



## President's Report

BayRides AGM - Monday, June 22, 2020

As of this AGM, I am completing my second year as BayRides Chair. This past year has seen continued growth of BayRides but has not been without its challenges, particularly since March 16 when we took the decision to reduce our service to essential trips only due to the COVID-19 pandemic. Despite the general shut-down, we continued to provide service to a few of our long-time clients who rely on us for their access to food and medicine. As I prepare this report, we have started to 'ramp-up' our service starting with those of our clients who use BayRides to get to and from work. We have established protocols to ensure the health and safety of our clients and drivers by maintaining distancing within the vehicles and utilizing strict hygienic practices.

During the past year our kms travelled have increased from 173,688 kms to 204,113 kms, and our ridership has expanded from 9,133 trips the previous year to 11,256 trips this year, so we continue the upward growth trend experienced the past few years. Demographically, 47% of our clients (5,313 trips) are in the general category, 41% are seniors (4,574 trips) and 12% are youth (1,369 trips). To help with the additional workload we employed a part-time office administrator, Karen Damtoft, in January. To help address increased demand for our service, we added a new accessible van (Toyota Sienna) to our fleet of vehicles in the fall. We now have 4 vans and a 16 passenger bus.

A five year business plan was completed in 2020 and accepted by the Board at the March meeting. The plan was prepared by Jamie Stewart of Four Points Business Consulting. One of the main recommendations of the plan was a fare restructuring to increase revenues to sustain our operation. Fares charged by BayRides are among the lowest among the 19 members of the Rural Transportation Association (RTA). Arrangements are now underway to implement the fare increases once we are up and running again.

In the 2018-19 year we were successful in obtaining charitable status for BayRides. This year, through efforts by our Executive Director, we were granted Municipal Service Provider Status. This enables us to recover 100% of the federal portion of the HST and 57.14% of the provincial part. Previously we were able to recoup 50% of the HST; now we recover 71.42% overall.

I would like to extend heartfelt thanks to our office staff, Patty, Lynn, Hans and Karen and to our professional and volunteer drivers for their dedicated service to BayRides. Thanks, also to our volunteers who are always available when called upon to help.

We welcomed Mary Agnes Moar, Alan Williams and Ian Shawcross to the Board last June, and Ben Corkum in March, and are now preparing to add two new members, Rob Gilbert and Cynthia Weatherston, at this year's AGM. Sadly, we are losing the remarkable service of Michael Coward who is retiring as Treasurer. His management of our finances these past 6 years has put BayRides on a sound financial footing. We are grateful for his contribution to this organization.

It has been a pleasure working with our talented Board of Directors. Their enthusiasm for BayRides and the energy and expertise they bring to Board meetings and the thoughtfulness with which they engage in committee work is an inspiration for me. It is gratifying to be part of an excellent team providing an important service to our community. I look forward to working with the Board in the coming year.

A handwritten signature in black ink, appearing to read "Peter Delefos".

Peter Delefos  
Chair, BayRides Board of Directors