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Disabled and Aged Regional Transit System  
of Hamilton-Wentworth

# ANNUAL REPORT 1981

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## PRESIDENT'S MESSAGE

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From the original start some six years ago, D.A.R.T.S. has developed from a series of independent units operated by the various agencies into one cohesive unit available to the community and to the various agencies in the community for the transportation of disabled persons. This development has been rapid and has been accompanied by an increase in size and in obligations to the community. When this occurs in any agency or unit, or indeed when it occurs in private business, there comes a time when there should be a period of consolidation and improvement. This is the phase that has been reached by D.A.R.T.S. The consolidation process has been taking place since September of 1981 to the present time. We would expect that we will continue this phase for some months to come until we feel satisfied with the quality of the service being offered to the Region.

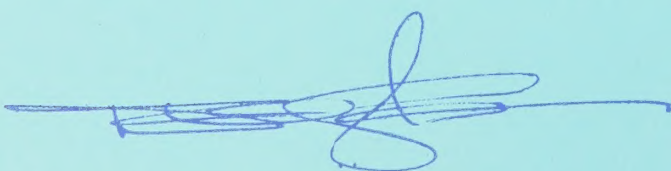
One of the difficulties facing D.A.R.T.S. lies in the fact that it is a unique type of service being provided to the whole Region at a time of financial restraint and at a time when the expectations of the users are at a peak. It is a service that is often misunderstood, while at the same time it is falling into the category of being essential to the community. At D.A.R.T.S., the Board, Management and Staff recognize the fact that transportation for the aged and disabled is as essential a part of our community as is any other type of transportation which is being offered.

Whereas many of the agencies in the community have national networks and separate sources of income, D.A.R.T.S. does not. It is an individual agency created in the form of a non-profit corporation separate and apart from Regional Government. Its services are limited by budget and a shortage of capital equipment, whereas the demands made on it far exceed its ability to provide. Agencies naturally wish to expand their programs but invariably such expansion is accompanied by a budget covering that expansion only, without any provision for transportation. Almost every new program or expansion of an existing program involves additional transportation. We have recognized this particular problem and we now are attempting to resolve the matter with the Agencies, the Region and the Province.

Cooperation of all segments of the community will be required in order for transportation for disabled and aged persons to be properly supplied, whether in this community or in any other community across our country. In addition to our program for improvement of service as outlined in the report of the Executive Director, it is this concept that we will be dealing with now and in the immediate future.

I extend to Board Members, Committees, Brian Pinto, our Executive Director, our Staff and Drivers our deep appreciation for the time and effort given to this agency. We have received the support of Anne Jones both as the Chairperson of Regional Government and in her individual capacity and this is deeply appreciated by the Board. Special thanks should be extended at this time to Donald Roughley and to Tony Aquilina, both of whom have had to leave our Board. They will both be missed in the coming years.

I am confident that our community will come to understand and appreciate D.A.R.T.S. for what it is and that, once that concept has been accepted, the community will support the endeavour fully, thus making certain that the needs of the disabled and aged for transportation with dignity will be permanently provided.



William N. Callaghan, Q.C.  
President

Disabled and Aged Regional Transit System of Hamilton-Wentworth  
**LOAD COMPARISON BY CATEGORIES**  
 For the Month of July 1980 versus July 1981



<u>AREA</u>	<u>1981</u>	<u>1980</u>	<u>CHANGE</u>
WORK/EMPLOYMENT	420	374	12.3%
EDUCATION	2,116	1,909	10.8%
MEDICAL (Day Care & Therapy)	6,058	5,155	17.5%
SOCIAL & RECREATION	293	271	8.1%
<b>TOTAL</b>	<b>8,887</b>	<b>7,709</b>	

**USAGE SUMMARY REPORT**

For the year ended December 31, 1981

Vehicles used in 1981	16
Passengers Carried	109,472
Kilometers Travelled	780,861
Charters	235
Passengers on Charters	2,557
<b>Number of Passengers Using Service for:</b>	
Work/Employment	5,210
Education	26,048
Medical (Day Care & Therapy)	72,937
Social & Recreation	5,277
<b>Total</b>	<b>109,472</b>
Increase over 1980, 21.6%	

**AUDITORS' REPORT**

We have examined the balance sheet of the Disabled and Aged Regional Transit System as at December 31, 1981, 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, 1981 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.

February 26, 1982

MacGillivray & Co.  
 Chartered Accountants

**FINANCIAL STATEMENTS**



**BALANCE SHEET**

as at December 31, 1981 (with comparative figures for 1980)

**ASSETS**

	1981	1980
<b>Current</b>		
Accounts receivable	\$ 20,648	\$ 8,806
Prepaid expenses	7,679	4,125
Due from Regional Municipality of Hamilton-Wentworth	<u>736</u>	<u>27</u>
	<u>29,063</u>	<u>12,958</u>
<b>Trust and Special Reserve Funds</b>		
Cash	1,100	2,236
Term deposit	--	7,000
Receivables	--	175
Due from Regional Municipality of Hamilton-Wentworth	<u>59,551</u>	<u>48,382</u>
	<u>60,651</u>	<u>57,793</u>
<b>Fixed (note 1)</b>		
Purchased vehicles	203,564	127,314
Donated vehicles	81,429	77,029
Office equipment	<u>1,086</u>	<u>1,086</u>
	286,079	205,429
Less accumulated depreciation transferred to the reserve for capital purposes	<u>(151,065)</u>	<u>(93,599)</u>
	<u>135,014</u>	<u>111,830</u>
	<u>\$ 224,728</u>	<u>\$ 182,581</u>

	1981	1980
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable - trade	29,063	12,958
Due to the Regional Municipality of Hamilton-Wentworth	<u>--</u>	<u>--</u>
	<u>29,063</u>	<u>12,958</u>
<b>Trust and Special Reserve Funds</b>		
Reserve for capital purposes	51,915	53,960
Margaret Maxwell Memorial Trust Fund	<u>8,736</u>	<u>3,833</u>
	<u>60,651</u>	<u>57,793</u>
<b>Surplus (Deficit)</b>	<u>--</u>	<u>--</u>
<b>Equity in Fixed Assets</b>	<u>135,014</u>	<u>111,830</u>
	<u>\$ 224,728</u>	<u>\$ 182,581</u>

Approved on behalf of the Board

W.N. Callaghan  
P. J. McWhinnie

DIRECTORS

**Disabled and Aged Regional Transit System of Hamilton-Wentworth  
STATEMENT OF CHANGES IN TRUST AND SPECIAL  
RESERVES**



**For the year ended December 31, 1981**

	Margaret Maxwell Memorial Fund	Reserve for Capital Purposes
<b>Balances - beginning of year</b>	\$ 3,833	\$ 53,960
<b>Contributions</b>		
Donations and memberships	4,576	--
Interest income	327	13,160
Provided from current operations in lieu of depreciation	--	71,066
Excess of revenue over expenditure	--	584
	<u>8,736</u>	<u>138,770</u>
<b>Expenditures</b>		
Reduction of 1979 and 1980 Ministry of Transportation and Communication Subsidy	--	(10,605)
Capital purchases	--	(76,250)
<b>Balances - end of year</b>	<u>\$ 8,736</u>	<u>\$ 51,915</u>

**NOTES TO FINANCIAL STATEMENTS**

**For the year ended December 31, 1981**

**1. Significant Accounting Policies**

(a) Revenues and Expenditures -

The accrual method has been used to reflect revenues and expenditures.

(b) Depreciation and Reserve for Capital Purposes -

A provision is charged to the revenues for the reserve for capital purposes. The provision is equivalent to a charge for depreciation calculated on the straight-line basis at the rate of 25% per annum on the original book value of automotive equipment acquired prior to 1981 and at 33½% on automotive equipment acquired in 1981 and subsequent years.

Purchased vehicles are stated at gross cost.

Donated vehicles are stated at the estimated retail value at the date of acquisition.

**2. Policy Change Affecting Prior Year Comparison -**

Initially approved budget expenditure items have subsequently been adjusted and assumed by the Hamilton-Wentworth Region and as such are not included in the statement of operations and deficit.

Computer service fees

\$ 6,963

Audit fees

3,954

\$ 10,917

Disabled and Aged Regional Transit System of Hamilton-Wentworth  
**STATEMENT OF OPERATIONS AND DEFICIT**  
For the year ended December 31, 1981 (with comparative figures for 1980)



	<u>1981</u>	<u>1980</u>
<b>Revenues</b>		
Passenger fares - agencies	\$ 206,631	\$ 178,584
passengers	24,936	14,556
charters	<u>19,183</u>	<u>10,885</u>
	250,750	204,025
Other	<u>5,835</u>	<u>838</u>
	<u>256,585</u>	<u>204,863</u>
<b>Expenditures</b>		
Wages and salaries	455,217	294,488
Employee benefits	61,598	25,824
Gas and oil	78,256	44,282
Vehicle maintenance	87,993	61,901
Office maintenance and rent	6,405	2,765
Licences and permits	2,472	1,954
Insurance	21,107	15,087
Telephone	4,241	2,803
Printing and stationery	10,394	5,117
Postage	1,547	581
Professional fees	7,642	6,250
Miscellaneous	11,869	10,564
Leased vehicles	7,992	2,115
Computer service, audit and legal fees	1,168	15,100
Drivers' training	1,720	1,408
Equipment purchases	6,488	3,142
Communication radio	5,181	2,969
Travelling	514	536
Uniforms	<u>2,098</u>	<u>3,997</u>
	<u>773,902</u>	<u>501,883</u>
<b>Gross Operating Loss</b>	(517,317)	(297,020)
<b>Provision for Reserves for Capital Purposes</b>	<u>(71,066)</u>	<u>(69,933)</u>
<b>Net Operating Loss</b>	<u>(588,383)</u>	<u>(366,953)</u>
<b>Grants and Donations</b>		
Regional Municipality of Hamilton-Wentworth	561,818	345,766
United Way	--	12,000
D.R.I.V.E.	27,149	--
Reach Program	--	8,867
W.A.T. Program	<u>--</u>	<u>320</u>
	<u>588,967</u>	<u>366,953</u>
<b>Excess of Revenue over Expenditures</b>	584	--
<b>Transfer to Reserves for Capital Purposes</b>	<u>(584)</u>	<u>--</u>
<b>Surplus (Deficit) - end of year</b>	<u>\$ --</u>	<u>\$ --</u>



## EXECUTIVE DIRECTOR'S REPORT

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The International Year of Disabled Persons provided a momentum that has stayed with us here at D.A.R.T.S. We experienced an upsurge of demand for service previously unmatched, and towards the fourth quarter were unable to keep up with this demand. Hence, within a short time a waiting list of users emerged, and although we processed some applications, some two hundred and fifty users still await service.

Due to this increased demand, we incurred higher costs and subsequently approached the Region to cover this additional expenditure. This indicates a healthy trend and signifies the full participation of our community in regard to the needs of the disabled. We thank Regional Council for their understanding in supporting our request for additional funding which in turn provided a higher base to maintain the level of service in 1982.

We recognize that we are more than just D.A.R.T.S., but an essential ingredient in the plans of all our Agencies. *"In that sense, we are the agencies we serve."* If programs are to expand or continue in existence, we must provide quality service. We are committed to providing you with more reliable and efficient transportation, and are more aware today of not only your needs as a user, but also how it affects your life and family when service is delayed or not provided.

At D.A.R.T.S. we are trying harder to become a better transit system. Significant progress is being made in the areas of scheduling, safety and efficiency of vehicles, participation from unsponsored users and deeper understanding and cooperation with Agencies.

1982 is a year of consolidation; we have certain goals to achieve. We hope to expand the hours for medicals, as well as for social and recreational activities because we realize their importance. Vehicle standardization will alleviate problems regarding repairs and maintenance and provide you with improved transportation.

I would like to express my appreciation to Chairman Anne Jones for her understanding and strong personal support of the Organization. My thanks to every Board Member for their hard work, particularly Mr. William Callaghan, our President.

On behalf of those using our service, I would like to thank every staff member, particularly our drivers and dispatchers for their dedication. Finally, my thanks to our volunteers, who have unselfishly given of their time and their energies in helping us provide a very personal service.

As Executive Director, I am at your service. Responding to your needs gives me great personal satisfaction. Your letters of thanks are cherished by all of us and I in turn take this opportunity of thanking you and the community for your support and understanding.

A handwritten signature in blue ink that reads "Brian Pinto". The signature is fluid and cursive, with the first name "Brian" being larger and more prominent than the last name "Pinto".

Brian Pinto  
Executive Director



## SERVING YOU FOR 1981 - 82

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### D.A.R.T.S. Board of Directors

William N. Callaghan, Q.C.		President
Donald W. Roughley, P. Eng.		Past President
J. Nelson Allan, R.I.A., F.S.M.A.C.		Vice President
Paul J. McWhinnie, B. Comm., C.A.		Treasurer
Dorothy M. Cauley		Secretary
Helen L. Bell		Regional Representative
*Tony Aquilina	Craig Fraser	Lynn B. Gates
Ashok J. Kulkarni	Jack D. Lowes	Elizabeth A. MacKay
Penny S. Salvatori	James Stowe	Peter Street
Robert E. Wodehouse		

\*Resigned December 1981

Brian A. Pinto	Executive Director
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### Committees

#### Executive

William N. Callaghan, Chairman  
 Donald W. Roughley  
 J. Nelson Allan  
 Paul J. McWhinnie  
 Dorothy M. Cauley

#### Finance and Administration

Paul J. McWhinnie, Chairman  
 J. Nelson Allan  
 Robert E. Wodehouse

#### Service and Operations

J. Nelson Allan, Chairman  
 Donald W. Roughley  
 Ashok J. Kulkarni  
 Helen L. Bell  
 Lynn B. Gates  
 Penny A. Salvatori

#### Personnel

Jack D. Lowes, Chairman  
 James Stowe  
 J. Nelson Allan

#### Public Relations

Elizabeth A. MacKay, Chairman  
 Dorothy M. Cauley  
 Peter Street  
 Mandy N. Karuzas  
 Marion E. Lowe  
 Phyllis Infurnari

#### Nominating

Donald W. Roughley, Chairman  
 Elizabeth A. MacKay

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### Acknowledgements to:

Andrés Wines Ltd., Winona, Ontario  
 Councillor Helen L. Bell, Regional Representative, Hamilton-Wentworth Region  
 Jordan and Ste-Michelle Cellars Ltd., St. Catharines, Ontario  
 Plumbers & Steamfitters Local 67 Banquet Centre, Hamilton, Ontario  
 R.T. Kelley Inc., Hamilton, Ontario  
 Staz Communications (The Moore Printery) Hamilton, Ontario  
 The Hillcrest Restaurant, Hamilton, Ontario

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