

VANCOUVER ISLAND

MUSICFEST

July 12-14, 2019



VOLUNTEER HANDBOOK

WELCOME TO

Vancouver Island MusicFest 2019

The purpose of this handbook is to provide you with an overview of basic festival information that will help you do your job and/or deal with situations that may come up.

If you have any questions that are not answered in the handbook, please ask your Crew Coordinator or Supervisor.

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Vancouver Island MusicFest Volunteer Handbook – 2019 Rights & Responsibilities for Festival Volunteers

VIMF celebrates diversity and welcomes people of all backgrounds and circumstances as we all work to make the Festival a success. When the VIMF staff and all our volunteers work together with respect, professionalism and integrity, we are able to make the Festival an enjoyable event for everyone. The VIMF staff and our volunteer Crew Coordinators are committed to supporting you in carrying out your role. As a volunteer with VIMF, you have a number of rights and responsibilities. Please review the important information below.

Please note: volunteers must be 19 years of age or older OR if you are between the ages of 16-18, you can volunteer with a parent or guardian's consent. This consent is given when you and your parent/guardian complete a Youth Waiver (found on our website) and provide it to VIMF. Youth who are under 16 may volunteer if they are doing so with their parent/guardian. All volunteers are accepted at the discretion of VIMF.

As a Festival Volunteer, you have the right to be provided with the following from VIMF staff:

1. respect as a valuable team member;
2. the necessary training and equipment to do your job safely and effectively; appropriate levels of support and management;
3. a clear conflict resolution process;
4. one volunteer festival pass which includes access to five vegetarian or omnivorous meals (**unfortunately other dietary restrictions/requirements cannot be met**);
5. a discount on one item of current-year clothing from the Merchandise Tent
6. based on availability, access to on-site camping in the Volunteer Campground at no charge for yourself and any immediate family members who hold a valid weekend pass. Maximum 6 people registered to a site & they must be in the same camping unit as you. Pre-registration is required.

As a Festival Volunteer, you are responsible for:

1. treating every person you encounter with respect regardless of their race, religion, colour, age, sexual orientation, social status, or ability;
2. behaving in a professional manner and treating each individual with honesty, fairness, sensitivity and dignity;

As a Festival Volunteer, you are responsible for cont'

3. not verbally or physically harassing or assaulting any person, or using foul language in your comments towards others;
4. fulfilling all the responsibilities that go along with crew membership, including attending meetings, arriving for your shift on time, carrying out your assignments, and completing the minimum time requirements to the best of your ability. **Volunteers must complete a minimum of 16 hours during the Festival, or a minimum of 24 hours if volunteering before and/or after the Festival;**
5. maintaining regular contact with your Crew Coordinator;
6. attending orientation meetings scheduled by your Crew Coordinator and ensuring you are aware of your duties, rights and responsibilities. If you miss a meeting, contact your Crew Coordinator to find out what was discussed and arrange to get copies of any information that was distributed.
7. Make sure you are familiar with the Festival grounds, where Volunteer Check In is, and where you crew's check-in location is;
8. asking your Crew Coordinator or Shift Supervisor for assistance when you have questions or when anything is unclear;
9. keeping yourself in good health as you carry out your duties so you can fulfill your assignments to the best of your ability, including getting sufficient sleep and hydrating and eating regularly;
10. making arrangements for the care of your children while you are on shift!
11. avoiding the consumption of alcohol or contraband before or during a shift; not consuming alcohol while wearing your volunteer identification; only consuming alcohol within designated areas; and not consuming alcohol if you are under the age of 19 while on Festival grounds. **Failure to comply with this directive will result in all volunteer privileges being forfeited immediately;**
12. abstaining from using, possessing, being under the influence of or taking part in the sale of any illegal substances at any time while on the Festival grounds;
13. being mindful of situations that require attention or resolution, including alerting appropriate parties of any assistance that is needed (ex. an illness needing First Aid; inappropriate behaviour needing MusicFest Security Officers), or resolving the issue on the spot (ex. picking up a tipped-over garbage can);
14. maintaining confidentiality regarding Vancouver Island MusicFest information and records, and respecting the privacy of individuals as you carry out your duties;
15. not representing falsely at any time your identity or role with the Festival; and not using funds or property belonging to VIMF for personal advantage.

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SECTION 1 – VOLUNTEER INFORMATION

Volunteer Check-In

Volunteer Check-In is located in the Curling Club parking lot beside the grey barn. Give yourself enough time to park and walk to the grounds. Volunteers check in each day to receive that day's wrist

band. **Know your crew name** – you

Volunteer Check-In Hours

Wednesday	July 10	1:00 p.m.- 9:00 p.m.
Thursday	July 11	9:00 a.m. - 9:00 p.m.
Friday	July 12	6:30 a.m.– 9:30 p.m.
Saturday	July 13	6:30 a.m.– 9:30 p.m.
Sunday	July 14	6:30 a.m.-9:30 p.m.

need it to check in.

Volunteer Shifts

Volunteers working during the festival must fulfill a minimum of 16 hours of volunteer service. Volunteers that work before or after the festival must fulfill a minimum of 24 hours.

Please arrive 10 minutes early for your shifts and be prepared to stay for a few minutes after your shift to ensure a smooth transition. Your Crew Coordinator will tell you where you report for duty and who you report to. Be sure you have this information. When you arrive for your shift, let your Crew Coordinator or Shift Supervisor know you have arrived. If you cannot find them, go to Volunteer Check-In and they will assist you.

What do I do if I have a medical or family emergency or if I become ill?

Contact your Crew Coordinator and let them know immediately!! We do not want you to volunteer if you are unwell. If you cannot reach your crew coordinator, leave a message for him/her at Volunteer Check in

If you do not show up for your shifts without letting us know, you will not be asked back to volunteer in the future.

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Lost Credentials/Wristbands

Your ID badge and wristbands are important pieces of identification. If you lose your credentials please contact your Crew Coordinator. At Volunteer Check In you will be required to provide a reasonable explanation as to how they were lost as well as photo ID. Transferring your credentials to another person is a violation of volunteer policy and will result in your volunteer privileges being revoked.

Volunteer Hospitality and Meals

The Volunteer Hospitality Tent is located just past the Volunteer Check-In. This area includes a Lock Up for volunteers, beverages and a dining/relaxing area.

Volunteer Hospitality is open **Friday 3pm to 12 am, Saturday and Sunday 8am to 12 am.** (The Lock Up is open until 1 am 3 days).

Your meal pass is part of your volunteer ID

Volunteer meals are intended for the volunteer wearing the ID. Each meal will have vegetarian option and a meat option. If you have other dietary restrictions we encourage you to be sure to bring your own food. If you lose your meal pass a new one will not be issued.

Meal times and menus

Friday, July 12	Dinner 5 -7	Teriyaki Chicken or Veg Stir-fry on Rice w/ fresh fruit & Cookies
Saturday, July 13	Lunch 11 -1	Chipotle Chicken or Tex-Mex veggie wraps
	Dinner 5 -7	Beef or Veg Burger w corn on the cob, Green Salad, Fresh Fruit & Cookie
Sunday, July 14	Lunch 11 -1	Ham & Cheese Kaiser or Mediterranean Quinoa Wrap w Fruit & Cookie
	Dinner 5 -7	Beef Dip or Falafel in Pita/ Tzatziki, Broc Salad, Green Salad

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Volunteer Camping

The Volunteer Campground is separate from public camping (see map) and is only for Volunteers, Community Sponsors, Artists, Vendors and their immediate significant others. This means you and your spouse and dependent children.

Everyone camping with you in the volunteer campground must either be a volunteer or have a weekend pass to the event. Minors (under 19) may not camp alone. They must camp with a parent or an adult who is willing to take responsibility for their well being. *They must be with you when you sign into the campground.*

Admission to, or removal from the volunteer campground is at the discretion of the Volunteer Campground Hosts Coordinator and/or Security.

Camping Check-In Hours are:

Wednesday	July 10	3 pm—9 pm
Thursday	July 11	10 am—5 pm
Friday	July 12	10 am—2 pm

"...foot traffic with tent entrance only after 2pm Friday. Due to safety issues that vehicles may create with high foot traffic, vehicles **ARE NOT** permitted after 2pm Friday"

Volunteer Camping Policy

Please, **no** camping in the woods.

Camping locations are first come first serve – no crew “saved” areas

No pets are permitted anywhere/ anytime

No open fires are permitted anywhere

No amplified music or drum circles are permitted

Campground quiet time is 2:00am. Volunteers have to work in the morning.

Keep a small “footprint” - hundreds of volunteers need to camp.

Please remove your own garbage/recycling regularly, keep your space clean and use the porta-potties provided – not the bushes.

Any minors caught under the influence will have their volunteer privileges revoked.

Campers are not permitted to enter or cross the Main Bowl during Prefest or after hours.

A maximum camping trailer size of 27 ft hitch included will be enforced.

NOTE – Get your new wristband at Volunteer Check-In each morning.

NOTE BAG CHECKS WILL BE PERFORMED ON ALL BAGS EXITING VOLUNTEER CAMPING FOR GLASS AND

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Showers

There are no shower facilities on site. There are shower facilities at the Comox Valley Sports Centre on Vanier Drive during the following hours:

Thurs July 11 7am-8:30pm

Fri July 12 7am-6:30pm

Sat July 13 7am-2:30pm

Sun July 14 7am-2:30pm

Mon July 15 7am-6:30pm

Cost is \$2.25 (must show wristband to get price)

Self Care

Take care of yourself to enjoy your weekend. Ensure that you get enough to eat, drink and sleep! Consider bringing with you:

- A refillable water bottle (not glass)
- Any medication/supplies you may need (aspirin, hay fever meds, insulin, band aids, eye drops, Tums)
- Clothes for hot, cold or wet weather. Clean, dry socks are useful.
- A flashlight
- A hat and sunglasses
- Insect repellent, sunscreen, sunburn relief cream and earplugs
- A low ride chair, cushion, blanket
- Appropriate footwear for your volunteer position

If you have forgotten these items, the MusicFest Hub has some of these things for sale.

Addiction Support

If you are a person in recovery from drug or alcohol addiction and you are seeking support or resources on site, there is a 10x10 tent between the First Aid Tent and the Red Barn for Friends of Recovery.

Harm None

One of the core values and policies of the VIMF community is “Do no harm” - to oneself, to others or to the festival. If we see someone who doesn't look happy, healthy or safe, we can offer to get information, direction, support and even safety to someone in need.

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SECTION 2 – SAFETY AND SECURITY

Vancouver Island MusicFest believes that the health safety and security of our volunteers and our audience are of paramount importance. All volunteers have a role and responsibility for our individual and collective well being.

Every Day, Every Shift Safety Procedures

Please check your work location every day for:

Trip and injury hazards (cables, guidelines, exposed nails, spikes, sharp corners, extension cords etc.)

Exposed electrical connections

Unsafe volunteer activity (sunstroke, intoxication, recklessness)

Equipment or vehicles (moving golf carts, wagons etc.)

Liquids (hot water, fuel, cleaning fluids and chemicals)

Fire extinguishers (know where the closest one is, how to use it)

VIMF provides hi-vis safety vests, all volunteers working around moving traffic are required to wear these during their shifts including camping crew during intake and exit of campers, security personnel working any vehicle gates.

Please report any unsafe issue IMMEDIATELY to your Shift Supervisor or Crew Coordinator. If your coordinator is unavailable please report the issue to First Aid and Prevention Services who will manage your concern.

Missing Children

If a parent or guardian reports a child missing they should be escorted directly to the Little MusicFesters ID booth. If a missing child is found they are to be brought to the Little MusicFesters ID booth. If Little MusicFesters is closed immediately bring the missing child to Main Bowl Security.

DO NOT ANNOUNCE IT OVER ANY RADIO AT ANYTIME.

YOU ARE ALSO NOT TO HAVE ANY MC ANNOUNCE IT FROM THE STAGES AT ANYTIME.

Security

If you need help please contact Security. If you feel that you, someone else or the festival is at risk of harm, let Security know immediately.

A 24/7 security dispatch number is available see pg 19.

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First Aid

For all injuries or medical conditions affecting volunteers, audience members or other guests please go to the First Aid tent. Fully qualified First Aid attendants are available:

Monday to Tuesday (July 8th-9th) 9 am –7pm

Wednesday to Sunday (July 10th-14th) 24 hours

Monday July 15th 9am-5pm

When an ill or injured person cannot be moved, contact First Aid by radio (**Channel 7**) or phone (see page 19) State whether the person is responsive or unresponsive. **Do not elaborate unless first aid asks you to.** Stay with them until First Aid or Paramedic Volunteers arrive. **Do not call an ambulance.** First Aid or Paramedic Volunteers will determine if an ambulance is required.

If you are unable to reach First Aid, a security contact phone number will be available. see pg 19

Crisis Situations

Do not go to the site of an emergency unless requested by First Aid or Security. Walk – do not run.

If you are the first one on the scene of an incident remain calm and assist others in staying calm.

Keep yourself and others safe.

Contact Security immediately.

Contact your crew Coordinator or Shift Supervisor then keep your radio or cell phone clear.

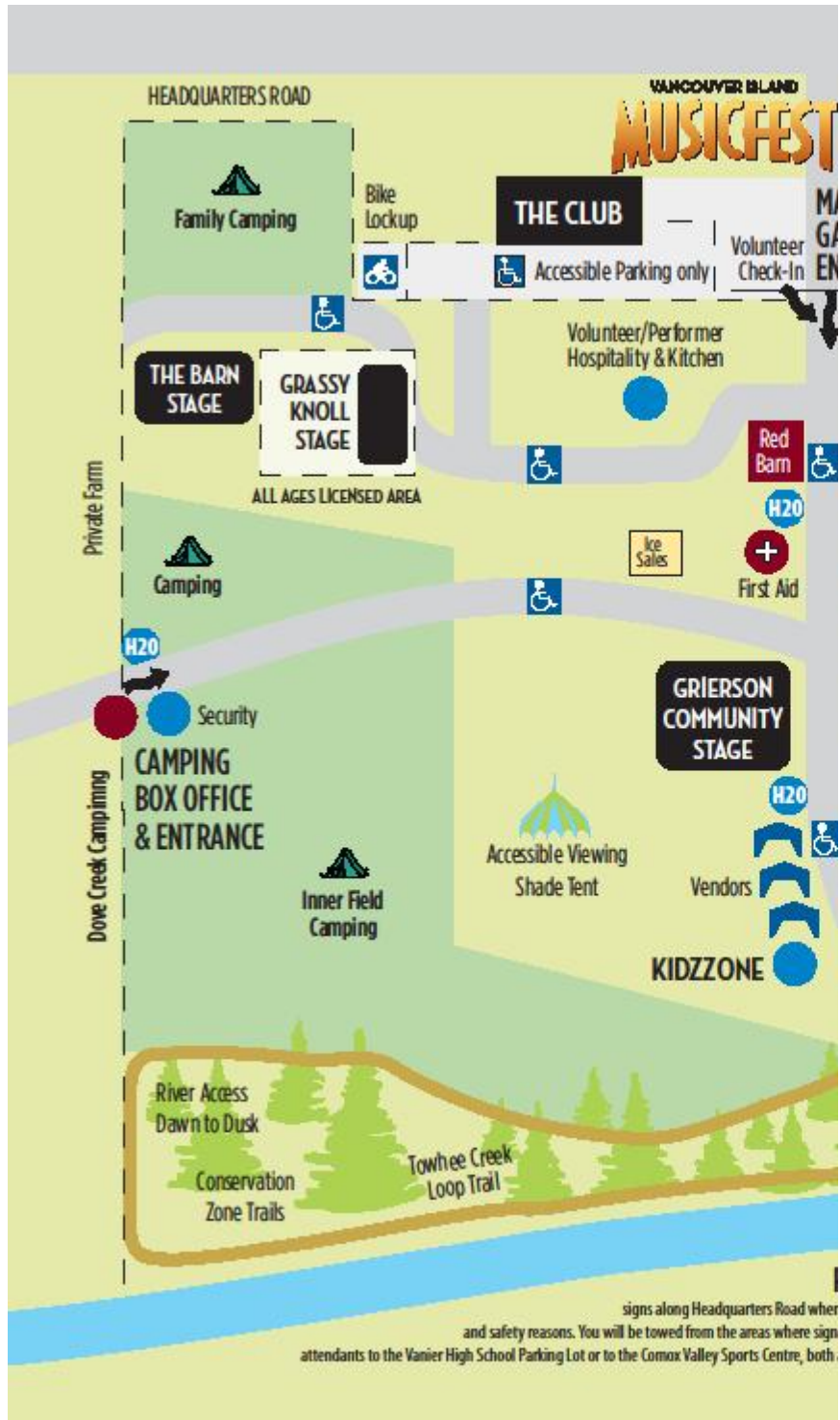
Allow Security or First Aid to take charge of the situation and assist only as requested.

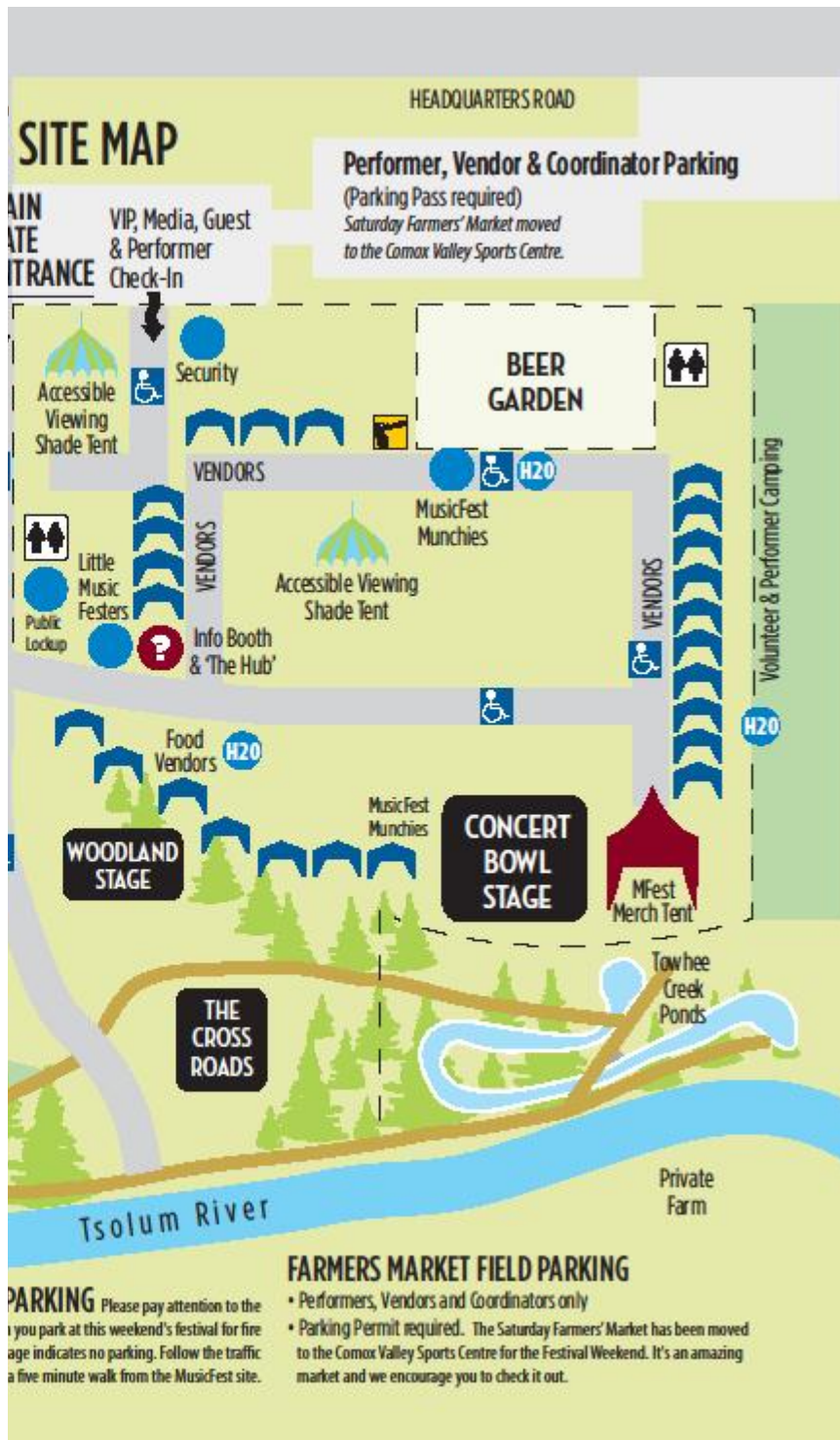
Fill out an incident form immediately. These are available at Security, First Aid and Volunteer Check In.

Expectations of Behaviour– for everyone

Vancouver Island MusicFest is a family and community oriented music festival that welcomes audience members of all ages. Open use of drugs and consumption of alcohol in any common areas, roads or pathways will not be tolerated.

Consumption of alcohol is only permitted in licensed areas or at your campsite.





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Alcohol, Drugs & Glass

VIMF reserves the right to check containers, coolers, bags and backpacks for alcohol and glass. No glass is allowed on site for safety reasons. This is on our website and on signage at the site. Baby bottles are the only exception.

Vancouver Island MusicFest does not permit alcohol except in the beer gardens or within your campground site. No minors are allowed in Grierson or Mainbowl beer gardens and no movement around the site with alcoholic beverages is allowed. Minors will be permitted in the Grassy Knoll Beergarden with an adult over the age of 19.

Open use of any drugs anywhere on site will not be tolerated.

Smoking

If you smoke, please be a conscious smoker. Remove yourself from the crowd, children and non smokers, and look for designated smoking areas. Please use the ashtrays provided. Do NOT use the ground to extinguish your cigarettes. No Smoking is permitted in the Volunteer Hospitality Tent.

Incident reports

The following crews (Camping, Beer Gardens, Security, First Aid and Back Stage) must maintain incident logbooks for reference and protection of our audience and the VIMF. In the event of an emergency record witness names. Turn the log books in to the Production Manager after the event.

Security Policy on Removal of People From the Site

No volunteer shall physically remove or restrain another individual.

People may be removed by MusicFest Security Officers who may request the assistance of the RCMP.

Any person on the site without proper MusicFest ID or wristbands will be escorted from the site.

Any VIMF volunteer or patron (including campers) behaving in a threatening, aggressive or violent manner will be removed from the site.

Evacuation Procedures

If the site needs to be evacuated (due to fire, extreme weather etc.) volunteers should: ensure their own safety; find the closest exit, assist audience members and other volunteers in reaching the off-site assembly area calmly and safely.

**The off-site assembly area is the Track & Field Area
below the Sports Centre on Vanier Drive.**

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The Youth Outreach Crew will be at it again this year at Vancouver Island MusicFest. This energetic and supportive crew will be providing outreach to the younger population of festival goers.

Who are We?

The majority of our crew is made up of local youth workers from the Comox Valley with a wide range of education and experience.

What do we do?

Our main goal is to make sure that youth at the festival are taking care of themselves, while also looking out for others. We take a harm prevention approach and encourage you to as well! We just want you to have fun as safely as you can! We will be on foot all festival long in public camping, river and trails, Main Bowl as well as in Volunteer Camping. Stop us to talk anytime!

How Can we Help?

Youth Outreach Crew has access to security and first aid. We are also available if you just need to talk... Maybe you had a bit too much to drink, are worried about your friend, or can't seem to find where you placed your tent... we are ready and happy to help!

How Can you find us?

We will be on foot during the Festival in public camping, river and trails, Main Bowl as well as in Volunteer Camping. Stop us to talk anytime! You can't miss us, we usually are wearing tiaras and passing out candy... OR you can let campground security or first aid know you would like to connect with us and they will do their best to reach us over radio! You can also visit us at our headquarters located beside First Aid. We also have a tent that is located behind the Grierson Stage over by First Aid.

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**SECTION 3 – GENERAL INFORMATION—
QUESTIONS YOU MAY BE ASKED**

Parking and the Destiny River Festival Express.

The Destiny River Festival Express is a shuttle bus that runs all weekend (July 12-14) in a perpetual 25 minute loop from:

Quality Foods on Guthrie (follow signs in parking lot) to the site

Driftwood Mall (Lower parking lot off of Cliffe Ave) to the site

This shuttle service is only **\$2 per person per trip**, kids under 12 are free.
The shuttle (starting at Quality Foods) runs as follows:

Friday	July 12th	3:00 pm to 2 am
Saturday	July 13th	8:30 am to 2 am
Sunday	July 14th	8:30 am to 1 am*

***If the 1 am bus is full they will return to get all remaining people.**

Parking Comox Valley Sports and Aquatic centre : Limited free parking is available. Please Note Saturday 6:00am–1:00pm parking in front of the Sports Centre is designated for the Farmers Market.

The Farmers Field is for VIP, Performer, Vendor & Coordinator Parking Only.

You must display a parking pass to park in this area.

The Curling Club parking lot is for Accessible Parking only.

No Parking signs along Dove Creek, Vanier Drive and Headquarters Road will be enforced.

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"Musicfest Volunteers are welcome to use the parking facilities at GP Vanier for \$5.00. All proceeds support GP Vanier students and programs. Please inform the entrance staff you are a volunteer and we will do our best to not park you in a grass covered area if at all possible. (During busy times this may not be possible).

All parked vehicles need to be removed from grass covered areas prior to midnight due to facility liability. Vehicles are not removed from the premises, will be towed to the Comox Valley Sports Centre parking lot free of charge"

Vanier High School: \$5 minimum, donations welcome

Towing

If a vehicle gets towed from the area surrounding the site, it has been taken to the Georgia Straight Compound in Tin Town (other side of town). Georgia Straight Towing Phone number is 250-338-9899.

Bike Lock Up

There is a Free Bike Lock Up at the west end of the Curling Club parking lot. Please ride your bike to the festival.

Bike Lock Up Hours of Operation: 8:00 am – 1:00 am Friday through Sunday.

Persons with Disabilities

Our 2011 Festival Accessibility Project was a first step towards organizing our site and our systems in a way that ensures that people of diverse needs and abilities can truly engage with the festival as an audience and as volunteers. It is truly heartbreaking how our communities, cultural events, homes, parks and other public spaces exclude people in their design. We look forward to the ongoing implementation of universal design principles to make sure our event considers diversity at every turn, including folks with mobility challenges, young families, elders and individuals with health issues. We have made improvements to our paths, created accessible viewing areas, improved maps and provided training to volunteers.

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Lost and Found

Lost and Found is located at the Info Booth. This booth also has site maps, transit info, accommodation, taxi numbers, kennel numbers, visitor guides and more.

Public Camping Registration Hours:

The VIMF Campground (both inner and outer ring) will open at **3:00 pm on WEDNESDAY July 10th** for “Early Arrivals”. If you choose to participate in

the “Early Arrivals” program you will be charged an additional \$75 + tax for the cost of campground services and security. The “Regular Arrivals” program starts

Thursday July 11th at 10am and regular camping prices will apply.

Camping BoxOffice Hours:

Wednesday	July 10th	3:00 pm – 9 pm
Thursday	July 11th	10:00 am – 9 pm
Friday	July 12th	10:00 am – 9 pm

The Main gate for all day pass and weekend pass holders opens Friday July 12th.

MainGate BoxOffice Hours:

Friday	July 12th	3:00 pm – 11 pm
Saturday,	July 13th	9:00 am – 11 pm
Sunday,	July 14th	9:00 am – 11 pm

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The Hub

The Hub is located next to the Info Booth. They sell pain reliever, sunscreen, water bottles, earplugs and other basic drugstore items.

Festival Hosts

Our Festival Hosts are a roving crew who provide information to the audience, they share details and guidelines about policy related to smoking areas, lawn chair height, location of services etc. This crew keeps the 'vibe' good and helps assist in resolving questions or conflicts.

Safe Rides Home

At the end of the night there are always a few folks who just don't know how to get home safely. There will be a comprehensive phone list for designated drivers, taxi service and shuttles available at the Volunteer Hospitality Tent, Beergardens, First Aid and Security. Please help others get home safely.

Living Green at MusicFest

VIMF is committed to reducing the environmental impact of our event. This includes using recyclable plates, bowls, cups and cutlery. At comprehensive waste stations compost, recyclables, refundables and garbage are separated. Please think about what and how you throw things away. Your help in contributing to a 'green' MusicFest is greatly appreciated.

VIMF has worked hard to be a 100% disposable water bottle free event. Please bring a reusable water bottle to the festival. Disposable water bottles will not be provided. Roving Water Crews and Water stations are available throughout the weekend to meet your water needs. Reusable water bottles are available to purchase at The CD Tent and The Hub.

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SECTION 4 – COMMUNICATIONS

Internet

We will have Wi-Fi access across the festival site. This means you can upload your festival pics to Flickr and Facebook throughout the weekend, tweet about the festival or check your emails. Tag your posts with #VIMF to help others find out about the festival!

Radio Communications

You may be assigned a radio as part of your volunteer work. Please keep in mind that clear and professional radio communication is key to the safety and image of the festival. Keep your radio communications brief and to the point.

Identify the person you want to contact TWICE then identify yourself once. e.g. “Security, Security this is Camping”. This means Camping is calling Security.

To respond to a call identify yourself once e.g. “Security.” This is all you need to say to respond to the above call.

Use position rather than a name whenever you can. “Front Gate Security” is better than “Ron” which could be confused with “Don” or “John”. If you have been assigned a radio ensure you are on the correct channel assigned to your department.

Channel 1 Security (all securities, Youth Outreach, Little Musicfesters)

Channel 2 Service (Beer Gardens, Volunteer Check-In, CD Signing, MusicFest Hosts)

Channel 3 Box Office

Channel 4 Performer (Performer Hospitality, Performer Check In, Stage Crew, Hotel Shuttle)

Channel 5 Environment/ Water Crew

Channel 6 Parking & Camping

Channel 7 First Aid

When you press the button, pause for a count of 2 before you speak. Wait for a break in radio traffic before you speak to avoid overlap and confusion. Ensure That their conversation is over before you start using your radio. Please only use the radios for important communication

Emergency Radio Codes

There are 3 radio codes that you need to be aware of: RED, AMBER, and BLACK.

Code Black - Radio Silence. STOP. **DO NOT CALL THIS CODE**
If you hear this code do not use the radio it must remain clear for emergency communications.

Code Red on Channel 1- Serious emergency. You may call this code if you are calling for help for a life threatening, emergency or serious injury situation. Say "Code Red" three times and identify your location.

Code Amber - Missing Child - **DO NOT CALL THIS CODE.** This code is only called by our Production Manager or MusicFest Security Team. If you hear this code stay off the radio and wait for instructions.

IMPORTANT PHONE NUMBERS:

Volunteer Check In

First Aid (24 hr)

Security/Emergency (24 hr) 250 650-8469

Comox Taxi 250 339-7955

Walk In Clinic (Superstore Mall) 250 334-9241

Ambassador Taxi 250 941-8294

AMBASSADOR VOLUNTEER SHUTTLE

<p><u>FROM DRIFTWOOD MALL</u> FRIDAY JULY 12TH</p> <p>10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM</p>	<p><u>FROM MUSICFEST SITE</u> FRIDAY JULY 12TH</p> <p>10:30AM 11:30AM 12:30PM 1:30PM 2:30PM 3:30PM 4:30PM 5:30PM 6:30PM 7:30PM 8:30PM 9:30PM 10:30PM 11:30PM 12:30AM 1:00AM 1:30AM</p>
<p><u>FROM DRIFTWOOD MALL</u> SATURDAY JULY 13TH SUNDAY JULY 14TH</p> <p>8AM 9AM 10AM 11AM 12PM 1PM 2PM 3PM 4PM 5PM 6PM 7PM 8PM 9PM 10PM 11PM</p>	<p><u>FROM MUSICFEST SITE</u> SATURDAY JULY 13TH SUNDAY JULY 14TH</p> <p>8:30AM 9:30AM 10:30AM 11:30AM 12:30PM 1:30PM 2:30PM 3:30PM 4:30PM 5:30PM 6:30PM 7:30PM 8:30PM 9:30PM 10:30PM 11:30PM 12:30AM 1:00AM 1:30AM</p>

Please note that the first shuttle on Saturday & Sunday morning leave from Cumberland at 7:45 am and the last shuttle on each night goes out to Cumberland as its last stop.

