

20 YEARS 2001-2021



2020





## **Contact us**

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### **From our Executive Director**

If 2019 was our year for storytelling, community building and evaluation then 2020 was definitely the year of determination, resilience and flexibility.

The last year tested our whole team. We mourned the loss of our programs and we grieved for the young people we haven't been able to work with. Young people we know are facing particularly hard situations at home, \trying to navigate online school and missing their social connections. The whole team has missed connecting on a regular basis with those who used to fill our shop with laughter, energy, and all the schools and community partners that invited us through their doors. We had to re-imagine and re-examine everything.

How do we change amazing, hands-on, in-person, high impact experiences to keep our community safe?

I am proud of what we've been able to accomplish given the constraints and constant unpredictability. We've had to pause a lot of our programming and pivot our focus. Right from the outset we decided to look at the quarantine as a gift of time. We considered the items on our strategic plan that required time, focus and dedicated energy and started working on those. And in the meantime, our team has continued finding ways to support and connect with young people virtually and in small groups when restrictions allowed and it was safe to do so.

While 2020 was a tough year, we are celebrating. Celebrating our resilience, these outcomes and our ability to navigate challenging times by using our values and mission as our compass.

#### Laura

## **PIVOTING IN 2020**

When the pandemic hit in March, we knew we had to be nimble and pivot over night. We quickly assessed what we could keep doing, what we needed to pause and where we could focus our energy. We're grateful to have been able to keep all our staff and continue running our shop throughout the year.



## **Our Programs**

The TWV team shifted from delivering programs in 9 communities all over Calgary and filling our shop with laughter and logistics, to having programs cancelled and working from home, essentially overnight. We reimagined our program offering last year and learned lessons that will influence our programs going forward.

## **Our People**

We know what big impact looks like and what the research says about how to get it, but we can't compare 2020 to other years. The new programs and pivots that all organizations are making have value for what they are providing right now, in this time, today. One of the gifts of last year was the opportunity to evaluate the data collected for each of our programs since 2016. With time to reflect and new perspectives, we had a chance to identify opportunities we would never have considered before.

## **Our Shop**

We know that because of the current circumstance, donations that organizations like ours depend on, will undoubtedly be fewer going forward. We can't control that. What we can control is what we pour our energy into, the items we have available in our shop and how we help those in our community by filling our unique role.



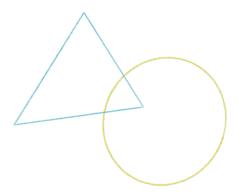
I'm split on whether it's becoming more mechanically capable or becoming better at dealing with social situations. I benefit from both a lot and am very happy I got this chance."

- Bike Club Participant



# OUR PROGRAMS

We had to reimagine and pivot our program offering in 2020.



## **Programs on Pause**

The TWV team shifted from delivering programs in 9 communities all over Calgary and filling our shop with laughter and logistics, to having programs cancelled and working from home, essentially overnight.

We didn't get the opportunity to work with as many young people this year as in past years with programs and our whole Bike Trip and Full Cycle season cancelled, but we did our very best to serve those we could.

## **Programs Online**

Throughout the year we learned that our new programs and pivots still offered value for what they're able to provide right now. It's unfair to compare what is now being created to accommodate all the restrictions with what was developed before when those restrictions didn't exist. With a few tweaks, we were still able to offer a couple of our programs online. We know that our inperson approach is what leads to great impact, but we also knew that we could still provide value in a remote setting. The change that has occurred is too significant and universal and we must adapt to continue providing values to the communities we serve.

#### **Bike Club**

Throughout the year we learned that our new programs and pivots still offered value for what they're able to provide right now. It's unfair to compare what is now being created to accommodate all the restrictions with what was developed before when those restrictions didn't exist. With a few tweaks, we were still able to offer a couple of our programs online. We know that our in-person approach is what leads to great impact, but we also knew that we could still provide value in a remote setting. The change that has occurred is too significant and universal and we must adapt to continue providing values to the communities we serve.

Bike Club graduations are more than the presentation of bikes to their new owners. Each graduation is a time for celebration and reflection.

Youth come in as complete strangers, often unsure and keeping to themselves. At the graduation, we see one big, shared community where the youth celebrate each other's achievements and have created strong identities and bonds that last far beyond graduation.

Being able to look at yourself, understand your emotions, seek out new answers, empathize with others, and build resilience are no easy feats. Program after program, we are so thrilled to see such strong team members and leaders emerge. The bike they've earned is a symbol of the hard physical, emotional, and social work the youth have undertaken, and the growth that they've achieved through this program.

In the midst of the pandemic, this year's graduations looked a little different. Unable to gather and celebrate together as we have in the past, we facilitated safe pick-ups and deliveries to ensure that each participant received their bike.

"

I have learned that in Bike Club you can be yourself and that I like to talk about how I feel."

- Bike Club Participant



80%

of participants feel they got to know their Bike Club leaders.

70%

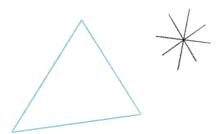
of participants report feeling more confident fixing things on their own

64%

of participants reported feeling better about themselves.

## GAP Employability Program

The team worked really hard to ensure we were able to run our GAP Program this year. They found creative ways to continue programming and also identified opportunities to enhance the overall program. GAP is a holistic program that provides participants the bicycle mechanic, retail and customer service skills to work in a shop. The team spent just as much time building community relationships as they did training and empowering each participant.



#### **SMALLER CLASS SIZES**

Because of physical distancing requirements, we hosted two cohorts with six participants each. Similar to Bike Club, our educators noticed they developed deeper relationships with each participant and the participants developed deeper relationships with each other. The facilitators noticed more camaraderie between participants showing up as help, a laugh, an ear. They were a team that worked together and became friends along the way.

#### **COMMUNITY RELATIONSHIPS**

Another result of the pandemic was renting out space in the Sunalta Community Centre to host the program and give everyone more room. One of the community initiatives we supported was EthniCity Catering at the Centre for Newcomers. Instead of preparing a snack ourselves, we ordered from them instead.

#### **HIRING FAIR**

Employability skills include more than being able to fix and build bikes. To prepare participants to find work, we train them to work in our retail shop, build interview skills and host a hiring fair welcoming other bike shops. This year we had five shops represented. If hired, TWV subsidizes the first 100 hours of work similar to Canada Summer Job grants. To ensure participants have a positive work experience, TWV provides a list of guidelines that need to be met.

#### **GRADUATION**

Our GAP program celebration looked different this year. In the summer we hosted a day ride, but we were concerned we wouldn't be able to host a celebration for our fall session. In a follow up with our 2019 GAP alumni we discovered that one graduate is working and coaching full time at his GAP practicum placement, B-Line Bike Park. The idea seemed too good to be true. We connected with the team at B-Line who were overjoyed to facilitate a private coaching session for us and our Fall cohort - with the GAP graduate as our personal coach. For us as facilitators, having one of our own alumni teach, mentor and entertain the group was priceless. For our cohort, it opened up a world of opportunity where they themselves could imagine stepping into a positive work environment of their own.

For our spring cohort graduation, one of our partners hosted us for a game of guerilla disc golf along the Bow river. One of our facilitators had made a disc golf net out of used bike parts they positioned in pre-identified locations making up an unofficial 9-hole course. We are grateful to our bike community for getting creative with us and providing fun, unique experiences for our participants.

87%

of participants are feeling more hopeful about the future

91%

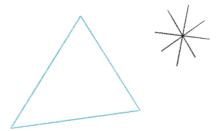
of participants feel confident in their ability to look for a job

78%

of participants feel less nervous about their first day at a new job

## **Planning for 2021**

We spent a lot of time reimaging what TWV would look like if our programs could no longer be in person. While we didn't get to run as many programs as we wanted to, we learned a lot from the ones that we did run. Going forward, we'll explore implementing these key findings in future programming.



#### **BIKE CLUBS**

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#### **BIKE TRIPS**

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#### IN THE CLASSROOM

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This experience can be described as a full circle. I went from Earn-a-Bike to GAP. And hopefully, one day, I'll get to be a facilitator of the program for make it a fuller circle."



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# OUR PEOPLE

We know what big impact looks like and what the research says about how to get it.



## **Supporting the Sector**

During the early days of the pandemic, we participated in numerous online calls, forums, town halls and surveys with our fellow non-profit organizations to understand the needs of our sector and how we might be able to help agencies who are addressing basic needs for our participants and their families. We also participated in numerous webinars and events hosted by our fellow agencies and used our platform to share their important messages with the community.

## **Events**

Hosting and participating in events is our opportunity to connect with our broader community. It's a way to make new relationships and partnerships, share what we're learning and learn from others. We weren't able to participate in as many events this year, but we managed to find creative ways to connect virtually. Throughout the year we participated in many calls, forums, town halls and surveys with fellow non-profits to offer support and collaborate on solutions. We're hopeful we can get back to in-person events and celebrations soon, but we're glad we've still been able to find ways to connect with our community.

## **Building the Board**

Changes were made at the board level too. The HR/Governance Committee took time to gather feedback about the recruitment process and improve the process for both the board and those applying to be members. We ensured alignment with our values, considered what skills we needed and worked hard to attract diverse candidates to the positions. We spent many hours improving our onboarding process and overall board member volunteer experience. Our committees worked to define their terms of reference and scope of work for the coming year. These improvements in the board member experience were led by the vision that once board members have completed their tenure with Two Wheel View, that they look back on their experience with fondness, gratitude and pride.

"Intentional community building should not be overlooked. When we come together, we talk through our insecurities, our uncertainties and share stories to help us better understand each other and the world we live in."

- TWV team member

476

Volunteer hours collected in 2020.
Though we had less in person help in the shop, we kicked off our Wrench At Home program.

13

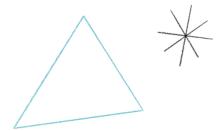
Two Wheel View runs with the help of thirteen team members. We're grateful for our small but mighty team.

225

Number of participants who attended our first ever virtual Shift Into Winter event.

## **Our Team**

We made most of our screen time in 2020, taking the opportunity to evaluate and reimagine our program offerings, while working behind the scenes to work on improving some of our administrative processes.



#### **MAKING IMPROVEMENTS**

With fewer in-person programs, we had more desk time to review our internal processes. One of the biggest changes we made early on during the early pandemic was to adopt a new management software system, called NEON, to increase our efficiency and capacity. While we are still learning how to maximize use of our new processes, we are already seeing efficiencies in managing our fund development, programs and volunteer opportunities.

#### **COLLECTING STORIES**

Our amazing team of facilitators have so many stories of impact, resilience and change from their experiences with our participants. This break from our busy winter programming schedule gave them time to reflect and collect so we can share more of these stories with our community. Additionally, this time gave our whole team a chance to reflect on their own experiences with the organization and impact Two Wheel View has had on them. We can't wait to share these stories of powerful impact in the coming years.

This experience can be described as a full circle. I went from Earn-a-Bike to GAP. And hopefully, one day, I'll get to be a facilitator of the program for make it a fuller circle."

- TWV team member





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of participants are feeling more hopeful about the future

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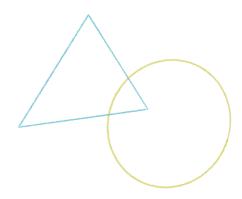
of participants feel confident in their ability to look for a job

78%

of participants feel less nervous about the first day at a new job

## Our Volunteers

With so many of our events and programs on pause this year, there were fewer opportunities to engage volunteers. We shifted to an at-home bicycle maintenance model with a few of our volunteers, and we began exploring gaps in our volunteer opportunities.



#### **DIVERSIFYING THE SHOP**

We want to ensure our space is welcoming for youth and adults alike and helps those who face barriers to a life on two wheels overcome them. We know visibility is an important factor to attract new cyclists and volunteering provides the opportunity to stay engaged in the bike community. We are actively working on programs that encourage and support WTFnB and folks of all ethnicities and abilities in our programs and volunteer opportunities. Thanks to our GEAR UP campaign in the fall of 2020, we were able to kick off our very first women, trans, femme, non-Binary (WTFnB) Bike Club for youth. It might be the first, but it's certainly not the last.

#### **WRENCH AT HOME PROGRAM**

When our shop couldn't accommodate as many volunteer mechanics as before, we worked with a number of our amazing volunteers to support them in wrenching from home. Not only did this provide tremendous support for our Bike Club program and social enterprise, it also provided our volunteers with connection and a sense of purpose during this challenging time for our collective mental health. We're exploring the viability of continuing this volunteer program going forward, particularly through the colder winter months, as it frees up more space at our location to host youth, run our bike shop and gives volunteers the flexibility to stay at home during bad weather.

## **OUR COMMUNITY**

One of the key lessons of the pandemic was the importance of our connection to one another.

This was particularly hard to do when our biggest program partner, the local schools, shut down abruptly in the spring and students were no longer allowed to get together in groups. We worried about a transition to online as we know that in-person, hands-on, multi-session programs have been shown to be the most impactful for youth. We were also concerned about online programming as many of the youth we work with don't have reliable internet access or devices at home. However, instead of getting stuck, we tried to think outside the box to connect with our youth.

We learned about new video techniques, online platforms and virtual games to engage participants in our new virtual Bike Club programs which focus on growing the community, exploring our neighbourhoods and bike safety.

We are so grateful for our champions, our amazing teachers and our fellow agency staff at organizations like Trellis and CCIS for their help in making the connections with youth and helping them access this new way of doing Bike Club. "I learned I have a lot of talent and potential that can be used to help others if it is used in the right way."

- Bike Club Participant



When Kayla joined our team just over a year ago, we set her up with the first bike she had owned in her adult life! Fast forward to a year later, and she's added another bike to her two wheeled family."

- TWV team member



# OUR SHOP

Our Shop was the star of 2020.

### **Bike Sales**

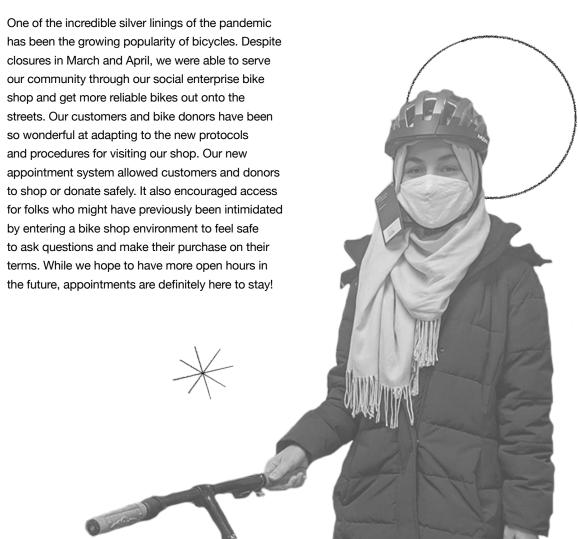
The bike shop took off in 2020. With an unprecedented demand for bikes and time to set up an effective online shop, we doubled our output this year. We shifted to appointment only for in-person shopping and began shipping a variety of parts online. As the shop continues to grow, we'll have more opportunities to hire graduates from our GAP program and offer participants valuable employment.

We know that because of the current circumstance, donations that organizations like ours depend on, will undoubtedly be fewer going forward. We can't control that. What we can control is what we pour our energy into, the items we have available in our shop and how we help those in our community by filling our unique role.

## **Donations**

While many of our regular activities slowed down, the donations of bicycles to our shop kept rolling in, as strongly as ever. We continued to receive bikes from generous individuals in the Calgary area as well as from the Calgary Police Service, Calgary Transit, Calgary Library, Okotoks By-Law Services and more. These valuable donations helped us supply our Bike Club programs, both those held in person that were cut short or those held virtually. They also supplied a much needed morale boost for the team that gave us something to focus on and much needed normalcy in those uncertain times early in the pandemic.

## **Appointments**





## 476

Volunteer hours collected in 2020.
Though we had less in person help in the shop, we kicked off our Wrench At Home program.

## 13

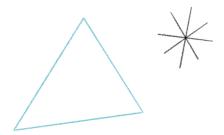
Two Wheel View runs with the help of thirteen team members. We're grateful for our small but mighty team.

## 225

Number of participants who attended our first ever virtual Shift Into Winter event.

## **Social Enterprise**

What is a social enterprise? A social enterprise is a business that uses entrepreneurial methods to accomplish social goals and/or feed profits to a parent charity or non-profit to enable it to fulfill more of its own social mission (BC Centre for Social Enterprise).



#### **SINCE 2017**

The Two Wheel View Social Enterprise Bike Shop has been in operation since 2017. Since then, we've worked to continually improve our shop, offering Calgarians the option to purchase used bikes while also supporting and keeping our youth engaged.

#### **YOUTH EMPLOYED**

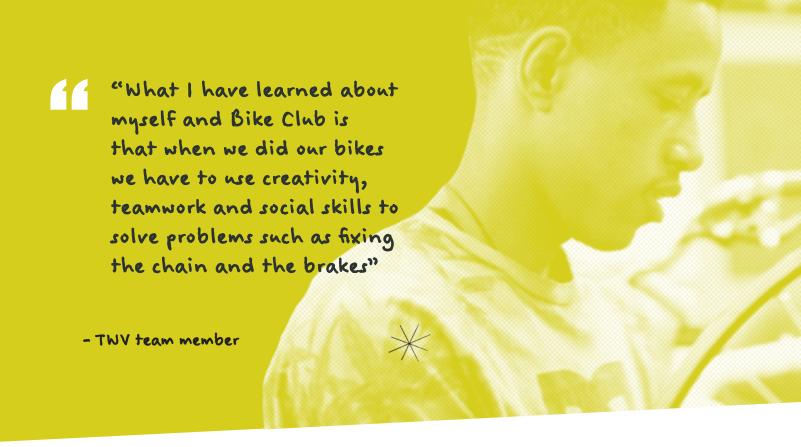
One of the priorities of our bike shop is to provide ongoing opportunity for youth employment. Our shop offers participants in our GAP Employability Program the valuable experience of engaging directly with customers. We hope to continually expand our opportunities for youth employment.

#### **SOURCE OF INCOME**

The shop is an important source of income to Two Wheel View. It helps us diversify our fundraising so that we can ride the waves of change in funding and donations, made even more acute by the pandemic.

#### **USED BIKES**

This shop not only supports our mission economically but helps us collect bikes for our programs, get more Calgarians out on the pathways, engages our volunteers, introduces a whole new audience to our organization and kept over a thousand bikes from the landfill in 2020.



**274**Number of used bikes sold

30%

The percentage by which we exceed our bike sales goal in 2020.

1208

Number of bikes donated to TWV in 2020.

# **ABOUT US**

Two Wheel View uses best practices in youth development to inform our program curriculum and shape the way we form relationships with the youth, our partners and our community.



## THESE ARE OUR VALUES

#### **ADVENTURE**

Adventure helps us navigate the fine lines between uncertainty and preparedness, courage and surrender, adversity and success; this allows us to approach every- day struggles with more of the social and emotional strengths that are essential for success in school and life.

#### RESPECT

Developing a culture of respect is critical to helping us achieve our mission because our programs bring together people from all demographics – different backgrounds, cultures and experiences. In order to do the work we do, which requires the breakdown of barriers and the building of trust, we need to respect each other to make great things possible.

#### **AUTHENTICITY**

Authenticity and diversity are important to the team at TWV because we feel that people, especially young people, are constantly changing as they interact with the world, taking on new understandings and behaviours they see modelled by the people around them. Exposure to new ideas, beliefs and behaviours can help broaden our ability to define the type of person, and leaders, we want to be.

#### **RESILIENCE**

Using the bicycle as a tool, our programs foster resilience by building age appropriate competencies such as teamwork, problem solving and leadership. We help young people and each other develop and practice social and emotional skills such as emotion management, empathy and positive attitudes about self.

#### COMMUNITY

By encouraging leadership competencies and helping us practice communication skills, our programs are helping to change the perspective on what we can be and how we can contribute to society. We give ourselves the opportunity to interact with and contribute to our communities in positive ways beyond our programs.



## THIS IS WHAT WE DO

#### **BUILD BELONGING**

Do you remember your first bike? Imagine earning a bike, lock and helmet of your own alongside a group of new friends that felt like you've known them forever. Our 10-week Earn-a-Bike (Bike Club) program creates a place where youth feel like they belong and environment that fosters teamwork and leadership. Youth, grades 7-12, make positive peer and adult connections, explore topics such as empathy, identity and responsibility while learning how to repair and maintain bicycles. This program is supported by Family and Community Support Services (FCSS).

#### **CREATE CONNECTIONS**

Connection is key to our human experience. Building strong connections with others take time, particularly if your upbringing lacked trust, support and consistency. The youth in our Beltline Bike Club program, who meet weekly throughout the school year at our shop in Sunalta, get the time to build enduring and supportive connections with their peers. They learn to build upon each other's strengths, listen compassionately to each other's struggles and be present to the needs of their community. Meeting at TWV connects them with more members of our team and community through our regular events. The Beltline Bike Club is an extension of our Bike Club program and generously supported by Family and Community Support Services (FCSS) and other generous donors in our community.

#### **EXPAND HORIZONS**

Youth who have the opportunity to participate in a high impact outdoor experience that takes them beyond their comfort zone are capable of high-level problem-solving, gaining a sense of accomplishment and adventure that helps them navigate through life. In our Bike Trip Programs, participants learn that, like most things in life, if you push the pedals enough times, you are going to get where you want to go. Primarily in Alberta and Quebec, we explore a wide variety of routes and ecosystems in this program. For our youth participants, whether they've lived here for generations or are newcomers, this results in the opportunity to deeply explore their home and gain a greater appreciation for the communities which they live and those they visit. Huge thanks to donors like Going the Distance (Justin Chadwick) and our Raise-a-Ride donors who give their support this program.

#### **UNCOVER RESILIENCE**

Young people are powerful beyond measure. They may just not be aware of it - yet. Our Full Cycle Program engages southern Alberta First Nations by aiming to reduce risk factors facing Indigenous youth, while increasing protective factors through a program that combines our Bike Club and Bike Trip experiences. In partnership with the communities and local schools, TWV delivers experiences that help youth uncover their innate strengths and resilience and demonstrate that they capable of anything they set their minds to. Thank you to an anonymous donation for your support of Full Cycle at Morley Community School in 2019.

#### **PROVIDE MENTORSHIP**

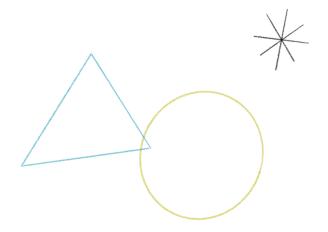
Transitioning from life as student to a career can be an overwhelming path to navigate. Mentorship and real-world work experience support young adults as they enter their working life. Our GAP Employability Program, offered for the first time in 2019, engages young adults ages 18-24 in employment and life skills training, using bike mechanics as our focus. Participants receive ongoing mentorship through the program from members of our TWV team and gain practical experience with local businesses. Our GAP curriculum includes educational partnerships with Momentum and Youth Employment Centre, recruitment partnerships with CBE Discovering Choices and The Alex and is supported by the City of Calgary Crime Prevention Investments Program.

#### **FOSTER COMMUNITY**

At the end of the day, we all want to feel like our contributions are meaningful and making a difference in the lives of others. Our growing volunteer program is creating these opportunities for people of all ages and walks of life. We are so grateful to have this team of amazing volunteers help us keep the rubber on the road. TWV is honoured to welcome so many talented individuals through our doors that work together to weave the fabric of our community and give their time, energy and wisdom to those who can really use it – our youth. Thank you to the Frischkorn Family Foundation for their support of our volunteers.

# 2020 REPORTING

We partnered with Constellation Consulting for a long term evaluation of our programs.



## **Gathering Outcomes**

Since 2016, we've been collecting surveys from our program participants to better understand the impact they feel our programs have had on their lives and to capture areas for improvement.

## **Taking Stock**

With the gift of time during the pandemic, we had a chance to organize and update our data and add our newest programs to our tracking system. These improvements will help us have this data at our finger tips for the program team and our donors.

## **Welcoming Change**

At the end of 2020 we were able to re-release the original evaluation report that Constellation Consulting provided us with and see the changes in our programs. It has been helpful to track the changes over time and see what our youth think after making improvements their peers have recommended.

FINANCIALS

ASSETS	2019	2018
Current Assets:		
Cash & cash equivalents	\$ 453,745	\$ 334,468
Accounts receivable	2,131	310
Goods and services tax recoverable	4,926	6.397
Prepaid expenses	11,117	11,553
Inventory supplies, in kind contribution	 15,000	38,736
	486,919	391,464
Property and equipment (Note 3)	25,166	26,814
Total Assets	\$ 512,085	\$ 418,278
LIABILITIES		
Current Liabilities:		
Accounts Payable and accrued liabilities	\$ 8,344	\$ 9,377
Deferred Revenue	 88,973	57,747
	97,317	67,124
Deferred capital contributions	19,439	21,606
SURPLUS OF NET ASSETS (NOTE 8)		
Invested in property and equipment	15,189	5,208
Unrestricted	380,140	324,340
	395,329	329,548
	\$ 512,085	\$ 418,278

Full financials available on our website.

Balance sheet

## Statement of revenues, expenses and surplus year ended dec 31

REVENUE	2019	2018
Family and Community Support Services (City of Calgary) (Note 6)	\$ 351,627	\$ 277,060
Donation	196,933	70,826
Program fee, interest, other	123,348	114,394
Foundation and trust grants	35,200	160,634
In kind donations - goods and other services	25,141	14,080
Government grants	23,277	130,417
Fundraising events & miscellaneous revenue	7,054	550
Deferred contributions	2,167	1,855
Total Assets	 764,747	769,816
EXPENSES		
Salary, wages and other remuneration	\$ 384,128	\$ 347,205
Direct costs	185,124	84,003
Rental	76,710	72,122
Office and other	20,825	18,632
Travel and meeting	13,155	49,201
In kind donations - rent and other services	7,887	14,080
Other program costs	3,804	938
Amortization	3,973	3,506
Professional and consulting fees	3,360	3,200
	698,966	592,887
Excess of revenue over expenses for the year	65,781	176,929
Surplus in net assets, beginning of year	 329,548	152,619
Surplus of net assets, end of year	\$ 395,329	\$ 329,548

Full financials available on our website.



# Thank you to our supporters and funders







Calgary
AfterSchool

**4iiii Innovations** 

Adventure Medical Kits Alberta Bike Swap Ltd.

**Anonymous Donors** 

**Benevity** 

**Bicycle Film Festival (BFF)** 

Bike N Brew Bow Cycle Bruce Lukey

Calgary Board of Education
Calgary Catholic School Board

Calgary Parking Authority Calgary Police Service Calgary Public Library

**Calgary Transit** 

Clif Bar

Cyclepalooza Dave Bloxham

**Family and Community Support Services** 

**Frischkorn Family Foundation** 

**Gage Foundation Fund at the Victoria Foundation** 

**Going the Distance with Justin Chadwick** 

**Government of Alberta** 

**HAWK Design & Creative Inc.** 

**Jolene Livingston and Bespoke Non-Profit Consulting** 

Lifesport

Maria K Eriksen + Harold Hanen Fund at the Calgary Foundation

**Marty Korba and Shimano** 

Momentum One Way Foods Ridley's Cycle Rob Parkhill

**Roy McAvoy 7 Golf Tournament** 

**Scott Clark** 

Shaw Charity Classic and the Shaw Birdies for Kids, presented by

AltaLink

Sunalta Community Association Supporters of Ca Roule Pour Moi Synergy Racing Cycle Club The Calgary Foundation

**The Emissary Society of Alberta** 

Trevor's Pizza

The City of Calgary

**Trips for Kids National** 

United Way of Calgary – Donors Choice Program

**Youth Employment Centre** 

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