



President's Annual Report - Annual General Meeting - June 29, 2021

It has been an honor and pleasure to have served on the BayRides Board these past 5 years, the last three as Board Chair. During the first part of my term as Board Chair, BayRides was experiencing exponential growth. We hired Patty King as Executive Director in 2018, and shortly thereafter employed Hans Stokkeskog as Fleet Manager. About a year and a half ago, to ease the pressure on Lynn Coward who was acting as both Dispatcher and Office Administrator, we hired Karen Damtoft as Office Administrator. In March of this year when Lynn retired as Dispatcher we took on Courtenay Murdock as our new Dispatcher.

Fifteen months ago, in March 2020, Covid 19 struck and our ridership plummeted from 11,256 trips in 2019 to 4072 trips in 2020, an overall decrease of 65% in our ridership. Despite having to lay off some of our drivers, we were able to maintain a basic service to those of our regular clients who relied on our service for food, medication or transportation to and from work. Through provincial and federal government wage subsidy programs we were able to secure close to \$100,000. These funds enabled us to continue our operation without having to lay off administrative staff. We are grateful to our Executive Director for diligently pursuing these funds as they became available from government agencies and for ensuring that we developed all the appropriate protocols to ensure the health of our clients, drivers and staff during the pandemic.

In October 2020, we moved into our new office space at 5181 St. Margaret's Bay Rd., an excellent choice as it provides offices for each of our staff and a common area including space for the drivers to relax between drives. There is also a kitchen, washrooms, and a meeting area for the Board once we are able to resume in-person meetings. The new office has proven to be popular with all our staff and Board members and has facilitated communication and interaction among staff members.

I want to express my appreciation to the Board of Directors for their dedicated service to BayRides. They have all become friends and I have enjoyed working with them on a common cause. Our gratitude to Megan, Bob, Alan and Mary Agnes who are stepping down and to Rob who is relinquishing the position of Treasurer but remaining on the Board. I look forward to continuing to serve as a volunteer driver as well as being on Board committees, if invited, as it would be too much of a shock to cut ties with an organization I have come to enjoy and admire. Special thanks to our incoming president, Dustin O'Leary, ably serving as VP. His vision and energy will propel BayRides onward and upward in the coming term.

Thanks to our talented staff - Patty, Hans, Karen and Courtenay for the very efficient and professional manner in which they conduct BayRides business, particularly in the challenging time of the Covid pandemic. What a pleasure it has been working with them. We honored Lynn at a special event in March when she stepped down as Dispatcher but thanks, again, Lynn, for your contribution over many years and your on-going service to BayRides.

Thank you, also, to our team of professional and volunteer drivers, our front-line workers, and the face of BayRides in the community. The fine reputation of BayRides is due in large measure to the important service and the care and cordiality they provide to our clients.

And finally, we are grateful to those of you who are about to join the Board. Your talents and experiences will be of inestimable service to the organization. I'm sure you will come to appreciate the very significant role you will play in providing a vital transportation service to the community.

Best wishes to you all. Thank You.

Peter Delefas, June 29, 2021