

## Directors' Reports, GCBF Annual General Meeting, October 10, 2019

### 1. Ridership statistics

A graph prepared by Steve was displayed to show the increase in ridership from 2013 to the present. Ridership continues to drop in November/December through the early winter months but it is improving somewhat at that time. Peak summer use continues to increase every year. Ridership to the end of September 2019 is 2,000 more than for the same period in 2018.

Another graph showed the ridership on the evening runs, Thursday, Friday and Saturdays, from the July 1<sup>st</sup> weekend to the Labour Day weekend, 2019. Overall, the ridership is low, particularly on Thursday evenings. Saturday evening is the heaviest. It is unlikely that these runs will be offered next summer. Further analysis will try to determine how many of these riders were local and how many were tourists.

Ridership amongst seniors is increasing as are the number of trips taken by PHC clients.

### 2. Schedule

Susan reported that the Monday mid-day run added to the summer schedule in 2019 has been retained on the regular winter schedule for 2019-2020. Ridership has been good on that run and it makes it easier for riders to remember that mid-day runs are consistently available Monday through Saturday.

Late ferries once again have played havoc with the GERTIE schedule especially in the late afternoon. The GERTIE policy is to always wait for the commuters on the ferries that are scheduled to leave Nanaimo at 3:45 and 5:00 pm. Bus drivers have done their best to balance the needs of on-island passengers for efficient service and the commuters returning home by ferry. Overtime costs are considerable.

We appreciate the advertising by local businesses in the riders guides, some of whom have been advertising since 2013 and the generosity of Martin Velsen who pays for the colour printing.

### 4. Stepping Up, Stepping Out and Charters

Trevor explained that the Stepping Up, Stepping Out program for seniors, funded by Island Health and administered by People for a Healthy Community (PHC) has been good for all. The seniors who participate love the program especially the bus ride to and from their homes, the drivers are paid for 5 hours of work twice a week, and GERTIE benefits from the steady charter work. When the seniors go on occasional outings, there is an additional charge.

On the whole, charters have been somewhat lighter this year with fewer weddings than usual. Camp Miriam and the Gabriola Museum, however, are regular users of the GERTIE buses.

Bertie, the newest Chevy bus, was added to the fleet in November 2018, completing the fleet renewal project funded by the Infrastructure grant, RDN, local organizations and many donors.

### 5. Grants

The final payments from the Infrastructure grant of \$77,600 (federal and provincial portions) were made in November and December 2018 after the purchase of the third bus. A grant of \$1210 was received in July from the Village Liquor Store to be put towards the expense of the summer evening runs.

## 5. Bus cleaning

Scott reported that Mosey and Monique have been cleaning the GERTIE buses under his guidance as their job coach since late 2018. Washing the outside of the buses was suspended in the summer months to conserve water. Scott said they love their job and the recognition by the drivers and passengers. His guidance is less and less needed.

## 6. Community Bus Forum

The inaugural Community Bus Forum was held at the Commons in April 2019. Approximately 15 attendees gathered to talk about their community bus systems and the challenges and problems. The outcome was the formation of the BC Community Bus Coalition whose task will be to lobby governments for changes to regulations concerning community buses, particularly to the Passenger Transportation Board rules and insurance requirements.