



Audit of Service to the Public in Both Official Languages in seven Airports Having a Significant Demand

Follow-Up on the Audit of Aéroport international de Montréal (Dorval)

February, 2005

Audit of Service to the Public in Both Official Languages

Aéroport international de Montréal (Dorval)

1. Introduction

This audit is part of the audit activities conducted by the Official Languages Branch (OLB) of the Public Service Human Resources Management Agency of Canada (PSHRMAC)¹ to ensure that the *Official Languages Act (OLA)*, the *Official Languages (Communications with and Services to the Public) Regulations (Regulations)* and the Treasury Board (TB) official languages policy are being enforced. The same seven airports previously audited in the year 2000 will be subject of this new audit, as follows:

- Vancouver International Airport
- Calgary International Airport
- Winnipeg International Airport
- Toronto Pearson International Airport
- Aéroport international de Montréal (Dorval)
- Greater Moncton International Airport
- Halifax International Airport

The goal of this new audit is to determine whether the airport authorities responsible for the administration of the above-mentioned airports and the federal institutions providing services to the public there-in can communicate with and provide services to the public in the official language of its choice, in accordance with the OLA and the *Regulations*.

2. Background

Since 1992, Transport Canada has been leasing to local airport authorities the international airports it owned and operated in locations such as those identified in the Introduction. Local airport authorities (non-profit corporations) are responsible for the management, operation and maintenance of the airports they lease, and for capital projects relating to such components as the runways, air terminal buildings, industrial areas, parking lots, ground transportation, emergency response services, personnel management and the financial and administrative functions.

The *Airport Transfer (Miscellaneous Matters) Act* states that "Where the Minister has leased an airport to a designated airport authority, on and after the transfer date Parts IV, V, VI, VIII, IX and X of the Official Languages Act apply, with such modifications as the circumstances require, to the authority in relation to the airport as if (a) the authority were a federal institution; and (b) the airport were an office or facility of that institution, other than its head or central office."

¹ The Official Languages Branch, which used to be part of the Treasury Board Secretariat, was transferred to the new Public Service Human Resources Management Agency of Canada on December 12, 2003.

In the year 2000, the OLB conducted an audit to ensure that the OLA and TB official languages policies are being enforced for the airports of Vancouver, Calgary, Winnipeg, Toronto, Montreal (Dorval), Moncton and Halifax (here-after referred to as the “prior audit”).

3. Audit objectives

The objectives of the present audit were established under Part IV of the OLA which deals with the obligations of federal institutions, and third parties acting on their behalf, concerning service to the public. The audit objective is to determine the extent to which the airports in question (services provided in the airports by airlines, concessionaires, and health and safety services under the administration of the airport authorities), federal institutions² subject to the OLA and located at the airports audited (Canada Customs and Revenue Agency (CCRA), Citizenship and Immigration Canada (CIC) and Canadian Food Inspection Agency (CFIA)) and Air Canada are fulfilling their service to the public obligations under the OLA, the Regulations and other federal government policy.

4. Scope

The audit was conducted on the airport authorities (and services under their administration), federal institutions and Air Canada operating in the Vancouver, Calgary, Winnipeg, Toronto, Montreal, Moncton and Halifax airports. Audits were made up of the following four main components:

- telephone number testing during and outside business hours to determine if active offer and delivery of services were in both official languages,
- Internet Web site testing to assess the availability and linguistic quality of these sites,
- in-person interviews and
- tours of airport terminals and airport lands.

A separate report was prepared for each airport, as was done in the prior audit.

It should be noted that the audit did not cover the verbal announcements directly related to flights (for example, boarding announcements at departure gates) since they are related to the obligations of the route and, therefore, not directly related to operations of the airport.

5. Approach

The following steps were completed during the audit:

- Establish the audit parameters (such as audit objectives, scope and approach).
- Discuss the objectives and scope of the audit with the representative of the Commissioner of Official Languages in Montreal (for example, identify complaints received from the public during the past two years) prior to performing the audit.

² Please note that some sectors of these institutions were transferred to the new Canada Boarder Services Agency on December 12, 2003. However, the details of these transfers were still unclear at the time the report was being prepared. Consequently, it was deemed more practical to use the organizational structure in place at the time the audit took place.

- Conduct verifications of the public telephone numbers for the entities audited (ie. airport authorities, airport hotels, Air Canada, CCRA, CIC, CFIA) during and outside of regular business hours. Determine the extent to which the public can communicate with service providers in these airports in both official languages.
- Conduct verifications of the Internet Web sites for the entities audited. Determine to what extent these Internet Web sites provide the same information in both official languages.
- Develop audit questionnaires and audit check-lists for the on-site visits for each of the entities audited within each airport. Ensure that all deficiencies identified in the prior audits are denoted in the questionnaires and check-lists for follow-up.
- Conduct on-site interviews of representatives of each of the entities being audited using the audit questionnaires. Verify the representatives knowledge of the requirements regarding services to the public in both official languages as part of these interviews.
- Conduct extensive tours of all areas of the airports to which the travelling public has access using the audit check-lists. Areas toured include all pre- and post-secure areas of the terminals buildings, structures connected to airport terminals such as hotels, and the surrounding properties within airport boundaries.
- Determine the existence and adequacy of bilingual capacity to provide continuous service in both official languages. For example, speak with a random selection of airport employees (covering each of the entities audited) to determine the availability of services and active offer in both official languages. Ensure that bilingual services are comparable.
- Review all signage posted within airport land boundaries interior to and exterior to the air terminal(s). Assess the existence and/or adequacy of symbols or signs announcing that services can be obtained in both official languages as part of this review of signage.
- Take photos of selected services and signage interior and exterior to airport terminals in order to better assist the entities audited. Prepare numbered schedules containing the details of each photo with suggested improvements, as applicable. Some photos were taken of things that were perfect examples of improvements since the last audit.
- Review all documentation made available to the public by the entities being audited.
- Review a sample of contracts between airport authorities audited and third parties, as applicable, to ensure that adequate language clauses are contained within these contracts.
- Determine the existence and adequacy of controls mechanisms to ensure that services are always provided in both official languages, as well as mechanisms to assess client satisfaction.
- Review the services related to public security, health and safety for each of the airports audited, such as public address announcements.
- Determine the extent to which the recommendations made in the prior reports have been addressed by the entities audited, and make new recommendations as necessary.
- Analyze all of the data collected, and prepare reports for each of the airports audited.

- Discuss draft findings with each entity interviewed.

6. Findings

6.1 Airport authority

6.1.1 Profile of organization

As stated in the previous report, Aéroports de Montréal (ADMTL), a not-for-profit regional corporation, has been managing two airport sites since 1992, one at Dorval and the other at Mirabel. This audit applies only to Dorval Airport. According to the representative, ADMTL has a total of about 600 indeterminate employees. About 50 of them are mainly in contact with the public. It is mandatory that all employees who are in contact with the public be bilingual. For that purpose, the recruitment agencies are asked to test the candidates, or if ADMTL hires directly, the candidates are given a test that assesses them according to five skill levels; the highest two skill levels in oral expression are required for persons working with the public.

ADMTL ensures compliance with the requirements of section 25 of the *Official Languages Act* in managing such tasks as collecting baggage, baggage storage room and parking lots. The service contracts between the authority and these companies include a clause stating that attendants responsible for communicating with the public must be bilingual.

Since December 2001, volunteers are no longer used to give the travelling public information on the services available at the air terminals.

ADMTL (Dorval) began expansion work in 2000, the first concrete signs of which are a new transborder finger, which was opened in April 2003, and a new air terminal area, which will be operational in June 2003.

ADMTL (Dorval) welcomed some 7.8 million passengers in 2002.

6.1.2 Language obligations

Active offer on the telephone: ADMTL can be reached by telephone at all times at either of the two numbers in the telephone directory. At both (514) 394-7377 and 1-800-465-1213, the auditors found an active offer of service; the client can then choose service in French or in English by pressing 1 or 2; clients who do not have touch-tone telephones are offered the services of a bilingual telephone operator.

Official languages clauses in contracts: ADMTL goes beyond the obligations in the *OLA*. In all contracts with lessees, whether or not they provide contract service as described in section 12 of the *Regulations*, the terms of the lease require the lessees to provide service in both official languages. The contracts contain a clause stating that all material that is printed, written or made available to the public, including signs, instructions, directions, cash register receipts, tickets, brochures and pamphlets must be printed in both official languages (clause 7.15). Also, clause 7.16.2 of the contracts requires the lessee to ensure that at all times it has sufficient staff to immediately provide an adequate level of service in both official languages. These contracts, for a term of five to ten years, are written in the language chosen by the lessee and include a clause providing that the lessee must pay a fine when there is a breach of certain clauses, including the language clauses.

Compliance with language clauses in contracts: ADMTL introduced an audit system in 1998. Several times a year, employees make surprise visits to the concessionaires. They check signage, cash register receipts, bilingualism of the staff and other matters. Following these visits, they issue reports which are given to the manager of the establishment visited and to the airport manager. A plan to correct the deficiencies must be prepared if necessary.

Verbal announcements in the airport: The managers are well aware of their responsibilities for official languages in the verbal announcements made in the airport. Those issued by ADMTL are always in both French and English.

General information provided to the public: For the general information given to the public, and to provide bilingual service, the authority has all the communication tools in both official languages.

Use of the media in both official languages: ADMTL uses the media in both official languages for both career opportunities and other airport-related information. ADMTL addresses itself not only to travellers, but also to the general public.

Internet Web site: ADMTL's Internet site (www.admtl.com) is fully bilingual and very user-friendly. It shows the entire range of services offered by the airport. As well, it is possible to switch from one language to the other without having to go back to the home page.

6.1.3 Exterior notices and signage

The notices announcing Dorval Airport are bilingual and follow the required order for the official languages. The temporary signage associated with the work in progress also meets the language requirements. The notices in the boarding and disembarking areas and the signage are bilingual.

The notices are generally bilingual in the parking lots, except in the multi-level parking garage, where there are unilingual signs encouraging drivers to lock their doors. The unilingual French sign reads: "Votre auto pourrait s'envoler. Verrouillez vos portières." The unilingual English sign on the back contains the following words, which do not communicate the same message: "Put temptation out of sight. Lock your things in the trunk." When this inconsistency was reported to ADMTL, the auditors were told that the signs were clearly bilingual but that English and French messages were not placed side by side. This practice could lead to confusion since the message in French differs from that in English placed on the same post. In the same multi-level garage, a symbol showing parking reserved for persons with disabilities states "espace réservé" in French only. In the outdoor parking lot, there are unilingual signs on the lampposts. Although these signs are in each official language, the French message found on a lamppost is not necessarily reproduced by the English sign. For further information, please consult Appendix A.

6.1.4 Interior notices and signage

As noted in the last audit report, travellers arrive at Dorval in a bilingual atmosphere. Both official languages are used for displaying domestic and international flight arrivals, for electronic displays showing arrivals and departures, for washrooms, baggage storage rooms and for evacuation plan. Also, in the domestic flight arrival area, the electronic displays announcing ground transportation services to Montreal and the other products provide bilingual information. At the information booth, the signage and service are provided in both official languages.

Everything is also bilingual in the departures area, including the signs at the counter for collection of the airport charges and the small sheet given to travellers to explain these charges. The notices are also

bilingual in the rest areas. The airport provides visitors with a bilingual plan of premises. The verbal announcements on airport services and the parking lots are bilingual. The temporary signage associated with construction is also bilingual.

During their visit, the auditors noted, in addition to the "Urgence Pompier" notice already mentioned in the previous report, various components of the fire alarm system identified in French only with the word "feu". In various places on emergency exits, the notices give precedence to English: "Exit Sortie". For further information, please consult Appendix A.

6.1.5 Self-service machines

All automated teller machines are bilingual, as are the machines for paying parking charges found throughout the air terminal. The instructions for using the public telephones are in both official languages.

6.1.6 Contract services

Dorval Airport has a number of restaurants and snack bars in a food court as well as one establishment in the domestic flight arrival area and another in the international flight arrival area. Notices and menus are bilingual everywhere, and the auditors found that service was available in English and in French.

In the duty-free shop, the signs and notices are bilingual, and service is available in both official languages; the cash register receipt is partly bilingual. The foreign exchange offices located in the arrivals and departures areas have bilingual documentation and staff.

There are six car rental agencies operating in each arrivals area: *Alamo, Avis, Budget, Hertz, National* and *Thrifty*. None of these companies displayed the official languages symbol, and an active offer in both languages was not made everywhere. However, in every case, the staff were bilingual and the notices, documentation and contracts were available in both official language.

During their visit, the auditors stopped at a few airline counters and found that the documentation and notices at the entrance to the waiting lines and on the counters were in both official languages, with the exception of a British Airways notice, as mentioned above.

The information related to Air Canada will be discussed in a separate section.

6.1.7 Health and security

Security at Dorval Airport is provided by the ADMTL Airport Patrol. Its work is shared with government law enforcement agencies and various security services. It has an information office open to the public on the second floor above the air terminal. This office provides information on security and issues all sorts of permits. Notices and documentation are bilingual, and the attendants at the reception counter provide service in both official languages. The air terminal is monitored by constables who wear a distinctive uniform and are all bilingual. Bilingualism is a condition of employment.

6.1.8 Hotel

There is no hotel in the Dorval air terminal.

6.1.9 Conclusions

As noted in the previous audit, ADMTL (Dorval) has all the administrative structures and management and audit practices necessary to ensure respect for the language obligations placed on it. Services are fully available and comparable in both official languages.

Bilingualism is a condition of employment for all employees required to provide any service to the public, including communication or delivery of safety and security services.

The service contracts with third parties acting on ADMTL's behalf include precise language clauses, and ADMTL ensures that they are respected. The lease contracts signed with third parties under contract all include specific language clauses, and ADMTL has a documented auditing system under which it can correct deviations quickly.

Postings and signage inside and outside the air terminal are completely bilingual, with only a few exceptions. The auditors unilingual messages on two self-service machines, an English-only notice at British Airways, a few unilingual notices in the multi-level parking garage and the outdoor parking lot and a few French-only notices on the fire alarm system.

ADMTL's Internet site is fully bilingual and very user-friendly.

6.1.10 Responses to Prior Recommendations

Recommendations from the prior report are in bold face type, and are followed by current findings related to each recommendation:

1. **Continue to check postings in the air terminal to ensure that they are in both official languages.**

Observations: Although the quality of postings and signage is generally excellent, the auditors did not find any formal quality control mechanism that would enable ADMTL to correct exceptional situations.

2. **Ensure that there is a mechanism to make certain that all information posted on its Internet site is in both official languages.**

Observations: The Internet site now contains all documentation in both official languages.

6.1.11 New recommendations

1. **Set up a quality control system for postings.**
2. **Ensure that all car rental agencies display the official languages symbol and make an active offer of service in both official languages.**
3. **Ensure that all the components of the fire alarm system are bilingual.**
4. **ADMTL should prepare an action plan (including a time line) of implementation of the above recommendations, and forward a copy to the Official Languages Branch.**

6.2 Air Canada

6.2.1 Active Offer

1. Active offer on the telephone outside business hours

The telephone numbers used to reach Air Canada are (514) 393-3333 and the toll-free number 1-888-247-2262. In each case there is a fully bilingual automated answering system offering a number of options, designed to direct the travelling public to the desired service; it is possible to speak to a person in order to obtain further information. The services are provided and available in both official languages.

2. Active offer on the telephone during business hours

The same results apply during business hours as they found for outside business hours.

3. Active offer in person

The greeting is bilingual at the administrative offices of the company, which are located on the third floor of the air terminal. At the air terminal, travellers are called to the booth using "Suivant, Next" and are greeted at the booth with "bonjour"; the service is then provided in the client's preferred language.

4. Visibility of a symbol or sign announcing that services can be obtained in both official languages

As noted in the prior audit report, there are still no symbols in the reception area of Air Canada's administrative offices. No symbols were noticed at the check-in counters either. However, the employees are all bilingual.

5. Postings in both official languages at all times

Postings and signage in the air terminal are bilingual. The express check-in terminals that Air Canada has made available to the travelling public are bilingual, and they enable travellers to obtain boarding cards, change seats, request an earlier flight and enter the number of bags to be checked. The auditors noted just one exception: a notice across from the Air Canada booths reads "Vacances Air Canada" in French only. For further details, refer to Appendix B.

6. Availability of publications in both official languages

The documentation on the counters next to the Air Canada booths is available in both official languages.

7. Use of both official languages on the Internet site

Air Canada's Internet site (www.aircanada.ca) is highly detailed and fully bilingual. However, it is difficult to switch from one language to the other within a given heading without having to go back to the home page. There is no separate Internet site for Air Canada's services at Dorval Airport.

6.2.2 Service

1. Nature of the services provided by Air Canada at the airport visited

At Dorval, Air Canada provides domestic and international flights. The services include reservations through the call centre (which is located outside the airport), flight information over the telephone, baggage and passenger check-in and management of three Maple Leaf Lounges. It should be noted that Air Canada employees also handle check-ins and boarding for some other airlines. Air Canada has signed service contracts with those airlines.

The auditors visited a Maple Leaf Lounge, and found that the services (computer services, entertainment, relaxation, etc.) were provided in both official languages. They also noted that the documentation was available in both official languages and that the staff on duty were bilingual. Postings and signage were also bilingual.

2. Existence of bilingual capacity required to provide continuous service in both official languages

Knowledge of both official languages is a hiring condition in Montreal, and the Air Canada representative stated that the collective agreement even contains a clause to this effect. Nearly all employees have reached level four of bilingualism, the highest level attainable; employees who have not reached this level are tested every two years. Air Canada has almost finished administering language tests to Canadian's former employees. There are only eight employees left to test. So far, only three employees have not achieved level two. They can receive paid language training for a period of three months.

3. Presence of work tools required for provision of service in both official languages

As noted in the last audit report, all work tools such as computer keyboards, fax cover sheets and business cards are in both official languages. All documents given to clients are also in both official languages.

4. Comparability of the service in both official languages, and availability of administrative arrangements as necessary

Since nearly all employees are bilingual, the service in both official languages is fully available, comparable and of equal quality.

6.2.3 Managers' responsibilities

1. Knowledge of requirements regarding service to the public in both official languages

The Air Canada representative was well aware of Air Canada's official languages obligations at all stages of the operations.

2. Existence of controls to ensure service is always provided in both official languages

This role is assigned to the supervisor as part of regular supervisory procedures.

3. Existence of mechanisms to assess client satisfaction

At this time, there are no mechanisms to assess the level of client satisfaction with delivery of services in both official languages. However, members of the travelling public can apply to the Air Canada Ombudsman to have their requests or complaints dealt with in complete confidence.

4. Meetings with the representatives of the official language minority community

This section is not applicable to Air Canada.

5. Use of the media

General advertising is still handled by the head office through media in both official languages; bilingual people are designated to meet with the media if an issue specific to Dorval Airport needs to be addressed.

6. Complaints related to official languages

Over the last few years, there have been no complaints concerning official languages and the services provided by Air Canada at Dorval Airport.

6.2.4 Conclusions

Air Canada continues to fulfil all its service to the public obligations for both telephone services and in-person services. Everything is in place to provide comparable service to both language groups. Bilingualism is still a condition of employment.

6.2.5 Responses to Prior Recommendations

Recommendations from the prior report are in bold face type, and are followed by current findings related to each recommendation:

1. **Set up a mechanism to measure the level of satisfaction of clients in the air terminals with the delivery of services in both official languages.**

Response: The auditors did not find any existing mechanisms to measure the level of client satisfaction with the services provided.

6.2.6 New recommendation

1. **Although Air Canada's performance in providing services in both official languages is very good, the recommendation contained in the prior audit report needs to be repeated.**

6.3 Canada Customs and Revenue Agency (CCRA)

6.3.1 Active Offer

1. Active offer on the telephone outside business hours

As was the case at the time of the prior audit, the office is open 24 hours a day, so there is always personalized service at (514) 633-7700 and the toll-free number, 1-800-959-2036, listed in the telephone directory. The greeting and the service are bilingual.

2. Active offer on the telephone during business hours

During regular business hours, the auditors communicated directly with an officer at each of these numbers; an active offer and bilingual services were provided on each occasion.

3. Active offer in person

The auditors had the opportunity to verify active offer at the reception counter during their visit. Travellers who went to the customs officers' counters received an active offer. The services were available in both official languages.

4. Visibility of the official languages symbol at all times

There are symbols at the counters and the cashier's station indicating that services are available in both official languages. The manager told the auditors that she was taking steps to post additional symbols at the counters.

5. Postings in both official languages at all times

The signage and postings are fully bilingual with the exception of two signs identified in Appendix C.

6. Availability of publications in both official languages

All the documentation at the Agency's office is bilingual and well displayed on the racks.

7. Use of both official languages on the Internet site

The Agency's Internet Web site (<http://www.ccra-adrc.gc.ca/>) is fully bilingual and very user-friendly. It describes the full range of services provided by the Agency. There is no separate site for Montreal Airport.

6.3.2 Service

1. Nature of the services provided by the office visited

The office visited mainly provides customs services and programs to travellers and business people arriving in or returning to Canada. The officers greet visitors at the primary inspection, ask some questions about the declarations submitted by the traveller and, if necessary, redirect the traveller to the secondary inspection, where the investigation continues and the duty is collected if applicable.

2. Existence of bilingual capacity required to provide continuous service in both official languages

All employees providing services to the public are bilingual. The CCRA representative stated that the language requirements for the 141 officer positions are level BAB or AAB. These requirements will be upgraded to BAB as the positions are filled. The officers presently in these positions meet or exceed the language requirements of their positions. Many already meet the new requirements. Supervisors are all bilingual at BBB level. Consequently, services are available in both official languages at all times. Staffing of custom officer positions is bilingual imperative for all positions at Dorval, with the exception of student positions.

3. Presence of work tools required for provision of services in both official languages

All work tools are available in both official languages.

4. Comparability of the service to the public in both official languages, and availability of administrative arrangements as necessary

The services provided to the public in both official languages are comparable and of equal quality, since they are provided by the same bilingual employees.

6.3.3 Managers' responsibilities

1. Knowledge of requirements regarding service to the public in both official languages

The representative is well aware of her official languages responsibilities, and she believes that bilingualism and service in both official languages are part of everyday life for management. She noted the commitment of the Assistant Commissioner, Quebec Region, to the Official Languages Program.

2. Existence of controls to ensure service is always provided in both official languages

The representative stated that all employees are regularly reminded about their obligation to provide an active offer on the telephone and in person. As well, the supervisors observe their employees' work during flight arrivals.

3. Existence of mechanisms to assess client satisfaction

There is no formal mechanism used by the CCRA. The representative stated that ADMTL has placed client satisfaction assessment cards throughout the air terminal and that those cards can be used by clients to express their opinion on the quality of the services received from the CCRA if they so wish.

4. Meetings with the representatives of the official language minority community

There is no mechanism for contact with the official language minority associations.

5. Use of the media

Any communication with the media is handled by the Communications Branch of the regional office.

6. Complaints regarding official languages

The office has not received any complaints relating to official languages since the prior audit.

6.3.4 Conclusions

The Agency continues to comply fully with the service to the public requirements of the *Official Languages Act*. Active offer and service are provided both on the telephone and in person. The postings and documentation are bilingual, and all employees who provide services to the public are bilingual. Finally, these employees are regularly reminded of their language obligations.

6.3.5 Responses to Prior Recommendations

No recommendations were necessary.

6.3.6 New recommendation

The CCRA continues to fulfil all its obligations under the *OLA* related to service to the travelling public in both official languages. Therefore, no recommendations for the CCRA are necessary.

6.4 Citizenship and Immigration Canada (CIC)

6.4.1 Active offer

1. Active offer on the telephone outside business hours

Calls to (514) 633-5235 are answered 19 hours a day, from 6:00 a.m. to 1:00 a.m., by stating the name of the agency in both official languages, and it is possible to receive services in either official languages. There is no voice mail at this number.

2. Active offer on the telephone during business hours

Calls to the number mentioned in the previous paragraph during business hours are given an active offer, and the services are provided in both official languages.

3. Active offer in person

Travellers arriving on international flights must first go through customs. A traveller who is referred to CIC by the Canada Customs and Revenue Agency (CCRA) is greeted in an adjoining room by an attendant in the language indicated on the customs declaration. There were no international flights during the audit. The auditors were therefore not able to verify whether active offer is provided.

4. Visibility of the official languages symbol at all times

During the auditors' visit, there were official languages symbols at the reception counter, at the entrance to the waiting room and at the counters where travellers referred by the CCRA must report. There were also symbols in the officers' closed offices where interviews are conducted.

5. Postings in both official languages at all times

Postings and signage are bilingual, including in the detention room.

6. Availability of publications in both official languages

All publications are available in both official languages and are arranged on display racks. The office does not produce specific publications.

7. Use of both official languages on the Internet site

The Citizenship and Immigration Canada Internet Web site (<http://www.cic.gc.ca/>) is fully bilingual and very user-friendly. It describes the full range of services provided by CIC. There is no specific reference to the office at Montreal Airport.

6.4.2 Service

1. Nature of the services provided by the office visited

As stated in the last audit, the office mainly provides services to foreign workers and visitors. It also provides services to Canadians wanting to act as sponsors and to people requesting information on citizenship and dual citizenship, and it answers questions about permanent residents. Most travellers who come to this office have been referred by the CCRA.

2. Existence of bilingual capacity required to provide continuous service in both official languages

The representative stated that this office has 54 officers. All these positions are bilingual at the BBB level. All the incumbents meet the language requirements of their positions. Imperative staffing is used during open and closed competitions.

3. Presence of work tools required for provision of service in both official languages

All work tools required are bilingual. The Field Operations Support System (FOSS) allows users to use the system in their preferred language and to issue documentation in the official language preferred by the client.

4. Comparability of the service to the public in both official languages, and availability of administrative arrangements as necessary

The services provided in both official languages are comparable and of equal quality. The employees providing the services are well aware of their duties, have considerable experience serving the travelling public and all meet the language requirements of their positions.

6.4.3 Managers' responsibilities

1. Knowledge of requirements regarding service to the public in both official languages

The managers met were well aware of the office's language obligations and were proud of their performance regarding official languages. The employees are made aware of their obligations during

basic training, and the managers regularly remind their employees of their obligations as regards to active offer on the telephone and in person.

2. Existence of controls to ensure service is always provided in both official languages

The supervisors make regular informal checks of active offer on the telephone and service delivery during interviews. As well, they have recently begun using adjacent listening as a quality control method.

3. Existence of mechanisms to assess client satisfaction

There are no formal mechanisms to assess client satisfaction.

4. Meetings with the representatives of the official language minority community

As noted in the prior audit report, those in charge of this office do not have official meetings with the representatives of the official language minority community.

5. Use of the media

The airport office does not use the media; should the need arise, the regional office would handle it, not the staff at the air terminal.

6. Complaints relating to official languages

There have been no complaints relating to official languages in the past two years.

6.4.4 Conclusions

As noted in the prior audit report, CIC has shown that it is fulfilling all its language responsibilities. Active offer and service are in place both on the telephone and in person. The postings and documentation are bilingual, and all employees who serve the public are bilingual. The managers check whether the employees make an active offer and whether services are provided in both official languages.

6.4.5 Responses to Prior Recommendations

No recommendations were necessary.

6.4.6 New recommendation

Citizenship and Immigration Canada is still fulfilling all its language responsibilities. Therefore, no recommendations are necessary in the context of this audit.

6.5 Canadian Food Inspection Agency (CFIA)

6.5.1 Active offer

1. Active offer on the telephone outside business hours

Dorval Airport's Internet site indicates that the Agency can be reached by dialling (514) 633-7755, which is also the number listed in Burolis. The pre-recorded message is bilingual.

2. Active offer on the telephone during business hours

During business hours, namely from 8:30 a.m. to midnight, an active offer is provided at the number given in the previous paragraph, and services can be received in both official languages.

3. Active offer in person

Passengers must first go to the service points of the Canada Customs and Revenue Agency (CCRA). The customs officers are the ones who tell the CFIA's officers if there is a possible infraction. Their detector dog also identifies suspects who are waiting for customs inspection. Thus there is no specific reception area, but the CFIA's inspector speaks to the clients in the language indicated on the customs declaration. There were no international flights at the time of the audit. The auditors were therefore not able to observe the greeting used.

4. Visibility of the official languages symbol at all times

The symbol was posted in the offices of the Agency.

5. Postings in both official languages

The postings and signage were bilingual with the exception of one sign identified in Appendix D..

6. Availability of publications in both official languages

All publications were available in both official languages.

7. Use of both official languages on the Internet site

The Canadian Food Inspection Agency's Internet site (<http://www.inspection.gc.ca/>) is fully bilingual and very user-friendly. It describes the full range of services provided. There is no specific Internet site for Dorval Airport.

6.5.2 Service

1. Nature of the services provided in both official languages

Twelve employees, two dog handlers and a cargo officer, serve Dorval Airport. The inspectors meet the owners of the goods in question and collect the fine (paid to the Canada Customs and Revenue Agency cashier) or seize the goods.

2. Existence of bilingual capacity required to provide continuous service in both official languages

All employees in contact with the public occupy bilingual positions at BBB level.

3. Presence of work tools required for provision of service in both official languages

The notices of seizure, removal orders, notices of forfeiture, infraction forms (CFIA1275), information sheets and receipts given to the public are bilingual. All work tools are available in both official languages.

4. Comparability of the service in both official languages, and availability of administrative arrangements as necessary

The service in both official languages is comparable and equal in quality because the officers on duty are bilingual and highly experienced. Administrative arrangements are therefore unnecessary.

6.5.3 Managers' responsibilities

1. Knowledge of requirements regarding service to the public in both official languages

The representative is well aware of the office's language obligations and was proud of its performance regarding official languages. The employees are regularly reminded of their language obligations.

2. Existence of controls to ensure service is always provided in both official languages

The manager verifies active offer on the telephone by making spot checks and by observing the inspectors while they are working. Since December 2002, 12 telephone checks have been done, and an active offer was correctly provided in each case.

3. Existence of mechanisms to assess client satisfaction

There are no mechanisms to assess client satisfaction.

4. Meetings with the representatives of the official language minority community

The airport office does not maintain contact with the official language minority associations. However, it occasionally talks with school groups from both language communities to explain the role of dog handlers. It also makes presentations during travel shows. Everything is done in both official languages.

5. Use of the media

There is no use of the media.

6. Complaints related to official languages

There have been no complaints related to official languages at Dorval Airport.

6.5.4 Conclusions

The Agency's employees working at Dorval are complying fully with the requirements of the *OLA* as regards service to the travelling public. Postings and documentation are bilingual, as are telephone and in-person services. All of the office's employees occupy bilingual positions and meet the language requirements of their positions. The management regularly monitors the implementation of its language obligations.

6.5.5 Responses to Prior Recommendations

No recommendations were necessary.

6.5.6 New recommendation

Since the CFIA is still fulfilling its official languages obligations, no recommendations are necessary.

APPENDIX A

AÉROPORTS DE MONTRÉAL (DORVAL) INTERIOR AND EXTERIOR NOTICES

Please note that this list is not exhaustive. It was prepared to help ADMTL improve its notices. Please also note that photographs of the following items have been taken and will be submitted separately. The photographs appear in the appendix in the order in which they were taken.

Photo #	Location	Description	Comments / Suggested corrections
ADMTL - DORVAL			
0357.jpg	Finger – domestic flights	Bell Canada telephone booth - French-only notices	Bilingual notices
0360.jpg	Aeroquay – domestic flights	French-only Bell Canada advertising for Internet services for travellers	Bilingual notice
0361.jpg	Level 2 – rest area	Bell Canada telephone booth – French-only instructions for using a telecommunications device for the deaf (TDD)	Bilingual instructions
0362.jpg	Aeroquay	Fire safety system – French-only notice (Feu)	Bilingual notice
0364.jpg	British Airways counter	Notice on baggage size only partly bilingual	Fully bilingual notice
0367.jpg	Canadian Air Transport Security Authority (CATSA) – electronic search device – domestic, transborder and international search points	<i>... de certain appareil médical électronique</i> French-only notice	<i>... de certains appareils médicaux électroniques</i> Bilingual notice
0370.jpg	In front of the primary inspection line – transborder flights	Fire safety system – French-only notice (Urgence pompiers)	Bilingual notice
0372.jpg	1st floor – near the information booth	Bell Canada telephone booth – French-only notice	Bilingual notice
0373.jpg	1st floor – near the information booth	Bell Canada telephone booth – French-only notice	Bilingual notice
0374.jpg	1st floor – near the information booth	Bell Canada telephone booth – French-only notice	Bilingual notice
0375.jpg	1st floor – near the information booth	Bell Canada telephone booth – French-only notice	Bilingual notice
0376.jpg	1st floor – near the	Bell Canada telephone booth –	Bilingual notice

	information booth	French-only notice	
0379.jpg	Aeroquay	Fire safety system – French-only notice (Feu)	Bilingual notice
0381.jpg	Multi-level parking garage	Correct notice – bilingual with French taking precedence	No correction required
0382.jpg	Multi-level parking garage	On the same sign, one bilingual notice and one French-only notice (Votre auto pourrait s'envoler. Verrouillez vos portières.)	Fully bilingual notice
0383.jpg	Multi-level parking garage	On the same sign, one bilingual notice and one English-only notice (Put temptation out of sight. Lock your things in the trunk.)	Fully bilingual notice
0384.jpg	Outdoor parking lot, pillar 24	Three-sided sign. English-only notice. (Put temptation out of sight. Lock your things in the trunk.)	Bilingual notice
0385.jpg	Outdoor parking lot	Three-sided sign. Unilingual French notice.	Bilingual notice
0386.jpg	Outdoor parking lot	Three-sided sign. English-only notice. (Your car could take-off. Lock your doors.).	Bilingual notice
0387.jpg	Multi-level parking garage	Unilingual French notice (Espace réservé).	The symbol is enough.

APPENDIX B

AIR CANADA

AÉROPORTS DE MONTRÉAL (DORVAL)

Please note that this list is not exhaustive. It was prepared to help Air Canada improve its notices. Please also note that photographs of the following items have been taken and will be submitted separately. The photographs appear in the appendix in the order in which they were taken.

Photo #	Location	Description	Comments / Suggested corrections
0366.jpg	Air Canada – Maple Leaf Lounge	<i>... code ... et mot ...</i>	<i>... codes ... et mots ...</i>
0377.jpg	Across from the Air Canada counters – check-in for domestic flights	Unilingual French notice (Vacances Air Canada)	Bilingual notice

APPENDIX C

CANADA CUSTOMS AND REVENUE AGENCY AÉROPORTS DE MONTRÉAL (DORVAL)

Please note that this list is not exhaustive. It was prepared to help CCRA improve its notices. Please also note that photographs of the following items have been taken and will be submitted separately. The photographs appear in the appendix in the order in which they were taken.

Photo #	Location	Description	Comments / Suggested corrections
0369.jpg	CCRA counter – Y38	Different formats	Standardize the format
0371.jpg	CCRA counter – Y38	Notice indicating the availability of services in English and French has no mistakes but could be replaced by a more recently made notice	Recent symbol or notice

APPENDIX D**CANADIAN FOOD INSPECTION AGENCY
AÉROPORTS DE MONTRÉAL (DORVAL)**

Please note that this list is not exhaustive. It was prepared to help CFIA improve its notices. Please also note that photographs of the following items have been taken and will be submitted separately. The photographs appear in the appendix in the order in which they were taken.

Photo #	Location	Description	Comments / Suggested corrections
0363.jpg	British Airways counter	English-only notice (import of meat, food and plants)	Bilingual notice