

ANNUAL REPORT 2014



A Project of:



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Introduction

BVW Mission

To encourage the use of bicycles by providing a free and safe method of securing your bicycle at events located around the Winnipeg region.

Description

Bicycle Valet provides a temporary bicycle parking facility that can be set up at for events large and small. It is offered to event organizers who wish to provide supervised bike parking for their patrons. This can significantly reduce traffic and parking congestion and encourage Active Transportation use in Winnipeg.

There is no charge to cyclists for this service. Bicycles are stored in a supervised compound and need not be locked. Personal equipment such as helmets and backpacks can also be left with the bicycles. In fact we will also accept skateboards, strollers, chariot trailers, or any other Active Transportation equipment.

The convenience of this free service can bring in patrons who might otherwise be deterred by the expense and hassle of other forms of transportation. Having a safe place to park their “wheels” can make the difference between attending an event or staying home.

With the support of our sponsors, event promoters, and volunteers; we will continue to provide this free service to all Active Transportation users.

2014 Highlights

BVW Participated in 27 Events of which 3 spanned over multiple days

49 regular Volunteers completed a total of 801.50 volunteer hours

22 non-registered volunteers completed an additional 128.75 volunteer hours over the season

The average number of hours completed over the season per volunteer was 13.3

The average shift length per volunteer was 4.4 hours

5 volunteers completed over 30 hours of volunteer work this season with BVW

1 volunteer completed over 67 volunteer hours

1 volunteer completed 118 volunteer hours

BVW parked 4897 Bicycles

Semi-permanent racks and fencing are in place at IGF stadium to alleviate the need of a vehicle to transport equipment

Events

Events Summary

From March 2014 to November 2014, Bicycle Valet Winnipeg attended 27 events held by 12 organizations. BVW parked 4897 bicycles. Some larger events attended by BVW in previous years parked a smaller number of bicycles due to changes in hours of operation, or location changes. Examples include Canada Day at the Forks, where the Forks budget only permitted BVW services for the evening (whereas in previous years, BVW had provided services throughout the entire day) and Bike to Work Day where the change in location did not permit such a large number of bicycles as it had in previous years.

While the Blue Bombers' Website indicated BVW had a capacity to park 800 bicycles, in reality and due to equipment constraints, the capacity between the two locations was only 400. Management was made aware of this issue early in the season.

Many events are recurring and BVW have attended these events over several years. These recurring events include the Blue Bombers games, Happy Days on Henderson, Canada Day at the Forks, the MS Bike Tour, A Moveable Feast, ManyFest, the Air Force Run and Picnic in the Park. The MEC Bike Fest and the Ellice Street Festival are two recurring festivals that BVW did not attend in 2014.

Most other events are special events, such as concerts, fundraisers or Grand Openings.

Booking: Event organizers contacted Bicycle Valet Winnipeg directly to request event services. Larger events, requiring larger set-ups over several days were generally negotiated months in advance. Once an event request had been received, and the details regarding the event outlined, a service quote outlining the terms of service was sent to the event organizer to review and sign (see Appendix 1 for a contract example).

Staffing: To staff an event, a Doodle, an online booking calendar, was sent to a frequently updated database of BVW volunteers (see Appendix 2 for an example of a Doodle calendar). Volunteers were free to register for an event shift via Doodle. If and when a volunteer was no longer able to fulfill their shift, they were required to remove themselves from the Doodle, and to send an email explaining the reason they were no longer able to participate.

Event set-ups for most events include:

- A table
- Chairs
- Canopy
- Banners
- Bicycle racks
- Perimeter (comprised of Bicycle racks and snow fencing)
- Zip ties

- clipboards
- Bike Tags
- Staplers
- Business cards/other marketing material
- Bike route maps
- Whiteboards (to advertise services/volunteer recruitment/schedule/donations)
- Sunscreen/mosquito repellent
- Aprons
- Gloves
- Tools boxes with tire patch kit, tools, Pens/Pencils, erasers, staples, paperclip
- Donation jars
- Cooler with drinks/snacks as needed
- Garbage/recycling bins/bags
- Ponchos
- Clean wipes
- Table cloth

For a description of an event set-up, see Appendix 3.

Transportation: The coordinator did not have access to a cargo van this year. Consequently, alternative measures were used. With all events at the Investor's Group Field, the MS Bike Tour and the Grand Opening of the Canadian Museum of Human Rights, service discounts were negotiated for the provision of transportation for equipment, or the provision of fencing/bicycle racks. For every other events, the bicycle trailers were used.

If BVW would have been unable to secure transportation for longer events, or events outside of the city, a vehicle (cargo van ideally) would need to be rented or borrowed.

The issue with transportation can be very problematic as vehicle rentals are expensive and it can be difficult to find volunteers to transport equipment by bicycle trailer. Transporting equipment by bicycle trailer is physically demanding. It also requires an earlier departure time to ensure set-up is completed on time.

It may be worthwhile to look into sponsorships from vehicle rental companies for future years.

Investor's Group Stadium (IGF): In 2013, the cost to run the Bicycle Valet at the IGF far outweighed payment received from the Winnipeg Football Club. If BVW were to continue to provide services at the IGF, a more feasible financial model would have to be agreed upon. The following terms were negotiated for the 2014 season to alleviate financial constraints:

- For an \$8000 Service Fee, BVW would service all 10 Bomber's Games with a capacity of 800 bicycles adjacent to gate 3. This would remain a free service for cyclists and adequately staffed to minimize wait times to drop-off and retrieve bicycles. Service would begin 2.5 hours prior to game start.
- The Winnipeg Football Club would provide fencing and bicycle racks to alleviate the need for a

large vehicle to transport equipment (this was not ready for the first two games and the Football Club provided transportation for equipment for these games).

- The Winnipeg Football Club would provide “Bomber's Bucks” to alleviate the need to distribute stipends
- The Winnipeg Football Club would continue to provide wristbands for volunteers to enter the stadium.
- The Winnipeg Football Club would provide an appropriate area to render the valet more accessible.
- The Winnipeg Football Club would provide BVW with 3 tables.

While this year was far more manageable at the stadium, a few difficulties did arise and should be resolved for the next season:

- Staffing volunteers for a Bomber's game was often difficult, due to the high number of volunteers needed to ensure an efficient service. A volunteer recruitment campaign really needs to be implemented to ensure there is a large enough pool of volunteers to adequately staff large events. It may be worthwhile to reach out to season ticket holders.
- The new valet area has an irrigation ditch through it. This makes the layout of the racks difficult to work with. It also is an issue with the minimal lighting in the area when bikes are being run back and forth as it can easily cause volunteers to trip.
- The back area of the enclosure is unsecured. Prior to the game there are a number of people who move the fencing and walk through the compound. When asked to go around, many of these individuals simply ignore the request and proceed anyway. More chain link fencing at the end with a gate and an option to lock it would be highly beneficial to ensure the compound remains secure at all times. This could also be an advantage if we were able to start to accommodate cyclists at that end to reduce line-ups and the distance to retrieve a bicycle.
- The current entrance is on a slope and has a curb. Not only is it awkward to get bikes over the curb, it is easy to slide down when moving a large number of bikes (especially with the landscaped rocks around the small shrub beside the entrance.)
- Because there is only one entrance, line-ups can be long (even when adequately staffed) as it can be difficult to move the large number of bikes through during peak times. Line-ups also deter cyclists from using the service and block paths for other game attendees.
- Bombers bucks provided by the Winnipeg Football Club did alleviate a lot of financial strain. However, due to the large number of volunteers, and the high cost of stadium food, the Bomber's Bucks only lasted until the 6th game.
- Finally, on the Winnipeg Blue Bomber's Website, BVW is still being shown as belonging to MPI by naming the service “Manitoba Public Insurance Bike Valet”. MPI is not a Bicycle Valet Winnipeg sponsor, nor has Bicycle Valet Winnipeg or Bike Winnipeg agreed to sell the naming rights of the organization (rather they sponsor it through the Blue Bombers). This will need to be clarified before the next season if BVW is to continue to provide services at the IGF.

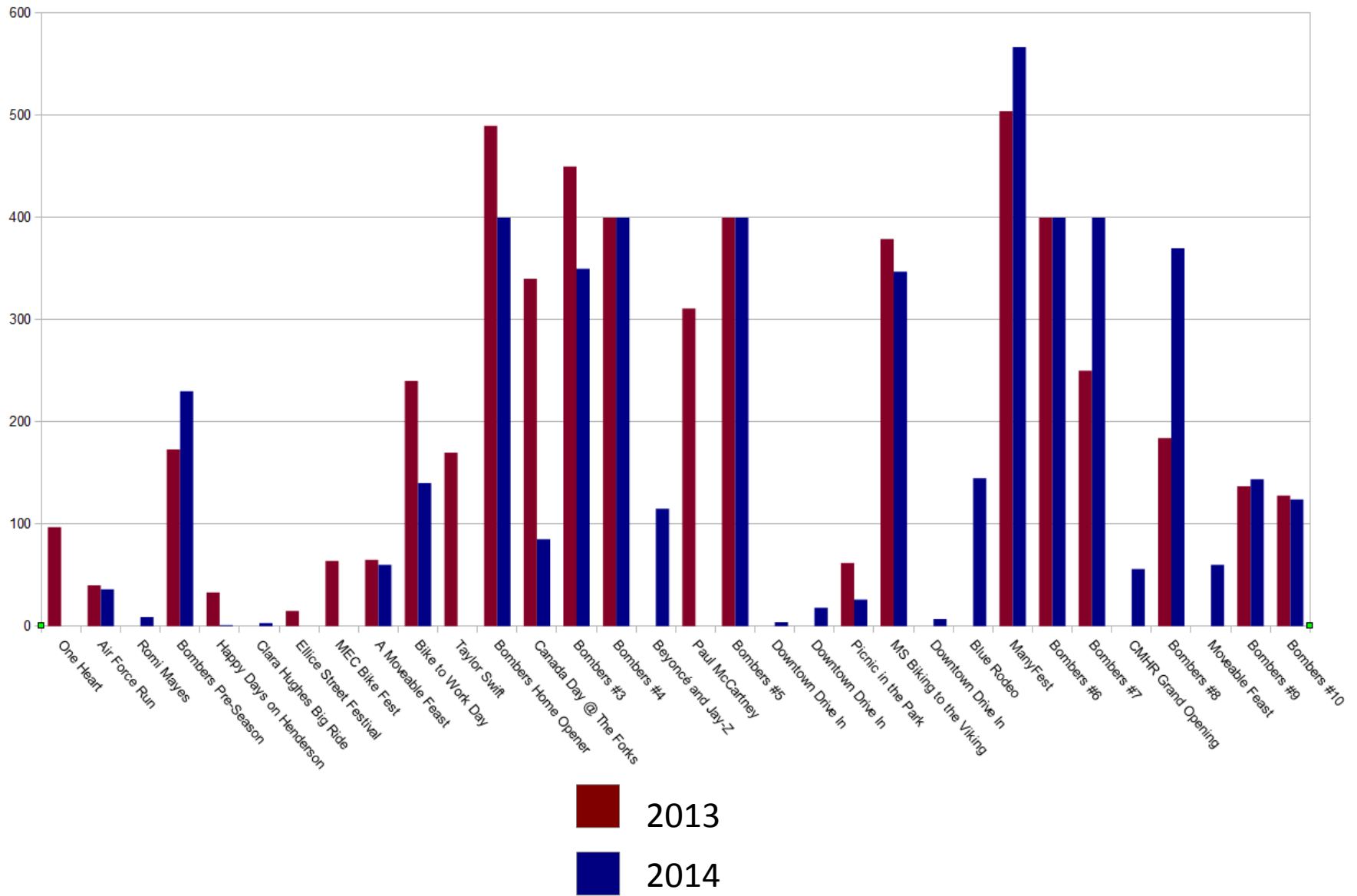
Table 1: 2013 Summary of Events

Event	Date(s)	Location	Event contact	Bikes Valeted	# of Volunteers	Volunteer Hours
May						
Air Force Run	14-05-25	17 Wing Base	Capt. Chantal Bellemare	36	4	17
June						
Romi Mayes	14-06-07	First Unitarian Universalist Church of Winnipeg	Mark Cohoe	9	5	19
Bombers Pre-Season	14-06-09	Investor's Group Field	Kelly Keith	230	9	39
Happy Days on Henderson	14-06-14	81 Henderson	John Anderson	1	2	9
Clara Hughes Big Ride	14-06-14	Clara Hughes Recreation Park	Tessa Blaikie	3	2	15.5
Moveable Feast	14-06-19	Various Downtown Locations	Stephanie Voyce	60	5	11
Bike to Work Day	14-06-20	The Forks Market	Andraea Sartison	140	8	17
Bombers Home Opener	14-06-26	Investor's Group Field	Kelly Keith	400	14	57
July						
Canada Day at the Forks	14-07-01	The Forks Market	Andraea Sartison	85	5	31.5
Bombers #3	14-07-03	Investor's Group Field	Kelly Keith	350	11	35
Bombers #4	14-07-23	Investor's Group Field	Kelly Keith	400	14	62.5
Beyoncé and Jay-Z	14-07-27	Investor's Group Field	Kelly Keith	115	14	52
August						
Bombers #5	14-08-07	Investor's Group Field	Kelly Keith	400	14	50.75
Downtown Drive-In	14-08-09	City Place	Scott Stewart	4	2	10
Downtown Drive-In	14-08-16	City Place	Scott Stewart	18	1	7
Bombers #6	14-08-22	Investor's Group Field	Kelly Keith	400	11	37.5
Picnic in the Park	14-08-23	St. John's Park	Martin Landy	26	2	10.5
MS Biking to the Viking	14-08-23	Gimli Community Centre	John Mackie	347	11	83
	14-08-24					
Downtown Drive-In	14-08-30	City Place	Scott Stewart	7	2	7
September						
Blue Rodeo	14-09-05	Assiniboine Park	Trevor Clearwater	145	6	36
ManyFest	14-09-05	Memorial Park	Stephanie Voyce	567	22	89.5
	14-09-06					
	14-09-07					
Bombers #7	14-09-07	Investor's Group Field	Kelly Keith	400	16	60
CMHR Grand Opening	14-09-20	The Forks Market	Colinne Dowbyhuz	56	10	28.5
	14-09-21					
Bombers #8	14-09-27	Investor's Group Field	Kelly Keith	370	12	50.5
Moveable Feast	14-09-27	Locations	Stephanie Voyce	60	5	25
October						
Bombers #9	14-10-17	Investor's Group Field	Kelly Keith	144	10	38.5
Bombers #10	14-10-25	Investor's Group Field	Kelly Keith	124	9	31

Table 2: 2012/2013 Events Comparison

Event	2013		2014	
	Date(s)	Bikes Valeted	Date(s)	Bikes Valeted
One Heart	13-05-26	97	n/a	
Air Force Run	13-05-26	40	14-05-25	36
Romi Mayes	n/a		14-06-07	9
Bombers Pre-Season	13-06-12	173	14-06-09	230
Happy Days on Henderson	13-06-01	33	14-06-14	1
Clara Hughes Big Ride	n/a		14-06-14	3
Ellice Street Festival	13-06-15	15	n/a	
MEC Bike Fest	13-06-15	64	n/a	
A Moveable Feast	13-06-19	65	14-06-19	60
Bike to Work Day	13-06-21	240	14-06-20	140
Taylor Swift	13-06-22	170	n/a	
Bombers Home Opener	13-06-27	490	14-06-26	400
Canada Day @ The Forks	13-07-01	340	14-07-01	85
Bombers #3	13-07-19	450	14-07-03	350
Bombers #4	13-07-26	400	14-07-23	400
Beyoncé and Jay-Z	n/a		14-07-27	115
Paul McCartney	13-08-12	311	n/a	
Bombers #5	13-08-16	400	14-08-07	400
Downtown Drive In	n/a		14-08-09	4
Downtown Drive In	n/a		14-08-16	18
Picnic in the Park	13-08-17	62	14-08-23	26
MS Biking to the Viking	13-08-25	379	14-08-23	347
	13-08-26		14-08-24	
Downtown Drive In	n/a		14-08-30	7
Blue Rodeo	n/a		14-09-05	145
ManyFest	13-09-06	504	14-09-05	567
	13-09-07		14-09-06	
	13-09-08		14-09-07	
Bombers #6	13-09-08	400	14-08-22	400
Bombers #7	13-09-20	250	14-09-07	400
CMHR Grand Opening	n/a		14-09-20	56
			14-09-21	
Bombers #8	13-09-27	184	14-09-27	370
Moveable Feast	n/a		14-09-27	60
Bombers #9	13-10-19	137	14-10-17	144
Bombers #10	13-11-02	128	14-10-25	124

Chart 1: 2013/2014 Events Comparison



Marketing and Communications

Marketing Materials

- 500 new business cards have been printed to prominently feature Bike Winnipeg's logo.
- New brochures have been designed but have yet to be printed
- Bill will be redesigning the BVW banners to feature Bike Winnipeg's logo

*New marketing materials should be printed prior to the next fiscal year as they were considered in the 2014 budget.

Website

The Bicycle Valet Website had been inactive for most of 2014. While the site is now active, there are several adjustments that will need to be made over the winter to ensure it remains a valuable resource for clients, cyclists and volunteers. The following HTML forms should be added to the new website:

- volunteer registration form
- event bookings form
- questions/comments form

A more attractive layout should be implemented prior to the new BVW season.

Social Media

There have been 3 “unlikes” since the last AGM on the Facebook page and 12 new “likes”, bringing total likes to 136. A more interactive and engaging Facebook page would likely increase that number and should also be promoted on Bike Winnipeg's Facebook page. In the 2015 BVW Season, Facebook should be used regularly to encourage followers to stay engaged in BVW and other related cycling activities.

Twitter currently has 765 followers up nearly 100 followers from a year ago.

On all forms of social media, as well as the website, updated pictures should be added frequently.

Recommendations

- A media list has been created and it is recommended that Press Releases be sent next spring announcing the 2015 BVW season.
- In spring 2015, BVW postcard mail outs should be sent to events potentially interested in using valet services.

Volunteers

Summary

In 2012, BVW had 49 active volunteers contributing 801.50 volunteer hours. 22 additional volunteers contributed another 128.75 volunteer hours. These volunteers were generally friends of active volunteers who were interested in assisting at specific events, but were not interested in being added to the mailing list. The average number of hours completed over the season per volunteer was 13.3 and the average shift length per volunteer was 4.4 hours. This translates to the average volunteer working 3 events over the season.

BVW volunteer tasks include:

- Transporting equipment to and from events
- Setting-up and tearing-down
- Ticketing bicycles, and
- Parking and retrieving bicycles

At busier events, volunteers were allotted tasks to ensure the continual flow of parking and retrieving. Tasks included: -Greeting customers and organizing tickets, ticketing bicycles, parking/collecting bicycles.

At most events, food and drinks were negotiated in the contract and therefore stipends did not need to be distributed (organizations that provided food/drinks for BVW volunteers were discounted 10% off the cost of services). At events where food/drinks were not provided by an event, stipends equivalent to \$5 per shift worked were allotted. A cooler with water was always available to volunteers.

A volunteer appreciation party will be held on November 15th, 2014 and will include a dinner, volunteer appreciation awards, and a silent auction.

Recommendations

- As BVW continues to grow, it may no longer be feasible to have only one coordinator. While generous, the contract does not enable a person to have a full time job and is too demanding over the summer to maintain a permanent part-time job. The contract may be best split among more than one person. A volunteer coordinator would be highly beneficial to work specifically with scheduling and recruitment as well as providing volunteers with adequate training.

Operations

Summary

BVW has the capacity to park approximately 600 bicycles when racks are not needed as a perimeter. Enough materials are stocked to adequately run two large events and one small event simultaneously, not including volunteer capacity and or racks. Racks are becoming dented and will need to be “serviced”. New racks may need to be purchased. An assessment will need to be conducted to find out whether it is more feasible to repair current racks and purchase a small number of new ones, or to purchase a larger number of new racks and discard those that are warped.

Original banners continue to be used. However, the Bike to the Future logo is still displayed on the banners. BVW has not had new sponsors in several years and old sponsor logos have been removed from current banners.

Another canopy is no longer useable and a new one (possibly two) will need to be purchased prior to the next season.

BVW continues to use approximately 5000 tickets per season and researching alternative, reusable tagging systems may be beneficial.

As BVW continues to grow, current transportation models continue to require considerable volunteer capacity and additional time. While the provision of racks and perimeters at the IGF stadium and some other events alleviated some of these constraints, a more sustainable model should be considered for the next season. Options may be the recruitment of physically fit volunteers who are available to transport equipment via trailer in advance; the negotiation of transportation in contracts when feasible; or, an additional stipend for the use of cargo van or truck (someone would need to be found).

Equipment continues to be stored at the to the BVW coordinator's home in Old St. Vital. Monthly storage costs remain the same at \$40/month.

The following items should be purchased prior to the 2015 season:

- Canopy Frame (1 – 2) – if two canopies are bought, a new custom printed vinyl cover will also need to be purchased)
- Collapsible chairs (4-6)
- Allen Keys (2 sets)
- Mosquito Repellent (2)
- Business Card Holders (3)
- Bike Tube Patch Kit (2-3)
- Trailer Hitch (1)
- Wheel Bearing (4) (ordered from Bikes at Work, bikesatwork.com)
- Hand Sanitizer (2)
- 4' collapsible Tables (2)
- Banners (4)

- Large Whiteboards (1-2)

It is also important to consider replacing the snow fencing with an alternative fencing material, as the snow fencing catches the wind and tends to knock over the perimeter on windier days.

To see a complete list of current equipment and approximate replacement value, please see Appendix 4. This does not include the items listed above.

Depreciation of equipment is currently set at \$500/yr as reflected in the budget. However, this is only an estimate and Bike Winnipeg's board will need to conclude a realistic capital allowance or value of depreciation for the new contractee/coordinator.

Finances

Changes in the prices negotiated per contract has changed significantly over the last year so to better reflect the actual service costs.

Standard pricing is as follows:

Small set-ups of up to 49 bicycles: \$50/hr

Medium set-ups (50 – 149 bicycles): \$80/hr

Large set-ups (150+ bicycles): \$110/hr

New pricing does better reflect actual service costs. However, it may be worthwhile to establish a base cost that reflects the overall annual cost of services per hour of operation and establishing a base costs for each set-up size as it is difficult to predict the number of bicycles that will use the service at any given event (especially given the effect weather may have on an event) and then add an additional per hour service fee if accommodating a larger or smaller number of bicycles than originally anticipated.

Income has been predominantly from fees charged to events. Other income has been from individual donations. The service cost may be unrealistic for some smaller organizations who are still very supportive of active transportation. BVW should continue to support small events by offering their services, but apply for a number of grants to offset the cost of providing the service for smaller events at a subsidized rate. Each year small, community based organizations could apply to receive the valet service. Depending on the criteria established by BVW, a certain number of organizations may qualify to receive the service for free.

A 10% discount for each of the items listed below is offered for the provision of the following by the booking organization:

- the provision of food/drinks or stipends in a contract
- provision of an established perimeter for larger events
- equipment pick-up/drop-off or provision of a vehicle (when required for out of town events and/or very large equipment loads that will not fit on 2 trailers).

Many volunteers have grown accustomed to receiving a small stipend for each shift worked (usually

\$5 per 3.5 hours worked) when food is not provided. While the stipends are not necessary, providing volunteers with food, or drinks or funds to purchase food/drinks does provide an additional incentive for volunteers to sign up for shifts. When food stipends are provided, the total distributed to volunteers is usually around the equivalent of 5% - 20% of the booking price. For example: A medium sized set-up (between 50-150 bikes) of 6 hours in length requires approximately 8 - 12 volunteers (4 – 6 volunteers per shift + setup and tear-down time). This would equal \$40 - \$60 in stipends (\$5/shift * 8 to 12 volunteers). An organization booking BVW for an event of this size and length would cost \$510. Volunteer stipends are therefore equal to 8% - 13% of the cost. A 6 hour event for some of the largest set-ups (of which there are often over 300 bicycles) requires anywhere from 12 – 24 volunteers (6 – 12 per shift). This would equal anywhere from \$60 - \$120 in stipends (\$5/shift * 12 to 24 volunteers). An organization booking BVW for an event of this size and length would cost \$660 under the current pricing list. Volunteer stipends are therefore equal to 9% - 18%.

Many events provide their own volunteers with food vouchers for their events. Because the food is readily available to volunteers, booking organizations feel it's worthwhile to provide BVW volunteers access to food for a 10% discount on the overall booking cost. For BVW, a 10% discount to a booking organization on the overall cost of a set-up is usually a smaller cost than that of providing volunteers with vouchers. It's also far more convenient (as the coordinator does not need to keep track of the distribution of stipends, go to the bank to ensure proper change or go to the store to purchase food items).

The most common discount is for the provision of food/drinks or stipends for food, and when applicable, the BVW has negotiated the provision of food for volunteers with the booking organization for an additional 10% off the set-up cost.

Other discounts provided were a reflection of the lack of transportation for the 2014 season. Without the cargo van, equipment had to be transported by bicycle trailer. This was especially difficult for very large events. To alleviate the additional time and physical energy required to transport equipment, discounts were provided when events were able to either provide BVW with a vehicle (MS Bike Tour), equipment was picked up and dropped off (Grand Opening of the Canadian Museum of Human Rights) or where a perimeter/bike racks were already in place. Otherwise, a truck or cargo van would need to be rented/borrowed when it wasn't feasible to transport equipment by bicycle.

The majority of expenses are coordinator wages, volunteer stipends, and equipment and supply purchases, insurance, storage and vehicle mileage.

Table 3: BVW Income and Expenses

**Winnipeg Bike Valet
2013-2014**

	April 1 st , 2014 – March 31 st , 2015	April 1 st , 2014 – November 30 th , 2014	Projected Dec- March	Projected - Total Year
	Budgeted	YTD		
Revenue				
Grants	\$0.00	\$0.00	\$0.00	\$0.00
Contracts	\$19,117.50	\$11,314.25	\$6,099.75	\$17,414.00
Tips	\$1,200.00	\$1,678.05	\$0.00	\$1,678.05
Sub-total	\$20,317.50	\$12,992.30	\$6,099.75	\$19,092.05
Expenses				
Capital	(\$500.00)	\$0.00	(\$500.00)	(\$500.00)
Program Coordinator				
Base Salary	(\$9,000.00)	(\$6,750.00)	\$0.00	(\$6,750.00)
Bonus	(\$2,031.75)	(\$1,894.49)	\$0.00	(\$1,894.49)
Assistant Coordinator				
Salary	(\$950.00)	\$0.00	\$0.00	\$0.00
Website	\$0.00	\$0.00	\$0.00	\$0.00
Insurance	(\$667.00)	(\$667.00)	\$0.00	(\$667.00)
Supplies	(\$1,320.00)	(\$853.75)	(\$500.00)	(\$1,353.75)
* Volunteer Support	(\$1,310.90)	(\$1,114.27)	\$0.00	(\$1,114.27)
Storage	(\$480.00)	(\$360.00)	(\$120.00)	(\$480.00)
Other (transportation costs)	(\$826.61)	(\$304.05)	\$0.00	(\$304.05)
Transfer to BW	(\$3,047.63)	\$0.00	\$0.00	\$0.00
Sub-total	(\$20,133.89)	(\$11,943.56)	(\$1,120.00)	(\$13,063.56)
Total Income	\$183.62	\$1,048.74	\$4,979.75	\$6,028.49

*Volunteer support includes cash stipends handed out to volunteers, purchases made by the coordinator for snacks and drinks and, funds used for the volunteer wrap-up party (food, room rental, prizes/gifts)

Appendices

Appendix 1 – Example of a Service Quote with Terms



1176 Grosvenor Ave
 Winnipeg MB R3M 0N9
Info@BicycleValetWinnipeg.ca
 Prepared by: Amanda San Filippo
 email: bwcoordinator@bicyclevaletwinnipeg.ca

QUOTE

DATE: 2014-01-01
 QUOTE # [000-2014]

Customer

Joe
 c/o Amanda
 123 Street
 Winnipeg, MB H0H 0H0

Item	DATE:	TIME:	AMOUNT
Bike Valet Services	January 1 st , 2014	4 PM – 11:30 PM	\$637.50
Volunteer support discount (-10%)			-\$63.75
Subtotal			\$573.75
Other			
TOTAL Due			\$573.75

TERMS AND CONDITIONS

1. Invoice will be emailed after provision of services. Bills are to be paid in full within one month of the receipt of invoice.
2. Late payments are subject to a penalty fee.
3. The Company may terminate this agreement by giving the Service Provider a written notice up to 72 HOURS prior to any event. Failure to provide such a notice will result in a penalty fee of 50% of the original invoice amount. In the case of Company cancellations due to SEVERE weather conditions, whereby the safety and security of the Service Provider staff, Company staff and Event participants are placed at risk, upon approval by the Service Provider, the company may not be subject to a penalty fee
4. Upon acknowledgment of these terms and conditions, please scan and email the signed price quote to the email address above.

Customer Acceptance (sign below): x _____

Print Name: _____

If you have any questions about this price quote, please contact
 Amanda, (204)451-0886, bwcoordinator@bicyclevaletwinnipeg.ca

Thank You For Your Business!

Appendix 2 – Example of Doodle Scheduling Tool

Doodle[®]

Mutually agree on a time
Enter your name in the input field below and check the box for times that you are available.

Monthly Meeting

Poll initiated by John | 👤 1 | 💬 0 | ⌚ less than a minute ago

When do you have time for our monthly meeting?

Table view

This is an example date/time poll.
[Learn more...](#)

	NOVEMBER 2012 Fri 30	DECEMBER 2012 Mon 3	2:45 PM - 4:45 PM	Wed 5	2:45 PM - 4:45 PM
1 participant	12:00 PM - 2:00 PM	9:15 AM - 11:15 AM	2:45 PM - 4:45 PM	9:15 AM - 11:15 AM	2:45 PM - 4:45 PM
Ms. Busy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Your name	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	0	1	0	1	1

Comment
[Add a comment](#) ▾

Appendix 3 – Event Day Set-Up

1. Numbered tags with a perforation are used to allow the identification of bikes. BVW prints it's own. On the back of the tag, cyclists are asked to provide their first name and phone number, as an extra security measure, but also allows volunteers to contact bike owners when bicycles are left at the compound or to identify owners in case their half of the bike tag was lost. Clipboards and pens along with tags are distributed down the lineups to people wanting to park their bikes. Once filled out, tags are stapled (staple them twice) to the handlebars or cables so that the number can be seen easily from a distance (its best to have the handlebars facing in so two rows of bikes can be viewed at once).
2. Snow fencing is used to create a secure compound when an perimeter is not already in place (i.e a hockey rink, or chain link fencing provided by the event). No person, aside from volunteers should be allowed into the compound unless they are being escorted because volunteers aren't able to find a bicycle (in case of lost tickets for example). People cannot grab their own bikes. It's usually good to have a table or other obstruction at the entrance to stop people from walking in to the compound. On windy days, when no perimeter is provided, and snow fencing needs to be used, it's a good idea to interlock the bike racks with the perimeter racks to increase stability.
3. The canopy is set up at the entrance with the tables to provide branding, but also to protect volunteers from the elements. However, the canopy shouldn't be used on very windy days as it can bend or break the frame. Chairs are set up as well, for slower periods, and a cooler filled with drinks/snacks can be included when no other snacks/drinks/stipends are provided. It's important to have water at all times.
4. Racks spacing should be at a minimum of 10 feet to allow enough space to retrieve bicycles. Aisles should be at least 4 feet wide.
5. Racks should be set up so that volunteers needn't run too far to retrieve them. Many shorter rows are generally better than fewer long rows.
6. If you have a situation where people are coming and going, it's probably best to use multiple colour tags and to open and close sections as the day goes on.
 1. From time to time, consolidate your bikes to open up space, but try and do it for a fairly big chunk of bikes.
7. Having boards that show start/end numbers of tags for each row is quite helpful, especially when working an event where lots of bike traffic is expected throughout (as opposed to an event where people arrive at once and then leave at once). Small dry erase boards are handy for this, but some felt markers and paper can work as well.
8. Make sure that you store bikes in order. Sometimes that means leaving a gap to allow for a bike to be placed between two other bikes (this can happen when tags are filled out more slowly than others)
9. The table at the entrance should include the tags, clipboards, staplers, business cards, any other marketing materials, a donation jar with a sign, and when available, information on Bike Winnipeg activities. It's also a good idea to include a volunteer sign up sheet for people who may be interested in volunteering. A garbage and recycling bin should be near the table (the majority of "waste" is from bike tags once they've been retrieved. It is important to recycle these).
10. At the end of an event, items should be inventoried so bins are prepared for the next event, volunteer hours should be tracked and, an event summary should be written.

Appendix 4 – List of equipment and current replacement cost

Item	Qty	Price per unit	Total *
Bin Supplies			
Pencils (pack of 10)	2	\$0.94	\$1.88
Pens (pack of 14)	1	\$1.99	\$1.99
Brown Clipboards (large)	3	\$2.36	\$7.08
Clear Clip Boards	18	\$5.41	\$97.38
Rubbermaid Bins	3	\$8.99	\$26.97
Ponchos	10	\$2.00	\$20.00
Tool Box (small)	2	\$12.99	\$25.98
Tool Box (large)	1	\$17.99	\$17.99
** 5 piece mini pliers set (side cutters, end cutters, needle nose pliers, long nose, bend nose	3	\$34.99	\$104.97
Screw Drivers (6 head set)	3	\$24.99	\$74.97
***Box End Wrench	4	\$0.00	\$0.00
Bottle Hand Sanitizer (oz)	1	\$2.00	\$2.00
Donation Bins	3	\$2.00	\$6.00
Wet Wipes	2	\$1.50	\$3.00
Small White Boards	4	\$4.99	\$19.96
Dry Erase Markers	3	\$2.31	\$6.93
Staplers	17	\$9.20	\$156.40
Staples (Boxes of ~ 5000)	4	\$4.19	\$16.76
Brochure Holders	2	\$3.73	\$7.46
Business Card Holder	1	\$1.39	\$1.39
Scissors	3	\$5.49	\$16.47
Sunscreen	2	\$8.99	\$17.98
Mosquito Repellent	2	\$7.99	\$15.98

Item	Qty	Price per unit	Total
Set-Up			
Small Collapsible Chairs	2	\$19.99	\$39.98
Large Reclining Chairs	3	\$69.99	\$209.97
Collapsible Tables (4')	2	\$49.99	\$99.98
Canopy Weights (4 pack)	2	\$102.99	\$205.98
Canopy Frames	1	\$259.99	\$259.99
Custom BVW Canopy Cover	2	\$500.00	\$1,000.00
Cooler (small)	1	\$20.00	\$20.00
Cooler (medium)	1	\$60.00	\$60.00
Cooler (large)	1	\$90.00	\$90.00
Bike Racks			\$3,000.00
Rack Cuffs			\$1,000.00
Fencing			\$325.39
Other			
Box of Business Cards (~ 500)	1		\$60.00
Boxes of 2013 Cycling Maps	2	\$0.00	\$0.00
Bike Pumps	3	\$30.00	\$90.00
Bike Tube Patch Kit	1	\$3.50	\$3.50
Table Cloths	3	\$2.00	\$6.00
BVW Aprons	8	\$32.00	\$256.00
Pulse ID Tags	35		\$450.00
Bike Tags	~ 3000		\$650.00

Bin Supplies (Cont...)			
Duct Tape Roll	2	\$2.00	\$4.00
Hockey Tape Roll	1	\$2.00	\$2.00
Scotch Tape Roll	2		\$0.00
First Aid Kits	2	\$18.00	\$36.00
Gloves (pairs)	12	\$2.00	\$24.00
Pencil Sharpeners	6	\$1.42	\$8.52
Zip Ties	100		18.99

Trailer and Accessories			
Rear Red Safety Flag (includes Flag Pole Mounting Bracket)	2	\$10.00	\$22.80
Trailer Hitch (includes hose clamps and clear rubber tubing)	3	\$50.00	\$171.00
Locking Hitch Pin	4	\$4.00	\$18.24
Model 96A Bike Trailer	4	\$570.00	\$2,599.20
Bungee Cords	16	\$3.69	\$59.04
Trailer Tire Tubes (16" x 1.75")	7	\$3.50	\$24.50
Tire Treads (16" x 1.75")	4	\$9.75	\$39.00
Complete Trailer Wheels	12	\$42.50	\$510.00

****Total replacement cost - \$12,031.62

*Prices do not include taxes or shipping. All prices are reflected in Canadian Dollars.

**Three sets of tools were originally purchased. Over the last 5 years, one end cutter, 2 side cutters and one bend nose pliers have been misplaced. These tools are very rarely used and replacing the missing tools is not necessary at this time.

***Box end wrenches are included in the purchase of trailers and have no value and do not require replacement.

****Total replacement cost does not include items listed in Operations Summary needing to be purchased for the 2015 season.