



REPORT

From the office of the...

MACycle

TO: Members of the Executive Board
FROM: Jackson Waite & David Yoon
SUBJECT: MACycle Report #3
DATE: January 30, 2014

UPDATE

We have made some big changes at MACycle since the new year.

Our volunteer system has been re-vamped in order to sustain a more reliable and consistent team of volunteers and executives. We have formalized volunteer shop hours and the responsibilities of volunteers in their committed hours. Thus creating a greater sense of accountability between our volunteers.

We have also re-designed the shop once again to better utilize the work space and to improve workflow.

Our newly designed inventory system has been fully implemented and we will be working on using the data from this to improve MACycle's efficiencies.

Lastly, we have focused on raising our social media presence through greater use of our Twitter and Facebook pages.

SERVICE USAGE

The winter months have been slow at MACycle, so we have been utilizing our time by re-designing the space in order to improve shop efficiency. This will be key for when the cycling season starts up and we receive more customers. During this season we always have an influx of students wanting to build bicycles and use bicycles for Capstone projects so we also get the chance to completely overhaul bicycles which is a great way for staff to learn the repair techniques they will need for the busier months. We will soon be able to quantify our service usage due to our new control systems.

PAST EVENTS, PROJECTS & ACTIVITIES

As mentioned earlier, we are focusing on workplace redesign now that we have a chance to do so, given the decreased in traffic at the shop. We have also been working on creating a stronger social media presence to help achieve better brand awareness and keep MACycle members engaged with the service through the year.

UPCOMING EVENTS, PROJECTS & ACTIVITIES

Security Services have once again given us another set of reclaimed bicycles to auction off. We will need to co-ordinate this with them and ideally have the event taking place to coincide with better spring weather to ensure buyer turnout and the most revenue from the sales. David is working on putting together a Winter Bicycle Maintenance workshop in conjunction with members of the McMaster Cycling as a joint initiative. We will also reinstitute community bicycle rides once again when the weather permits.

BUDGET

We are in the process of assessing MACycle's future budget for the 2014-2015 season.

Our spending is on track with the previous year's spending.

The new inventory system we will be able to provide valuable information for future budgeting.

CURRENT CHALLENGES

One big challenge we are working on is addressing MACycle's lack of visibility on campus. Permanent signage has been a re-occurring issue, though a back-lit permanent sign may be realizable in the near future depending on the willingness of the university. While volunteer positions have been better formalized we would like to take this further and develop written volunteer contracts that would clearly explain our expectations to our staff.

SUCSESSES

We have achieved many successes thus far into 2014.

The formalization of the duties and expectations of MACycle volunteers has been huge. It alone has significantly improved the amount and quality of work that is being done in the shop.

The new inventory and sales systems have been successful in implementation, though there will surely be tweaks to get it running really smoothly. That being said this will be the first successful inventory system that MACycle has ever had (as far as we know). This will be hugely important for maximizing efficiencies in supply management.

The total re-design of the shop space also means MACycle will be able to run more efficiently and won't need major adjustments for years to come.