



Multi-Year Accessibility Implementation Roadmap (2026-2030)

Year 1: 2026 – Assessment and Foundation

Objective

Strengthen accessibility governance and establish baseline measurements.

Initiative	Actions	Responsibility	Performance Measure
Accessibility Governance	Appoint Accessibility Champion and establish annual review process	People & Culture	Champion identified; annual review completed
Accessibility Audit	Conduct accessibility assessment of offices, terminals, yards, reception areas, washrooms, and employee common areas	P&C, S&C, Facilities	Audit completed; corrective action list created
Employee Training	Deliver AODA refresher training to all employees, drivers, dispatch staff, and managers	P&C	100% completion rate
Recruitment Review	Review hiring and recruitment practices to ensure accessibility compliance	P&C	Recruitment materials updated
Website Review	Conduct accessibility audit of company website and online forms	IT/Marketing	Audit completed
Emergency Response	Review individualized workplace emergency response procedures	P&C & S&C	Procedures updated where required

Key Deliverables

- Accessibility Champion appointed.
- Accessibility assessment report completed.
- Training records updated.
- Website audit recommendations developed.



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Year 2: 2027 – Barrier Removal and Communication Improvement

Objective

Address identified barriers and improve communication accessibility.

Initiative	Actions	Responsibility	Performance Measure
Facility Improvements	Address high-priority barriers identified during audit	Facilities	Minimum 50% of identified actions completed
Accessible Documents	Convert frequently used forms and policies into accessible formats	P&C & Administration	100% high-use documents reviewed
Digital Accessibility	Implement website improvements identified in accessibility audit	IT/Marketing	WCAG compliance improvements completed
Customer Communication	Implement standardized process for providing accessible communication supports	Operations	Process documented and implemented
Awareness Program	Launch annual Accessibility Awareness Campaign	P&C	Employee participation rates tracked

Key Deliverables

- Improved access to facilities.
- Enhanced website functionality.
- Accessible policy and training documents.



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Year 3: 2028 – Transportation and Operational Accessibility

Objective

Improve accessibility within transportation-related operations and customer interactions.

Initiative	Actions	Responsibility	Performance Measure
Dispatch Accessibility	Review dispatch and communication systems for accessibility accommodations	Operations & IT	Assessment completed
Driver Accommodation Program	Evaluate accommodation processes for drivers and owner-operators	P&C & Operations	Process improvements documented
Accessible Meetings	Ensure meeting rooms and virtual meeting technologies support accessibility needs	IT & P&C	Accessibility checklist implemented
Procurement	Include accessibility considerations in purchasing decisions	Finance & Management	Accessibility criteria added
Service Standards Review	Review customer service procedures to ensure continued compliance	P&C & Operations	Annual review completed

Key Deliverables

- Transportation-specific accessibility review completed.
- Dispatch communication accommodations established.
- Accessibility procurement criteria implemented.



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Year 4: 2029 – Continuous Improvement and Compliance Verification

Objective

Evaluate effectiveness of accessibility initiatives and address remaining gaps.

Initiative	Actions	Responsibility	Performance Measure
Accessibility Audit Update	Conduct second comprehensive accessibility audit	P&C, S&C, Facilities	Audit completed
Employee Feedback	Gather employee feedback regarding accommodation and accessibility supports	P&C	Survey completed
Customer Feedback Analysis	Analyze accessibility-related customer feedback trends	Operations	Annual report completed
Training Effectiveness Review	Assess training knowledge retention and awareness levels	P&C	Review completed
Infrastructure Improvements	Complete any remaining facility accessibility improvements	Facilities	Outstanding actions reduced

Key Deliverables

- Updated accessibility audit.
- Accessibility satisfaction survey results.
- Improved accessibility performance metrics.



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Year 5: 2030 – Evaluation and Future Planning

Objective

Evaluate achievements and prepare the next multi-year accessibility plan.

Initiative	Actions	Responsibility	Performance Measure
Plan Evaluation	Review achievement of all goals and objectives	Senior Leadership & P&C	Final assessment completed
Compliance Verification	Verify continued compliance with AODA standards	P&C & Legal/Compliance	Compliance confirmed
Future Planning	Develop 2031-2035 Multi-Year Accessibility Plan	P&C & Leadership	New plan drafted
Stakeholder Consultation	Gather accessibility feedback from employees, customers, and community stakeholders	P&C & Operations	Consultation completed
Progress Report	Publish final progress report summarizing achievements	Leadership	Report completed

Key Deliverables

- 2030 Accessibility Progress Report.
- New Multi-Year Accessibility Plan (2031-2035).
- Updated accessibility commitments.



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Accessibility Performance Indicators (KPIs)

Joseph Transportation Group will monitor the following annually:

Employee Accessibility

- 100% of new hires receive AODA training.
- 100% accommodation requests reviewed promptly.
- 100% individualized emergency response plans updated when required.

Customer Service Accessibility

- All accessibility feedback acknowledged within 5 business days.
- Accessible formats provided within reasonable timelines.
- Annual review of customer accessibility complaints and resolutions.

Facilities & Operations

- Annual accessibility inspections completed.
- Accessibility improvements tracked and documented.
- All new renovations assessed for accessibility considerations.

Information & Communication

- Website accessibility monitored annually.
- Accessible document requests fulfilled promptly.
- Digital communication tools assessed for accessibility before implementation.



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Executive Accountability

Role	Responsibility
Senior Leadership Team	Overall accountability and approval
People & Culture	Accessibility program administration
Safety & Compliance	Accessibility considerations in safety programs
Facilities Management	Building and property accessibility improvements
Operations	Accessible customer service and transportation operations
IT	Digital accessibility compliance
Supervisors & Managers	Day-to-day accommodation support



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