



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

## **Follow up to Audit**

## **Greater Moncton International Airport**

## **February, 2005**

# Audit of Service to the Public in Both Official Languages

## Greater Moncton International Airport

### 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)<sup>1</sup> to ensure that the *Official Languages Act* (OLA), the *Official Languages (Communications with and Services to the Public) Regulations (Regulations)* and Treasury Board (TB) official languages policies 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
- Montreal-Dorval International Airport (Montreal)
- 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 federal *Airport Transfer (Miscellaneous Matters) Act* (ATA) 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.”

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<sup>1</sup> 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 institutions<sup>2</sup> 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.

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<sup>2</sup> Please note that some sectors of these institutions were transferred to the new Canada Border 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**

Since October 2002, the Moncton Airport is designated as the Greater Moncton International Airport (GMIA). A new Air Terminal Building Complex was inaugurated October 12, 2002 by Her Majesty Queen Elizabeth II.

The Greater Moncton International Airport is managed by Vancouver Airport Services (YVRAS), a subsidiary of the Vancouver International Airport Authority. YVRAS was awarded a long-term contract by the Greater Moncton Airport Authority (GMAA) to manage, operate and develop the GMIA.

There are about 35 employees including seasonal staff. Only ten of them have direct contact with the public. Five of the incumbents of those positions are bilingual (50%), one of them being the receptionist. It was noted in the prior audit that the Airport Authority was studying the possibility of providing language training through the services of a community college but the auditors were told it did not happen as a result of the economic impact of September 11 on the Airport's bottom line.

Many services to the public are provided by third parties namely Aramark Canada Ltd who operates the only restaurant and the lounge, four vehicle rental companies, the Canadian Corps of Commissionaires (CCC), Airlines, courtesy vehicle service between the Airport and the Ramada Crystal Palace Hotel and the Welcome Crew Volunteer Program who is responsible for the Information Booth.

Passenger traffic for the GMIA in 2001 was 400,000 passengers.

#### **6.1.2. Language obligations**

The Airport Authority is aware of the question of official languages and of its responsibilities for bilingual notices both inside and outside the air terminal.

The airport is listed in the telephone directory under both Greater Moncton Airport and Aéroport du Grand Moncton; by calling (506) 856-5444 the public has access to a fully bilingual automated system and an active offer of services in French and English.

The information booth is operated by a group of volunteers called Welcome Crew. Presently, ten volunteers are providing the service and four (40%) of them are bilingual. When a request for service in French is made while an English-speaking only volunteer is on duty, arrangements are made with the CCC to provide the service. At the time of the auditors' visit, the person in the information booth could not provide the service in French and was unaware of the arrangement with the CCC. The GMAA representative informed the auditors that the volunteers will once again be reminded of their linguistic obligations and the arrangements that have been set up with the CCC in cases where the volunteer is unable to provide the service in French.

The Internet Website: The Internet Website of the Greater Moncton International Airport (GMIA) ([www.gma.ca](http://www.gma.ca)) is completely bilingual, and it conveys the same information in English and in French. However, the language option is offered only in the main menu.

### **6.1.3. Exterior notices and signage**

The examination of the airport premises, including parking lots and the areas reserved for vehicle rental agencies, lead the auditors to conclude that the exterior signs and notices were bilingual and met the requirements of the Official Languages Act. However, the auditors noted three parking related signs with error, as detailed in Appendix A.

### **6.1.4. Interior notices and signage**

Generally speaking, the signage in the new Terminal is of a very good quality. The auditors found only a few exceptions and, in order to give assistance to the Airport Authority in this matter, have provided, in Appendix A, a list of signs that could be modified to better inform the public in both official languages.

As noted in the prior audit, the caution messages on all automatic doors are still in English only. It should also be noted that although the instructions on evacuation plans posted in strategic areas are bilingual, the plan itself is in English only. The auditors were informed that, for financial reasons, they will be translated if and when they need to be changed.

### **6.1.5. Self-service machines**

The auditors did not notice any serious problems in this area. However, there is an automated parking machine located at the end of the tunnel leading to the outdoor parking that could be examined. The linguistic quality of the scrolling message in French needs to be improved.

### **6.1.6. Contract services**

The auditors were provided with a copy of the contracts with the major tenants. Without exception, they all include an Official Languages clause. However, the Airport Authority used two different clauses in their contracts in relation with the obligations imposed by the Official Languages Act. The first one is a short general clause essentially stating that the Tenant has obligations as established and governed by the Official Languages Act and Regulations. However, this clause does not clearly explain the language obligations for both postings and the delivery of bilingual services. The other clause used in contracts contains five paragraphs and a complete description of the Tenant's obligations and also a description of penalties when a breach of any clause occurs, including the termination of the Licence.

The short clause was recently used (December 10, 2002) in a ten year contract with Aramark Canada Ltd, responsible for restaurant and bar services at the airport. This clause was also used with the airline companies, Air Canada included.

The more explicit clause was used with the vehicle rental agencies and the company responsible for the shuttle service between the airport and the Ramada Crystal Palace Hotel.

As for the services provided by the Canadian Corps of Commissionaires (CCC), there are no terms and conditions pertaining to official languages included in their contract but rather in a letter of agreement. The last agreement between the Greater Moncton Airport Authority (GMAA) and the CCC was signed May 22, 2002. There is no clause pertaining to the obligation of the CCC to provide the service in both

official languages. The auditors were informed that both parties had agreed to sign an amendment to the actual letter of agreement that would incorporate the five paragraph clause describing the obligations related to providing services in both official languages.

Restaurant: The auditors experienced a similar situation as the one noted in the prior audit, for the only existing restaurant in the airport. At the time of their visit, the auditors were unable to be served in French by the attendant on duty although the menu was bilingual. The cash register receipts were not available in both official languages. Although they were eventually informed on a subsequent visit to the restaurant that there was somebody in the kitchen who spoke French, no offer was made to provide the service in French.

Car rental agencies: The vehicle rental agencies, with one exception, were capable of providing the service in both official languages. At the National counter, the attendant said she did not speak French and made no attempt to help the auditors by either contacting a colleague, a commissionaire, or someone from the information booth or the Airport Authority. It should be noted that the Airport Authority has agreed to provide assistance to car rental companies when needed.

Ground transportation: There is no regular shuttle service under airport control. Also, the auditors were told that the contract with the two taxi companies did not include any linguistic obligation. However, the auditors were informed that the AA has a detailed linguistic clause with one of them.

Monitoring mechanism: There is still no documented monitoring mechanism to ensure that third parties working under contract respect the language clauses in their contracts. The representative monitors third parties informally when walking around the airport.

Exchange office: There is no currency exchange office at GMIA.

### **6.1.7. Health and security**

Security services at Greater Moncton International Airport are provided by the Canadian Corps of Commissionaires (CCC). They are also responsible for public announcements, collecting airport charges and parking fees and for providing information to the public when requested. They play an important role as the first line contact to intervene in case of health problems, and can call the firefighters in case of a more serious problems.

All together, about 20 CCC officers are posted at the airport and more than 50% are capable of providing services in both official languages. They work as a team of two officers in the airport, one of them always being bilingual.

### **6.1.8. Hotel**

There is no hotel at the airport.

### **6.1.9. Conclusions**

The Greater Moncton Airport Authority (GMAA) meets its language obligations for postings in both the air terminal and the administrative office. The exterior notices and signage also are bilingual and meet the OLA requirements.

The GMAA Representative in charge of official languages was aware of the GMIA language obligations.

The Canadian Corps of Commissionaires is acting as third party. With more than 50% of its staff being bilingual, its services are all provided in both official languages. Other third parties under service contracts are generally able to provide the services in both official languages.

The linguistic aspects included in the contracts with most of the tenants are often vague and only refer to the *Official Languages Act and Regulations*. The precise nature of the language obligations is not well defined.

#### 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. **Once the present contracts expire, include specific language clauses covering the obligations related to postings and service in person.**

Response: Some contracts have since expired and have been renewed. Specific language clauses were not always used. The Airport Authority has not adopted a standard clause but rather used two different ones. A review of this situation should be made to ensure that official language clauses in contract are standardized.

2. **Include, in the new service contract with the organization providing safety and security at the airport, a language clause precisely stating the service obligations.**

Response: The letter of agreement between the Airport Authority and the CCC was renewed last year and no measures were taken to include a language clause.

#### 6.1.11 New Recommendations

1. **Both recommendations need to be repeated.**
2. **Adopt a unique linguistic clause to be used in all agreements similar to the one presently used in car rental agencies contract which includes a complete description of the tenant's obligations and a description of penalties when a breach of any elements occurs.**
3. **Renegotiate, in the near future, an amendment to the existing linguistic clause with Aramark Canada Ltd and the airline companies to include a more comprehensive one.**
4. **Negotiate, in the near future, the inclusion of a comprehensive linguistic clause with the Canadian Corps of Commissionaires.**
5. **Set up a monitoring mechanism to ensure that third parties under contract respect the language clauses in their contracts, and establish compliance measures as necessary.**
6. **The GMAA 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 auditors tried three toll free telephone numbers for Air Canada. When they called the number for reservations, (888) 247-2262, they were connected with a fully bilingual automated system, at the end of which they were able to speak to an Air Canada agent who provided active offer and services in both official languages. The toll free numbers (888) 422-7533 (Arrivals and Departures) and (888) 689-2247 (Baggage) also had bilingual automated answering systems. However, the auditors were put on hold for such a long time that they finally hung up without speaking to an agent.

#### 2. Active offer on the telephone during business hours

The same results as described above apply during business hours.

#### 3. Active offer in person

During their visit, the Customer Service Agent did not greet the auditors in both official languages although they were bilingual.

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

The auditors did not see pictograms on the counter to identify which counters or employees can provide services in both official languages although they did provide the service.

#### 5. Postings in both official languages at all times

All signs and postings are in both official languages and both French and English are equally visible. The only exception being the luggage measuring rack signs which are two-sided with English and French on opposite side. They are sometimes positioned in such a way so that only one language is visible.

#### 6. Availability of publications in both official languages

Very little documentation was available to the travelling public but it was provided in both official languages.

#### 7. Use of both official languages on the Internet site

The situation has remained the same since the prior audit report. Air Canada's Internet Web site ([www.aircanada.ca](http://www.aircanada.ca)) is highly detailed and fully bilingual. However, it is somewhat difficult to move from one language to another, because the generic headings given at the top of the page do not include a "Français" option for moving from one language to the other within the same heading without returning to the Home page. There is no separate Internet Web site for the Air Canada offices at the Greater Moncton International Airport (GMIA).

## 6.2.2 Service

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

Air Canada offers domestic flights to travellers and handles baggage and passenger check-in. There is no Maple Leaf Lounge at the GMIA.

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

In Moncton, Air Canada has 17 employees, 15 or 88% of them bilingual. This ensures that services can be provided at all times in both official languages.

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

As noted in the prior audit, the boarding cards, flight schedules and business cards are bilingual.

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

Given the number of bilingual employees, the service is comparable and of equal quality in both official languages.

## 6.2.3 Managers' Responsibilities

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

The manager is well aware of his official languages responsibilities.

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

There is still no specific internal control mechanism at Moncton Airport to check whether the service to the public is provided in both official languages.

### 3. Existence of mechanisms to assess client satisfaction

According to the manager, Air Canada still provides travellers with comment cards. These cards are available in both official languages, but do not include any questions related to official languages.

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

This section is not applicable to Air Canada.

### 5. Use of the media

Contact with the media is primarily conducted and coordinated by Air Canada's head office in Montreal.

## 6. Complaints related to official languages

The representative informed the auditors that Air Canada Moncton has not received any complaints since the prior audit.

### 6.2.4 Conclusions

Active Offer: Automated telephone systems during and outside of business hours are fully bilingual, and the telephone attendant reached provided active offer. Air Canada's Internet Web site is highly detailed and fully bilingual. However, when visiting Air Canada in Moncton, the auditors did not observe any form of verbal active offer nor did they see any symbols or signs indicating that French services are available. Two-sided signs still constitute a problem. The information contained need to be clearly visible in both official languages.

Service: Air Canada has a very high percentage of bilingual customer service staff (88%) in order to offer adequate services in both official languages at all times. The auditors were able to obtain services in French during their visits to Air Canada counters.

Managers' Responsibilities: Air Canada is well aware of its official languages obligations. However, there are still no formal control mechanisms in place to check whether service to the public is being provided in both official languages and to assess client satisfaction since the comment cards provided to travellers by Air Canada do not contain any questions pertaining to delivery of services in both official languages.

### 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. **Remind its employees that there must be an active offer of services at the counters (check-in, tickets, baggage, etc.).**

Response: The representative stated that employees have been reminded regularly at staff meetings of their linguistic obligations pertaining to both active offer and delivery of services in both official languages. However, during their visits to Air Canada counters the auditors did not receive active offer from the Customer Service Agent nor did they observe any evidence that employees have been recently reminded about the importance of active offer.

2. **Set up a mechanism to measure the level of client satisfaction (in the air terminals) with the delivery of services in both official languages.**

Response: The representative declared being unaware of any mechanism to measure the level of client satisfaction with the delivery of services in both official languages.

### 6.2.6 New Recommendations

1. **Both recommendations contained in the prior report need to be repeated.**

2. **Ensure that two-sided signage (French on one side and English on the other) is no longer used or that a mechanism is developed to ensure that the travelling public can readily identify that the information is in English on one side and in French on the other. A fully bilingual sign would be preferable.**
3. **Air Canada at the GMIA should prepare an action plan (including a time line) of implementation of the above recommendations, and forward a copy to the Languages Branch.**

## **6.3 Canada Customs and Revenue Agency (CCRA)**

### **6.3.1 Active Offer**

#### **1. Active offer on the telephone outside business hours**

The auditors called twice the CCRA number listed in the city telephone directory (506) 851-7021 on a Friday evening and on a Saturday. Their calls remained unanswered, and no Call Answer system was in place to leave a message.

#### **2. Active offer on the telephone during business hours**

There is an active offer of services at (506) 851-7021 during business hours, and the service is provided in the official language of the client's choice.

#### **3. Active offer in person**

The representative stated that employees actively offer service in both English and French to all clients. The greeting "Hello/Bonjour" is used. The auditors were unable to check whether travellers were given an active offer, because there were no international flights arriving at the time of the audit. However, all the employees are bilingual.

#### **4. Visibility of the official languages symbol at all times**

The official languages pictogram is displayed at the wickets in the arrivals hall.

#### **5. Postings in both official languages at all times**

The posting is done in a completely bilingual manner.

#### **6. Availability of publications in both official languages**

All publications are available in both official languages.

#### **7. Use of both official languages on the Internet site**

The CCRA Internet Web site ([www.ccra-adrc.gc.ca](http://www.ccra-adrc.gc.ca)) is fully bilingual and user-friendly. It describes the full range of services provided by CCRA. It should also be noted that it is easy to move from one official language to the other.

### 6.3.2 Service

#### 1. Nature of the services provided by the office visited

Only a small proportion of the work of customs officers is with the travelling public, since there are few international flights at the Greater Moncton International Airport. When one of these scheduled international flights arrives, or a chartered flight from the south comes in, the officers go to the airport and conduct the primary and secondary inspections.

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

CCRA has a total of ten employees, including 4 term employees in the high season. The six permanent positions, five inspectors and a superintendent, are identified bilingual and the incumbents meet the language requirements of their position. Three term employees are also bilingual, while one has not been tested. All together, nine out of ten employees (90%) are bilingual. Given this situation, CCRA is able to provide bilingual service during all work shifts.

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

CCRA is capable of responding to all types of correspondence in French and English and business cards as well as fax cover sheets are fully bilingual.

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

As noted in the prior audit, the services provided to the public are comparable and equal in quality in both official languages, due to the high percentage of linguistically qualified employees and the fact that the same bilingual employees provide them in both languages. No administrative arrangements are required.

### 6.3.3 Managers' Responsibilities

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

The superintendent was well aware of her official languages responsibilities for the services to be provided to the travelling public, and considered them a priority.

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

The superintendent monitors CCRA employees' work when flights arrive and employees are periodically reminded of their obligation to make active offers on the telephone and in person.

#### 3. Existence of mechanisms to assess client satisfaction

There are still no mechanisms to assess client satisfaction that the representative was aware of.

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

The representative informed the auditors that there are no formal mechanism for contact with the official language minority associations that she was aware of. She added that the Agency's Communication Department would have that responsibility.

## 5. Use of the media

The representative confirmed that the office does not use the media; the regional office performs that task.

## 6. Complaints related to official languages

The office did not receive any complaints related to official languages since the prior audit.

### 6.3.4 Conclusions

Active Offer: The auditors were able to obtain telephone services in French quickly and efficiently during regular business hours although their calls remained unanswered outside business hours. The CCRA Internet Web site is fully bilingual and user-friendly. The public can easily identify CCRA counters providing bilingual services through written and visual active offers. All CCRA related signages were posted in both official languages and the brochures were available in both French and English.

Service: CCRA's services are provided to the public in both official languages and are fully comparable and equal in quality. The auditors came to the same conclusion as the one found in the prior audit; the office is fulfilling all its official languages obligations very well, and, with 90% of bilingual employees, has the optimum bilingual capacity.

Managers' Responsibilities: The manager is well aware of her official languages responsibilities.

### 6.3.5 Responses to Prior Recommendations

There were no recommendations in the prior report.

### 6.3.6 New Recommendations

The services provided to the public by CCRA in both official languages do not warrant any new recommendations.

## 6.4 Citizenship and Immigration Canada (CIC)

### 6.4.1 Active Offer

#### 1. Active offer on the telephone outside business hours

The public can call the CIC toll-free number, 1-888-242-2100, through which services are available in both official languages.

#### 2. Active offer on the telephone during business hours

The same applies as for services outside business hours. The public can call the CIC toll-free number, 1-888-242-2100, through which services are available in both official languages. There is no specific telephone number for the office at the airport.

### **3. Active offer in person**

At the time of the audit, there was no international flight. The auditors were, therefore, unable to measure if the travelling public is given an active offer. However, all CIC employees assigned to airport duty are bilingual.

### **4. Visibility of the official languages symbol at all times**

Although the office had just recently moved to the new terminal and in the process of settling down, the official languages symbol was prominently displayed.

### **5. Postings in both official languages at all times**

Because of the recent moving to new accommodation, the posting is not installed. The representative assured the auditors that it will meet the requirements of the Official Languages Act and Regulations.

### **6. Availability of publications in both official languages**

The publications are available in both official languages but they were not yet on display. The representative will examine the possibility of sharing displays with other organisations in the GMIA. One common display could then be installed in the terminal area.

### **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. One can go from one language to the other at all times. It describes the full range of services provided by CIC with no specific reference to the office at the GMIA.

## **6.4.2 Service**

### **1. Nature of the services provided by the office visited**

The service is present in the airport only upon request, when there are international arrivals. In that case, most of their clients are referred by Canada Customs and Revenue Agency. CIC employees are also requested to be there when an international flight lands in Moncton for emergency reasons.

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

Three officers from the Moncton office are assigned to the airport on a need to be basis. The three employees occupy bilingual positions at the BBB level and are all exempted.

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

The Field Operations Support System (FOSS) is the major tool used by CIC employees in Moncton. The system allows employees to login in the language of their choice and produce a report in the language of the travellers' choice.

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

As noted in the previous audit, the services provided in both official languages are fully comparable and equal in quality, because they are provided by the same employees in both official languages. Since all employees are fully bilingual, no administrative arrangements are necessary.

#### **6.4.3 Managers' Responsibilities**

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

The manager was well aware of her official languages responsibilities for the services to the travelling public. Furthermore, the employees have frequent contacts with those in charge of official languages in CIC.

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

There is no formal mechanism in place to ensure that service is always provided in both official languages. However, the manager reminds her employees regularly at staff meetings of their obligation to make active offers on the telephone and in person.

##### **3. Existence of mechanisms to assess client satisfaction**

The manager was unaware of any formal mechanism to assess client satisfaction.

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

According to the manager, there is no formal mechanism for contact with the official language minority associations.

##### **5. Use of the media**

The office does not use the media and, if they had to, they would coordinate it with their information officer located in Halifax.

##### **6. Complaint related to official languages**

No complaints have been received by CIC at the Greater Moncton International Airport (GMIA) since the prior audit report.

#### **6.4.4 Conclusions**

Active Offer: Services provided by CIC over the telephone and via the Internet fully meet the requirements of the OLA. CIC postings were bilingual and documentation was available in both official languages.

Service: The three officers assigned to the GMIA, on a need to be basis, occupy bilingual positions at the BBB level and they are all exempted. The services provided in both official languages are fully comparable and equal in quality.



Managers' Responsibilities: The manager was well aware of CIC's official language obligations at the GMIA.

#### **6.4.5 Prior Recommendations**

There were no recommendations in the prior report.

#### **6.4.6 New Recommendations**

CIC fulfills its official language obligations in such a way as to require no recommendations.

### **6.5 Canadian Food Inspection Agency (CFIA)**

#### **6.5.1 Active Offer**

##### **1. Active offer on the telephone outside business hours**

The message on the Call Answer system at (506) 851-7400 is fully bilingual.

##### **2. Active offer on the telephone during business hours**

Calls to (506) 851-7400 during business hours receive a bilingual greeting and service in the official language of the caller's choice.

##### **3. Active offer in person**

The officers go to the airport only when international flights are arriving, therefore, infrequently. At the time of the audit, there was no international arrival so the auditors were unable to say whether an active offer was made at this location.

##### **4. Visibility of the official languages symbol at all times**

The official languages pictogram was visible.

##### **5. Postings in both official languages at all times**

The auditors noted few postings, all of them bilingual.

##### **6. Availability of publications in both official languages**

All documentation on hand to give out to the public was bilingual.

##### **7. Use of both official languages on the Internet site**

The Canadian Food Inspection Agency Internet Web site (<http://www.cfia-acia.agr.ca/>) is fully bilingual and very user-friendly. It describes the full range of services provided and you can go from one language to the other at all times. There is no specific Internet site for the office at the Greater Moncton International Airport (GMIA).

## 6.5.2 Service

### 1. Nature of the services provided by the office visited

Most clients are referred to CFIA officers by Canada Customs and Revenue Agency. The public rarely goes to the CFIA office. If a person is referred by CCRA to CFIA, a secondary customs inspector will push a buzzer for a CFIA officer to come out to the secondary inspection area, where the CFIA officer would conduct a search of that person's luggage. They are called to the airport to check for food (sausages, liver pate, etc.) plants and sometime animals brought back by travellers.

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

The two employees assigned to cover the airport are bilingual. The supervisor is also bilingual. Thus, there are no difficulties in serving the public in both official languages. The representative told the auditors that no inspector is ever assigned to the airport if he or she is not bilingual. He said the trade union was informed of this procedure and agreed with the decision.

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

The representative confirmed that the work tools were the same as those in the Moncton office, and they were all available in both official languages.

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

The service to the public in both official languages is comparable and equal in quality, since the employees assigned to the airport are fully bilingual.

## 6.5.3 Managers' Responsibilities

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

The supervisor was well aware of his obligations regarding official languages and service to the public.

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

There is no formal control mechanism to the knowledge of the supervisor interviewed. It is considered by CFIA that the absence of complaints demonstrates the public's satisfaction with the availability and quality of services in both official languages.

### 3. Existence of mechanisms to assess client satisfaction

There is still no mechanism to assess client satisfaction related to the Agency's office at the airport.

#### **4. Meetings with the official language minority community**

There are no formal meetings with representatives of the official language minority community. However, twice a year, they are invited to inform the public in different places and bilingual people always make the presentations in both official languages.

#### **5. Use of the media**

The office still does not use the media; everything is done at the regional office.

#### **6. Complaints related to official languages**

The representative stated that they have never received any complaint concerning the Agency's office at the airport.

#### **6.5.4 Conclusions**

Active Offer: Services in both official languages are available on the telephone during and after normal working hours. Documentation is available in both official languages, and the CFIA Internet Web site is fully bilingual and user-friendly.

Service: CFIA is able to provide bilingual services with two bilingual employees assigned to the GMIA. Their supervisor is also bilingual. Although it has few operations at the airport, the Agency has set up all infrastructures necessary to provide comparable service in both official languages.

Managers' Responsibilities: The CFIA Representative was aware of the Official Languages Act (OLA) and its requirements.

#### **6.5.5 Responses to Prior Recommendations**

There were no recommendations in the prior report.

#### **6.5.6 New Recommendations**

The Canadian Food Inspection Agency is managing its language obligations in such a manner that no recommendations are necessary.

## APPENDIX A

GREATER MONCTON AIRPORT AUTHORITY  
INTERIOR AND EXTERIOR SIGNAGE

Please note that this is not an exhaustive list. It has been accumulated to assist the Greater Moncton Airport Authority (GMAA) with improving its signage. Please also note that photos were taken for the following items, and have been provided separately. The photos in this appendix are shown in the order taken.

Photo #	Sign Location	Sign Description	Comments
IMG_0293	Restricted Area, 2 <sup>nd</sup> Floor	English only sign on emergency door: “Emergency Exit Only...”	Should be bilingual
IMG_0295	Restricted Area Entrance Door (also see IMG_0296)	The following errors were noted: <ul style="list-style-type: none"> <li>• “Regulations <u>Require</u> that...”</li> <li>• “Avertissement (<u>Attention</u>)...”</li> <li>• “en <u>permanence</u> de...”</li> <li>• “passables de poursuites”</li> </ul>	Suggested corrections: <ul style="list-style-type: none"> <li>• require</li> <li>• remove this word</li> <li>• permanence</li> <li>• add a period</li> </ul>
IMG_0296	See IMG_0295	See IMG_0295	See IMG_0295
IMG_0297	Sign above electronic search machine	“... de certains <u>appareil médical électronique</u> . S.V.P. aviser...”	appareils médicaux électroniques
IMG_0298	Restricted Area Entrance	The following errors were noted: <ul style="list-style-type: none"> <li>• “Personnes <u>autorisées</u> seulement”</li> <li>• “Des <u>mesures de sureté</u> sont en...”</li> <li>• “s’il <u>rénonce</u> à s’embarquer”</li> </ul>	Suggested corrections: <ul style="list-style-type: none"> <li>• autorisées</li> <li>• mesures de sécurité</li> <li>• renonce</li> </ul>
IMG_0299	Overhead sign near Pre-Security Lounge	“Salle d’ <u>avant-contrôle</u> de sécurité”	d’avant-contrôle
IMG_0300	Indoor Parking sign	“Premium Parking – Stationnement prioritaire”	Poor translation
IMG_0301	Indoor Parking sign	“Stationnement <u>Paiement</u> Express”	paiement
IMG_0302	Automated pay parking machine at outdoor parking entrance	Instructions that appear on an electronic display screen	Poor translation