



**New Hope**  
Community Bikes



## Hamilton & Burlington Chapter 2025

## Annual Impact Report

### Summary

2025 was the fifth year of operation for this Ontario, Canada CWA chapter. With four trishaws available to service three towns, we were able to increase the number of passengers who received rides from 1354 to 2110! We added new regular weekly rides in the town of Dundas at two seniors' centre locations, bringing our regular ride locations up to 15. Our fifteen-person advisory team met monthly which ensured we were able to adapt procedures as the summer progressed. We continued to expand our passenger base from seniors to include passengers physical and intellectual challenges. We were able to use [Our Video](#) that YourTV Burlington created in 2024 to share our stories with potential passengers, care centres, donors and pilots. In short, we had a lot of fun and are looking forward to starting up in 2026 once again.



*Pictured above: two of our Dundas pilots (Mike and Rose), after giving ride to 99-year-old Adelinde. In the centre picture, our new pilot Allison took these passengers down to see the Haida warship on the Hamilton Waterfront. On the far right, Scott and Loren prepare to take an Idlewyld passenger for a ride on our Velo Plus in his own wheelchair.*

## We surveyed our passengers and our pilots this year – very gratifying

Fifty-one **pilots** responded very positively to our survey questions – and offered some heartwarming comments. This pilot wrote *'This program is the absolute best volunteer program I have ever been involved in! It is the gift that gives as we Pilots and Bike Buddies and Trainers learn and engage with seniors but also open the world more to shut in seniors, giving them immediate, tangible experiences, the wind in their hair, social engagement and a very real sense of freedom. I think this is why we have such a great retention rate of our senior volunteers.'* Another commented *'I feel the program has such a positive effect on both the riders & volunteers. I look forward to my weekly volunteer rides.'*

One of the requirements from the Ontario Gov't Seniors Community Grant Program was that we needed to survey our **passengers**. We knew administering a paper survey to most passengers was not possible. Instead, at the end of 50 of our rides the site coordinators asked a short set of questions and recorded the answers. When asked how they felt before the ride, 45 percent said 'very good', and when asked the same question after the ride, 92 percent said 'very good'. Eighty percent agreed that, 'getting outdoors made them feel 'very good'. Most importantly 100 percent felt 'safe' during the ride.

**Residents, Families and Staff** at one of the long-term care homes we have been visiting weekly for 3 years now and they wrote a letter of support that was so meaningful for our volunteers to read. They wrote *'Cycling Without Age Burlington has made a meaningful difference in the lives of our residents and their families. Through their volunteer-run trishaw rides, residents have been able to enjoy fresh air and reconnect with the community. These experiences bring joy, stimulate memories, and provide a sense of freedom. Families often share how much it means to see their loved ones smiling, engaged, and enjoying the outdoors. The rides create special moments that families cherish and give them comfort knowing their loved ones remain connected to the world beyond their home. The volunteers show exceptional kindness and respect, taking time to talk and build connections with the residents. Their dedication helps reduce isolation and greatly enhances quality of life.'*

## Organizational Information

Our chapter is structured as a program hosted by the charitable organization New Hope Community Bikes. <https://www.newhopecommunitybikes.com/>. Charitable registration number RR8471 69844- RR0001

New Hope provides the legal structure including liability and property insurance, administration, grant management, tax receipting for donations, and maintenance to our chapter.

Location	Rides	Passengers	Estimated volunteer hours
Hamilton	552	842	
Burlington	441	800	
Dundas	183	284	
Events	99	184	
Total for 2025	1275	2110	1581

## Statistics

New Pilot Info Sessions (on Zoom) - 5  
 Indoor Training Sessions for New Pilots – 3  
 Outdoor Training (new pilots) and Refresher (returning pilots) Sessions -17  
 Number of cities/towns served – 3  
 Number of trishaws – 3 Van Raam Chats, 1 Van Raam Velo Plus  
 Number of Partner Centres – 15 (8 seniors' residence/ltc homes, 7 day programs)  
 Number of Special events attended/offered -9  
 Number of volunteer social/fundraising events – 4  
 Number of active pilots – 82 (35 male/47 female)  
 Approximate pilot age – 68 (and retired)  
 Number of bike buddies\* - 82  
 Newsletters – 2

\*All pilots also train as bike buddies (cyclists that ride along on their own bikes to support the trishaw rides).  
 Our chapter requires two volunteers for each ride, one trishaw pilot, one bike buddy.

## Communication channels utilized

Facebook: <https://www.facebook.com/Hamilton-Burlington-Cycling-Without-Age>

Instagram: <https://www.instagram.com/cwahamilton/>

Website: <https://cyclingwithoutage.ca/hamilton-burlington/>

Email: [cwahamilton@gmail.com](mailto:cwahamilton@gmail.com)

## Special thanks to our Supporters

[New Hope Community Bikes](#) - (Tammy Heidbuurt and her staff) – for continuing the opportunity to give seniors the 'wind in their hair' and functioning as the charitable organization under which Cycling Without Age can operate and grow

<https://hamiltontrike.com/> (Cora and Nadine Muis) – our local Van Raam dealer, who is always ready to come to our rescue with needed parts and needed repairs

[Ontario Seniors Community Grant Program](#) -which provided a grant to support our program with training, equipment and volunteer recognition

Leander Boat Club, St. Peter's at Chedoke, and City of Burlington, and Amica Dundas for storage of our trishaws.

Our web master – Heather Chapman, and our trishaw transporters – Joe Axisa, and Jens Heidecker

Our partner agencies and centres (Welcome Inn Community Centre, Shalom Village Seniors' Apartments, Burlington Seniors' Centre, Maple Villa Long Term Care, Venvi Christopher Terrace, Chartwell Martha's Landing Retirement Homes, Wellington Park Care Centre, Wellington Square United Church HUB/ Friday Meal Bag Program, Good Shepherd's HOMES and Seniors Assisted Living Programs, SAM Day Program, L'Arche, Salvation Army's Lawson Ministries, Positive Network, St. Joseph's Villa (Dundas), Hamilton Jewish Family Services,

Mandarin Seniors, St. Peter’s Residence at Chedoke and Idlewyld Manor) who organized their clients to participate in the program.

And all our volunteers, especially our pilot trainers, site coordinators, pilots and bike buddies who made it possible for 1275 passengers to ‘feel the wind in their hair’.

## Finances– Calendar year 2025

Revenues	29,000
Expenditures	<u>22,000</u>
Net	<u>7,000</u>
Additional Special Contribution	\$9,900

We received financial grants of \$9,000 from the Ontario Government Community Grants for Seniors program, \$3,500 from Highland Hills Faith Community, and \$3,000 from local Rotary Clubs. Fundraising events, fees for service to private facilities, donations from volunteers and other individual supporters accounted for the balance of our revenues. Our operating expenses included liability and property insurance (\$7,000), maintenance (\$2,500), contribution to NHCBC professional fees (\$5000), New Hope salaries (\$1,100), volunteer recognition (\$1,200) and other expenditures of \$5,200. In total we spent \$7,000 less than we rec’d this year, which allowed us to put some funds aside for future years, as almost all our grants and donations are one time. In addition, we received an additional special one-time contribution of \$9,900 from a Burlington charity that closed and chose our CWA chapter as one of the three local charities to donate its remaining funds to. For more information on our financial results please email [cwahamilton@gmail.com](mailto:cwahamilton@gmail.com).

## Planning for 2026

In early 2026, our Advisory Team (also known as the ‘Big Wheels’ met and reviewed the 2025 season. We developed a 2026 workplan to ensure our 6th year is as successful our 5th year. Our goals for 2026 include:

- Strengthening our fundraising and public relations initiatives to ensure financial sustainability
- Expanding transportation for our trishaws so we can have more than one trishaw at the same place and move the Velo Plus around to additional long- term care homes
- Refining our safety procedures
- Adding additional community rides and seniors centres to ensure all four trishaws are in use as frequently as possible

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March 2026