presented at the Ride-In if desired.



Section K – MOTORIST AWARENESS PROGRAM

The Motorist Awareness Program is designed to promote the safety of motorcycle riders in the following ways:

1. Presentations to students of public or private schools or universities.
2. Presentations to members of community organizations, both civic and religious.
3. Presentation to Driving Schools.
4. Presentation to AAA or AARP driver classes.
5. Presentation or MAP exhibit at Company Safety Days
6. Presentation or MAP exhibit at Community Safety Days
7. Presentation or MAP exhibit at the National Night Out.
8. Presentation or MAP exhibit at a community festival or fair.
9. Presentation or MAP exhibit at Motorcycle Awareness Month activities.
10. Presentation or MAP exhibit at local Malls.
11. MAP exhibit at highway rest stops.
12. Presentation or MAP exhibit at Community or Company Bike Nights.
13. Presentation to Boys and Girls clubs, and Boy and Girl Scouts.
14. Presentation or MAP exhibit at Bike or Car shows.

The State Motorist Awareness Coordinator will be responsible for planning and hosting Motorist Awareness activities throughout the state and establishing an information booth at the State Rally.



Section L - FINANCE

ANNUAL PLAN AND BUDGET FORMAT

1. The first item on the plan is a broad-based statement that encompasses all that you want to be a year from now.
2. Then you list 3 main actions that you need to focus on to make that big goal happen.
3. Then you list no more than 5 activities that support those 3 main points and who is going to do them. Be specific on the activities. These activities will end up in your budget as you may need finances to accomplish the task. Also put a time deadline as to when they need to be done.

BUDGET

1. Identify your sources of income-refer to previous year financial reports as a guideline
 - a. Tie them to a category on the financial report
 - b. Refer to the Financial breakdown sheet provided by the State Treasurer to make certain the categories are correct
 - c. If fundraising for a specific Program is included in your income planning then during this planning, specify how the funds will be spent and if additional funds from the checking account will be added to the line item for that Program.
2. Identify your expenses for the activities you want to do
 - a. Identify the income from those activities
3. Put the expenses into the categories on the financial report
4. Now review the activities and income and expense
 - a. Do they support the Programs of KRR?
 - i. Rider Education *
 - ii. RPM Academy Training
 - iii. Motorist Awareness efforts
 - b. Do they support the Officers attending the annual meeting?
 - c. Is it enough to keep the Chapter/State functioning within proper reserves?
 - i. 12-18 months of expenses?
 - d. Does it give you money to appreciate your Chapter/State participants?
 - e. Does it give you the money to accomplish your annual plan?
5. Then present the budget to your core team
 - a. Discuss the items
 - b. Come to a consensus
 - c. Present the budget to your appointing Officer for review
 - d. Present with your core team to the rest of your team along with your goals

CHECKING ACCOUNTS - MONTHLY RECONCILIATION

The most routine and time saving activity a Treasurer can perform is reconciling the chapter or state checking account every month. Some of us have little or no monthly transactions while others have many transactions, especially during rally season. Regardless, a Treasurer should reconcile their checking account and report this reconciliation to their respective Director monthly. A useful tool for this task is the **Financial Register and Report** spreadsheet provided by the State Treasurer. An updated spreadsheet is provided for each new accounting year.

Reconciling a unit's checking account every month also makes year-end reporting a snap! If routinely and properly used, once December's transactions are reconciled, one only has to advance to the spreadsheet's Financial Report worksheet and print the resulting report.

Of course, supporting documentation for every transaction is a must.

MOBILE DEPOSITS

With most banks today, one can use a phone or pad app to deposit checks. Mobile deposits are a great tool to save us time and miles sometimes, particularly if we only have one or two checks to deposit. To accommodate this activity, newly printed checks now have in the endorsement area a box to check if you are using mobile deposit. Specifically, it is "CHECK HERE IF MOBILE DEPOSIT". Be sure to help your bank help you by checking this box on any check so deposited. Remember to record your deposit immediately in the Financial Register and Report spreadsheet and keep the check with a copy of the deposit slip offered at the time of deposit or acknowledgement of deposit.