

**Edmonton Bicycle Commuters' Society**  
**BikeWorks Coordinator February / March 2011 Report**  
Hindle, Alex

**Overview**

- Stollery Charitable Foundation grant application (provision of supplementary information)
- Alberta Cycle Building plans (charrette and discussion with other parties)
- assistance with the Art Auction and Party (event support and post event work)
- comprehensive volunteer mechanics' training (continuation of classes and development of education material)
- formulation of payment schedule for offsite events
- The Spoke curriculum development
- continued work on bike rental program
- bike building every Tuesday evening
- general communication, office work
- shop maintenance
- assistance to volunteers
- BikeWorks' use by outside groups policy
- And so-such

**February BikeWorks Monthly Statistics**

# volunteer hours accrued: at least 120  
# volunteers who put in time at the shop: at least 18  
# patrons (estimated by # of transactions): 53  
# bikes sold: 7  
\$ bikes sold: \$688.50  
\$ parts sold: \$496.00 (total), \$205.50 New / \$290.50 Used  
# workshops/courses for public: 1  
# workshops/courses for volunteers (including new volunteer orientations): 3  
# new volunteers: 1

**March BikeWorks Monthly Statistics (to March 29, 2011 inclusive)**

# volunteer hours accrued: at least 144  
# volunteers who put in time at the shop: at least 21  
# patrons (estimated by # of transactions): 94  
# bikes sold: 13  
\$ bikes sold: \$635.00  
\$ parts sold: \$638.16 (total), \$335.16 New / \$303.00 Used  
# workshops/courses for public: 3  
# workshops/courses for volunteers (including new volunteer orientations): 6  
# new volunteers: 14 people have filled in the BikeWorks Volunteer Application in March

**February Bike Building**

# bikes built:6  
\$ initial value of bikes built:\$150  
\$ added value to bikes built:\$210  
\$ total value of bikes built: \$360  
\$ spent on bikes built (in parts): \$75  
# volunteer hours spent building bikes:25  
# staff hours spent on bike building program:4

\$ cost of food for bike building: \$80

### **March Bike Building**

# bikes built:10

\$ initial value of bikes built:\$500

\$ added value to bikes built:\$625

\$ total value of bikes built: \$1125

\$ spent on bikes built (in parts): \$175

# volunteer hours spent building bikes:69

# staff hours spent on bike building program:13.5

\$ cost of food for bike building: \$125

### **Stollery Charitable Foundation grant**

*Review of progress made within reporting period:* Application was submitted via Kris Andreychuck on February 24<sup>th</sup>. Submitted supplementary detailed budget information to the SCF as per Scott Graham's request.

*Plans and next steps:* await response from the Stollery; provide any additional information if requested.

### **Alberta Cycle Building Tenancy**

*Review of progress made within reporting period:* Attended the AB Cycle Building design charette on March 5<sup>th</sup> at which the architect's long term design visions were presented. At this meeting I spoke with Linda Huffman of the Arts Habitat Association. She seemed optimistic about our short term tenancy but had no solid information about the long term prospects. Linda did indicate that the amount of space we requested for long term tenancy was not realistic. At the present the building is being managed by the City of Edmonton. Around July ownership will be transferred to the Arts Habitat Association and their short term renovations will commence. We can likely secure space in the building under the City beginning in May with high prospects of being able to stay in the short term after the transition to ArtsHab. However, there will likely be periods later in the summer when the space may be temporarily inaccessible due to renovations. Also, there is no guarantee that we will be offered long term space. Information on rent is not known but it would likely be minimal at least until ArtsHab takes over.

*Plans and next steps:* I am meeting with Linda Huffman on April 5<sup>th</sup> to discuss EBC's options and hopefully get more clear information.

*Request for Board Feedback:* We need to decide ASAP if we want to attempt to move into the space this spring. I will report back with more information after the April 5<sup>th</sup> meeting and hopefully this will help us in making a decision.

### **BikeWorks Guide**

*Review of progress made within reporting month:* The finished guide is now available online and in hard copy at the shop and is being used for volunteer orientations and general volunteer education.

*Plans and next steps:* Refine the guide as areas to improve are identified. Work to educate volunteers and patrons on the policies laid out in the guide. Encourage volunteers to use the guide to independently answer questions and govern behaviour.

### **Retroreflective EBC Stickers**

*Review of progress made within reporting month:* An order has been placed for 1000 4.5" X 1" retroreflective stickers. Delivery is anticipated in approximately 2 weeks.

*Plans and next steps:* Receive and use stickers for promotions, giveaways, etc. as well as sell them at BikeWorks and at events.

### **Bike Rental Program**

*Review of progress made within reporting month:* The Bike Rental Program has been unofficially launched. While bikes are now available for rent I have yet to move to heavily promote the program as some details still need ironing out. Finalized rental agreements and waivers. The organizers of the CUTA conference are unwilling to offer their delegates the option of using our rental bikes.

*Plans and next steps:* Expand website section on rental bikes; finish promotional materials and distribute widely. Acquire helmets. Bill MEC for supplies used so far.

### **Comprehensive training for volunteer mechanics**

*Review of progress made within reporting month:* This 7 evening series of classes was concluded on March 23<sup>rd</sup>. Twelve people were registered to attend and while attendance was initially strong it averaged 67%. Of those that attended, engagement was high and I consider the classes a success. Participants have agreed to volunteer at either BikeWorks or the Spoke.

*Plans and next steps:* Hold a debrief meeting with the other instructors and some students to assess the class, its strengths and weaknesses. Draft educational curriculum for future classes based on notes taken during this class. Hopefully run another series of courses for volunteers in the near future and offer a comprehensive series of courses to the public.

*Hurdles:* Modifying the course for public consumption may be difficult as it is very in-depth.

### **Volunteer Orientation and Recruitment**

*Review of progress made within reporting period:* To date we have held two well attended volunteer orientation sessions totalling 11 participants. Participants are given an in-depth overview of BikeWorks and EBC, are shown around the facility, introduced to other volunteers, informed of the BikeWorks Guide and then fill out a new online BikeWorks Volunteer Application form.

*Plans and next steps:* We have another orientation scheduled for next week and will run more again shortly. These orientations should help augment our volunteer base for the upcoming period of heightened patronage.

*Hurdles:* Transitioning interest in volunteering into actual volunteering can sometimes be difficult. Ideally everyone that shows interest will become a volunteer but this is not realistic. A more formalized volunteer intake and management process, including things such as these

orientations, the BikeWorks Guide, clear volunteer job descriptions and titles and an appropriate level of direct contact on my behalf will all strengthen volunteer intake and retention.

### **Course Instructor Fees and Offsite Services** (costs for courses held offsite and so forth)

*Review of progress made within reporting period:* Worked with Ms. Vesala to develop a fee schedule for a variety of offsite events with a sliding scale depending on the type of organization requesting our services. Worked to create robust distinctions between group type so as to avoid uncertainty of fees.

*Plans and next steps:* Use this new fee schedule to inform groups requesting offsite services of their options; encourage volunteers to provide offsite services potentially for payment.

*Hurdles:* Maintaining a balance between self-promotion and a sustainable level of involvement in offsite events. We don't want to miss out on opportunities to reach new audiences and promote our mandate but likewise we need a way to keep the burgeoning demand for offsite services under control and make sure the services we offer are sustainable. Finding volunteers to provide these services, even payment is possible, may be difficult as we already have a high demand for volunteers.

### **BikeWorks Comments Box**

Review of progress made within reporting period: The box exists! It's in my basement lair and will be transported to BikeWorks in the dead of night under a cloak of musky secrecy, and mounted politely next to the main door with a quiver of petite comment forms and stubby little mini-golf pencils.

*Plans and next steps:* Wait for the kudos to role in and make a guestbook spot on our website to post the glowing reviews. Also, address any concerns raised by patrons.

### **Art Auction and Party**

*Review of progress made within reporting period:* Assisted with preparations for the auction and party including event poster design and printing and submission for advertising, supply procurement, transporting supplies to the event, event setup, operation and take down. Following the event I assisted with returning rented/borrowed equipment, receiving payment for art, etc.

*Plans and next steps:* The auction was a great success. We hope to have more in the future and make it a staple of the Edmonton cycling scene. Relatedly we are planning another 30<sup>th</sup> anniversary party for Canada day. There was some talk of commissioning a piece of public art in celebration of our 30<sup>th</sup> anniversary and I'd be keen to see this go ahead.

### **Mechanical Education Props**

*Review of progress within reporting period:* Inspired by John Collier's excellent cutaway teaching props, I have begun building up a collection of props to help explain the workings of various bike parts to be used in our classes and for display at events, etc. For instance, I cut sections out of a variety of scrap wheel rims and affixed explanatory labels to each.

*Plans and next steps:* I have recruited Brett, and hope to get others involved, with the creation of these props. I intend to make a full set covering all parts of the bicycle; these will be a long lasting resource.

## **Volunteers' Projects Clearinghouse**

*Review of progress made within reporting period:* I have started a list of tasks that BikeWorks volunteers can work on from regular maintenance to more in-depth projects. Thorough explanations and expectations are provided as well as details on timeline, suggestions and so forth. Hopefully this will make it easier for volunteers to be useful when the shop is quiet and encourage volunteers to branch out into less obvious but very much beneficial forms of volunteering.

*Plans and next steps:* Further develop the list and add to it over time. Distribute the finished list via the BW listserv and link to it on shop computers.

## **The Spoke**

*Review of progress made within reporting period:* Drafted a curriculum plan for the Spoke to use and attended the Spoke's curriculum development meeting. Made plans for improving the Spoke by making the classes more engaging. Discussion of other possible improvements and a timeline for restarting the program.

*Plans and next steps:* Further assist with detailed curriculum development as needed. Assist as possible with program delivery including acting as a liaison for volunteers wanting to help with the Spoke.

## **Issues of Interest**

A **BikeWorks Committee meeting** was held on Friday March 11<sup>th</sup>. A number of important decisions were made regarding membership expiry, upcoming summer shop hours. Please review the meeting minutes for this information.

We have received a request for assistance with the **Boyle Street Coop's** bike repair program. Unlike the Mustard Seed and Bissell Centre, the Boyle Street Coop has their own bike repair equipment and some existing volunteers. They would like our assistance with repair knowledge and basic bike parts. My question is to what extent do we want to provide free basic parts to such organizations. Do we need a formal MOU to do this? We haven't in the past but we probably should have one in accordance with our newly drafted policy in the free provision of offsite events. Also, last year I myself helped offer the outreach sessions. I am assuming the board would prefer I not do this on a regular basis this year and instead seek volunteers to offer the service. I would however expect to assist if volunteers are occasionally unavailable. Lastly, we don't want to stretch ourselves too thin; if we are offering this service at the Boyle Street do we want to once again do it at the Mustard and Bissell?

## **New Project Proposals**

Upcoming projects:

- continue efforts to improve volunteer management at BikeWorks to better leverage our resources
- using the power of Google Forms I will craft a BikeWorks User survey of unparalleled quality in mere hours.
- Job/Project written descriptions to make it easier for volunteers to help out
- Increase course offerings and course publicity as well as encourage more volunteers to offer courses
- Attendance at the CUTA summit
- 2<sup>nd</sup> location setup???

