



2018 Volunteer Overview

Volunteering with Austin Parks Foundation at 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 5th-7th and October 12th-14th. The event hosts about 75,000 patrons a day and more than 150 bands.

Email questions to manar@austinparks.org

2018 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 5, 2018.
3. Volunteer roles include no monetary compensation.
4. All volunteers must live in the Greater Austin Area (Georgetown to San Marcos/40h 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 APF volunteer in the future. Note: Every selected volunteer will be given a chance to back out of their assignment prior to the event.
10. Selected volunteers must sign an online Release prior to reporting in for their first shift.
11. 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.
12. 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 30 minutes prior to 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 (think green and bring a refillable bottle or use one bottled water and refill it from the free 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 5-7 and/or October 12-14, 2018. 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.

Team Shift Times: There are three teams this year (role descriptions described later in this document).

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

All volunteer positions focus on patron services and are "front of house" roles. Some teams are in booths, 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 the end of 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. Also, volunteers in this role can expect to be asked to assist other volunteer teams during times of the day when extra help is needed.

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 Programs - Rock & Recycle & Divert It!

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 check-in kiosks, and help distribute t-shirts, 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 lollipop sign with the Rock & Recycle logo, so that patrons can easily find you. The mobile volunteers will always have a bag handy to 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 recycle 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 waste diversion efforts. This team will have specialized duties in the field, such as educating patrons on which items are recyclable, compostable, or go in the trash, and promoting the Festival's environmental initiatives. Have fun interacting with and educating patrons! Your work will have direct, measurable results by reducing items going to the landfill and increasing the festival's recycling and composting collection.

The Divert It! Team will be assigned to 12 areas in the park where patrons are likely to use bins for waste, recyclables, or composting and be knowledgeable on which items can be diverted from the landfill. 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.

HOW TO APPLY

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 at manar@austinparks.org. 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 pertinent information related to the festival and your role!
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 in the future.

Each volunteer will receive an online orientation prior to the Festival in order to be trained and prepared for the shift(s).

Recruiters will review all applications and identify and assign the best candidates for available teams.

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 anytime to check your schedule, update your profile, etc. If you haven't heard from us by the end of September, it's unlikely you'll be placed.

Thanks for your support and good luck!

Email any questions to manar@austinparks.org