



Accessibility Plan for J. & T. Murphy Limited (a.k.a. Murphy Bus Lines)

General

J. & T. Murphy Limited
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Please contact Michelle Murphy-Bukala, Supervisor of Operations for information or inquires on our accessibility plan.

Executive Summary

Murphy Bus Lines is a Federally Regulation School Vehicle Transportation Company. Our main business of operations stems from several contracts with local school boards and their transportation consortiums to provide home to school transportation for their students. 85% of our employees are part-time School Vehicle Drivers, while the other 15% are made up of our full-time employees. They include Owners, location Managers, Accounting, T-Technicians, Assistant Technicians, Vehicle Washers, Dispatchers, and Transportation Clerks. We are heavily regulated by the Ministry of Transportation Regulations. These regulations dictate who we employ as School Vehicle Drivers as they must train and test to obtain a 'B' driving licence. They must pass a written (only available in English) test and road test. They must pass a Class A medical examination, pass a vision test, and random drug testing. Most of our full-time are required to hold a 'B' Licence to assist in the daily operations of our business. The school transportation industry is heavily regulated to ensure the safe transportation of students. Therefore, our workforce tends to have a limited number of employees with mobility, visual, developmental, or mental disabilities.



Accessibility Statement

Murphy Bus Lines aligns its business operations with the Accessibility Act of Canada to ensure barrier-free practices are implemented to achieve the highest level of accessibility for persons with disabilities. Murphy Bus Lines recognizes the following principles:

- **(a)** all persons must be treated with dignity regardless of their disabilities;
- **(b)** all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- **(c)** all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
- **(d)** all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- **(e)** laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- **(f)** persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
- **(g)** the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.



Areas of our Business Addressed

The ACA defines a disability as:

“Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment – or a functional limitation – whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

The ACA defines a barrier as:

“Anything – including anything physical, architectural, technological or attitudinal, anything that is based on information or communications or anything that is the result of a policy or a practice – that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.”

Persons with disabilities encounter different kinds of barriers. What is accessible for one person may not be accessible for everyone. Each person with a disability is unique.

Consultations

An employment survey on accessibility was sent to each of our employees. Since we do not have employees that are easily identified as having a ‘disability’, due to the fact that they must pass a Class A Medical to be employed, it was only reasonable to survey all our employees. We received a 10% return on our survey. The feedback on these surveys makes up the identification of Barriers. Consultation with our Health & Safety Committee and our Employment Equity Committee constitute additional barrier information, removal of barriers and timelines.

Each of our locations also completed an accessibility checklist on their building environment. This was used to identify barriers.

NOTE: Our offices are not open to the public. Any public inquiries are done through telephone, email or website.



Roles & Responsibilities

Our company structure involves two family members as CEO's, and it will be their primary role to ensure all actions are followed in a timely manner. Our Health & Safety Committee will play a major role in implementing all actions that fall under their umbrella. A yearly survey will determine outcomes, new barriers, and barriers that are still an issue. Updates on progress and update plans will follow the regulation guidelines as described below:

1. Second year: publish a progress report on the implementation of your accessibility plan, including information on feedback you have received and on how that feedback has been taken into consideration.
2. Third year: publish another progress report.
3. fourth year: publish an updated version of your accessibility plan.
4. repeat (publish progress reports in the fifth and sixth years, an updated plan in the seventh year, and so on)

Budget Constraints

Our business is 98% under contract with Provincial School Transportation Consortiums through an RFP process or negotiated school bus association model. For both types of contracts, budgets for Accessibility Planning have not been addressed. Therefore, budgets for major building renovations are very limited. Budget constraints are addressed under each heading below.

Employment

As part of our Employment Equity initiatives, we already specifically target hiring agencies, places, community employment organizations, newspaper ads, etc.

Barriers

- Some of our locations are not located on a bus transit route.
- Ministry of Transportation regulations restrict applicants who cannot pass a Class 'A' Medical, along with a vision test.
- The written test to obtain a "B" Licence is in English only.



- Interview process.

Actions

The successful completion of an interview can open the door to a career - it may even change a life. Therefore, the interview process must be a fair and unbiased instrument based on occupational requirements, designed to measure the required competencies of all candidates.

This can be done by:

- Having agreed-upon job descriptions and weighted selection criteria related to the job requirements;
 - By September 2024
- Reviewing interview questions through to ensure standard approaches and the same set of non-biased questions are used for all candidates;
 - Immediately, already in place for drivers as they have to conform to Ministry of Transportation regulations.
- Providing clear descriptions of the organization's expectations and clarifying the decision-making process for candidate selection;
 - Immediately
- Probing on alignment of values:
 - Using an interview format that probes cognitive and behavioural competencies so as to assess broader range of candidates' capacities as well as understanding and education/training on human rights and anti-racism;
 - Educating those involved in interviewing on these matters;
- Promoting and providing reasonable accommodation for those who may require it, i.e., persons with disabilities and of diverse faiths;
 - Ongoing through Employment Equity Initiatives
- Ensuring interviews provide enough time for all candidates to bring forward their strengths;
 - Immediately



The Built Environment

Barriers

- Uneven floor levels in Seaforth location
- Only one washroom in Clinton location
- Bus yards with large pot holes
- During winter months, snow & ice accumulate in yards making it difficult to access the school bus.
- Limited access to a recycle bin.
- Cannot access the Mitchell Location meeting room due to steep stairway.

Actions

- Meet with Health & Safety Committee to address uneven floors in shops. Possible solutions include a ramp or better signage to ensure employees notice the uneven floor. Managers to offer meeting employee in front reception area.
 - Ramps & Signage to be installed by August 31, 2024
- Grade all yard locations by Spring 2024.
- Instruct hired snow removal company to plow and salt before 6am each snowfall event.
 - Instructions given each Fall of the school year.
 - Call for extra coverage as needed.
- Instruct location managers to add extra salt to yards.
 - Ongoing
- Move recycle bins near shop & office door locations.
 - Immediately
- Instruct bus washers to offer recycling to employees.
 - Immediately
- Accommodation requests are available at each location to be filled out or verbally requested.
 - Ongoing



- The Mitchell stairs cannot be rebuilt and there is no budget for an elevator installation. Mitchell meetings are to be offered on two dates, one upstairs, one on the main floor. Employees can attend either.
 - Immediately
- Wheelchair accessibility is available at the main office for full-time office staff.
 - Immediately

ICT & Communications

Barriers

- Electronic communications are hard to understand and read for those not familiar with computers and ICT.
- Create an accessible website for customers with hearing impairments, visual impairments, and physical limitations.
- Customers with physical limitations direct service to view school bus.
- Employees without computer access.
- Employees without good knowledge of navigating employee portal.

Actions

- Offer printed communications.
 - Immediately
- Work with IT to ensure websites have accessibility options for the visual impaired, hearing impairments and physical limitations. Using google talk etc.
 - By Year end 2024
- Ensure employees have the option to access computers at our offices.
 - Already ongoing
- Meet with employees who need to hear and understand communications.
 - Immediately
- Drive the bus to customers residence to view options for charters.
 - Immediately



- Train and teach employees how to navigate employee portal.
 - Immediately
- Offer tutorial upon hiring.
 - Immediately
- Continue to publish newsletters available in both print and paper updating accessibility initiatives and options for comments.
 - Already ongoing
- Suggestion boxes will be available in each office location.
 - Already ongoing
- Accessible Customer Service Standards Policy
 - Already in place

Procurement of goods, services and facilities

Barriers

- We are under contract to school boards and therefore do not procure our services.
- We are not large enough to have the resources to procure office supplies.
- We only have one supplier of parts as they are the ones that make our buses.

Actions

- N/A

Design and Delivery of Services

Barriers

- As part of our contract with schoolboards, they plan, design and assign all school bus routes and school charters for us.
- We do not offer W/C service to non-school customers.



- Charter services are dictated by the customer and our licencing regulations.

Actions

- N/A

Transportation

Barriers

- We are regulated under MTO and the Highway Traffic Act so that all drivers must meet mandatory Class A Medical conditions, be 21 years old, have a clean driving record, and pass a visual, written and road test.
- No transit transportation available for employees

Actions

- Allow for park outs and carpooling options for employees.
 - Immediately & ongoing

Feedback Process

We are committed to improving our accessibility plans and value your feedback. Please provide feedback on;

- our accessibility plan, and
- on the barriers employees and other people (for example, customers, clients, suppliers, the public) face when dealing with our organization (for example, online, in person, by phone).

You may provide feedback by;

- Telephone (519) 660-8200 (ask for Michelle Murphy)
- Fax (519) 660-6356
- Email – michelle@murphybus.ca



- On line contact form - <https://www.murphybus.ca/Logon/?form1=tus>
- By Mail – 21588 Richmond St. N, Arva, ON N0M 1C0

Regardless of the perspective a piece of feedback offers, we will:

- acknowledge receipt of any non-anonymous feedback received.
- send this acknowledgement through the same means by which we received the feedback.
- retain an electronic copy or print copy of any feedback received, identified or anonymous, for 7 years after the day that you receive it:
 - this includes feedback received by telephone.
 - it also includes feedback received by any other means our organization uses to communicate with the public including the 5 options to give feedback.

We will take all feedback to our progress reports and implement new actions as required or reasonable. A response with our action plan to your submitted feedback will be communicated to you in the same manner your feedback was received.

We look forward to hearing from you!