



Building community through bicycles.

# Annual Report 20-21

## Highlights

*Riding a bike has become everyone's favourite COVID-19 activity!*

*New programming in 7 remote Northern Ontario communities*

A learning hub for building and repairing bikes, offering safe cycling education, providing access to affordable transportation, and fostering a rich and inclusive cycling community.

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Social: @NewHopeBike  
#NewHopeBike



## 20-21 Numbers

# 747

Bikes refurbished and sold

# 1029

Basic Tune-ups

# 8

Remote Northern Communities participated in Ride Smart

# 187

Youth participated in Northern Ontario Ridesmart

# 152

Free tune-ups at community events

# 19

People participated in our Women's Fundamentals program

# \$90k

Fundraised through 3 events

# 299

5 spoke donations



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## A message from the Executive Director

**Mission:** *New Hope Community Bikes is a learning hub for building and repairing bikes, offering safe cycling education, providing access to affordable transportation, and fostering a rich and inclusive cycling community.*

The last time we put out an annual report, the world quickly changed due to the Covid-19 pandemic. Like every institution and organization, we were quickly forced to adapt and modify our activities to operate within the new pandemic paradigm. What we could not have foreseen was the BOOM in cycling that would take place as a result of lock-down orders and people's overwhelming desire to get outside and explore. Right away new bike sales spiked, and once all the new bikes were sold, those who wanted to ride dusted off any bike they had in their shed and got it ready to ride. Throughout the pandemic restrictions, bicycle service was always



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considered essential. New Hope pivoted right away during the first lock down, offering delivery service and mobile repairs to allow people to stay home. During the first lock down we also opened an online store to allow customers to peruse our refurbished bikes. People traveled from across the GTA to pick up a bike.

Most of all, the pandemic allowed us to try new things, lean into existing programs such as the Pikangikum Bike Program, and adapt other programs to be more efficient and further reaching. We are grateful for the continued support of our community who have raised over \$90,000 through three fundraising events; the Ice Road Challenge, and Everesting 2020, 2021. This support has allowed us to keep our programs rolling year round with great staff who share a passion for building community through bikes!

This report will highlight some of the new things we've undertaken and programs that have continued throughout the pandemic. Thank you for your support and interest in our journey.

- Andrew Hibma, Executive Director



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COVER

New Hope Staff, Rebecca directs youth in Ride Smart skills during a Ride Smart filming day

01 Painted spokes in the pay-it-forward spoke jar

02 Executive Director, Andrew Hibma climbing Fifty Road during the Everest Fundraiser

03 Staff Rebecca and Ben teaching Ride Smart at a Hamilton day camp

04 Storefront space continues to be adapted, colourful grips are displayed

05 New staff member shows off the 2021 Everesting T-shirt

06 Students with the Near North District School Board (Parry Sound) participate in Ride Smart programming.

07 View of the New Hope Bikes storefront with factories in the background.





# Programs

## The Spoke Jar

During second 'Covid winter', Staff and volunteers began brainstorming a new way to convey the charitable roots that support the work of New Hope Bikes. A local cafe, 541 Eatery and Exchange, uses 'button currency' (\$1 per button) to allow customers to pay-it-forward and prepay a meal for those who might not be able to afford a meal.

With the blessing of 541 leadership, New Hope started a pay-it-forward spoke program. Spokes can be purchased for \$5 each and used to support our programs or put in a different jar to be used by people who need help paying for their parts or repairs.

In 2021, 202 Pay-it-forward spokes were purchased allowing those in need to keep rolling. An additional 97 program spokes were purchased to help keep our programs running!

## Gage Park Pump Track Bike Library

A Trillium Grant and Canada Summer Jobs funding allowed us to start a new program in the summer of 2020 at the Gage Park pump track. We purchased a fleet of bikes in varying sizes, from run bikes for toddlers, up to full size mountain bikes for adults, and started loaning them out weekdays at the pump track.

316 bikes were signed out over the 8 week period, 200 basic repairs were completed and riders came from all across Hamilton to try out the track.



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## Basic Bike Repair

Basic Bike Repair and Women's Only BBR are monthly 3 hour workshops that teach the essentials required to keep a bike operating safely. It is also used as our training module for new volunteers.



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- 01 Youth at Gage Park pump track pose for a photo.
- 02 After 2 years of limited capacity classes it was great to welcome back participants.
- 03 Map of pump track users
- Next page:
- 04 Spoke jar explanation
- 05 Volunteers from Act 5 Gap Year Program help refurbish bikes winter 2021.
- 06 New Hope Staff, Meredith instructs a group of 5-7 year old "Brownies and Sparks" basic cycling skills in Sioux Lookout, ON



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# Pandemic Pivots:

*Some ideas stuck, others just made us dizzy...*

Lock-down. What does that mean? In March 2020 it meant only essential services could remain open. Fortunately, the restrictions allowed 'vehicle service' to remain open, and a bicycle is considered a vehicle under the Highway Traffic Act. A quick phone call to the local MPP confirmed that as a bike service organization we were able to stay open throughout the numerous lock-downs. Here's a brief overview of our pandemic pivots over the 2 years of Covid restrictions.

## Pivot 1: Service pick-ups and drop-offs

With everyone being told to stay home we offered to make that easier by picking up bikes for repairs and service and then dropping them off once the job was done. To facilitate this, and save the planet, we purchased a Yuba E-Boda Boda, electric assist cargo bike, and outfitted a trailer to carry 2 bikes. This bike was also used to deliver bikes purchased through our newly opened Online Storefront.

## Pivot 2: Mobile repairs

A second e-assist cargo bike was fitted with a tool box and used to make house calls for simpler repairs, such as tube replaces and gear adjustments.

## Pivot 3: Virtual Basic Bike Repair

Two families participated in an online Virtual Basic Bike Repair class where they picked up some basic tools ahead of time and then walked through the video conferenced workshop. The one-off workshop was a success but wasn't offered again as restrictions lifted enough to allow in-person Basic Bike Repair.

## Pivot 4: Online storefront

An online storefront quickly became the way for businesses to survive the initial blow of the pandemic. We opened an online store in 2020 and stocked it with refurbished and new bikes throughout the pandemic. In fact over 500 bikes have been purchased through this platform since we launched. It continues to be a great way for customers to see our inventory and look at the type of bikes we offer.



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## Pivot 5: Service changes

- "Open, but by appointment only"
- "Working from behind closed doors"
- "Repair drop-off at rear garage door"
- "No indoor browsing"
- "Closed - no more room for bikes!"

All of these phrases were used to describe the various ways we operated throughout the pandemic. Each one adapting to ever changing regulations. We found that overall our space worked well for these evolving uses. At one point we had service bikes come in through the large garage door at the back of the shop as we were not allowed to have customers in the shop. Staff did an excellent job of adapting to these changes while also dealing with an immense demand for bikes and service.

## Pivot 6: How-to videos online

With more people wrenching from home, and our DIY space primarily closed we worked to create some videos that would help people understand some basic repairs. We added a section on our website that points to other resources around the web.



**SERVICE UPDATE**

Masks required



Bikes are still essential for transportation and exercise.

Front door is OPEN again! Please only one customer / household at a time.

Open Tuesday, Wednesday, Friday and Saturday 10-5

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## Pivot 7: Cycling Infrastructure Evaluation

In summer 2021, programming was still up in the air, so we started doing some reviews of the local Hamilton cycling routes, pointing out some gaps in infrastructure.

## Pivot 8: Community Tune ups

With DIY space closed off, we decided to bring the repairs out of the shop and into community spaces and events. We visited 12 locations with our mobile repair toolkits and serviced 152 bikes for free! Locations varied from local businesses such as the Strathcona market, and Fairweather Brewery to community service hubs like Neighbour to Neighbour and Welcome Inn.



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### Previous Page

- 01 New Hope Staff Isaac attaches a repair to a trailer to return it after service.
- 02 One of the many signs/web page banners describing service changes throughout 2020-2021

### This Page

- 03 A family's Instagram post after having their bikes tuned up at a community tune-up event (Strathcona Neighbourhood)
- 04 Meredith works on a community tune up bike at Neighbour to Neighbour (Hamilton Mountain)
- 05 Andrew services a kid's bike in Gull Bay First Nation (North of Thunder Bay)



# Ride Smart Remote and Indigenous Communities



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Boarding the Chi Cheemaun with the Ride Smart van and Trailer to head north (above)

- 01 Bikes getting washed up before programming in Armstrong, White Sand FN and Gull Bay FN
- 02 We traveled to Northern Ontario in partnership with the Ontario Provincial Police to offer programming in 6 new communities
- 03 A first time rider in Namaygoosisagagun , ON (accessed by rail)
- 04 Set up for Programming in Gull Bay FN - 2.5 hours north of Thunder Bay, ON

## 2021 Destinations

PIKANGIKUM FIRST NATION  
 SIOUX LOOKOUT  
 ARMSTRONG  
 GULL BAY FIRST NATION  
 PICKLE LAKE  
 NORTH CARIBOU  
 WHITE SAND FIRST NATION  
 NAMAYGOOSISAGAGUN FIRST NATION



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- 01 The Pikangikum Container bike shop moved to its new home behind the school.
- 02 A front end loader drags the shipping container bike shop 1km down the road in Pikangikum to the school
- 03 Mud is a regular part of riding in Pikangikum. Youth get ready to head out on a ride. Summer 2020
- 04 The Ride Smart van entering Pikangikum territory with canoe on top ready to make the 19km paddle into the community.
- 05 Arriving in Pikangikum by canoe. Summer 2021



See the highlights of all of our travels on YouTube. Search: New Hope Community Bikes Ride Smart



Or check out instagram/RideSmartOntario







The success of the Pikangikum bike program helped us forge a new partnership with the Ontario Provincial Police that has brought Ride Smart programming to entirely new parts of the province. In 2021, the OPP provided a vehicle, a full time officer and covered travel expenses to bring programming to seven new northern communities.

The Ride Smart van traveled over 20,000km teaching safe cycling skills, repairing bikes and providing a positive, engaging cycle program for youth.

In Southern Ontario, access to cycling education is available through local organizations, police bike rodeos and even as a summer day camp activity. By traveling to new remote communities New Hope has been able to share the joy of cycling with children and youth that otherwise would not have the opportunity to learn important lifelong skills.

The Ride Smart team even had the opportunity to travel from Armstrong, ON to Collins Bay by rail thanks to CN Rail, who allowed us to load bikes into the back of a high-rail maintenance truck for the 70km journey.

- 01 Provincial Constable, Adam Belanger teaches safe cycling and the Highway Traffic Act for a Ride Smart video
- 02 Heading to the end of the road - the Ride Smart van heads along the North Road to North Caribou Lake. This is the furthest North you can drive in Ontario
- 03 A child rides over obstacles in Gull Bay First Nation on the shore of Lake Nipigon



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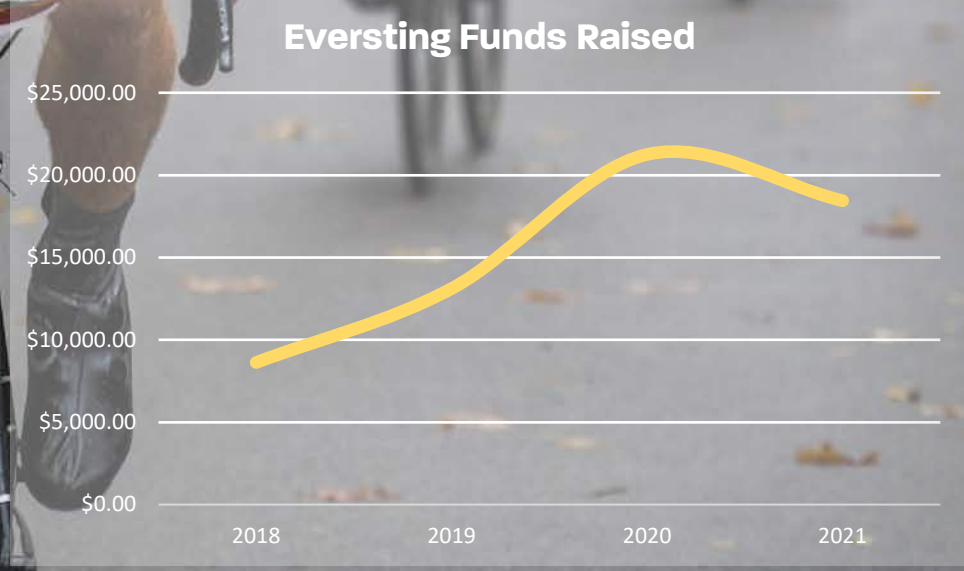
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- 01 Bikes in the Pikangikum container bike shop tuned up and ready to be ridden by local youth
- 02 Folks from New Hope and OPP visit Pikangikum to help with the bike program (Summer 2020)
- 03 Descending into Sault Ste. Marie to fuel up on the way to Sioux Lookout (Fall 2021)
- 04 Loading bikes into the back of a CN High Rail maintenance truck (Collins Bay, ON) Travel times had to be coordinated between busy freight traffic





# Everesting: 8,848m in support of New Hope Bikes



PREVIOUS PAGE

- New Hope Board member and co-founder Sid Slotegraaf leads a pack of riders up the hill, completing his fourth solo Everest!
- 01 Participants in the family ride cross a bridge along the Dofasco 2000 trail
- 02 The sky cleared up shortly after opening instructions of Everesting 2021
- 03 Riders make their way up the last portion of the hill before the final hairpin turn



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Everesting as a fundraiser was piloted in 2018 to raise support for capital improvements to the building we purchased in spring that year. 2021 marked the 4th year for our Everesting event that raises money for our programming. In 2021, 76 riders registered to ride as a team or ride solo for the challenge. We also added a family route along the Dofasco 2000 trail, that included some interesting water crossings thanks to the torrential downpour the night before the event.

Despite heavy rain the night before the event, those riding during the daylight hours stayed mostly dry. For 2021, a catered lunch was added along with corporate sponsorships from The Bicycling Lawyer - Martin & Hillier Associates and Endurance Tap. A DJ at the top of the hill added to the great festival vibe that makes Everesting a popular event. As a testament to the inclusive nature of the event, the youngest rider was 7 years old and completed 7 laps of the hill, gathering some media attention from the Hamilton Spectator.

2020's event was also a major success, as it drew in new cycling clubs to join the challenge including the Hamilton Police Service, Ontario Provincial Police and Morrison Hershfield. With a closed road many groups opted to set up tents along the top of the hill, preparing food for their riders and encouraging each other up the hill. In total seven riders completed a Solo Everest making the event the largest one day Everest event in Canada!

**Mark your calendar:  
Saturday, October 15, 2022**

- 04 A team gathers around the top of the hill for a photo after completing their Everest (2021)
- 05 Tim, Jeff and Jessica geared up and ready to ride (2020)



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# Cycling Without Age

## Program Launch 2021

Cycling Without Age is an international program in 50+ countries for mobility challenged people to help them enjoy the fresh air and scenery of their surroundings from the front of a trishaw.

2021 was the first year of operation for this Ontario CWA chapter. Receipt of generous financial contributions from McMaster University and the Hamilton and Oshawa Port Authority (HOPA) allowed New Hope Community Bikes (NHCB) to purchase a Trishaw in the spring.

In July, an agreement was signed with the Welcome Inn (Seniors Program) and training of volunteer pilots occurred. Between August 17 and October 19 Welcome Inn Seniors enjoyed many rides along the Waterfront Trail. As outlined below, the CWA Hamilton program received great reviews from the seniors themselves and the Hamilton community. During the late fall an outdoor info session with approximately 45 potential pilots was held, and several attendees put forward ideas for next year.

With so much interest from the Hamilton (and Burlington) citizens to train and sign up as volunteer pilots, CWA Hamilton and Burlington is looking for additional locations to source passengers. Discussions are well underway with Good Shepherd (Homes Program), Shalom Village, and Ken Sobey Seniors' Building (500 McNab). These entities are near the Waterfront Trail and are interested in partnering to run programs one or two days a week for their clients. The Welcome Inn has 'signed on' for Tuesdays again for 2022.



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[Facebook.com/HBCyclingWithoutAge](https://www.facebook.com/HBCyclingWithoutAge)

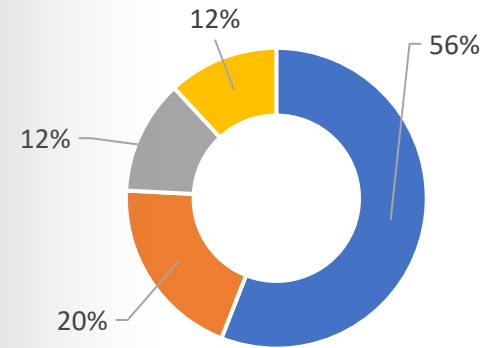
01 Volunteer Pilot trainer, Adam Kulchyski takes a selfie with new Cycling Without Age volunteer Pilots.  
02 Volunteer coordinator, Nancy Gray takes a ride on the tri-shaw with a pilot trainee.



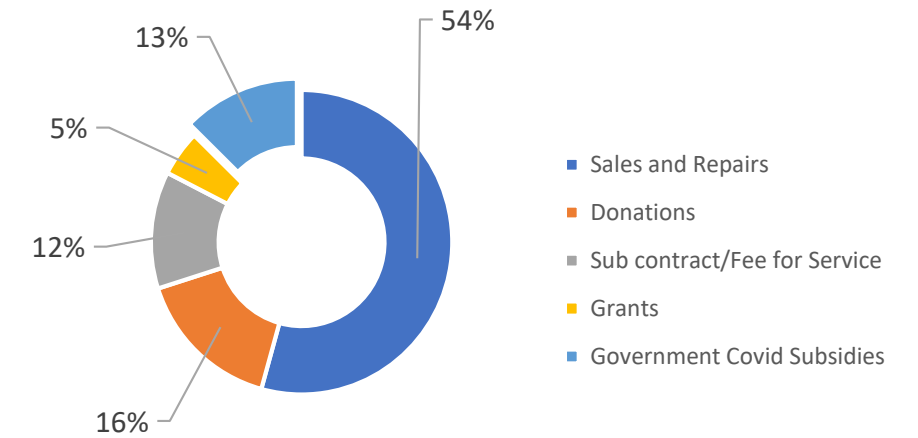
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# Overall Revenue and Expenses

Revenue 2019



Revenue 2020

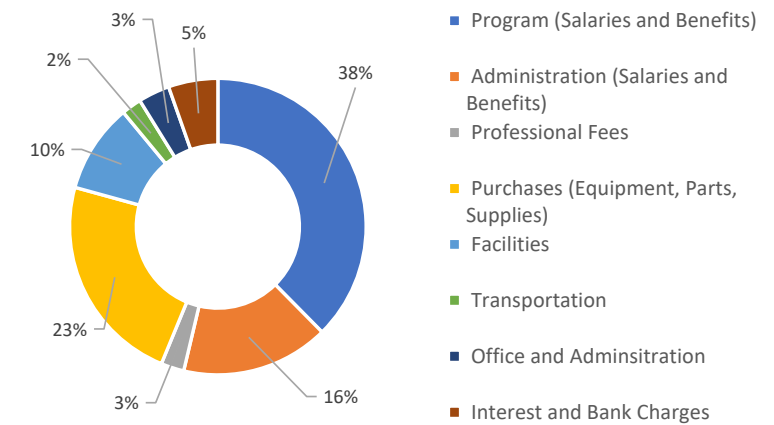


Revenue	2019	2020
Sales and Repairs	\$241,551.00	\$286,827.00
Donations	\$85,825.00	\$83,345.00
Sub contract/Fee for Service	\$53,067.00	\$65,740.00
Grants	\$51,331.00	\$25,615.00
Government Covid Subsidies		\$66,654.00
<b>Total</b>	<b>\$431,774.00</b>	<b>\$528,181.00</b>

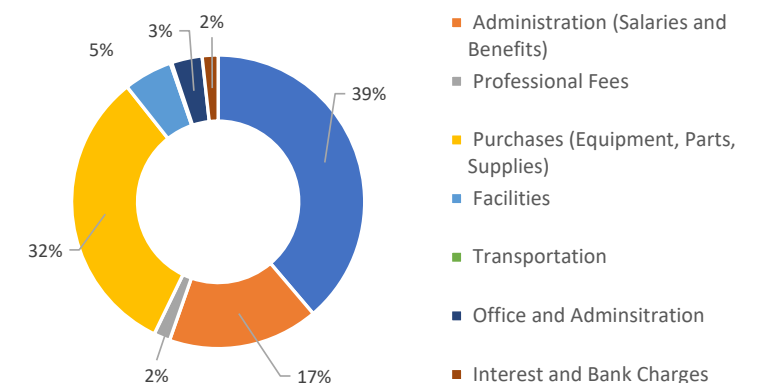
Expenses	2019	2020
Program (Salaries and Benefits)	\$146,448.40	\$187,700.80
Administration (Salaries and Benefits)	\$62,763.60	\$80,443.20
Professional Fees	\$9,799.00	\$8,722.00
Purchases (Equipment, Parts, Supplies)	\$89,783.00	\$155,617.00
Facilities	\$37,896.00	\$26,037.00
Transportation	\$8,491.00	\$789.00
Office and Administration	\$13,364.00	\$16,356.00
Interest and Bank Charges	\$21,003.00	\$8,499.00
<b>Total</b>	<b>\$389,548.00</b>	<b>\$484,164.00</b>

<b>Net</b>	<b>\$42,226.00</b>	<b>\$44,017.00</b>
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Expenses 2019



Expenses 2020







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