



CHAPTERS *newsletter*

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

Fall 2010

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The Year-Round Funding Drive — Every Year

Thanks to the generosity of hundreds of donors in 2009, we enjoyed an unexpected level of success, exceeding our fundraising goal during the first year of our *Many Faces, Many Places* capital campaign. A steady flow of contributions from individuals, groups, foundations and corporations led to optimism that we could continue replacing our older buses with new ones at an optimal rate. But, with barely a month remaining in 2010, a great deal of money must still be raised if we are to meet this year's development target in order to provide our desired level of service.

As always, we are extremely grateful to all our donors—to those who have joined us for the first time, and to those who return again and again with ongoing contributions to the improvement of our fleet. Our bus donors in 2010, thus far, are listed inside. Many people still mistakenly assume that our buses are paid for by the municipal government (or are in some other way publicly funded) when in fact every dollar for their purchase comes directly from our wonderful supporters! We share this message with as many people as possible, and encourage you to do the same. New vehicles cost \$90,000 and we strive to replace a minimum of 10 units each year. In the present economic climate the challenge is greater than ever.

In the quest for additional sources of charitable revenue, we explored two new initiatives this year. In May we were the fortunate beneficiaries of the Rotary Club of Calgary Sarcee's *Art from the Heart* dinner and art auction. From the funds raised during a single lively evening, a brand new HandiBus was financed and now proudly bears the name of this extraordinary philanthropic organization. In August we hosted the first-ever HandiBus Charity Golf Tournament to the delight of all who participated. This was an opportunity to raise awareness of our role within the community, while at the same time raising funds towards the purchase of yet another new vehicle. This event was so successful that we are already planning next year's tournament! Further details are included inside.

Please help us get closer to our 2010 goal of \$1.3 Million by filling out the donation form provided with this newsletter and returning it in the enclosed envelope. Our work depends on our supporters; and now, more than ever, we need your help.

Calgary HandiBus
231 37 Avenue NE
Calgary, AB T2E8J2

Many Faces, Many Places



Message from the Board Chair

As I performed my Act of Remembrance this year, I was visibly reminded of one of the freedoms our Veterans fought for—mobility, or movement. At HandiBus we strive every day to provide freedom of movement around our great city for those fellow citizens who don't have such mobility. It is through the continued generosity and dedication of our Donors, Members, Friends and Employees that we achieve this mission. I ask all of us to remember that those 17,000 Calgarians need our service as much as ever, despite these very difficult recessionary times. Those trips to visit the doctor, or to buy groceries, do not recede.

I wish to thank all the volunteers who have helped HandiBus throughout the past year, especially my fellow Directors. We have faced a number of challenges together this year, and your continued support is greatly appreciated.

Robert McClinton
Board Chair

Coming Soon: HandiBus's 2nd Annual Charity Golf Tournament

During the summer we hosted our first-ever charity golf tournament, raising over \$30,000 towards the purchase of a new bus for the fleet. The weather cooperated, the course was superb, the meals were outstanding and the event was greatly enjoyed by all who participated.

We are determined to repeat—and even improve upon—our success next summer, and have already booked a date. Please reserve a spot on your calendar for the morning of **Thursday, August 11th, 2011**. We will once again be playing at the Calgary Elks Lodge & Golf Club, located at 2502 6th Street NE. It will be another early morning start with breakfast and lunch before and after the round.



Registration has been set at \$225 and there are many additional ways to participate—even for non-golfers! Volunteers will be needed on the day, both at the registration desk and on the course. We look forward to repeating the popular Silent Auction during lunch, so we will be very grateful for donated items that we can put up for bid throughout the event.

Our sponsors are vitally important to the tournament's success, and numerous opportunities will be available, each with its own level of recognition and benefit including at least one player entry. Our \$5,000 Masters sponsors, for example, will see their company name and logo displayed on one side of a HandiBus (*The "Golf" Bus*) until the following year's tournament!

Every registration will include breakfast, 18 holes of golf with cart, lunch and prizes. The tournament will follow a Texas Scramble format—and this year we will be handicapping the event.

Complete details of all sponsorship opportunities, as well as player registration forms, will be available soon. Meanwhile, please share this information with anyone you know who might be interested in participating—whether as a golfer, a sponsor, or the donor of a gift-in-kind towards the Silent Auction. *Thank you!*

Message from Access Calgary

Our Drivers are Excellent

Have you had a driver who did that little bit extra to make your trip more enjoyable? Did you call into Access Calgary Customer Service to let us know? If not, please take the time to do so at (403) 537-7777 option 4. Starting January 2011, Access Calgary will be selecting a driver each month who has received a commendation and providing that driver with a Driver Recognition award. So, please take the time to call Customer Service and give us your registration number, the date and time of your trip, the destination of your trip and what the

driver did to make your trip more enjoyable. All commendations are passed along to the transportation provider (HandiBus, Checker, Southland and Associated taxi) and they will let the driver know that they received a commendation. The driver will also be entered into the draw to win a gift. So please let Access Calgary know when you receive great service so we can thank our drivers!

Thanks to Our Bus Donors

We are grateful to everyone who has contributed to the improvement of our fleet in 2010. The following is a list of the year's major donors thus far.

Full Bus Donors

The Friesen Family

The Rotary Club of Calgary Sarcee

The William S. Herron Family Charitable Foundation

Fay Versteegh

Sheila O'Shea

Half Bus Donors

Estate of Shirley Estelle Kane

Estate of Forest Vernon Nicholls

Quarter Bus Donors

Catherine Butler Fund—through the Calgary Foundation

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.

Did You Know...

HandiBus provides about **40,000** trips every month, serving **17,000** Calgarians. A staff of **180** union and non-union employees utilize a fleet of over **100** specially equipped vehicles, providing close to **500,000** trips a year and covering nearly **7,000,000** kilometers.

HandiBus is on the road **18** hours a day, **365** days a year, and travels along every street in Calgary for the cost of a single Calgary Transit fare.



Other Highlights from 2010

In addition to the Rotary Club of Calgary Sarcee's *Art from the Heart* dinner and art auction and our inaugural golf tournament, HandiBus participated in a number of additional events throughout the year in an effort to raise both awareness and funds for the fleet.

The **Calgary Motor Dealers Association** has generously donated several buses to us over the past three decades. We were delighted to exhibit their most recent vehicle—#313—earlier this year as a part of the 2010 *Calgary Auto Show*. This gave us an opportunity to acknowledge the CMDA, increase awareness of HandiBus and promote various other fundraising activities. Thank you CMDA!



Rides'n'Rods 2010



For half a decade now, several local businesses have been pooling their time and talent to host Calgary's largest motor event—then generously donating the entire day's proceeds to HandiBus. This year was no exception, as we celebrated the fifth anniversary of this spectacular charity show-and-shine. The spirit of our community partners is awesome, and so are the machines on display!

Employee Giving



HandiBus employees from every area within the organization (operators/attendants, service personnel and management) participated in our annual Employee Giving Campaign once again this year. In fact, the steady contributions of our own staff over the past two years have financed the purchase of a quarter bus! Thanks to all our participants!

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 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

