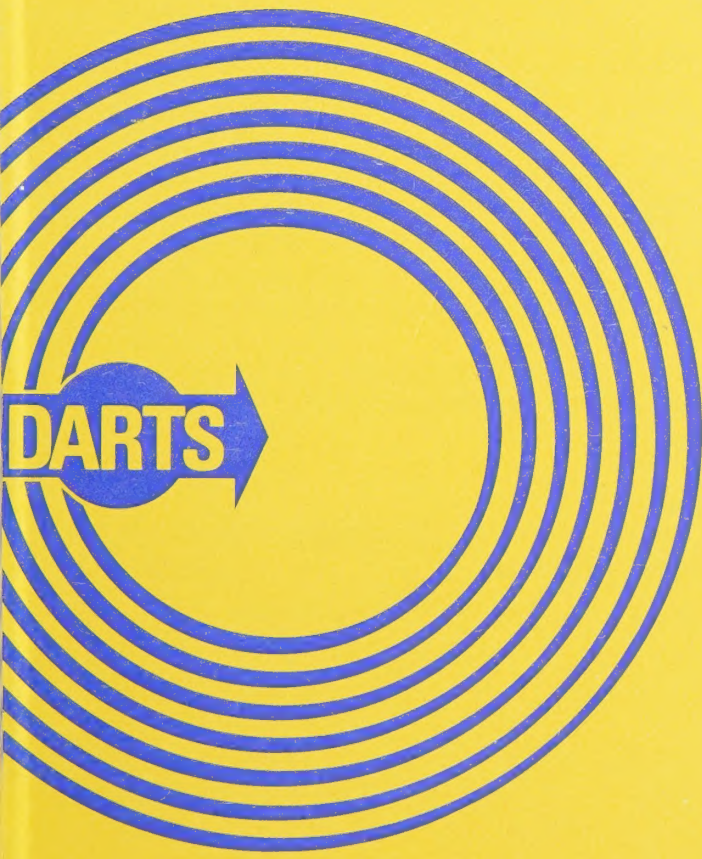


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Disabled and Aged Regional Transit System
of Hamilton-Wentworth
ANNUAL REPORT
1980

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Mr. Robert Wodehouse	Member
Mr. Tony Aquilina	Member
Mrs. Elizabeth MacKay	Member
Mr. Ashe Kulkarni	Member
Mr. Jack Lowes	Member
Mr. Peter Street	Member
Councillor Helen Bell	Regional Representative
Mr. Hugh MacNeil	Executive Director/General Manager

*Member of the Executive Committee, the governing body of D.A.R.T.S.

Subcommittees

Public Relations

Mrs. Elizabeth MacKay, Chairman
Miss Dorothy Cauley
Mr. Peter Street
Ms. Mandy Karuzas
Ms. Marion Lowe
Miss Phyllis Infurnari

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Mr. William Callaghan, Chairman
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Personnel

Mr. Jack Lowes, Chairman
Mr. James Stowe
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Finance and Administration

Mr. J. Nelson Allan, Chairman
Mr. Robert Wodehouse
Mr. Craig Fraser

Nominating Committee

Mr. Craig Fraser, Chairman
Mrs. Elizabeth MacKay
Mr. Tony Aquilina

Acknowledgements to:

Councillor Helen Bell, Regional Representative, Hamilton-Wentworth Region
T. G. Bright & Company Ltd., Niagara Falls, Ontario
The Hillcrest Restaurant, Hamilton, Ontario
Jordan & Ste-Michelle Cellars Ltd., St. Catharines, Ontario
R. T. Kelley Inc., Hamilton, Ontario
Plumbers & Steamfitters, Local 67 Banquet Centre, Hamilton, Ontario

ANNUAL MEETING

of the Disabled and Aged Regional Transit System
of Hamilton-Wentworth
to be held on Tuesday, May 12, 1981



PRESIDENT'S MESSAGE

The past year has been an interesting one in the development of the Disabled and Aged Regional Transit System in the Hamilton-Wentworth Region. Your Board of Directors recognized a number of weaknesses and has worked to strengthen our present transportation services and to increase the availability of the service to the Handicapped and Aged. Accordingly, the Board of Directors has concentrated their efforts on the following issues to strengthen the availability of service and to improve relationships with the Region, clients and service agencies.

- (1) Improve service reliability, efficiency and effectiveness.
- (2) Improve the existing vehicles through higher level of maintenance.
- (3) Organize a new Board committee structure to include the following committees.
 - a.) Services and Operations
 - b.) Public Relations
 - c.) Finance and Administration
 - d.) Personnel

Generally the Board has recognized the continued need to review the availability of service. Our approach to service and budget for 1981-82 has been presented and approved by the Region and we are proposing to institute an evening service to 11:00 p.m. Monday through Friday utilizing two (2) vehicles. This evening service is seen as an expansion of service during this International Year of Disabled Persons to allow the disabled and aged an opportunity to travel in the evening.

In 1980-81 our gross expenditures totalled \$546,000 with increased expenditures for maintenance of vehicles and an expansion of our fleet to sixteen (16) operating and two (2) standby vehicles. In 1981-82 our budgeted gross expenditures will total \$664,046 with the replacement of two (2) vehicles and an expanded evening service. The number of vehicles operating total sixteen (16) operating vehicles and two (2) standby vehicles as in 1980-81. The Province of Ontario through the Ministry of Transportation and Communications and the Region will contribute \$440,000 in the form of grants in 1981-82 to our service. The Ministry of Transportation and Communications has increased their subsidy allocation to D.A.R.T.S. from 80¢ per capita to \$1.05 per capita. This subsidy has been of great benefit to the handicapped and aged of this Region and will allow us to continue to operate and to expand service in the future.

The service provided by D.A.R.T.S. has continued to change since its inception and over time, the number of vehicles operating has increased from six (6) to eighteen (18). In addition the level of service has improved substantially. The Board of Directors will need to place some emphasis on the improvement of services, on continued good maintenance of vehicles, on improvements to driving training and on continued improved agency and Region relations.

As this is my last year as President of D.A.R.T.S., I take this opportunity to thank the Board of Directors and staff for their continued work and support over the last two (2) years.

Donald W. Roughley, P. Eng.
President



GENERAL MANAGER'S REPORT

The past year has been an interesting and challenging experience for me. As I indicated in my report approximately a year ago, I felt it was essential to establish some short- and long-term priorities, so that a satisfactory degree of service for our clients could be reached. I feel it would be accurate to say that we have accomplished a great deal, but not all our goals were reached.

1. The acquisition of new and the retirement of older vehicles proceeded well. With the generous financial help of the War Pensioners of Canada and War Amputations of Canada (Hamilton Divisions), we acquired without cost to our organization two (2) new vehicles. Our appreciation is expressed on behalf of the whole community to these two fine organizations. D.A.R.T.S., in cooperation with Government, will acquire a further three (3) vehicles, with delivery in July, 1981. If community support is forthcoming, additional new vehicles that are required will be obtained.
2. Our vehicle maintenance procedures and systems have improved. We will, during the balance of this year, attempt to further improve our efficiency.
3. Our training and safety program for senior and new drivers has been expanded, under new and more stringent guidelines.
4. From an operational standpoint, we are attempting to improve our routing systems, and eventually to provide our clients with better timetables as they relate to reliability and punctuality.
5. To improve our service, we will, after May 1, 1981, be phasing in a prepaid Individual Fare System. Many of you have been advised of this under separate cover. Also we have the authority to expand our service, on a very limited basis to 11:00 p.m. (Monday to Friday) effective May 1, 1981.

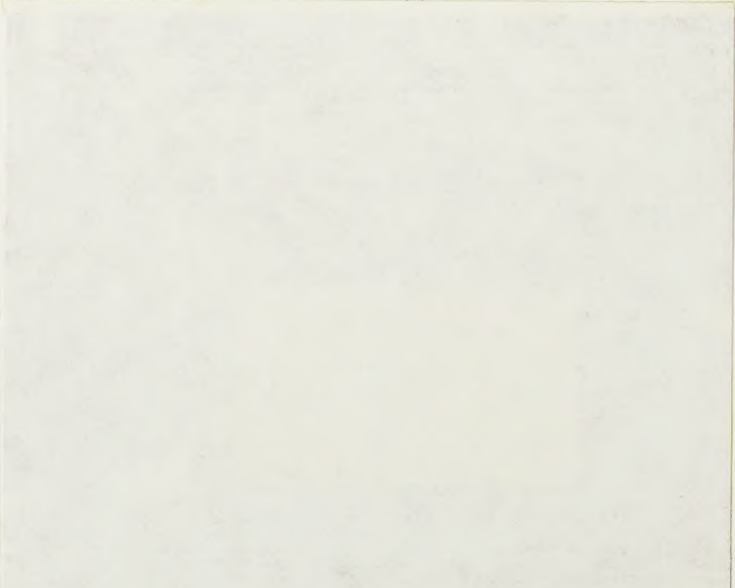
In a time of budgetary restrictions, we have not expanded our service as rapidly as the community may desire and need, but I feel that our service for 1980 has shown steady growth and will continue for the balance of 1981. Even though our long-range plans for D.A.R.T.S. are curtailed this year because of capital and operational budget restraints, through greater efficiency, the community will continue to receive improved service.

I would like to acknowledge the assistance and co-operation of our Board of Directors. You, the user, are fully aware of the dedication of our drivers as a whole and on your behalf I thank them for their fine effort. Also a fine support staff in our office and dispatch areas has made my job more pleasant and interesting.

Finally, my appreciation to a large number of volunteers who have assisted me in many non-union areas. Their continued support in the future is essential.

A year ago I mentioned that with continued Government assistance, and community support, together, we would make D.A.R.T.S. the best handicapped and aged transportation system in the province. As long as I have the privilege of being your General Manager, I will do my utmost to achieve these goals.

Hugh MacNeil
General Manager



**Disabled and Aged Regional Transit System
of Hamilton-Wentworth**
LOAD COMPARISON BY CATEGORIES
For the Month Of July 1979 versus July 1980



<u>AREA</u>	<u>1979</u>	<u>1980</u>	<u>CHANGE</u>
WORK	2,151	2,624	122.0
MEDICAL	326	742	127.6
DAY CARE	1,826	3,301	80.8
SHOPPING	26	59	126.9
EDUCATION	214	109	- 49.1
SOCIAL & RECREATION	223	371	66.4
THERAPY	343	492	43.4
OTHER	2	11	450.0
TOTAL	5,111	7,709	50.8

USAGE SUMMARY REPORT
FOR THE YEAR ENDING December 31, 1980

Vehicles used in 1980	16
Passengers Carried	90,053
Miles Travelled	381,748
Charters	199
Passengers on Charters	2,340
Number of Passengers Using Service for:	
Work	28,025
Medical Purpose	12,651
Day Care	32,321
Shopping	761
Education (including Red Hill)	8,168
Social & Recreation	4,036
Therapy	4,071
Other (meetings, etc.)	20
Total	90,053
Increase over 1979,	37.4%

AUDITORS' REPORT

We have examined the balance sheet of the Disabled and Aged Regional Transit System as at December 31, 1980, and the statements of operations and changes in trust and special reserves for the year then ended. Our examination was made in accordance with generally accepted auditing standards and accordingly included such tests and other procedures as we considered necessary in the circumstances.

In our opinion, these financial statements present fairly the financial position of the organization as at December 31, 1980 and the results of its operations for the year then ended in accordance with accounting principles set out in the notes to the financial statements applied on a basis consistent with that of the preceding year.

April 10, 1981.

MacGillivray & Co.
Chartered Accountants

**Disabled and Aged Regional Transit System
of Hamilton-Wentworth
FINANCIAL STATEMENTS**



BALANCE SHEET

as at December 31, 1980 (with comparative figures for 1979)

ASSETS

	1980	1979
Current		
Accounts receivable	\$ 8,806	\$ 6,152
Prepaid expenses	4,125	3,583
Due from Regional Municipality of Hamilton-Wentworth	<u>27</u>	<u>--</u>
	12,958	9,735
Trust and Special Reserve Funds		
Cash	2,236	2,918
Term deposit	7,000	5,000
Receivables	175	--
Due from Regional Municipality of Hamilton-Wentworth	<u>48,382</u>	<u>11,227</u>
	57,793	19,145
Fixed (note 1)		
Purchased vehicles	127,314	48,000
Donated vehicles	77,029	61,000
Office equipment	<u>1,086</u>	<u>--</u>
	205,429	109,000
	<u>\$ 276,180</u>	<u>\$ 137,880</u>

LIABILITIES

Current		
Accounts payable - trade	12,958	1,403
Due to the Regional Municipality of Hamilton-Wentworth	<u>--</u>	<u>8,332</u>
	12,958	9,735
Trust and Special Reserve Funds		
Reserve for capital purposes	53,960	17,853
Margaret Maxwell Memorial Trust Fund	<u>3,833</u>	<u>1,292</u>
	57,793	19,145
Surplus (Deficit)	<u>--</u>	<u>--</u>
Equity in Fixed Assets	205,429	109,000
	<u>\$ 276,180</u>	<u>\$ 137,880</u>

Approved on behalf of the Board

D. Roughley

J. N. Allan

DIRECTORS



STATEMENT OF OPERATIONS AND DEFICIT
for the year ended December 31, 1980 (with comparative figures for 1979)

	1980	1979
Revenues		
Passenger fares - agencies	\$ 178,584	\$ 150,724
- passengers	14,556	9,631
- charters	<u>10,885</u>	<u>6,025</u>
	204,025	166,380
Other	<u>838</u>	<u>1,771</u>
	204,863	168,151
Expenditures		
Wages and salaries	294,488	154,894
Management fees	--	2,500
Employee benefits	25,824	12,443
Gas and oil	44,282	21,993
Vehicle maintenance	61,901	34,827
Office maintenance and rent	3,765	2,781
Licences and permits	1,954	1,502
Insurance	15,087	10,202
Telephone	2,803	1,946
Printing and stationery	5,117	789
Postage	581	318
Professional fees	6,250	1,225
Miscellaneous	10,564	1,722
Leased vehicles	2,115	7,085
Computer service and accounting fees	15,100	15,000
Drivers' training	1,408	905
Equipment purchases	3,142	749
Communication radio	2,969	--
Travelling	536	--
Uniforms	<u>3,997</u>	<u>--</u>
	501,883	270,881
Gross Operating Loss	(297,020)	(102,730)
Provision for Reserves		
Stabilization and capital purposes	(69,933)	(23,666)
Net Operating Loss	(366,953)	(126,396)
Grants and Donations		
Regional Municipality of Hamilton-Wentworth	345,766	120,211
United Way	12,000	11,520
Donations	--	1,215
Government Reach Program	8,867	--
Government W.A.T. Program	<u>320</u>	<u>--</u>
	366,953	132,946
Excess of Revenue over Expenditures	--	6,550
Deficit - beginning of year	--	(6,550)
Surplus (Deficit) - end of year	\$ <u><u>--</u></u>	\$ <u><u>--</u></u>



Disabled and Aged Regional Transit System of Hamilton-Wentworth
STATEMENT OF CHANGES IN TRUST AND SPECIAL RESERVES
 For the year ended December 31, 1980

	Margaret Maxwell Memorial Fund	Reserve of Stabilization and Capital Purposes
Balances - beginning of year	\$ 1,292	\$ URBAN/
Contributions		
Donations and memberships	1,647	
Interest income	894	
Provided from current operations in lieu of depreciation	--	69,933
Grant from Minister of Transportation and Communications	--	13,013
Grant from Regional Municipality of Hamilton-Wentworth	--	33,785
	<u>3,833</u>	<u>134,660</u>
Expenditures		
Capital purchases	--	(80,700)
Balances - end of year	<u>\$ 3,833</u>	<u>\$ 53,960</u>

NOTES TO FINANCIAL STATEMENTS
 FOR THE YEAR ENDED December 31, 1980

1. Significant Accounting Policies

- (a) Revenues and Expenditures -
The accrual method has been used to reflect revenues and expenditures.
- (b) Depreciation and Reserve for Stabilization and Capital Purposes -
A provision is charged to the revenues for the reserve for stabilization and capital purposes. The provision is equivalent to a charge for depreciation calculated on a straight-line basis at the rate of 25% per annum on the book value of automotive equipment as stated in Note 1(c).
- (c) Fixed Assets -
Fixed assets comprise automotive equipment and office furniture; automotive equipment is classified on the balance sheet as (1) purchased vehicles and (2) donated vehicles.
Purchased vehicles are stated at gross cost.

Donated vehicles are stated at a value which includes (1) retail value of vehicles acquired after January 1, 1979 and (2) the value of the remaining life of vehicles on hand as at December 31, 1978, adjusted upward by \$13,029.00 in 1980.