

Bike Edmonton 2020 Annual Report

Registered Society #50231647

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Photos credited to Jayden Eric Beaudoin are courtesy the photographer http://www.JaydenEricBeaudoin.com https://www.instagram.com/JaydenEricBeaudoin





Learn how to fix your bike and ride in the city. Buy a refurbished bike, or donate a disused one. Meet other cyclists, and help us advocate for a vibrant city.

Whether you ride once a week, 265 bike-friendly days a year, or year-round, Bike Edmonton gives you the tools you need to enjoy cycling.

Established as the Edmonton Bicycle Commuters Society in 1980 and now known as Bike Edmonton, we operate two volunteer-run community bike workshops, provide cycling education for all ages, host events with community partners year-round, and represent you at City Hall.

We work with children, youth and adults to make cycling accessible for everyone, because we believe that an Edmonton where anyone can choose to cycle is an Edmonton that's better for all.

Our mandate is to make cycling in Edmonton safer and more accessible and widespread as a means to improve quality of life in the city. We provide bicycle services, resources, education and representation, to promote the bicycle as a healthy and economical mode of travel.

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VISION STATEMENT

Everyday cycling in Edmonton is safe, widespread, and accessible to people of all comfort levels.

MISSION

Bike Edmonton is a non-profit society dedicated to making everyday cycling in Edmonton safer and more widespread by providing bicycle services, education, and civic representation. We promote the bicycle as a healthy, economical, and ecologically sound mode of transportation.

OBJECTS

- 1. To provide, administer and maintain a multi-use facility for Edmonton and area dedicated to providing costeffective, do-it-yourself bike repair facilities and access to an environmentally sustainable, economical means of transportation,
- 2. To educate the public by providing courses, seminars and workshops about bike mechanics and/or safe and effective riding,
- 3. To extend services to marginalized members of the community as well as new-comers,
- 4. To facilitate communication between cyclists and governments or others to improve bicycle infrastructure and policy, and
- 5. To assist the Edmonton community at large in the promotion, encouragement and understanding of cycling culture.

Message from the President

Jeremy Shepherd

Sometimes the years seem to blend into each other and events pass like the seasons with a certain amount of predictability. 2020 started out innocently enough with reasonable goals: to strengthen our financial sustainability, engage in program evaluation, and a review of our staffing model. It was early in January 2020 that we were faced with our first challenge of the year: to renew our north shop lease or to consider options for a more advantageous location. It's a question all organizations must face: to maintain the status quo or vote for change.

Well, we voted for change and began negotiations for a new location on the 105 Avenue bike route behind MacEwan University. It was tough for some of us to let go of the old location but we quickly directed our energy into renovating the new space and getting it ready to open its doors in time for spring. I am quite impressed with what our staff, the volunteers and the board accomplished in setting up the new shop. I hope one day we will be able to host an open house and a proper party to celebrate our success. We then faced the second big challenge of the year, a challenge which has preoccupied most of us and caused a fair amount of concern.

Covid-19 forced us to temporarily close our doors in March while we collaborated on how to respond. I think we made some excellent decisions from an operational level to reopen on a strictly appointment basis to manage our bike sales and regular business. This served to put in place certain safety protocols while restricting the number of people in the shops at any time. We were also fortunate to be eligible for some of the Canada emergency benefits and what looked hopeless initially became more optimistic. Which brings us to the present moment: not only have we survived the past

six months, but we have new shop downtown and a budget in place to see us through another year. In the coming year we will have to take the time to look at how we continue to adapt to serve our members, support our mandate, deliver our programs and carry on a 40 year tradition. Yes, it's true we are celebrating our 40 year anniversary in 2020.

On the matter of our financial position, the budget as presented in the Treasurer's report forecasts a moderate deficit that requires some sober reflection. We anticipate losing some of our ongoing grant funding and our casino funding scheduled for December 2020 may be delayed until the spring. The budget is optimistic about our bike sales and maintaining our shops and our staffing model, but it is contingent on continuing Canada recovery benefits designed to address COVID-19 impacts on businesses and workers.

Looking ahead, there may be hope that things return to normal and we can resume some of our drop-in and outreach programming, and other activities. However one thing that struck me about this pandemic is that when the economy and workplaces took a severe hit, ourselves included, cycling and the benefits of active transportation took off and for a short time changed the urban landscape. I sincerely hope that we as an organization and the members we serve will find some good in looking ahead and make wise decisions on how we adapt to changing conditions.

And finally, my thanks to the board members who are not returning in the coming year for their service; and to the continuing board members: your support and expertise is invaluable to the organization; and to incoming board members who bring new energy and fresh ideas:

Welcome!

Jeremy Shepherd

President Bike Edmonton

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Spoke session in the downtown shop

Outdoor tune-ups

Report from the Executive Director

Chris Chan

Happy 40th anniversary!

Bike Edmonton was founded as the Edmonton Bicycle Commuters Society in August 1980. We have gone from a handful of people advocating from the edges, to a well-established organization playing a central role in the cycling culture of Edmonton.

Last year we began planning several anniversary events: a party, a fundraiser, bike rides, and ongoing programs celebrating forty years of promoting and supporting cycling in Edmonton. Then: the switchbacks.

After eight years at our McCauley/Norwood location, we jumped at an opportunity to move to a new downtown location at 10612 105 Ave with enormous potential. Our new, spacious downtown location is situated directly on a protected bike lane, a block from an LRT station, across the street from a major university, and accessible both to our existing volunteers, members and patrons in the Alberta Ave and McCauley areas, and far more accessible to Glenora, Inglewood, Westmount, Oliver, and Downtown residents, commuters, and students, and anyone with LRT access. The new location gives us access to a much greater population, as well as a larger pool of volunteers, without removing us from the communities who most rely on and contribute to our services, including marginalized folks in the core. All of these opportunities combine to allow us to serve more people while supporting a more sustainable operation, including

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providing the resources to properly staff our shops. Overworking our staff and understaffing our shops has been a perennial failing of our organization: this is a step towards addressing that.

We jumped into an ambitious relocation, with plans to renovate and launch within four weeks of signing the lease, opening our new location in April, coinciding with a launch party and fundraising campaign. This rapid relocation was facilitated by last year's renovations, which were undertaken with a potential imminent move in mind.

March and April are often our busiest months, where we generate most of our bike sales and revenue for the year. With this in mind, we prepared for bike sales events at our south location in March, and continued sales at both shops through April and beyond.

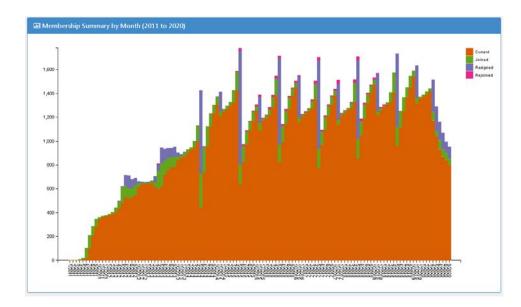
The pandemic, of course, challenged all of our plans. We were forced to close for the second half of March. Thankfully, a cold March also delayed the demand for our services, while we recalibrated and redeveloped our operations. Renovations of the downtown location were slowed as well, but we still managed to open by mid-April. By July and August, the new downtown location was generating more revenue than the previous north location for the same months the previous year, with a stable crew of volunteers under the leadership of Alex, our new downtown shop manager.

The relocation and pandemic both forced us to constantly adapt throughout the spring and summer, bringing more of our operations online and offering new services to ensure that we can help people to keep (or start) riding. Thanks to the unique circumstances of the pandemic, as well as the temporary shared streets and protected lanes created by the City, demand for our services hasn't waned since the beginning. Even while we entered survival mode to try to recoup lost revenues, we also continue to find ways to serve people who lack the means to access our online or more expensive services.

We did our best to meet the demand for bicycles, but unlike commercial retailers (supply chain limitations aside), we can't simply order more bicycles to sell: all of our bikes come to us by way of donations from community members. Normally, many of the bikes we sell are sold as-is: a patron browses through our racks, picks out a bike, and then works with our volunteers to tune it up before riding away. The close quarters, hands-on, time-demanding work involved in this labour meant we couldn't sell as-is bikes this summer. We instead fully tune donated bikes before posting them for sale on our website. To rise to meet the demand, we also hired additional professional mechanics to work on

refurbishing bikes. New parts sales has also moved online. These changes allowed us to exceed our previous year's sales of bikes, though the inability to have many people browsing and working in our shops led to a dramatic and unfortunate drop in used parts sales, donations, and memberships.

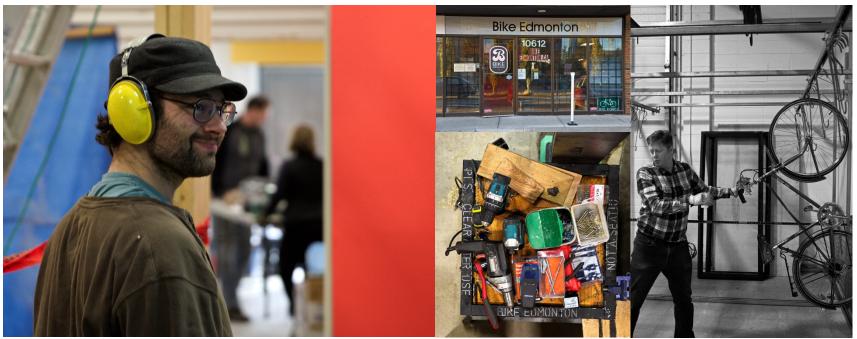
The reduction in volume at our shops has led to a sharp decline in membership sales. Online membership systems implemented last year and this year have helped stem this loss, but we are planning a concerted membership drive to encourage renewals.



While our 40th anniversary plans were mostly cancelled, we still managed to host a sold out Bike History of Edmonton Tour, visiting many pieces of Edmonton's bike infrastructure and many of our former locations. The tour reminded us how much we have grown from our beginnings, and how many near-hopeless situations we've overcome before.



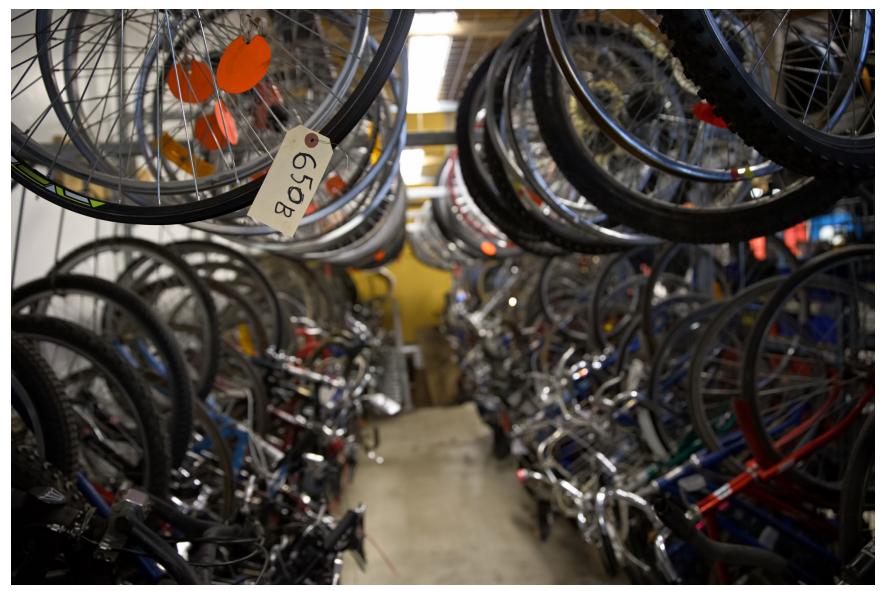
Last day at Bike Edmonton's North Workshop



Setting up the new location • Photographer: Jayden Eric Beaudoin



Setting up the new location • Photographer: Jayden Eric Beaudoin



The new downtown location has storage space for 230 wheels and over 100 bicycles • Photographer: Jayden Eric Beaudoin

Treasurer's Report

Mike Sacha, on behalf of the Treasurer

Bike Edmonton, like many organizations this year, faced an existential crisis due to the pandemic. A timely pivot in the operating model by our staff allowed us to continue to exist for another year. The outlook for next year looks challenging, but survivable with our current and planned adaptations. We have received a CEBA interest-free loan of \$40,000, of which \$10,000 is forgiven if repaid before December 31, 2022.

In FY2020, we presented a balanced budget. The actual 2020 year end position was a surplus of \$10K, due mainly to:

Total income of \$316K was favourable to the budget by \$4K (1%) arising from:

- Sales revenue was unfavourable to the budget by \$30K due to lower bike rack, used parts, new parts sales, bike sales offset by higher shop fees compared to budget;
- A successful fundraising campaign was favourable to the budget by \$8K
- Federal payroll subsidies amounting to \$43K

Total expenses of \$311K were favourable to the budget by \$6K (2%) arising from:

- Shop operating costs favourable by \$18K due to lower cost of goods sold (\$17K), lower tools & supplies (\$6K), lower building repairs & maintenance (\$5K) higher rent (\$10K)
- Higher payroll (\$15K)
- Lower financial costs (\$4K)

PROPOSED BUDGET

We have proposed a deficit budget of \$12.5K based on the realities of operating the two shops with higher staffing requirements and on the expected lack of expected grants and casino revenue.

Bike Edmonton FY2021 Budget

| | September | 2020 - August | 2021 | | |
|----------------------|------------|-----------------|------------|---------|--------|
| | | | Total | | |
| | Budget | Actuals | PY Actuals | Budget | Budget |
| | Sep 2020 - | Sep 2019 - | Sep 2018 - | 2021 | 2021 % |
| | Aug 2021 | Aug 2020 | Aug 2019 | Change | Change |
| INCOME | | | | | |
| Sales revenue | 209,540 | 171,709 | 182,662 | 37,830 | 22% |
| Rental revenue | 0 | 0 | 1,932 | 0 | |
| Other fees | 3,000 | 5,072 | 8,281 | -2,072 | -41% |
| Membership revenue | 12,330 | 12,026 | 16,889 | 304 | 3% |
| Donations | 20,880 | 16,548 | 11,607 | 4,332 | 26% |
| Grants | 26,500 | 59 <i>,</i> 877 | 44,374 | -33,377 | -56% |
| Casino revenue | 28,141 | 49,887 | 39,273 | -21,746 | -44% |
| Other revenue | 1 | 1 | 2,811 | 0 | 0% |
| Total Income | 300,392 | 315,120 | 307,829 | -14,728 | -5% |
| EXPENSES | | | | | |
| Shop operating costs | 122,507 | 90,318 | 114,680 | 32,189 | 36% |
| Other program costs | 8,972 | 8,521 | 9,559 | 451 | 5% |
| Communication costs | 5,310 | 5,062 | 4,170 | 248 | 5% |
| Financial costs | 11,689 | 10,740 | 13,651 | 949 | 9% |
| Staffing costs | 164,433 | 190,187 | 158,478 | -25,754 | -14% |
| Total Expenses | 312,911 | 304,828 | 300,538 | 8,083 | 3% |
| NET INCOME | -12,520 | 10,292 | 7,291 | -22,811 | -222% |

September 2020 - August 2021

COMPARATIVE INCOME STATEMENT AND BUDGET

Bike Edmonton Profit and Loss

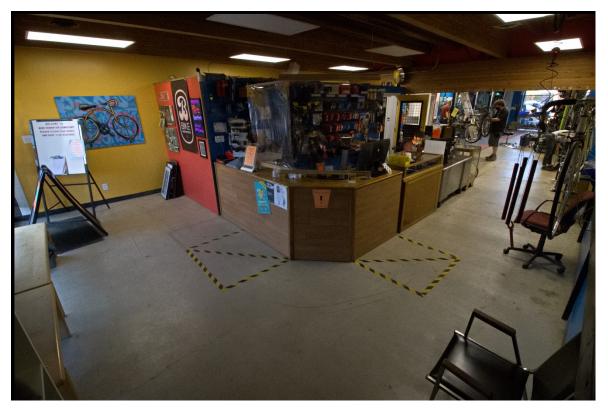
September 2019 - August 2020

| | Sep 2019 - | Sep 2019 - | Dudeet | Budget % | Sep 2018 - | РҮ | PY % |
|----------------------|----------------------|----------------------|------------------|-------------|------------------|---------|--------|
| | Aug 2020 (Actual) | Aug 2020 (Budget) | Budget Change | % Change | Aug 2019 (PY) | Change | Change |
| INCOME | (rictual) | (544864) | enunge | enunge | , | enange | enange |
| Sales revenue | 171,709 | 201,428 | -29,719 | -15% | 182,662 | -10,953 | -6% |
| Rental revenue | 0 | 967 | -967 | -100% | 1,932 | -1,932 | -100% |
| Other fees | 5,072 | 8,281 | -3,209 | -39% | 8,281 | -3,209 | -39% |
| Membership revenue | 12,026 | 16,889 | -4,863 | -29% | 16,889 | -4,863 | -29% |
| Donations | 16,548 | 11,608 | 4,940 | 43% | 11,607 | 4,941 | 43% |
| Grants | 59,877 | 32,961 | 26,916 | 82% | 44,374 | 15,503 | 35% |
| Casino revenue | 49,887 | 37,145 | 12,742 | 34% | 39,273 | 10,614 | 27% |
| Other revenue | 1 | 1,406 | -1,405 | -100% | 2,811 | -2,810 | -100% |
| Total Income | 315,120 | 310,685 | 4,434 | -1% | 307,829 | 7,291 | 2% |
| | | | | | | | |
| EXPENSES | | | | | | | |
| Shop operating costs | 90,318 | 108,399 | -18,081 | -17% | 114,680 | -24,362 | -21% |
| Other program costs | 8,521 | 8,364 | 157 | 2% | 9,559 | -1,038 | -11% |
| Communication costs | 5,062 | 4,496 | 566 | 13% | 4,170 | 892 | 21% |
| Financial costs | 10,740 | 14,443 | -3,703 | -26% | 13,651 | -2,911 | -21% |
| Staffing costs | 190,187 | 175,009 | 15,178 | 9% | 158,478 | 31,709 | 20% |
| Total Expenses | 304,828 | 310,711 | -5,883 | 2% | 300,538 | 4,290 | 1% |
| | | | | | | | |
| NET INCOME | 10,292 | -26 | 10,317 | 40302% | 7,291 | 3,001 | 41% |

COMPARATIVE BALANCE SHEET

| | As of Aug 31, 2020 | As of Aug 31, 2019 | PY Change | PY % Change |
|-------------------------------|--------------------|--------------------|--------------|----------------|
| ASSETS | A3 01 Aug 31, 2020 | A3 01 Aug 31, 2013 | change | change |
| Current Assets | | | | |
| Cash and Cash Equivalent | 171,748 | 173,876 | -2,128 | -1% |
| Accounts Receivable (A/R) | 4,893 | 462 | 4,431 | 959% |
| Total Current Assets | 176,641 | | 43,415 | 33% |
| Non-current Assets | <u> </u> | | , | |
| Property, plant and equipment | 4,918 | 0 | 4,918 | |
| Deposit on Utilities | 200 | 200 | 0 | 0% |
| Security Deposit on Lease | 7,108 | 7,108 | 0 | 0% |
| Total Non Current Assets | | 7,308 | 4,919 | 67% |
| TOTAL ASSETS | 188,868 | 181,646 | 7,222 | 4% |
| | | | | |
| LIABILITIES & EQUITY | | | | |
| Liabilities | | | | |
| Current Liabilities | | | | |
| Accounts Payable (A/P) | 7,400 | 3,267 | 4,133 | 127% |
| Credit Card | 505 | 168 | 337 | 201% |
| GST/HST Payable | 4,175 | 0 | 4,175 | |
| Total Current Liabilities | 12,080 | 5,981 | | |
| Non-current Liabilities | | | | |
| Deferred Casino Revenue | 25,641 | 75,529 | -49,888 | -66% |
| Deferred Grant Revenue | 0 | 0 | 0 | |
| Long-term loan | 40,000 | 0 | 40,000 | |
| Total Non-current Liabilities | 65,641 | 75,529 | | |
| TOTAL LIABILITIES | 77,722 | 81,510 | L. | |
| Fault | | | | |
| Equity | 100 854 | 02.844 | 8 010 | 00/ |
| Retained Earnings | 100,854 | 92,844 | 8,010 | 9% |
| Profit for the year | 10,292 | 7,292 | 3,000 | 41% |
| Total Equity | 111,146 | 100,136 | 11,010 | 11% |
| LIABILITIES AND EQUITY | 188,868 | 181,646 | 7,222 | 4% |

Year in Review



Photographer: Jayden Eric Beaudoin

COMMUNITY BICYCLE WORKSHOPS

Bike Edmonton operates two fully-equipped, volunteer-run, community bicycle workshops. With a vast selection of new and



Photographer: Jayden Eric Beaudoin

used parts, you can use our tools to fix your own bike, and if you don't know how, we'll teach you. You can buy a fully tuned bike, or a fixer-upper for an economical price, while connecting with diverse folks from the cycling community. At least that's how it usually runs when there's not a pandemic that has made for a roller coaster of a year.

As winter 2019-2020 set in, and the shops started to quiet down for the season, the organization was once again examining options for an improved location & facility for Bike Edmonton North. It was decided that we would say goodbye to the home of Bike Edmonton North for the last 8 years, and set up shop closer to downtown at 10612 105 Ave, across the street from MacEwan University, and right on the bike lane. We began renovating the space at the beginning of March, with the ambitious goal of being open in the new space in April. With the new space taking shape and the move imminent, the last day we operated at 9305 111 Ave was a frigid March 14th, 2020.

With the impending pandemic, things were quickly shutting down, and on March 15th, the Alberta government announced the closure of all schools. We tried adapting to continue regular operations at Bike Edmonton South, but it was only a matter of days after closing Bike Edmonton North closed that we realized it was going to be impossible to operate with any semblance of normal. Bike Edmonton South remained closed to the public for 3 weeks while staff worked hard to reimagine how the community workshops could best support cyclists in Edmonton while remaining viable.

The biggest question was how to keep as many people riding bikes as possible while maintaining physical distancing in the workshop space and minimizing risk for COVID-19 transmission among volunteers, staff, and patrons. To prevent

people from crowding into or outside the shops, all access would now be by appointment only. We re-opened by selling fully tuned up bikes by appointment, created an online store for purchasing new parts, and soon added full service repair appointments to ensure anyone who needed their bikes had an avenue to get them fixed. Do-it-yourself service, mechanical classes, in-person browsing for parts, tandem and trailer rentals, and selling as-is bikes were all suspended due to the risk of creating an environment where the pandemic could spread. We would help as many people as possible, one person at a time.

Spring thaw was later than usual this year in Edmonton, and the blustery April week of Bike Edmonton South's reopening started out slow, but not for long. The population, living in various degrees of lockdown, realized riding a bike was a safer alternative for transportation, physical fitness, and just getting some time for reprieve without having to travel far from home. We expanded our hours while appointment slots filled up as fast as they opened until we'd sold all the bikes that had been tuned up through the winter and early spring. Worldwide, bicycle shops sold out all of their stock, and supply chains of new bikes and parts started to break down from unprecedented demand. In the shops, we met scores of people who were getting a bike for the first time since childhood, or fixing up a long idle bicycle, on top of the usual crowd of folks who rely on their bikes for work, transportation, and play. While cyclists waited weeks for service at commercial shops, Bike Edmonton set up our repair appointment system so that anyone who needed it could book an appointment the next day.

Meanwhile, renovations continued at the new Bike Edmonton Downtown location, and the move-out and cleanup of the old Bike Edmonton North space was completed with a herculean effort of the newly hired downtown shop manager and a dedicated core of volunteers. Finishing touches on the new space were still being completed when bike building activities resumed, with us eventually hiring two additional part time mechanics to focus on increasing our supply of fully tuned, ready to roll bikes. By early May, we were offering full service repairs and part sales downtown, providing vital options for folks needing repairs without having to navigate securing a time slot at the south shop where the overwhelming demand for more bikes than we had available made appointment openings harder to come by.

Settling into the new rhythms of life, the shops continued to be mostly fully booked throughout the rest of the spring and summer, strangely quiet compared to a normal summer, but still bustling, albeit one person at a time.

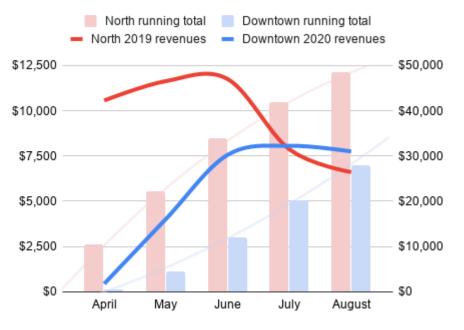
Our shops normally rely on low fees but high volumes: fill every repair stand and fix as many bikes as possible, and charge \$3 for an hour of shop time under the guidance of our volunteer mechanics, and maybe \$2 for some used parts. Those who can afford to donate often contribute more, allowing us to accommodate those who can't afford our fees, ensuring everyone can continue to ride and have a safe, functioning bicycle.

In an era of social distancing, half of our repair stands must remain empty—our new downtown location has 9 repair stands—and even the process of selling bicycles, so sought-after this summer, is challenging.

The inability to offer do-it-yourself repair services and education has severely impacted one of our core programs. We love teaching, we love watching people to learn, and we love the empowerment of knowledge. This happens best in-person and hands-on in our shop, with our tools and parts. Adapting to Covid-19 has meant suspending most of our DIY services, with the exception of some outdoor repairs on our outdoor repair stand. Instead, we have been offering full-service 15- and 30-minute repair appointments, prioritizing fixing bikes quickly so that we can help more people get their bikes back on the road. These appointments involve the rider, so that we still have opportunity for education and engagement, and provide meaningful opportunities for our volunteers to continue connecting with the community.

Through the winter, we hope to begin adapting and

Downtown vs North revenues



offering more of our former programs as well, including more DIY opportunities, volunteer training, and more structured educational classes.

Some indicators of sales, compared to last year, include:

- 406 bicycles (-36%)
- 735 tubes (-41%)
- 360 tires (-62%)
- 641 lights (-35%)
- 1435 cables (-18%)
- 317 locks
- 536 used wheels

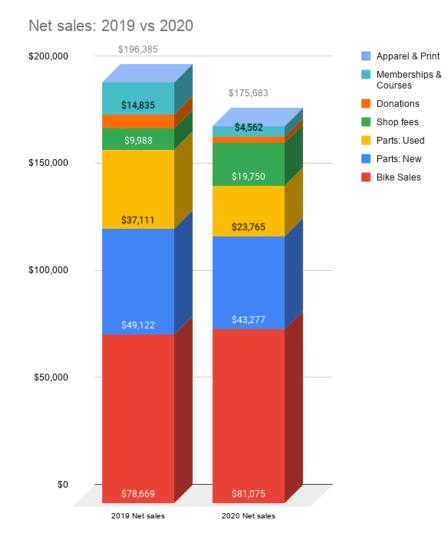
Patrons spent over 920 paid shop hours fixing their bikes (plus additional hours which we often opt not to charge) with the assistance of over 80 volunteers, before the pandemic. Afterwards, we switch to our full-service appointment system, and received over 570 appointments. The appointments have served a useful role both for helping people get their bikes repaired quickly while learning, as well as filling a need for those who have less interest or ability in performing their own repair work.

The change to paid appointments more than tripled our normal shop fee revenues, and we are investigating a hybrid model for the future, offering a range of options with varying levels of volunteer assistance.

Jesse • Photographer: Jayden Eric Beaudoin

Our volunteers collectively contributed over 4700 volunteer hours in the shops this year, plus another 150 hours at offsite repair events, an increase despite the restrictions. Much of that came from a group of volunteers who helped us to relocate and renovate our downtown shop: without their incredible contributions (over 1800 hours), we would not have been able to meet the tight timelines we gave ourselves.

Our part-time staff bike builders refurbished 280 bikes this year, up 65%. Jesse and Nathan have joined our long-time builder and instructor Jan to help us meet the growing demand for used bicycles sold by a well-regarded non-profit.



Net sales 2019 vs 2020 (shop only; excluding web memberships & other donation sources)



OUTREACH AND EVENTS

Prior to the pandemic, Bike Edmonton participated in and hosted several outreach events, including community events, a children's cycling clinic with Ever Active Schools, tune-up sessions for those in need, and collaborations with Paths for People.

Then, in February, our winter cycling course, a partnership with Paths for People, was cut short by the impending pandemic.



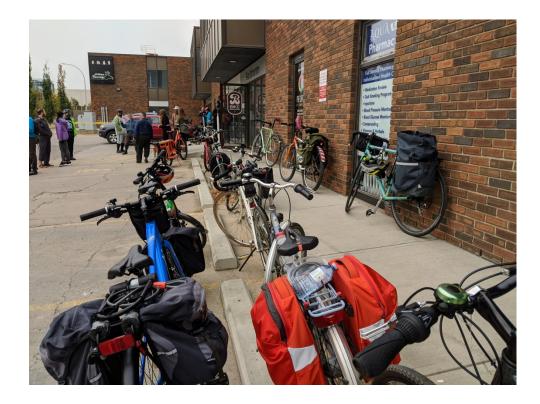
Dozens of the events and festivals that we participate in annually were cancelled, depriving us of opportunities to connect with thousands of people. We needed to find meaningful, smaller-scale ways to stay connected with our communities.

In the midst of everything, we launched the Explore Bike Edmonton Challenge, funded by Alberta Ecotrust. The challenge encourages participants to cycle more through rewards and prizes for tracking the number of kilometres they ride. To date, over 50 people have signed up and logged over 14,000 kilometres.

By June we had developed and begun delivering off-site bicycle tune-up sessions with Covid-19 responsive changes.

Our dedicated volunteer base and strong partnerships have allowed us to share our resources with partner organizations, including our Covid-19 responsive outreach plan. Our workshops and off-site services this year supported 225 people directly, increasing their resilience in trying times.

All of our outreach was generously funded by grants from City of Edmonton, Alberta Ecotrust, and by Inner City Sport and Wellness, who provided funding to support our tune-up sessions with Boyle Street Community Services. Each granting agency has given Bike Edmonton permission to make effective changes in outreach to best meet the needs in the community. Community donations helped ease the cost of Covid-related supplies, including donations from Unbelts and Earth's General Store.



ACCESS PROGRAMMING

In 2018, we partnered with Boyle Street Community Services (BSCS) to create the Boyle Street Access program. The program covers the cost of our services for participants. BSCS staff distribute access cards to those in their community who rely on bikes for transportation. Card holders can visit our shop and access our services at no cost.



The program is also promoted by the Bissell Centre and the Boyle Street Community Centre. Parts and shop fees for this program were funded by Inner City Sports and Wellness (ICSW). Services were extended this year to BSCS and Bissell Center front line workers.

Bike Edmonton's new appointment system, which allows us to limit the number of people in our shops, poses access barriers to anyone who can't regularly check online for available appointment openings and make online payments, or who can't afford the full service fee. To ensure our services remain accessible, we combined our Boyle Street Access program with a new initiative to provide free resources to those most in need. In July we launched our Access Program at our Downtown Community Bike Shop.

Our new program welcomes newcomers, youth and women in need, providing free services for more people who have been greatly affected by Coivd-19. Partner groups and associations were invited to refer people to us for bike repair, parts, and tutorials on basic bike maintenance. Our partner organizations include Spirit of Our Youth Homes, Edmonton Mennonite Centre for Newcomers, Bayt al'Amaal (House of Hope), and WIN house. Those who receive free services are people who rely on their bikes for transportation and have great economic need. Several program participants, owing to their regular bike use, visited multiple times for ongoing repairs.

THE SPOKE

The Spoke is a free earn-a-bike program for youth aged 12 - 17 inclusive. The program equips youth for urban cycling by providing mechanical and on road knowledge. During the course of a Spoke session, youth work one-on-one with volunteers to build up a bike. There are 2 levels of the Spoke. For Spoke Level 1, the youth earn a bike, a helmet, a lock, lights, and a bell by building up their own bike with help from volunteers. On the last evening, youth learn some basics about on-road riding during a group ride with their newly built bikes. Level 2 is for returning youth. These youth exercise more independence in learning skills, and mentor other youth.



The Spoke builds curiosity for mechanical solutions, relationships, community, and

confidence by embracing challenges and providing opportunities for people to learn, regardless of their learning style. Volunteers demonstrate the joy of learning by actively engaging in learning opportunities themselves and by asking questions when they don't know how to proceed. The volunteers and youth are encouraged each session to tell stories about cycling. We learn and relearn together how bikes can open a world of great adventures and relationships whether we're commuting, touring, offroading, or just engaging with our community.

This year, eleven youth graduated from Level 1, and six youth completed Level 2. This total is smaller than most years partly because our spring session was cancelled, and partly because some of the youth who started faced other barriers to attendance, beyond the scope of the program, and were unable to complete the program. When youth drop out, we maintain connections with them and their carers , encouraging them to join the program or our cycling community in the future.

SPONSORS AND **DONORS**

Thank you to everyone who has supported us through donations, memberships, patronage, and volunteering.

Major granters, enabling many projects, include:

City of Edmonton (Community Investment Operating Grant)

Commuter Challenge

Alberta Ecotrust Foundation

Ever Active Schools

Other significant sponsors and donors include:

Earth's General Store Inner City Recreation and Wellness Program Shield Foundation Repair Sport Central Steam Whistle Brewing Sustainable Food Edmonton Unbelts



GOVERNANCE AND STAFF



Photographer: Jayden Eric Beaudoin

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