



TAXICAB, LIMOUSINE &  
PARATRANSIT ASSOCIATION

Representing taxicab, limousine, sedan, airport shuttle, paratransit, Medicaid & non-emergency medical fleets worldwide.

## PRESS RELEASE

### For Immediate Release

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### **Jim Donnelly, President & CEO, Aboutown Transportation, Ltd., London, Ontario Is Named TLPA 2004 Taxicab Large Fleet Operator of the Year**

Donnelly's commitment to innovative service and technology has grown his company from 39 taxicabs to a diverse fleet of over 400 vehicles

KENSINGTON, MD — Jim Donnelly, president and CEO of Aboutown Transportation Ltd., London, Ontario, Canada, has been named the Taxicab, Limousine & Paratransit Association's 2004 Taxicab Large Fleet Operator of the Year. He was presented with this award on Thursday, November 4, at the Opening General Session of TLPA's 86th Annual Convention & Trade Show in Orlando, Florida. With over 1,000 member companies from which to choose, TLPA's Awards Committee selected Donnelly to receive this prestigious annual award for his dedication to his family and companies, and his work for the betterment of the taxicab industry.

Jim Donnelly has the taxi industry in his blood. His father, the late James Donnelly, owned Call-A-Cab Ltd. in Peterborough, Ontario. At age 14, the younger Jim went to work as a dispatcher at his father's company.

In 1972, while obtaining a university degree in political science, Jim began driving with Aboutown to help pay for school. He bought his first taxi plate in 1973, and began law school that same year. When Aboutown's owner wanted to retire, Jim began negotiating the purchase of the 39-vehicle fleet. With the help of his parents, he bought the company in March 1974, and dropped law school to start a career running a taxicab company.

Jim Donnelly's commitment to using technology to improve operations and providing new and innovative service has enabled him to expand from Aboutown's original location to seven locations in Canada. In 1980, he established an additional London-based service that goes to and from Toronto Pearson International Airport and that began going to and from Detroit Metropolitan Wayne County Airport in 1982. He also established a Toronto Island airport operation in 1988, transporting customers to and from downtown Toronto to Island Airport. In 1989, the company began using a computer dispatch system of its own design, which its computer technicians continually expand and update.

**MORE**

## 2004 TLPA Taxicab Large Fleet Operator of the Year Jim Donnelly

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From the 39-taxicab company that Jim and his parents purchased, Aboutown has grown to a fleet of over 400 vehicles, ranging from taxicabs to limousines, to paratransit vehicles and city transit buses with three locations in London, and additional locations in Chatham, Brantford, St. Thomas, and Muskoka. The company operates transit bus and paratransit service for the cities of Chatham and St. Thomas, paratransit service for the city of London, and transit bus service at the University of Western Ontario in London. The Muskoka location operates water taxi service.

“I believe our company stands out from many others because of our Aboutown corporate culture, which is based on customer service, employee training and continuous improvement,” Jim Donnelly says. “Our corporate philosophy is about evolution and improvement through training and communication with all employee/contractor and customer groups. Aboutown’s vision statement is: ‘We, the Aboutown Group, are the innovators of the transportation industry. Our success is built upon our dedication to customer service, employee satisfaction and commitment to the communities we serve.’ ”

Jim is the eldest of ten children, and he has made Aboutown a family company. His mother Mickey has worked there, as well as his sister Patsy and brothers Mike, Dan, Peter and Tom. His son Jamie is director of operations, and his daughters Laura, Cara and Tasha all have worked in various Aboutown companies while attending high school and college.

Jim’s goal for the company is: “to continue to evolve into the finest family-operated, regional, multimodal transportation system. We will achieve that by staying in the forefront of customer service, driver training, employee participation, vehicle design and communication technology.”

In addition to being a member of the TLPA Board of Directors, Jim is a past president of the Canadian Taxicab Association and the London Skal Club. Aboutown is involved in numerous community and charitable organizations, including Mothers Against Drunk Drivers, the Multiple Sclerosis Society, Skal International, the Better Business Bureau and many others.

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*The Taxicab, Limousine & Paratransit Association is the industry association representing taxicab, limousine, sedan, airport shuttle, paratransit, Medicaid, and nonemergency medical fleets worldwide. In existence since 1917, the association makes its headquarters in Kensington, Maryland, a suburb of Washington, D.C. TLPA has over 1,000 corporate members that operate over 100,000 passenger vehicles and transport over 2 million passengers each day. TLPA’s Annual Operator of the Year Awards recognize excellence and exemplary practices among its membership.*

**Trade Press:** Please note we have this press release in several formats, as well as a high-resolution photo of Mr. Donnelly, available for download on our web site at [www.tlpa.org](http://www.tlpa.org).

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