



# REPORT

*From the office of the...*

## MACycle Director

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TO: Members of the Executive Board  
FROM: Richard Chen  
SUBJECT: MACycle Report #4  
DATE: October 19, 2017

### **UPDATE**

Every running smoothly. We have enough new volunteers that usually people don't have to wait to be helped. The shop is consistently clean and does not need much effort to keep it so. The work and investments over the summer really helped this.

We have two events planned for the rest of this term. Next week we have a bike ride to Princess Point and Harbor Front in collaboration with SCSN. Later we are going to host a bike repair workshop.

### **SERVICE USAGE**

Less people are using the service as winter approaches, although at peak hours we still constantly reach full capacity and all staff are fully occupied helping someone.

### **PAST EVENTS, PROJECTS & ACTIVITIES**

We made \$6000 from the bike auction. Many people way overpaid. You could say it's their fault, but as a not-for-profit service I think it's less about the money and more about providing good, affordable transportation. Last year we scrapped a bunch of bikes that we felt were not worth auctioning but security got mad about how that breaks the agreement so this year they were strict on all bikes being put up for auction.

We were lucky to find auctioneers for this event. Need to think of something so we don't have to put up with this every year. No volunteers helped setting up the auction. This has always been a problem because no one wants to wake up so early.

### **UPCOMING EVENTS, PROJECTS & ACTIVITIES**

Bike ride to Princess Point/Harbor Front in collaboration with SCSN is next week. We are going to pre-rent SOBI bikes for those who don't have bikes and treat everyone with ice cream after. Doing promotions for it right now.

We are planning a bike repair workshop with free food for later in the semester. Planning going to start after the bike ride.

### **BUDGET**

The latest statement I have is from August so it's nowhere near updated. I will try to get a more updated statement in time for the meeting. We've made at least \$12,000 this year, so on track to reach the goal of \$13,000.

### **VOLUNTEERS**

Most volunteers that applied for volunteering has dropped out. The ones still committed are trained with most of the basics although they have nowhere close the skills needed to run the shop. Either one of the experienced volunteers or I have to be in the shop to help them. We have enough manpower for all the shifts so it's not really a problem for now.

### **CURRENT CHALLENGES**

Can't get any of the volunteers to help with events. Messaging them one by one doesn't work. This has always been an issue.

### **SUCSESSES**

We expanded our inventory this year to carry more different components. This has been hugely beneficial in being able to do repairs we couldn't do before, and providing a better range of components for people to choose from.

Shop is in a much more convenient layout and consistently clean. No loose bearings and trash on the ground anymore, no mountain of wheels and tires in a big pile.

### **OTHER**

We have two experienced volunteers who are graduating this year. All the other volunteers aren't experienced. Next year we may be short on manpower.

An issue about experience...one of the experienced volunteers had to reduce his shift for school stuff, which is understandable. This means that shift is now being covered by inexperienced volunteers. They told me they can handle it so I don't want to insult them by closing the shop and so far I've had three people come back with problems they couldn't get fixed the other time they were at the shop. This is a major concern for the quality of this service next year.

And since there is one month left of this service I wish to discuss the changes MSU made to MACycle last year. The director was paid 20 hours a week, now reduced to 10 hours. I agree that 20 hours a week is too much for a student to handle. However 10 hours is not enough to run the service smoothly, especially if you want the service to grow. I have to spend almost all of my time in the shop, and little time is left for any logistical stuff e.g. events. I am asking that a second person be hired to help run this service. The cost would be the same as before, but with responsibilities split between two people more things could be done.

Also this service has been reduced to a seasonal service that closes November 30 and reopens May 1<sup>st</sup>. I understand there may be less usage during the winter. However, there are winter cyclists and winter is a time when maintenance is most crucial for both keeping the bike in good condition and safety. Also cycling season starts the first day

snow clears up. May 1<sup>st</sup> is way too late. When we first reopened this year I've had over 10 people in the shop at a time, with me being the only person working there (we never get volunteers during the summer). At the very least, please consider opening this service earlier in the year. Reduced hours is ok, but the shop should not be closed.

I've had a talk with Shaarujaa and she told me these changes were made partly because the service is losing too much money. I can increase our prices and make at least 50% more money, and we will still be by far the cheapest bike shop in town. If money is ever a concern, please keep in mind that there are ways to address it.