A Performance Indicator Framework for Accessibility Data

Phase 1

August 31, 2023

Peformance Indicator Framework for Accessibility Data, 2023

Large print, Braille, MP3 [audio], e-text and DAISY formats are available on demand by ordering online or calling 1 800 O-Canada [1-800-622-6232]. If you use a teletypewriter [TTY], call 1-800-926-9105.

Table of Contents

List of acroynms

CHRC
Canadian Human Rights Commission

CIS
Canadian Income Survey

CRTC
Canadian Radio-television and Telecommunications Commission

CSD
Canadian Survey on Disability

CTA
Canadian Transportation Agency

EE
Employment Equity

FPSLREB
Federal Public Sector Labour Relations and Employment Board

ICT
Information and Communication Technologies

LFS
Labour Force Survey

NGS
National Graduate Survey

PSES
Public Service Employee Survey

WCAG
Web Content Accessibility Guidelines

List of definitions

Accommodations

Arrangements which allow persons with disabilities to fully take part in society, including accessing services, employment, or housing. When an environment is not inclusive and cannot be modified for persons with disabilities, accommodations can allow for equal participation.

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*).

Data Linkage (LFS-CIS Linkage)

Refers to the process of bringing together two or more microdata files (records) to yield data that is not possible to obtain from one file alone. For example, a data linkage between the Labour Force Survey (LFS) and the Canadian Income Survey (CIS) links data on employment with a disability identifier.

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*).

Education

Refers to primary, secondary, trade school, college or university on a full-time or part-time basis, including training.

Employment

Refers to any work for pay or profit on a full-time or part-time basis.

Full-time Employment

Refers to employment of more than 30 working hours per week.

Modes of Transportation

Refers to any form of public transportation. For example, planes, trains, ferries, buses that travel between provinces, intercity buses, specialized transit including paratranspo, and taxis.

Part-time Employment

Refers to employment of less than 30 working hours per week.

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.

Phase 1: August 2023

The Accessible Canada Act (ACA) came into effect in 2019, with the overarching goal of realizing a barrier-free Canada by 2040.

The Accessible Canada Directorate (ACD), within Employment and Social Development Canada (ESDC), is the focal point for the implementation of the ACA. ACD is responsible for measuring progress in the removal of barriers to accessibility over time. To support this work, ESDC published the Federal Data and Measurement Strategy for Accessibility (the Strategy) in June 2022.

The first pillar of the Strategy calls for the development of performance indicators that correspond with each of the 7 priority areas set out in the ACA. Performance indicators will also be developed to measure the removal of attitudinal barriers, across the 7 priority areas, that further impede the full participation of persons with disabilities in society.

Together these indicators will form a performance indicator framework (PIF) for accessibility data.

The PIF is being developed in phases. Phase 1 of the PIF sets out the performance indicators for employment, information communication technologies (ICT), and transportation. These indicators have been developed in collaboration with federal partners, the disability community, and academic and data experts in accessibility. The guiding principles set out in the ACA and the Strategy were also considered.

Data sources must be identified to ensure that measurement against each of the performance indicators is possible. In some cases, data sources already exist. In other cases, data sources are being explored or still need to be developed.

The PIF is intended to be an evergreen document. Regular updates will be made to the PIF to incorporate additional indicators and data sources as they are identified.

Performance indicators

Select a priority area to view the corresponding list of performance indicators.

- Employment
- Transportation
- Information and communication technologies (ICT)
- Communication, other than ICT
- Built environment
- Design and delivery of programs and services

- Procurement of goods, services, and facilities

1. A Performance Indicator Framework for Accessibility Data: Employment

Ambition for employment

A barrier-free experience for persons with disabilities in all phases of the employment journey.

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 3 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, employment rate
2. sub-indicators are low-level performance indicators that when combined support the measurement of a core indicator. For example, employment rate separated into age groupings 15 to 24, 25 to 64 and 65+; and
3. supporting indicators are performance indicators that address specific components of core indicators. For example, rate of new hires

The goal of sub-indicators and supporting indicators is to provide a more robust understanding of a multi-faceted issue.

Core indicators

1. Employment rate for persons with disabilities

Sub-indicators

- Age 15 to 24
- Age 25 to 64
- Age 65+

Description

This indicator refers to all types of employment including full-time, part-time, seasonal, permanent, and contractual employment.

The sub-indicators focus on different phases of employment: entering the labour market, the core working years and exiting the labour market.

Data sources

- Labour Force Survey (LFS)-Canadian Income Survey (CIS) Linkage
- Canadian Survey on Disability (CSD)

2. Proportion of persons with disabilities with full-time employment

Sub-indicators

- Age 15 to 24
- Age 25 to 64
- Age 65+

Description

This indicator refers to employment that consists of more than 30 working hours per week for one employer. This can include permanent, contractual, and seasonal employment.

The sub-indicators focus on different phases of employment: entering the labour market, the core working years and exiting the labour market.

Data sources

- CIS
- LFS-CIS Linkage
- CSD

3. Proportion of persons with disabilities who are self-employed

Sub-indicators

- Age 15 to 24
- Age 25 to 64
- Age 65+

Description

This indicator refers to those who work for themselves rather than an employer and is therefore not considered an employee. This includes independent contractors. This indicator aims to also capture those who are more likely in precarious work situations, such as gig work.

The sub-indicators focus on different phases of employment: entering the labour market, the core working years, and exiting the labour market.

Data source

- CSD

4. Disability pay pap

Sub-indicators

- Age 15 to 24
- Age 25 to 64
- Full-time employment
- Part-time employment

Description

This indicator refers to the difference in the median earnings between all persons with disabilities and persons without disabilities between 15 and 64.

The first 2 sub-indicators focus on different phases of employment: entering the labour market and the core working years. The last 2 sub-indicators focus on different types of employment: full-time and part-time employment.

Data sources

- CIS
- CSD

5. Proportion of persons with disabilities with work potential

Sub-indicators

- Age 15 to 24
- Age 25 to 64
- Age 65+

Description

This indicator refers to those who are:

- officially unemployed
- not in the labour market but intend to look for work in the next twelve months, or
- whose condition completely prevents them from working and no workplace accommodation exists that would enable them to work

The sub-indicators focus on different phases of employment: entering the labour market, the core working years, and exiting the labour market.

Data source

- CSD

6. Proportion of persons with disabilities who have attained a secondary or post-secondary certificate, degree, or diploma

Sub-indicators

- High school diploma or equivalency certificate
- Apprenticeship or trade certificate or diploma
- College diploma or equivalency certificate
- Undergraduate degree or equivalency certificate
- Graduate degree or equivalency certificate

Description

This indicator refers to the highest level of education obtained by persons with disabilities aged 25+.

This indicator focuses on the completion rate across the different levels of education.

Data sources

- CSD
- National Graduate Survey (NGS)

7. Proportion of youth with disabilities not in education, employment, or training

Description

This indicator refers to youth aged 15 to 29 with disabilities who aren't in education or training, and not employed. This indicator includes youth who may be experiencing difficulties transitioning from school to the labour market.

Data sources

- LFS-CIS Linkage
- CSD

8. Proportion of persons with disabilities encountering barriers during the hiring process

Sub-indicator

- Federally regulated employees

Description

This indicator refers to barriers to accessibility encountered when searching for employment opportunities, completing, and submitting applications, interviews, and evaluations for employment. Examples include company websites or web-based job portals, which lack digital accessibility features, or delayed or denied accommodation requests.

Data source

- Public Service Employee Survey (PSES)

9. Proportion of persons with disabilities encountering barriers with the onboarding process

Description

The indicator refers to barriers to accessibility encountered while starting a new job or position. For example, inaccessible training manuals and delays related to accommodations.

Data source

- Data sources being explored

10. Proportion of persons with disabilities who do not work due to lack of available transportation

Description

The indicator refers to a lack of available transportation to get to the workplace.

Data source

- CSD

11. Proportion of persons with disabilities who experience barriers to accessibility 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 employment. For example, lack of assistive technology or accessibility features for their workplace technology.

Data source

- CSD

12. Proportion of persons with disabilities whose required workplace accommodations have been provided

Description

This indicator refers to required workplace accommodations. For example, assistive or specialized devices, ergonomic or modified workstations, and flexible work schedules.

Data source

- CSD

13. Proportion of persons with disabilities who feel uncomfortable asking for accommodations

Description

The indicator refers to those who feel uncomfortable or unable to ask their management for accommodations. Persons with disabilities may not request accommodations due to concerns of discrimination or retaliation.

Data source

- CSD

14. Proportion of persons with disabilities whose training and/or education is provided for by their employer

Description

This indicator refers to persons with disabilities who are in training and education provided by or on behalf of their employer. For example, on the job training, post-secondary courses, etc.

Data source

- CSD

15. The proportion of employment-related complaints for reason of accessibility or disability received by regulators

Description

This indicator tracks the number of complaints made to regulators under the *Accessible Canada Act*. This includes:

- the Canadian Transportation Agency (CTA)
- the Canadian Radio-television and Telecommunication Commission (CRTC)
- the Canadian Human Rights Commission (CHRC), and
- the Federal Public Sector Labour Relations and Employment Board (FPSLREB)

Data sources

- CTA
- CRTC
- CHRC
- FPSLREB

16. The proportion of admissible employment-related complaints made for reasons of accessibility or disability received by regulators

Description

Admissible complaints are complaints deemed to be in the scope of a regulator's mandate, or otherwise valid.

Data sources

- CTA
- CRTC
- CHRC
- FPSLREB

17. The proportion of admissible complaints addressed in favour of the complainant by regulators

Description

Addressed complaints refer to complaints that:

- are deemed to be in the scope of a regulator's mandate, or otherwise valid, and
- have been through the entire complaints process to conclusion

Data sources

- CTA
- CRTC
- CHRC
- FPSLREB

18. Proportion of accessibility plans that include references to specific barriers to accessibility in federally regulated workplaces

Description

This indicator refers to barriers to accessibility in federally regulated workplaces. For example, inaccessible seating and inaccessible workspaces.

Data source

- Accessible Canada Directorate

Supporting indicators

19. Proportion of federal sector employees with disabilities who self-identify as a person with a disability

Description

This indicator refers to employees who self-identify as having a disability.

Data source

- PSES

20. Proportion of federal sector employees with disabilities as a percentage of labour market availability

Description

This indicator refers to the number of federal sector employees with disabilities represented as a share of the total population of persons with disabilities.

Data source

- Employment Equity (EE) Reporting

21. Proportion of new hires who are persons with disabilities

Sub-indicators

- Federally regulated employees

Description

This indicator refers to the number of employees hired for permanent full-time and part-time positions. This includes those transitioning from contractual positions to permanent positions and those leaving one permanent position for another.

Data sources

- LFS-CIS Linkage
- EE Reporting

22. Proportion of persons with disabilities whose position was terminated

Sub-indicators

- Federally regulated employees

Description

This indicator refers to an employee's dismissal or end of employment. This can be for a multitude of reasons including:

- bankruptcy or insolvency of the employer
- a constructive dismissal resulting in the employee resigning, or
- layoff due to broader economic conditions or shortage of work

Data sources

- CSD
- EE Reporting

23. Net change in number of persons with disabilities employed within the federal sector

Description

The net change refers to the number of employees hired in the federal sector subtracted from the number of terminated employees.

Data source

- EE Reporting

24. Proportion of persons with disabilities who are employed in unionized positions

Description

This indicator refers to positions formally represented by a labour union.

Data source

- CSD

25. Proportion of federal sector employees with disabilities in permanent full-time position

Description

This indicator refers to employment without a pre-determined end date. Federal sector employment in permanent positions typically have employer-sponsored benefits.

Data source

- EE Reporting

26. Proportion of employed persons with disabilities who are overqualified for their position

Description

This refers to employees whose level of education is higher than what is typically required for the position they hold.

Data source

- CSD

27. Proportion of persons with disabilities who are employed in involuntarily part-time work

Description

The indicator refers to persons with disabilities who are employed part-time but would prefer to have full-time employment.

Data source

- LFS-CIS Linkage

28. Proportion of persons with disabilities who are discouraged workers

Description

This indicator refers to those who would like to work, and can work, but have stopped seeking employment. Discouraged workers tend to believe that no suitable work is available or have failed to be shortlisted when applying for work.

Data sources

- CSD
- LFS-CIS Linkage

29. Median employment income of working age persons with disabilities

Sub-indicators

- Age 15 to 24
- Age 25 to 64
- Part-time
- Full-time

Description

This indicator refers to the median employment income of persons with disabilities. This is the point at which half the population had higher income and half had lower.

The first 2 sub-indicators focus on different phases of employment: entering the labour market and the core working years. The last 2 sub-indicators focus on different types of employment: part-time and full-time employment.

Data source

- CIS

30. Proportion of persons with disabilities who have a difficulty changing jobs or securing a promotion due to their disability

Description

This indicator refers to barriers to changing jobs or advancing positions at a current employer. For example, difficulty securing accommodations with another employer, or evidence that an employer has negative assumptions or beliefs about the abilities of a persons with disabilities.

Data source

- CSD

31. Promotion rate for federal sector employees with disabilities

Description

This indicator refers to the advancement of persons with disabilities. This focuses on career development opportunities, and compensation increases for persons with disabilities.

Data source

- EE Reporting

32. Proportion of persons with disabilities who experience barriers to accessibility within education

Description

This indicator refers to barriers to accessibility encountered within educational institutions. For example, lack of accommodations such as more time during exams or lack of access to aids such as speech-to-text for completing assignments or taking notes.

Data sources

- CSD
- NGS

2. A Performance Indicator Framework for Accessibility Data: Transportation

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 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 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). For example, 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

- Data sources being explored

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

- Data sources being explored

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. For example, 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 or a lack of elevators in airport terminals, and entrances and exits that are blocked by snow or other obstructions.

Data source

- Data sources being explored

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

- Data sources being explored

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

- Data sources being explored

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 devices.

Data source

- Data sources being explored

8. Proportion 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 devices during the travel journey in federally regulated transportation spaces. For example, lost or damaged wheelchairs.

Data source

- Canadian Transportation Agency (CTA) administrative data

9. The proportion of transportation-related complaints for reason of accessibility or disability received by the Canadian Transportation Agency (CTA)

Description

This indicator refers to the number of accessibility or disability-related complaints sent to and monitored by the CTA.

Data source

- CTA administrative data

10. The proportion of transportation-related complaints for reason of accessibility or disability addressed in favour of the complainant by the Canadian Transportation Agency (CTA)

Description

Addressed complaints refer to those complaints that are:

- deemed to be in the scope of the CTA's mandate, or otherwise valid, and
- have been through the entire complaints process to conclusion

Data source

- CTA administrative data

3. 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

- 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. 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