



Accessibility Progress Report

Name of Organization: York Transportation Inc.

Workplace Location: 1300 South Service Road, Oakville, ON L6L 5T7

Phone: 905-454-4210

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Date of Completion: August 19, 2025

1. Introduction

York Transportation Inc. continues their commitment to building a culture of inclusivity and accessibility.

York Transportation Inc. recognizes the importance of creating a barrier-free workplace. While progress in past years has been limited, this plan outlines achievable, phased steps to improve accessibility in our workplace and services. Our priority is to build a strong foundation for future accessibility improvements.

This report outlines progress made toward our Accessibility Plan- 2024-2025. While measurable advances this year were limited, our organization remains committed to removing barriers and meeting the requirements of the Accessibility Canada Act.

2. Areas Described in the Accessible Canada Act

Employment:

- Lack of formal accommodation policy
- Hiring processes not fully accessible

Actions:

- Draft and approve an Accommodation Policy by March 2026
- Train all HR staff in inclusive hiring by June 2026
- Post job openings on at least one disability -inclusive job board by December 2026

Built Environment

Identified Barriers:

- Main office lacks automatic door openers
- Signage not available in Braille or tactile formats



Actions

- Conduct accessibility audit of main office by April 2026
- Install automatic door openers at main entrance by September 2026
- Develop phases plan for Braille/tactile signage by end of 2027

Information and Communication Technologies (ICT)

Identified Barriers:

- Company website does not fully meet WCAG 2.1 AA standards

Actions:

- Hire consultant to assess website accessibility by July 2026
- Ensure top 10 most visited pages are WCAG 2.1 AA compliant by March 2027

Communications (non-ICT)

Identified Barriers:

- No alternative formats available for public documents

Actions

- Implement process to provide documents in alternative formats upon request by May 2026
- Train staff on responding to accessibility-related communication requests by August 2026

Procurement of Goods, Services and Facilities

Identified Barriers

- Procurement contracts do not include accessibility criteria

Actions

- Add basic accessibility requirement clause to all new supplier contracts by January 2027

Design and Delivery

Identified Barriers:

- Customer service desks are not equipped with assistive listening devices

Actions:

- Pilot assistive listening device at main service desk by September 2027

Transportation

- None identified for this cycle, but will be assessed in next review



Consultation:

Feedback Process

- Feedback can be submitted anytime using the contact information above
- Feedback will be acknowledged within 10 business days

Monitoring and Progress Reporting

- We will publish annual progress reports in accessible formats.
- These will outline:
 - Actions completed
 - Feedback received and how it was addressed
 - Adjustments to timelines if required

Lessons Learned/What we have learned

Reflect on challenges, unexpected barriers, roadblocks, or successes

INPUT AND FEEDBACK York Transportation welcomes feedback on our Accessibility Progress Plan from the public and our employees. This feedback is always valuable information as it helps us break down accessibility barriers and builds on our commitment to accessibility and inclusion. If you have an inquiry or any feedback that you wish to share. Please send to one of the contact methods below.

Contact: Florence Moore @ hr@yorktrans-worldwide.com

Contact: Mary-Ann Blane @ maryann@yorktrans-worldwide.com

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