



CHAPTERS *newsletter*

A publication for HandiBus Donors, Members, Customers, Board, Staff and Friends.

spring 09

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Calgary HandiBus
231 37 Avenue NE
Calgary, AB T2E 8J2

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Update on our 2009 Bus order.

Update on the Mobile Data Terminals that will be installed in the buses.

New Campaign Launch



MANY FACES, MANY PLACES

In the Fall of 2008 HandiBus announced a brand new Capital Fundraising Campaign, **Many Faces, Many Places**. Our goal is to purchase 50 new buses over the next three years at a cost of \$4 Million.

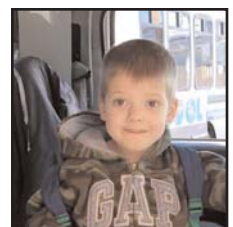
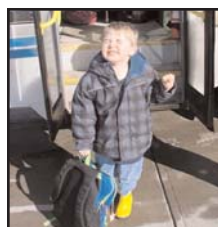
When we first started to plan this campaign our economy was at an all time high; however, just as we launched, this situation changed. Our goal to purchase 17 new buses in 2009 had to be reduced to 15 buses. As with many charities, donations went down. For HandiBus this directly influences how many buses we can order.

Our overall 3-year campaign goal has not changed: Handibus has been around since 1971 and we will continue to focus on our strengths and ride out our stormy economy. Calgarians have been supportive of HandiBus through the good times and the bad times and we truly value the relationships that we have developed with our donors.

As part of our campaign the 2009 fundraising goal has been set at \$1.1 Million. We are appealing for support from the individuals and groups who make up our community: each and every HandiBus on the road is funded entirely through donation. Replacing older vehicles ensures that our equipment runs at peak efficiency and provides the greatest safety and comfort to those on board.

If you are able to participate in our campaign, please fill out the donation form provided with this newsletter and return it to us in the enclosed envelope.

We look forward to keeping you updated on the status of our campaign over the next three years.





Chapters Format Why the Change?

We are pleased to offer this issue of Chapters to you in a brand new format. To minimize our impact on the environment, and to reduce our publishing costs, we have switched from booklet to broadsheet.

Those readers who wish to receive Chapters via e-mail, rather than in the post, are invited to advise us accordingly. Simply provide your e-mail address to Marni Halwas (mhalwas@calgaryhandibus.com) or

David Gowen (dgowen@calgaryhandibus.com). We will happily deliver our next issue directly to your Inbox!

Mobile Data Terminals into HandiBuses

Calgary HandiBus Association and Access Calgary, along with other service providers, have just completed the pilot phase of a mobile data-computing project. This technology allows drivers to communicate quickly with Access Calgary staff and will provide customers with accurate information in a more timely fashion.

Research for this project began in 2001 and funding was approved in 2006. The contract was awarded to a Calgary company called Mentor Engineering. In October 2008 Mobile Data Terminals (MDTs), called the Ranger, were fitted to 11 of our buses. During this time we collected feedback from 16 Operators who participated in the project. The Ranger is one of a handful of new-era wireless computers currently on the market. There are over 40,000 units in service with taxis, EMS and other emergency roadside service industries. The Ranger also offers on-board navigation tools. Using a GPS receiver, Operators can navigate to their next customer with turn by turn prompts. By mid April 2009 we will start installing MDTs on the rest of the fleet. It will take approximately 4 months to complete all of the installs.



Message from the General Manager



It has been almost 12 months since I took over the reins of Calgary Handibus Association and what a ride. I am truly amazed at the passion and pride that every one of our employees brings to the workplace, it is remarkable to

hear virtually every day of management and employees going above and beyond their regular tasks. I continue to learn about each part of the organization and try to understand not only the broad range of tasks that each area undertakes every day but how they consistently demonstrate that they are the best at what they do. One of my goals has been to

meet all new employees at the end of their training schedule to welcome them to our family and let them know how important it is to fit into the culture that is a part of HandiBus.

I know that everyone is feeling the pinch with the change that the economy is bringing, but we still need to make every effort to bring in the funds to replace our fleet. I am sure our new three year "Many Faces , Many Places" capital program will be a success.

George

George Penny
General Manager & CEO

Thanks To Our Bus Donors

In 2008 HandiBus was able to put 19 new buses on the road. A special thanks to all of our donors.

Full Bus Donors

The Issakidis Family & Acropolis Steel Industries
The Arthur H. and Margaret E. Baker Foundation
Marton & Connie Murphy & People Engaged in (PEI) Benevolent Activities -
In Memory of John Stevulak
Savanna Energy Services
Estate of Lillian Belkin
Calgary Motor Dealers Association
Chinook Chapter #133 Order of the Eastern Star
Edith Cavell Chapter #25 Order of the Eastern Star
Alberta Lottery Fund
Carl and Helen Anderson
Wood Automotive Group
Charitable Gaming Funds
Calgary HandiBus Board of Directors - In Recognition of Pat Pellegrino
Pangasinan Society of Calgary (PASOC)

Half Bus Donors

Newalta Corporation
Estate of Violet Ashley
Nickle Family Foundation
Ernst & Young LLP
Robert D. Patterson - In Memory of Kyle & Jean Patterson
Estate of Lillian Belkin

Quarter Bus Donors

Alex H T Lam
Alex H T Lam - In Recognition of Ronnie W F and Kellie L K Lam
Precision Drilling
In Memory of Anne Alexie Zoobkoff - from her family & friends

What is the Time Window?

All trip requests have a 20-minute "Time Window" around the confirmed pick up time. The window starts 5 minutes before your confirmed pick up time and runs 15 minutes after the confirmed pick up time. Example: If your confirmed pick up time is 10:05 am, your time window is 10:00 am - 10:20 am.

Customers must be ready at the beginning of the time window. For the example above, the customer must be ready at 10:00 am.

Access Calgary will attempt to call if your pick up time is changed beyond the time window.

Our Mission

Calgary HandiBus is passionate about providing our customers with access to the community and promoting independence.

We insist upon serving our customers with honesty and respect, care and dignity.

We operate in a cost effective manner, where safety is never compromised.

We are proud to strengthen our community and make a difference in people's lives.

2009 Memberships with HandiBus

The 2009 membership forms were sent out at the beginning of January. If you did not receive your form, please let us know. Your membership will allow you to vote at our Annual General Meeting as well as ensure that you are kept current on HandiBus news. Cost of an annual membership is \$10. If you are not a member yet and would like to join, please call David at (403) 276-8028 ext. 224.



Employee Recognition

Throughout the year HandiBus receives numerous commendations from customers about our Operators. We are very proud that our Operators go above and beyond their regular job requirements to assist customers. Please read part of a commendation from a customer.

I started using the shared ride service in May of 2006, at that time I was in a wheelchair (I now use only a walker). I used it only now and then in 2006 but upon returning to work in 2007, I now use it almost daily.

My transition in April of 2008 from the wheelchair to the walker was not without hardship and great stamina on my part. The encouragement from the drivers to press on with a "you can do it" attitude is commendable. I have observed their conduct with other clients and they play a very important part in the well being of the people that they transport.

This winter must have been a nightmare for the drivers, I've seen them all go that extra mile exercising care and caution in very trying circumstances not always being treated reasonably. Who showed up on the worst wintry day? The Handi Bus did! I was paranoid at the beginning of winter because it was my first winter with the walker. The drivers set me at ease and coaxed me through it all!

Please pass my thanks on to the drivers FOR A JOB WELL DONE!

Sincerely,

Mary Parsons

Contact Us

If you would like to reach us regarding this publication, please contact Marni Halwas at (403)276-8028 ext. 280 or mhalwas@calgaryhandibus.com

Calgary HandiBus is a not-for-profit organization and is a Registered Canadian Charitable Organization (#11882 3574 RR0001)

Help your fellow Calgarians with their transportation needs.

Every one of our 135 buses has been provided by generous donations from citizens, foundations, associations, and local businesses. **All Donations, no matter what size, are greatly appreciated.**

Donations can also be made online. Please visit us at www.calgaryhandibus.com

