**Amanda Wallace asks:** Where do conservation corps fit in with volunteers?

**Jane answers:** The trail conference has had a lot of experience with conservation funded by others and they do some really heavy work in building, they haven't done anything with Bridges I know that because they have asked us if we could get them some guidance there. They gave a grant to the trail conference and they pulled in the conservation Corps members I recommend them. Those conservation Corps members ended up as a number of them were by the entry-level positions. I do not know if that completely answers your question, I would go to the website and find out how you get a hold of them to be able to sponsor something.

**Angela Allen:** How to celebrate your volunteers during COVID times - we have had an AMAZING volunteer year - up 150% over most other years.

**Jane answers:** That is tough to answer because you cannot have celebrations or any food. Depending upon what your budget is, I know some groups have what they call a punch card, we have come out on so many work trips and has gained use some swag of some work. If you have the ability to get them say a T-shirt or the share of trail conference is used the generic name is not that but this is the one that originally did it and it has trail conference on it. And then is really nice especially in colder weather or those that want to protect their neck from the sun. Having something that says you have helped of this year, something physical is really good.

**Ashley Pethan asks:** I have noticed that many trail volunteers are part of the demographic of retired and white. How do you approach recruiting and recognizing volunteers through the lens of justice, equity, diversity, and inclusion?

**Jane answers:** That is a super good question, that has come to the forefront I was involved with the American hiking Society and was on their board and they are really working to get people who minorities are feeling comfortable on trails. Okay. One of the things with getting a better age demographic is that when you have a family that has two people who are trying to put food on the table and they both work full-time in the have kids, it is hard to get them involved. Okay. You noticed that I reach out to teenagers in the figure if I could get them involved now they may see if it is on trails or something else other people have verified this, when I have worked on looking at the trails near the areas that have minorities, we see people out on the trails who look like their community I am the one out in those instances and they have been also. Volunteers have more time and everyone is aware of how to show our age differences to get people involved in this is where these events come into play because you get people there on a one-time basis they set time aside in the come out and they could meet other people. When my husband and I were working on the boardwalk, we had retirees in the youth, only one person showed up I am sorry two people showed up who were in the 40 your age range. That is a good question it is something that they are very aware of in their working to try to fix it.

**BK asks:** What sort of labor union concerns may arise from use of volunteers? Are there specific tasks to restrict volunteers from completing? Liability issues / use of waivers? New COVID protocol suggestions? Volunteer recognition suggestions? Recruitment ideas?

**Bob Duke asks:** Will aspects of trail design be covered? It occurred to me that a trail that will be maintained by volunteers might need to be designed differently to accommodate the use of volunteers for maintenance and repair.

**Charles Province asks:** "Rogue" should be defined....this word is associated with violence, desertion, et cetera (rogue is not a calm state of mind).

**Jane answers:** I am sorry if I used it in the wrong connotation everybody. Going rogue would be doing something that you are not supposed to, going out and chain sawing and taking a leaf blower onto the trail and using something which is not allowed on the trail. A horse or a mountain about the mountain bike on food only trail. That is an example. Cutting back too much vegetation is another example. I'm going rogue.

**Daniel Wolford asks:** What are you doing now with recognition due to COVID?

**Jane answers:** That is tough to answer because you cannot have celebrations or any food. Depending upon what your budget is, I know some groups have what they call a punch card, we have come out on so many work trips and has gained use some swag of some work. If you have the ability to get them say a T-shirt or the share of trail conference is used the generic name is not that but this is the one that originally did it and it has trail conference on it. And then is really nice especially in colder weather or those that want to protect their neck from the sun. Having something that says you have helped of this year, something physical is really good.

**Drue Shultz asks:** Hello from Australia, We have seen a huge shift in demographics age wise volunteering here especially with younger people wanting to volunteer. Are you experiencing the same in young people coming forward to volunteer?

**Jane answers:** I think there is a big interest in it especially since they can see some direct results that they are volunteering and I would like to point out who was in Australia when my family was there, not me but my daughter was there three years ago, they had a project for volunteering that they loved it was tracking qualifiers. So these are those that did that in the and made a big hit with them and I do not think they will find a more unique volunteer situation and I think that when you have opportunities for young people and you draw them in like the two boys that I have, you set the stage for later on in life for them and they keep trying to draw others younger people in as they are a lot of fun to work with.

**Emma Martin asks:** How do you address volunteers' fatigue?

**Ernest Wieber asks:** How do you deal with the gung ho volunteer who is going to hurt themselves. The guy who is picking up big rocks or other things that will probably not end well.

**Jane answers:** What a lovely one okay this is where your safety talk comes in. I know from having someone talk about doing safety, I have had this instance within a volunteer is that if you have someone like that you sign another volunteer to work with them and make sure that they don't do that. Demonstrating how you pick up rocks, we use what is called a rocky carrier in several several people. This is also a rock basket it is great for carrying rocks a short distance which one would not want to live alone and you make sure that people are kneeling I am sorry, squatting and lift and do not bend over. I would definitely, if you catch them you give them a warning and if you catch them a second time you say you cannot do that, there are safety things with it do you have any advice to getting trail maintainers and the remote of that country for sections which may require overnight stays due to the remote access? >> Okay, I believe Washington trails Association runs that kind of a trip. So I cannot answer that because I live in suburban New York City and there is no remote here. I have had some work trips with this park gave permission for the crew to camp because of what they had to haul in. I would suggest that they go on to Washington trails Association website and find out how to ask that question to someone there. I do not have the expertise to answer it other than to refer you to more information.

**Karla Miller:** Discussion of bringing groups together during these times of COVID?

**Kelly Blanchard asks:** Do you see many volunteers go on to become a paid worker for the parks as a result of their volunteer work?

**Leigh Davis asks:** What about entering into Memorandums of Agreement? Also, what about background checks?

**Jane answers:** When my husband and I first approached the town on maintaining trails in the town parks especially since they had a new piece of property being acquired, we asked about a memorandum of understanding between the town and the trail conference. It spells out what we do as volunteers and what the park does and what both of us can do and talk back and forth with who does in the example is funding. I recommend they and sometimes they could be really sticky and sometimes they are, let's put it this way, the trail conference is not a friend of them. We have 100 year track record with them and I have been involved with them twice and they have an equivalent which spells out what you can do, they are legally binding. On the other hand, and Westchester we work in County Parks we have handshake. And, we are not looking to expand to another. A lot of it is whether the partners demanded and I know in New Jersey they have had problems with trying to renew every five years and the one that I have read here in Yorktown is set up that new parks can be added to the list of where we maintain it does not have to have it renegotiated and we have our third MOU when either party sees a need for it. I like that I do have things spelled out.

**Lydia Martinez asks:** Do you have any advice for getting volunteer trail maintainers in the remote backcountry, for sections that might require overnight stays due to remote access?

**Mark Caro asks:** Please explain how volunteers "are not free" in you Disadvantages slide?

**Jane answers:** Remember that we were talking about recognizing them and supervising them, those are the non-free things with them. They are an incredible resource and they could do things and expand our budget but you have to realize that managing them does take time and for instance Westchester Park foundation they have two people that manage the program so the volunteers are not free in the sense that they have had to hire two people but they could not do what the work trips can do.

**Michael Vitti asks:** Most of our volunteers ask us if there is liability involved in volunteering to build and maintain trails.

**Mike Vandeman asks:** What does "go rogue" mean?

**Jane answers:** I am sorry if I used it in the wrong connotation everybody. Going rogue would be doing something that you are not supposed to, going out and chain sawing and taking a leaf blower onto the trail and using something which is not allowed on the trail. A horse or a mountain about the mountain bike on food only trail. That is an example. Cutting back too much vegetation is another example. I'm going rogue.

How do you handle illegal/unauthorized trails & trail "features"?

What environmental documentation/analysis is required?

**Patrice Gehring asks:** How to handle a rogue volunteer without antagonizing them?

**Jane answers:** And we are using the rogue as I had to find it. If they have gone rogue you need to explain to them what the rules are. I am fortunate that the volunteers have staff that they could pull into if they have that kind of situation. The trail conference has a situation where someone was harassing and that they had to have him stop they couldn't have him out on the trips and he was a good volunteer in he was very skilled and some people didn't think that is behavior was a problem, but it was so eventually, you cannot come and be there and I do not know how they finally got him off of helping on the crew but that was indeed a problem. Some people who go rogue, I know of an instance where you had to say no you are cutting them too much, there are some that you cannot that too, and I am going to have to let you know that you cannot maintain. So it is not nice I had to do it, it is not pretty. Just like within any kind of personnel work have another person along to back you up.

**Penelope Kuhn asks:** How to manage providing food and drink during covid-19 pandemic?

**Rob Myers asks:** How often should we meet for general maintenance so not to burn people out?

**Jane answers:** Let me tell you what the trail conference does. Trail maintenance they asked that the volunteers go and they assigned trails to go out twice a year which one is called once in the spring and once in the fall some people go out because they have trails that require that and you have people that like to garden and this basically is the same. You want them to be able to see what they have done but not have so much that they feel overwhelmed. So a lot depends upon the trail that you have them do and getting a feel of what you are volunteer base is. When I was doing the 500-foot boardwalk we met twice a week I did not burn people out because my base of people coming was about 35 and I would end up most times with 10-inch time.

**Tamara Steffensen asks**: Do the speakers recommend volunteer waivers? Do their volunteer groups need to carry insurance?

**Jane answers:** I am not qualified to answer insurance questions. That is not an area. But, if you have them I have someone that specializes in outdoor activity insurance and if you send your name she forwards it to me and I will let him know that you are interested. I do know for the trail conference that they have ways of covering the volunteers through New York State Parks have insurance, National Park Service has it for those who are in national parks in the trail conference covers has insurance that covers all the others.

Any suggestions for helping different volunteers from different user groups work positively together? Especially ones who may have butted heads prior? Cyclists’ vs equestrian riders, motorized vs non-motorized trail users, etc.

**Timothy Pananos asks:** What do you feel is the best method to recruit volunteers in rural areas?

**Jane answers:** That is a sticky question, I know that the Catskills for maintainers there have been a problem because many of those people are weekenders. Newspaper articles are probably the best ways to recruit getting a reporter out to photograph and report on the event is another in the trail conference have a database with members which is also very useful where you say we are looking for someone to maintain and I know when the trail was being built they could get volunteers out in the western part of New Jersey up to the Catskills by doing a newspaper outreach. But that is a tough one that is very tough.

**Traci Meredith asks:** What about taking the work away from paid employees? That is sometimes an issue with federal projects.

**Jane answers:** That is the same thing as the union that I partially answered. That has to be worked out on an individual basis and I know in the Catskills there were a couple of rangers there that we presented the volunteers because they felt that it was taking things away. But if you look at these volunteer jobs, something that someone paid and would not do you could get around that. I'm not completely qualified to do that. Maybe I could direct you to some other sources that may be able to answer this a little bit better. I am not sure the name are there any suggestions for helping other volunteers to work positively together especially the ones who may have been ahead prior.

**Wendy McDonald asks:** You mentioned invasive....is there a resource to guide this problem?

**1st poll answers – What type of park do you manage?**

**Angela Allen:** Volunteer organization helping to maintain USFS managed trails

**Anne W:** Contractor for State/Federal Park

**Bill R:** Consultant.

**Charles P:** I do not manage a park per se. I manage a sub-B (Benefit) corporation. I work with local governments to provide resources and improve trails in and around greater phoenix.

**Diana T:** Do not manage a park. Am a member of a bike club interested in trail development and using volunteers?

**Jeff G:** Long distance trail on Alberta public land.

**Kerry W:** I don’t manage a park but work on park activities with the park system

**Kris V:** I'm part of the Buckeye Trail Association. We build and maintain trails through a variety of parks and private land.

**Lisa M:** Provincial (similar to state)

**Liz R:** Our other is a non-profit that manages city trails

**Michael W:** Special District in CA

**Matt L:** We are a Park District specializing in green spaces of 100 acres or more in size

**Tracy P:** State Forest

**Share Your Ideas answers – What have you learned from a failure or success with working with volunteers?**

**Amy P:** Three hours is the maximum amount of time to hold volunteers attention. Snacks are always a great thank you!

**Daniel W:** recognition is a critical element of a program

**Barry & Lorna Trute:** Volunteers by and large are a huge benefit.

A lot of our programs probably couldn't happen without volunteers.

**Troy P:** Knowledgeable and adequately people-friendly crew leaders are key

**Matthew D:** a success could be leaving the options open for the volunteer to decide

**Shanell Davis-Bryant:** Having an experienced foreman for big projects is important

**Sarah C:** If you can offer food you'll have a bigger turn out

**Charles P:** Great PR always wins the day. Take photos and definitely do a press release for the event. Local newspapers/outlets will be happy to cover it (at least 10%)

**Bryan H:** You should plan a job that can be completed, but also have things to work on when you exceed expectations.

**Kelly B:** Have a plan for exactly what you want to take place.

**Erica K:** I’ve learned that breaking for lunch away from the work site breaks momentum and many people will leave.

**Angela A:** Have a well-organized work party so you don’t waste people’s time so they will continue to come back

**Stephen P:** advice volunteers of appropriate clothing and footwear. Let them know if they will be coming into a muddy trail.

**Michelle P:** try to have multiple jobs for those with various abilities.

**Nicole H:** Relative failure. We had a professional sawyer volunteer once. He didn't get any feedback from the leaders before we headed out. Day was... interesting. Tip - don't assume pros are ready to work with volunteers.

**Yvette S:** Appreciation of volunteers is essential. Berating a volunteer for "not doing enough" will result in them not coming back.

**Richard D:** Our parks are run and managed by volunteers.

**Andras M:** We need enough supervisors for the number of volunteers we are employing. One of my friends recruited many volunteers for trail blazing on one small area in Central Hungary and they worked for one week but it took years (!) for him to correct their mistakes...

**Saundra M:** Make sure to announce future volunteer opportunities or programs.

**Jennifer C:** Excited volunteer leaders make for excited volunteers. We have a leader who LOVES rocks...then other attendees end up with rock gardens. :)

**BK K:** be prepared with water and sunscreen because there will always be someone not prepared

**Steffen J:** Difficulty tracking volunteer work done by trail folks working on their own.

**Deanna B:** Food and drinks are almost a necessity to get kids involved.

**Rob M:** For a mtb volunteer day, the dirt was very dry and very difficult to work with so the work we did didn’t last and seemed like efforts were futile. Good to show up and meet for camaraderie but felt like a bust since dirt didn’t hold well after use

**Christine M**: Knowing when & how to say not a volunteer with an idea if it isn't safe or takes too much staff time or it doesn't align with priorities.

**Richard D:** Providing the right tools can reduce the numbers of volunteers

**Jeff K**: Buy in from volunteers on what contributes to trail sustainability i.e. "Don't cut that switchback!"

**Chad M:** Too often the tools supplied are in disrepair not sharp and dangerous. Please maintain the tools for safe operation.

**Share Your Ideas answers – What will you do next? What are you going to do with what you learned during this webinar?**

**Angela A:** Refine and improve what we have been doing with some great suggestions given here

**Cathleen C:** I'm going to share this info with the new Friends of Trails volunteer group that has just formed

**Charles P:** I created a 1 page summary for myself along with good ideas I will pursue. My next project is getting a group together to pick up all the litter along 30 miles of bike routes I want to connect.

**Darin C:** Going to use the punch card for swag for sure

**Ernest W:** Added what I learned to my toolbox of volunteer work.

**Glenn C:** I like and will use the volunteer awards, great ideas.

**Kelly B**: We are creating a new trail in our community and my first step will be recruiting volunteers according to your steps.

**Rob M:** schedule meetings & create new flyers for awareness and future work days. Basically advertising and organizing dates for future planning

**Shanell D:** put together recognition proposal for funding

**Stephanie M:** We have been talking about making episodic events as family workdays - this might help recruit possible school interns and eagle scouts to get young people involved

**Stephen P:** Involve people in Id sections of trails that can be worked on to reduce erosion and other risks.

**Traci M:** advertise more locations, have a project very defined