

SANTROVÉLO GUIDE

Thanks for your interest in our community bike workshop.

You are joining a program that has been helping people fix their bike all while gaining knowledge and empowerment since its humble beginnings back in the late 90s.



This guide is intended for new volunteers to read and get up to speed with our collective. It is also a great reference for existing volunteers to read from time to time to stay updated as well.

If you have any questions about Santrovélo, please email santrovélo@santropolroulant.org.

Guide updated in January 2026.

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ABOUT US

Santrovélo, is Santropol Roulant's community bike workshop. Most assistance and services are provided by volunteers, with the Roulant administering the program. The shop started off when the Roulant's Meals-on-Wheels delivery volunteers would fix bikes following their shifts and it had become such a regular occurrence that a community sprung up around it at the old location on Duluth St.

The activities centre on helping people repair their bikes, empowering them with the skills to maintain them on their own and fostering a supportive community in the process.

The workshop offers various programs to increase participation in cycling and bicycle repair including Women, Trans, and Non-Binary days. Which, as the name suggests, is a special shop time for people who have been historically excluded from these spaces to offer a welcoming and empowering experience.

The workshop is housed within the Santropol Roulant community and shares its organizational values. For more information about the organization's programming, please consider attending a volunteer information session to learn more.

The Roulant is a registered Canadian charity whose main activities include a Meals-on-wheels program for people living at home and with a loss of autonomy in Montreal, an urban and peri-urban agriculture program along with collectives who do rooftop beekeeping, urban fruit harvesting, vermicomposting and mushroom cultivation.



THE MISSION OF SANTROVÉLO:

Our mission is to empower community members and promote active transportation, cycling safety and eco-sustainability through bike repair. Our volunteer mechanics provide knowledge and access to tools in an enthusiastic, respectful and inclusive safe space.

VOLUNTEER OPPORTUNITIES

Volunteering at Santrovélo is primarily in the workshop. The skills needed to participate as a volunteer include an interest in bicycle repair, some prior knowledge and a commitment to continuous learning and experimentation. Being in the shop with patrons requires being comfortable with members of the public as well as being comfortable troubleshooting and searching for solutions. The longer you participate the easier it becomes to solve issues as each bike presents a challenge.

SHIFT LEAD

Shift leads are volunteers who ensure the shop run smoothly for everyone. This requires moderate levels of knowledge and experience with Santrovélo's practices, procedures and rules. In addition, they can support the other volunteers on shift as well as patrons. It is a role volunteers graduate into after time as a mechanic, if they choose to select it. This role does not necessarily require strong mechanical knowledge but does require good people and troubleshooting skills.



MECHANIC

Mechanics are the volunteers who share their experience and knowledge with our patrons so that by the end of their visit they can take the steps to do the repairs by themselves.

The role is great for people with intermediate to high levels of repair knowledge and are comfortable in a teaching role with our diverse community of patrons. There are moments where mechanics are hands-on but much of it is done by coaching and mentoring patrons.

For volunteer mechanics looking to get involved with some experience, we offer an opportunity to those with a strong desire to get involved to support our experienced mechanics in a support role as well.

EDUCATIONAL WORKSHOPS FOR SKILL DEVELOPMENT

We offer workshops to maintain and develop bike repair skills for volunteers.

As a new volunteer, please don't let your lack of knowledge in any area of bikes prevent you from joining us.

We offer many opportunities to learn especially in your first ten shifts and then going forward with these skill building workshops.

The topics range from the basis of changing a tire to oiling chains to intermediate topics of drivetrain wear and to more advance topics of hub and bearing maintenance.

All these workshops are offered free of charge to the active volunteers and occasionally to the public.

Photo above, post-workshop group photo in February 2024.

Photo below of a workshop offered in August 2024 on derailleurs.



THE BASICS OF THE SHOP:

Our workshop is open to the public on select weekday evenings from 5:30 to 7:30 pm and on the final weekend day of the month, reserved solely for people who identify as women, trans and non-binary, from 1 - 4 pm.

Typically, we need up to six volunteers on shift during high-season and three during low-season. Volunteers usually commit to regular shifts depending on their schedule and our philosophy is volunteers are engaged to the degree they seek. That may mean a shift a week, a month or even two days a week.

During an open day, volunteers help the up to 8 people who book appointments either one-on-one or by rotating between stands. At the end of the shift, the volunteers work together to close the shop and make sure everything is ready for the next day's volunteers and patrons. In recent years we have become a shop that aims to one-on-one with each patron.

| Opening Hours for the public or patrons | |
|--|---|
| Monday | Occasionally in Peak Session |
| Tuesday & Wednesday | 5:30 – 7:30pm |
| Thursday | 5:30 – 7:30pm |
| Friday | Closed |
| Saturday | Occasionally in Peak Session |
| Sunday | Closed normally, except on the final weekend day of the month for WTNB day 1:00 – 4:00 pm |

Our volunteers, as a benefit of supporting the community, may use the shop during select times during the opening hours of Santropol Roulant, if it does not conflict with any events.

The program's finances are ensured by the Roulant and is funded by visit fees and parts sales. We charge based on a visit fee and add any purchases on top for used or new parts. Our visit fee is \$11, and we allow subsequent visits at a reduced rate. Both these amounts are offered as well on a pay-what-you-can basis with some choosing higher or lower. No one is turned away for lack of funds and our PWYC model helps fund this ability.

The Roulant occasionally hosts events to recognize volunteers for their contributions such as parties and get-togethers, skill building workshops for both volunteers and the public and special days to support other areas of the organization. All of which are open to the volunteer body of Santrovélo past, present and future. Photo on the right, Santrovélo spring get-together 2025.



FINAL WORDS

Thank you so much for your interest in our bike shop. We hope you found this guide informative and interesting. We look forward to meeting you very soon at our next volunteer orientation session. There, we will quickly review everything here, introduce ourselves, offer a tour of both Santropol Roulant and Santrovélo, then set you up for the next steps.



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