

Silicon Valley Bicycle Exchange

(SVBE or BikeX)

Annual Plan



The SVBE Annual Plan outlines key goals and strategies for 2025 to expand community impact, improve operations and support growth in donations, education, infrastructure and volunteer engagement.



Our Mission

Encouraging communities to choose bicycles for a sustainable future by:

Creating access to affordable, healthy transportation.

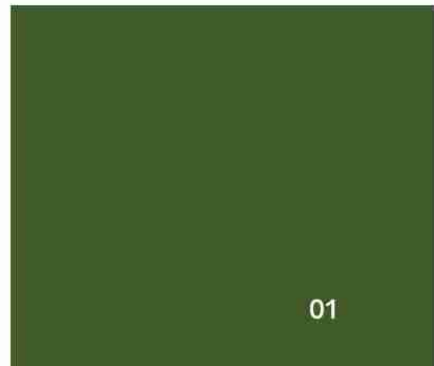
We provide refurbished, donated bicycles to people in need, ensuring equitable access to bicycle transportation and promoting healthier living and environmental responsibility.

Building cycling knowledge and confidence.

We teach bicycle repair in a hands-on, diverse, respectful and supportive environment.

Fostering a culture of reuse and recycling.

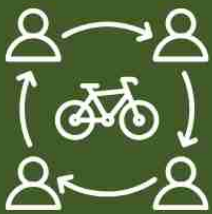
We divert donated bicycles and parts from landfills, extending the lifespan of these resources.



2025 Goals & Vision

The Silicon Valley Bicycle Exchange 2025 Annual Plan focuses on advancing our mission by strengthening processes, refining strategies and driving growth. This year, we aim to expand programs, improve volunteer experiences, and increase community impact, building a strong foundation for long-term success.

Community Impact & Engagement Goals



Infrastructure & Equipment Goals



Operational Goals



Volunteer Experience & Management Goals



Financial & Budgetary Goals



Community Impact & Engagement Goals



Charitable Operational Goals

- Host eight offsite repair events, with half provided free to the community.
- Repair and donate 900 bicycles to our recipient partners with the support of staff and volunteers.
- Increase our donations of helmets, locks and lights to our community partners.



Education & Community Engagement Goals

- Launch two new programs with volunteer and staff support, focused on strengthening our community impact.
- Maintain and grow fundraising efforts by building sustainable, community-supported fundraising programs.



Community Outreach & Partnership Goals

- Engage with diverse community organizations to build strong networks.
- Enhance volunteer recruitment, donation recipient outreach and community support for BikeX's mission through community collaboration.
- Expand our donated bicycle collection program with local bike shops.

Operational Goals



Data Collection & Analysis Goals

- Implement systems like Lightspeed to automate processes, develop systems tracking and provide accurate data to support informed decision-making.
- Provide our community with accurate and relevant statistics of key metrics such as bicycles repaired and donated, tonnage of landfill waste avoided and organizational financial goals.



Process Documentation & Optimization

- Standardize key procedures by documenting best practices for tasks and key roles via Standard Operating Procedure (SOP) creation and Responsible/Accountable/Consulted/Informed (RACI) mapping.
- Establish regular communication channels through a strong Volunteer Vision committee, Board meeting engagement, and suggestion box usage, to increase openness and transparency of information and ideas.
- Develop annual and long-term organizational plans, along with annual reports, to promote accountability and drive growth.



Website Redesign & Management

- Implement website updates to enhance user engagement and improve content accessibility.
- Prioritize intuitive navigation and clear, digestible information in user interface.
- Engage dedicated volunteers and staff members to support web design initiatives.



Our Mission: Encouraging communities to change bicycles for a sustainable future.

Financial & Budgetary Goals

Grant and Funding Goals

- Aim to raise \$50,000 in restricted/non-restricted grant funding over the year.
- Establish joint fundraising and grant efforts with our partner organizations.
- Increase fundraising donations and donors by 15%.



Operating Budget and Treasury Goals

- Attain \$5,000+ in service operations revenue.
- Double our growth in retail sales by hiring additional staff, implementing efficient software and diversifying our marketing strategies.
- Attain a net operating income of \$100,000+.



Volunteer Experience Goals

Volunteer Engagement and Growth

- Fill out all new volunteer roles (*see next page*).
- Grow reported volunteer hours by 13% to support a goal of 900 bicycles repaired and donated.
- Increase volunteer retention rate to 15% (*volunteers committing 25+ hrs annually*) of all 2025 volunteers.
- Increase new unique volunteers by 20%.
- Recruit volunteer mentor mechanics through mentor training efforts.



Infrastructure & Equipment Goals



Facilities Improvements

- Fully secure the shop by the end of H1 2025, complete all seismic upgrades by the end of 2025, complete necessary electrical upgrades by the end of Q3 2025 and install a PA/Alarm system.
- Add external and internal signage and artwork to improve shop visibility, impact transparency and encourage our community.
- Plan to create an outdoor lunch and gathering area for volunteers.
- Aim to have the shop opened for retail/volunteer operations 5 days (30 hours) per week.
- Hire additional mechanics to support service repair operations, sales, inventory, customer service and volunteer experience using the mechanic job ladder to ensure professional growth in alignment with SVBE's mission.
- Set and track goals for reducing waste, recycling old parts and minimizing energy usage across operations.
- Begin E-bike planning through staff training, E-bike lifts and battery housing.
- Continue to improve our Injury and Illness Prevention Program (IIPP) Plan to support the safe growth of staff and volunteers at our shop and off-site.



MAKE AN IMPACT AS AN SVBE VOLUNTEER!

SVBE continues to thrive because of our dedicated volunteers.

Join our volunteer team and use your existing skills, or learn new ones!

Bike Shop

Shop Assistant Volunteer
Bike Salesperson Assistant
Ebay Sales Assistant

Events

Bike Repair Event Coordinator
Front Desk Greeter
Outreach Volunteer
Truck/Van Driver

Mechanics

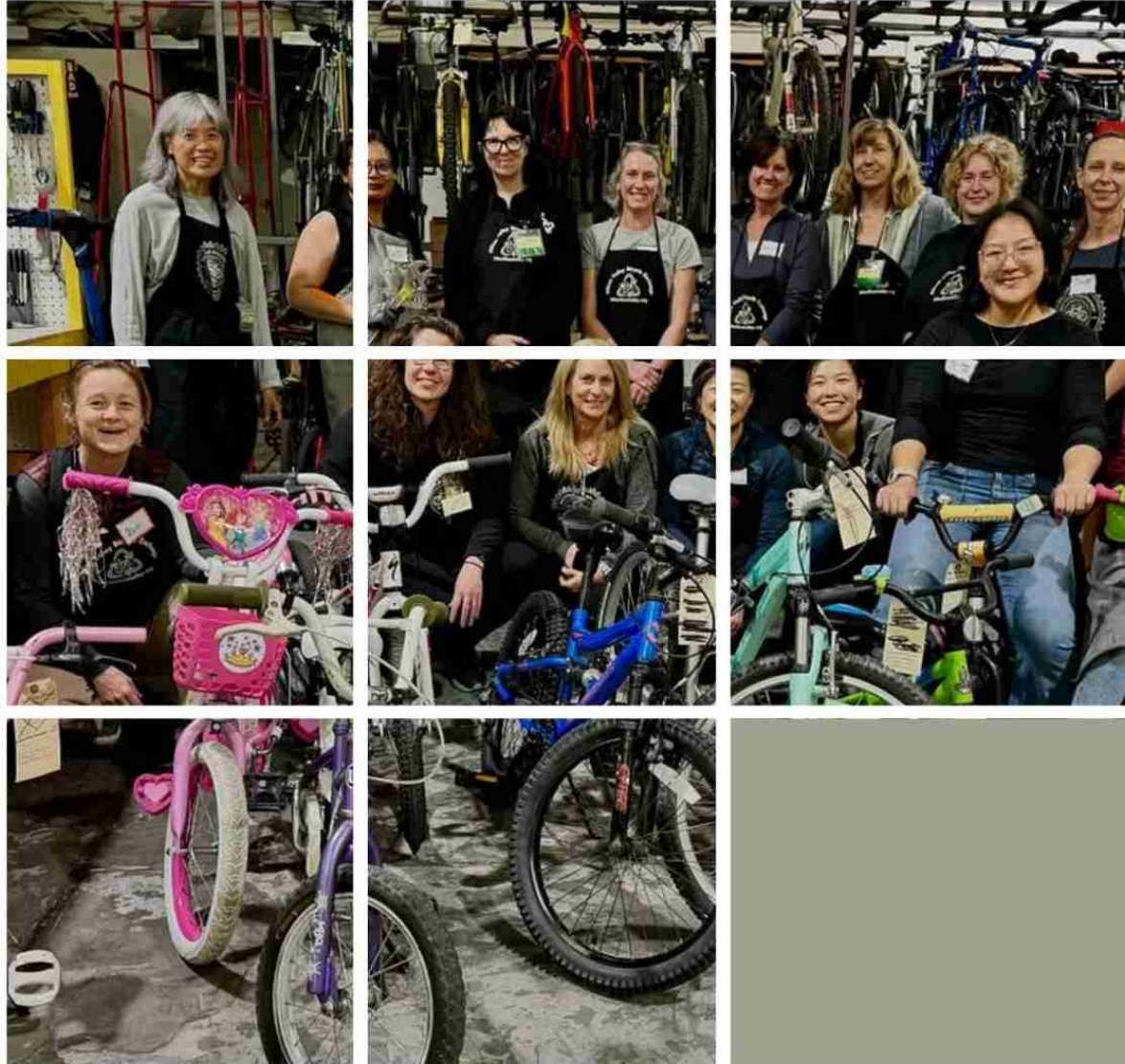
Bicycle Mechanic
Final QA Inspector
Pre-QA Inspector
Mentor Mechanic
Specialty Mechanical Advisor

Organization

Workbench Organizer
Bike Cleaner (for kids)
Newsletter Editor
Photographers / Videographers
Social Media Volunteer
Thank-You Letter Volunteer

Create-Your-Own Volunteer Position





Thank you to all those who provided and appeared in the photos featured in this report!

Thank you.

To our volunteers, donors, partners and supporters:

Thank you for your unwavering dedication to our mission. Your generosity, hard work and passion for making a difference fuel everything we do. Together, we are creating a more sustainable, equitable future—one bicycle at a time.

With gratitude,
The Silicon Valley Bicycle Exchange Team

Questions? Please email info@bikex.org.