

## 2019 APF Volunteer Overview

Volunteering for the Austin City Limits Music Festival gives you the chance to help present one of Austin's most iconic events and to enjoy the festival as a fan. Read this overview to learn more about the volunteer policies, perks and the different roles volunteers play at the Festival. A celebration of music, arts, food, and fun, the festival will land in Zilker Park on October 4th-6th and October 11th-13th. The event hosts about 75,000 patrons a day and more than 150 bands.

Email questions to [greening@austinparks.org](mailto:greening@austinparks.org)

### 2019 Volunteer Policies

1. Volunteer applicants will be automatically enrolled in the Austin Parks Foundation mailing list to receive updates from the organization.
2. Volunteers must be at least 18 years old as of October 4, 2019.
3. Volunteer roles include no monetary compensation.
4. All volunteers must live in the Greater Austin Area (Georgetown to San Marcos/40-mile radius of Austin). There are no exceptions to this policy.
5. Volunteers must provide their own transportation to the event.
6. Failure to perform duties as expected/required may result in dismissal from the Volunteer Program and will affect future placement in the program.
7. A volunteer must complete the Festival volunteer assignment in a satisfactory manner (i.e. reporting on time for all shifts, staying the entire shift, wearing assigned volunteer identification during shifts and respecting other volunteers, staff, performers, and patrons of the festival).
8. Use of alcohol and/or controlled substances before or while on duty is strictly prohibited. Violators will be subject to immediate dismissal from the Volunteer Program.
9. Missing an assigned shift or shifts (or not completing a shift) will jeopardize participation as an ACL volunteer in the future. Note: Every selected volunteer will be given a chance to back out of their assignment prior to the event.
10. All volunteers understand that they are representatives of Austin Parks Foundation and must abide by all rules and regulations outlined by the host venue while supporting APF.
11. Event is rain or shine.

### THE PERKS

The biggest perk is free entry into the festival each day you have a shift! After your volunteer shift, you are free to enjoy the event. If your shift begins in the afternoon or evening, you can check-in early to receive your credentials and enjoy the Festival. You MUST return to the Volunteer HQ at your designated call time, or you will be counted as a no-show.

You'll get a limited-edition volunteer t-shirt to wear while you're on shift and to keep as a memento of your contribution to the Festival. We'll provide water, but we encourage you to think green and bring a refillable bottle and refill it from the free water stations in the park.

Last, but not least, you'll be part of a team that's putting on a one-of-a-kind event. It's a fun way to meet people with shared interests and you'll have the satisfaction of knowing you were a big part of making the festival happen.

### Program Basics

**Availability:** We give priority to volunteers who are available for a shift each day of the festival (all three days of either or both weekends). A typical shift is 4 hours each day during the festival show days October 4-6 and/or October 11-13, 2019. Special consideration will be given to volunteers who can commit to both weekends (all six days), but be sure you can fulfill this schedule before signing up for the shifts.

**Shift Times:** We select volunteers who are flexible with their schedule and can work shifts at various times each day. Most volunteers are assigned to one night shift in addition to day shifts. The most typical schedule is one morning shift, one afternoon shift, and one evening shift during one festival weekend.

**Team Shift Times:** There are four teams this year (role descriptions outlined below).

**Volunteer HQ Shift Times:** Morning: 9am - 1pm  
Afternoon: 12:30pm - 5pm  
Evening: 4:30pm - 8pm

**Rock & Recycle Shift Times:** Morning: 10:30am - 3pm  
Afternoon: 2:30pm - 7pm  
Evening: 6:30pm - 10:30pm

**Divert It! Shift Times:** Morning: 10:30am - 3pm  
Afternoon: 2:30pm - 7pm  
Evening: 6:30pm - 10:30pm

**Backup Shift Times:** Morning: 10:30am - 3pm  
Afternoon: 2:30pm - 7pm  
Evening: 6:30pm - 10:30pm

All volunteer positions focus on patron services and are “front of house” roles. Some teams are in booths or specialty areas, some are “mobile”. We do not have backstage, VIP, medical, or production positions for volunteers. Applicants are welcome to sign up for more than one team, but usually volunteers are assigned to one team throughout the weekend.

Because we get many more applicants than there are positions, not everyone is selected. If you haven't been selected by mid-September, it is unlikely you will be placed.

## **Volunteer Team Overviews**

### **Volunteer HQ**

HQ is the heart of the volunteer program! As an APF volunteer registrar, the goal is to greet volunteers, check id's, and use an online program to verify that each volunteer has checked in for their shift and/or add any brief notes as needed. The goal is to accurately register volunteers and quickly get them checked in and on their way!

Other duties include t-shirt distribution, answering general questions, keeping the HQ area clean and organized, replenishing supplies, etc. There could be some light lifting.

We need outgoing candidates who are friendly and welcoming to all volunteers and, because of registration duties, must also be detail-oriented, have the ability to quickly learn the online registration process, remain professional, and be able to focus on the task at hand. Must exude a positive spirit to help welcome, interact with, and motivate all volunteers—both about their team role and acting as advocates for APF and the Greening program.

### **Rock & Recycle Team**

This team helps ensure that festival patrons are aware of efforts to recycle and encourages ACL fans to participate. You'll have a base in one of three Rock & Recycle Centers, handing out special bags for patrons to fill with designated recyclables. Patrons returning filled bags will earn a free collectible t-shirt. This is a very popular program and the Festival is fortunate to have so many fans who participate.

Rock & Recycle volunteers take filled bags, tie them off, and place them in a designated area next to the booth, so light lifting is required. Volunteers will also assist fans with prize redemption, such as helping distribute t-shirts and helping with sweepstakes submissions, as well as help spread news about the Rock & Recycle program and answer general questions about the festival's Greening program.

Positions are either in a booth or mobile (you'll work in a team of two walking the grounds). For the mobile spots, you'll carry a sign with the Rock & Recycle logo, so that patrons can easily find you. The mobile volunteers will always have a bag handy to accept recyclables or hand to interested patrons for them to fill. Your primary objective is to promote the program in the crowds. Mobile teams will also keep an eye out on the grounds to help identify areas that need attention (overflowing recycling or composting bins, for example).

All R&R positions require volunteers who are friendly, helpful, and enthusiastic about the Rock & Recycle program.

### **Divert It! Team**

Divert It! volunteers are key to the success of the front-of-house composting system. This team will have specialized duties in the field, such as helping educate patrons on how to properly dispose of their waste, recyclables, and compostables in the correct bins, and educating fans about the Festival's environmental initiatives. Have fun interacting with and educating patrons! Your work will have direct, measurable results by reducing landfill waste and increasing the festival's recycling and composting collection.

The Divert It! Team will be assigned to various areas in the park where patrons are likely to use bins for waste, recyclables, and composting. The volunteers will explain to patrons which items go in which bins, aiming to divert as much waste from landfills as possible. Also, volunteers will keep an eye out on issues around the park such as overflowing bins and report them accordingly to a team lead.

Divert It! team volunteers will help promote the green message by answering general questions on the Festival's environmental initiatives and promoting the Festival's Greening program.

### **Backup**

The Backup team provides needed support to all other APF teams! As an APF Backup volunteer, the goal is to cover any needs for additional help in whichever team needs it – Volunteer HQ, Rock & Recycle, or Divert It! Meaning, Backup volunteers may have a wide range of possible responsibilities.

We need outgoing candidates who are friendly and welcoming to all and, because of uncertain nature of the position, must also be adaptable and willing to help whichever team needs it.

## **HOW TO APPLY**

Volunteers are assigned to a team and earn a pass for the day of their shift. Each volunteer will receive an online orientation prior to the Festival in order to be trained and prepared for the shift(s).

1. Log in at <https://austinparks.givepulse.com/login>. If you've forgotten your username and/or password, follow the instructions on the login page or email us. Please do NOT create a new record.
2. Follow the steps to apply and make sure to take the time to fill out the application thoroughly.
3. Fill out all relevant contact info, and check off that you have read the Liability & Release Waiver. Please be sure to use an email address you check often as this is how we will communicate check-in, wristband, and volunteer shirt info.
4. Submit the form. **Note:** if for whatever reason, you cannot make it to your shift, you must cancel your registration within 24 hours of the start time. Failure to do so will prevent you from volunteering with APF at ACL Fest in the future.

Applications from both returning and new volunteers will be reviewed by the Program Director, and we'll place volunteers as quickly as possible. Please be patient, as we have hundreds of applications to review.

If you are chosen to volunteer, you'll receive a confirmation directing you to review your schedule AND confirm your acceptance.

You'll have three days to confirm your assignment or you risk losing your spot.

You can check [www.givepulse.com](http://www.givepulse.com) anytime to check your schedule, update your profile, etc. If you haven't heard from us by mid-September, it's unlikely you'll be placed.

Thanks for your support and good luck!

Email any questions to [greening@austinparks.com](mailto:greening@austinparks.com)