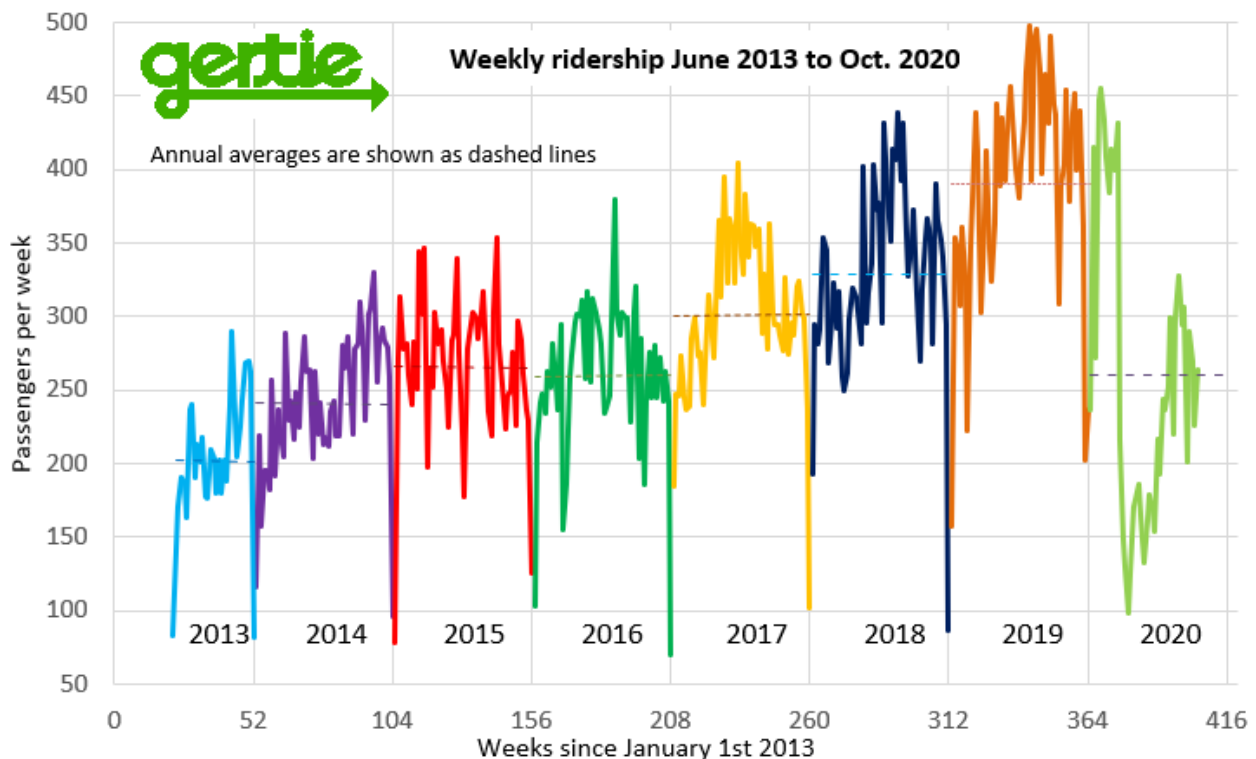


## AGM 2020 - Directors' Report

### GERTIE Riders

By the end of 2019, GERTIE had carried 20,503 riders for the year, an increase of 3,741 more riders than in 2018. This growth continued on into January and February of 2020 which were up a total of 400 riders over the same months in 2019. In mid-January, we celebrated the 100,000th rider since GERTIE began in June 2013 with a party including a large cake at the village bus stop. Then our lives changed in ways that we could not have anticipated when we celebrated the New Year!



### COVID-19 and GERTIE

As you can see from the graphic, ridership plunged in mid-March. The lowest point was reached in the second week of April when there were just 99 riders total for the week. Since that time, the number of riders has been increasing slowly. Typically, August, September, and July see the highest number of riders (in that order) when non-resident property owners and visitors come to the island. That was true this year although the number was about 2,000 fewer than in 2019 for July and August. At this point during a second wave of the pandemic, it is very difficult to predict what the passenger numbers will be for the months to come. To the end of September, we were down 5,279 riders compared to the same point in 2019, a loss in revenue of approximately \$10,500. 40% of GERTIE's revenue comes from fares, charters, donations and small grants..

## COVID-19 Service

As an essential service, GERTIE has continued to operate even through the lock down of late March through May. Following the lead of major transit providers such as BC Transit and TransLink, we waived fare payment for 10 weeks in an attempt to reduce contact with the drivers and congestion at the bus doors. Passenger capacity was also reduced to allow for social distancing. A rigorous regime of cleaning was and still is undertaken by the drivers after every run and the buses are thoroughly cleaned each week. Drivers were protected by a plastic surround when fare collection began again. This protection was replaced by a more effective barrier crafted by Helen Cook and Suzanne Bizon, funded by the Lions. Masks have been provided on the buses for some time and are now a requirement for those who can wear them. We salute our drivers who continue to offer their usual friendly service under such challenging conditions.

## Service Reductions

In response to the drop in ridership and revenue, GERTIE has somewhat curtailed service. The smallest bus (Canabus) has been taken off the road entirely and the routes that require two buses, the AM and PM mainly commuter runs, have been consolidated so that only one bus is required. Unfortunately, this service reduction has caused some inconvenience for commuters, especially in the afternoons when the ferries are late. GERTIE thanks our passengers for their understanding and patience and assures them that full service will be restored as soon as it is financially possible to do so.

In the summer, GERTIE added an additional mid-day run so that residents and visitors, especially boaters, from the south end could spend longer in the village over the lunch hour period. The additional cost of that service in the summer months was offset by the Village Liquor Store 1% donation to community organizations. We have continued that additional service. GERTIE is operating around 66 hours a week, excluding overtime, covering 2136 kms per week. The RDN grant is based on 48 service hours a week.

## Charters

Almost all of the charters and tours booked for the summer were cancelled. The Stepping Up, Stepping Out (SUSO) program for seniors, funded by Island Health and run by People for a Healthy Community (PHC) was suspended on April 16 until October 3, 2020. It is currently running a somewhat shorter program with a smaller number of participants.

## Grants and Donations

### GRANTS COVERING PERIOD BETWEEN 2019 AGM AND 2020 AGM

| GRANTOR                        | GRANT                   | AMOUNT  | DATE     | STATUS |
|--------------------------------|-------------------------|---------|----------|--------|
| Gabriola Health Care Auxiliary | PHC Client Fare Subsidy | \$2,000 | Nov 2019 | Done   |

|                                |   |         |   |        |
|--------------------------------|---|---------|---|--------|
| Nesters Market                 | Community Card<br>A new office for GERTIE | \$2,000 | Dec 2019<br><i>Rec'd early<br/>2020</i> | Active |
| Village Liquor Store           | Additional Mid-day Run                    | \$1,725 | August 2020                             | Active |
| Gabriola Recreation<br>Society | Subsidy for Seniors' Fares                | \$ 500  | October 2020                            | Active |

**FUNDRAISING AND DONATIONS COVERING PERIOD BETWEEN 2019 AGM AND 2020 AGM**

|   |
|---|
| FUNDRAISING & DONATIONS   |
| <p>\$964.70<br/>Lions Club<br/>Gabriola Health Care Auxiliary<br/>and donations from supporters</p> |

**TOTAL Grants and Donations: \$ 6,225.00 + \$964.70 = \$7,189.70. GERTIE is very grateful to all our donors for their support.**