A Performance Indicator Framework for Accessibility Data: Information and Communication Technologies

Phase 1

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Peformance Indicator Framework for Accessibility Data: Information and Communication Technologies

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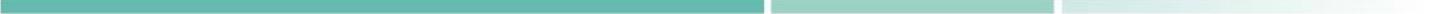
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List of acroynms

CHRC
Canadian Human Rights Commission

CRTC
Canadian Radio-television and Telecommunications Commission

CSD
Canadian Survey on Disability

ICT
Information and Communication Technologies

WCAG
Web Content Accessibility Guidelines
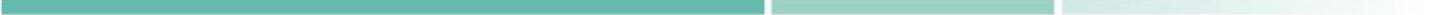
List of definitions

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 (*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 (*Accessible Canada Act*).

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.

A Performance Indicator Framework for Accessibility Data: Information and Communication Technologies

Ambition for information and communication technologies

Barrier-free access to information and communication technologies (ICT).

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 has 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 has 2 types of performance indicators:

1. 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). For example, decreased barriers to accessing hardware or software due to cost
2. supporting indicators are performance indicators that address specific components of core indicators. For example, an increase in number of persons with disabilities who have the skills to use the required hardware or software. The goal of supporting indicators is to provide a more robust understanding of a multi-faceted issue

Core indicators

1. Proportion of persons with disabilities who have required ICT assistive aids, devices, and technologies

Description

This indicator refers to those who have ICT assistive aids, devices, or technologies. Assistive aids, devices or technologies are devices or tools designed or adapted to help persons with disabilities perform tasks or activities. Examples include hearing aids, screen readers, telephones with oversized buttons and alternative keyboards.

Data source

- Canadian Survey on Disability (CSD)

2. Proportion of persons with disabilities who do not have required aids and assistive devices due to cost

Description

This indicator refers to when cost is the reason that persons with disabilities do not have required assistive aids, devices, and technologies.

Data source

- CSD

3. Proportion of persons with disabilities who experience barriers related to hardware

Description

This indicator refers to barriers encountered using hardware. Hardware includes computers, tablets, televisions, radios, and other devices such as smart home devices, and smart watches. Examples of barriers include difficulty holding or grasping a device, difficulty using touchscreen buttons or physical buttons.

Data source

- Data sources being explored

4. Proportion of persons with disabilities who experience barriers related to software applications

Description

The indicator refers to barriers encountered using software applications. Software includes programs, platforms, portals, widgets, etc., that generate functionality for hardware users. Examples of barriers include difficulties using conferencing systems, such as ZOOM, MS Teams, or Webex. Other barriers include software features that are not compatible with assistive devices.

Data source

- Data sources being explored

5. Proportion of persons with disabilities who experience barriers related to self-serve technology

Description

This indicator refers to barriers experienced while using self-service technology. Self-service technology are interactive tools used to provide information or facilitate an action without the need to interact with an employee. This includes self-checkouts at the grocery store, automatic teller machines, and passenger check-in kiosks at the airport. Examples of barriers include difficulties reading or understanding onscreen prompts, and touchscreens that lack tactile features or verbal prompts.

Data source

- CSD

6. Proportion of persons with disabilities who experience barriers related to cellphones

Description

This indicator refers to barriers encountered while using a cellphone. Examples of barriers include any aspect of the phone, hardware, software or applications, ICT aids, or interactions between these components.

Data source

- Data sources being explored

7. Proportion of persons with disabilities who have access to broadband internet

Description

This indicator refers to having home internet connection or a mobile data plan, or both. In the digital world, internet access provides the ability to stay engaged in society. There are various types of internet services, such as high-speed, dial-up, wireless, etc. These services can vary by region (rural vs. urban) and impact connectivity including the ability to use email or access programs and services.

Data source

- CSD

8. Proportion of persons with disabilities who experience barriers related to using the internet

Description

This indicator refers to barriers using internet connection or a mobile data plan, or both. In the digital world, internet access provides the ability to stay engaged in society. There are various types of internet services, such as high-speed, dial-up, wireless, etc. These services can vary by region (rural vs. urban) and impact connectivity including the ability to use email or access programs and services.

Data source

- CSD

9. Proportion of persons with disabilities who experience barriers related to digital content, including non-web-based documents

Description

This indicator refers to barriers accessing digital content. Digital content refers to multidimensional content that engages, appeals to, entertains, or educates. Non-web-based documents are documents intended to be used off-line or without internet connection. Examples of barriers include documents that are not available in a format compatible with assistive devices, such as flashing content that cannot be turned off or the use of Completely Automated Public Turing test to tell Computers and Humans Apart (CAPTCHA) graphics without alternative text.

Data source

- CSD

10. Proportion of persons with disabilities who experience barriers related to online broadcasting

Description

This indicator refers to barriers encountered with online broadcasting. Online broadcasting transmits programs over the internet such as podcasts, televisions shows, movies, and streaming services. Examples of barriers include difficulties navigating a streaming platform due to a lack of closed captioning or descriptive video.

Data source

- Data sources being explored

11. Proportion of persons with disabilities who experience barriers related to television broadcasting

Description

This indicator refers to barriers to watching television. Television broadcasting includes cable, satellite, or conventional broadcasting services. Examples of barriers include a lack of closed captioning or descriptive video, difficulties setting up a guide or remote.

Data source

- Data sources being explored

12. 12. Proportion of persons with disabilities who experience barriers related to telecommunications services and broadcasting services

Description

This indicator refers to barriers accessing telecommunications and broadcasting services. Examples of barriers include a lack of alternate formats for contracts or billing information, and challenges using automated communication channels.

Data source

- Data sources being explored

13. Proportion of persons with disabilities who experience barriers related to radio broadcasting

Description

This indicator refers to barriers to listening to the radio. Radio broadcasting transmits audio (sound), by radio waves to radio receivers belonging to a public audience. It includes both land-based stations and satellite radio. Examples of barriers include difficulties using controls, buttons or pre-set functions, and lack of access to transcripts.

Data source

- Data sources being explored

14. The proportion of admissible ICT-related complaints for reason of accessibility or disability received by Canadian Radio-television and Telecommunications Commission (CRTC)

Description

This indicator refers to the number of complaints sent to and monitored by the CRTC and the Canadian Human Rights Commission (CHRC)).

Data sources

- CRTC
- CHRC

15. The proportion of admissible ICT-related complaints for reason of accessibility or disability addressed in favour of the complainant by federal regulators

Description

Addressed complaints refer to those complaints that:

- are deemed to be in the scope of the CRTC's or CHRC's mandate, or otherwise valid, and
- have gone through the entire complaints process to conclusion

Data sources

- CRTC
- CHRC

Supporting indicators

16. Proportion of persons with disabilities who report having skills to use ICT effectively

Description

This indicator refers to having the ability and knowledge to use the devices, applications, systems, and networks with minimal assistance.

Data source

- Data sources being explored

17. Proportion of public-facing websites of federally regulated entities that meet Web Content Accessibility Guidelines (WCAG)

Description

This indicator refers to public-facing websites of federally regulated entities that meet the relevant WCAG standard. WCAG is a set of requirements that have been adopted by Treasury Board Secretariat as part of the Standard on Web Accessibility. This standard seeks to make aspects of web content more accessible for persons with disabilities.

Data source

- Data sources being explored