

Transport Officer Report for Oct 2018 AGM

As many of you will be aware, this is my first full year performing the role of Transport Officer after officially taking over from Andy James last October. It's been an eye opener, keeping me fairly busy, but it's been a great way for me to meet members who I wouldn't ordinarily run with it.

Please find my AGM report below.

Bus Finances

The figures quoted below are based upon financial year 2017/18. This year started with Andy at the helm then ending with myself.

There were 9 planned buses, although 1 of those, Druridge Bay XC, was cancelled given it would not have been financially viable to run due to low numbers.

Incoming items

£63.40 - Profit carried over from FY 2016/17

£100 - Subsidy provided by the club

£2304.75 - Turnover on ticket sales

£2468.15 - Total Incoming

Outgoing items

£2380 - Total cost of buses

£50 - profit made upon ticket sales for the parkrunathon bus was donated to Acorns Children's Hospice Trust (zero balance on bus cost to tickets sales)

£2430 - Outgoing

£38.15 (effectively a £25.25 operating loss, given we entered the year with £63.40 carried over).

Therefore, £38.15 is carried forward to FY 2018/19.

Rolling into FY2018/19, the club has once again provided their usual annual subsidy of £100, as it has done for a number years now.

To date, the ticket sales are similar to the previous FY, with some buses being oversubscribed with waiting lists introduced, but some others not so much.

Gillinghams increased their bus costs for this FY by an average of 8%, unfortunately this had to be covered by increased ticket prices. If time allows before next year FY and I get to go on that procurement course then I could explore other avenues. Andy James suggested to me that nowhere else comes close to Gillinghams prices. In a recent survey I shared post GNR, it was the majority opinion that Gillinghams provide us with a good, quality service. An opinion I agree with.

Recent Implementations

TeamApp

TeamApp was introduced at the back end of 2017 to support booking and payment of services offered by the club with bus events being the guinea pig. Due to its success for bus events, it has now been rolled out to cover kit purchases and membership renewals. In my opinion, it's still not perfect but 'off the shelf' solutions never are. Personally, it saves me so much time, as it does the chairman, treasurer, kit officer and membership secretary. Without this tool, these volunteer roles would be pretty much FT roles, especially at busy periods during in the year.

Surveys

Post Pier to Pier and GNR, the 2 biggest buses of the year, I requested feedback via anonymous online surveys. The response rate was higher than I expected, so thanks again to those who replied. In my role, I think it's important to find out people views and how I could implement change to make the whole experience a better one. In general, the results proved that people are more than happy with the buses, pricing, booking process and everything that goes alongside it (Me - apparently!!). Aside of these positive responses, there were also some individual concerns raised re costs and GNR return journey. These are things that I've tried to look into but some things I just can't fix, and that is jumping the queues getting out of Shields. One other suggestion that was made was for Chris Callan to bring his decks and provide DJ services on board, particularly 80's music. Another opinion I agree with 😊

Non-member invitations

There are a number of bus events which don't sell out, so to ensure buses remain financially viable, it is much better for us to have fill as many seats as possible. To help with this we have actively encouraged non-members to join us on the bus, please note that this is only after a period of exclusivity to Striders. TeamApp helps support this by allowing us to share with members only first then making the event available publically after a given time. Given we receive a subsidy from the club, it is only fair that non-members pay a premium fee in comparison to our club members. This is currently set to be £1 extra, so with 100 guests this should address and balance out the club subsidy. We have had 50 non-members join us in this FY, thus equating to half the club subsidy. This will be reviewed again at the end of the year.

I would like to say a special thank you to Andy James for his support during and post the transition period. I would also like to thank our chairman, Jonathan Hamill, for his assistance with TeamApp, helping with setup and the odd few queries that appear. Further thanks goes to those who have stepped in with MC duties in my absence (Barrie Evans, Lesley Hamill, The Littlewoods, Steve Ellis, Mark Payne ... probably missed somebody ... sorry). Obviously I can't be on every bus, so it is much appreciated when help is offered.

I would also like to thank all of you who have made use of the buses, for making my role easier and supporting me throughout.