



Murphy Bus Lines Accessibility Progress Report: Year 1

General Information

Organization Name: Murphy Bus Lines

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Executive Summary

Murphy Bus Lines is a federally regulated school vehicle transportation company that provides home-to-school transportation services for students under contract with local school boards. We are committed to ensuring accessibility and inclusiveness across our operations, addressing the barriers that affect both our employees and customers. This progress report highlights the work done during the first year of our accessibility plan and provides insights into the feedback we've received, the actions taken to address that feedback, and the consultations we held with people with disabilities to refine our approach.

Consultation and Feedback Process

In alignment with the Accessible Canada Act (ACA) and the Ontario Accessibility for Ontarians with Disabilities Act (AODA), Murphy Bus Lines remains committed to listening to the concerns of individuals with disabilities and acting on that feedback. Throughout the year, we sought input from employees, customers, and other stakeholders to ensure that our accessibility plan reflects real needs and challenges. As noted in our Accessibility Plan, many accessibility efforts were already in place as part of our Employment Equity Plan.

- **Consultation with Employees:**

As part of our accessibility efforts, we sent out the original survey to all employees. This survey was designed to gather input on existing barriers and the effectiveness of our current accommodation. While we do not have employees explicitly identified as having significant disabilities (due to the strict Ministry of Transportation requirements), we sent the survey to all employees to ensure we received a broad range of feedback. The response rate was 10%, and we are committed to improving this in the coming years by offering alternative ways for employees to share their feedback, such as in-person consultations or one-on-one discussions. After the original survey we implemented the majority of the suggestions and have received individual employee feedback. We plan to issue another formal survey in June 2025.



- **Consultation with Other Stakeholders:**

We also consulted our Health & Safety Committee and Employment Equity Committee. These groups played an important role in identifying barriers and evaluating accessibility challenges within the workplace.

- **Feedback from External Sources:**

Additionally, we have an accessible feedback mechanism in place, allowing customers, clients, suppliers, and the general public to provide input. Feedback has been gathered via phone calls, emails, online forms, and mailed comments. We have received a variety of suggestions on how to improve our services, with a particular focus on communication and physical access to our facilities. Since our actions taken, we have not received any new feedback. This is an ongoing resource with information forwarded to each location manager.

Feedback Received and Actions Taken

Summary of Feedback Received:

We have received valuable feedback throughout the year, including:

1. **Physical Accessibility Issues:**

- Employees and customers noted the difficulty of accessing certain locations, particularly in winter, and the lack of accessibility at some of our meeting rooms.
- The uneven floors at the Seaforth location were highlighted as a potential hazard, and employees expressed concerns over snow and ice accumulation in our bus yards during winter months.

2. **Communication and Information Accessibility:**

- Several employees requested better accessibility features on our website, such as text-to-speech and visual accessibility options.
- Customers with hearing impairments suggested more visual indicators at bus stops and a need for clearer, more accessible electronic communication methods.

3. **Employee Needs:**

- Employees without computer access requested more flexible methods of receiving communications, such as printed materials and more accessible training methods for navigating the employee portal.
- Employees also suggested improved accommodations for those requiring additional time during interviews and for job applicants with disabilities.

How We Have Considered the Feedback:

We have carefully reviewed all feedback and taken several steps to address the concerns raised:

- **Physical Accessibility:**



- **Seaforth Location:** We implemented solutions to address the uneven floors, including installing ramps and signage to improve safety. Full renovations were completed in February 2025.
- **Yard Accessibility:** To improve accessibility during the winter months, we have issued new instructions to our snow removal contractors to ensure yards are cleared and salted before 6 am on school days. This is ongoing each winter season.
- **Mitchell Location:** Due to budget constraints, we cannot install an elevator, but we have scheduled meetings in two locations: one upstairs and one on the main floor, allowing employees to choose the accessible location that suits them.
- **Recycling Access:** We moved recycling bins to more accessible locations near shop and office doors, ensuring employees can easily dispose of waste.
- **All Locations:** Yards and parking areas have all been graded to cover potholes and ensure an even surface.
- **All Locations:** All locations have had renovations to their washrooms, offices, and driver's rooms. Renovations included widening doors, higher toilets, even floors, new washrooms.
- **Communication Accessibility:**
 - We have redesigned our website to comply with WCAG 2.0 Level AA accessibility guidelines. Our IT Consultant is working towards 100% Level AAA. We continue to work with IT experts to ensure that all electronic communications are accessible to individuals with visual, auditory, or cognitive disabilities. This has proven to be an expensive undertaking.
 - We continue to provide printed communications as an alternative for employees who are less familiar with digital formats or may need information in a more accessible form.
 - For passengers with hearing impairments, we provide door service for transportation. An aid is available to help with boarding and deboarding. We found the integration of visual indicators at bus stops to be too costly for the handful of hearing-impaired passengers on our list. Schools are providing more communication materials to ensure inclusivity.
 - For customers, we utilize the TTY telephone service along with promoting our email address on our website.
- **Employee Support and Accommodations:**
 - Additional training for employees on using the employee portal and will continue offering tutorial sessions during onboarding.
 - Job descriptions and selection criteria were reviewed to ensure fairness and non-bias.
 - Interview questions are standardized, and accommodations are promoted for individuals who may need them.
 - We continue to offer reasonable accommodation during the recruitment process and throughout employment. These include providing clear expectations of the



role and offering interview flexibility for those requiring additional support. This may include an easily accessible space and/or ESL assistance.

- Ongoing employment equity initiatives ensure a more inclusive workplace.
- Offering a translator for ESL applicants
- Additional park outs have been acquired at various churches and businesses throughout our territory for employees that cannot commute to each yard location to get their bus.

How We Consulted People with Disabilities

While we do not have employees who have been explicitly identified as having disabilities (due to the nature of our regulatory requirements), we have reached out to employees and other stakeholders who may face challenges or require accommodation.

- **Health & Safety and Employment Equity Committees:** These committees, which include employees from various backgrounds, provide a platform for consulting those who may face accessibility challenges.
- **Employee Survey:** Our initial survey had a response rate that was modest, so we have made efforts to reach out directly to employees who may face unique challenges or require specific accommodations. This was specifically done after our actions were completed in each area noted above. We will continue to refine this approach in future surveys and consultations to ensure that those with disabilities are adequately represented. We are reissuing a new survey this June 2025.

In the coming year, we plan to enhance our consultation processes by offering alternative formats for feedback collection, including one-on-one interviews, online video consultations, and a more robust survey system to increase participation from employees who may have disabilities.

Next Steps

1. **Enhancing Feedback Channels:**
We will continue to refine our feedback processes, ensuring that employees, customers, and other stakeholders have accessible and meaningful ways to provide input. This includes improving our survey response rates by using alternative formats and additional outreach methods.
2. **Physical Accessibility Improvements:**
After completion of our next employee survey, we will review any new physical improvements mentioned.



3. **Ongoing Website Accessibility Enhancements:**

We will ensure that our website and other digital communications meet WCAG 2.0 AA standards by the end of 2024 and will work towards WCAG 2.0 AAA as resources allow.

4. **Increased Awareness and Training:**

We will continue to offer accessibility training to employees and managers, ensuring they are aware of the accommodation available to employees and customers with disabilities.

Conclusion

Murphy Bus Lines remains committed to improving accessibility across all areas of our business. Through feedback, consultations, and thoughtful consideration of barriers, we have made meaningful progress in our first year of implementing the accessibility plan. We look forward to continuing our work to create an even more inclusive environment and will continue to evaluate and adjust our practices based on ongoing feedback from individuals with disabilities.

For further information or to provide feedback, please contact:

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We value your feedback and look forward to working together to enhance accessibility at Murphy Bus Lines.