



Synoptic Table of Official Languages Obligations for Service to the Public

Official Languages Act

Headquarters and Central Offices

Offices within the National Capital Region

Office of the Auditor General of Canada

Office of the Commissioner of Official Languages

Office of the Chief Electoral Officer

Office of the Information Commissioner of Canada

Office of the Privacy Commissioner of Canada



Regulations on Service to the Public

Nature of the Office

Safety and Security of the Public
(e.g. announcements in aircraft, emergency services)

National or International Mandate
(e.g. one point of entry per province, embassies)

Location
(e.g. parks, post offices in parks)

Other Circumstances
(e.g. signage in airports)

Significant Demand

Specific Rules

Specific services

search and rescue

restricted and identifiable clientele

air traffic control

maritime communications

Points of entry (except airports & train stations)

Transportation services

Ferry terminals or railway stations

Airports

Marine Atlantic ferries

VIA Rail trains

Air Canada aircraft

Demographic Rules

Major urban areas

Minority 5,000 or more

Minority less than 5,000

Service areas

Minority >5,000 or >500 & 5%

Towns and rural areas

Minority >500, >5%

Minority >500, <5%

Minority >200, <500, >5%

Minority <200, >30%

Services to the travelling public provided by contract

Specific services located within transportation services having an obligation to serve the public in both official languages (e.g. ticket counters, restaurants, duty-free shops, automated banking machines, public announcements)

Note: This table illustrates the structure of the regulatory provisions as established in the *Official Languages Act* and the *Official Languages (Communications with and Services to the Public) Regulations*. Please refer to the Act and Regulations themselves for any legal interpretation.