

FRAMEWORK FOR PERFORMANCE MEASUREMENT

RESULT: IMMEDIATE 3.1 IMPROVED ACCESS TO JUSTICE IN BOTH OFFICIAL LANGUAGES					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Capacity to provide services in both languages	Level of financial support from stakeholders		Enhance Justice Department partners' ability to develop innovative solutions to topical justice issues relating to access to justice in both official languages	-Status of the situation of access to justice in both official languages	Justice Canada Partners and stakeholders (Fédération des communautés francophones et acadiennes (FCFA), Quebec Community Groups Network (QCGN)) Results-based Management and Accountability Frameworks (RMAFs) Census studies and analyses by Statistics Canada: Post-census survey on the vitality of OLMCs; Other surveys to be determined (General Social Survey)
	Appropriateness of level of resources provided by partners	Number of initiatives supported by members of official-language minority communities (OLMCs)		-Studies by the Commissioner of Official Languages	
	Level and quality of services available	Number and nature of services available in the area of justice		-Treasury Board survey on public servants' knowledge regarding linguistic duality	
		Number and nature of complaints, level of positive reaction (by service sector)		(Note: These benchmarks apply only to the two performance indicators)	
Knowledge/awareness of service availability in the language of choice	Extent to which services are (a) sought and (b) used by stakeholders and communities	Nature and number of communication products and documents on service availability; service delivery criteria	Raise awareness in the legal community and OLMCs of the exercise of their rights and issues relating to access to justice in both official languages		

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RESULT: IMMEDIATE 3.2 INCREASED PARTICIPATION AND IMPROVED ACCESS TO EDUCATION AND LEARNING IN SUPPORT OF LINGUISTIC DUALITY					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Availability of programs	Extent of programs and availability of teaching and learning materials: (a) minority language (b) second language	Number of learning tools			Canadian Heritage Health Canada Human Resources and Skills Development Canada
		Number and type of existing programs (level of studies and province or territory)			
	Availability and retention of qualified professional trainers	Number of qualified trainers by sector and province, territory or community	Training of 150 to 180 literacy specialists		
Access to and participation in second-language programs	Participation -Capacity of programs to attract and retain clientele (recruitment/retention) through all levels of education	Enrolment in official second-language programs	To be developed for second-language students	% of total school population enrolled in elementary and secondary second-language programs (core and immersion) and enrolment trends 6,180 second-language bursaries in 2003-2004 3,543 FSL and 2,637 ESL (preliminary data) Retention rate of students in core and immersion second-language programs, from elementary to secondary.	Social Development Canada Partners and stakeholders (Canadian Parents for French (CPF)) Others (to be determined, e.g., provincial school boards, education ministries), PISA (Program for International Student Assessment), Canadian Parents for French Statistics Canada census studies and analyses, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs; 2002-2003 data on students; Other surveys to be determined (General Social Survey)
		Number of summer second language bursaries and trend			
		Second-language program student retention			
		Level of education and distribution by occupational category in the minority language			
Capacity and performance -programs offered -immersion students' school performance -measure of students' language skills (to be developed)		Academic achievements of immersion students	Increase the proportion of Canadians aged 15-19 who declare themselves bilingual (10-year period) by 50%.	2001: 24% of Canadians aged 15-19 declare themselves bilingual Analysis of school results through tests -- PISA Provincial and territorial tests Knowledge of second official language (to be developed) 624 second-language monitors in 2003-2004: 523 FSL and 101 ESL (preliminary data) % of majority-language Canadians who believe that elementary/secondary education was an excellent opportunity to learn a second official language (PCH2002) % of young majority-language Canadians who believe that all secondary graduates should be bilingual (IPSOS- Reid 2004)	Surveys
		Proportion of secondary graduates who pass a standardized test (to be developed)			
		Proportion of young Canadians who declare themselves bilingual			
		Number of official second-language program monitors and trend			
		Canadians' perceptions of second-language programs			

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RESULT: IMMEDIATE 3.2 INCREASED PARTICIPATION AND IMPROVED ACCESS TO EDUCATION AND LEARNING IN SUPPORT OF LINGUISTIC DUALITY					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Access to and participation in minority-language programs	Participation - Capacity of minority-language education systems programs to attract and retain eligible clientele (recruitment/retention) through all levels of education - Readiness of linguistic minority educational institutions	Proportion of eligible students enrolled in OLMC learning programs and in the minority school system and enrolment trend	Increase to 80% the proportion of eligible students enrolled in minority Francophone schools (10-year period)	2001: 68% of eligible students enrolled in minority Francophone schools	
		Number of French enrichment bursaries and trend		183 French enrichment bursaries in 2003-2004 (preliminary data)	
Percentage of minority community school graduates pursuing post-secondary studies in their own language		% of Francophones outside Quebec and Quebec Anglophones pursuing their postsecondary studies in their own language			
Minority-language program student retention		Retention rate of students studying in the minority language at the elementary and secondary level			
Capacity and performance - program offer -demographic profile of faculty -students' school performance -improvement in education quality		Demographic profile of faculty		<i>School principal report</i> to come from Stats Can, school board reports, unions and professional associations)	
		Academic achievement of minority-language students on international pan-Canadian assessments (elementary/secondary)		To be developed using the analysis of academic achievements on various tests (PISA 2000-2003-2006, TIMMS 1999, SAIP 1999-2001-2004, PCEIP 2003)	
		Percentage of postsecondary degrees obtained in OLMCs by province/territory and comparative index with the majority-language community.		% of Canadians aged 25 to 44 from OLMCs with a postsecondary degree - comparison with majority group counterparts (2001 Census)	
		Number of monitors in minority schools and trend		201 monitor positions in minority school systems (preliminary data)	
		Perception of OLMCs on progress achieved		Satisfaction rate of OLMCs with education services (elementary/secondary, postsecondary, - early childhood)	

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RESULT: IMMEDIATE 3.3 IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES IN THE LANGUAGE OF CHOICE					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Capacity to provide services in both languages	Level of financial support from all sources, other than federal institutions		Income Security Programs (ISPs) conduct annual surveys to ensure clients are satisfied with the services provided in their language of choice.	Other benchmarks are being set by the <i>Consortium national de formation en santé</i> , community organizations and McGill University	Health Canada Social Development Canada Partners and stakeholders (for example: Canada Institute of Health research, Canadian Centre on Substance Abuse, Canadian Centre for Occupational Health and Safety, Community Health and Social Services Network, <i>Société santé en français</i> , <i>Consortium national de santé en français</i> , <i>Commission nationale des parents francophones</i>) Income Security Programs (ISPs) Others (to be determined) Census studies and analyses by Statistics Canada, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs; Other surveys to be determined (General Social Survey)
	Appropriateness of level of resources provided by partners (type and area)	Number and nature of services available in the official language of choice (area)	PHASE II: 2003-2004 to 2007-2008: Medicine: 76 admissions; Professionals (university): 934 admissions; Professionals (college): 1,381 admissions		
	Training and retention of health professionals*	Number of students enrolled	PHASE II: 2003-2004 to 2007-2008: Medicine: 39 graduates Professionals (university): 346 graduates Professionals (college): 710 graduates		
		Number of graduates	PHASE II : 2003-2004 to 2007-2008: Language training for 4,000 health professionals by McGill University		
Capacity to provide health and/or social services in the language of choice	Policies reflect need to provide health/social services in OLMCs Number of health professionals and child care workers able to provide services to or in OLMCs		Real figures		
Access to services in the language of choice	Use of services and satisfaction level	Availability and quality of services (including early childhood)	Offer of equitable services	Child care spaces Number of complaints (type and area) (does not apply to health services)	
		Level of participation and/or number of beneficiaries (including stakeholders and official-language minorities)			
	Communication to public	Number and nature of existing and distributed documents	17 Francophone networks (target met) 10 Anglophone networks (target met)	17 Francophone networks 10 Anglophone networks	
		Number of networks established			
Composition of networks					
	Nature and number of exchanges of relevant information and quantity of information				

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RESULT: IMMEDIATE 3.4 ENHANCED CULTURAL ACTIVITIES IN SUPPORT OF CANADIAN IDENTITY					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Community capacity to conduct cultural activities	Cultural activities available to the community (type and region)	Number and nature of initiatives and/or activities initiated or conducted by OLMC members	Cultural and community outreach	Funding level	Canadian Heritage Partners and stakeholders Councils, agencies, Crown corporations, etc. Census studies and analyses by Statistics Canada, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs; Other surveys to be determined (General Social Survey)
		Number, nature, scope of initiatives and/or activities funded by different levels of government and other institutions and value and nature of contributions	Duality is source of cultural enrichment (PCH 2002)		
		Number of initiatives and/or activities supported by OLMC members	Diversification of funding sources		
		Dissemination of community cultural production: magazines, broadcasts, artists, media (radio and TV), theatre, music, etc.			
Participation in cultural activities in support of Canadian identity	Extent to which cultural activities are attended by Anglophones and Francophones (type and area)	Level of attendance and type of cultural activities attended by language groups (individuals)		OLMCs feel services in the arts and culture sector (cinema, theatre, books and literature) are fully accessible. (GPC 2002)	International Adult Literacy and Skills Survey (IALSS) Decima 2004 and Createc+2005 Others (to be determined)
		Cultural production and use and dissemination of cultural products			
	Extent of communication materials availability (area)	Rate or level of use or consumption of materials available in the language of OLMCs (e.g., radio, TV, Internet, libraries). Cultural product consumption		Census/post-census survey	

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RESULT: IMMEDIATE 3.5 STRENGTHENED COMMUNITY ECONOMIC DEVELOPMENT AND LANGUAGE INDUSTRIES					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Participation in human resources development and economic development of OLMCs	Level of community economic development	Socio-economic characteristics of the population (region and community)	Level of education and distribution by occupational category Unemployment rate Income	<i>Francommunauté virtuelle</i> funded 20% of proposals received	Human Resources and Skills Development Canada Public Works and Government Services Canada, Translation Bureau Public Works and Government Services Canada, Acquisitions Industry Canada Western Economic Diversification Atlantic Canada Opportunities Agency Federal Economic Development Initiative in Northern Ontario Canada Economic Development for Quebec Regions
		Number of projects funded and percentage of proposals received	<i>Francommunauté virtuelle</i> : financial support for 200 projects.		
		Availability of skills development programs (e.g., specialized and enhanced) in the minority language	Internships: financial support for 800 internships providing work opportunities in the minority language		
		Enhanced leverage capacity of community organizations	Foster development and vitality of OLMCs through capacity -building in human resources and community economic development sectors and fostering of partnerships at all levels, especially with federal partners		
	Use of language at work	Use of language of choice at work			
		Use of minority language at work			
Extent to which programs and/or services are used by OLMC members	Number of initiatives and/or activities supported by OLMC members (type and region)			Partners and stakeholders Others (to be determined)	
	Participation, including by OLMC members (number of participants, frequency of participation, etc.)	Increase number of OLMC youth with work experience through the Youth Employment Strategy to 650 (2003-2008)			
Development of language industries	Enhanced scope and impact of language industries	Total value of contracts awarded to language industries	Succession planning for the industry (1,000 translators a year)	151 students in 2004-2005	Census studies and analyses by Statistics Canada, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs ; Other surveys to be determined (General Social Survey)
		Number of students participating in training and development programs (COOP, FSWEF, University Partnerships)			
		Number of participants in language industries (type and sector)			
		Number of jobs created in language industries			
		Impact of language industries			

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RESULT: IMMEDIATE 3.6 ENHANCED COMMUNITY VITALITY*					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Social capital**	Level of community participation	Frequency and intensity of participation (including by target groups: youth, seniors, women, etc) in cultural, recreational, social, sports activities, etc. and use of minority language in those activities	Participation by target groups in community life	Access and participation of OLMC members Language transmission Growth rate	Canadian Heritage Council, agencies, Crown corporations, etc. Citizenship and Immigration Canada Human Resources and Skills Development Canada Social Development Canada Partners and stakeholders Others (to be determined) Census studies and analyses by Statistics Canada, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs; Other surveys to be determined (General Social Survey) "Perception and Attitudes Study – Official Languages in Canada" - PCH 2002 and forthcoming surveys
		Time devoted to voluntary community activities and possibility of using the minority language			
		Level of participation by community organizations and institutions in general society			
	Extent of social networks and social support	Number and nature of mechanisms for conveying information in the community	Access to information in language of choice		
		Frequency of media use			
		Access to, frequency and intensity of interactions in local networks (family, friends, neighbours, caregivers, faith communities, professionals, etc.)			
		Access to, frequency and intensity of interactions in networks and institutions of general society			
		Outreach capacity of individuals and communities beyond their borders			
	Reciprocity and trust	Perception of shared values in community	Identify attitudes to explain choices and behaviour of populations	Canadians believe both official languages are an important element of Canadian identity. (PCH 2002)	
		Subjective vitality: perceptions of official languages, institutions, community recreation and culture, civic involvement, etc.)			
	Civic participation and contribution	Trust in capacity of institutions at different levels to represent OLMCs	Communities' political influence and OLMCs' integration into the general community	OLMCs call for and have access to services and programs in language of choice Governance structures and democratic processes of community organizations allow and call for involvement and participation by members	
		Perception of OLMCs' ability to influence events			
		Frequency of contacts with public officials or political representatives			
		Extent of services and programs available in the language of choice (banks, shops, businesses, etc.)			
		Willingness to get involved and participate in language causes and other collective issues			
Participation by OLMC members in general society					
Community services	Presence of infrastructures in community				
	Satisfaction level with infrastructures and services in language of choice (police, health, early childhood,				

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RESULT: IMMEDIATE 3.6 ENHANCED COMMUNITY VITALITY*					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
		public safety, housing, etc.)			
	Attraction, reception and retention capacity of community	Relative population growth	Better understanding of communities' socio-demographic and socio-economic situation	3.1% of immigrants settled outside Quebec are Francophones.	
		Absolute population growth			
		Proportion of groups (age, sex and other socio-demographic characteristics) in the population	Increase proportion of Francophone immigrants outside Quebec to 4.4% by 2008 and regionalization of Francophone immigration **	80% of Francophone immigrants outside Quebec are settled in Toronto and Vancouver	
		Situation and socio-economic characteristics of groups in the population			
		Success of initiatives and/or activities targeting social integration of specific groups (e.g., newcomers, infra-/interprovincial migrants, exogamous families, immersion students, Franco-/Anglophiles, etc.)	Recruitment and retention: involvement, active participation of target groups (newcomers, exogamous families, immersion students, Francophiles/A nglophiles, etc.) in communities	Immigrants represented in public institutions of OLMCs	
		Existence of reception policies in community institutions: schools, school boards, economic and cultural institutions			
		Participation (clientele and workers) of populations (including target groups: newcomers, infra-/interprovincial migrants, exogamous families, immersion students, Franco-/Anglophiles, etc.) in activities by community organizations, institutions and businesses	Promote integration of specific groups Promote integration of immigrants into the labour market through awareness; increase number of employers that hire immigrants	Unemployment is twice as high among immigrants as among Canadian-born of equivalent age and education (12.1%: 6.4 %). (Source - Statistics Canada, 2001 Census)	
		OLMC members' support for government projects			
	Perception of newcomers				
				Schools, health care, community services Feeling of belonging and security	

*Several elements contributing to community vitality are already considered in other sectors of the performance measurement framework (e.g., justice, education, health, cultural activities, economic development and access to services in language of choice). This immediate result is designed to measure dimensions of social capital, factors of vitality and community development that are not considered elsewhere.

** Networks and social ties based on a set of standards and values of reciprocity (e.g., trust, feeling of belonging and obligation, community pride) that play a role of integration and mobilization in community development. Adapted from the OECD definition and works of Forgues (2004), Lesemann (2001), Putman (1993) by Corbeil (2005)

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RESULT: IMMEDIATE 3.7 LINGUISTIC DUALITY IS REINFORCED IN THE INSTITUTIONS OF CANADIAN SOCIETY AND REFLECTED ABROAD					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Canadian institutions and organizations reflect linguistic duality and provide services in both languages	Recognition of linguistic duality and business sense reflecting Canada's bilingual character.	Proportion/number of Canadian institutions and organizations with signage in both official languages			Census studies and analyses by Statistics Canada, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs; Other surveys to be determined (General Social Survey)
		Proportion/number of Canadian institutions and organizations that provide their services in both official languages			
		Proportion/number of Canadian institutions and organizations that have integrated human resources practices that reflect linguistic duality			
Canadians have access to services in the language of choice	Services are available in language of choice	Number and nature of services available (sector and region)			Canadian Heritage Councils, agencies, Crown corporations, etc. Foreign Affairs Citizenship and Immigration Canada Human Resources and Skills Development Partners and stakeholders Office of the Commissioner of Official Languages Audits Others (to be determined)
	Appropriateness of services available in the language of choice	Types of services requested and received by Canadians			
		Level of use of available services and range of services used (type, frequency by sector and region)			

* The concept of Canadian institutions/organizations includes businesses, employer and labour organizations and voluntary organizations, Canadian associations, municipalities and provincial and territorial governments.

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RESULT: IMMEDIATE 3.8 FEDERAL INSTITUTIONS RESPECT THE OFFICIAL LANGUAGES ACT (OLA) AND THE CONSTITUTION					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
Canadians can communicate with and receive services from federal institutions in the official language of choice, in accordance with the OLA and related Regulations	Canadians' level of satisfaction with the opportunity to be served in the language of choice	Federal institutions' level of compliance with Treasury Board official languages policies on service to the public	<p>Canadians' satisfaction with the opportunity to be served in the language of choice</p> <p>Canadians' satisfaction with the availability of communications products of equal quality, in both official languages, that are appropriate and effective</p>	<p>Results of surveys and audits to measure the availability of minority-language services of equal quality that are appropriate and effective.</p> <p>Level of language skills of employees occupying bilingual positions for the purposes of services to the public in federal institutions.</p> <p>Dashboard</p> <p>Number, nature and relevance of complaints</p> <p>Results of surveys and audits to measure the equivalence and availability of communication products in both official languages</p> <p>Number, nature and relevance of complaints</p>	<p>Public Service Human Resources Management Agency of Canada</p> <p>Treasury Board Secretariat</p> <p>Canada School of Public Service</p> <p>Canadian Heritage</p> <p>Privy Council Office</p> <p>Justice Canada</p> <p>Human Resources and Skills Development</p>
Employees are able to work in the official language of choice, in accordance with the OLA	Level of federal employees' satisfaction with the opportunity to work in their language of choice	Federal institutions' level of compliance with Treasury Board official languages policies on language of work	Employee satisfaction with the opportunity to work in the language of choice (e.g., meetings, training, supervision, work tools, personnel and central services)	<p>Measure minority-language use</p> <p>Bilingual capacity of employees occupying bilingual positions for the purposes of personnel and central services in federal institutions.</p> <p>Bilingual capacity of managers who occupy bilingual supervisory positions in federal institutions</p> <p>Number, nature and relevance of complaints</p>	<p>Census studies and analyses by Statistics Canada, 1996, 2001, 2006, 2011 and 2016; Post-census survey on the vitality of OLMCs; Other studies to be determined (General Social Survey)</p>
Federal institutions deliver programs and services that take into account and support the bilingual character of Canada, respecting the OLA and the policy statement of the Action Plan	Consideration of OLMCs' situation, promotion of linguistic duality and coordinated management of the Official Languages Program by federal institutions	<p>Awareness</p> <p>Consultations</p> <p>Impact analysis* Research**</p> <p>Communications</p> <p>Coordination and interdepartmental liaison</p> <p>Program application and funding</p> <p>Accountability (Federal Councils)</p>	<p>OLMCs have access to government programs that reflect realities of minorities</p> <p>Ongoing enhanced effectiveness of the Official Languages Program</p>	<p>Progress in implementing HRMAF</p> <p>Status reports</p> <p>Results of surveys and assessments</p>	<p>Studies, e.g., Commissioner of Official Languages</p> <p>Others (to be determined)</p> <p>All federal institutions</p>
	Capacity of both the House of Commons and the Senate to offer services in both official languages	<p>Number of hours of interpretation for sessions of both the House of Commons and the Senate and their committees</p> <p>Volume of translation for both the House of Commons and the Senate and their committees</p>		3884 hours in 2003-2004	
	Capacity to maintain the quality and effectiveness of government communications	<p>Number of updates to the Government of Canada's terminology database (TERMIUM)</p> <p>Number of requests on TERMIUM</p>			<p>Level and trends of complaints (OCOL and others, e.g., in 2005-06, 50% reduction in connection with the Job Bank at HRSDC)</p>

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RESULT: IMMEDIATE 3.8 FEDERAL INSTITUTIONS RESPECT THE OFFICIAL LANGUAGES ACT (OLA) AND THE CONSTITUTION					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA (PARTIAL LIST)	TARGETS (PARTIAL LIST)	BENCHMARKS (PARTIAL LIST)	PRIMARY DATA SOURCES
	in both official languages	Volume of translation Number of conferences, missions and delegations that received official-language interpretation services			
Anglophones and Francophones are represented equitably within federal institutions	Proportion of language groups by level and classification	Evaluation of measures taken by institutions to ensure members of both language groups have equal employment and advancement opportunities	Equitable representation of both groups	Statistical data from the Position and Classification Information System (PCIS)	
Federal institutions receive legal services that help them understand and implement the different parts of the OLA	Measure in which departmental legal advice is sought and considered in clients' decision-making process (Short term)	Under development	The Government's decision-making process is based on high-quality legal advice that respects the rule of law		
	Quality and speed of legal services as defined by client feedback and service standards (Short term)	Under development			
	Quality and speed of legislative services, as defined by client feedback and service standards on drafting by the department (Medium term)	Under development	Government public policy is transmitted effectively in bills		
	Measure in which departments and clients take risk-management action, including changes to practices and/or systems (Medium term)	Under development	Legal risks are anticipated, mitigated and managed effectively		
	Outcome of court challenges (Long term)	Under development	Crown interests are protected		
	Perception of expertise (Long term)	Under development			

* This includes all initiatives to support linguistic duality and minority community development, including communications with the public and service delivery, as well as employees' right to work in their language of choice.

**The research component includes project implementation, data collection and analysis activities, and reporting on official languages and OLMCs by all departments and federal institutions, including the coordination and implementation of projects such as the Census and post-censal survey by Statistics Canada and its partners and Social Development Canada's research on early childhood services in OLMCs.

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RESULTS: INTERMEDIATE 2.1 ENHANCED CAPACITY OF CANADIANS, ENGLISH-SPEAKING IN QUEBEC, AND FRENCH-SPEAKING ACROSS CANADA, TO LIVE AND WORK IN VIBRANT COMMUNITIES IN THEIR LANGUAGE OF CHOICE					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA*	TARGETS	BENCHMARKS	PRIMARY DATA SOURCES
OLMCs have an infrastructure for their members to live, learn and work in the community	Effectiveness of organizations representing OLMCs				Privy Council Office Statistics Canada Post-census survey on the vitality of OLMCs Others (to be determined)
Canadians live, learn and work in communities with an infrastructure supporting linguistic duality	Changes and trends supporting linguistic duality in communities' infrastructure				

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RESULTS: INTERMEDIATE 2.2 INCREASED PROPORTION OF CANADIANS ARE AWARE OF THE BENEFITS OF LINGUISTIC DUALITY AND HAVE ACCESS TO THE SERVICES THAT SUPPORT IT					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA*	TARGETS	BENCHMARKS	PRIMARY DATA SOURCES
Canadians value the advantages of linguistic duality	Changes and trends in how Canadians perceive the advantages of linguistic duality	Canadians' perceptions		Canadians believe that speaking both languages enhances job and business opportunities for everyone (PCH 2002)	Privy Council Office Census analyses and studies by Statistics Canada Post-census survey on the vitality of OLMCs Others (to be determined)
		Proportion of Canadians who accept official-language minority rights		Young Canadians believe having both official languages is an economic advantage for Canada (Ipsos Reid 2004)	
				Canadians believe the attitude of majorities toward minorities has remained stable or improved in the past five years. (PCH 2002)	
				Majority-language Canadians believe services of all levels of government should be offered throughout the country in both official languages (PCH 2002)	
Canadians access services in the language of their choice	Canadians' satisfaction with the opportunity to obtain services in the language of choice and with the quality of those services	OLMC members' perception of progress made in obtaining increased access to programs and services in their language that reflect their realities, by different levels of government		OLMCs believe they have access to services in their own language in a wide range of general services (with access to education and communications being above average). (PCH 2002)	
				OLMCs believe access to programs and services of provincial and territorial governments will remain unchanged or will have improved within 5 years. (PCH 2002)	
				OLMCs are satisfied with the services offered in general by the Government of Canada in their regions. (PCH 2002)	

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RESULT: ULTIMATE 1.1 CANADIANS ENJOY THE BENEFITS OF LINGUISTIC DUALITY; LIVE AND WORK IN COMMUNITIES THAT REFLECT CANADIAN VALUES WITH RESPECT TO THE USE OF ENGLISH AND FRENCH, AND HAVE ACCESS TO GOVERNMENT SERVICES IN THE LANGUAGE OF CHOICE					
PERFORMANCE INDICATORS	PERFORMANCE MEASURES	CRITERIA*	TARGETS	BENCHMARKS	PRIMARY DATA SOURCES
Canadians live, learn, work and have access to services in the language of choice	Trends in the assurance with which Canadians live, learn, work and request services in the language of choice				Census studies and analyses by Statistics Canada
Canadians accept linguistic duality as a Canadian value	Recognition by Canadians of linguistic duality as a Canadian value				Privy Council Office Public opinion surveys Other research and investigations