



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

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Performance Indicator Framework for Accessibility Data: Information and Communication Technologies, 2025

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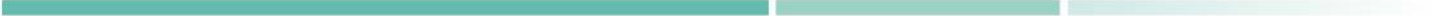
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List of acronyms

ACA

Accessible Canada Act

CHRC

Canadian Human Rights Commission

CSD

Canadian Survey on Disability

ICT

Information and Communication Technologies

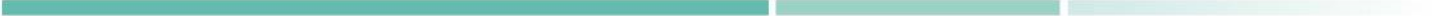
SSA - EAICT

Survey Series on Accessibility - Experiences with Accessibility and Information and Communication Technology

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 (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*).

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 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 describes the 2 types of performance indicators corresponding to ICT:

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). An example includes decreased barriers to accessing hardware or software due to cost
2. supporting indicators are performance indicators that address specific components of core indicators. An example includes an increase in number of persons with disabilities who have the skills to use the required hardware or software.

The purpose of supporting indicators is to provide a clear understanding of a complex 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

- SSA - EAICT

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

Description

The indicator refers to barriers encountered using software applications. Software applications include programs, platforms, portals, widgets, etc. 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

- SSA - EAICT

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

Description

This indicator refers to barriers experienced while using self-service technology. Self-service technologies 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

- SSA - EAICT

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 difficulties with any aspect of the phone, hardware, software or applications, ICT aids, or interactions between these components.

Data source

- SSA - EAICT

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

Description

This indicator refers to having a 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 may experience issues that 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 an 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 may experience issues that impact connectivity including the ability to use email or access programs and services.

Data source

- SSA - EAICT

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 and the use of Completely Automated Public Turing test to tell Computers and Humans Apart (CAPTCHA) graphics without alternative text.

Data source

- SSA - EAICT

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, television 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

- SSA - EAICT

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 and difficulties navigating digital television guides.

Data source

- SSA - EAICT

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

- SSA - EAICT

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

- SSA - EAICT

14. 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 sources

- Data sources are being explored

Supporting indicators

15. 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 are being explored

16. 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