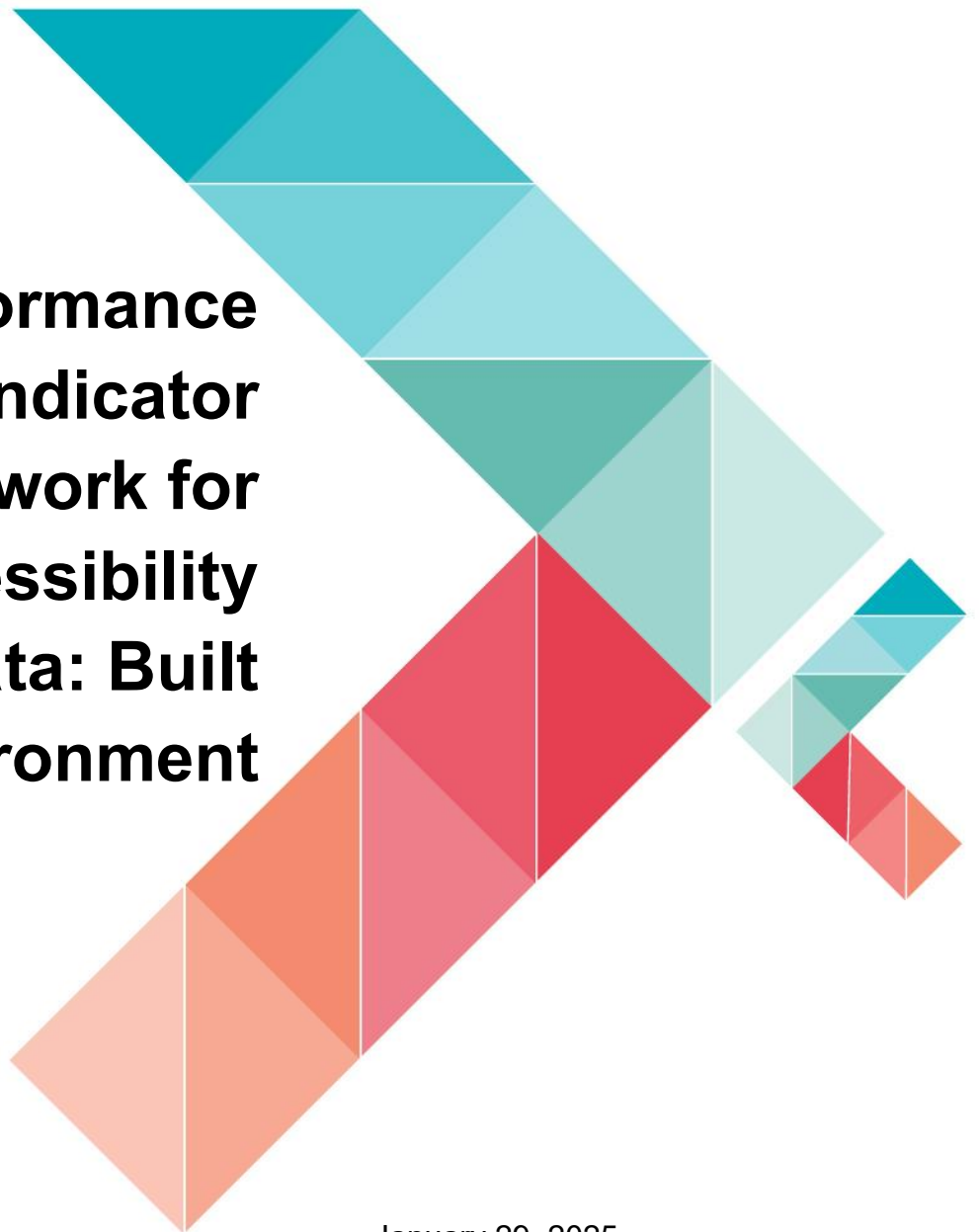




A Performance Indicator Framework for Accessibility Data: Built Environment



January 29, 2025

Performance Indicator Framework for Accessibility Data: Built Environment

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List of acroynms

ACA

Accessible Canada Act

CHRC

Canadian Human Rights Commission

CSD

Canadian Survey on Disability

List of definitions

Accessible

Refers to how easily something — including a device, service, physical environment and/or information — can be accessed and enjoyed on an equal basis.

Built environment

Refers to human-made spaces where people live, work, and play (as defined by Accessibility Institute, Carleton University, 2023). Examples include buildings and homes, and beaches, streets, and other public spaces.

Barrier

Refers to 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 (as defined by the *Accessible Canada Act*).

Disability

Refers to 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 (as defined by the *Accessible Canada Act*).

Federally regulated entities

Organizations or businesses that fall under the *Canada Labour Code* and are subject to federal regulations. Examples include banks, national parks, telecommunications companies, national transportation companies, and federal government organizations.

Indoor public spaces

Enclosed indoor spaces used by the public. Examples include a museum or lobby of an office building, or spaces serving as a place of work, service, and/or entertainment.

Outdoor public spaces

An outdoor space used by the public. Examples include a parking lot, a plaza, a beach or a park.

Proportion

A measurement that describes a part, share, or number considered in comparison to the whole. It is always expressed between 0 and 1 or as a percentage.

Site feature

Any feature that provides a convenience or service to the public. Examples include drinking fountains, benches, and garbage receptacles.



A Performance Indicator Framework for Accessibility Data: Built Environment

Ambition for the built environment

Barrier-free access to indoor and outdoor spaces where persons with disabilities, live, work and play.

Performance indicators

Performance indicators are a specific, observable, and measurable characteristic. They are used to show progress (either positive, or negative) towards achieving a specific outcome.

Each performance indicator includes a description and data sources that will help inform progress against that indicator. In some instances, data sources are still being identified.

The following list contains only core indicators. Core indicators are high-level performance indicators that measure progress and trends over time. These measures identify the achievement of a specific outcome (either positive or negative). An example includes the proportion of emergency plans that have designated methods to assist persons with disabilities.

Core indicators

1. Proportion of persons with disabilities who experience barriers to accessibility in public spaces

Description

This indicator refers to the accessibility of both indoor and outdoor public spaces. Barriers to accessibility include a lack of accessible washrooms, power doors, signage, overhead lighting, and ambient or loud music.

Data source

- CSD

2. Proportion of public spaces that have accessible features

Description

This indicator refers to features of indoor and outdoor public spaces that are deemed accessible. Examples include tactile wayfinding and signage, auditory wayfinding and signage, accessible public washrooms, accessible rest areas, quiet rooms, accessible underground parking, etc. This includes the measures taken and/or investments made to actively maintain and test features to ensure they remain up-to-date and usable.

Data source

- Data sources are being explored

3. Proportion of emergency plans in indoor public spaces that have designated measures to assist persons with disabilities

Description

This indicator refers to the proportion of spaces, including federally regulated spaces, that have emergency plans and/or processes in place that specifically address the unique needs of persons with disabilities. Examples include visual fire alarms, accessible emergency signage, accessible areas of refuge, accessible exit routes, evacuation plans, and shelter-in-place procedures.

Data source

- Data sources are being explored

4. Proportion of emergency plans in outdoor public spaces that have designated measures to assist persons with disabilities

Description

This indicator refers to the proportion of spaces, including federally regulated spaces, that have emergency plans and/or processes in place that specifically address the unique needs of persons with disabilities. Examples include visual fire alarms, accessible emergency signage, accessible areas of refuge, accessible exit routes, evacuation plans, and shelter-in-place procedures. It also refers to the involvement of persons with disabilities in the development of accessible emergency plans.

Data source

- Data sources are being explored

5. Proportion of buildings that are not fully accessible due to heritage status or exemption

Description

This indicator refers to the proportion of buildings that have limited or no accessibility features, and that cannot be made fully accessible due to their heritage status.

Data source

- Data sources are being explored

6. Number of heritage buildings retrofitted for accessibility features

Description

This indicator refers to buildings that have been retrofitted to add accessibility features despite their heritage status.

Data source

- Data sources are being explored

7. Number of organizations that offer alternative experiences

Description

This indicator refers to alternative experiences, such as virtual tours, for public spaces where modifications to remove barriers to accessibility are not possible, e.g., widening a doorway to make a bathroom accessible. This includes certain outdoor locations, heritage sites or other spaces that cannot be renovated without damaging their historical fabric. Alternative experiences are created to engage persons with disabilities despite the inaccessibility of these spaces.

Data source

- Data sources are being explored

8. Number of complaints received by the Canadian Human Rights Commission (CHRC)

Description

This indicator refers to complaints filed by an individual further to experiencing harm because a regulated entity has not complied with an aspect or element of a regulation made under the Accessible Canada Act (ACA) and resolved in favour of the applicant.

Data source

- Data sources are being explored

9. Proportion of persons with disabilities who experience exclusion when accessing public spaces

Description

This indicator refers to persons with disabilities who perceive a sense of exclusion when accessing public spaces.

Data source

- Data sources are being explored

10. Proportions of persons with disabilities who experience difficulty getting accessibility information prior to visiting public spaces

Description

This indicator refers to the effort required by persons with disabilities to research and assess the accessibility of a public space before visiting it.

Data source

- Data sources are being explored

11. Proportion of public spaces where consultations with persons with disabilities were part of the planning process

Description

This indicator refers to whether consultations regarding accessibility were carried out with a diverse range of persons with disabilities, advocates, caregivers and other disability-related professionals during the planning process of new builds or modifications to existing spaces.

Data source

- Data sources are being explored