



A Performance Indicator Framework for Accessibility Data: Transportation

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List of acronyms

ACA

Accessible Canada Act

CHRC

Canadian Human Rights Commission

CTA

Canadian Transportation Agency

SSA - EAT

Survey Series on Accessibility - Experiences with Accessibility and Travel





List of definitions

Accommodations

Arrangements that enable persons with disabilities to fully participate in society, including accessing services, employment, or housing. Accommodations help support equal participation in environments that are not inclusive and cannot be modified for persons with disabilities.

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*).

Modes of Transportation

Refers to any form of public transportation. Examples include planes, trains, ferries, buses that travel between provinces, intercity buses, specialized transit including Para Transpo, and taxis.

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.



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Ambition for transportation

Barrier-free transportation for persons with disabilities.

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 achievement of a specific outcome (either positive or negative). An example includes decreased number of persons with disabilities with unmet transportation needs.

Core indicators

1. Proportion of persons with disabilities whose transportation needs have been met

Description

This indicator refers to persons with disabilities who have not experienced any barriers to accessibility while using transportation services.

Data source

- SSA - EAT

2. Proportion of persons with disabilities with unmet transportation needs

Description

This indicator refers to persons with disabilities who are completely unable to travel because of one or more barriers within the transportation system.

Data source

- SSA - EAT

3. Proportion of persons with disabilities whose specialized transportation needs have not been met

Description

This indicator refers to persons with disabilities who require specialized transportation and are unable to access it. Examples include, Para Transpo, Handi-Van and HandyDART.

Data source

- Data sources being explored

4. Proportion of persons with disabilities using transportation services who experience barriers related to the built environment

Description

This indicator refers to barriers encountered with structures, features and facilities related to any mode of transportation. Examples of barriers include a lack of curb cuts at bus stops, a lack of elevators in airport terminals, and entrances and exits that are blocked by snow or other obstructions.

Data source

- SSA – EAT

5. Proportion of persons with disabilities using transportation services who experience barriers related to information and communication technologies

Description

This indicator refers to barriers encountered in the digital world. This includes devices, applications, systems, and networks specific to transportation. Examples of barriers include a lack of accessible self-serve kiosks, and a lack of accessible services that are primarily offered digitally.

Data source

- SSA - EAT

6. Proportion of persons with disabilities using transportation services who experience barriers related to communication

Description

This indicator refers to barriers encountered with written, verbal, non-verbal, or visual communication such as signs. Examples of barriers include difficulties making travel arrangements over the phone, difficulties receiving and following directions, and lack of signage and other wayfinding mechanisms in accessible formats.

Data source

- SSA - EAT

7. Proportion of persons with disabilities using transportation services who experience barriers related to accommodations

Description

This indicator refers to barriers encountered getting appropriate supports when travelling via any mode of transportation. Examples of barriers include difficulties arranging travel with a service animal or other aids and assistive devices.

Data source

- SSA - EAT

8. Number of persons with disabilities who report damage or loss to mobility/assistive aids and devices when travelling

Description

This indicator refers to complaints related to the loss or damage of aids and assistive devices during the travel journey in federally regulated transportation spaces. Examples include lost or damaged wheelchairs.

Data source

- CTA administrative data

9. Number of complaints received by the Canadian Human Rights Commission

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 regulation made under the Accessible Canada Act (ACA) and resolved in favour of the applicant.

Data source

- Data sources are being explored