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## **Study On Communications In Both Official Languages Between Québec Regional Offices, Headquarters And Central Agencies**

**Prepared by  
Statistical Consultation Group  
Statistics Canada**

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Statistics  
Canada

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Canada

**Canada**

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## **1. Objective of the Study**

Treasury Board Secretariat engaged Statistics Canada to undertake a study of federal government employees in the bilingual regions of Québec on the use of both official languages in the workplace.

The main purpose of this special study was to collect information that can be used to assess whether federal employees have the opportunity to work in the official language of their choice when they are communicating with their department's headquarters and with the headquarters of central agencies. A second objective was to collect comments and suggestions to improve the use of the two official languages in the workplace.

Data were collected between November 1999 and January, 2000. The study sample was selected by Treasury Board Secretariat and reviewed by Statistics Canada. It consisted of a census of 787 Anglophones and a sample of 1346 Francophones.

## **2. Methodology**

The study population consists of both Anglophone and Francophone federal employees in the bilingual regions of Québec. A census of the Anglophone population was undertaken. The questionnaire was addressed to Anglophones for whom the address was available; this represents 787 out of a total of 928 Anglophone employees working in bilingual regions of Québec. A sample of 1346 Francophone employees, out of a population of 11,520 Francophone employees, was selected from Treasury Board administrative records .

The mailing list of the 2133 selected employees was provided by Treasury Board Secretariat to Statistics Canada.

The initial mailing of questionnaires took place November 10, 1999. In order to follow-up on non-respondents, a second mailing package consisting of a letter and a questionnaire, was mailed to all individuals in the sample on Dec. 6, 1999. The accompanying letter instructed those who had not responded to complete and return the questionnaire. A third and final package was posted on January 28, 2000.

The characteristics under study may be different for Anglophone and Francophone employees. For this reason we tabulated Anglophone responses separate from the Francophone responses. Tabulations for Anglophone and Francophone, for each question of the study are presented as percentages, based on the total number of responses to the given question.

**The results for Anglophone and Francophone cannot be directly combined, and care must be used in extrapolating to all Anglophone and Francophone employees, as explained in Section 5; Data Quality.**

The results are reported by ‘first official language’. The term ‘**Anglophone respondents**’ is used to describe those respondents who had ‘English’ as their first official language on the administrative records used by Treasury Board to select the sample. The term ‘**Francophone respondents**’ is used to describe those respondents who had ‘French’ as their first official language on Treasury Board’s administrative records. These designations coincided closely with responses to Question 2: “My first official language is:”

Note that all tabulations contain the category ‘**Not Stated**’ meaning no answer was provided by the respondent to the relevant question. Also note that the ‘**n**’ column contains the number of responses for the pertinent question category. Some questions allowed only one response while other questions allowed multiple responses.

### **3. Structure of the Questionnaire**

The questionnaire consists of 3 main sections:

#### **A) Employee Data and Functions**

This section of the questionnaire, consisting of Questions 1 to 5, provides a linguistic profile of federal employees in the bilingual regions of Québec.

#### **B) Communications with Department’s Headquarters.**

This section determines frequency of communication between respondent and his/her department’s headquarters.

Different means of communication are identified and the respondent provides information on his/her experience. Means of communication include:

- telephone call from department’s headquarters,
- telephone call to department’s headquarters,

- e-mail from department's headquarters,
- fax from department's headquarters,
- drafts of documents from department's headquarters,
- attending formal meetings at regional office with representatives of department's headquarters,
- attending informal meetings at regional office with representatives of department's headquarters,
- attending formal meetings at department's headquarters,
- attending informal meetings at department's headquarters.

Whenever a respondent expresses some dissatisfaction, the respondent is invited to state why he is dissatisfied.

### **C) Communications with Headquarters of Central Agencies**

This section determines frequency of communications between respondent and the headquarters of central agencies. Five central agencies are identified: Treasury Board Secretariat, Public Service Commission, Statistics Canada, Public Works and Government Services and Justice Canada.

#### **4. Language Profile of Respondents (Questions 2 to 6)**

- The questionnaire was sent to 28 federal institutions situated in the bilingual regions in Québec, and employees from each of those institutions sent back responses.
- Of the 2133 employees who were sent the questionnaire, the response rate was 66%.
- Approximately three-quarters (73.8%) of the French-speaking respondents are in bilingual positions. The corresponding percentage is 91% for the English-speaking respondents.
- Of the Francophone respondents, 720 or 71.2% stated that they speak their second official language fluently or fairly well at work. The proportion is 95% or 387 for the Anglophone respondents.

#### **5. Data Quality**

The count of the number of useable questionnaires returned by institution is presented in Table 101 below (Question 1).

Table 101: 'Q1' - Federal Institutions

<b>Q1: Count By Federal Institution</b>	<b>Number of Responses</b>	<b>PERCENTAGE</b>
Agriculture and Agri-food Canada	28	2.0%
Fisheries and Oceans Canada	27	1.9%
National Defence	53	3.8%
Environment Canada	34	2.4%
Industry Canada	40	2.8%
Veterans Affairs Canada	114	8.1%
Canada Economic Development for Québec Regions	8	0.6%
Citizenship and Immigration Canada	43	3.1%
Immigration and Refugee Board	27	1.9%
Justice Canada	28	2.0%
Transport Canada	26	1.9%
Revenue Canada	381	27.1%
Health Canada	15	1.1%
Canadian Heritage	14	1.0%
Correctional Service of Canada	93	6.6%
Passport Office	10	0.7%
Public Service Commission of Canada	16	1.1%
Royal Canadian Mounted Police	6	0.4%
Human Resources Development Canada	252	17.9%
Natural Resources Canada	17	1.2%
Statistics Canada	27	1.9%
Public Works and Government Services Canada	54	3.9%
Other Institutions	44	3.1%
NOT STATED	47	3.4%
<b>TOTAL</b>	<b>1404</b>	<b>100.0%</b>

**NOTES:**

- 1) **OTHER INSTITUTIONS** Cases where fewer than five employees responded from an institution.
- 2) **NOT STATED** Cases where there was no identification of institution provided by the respondent.

The following table gives the details of the respondents.

**Table 102 - Responses by First Official Language**

	Anglophone	Francophone	Not stated	Total
No of Responses	387	1,011	6	1,404
Percentage	27.6%	72.0%	.4%	100.0%

It should be noted that some envelopes were returned by Canada Post as *Return to Sender*. There are many reasons for this: moved, not on the department list, could not locate addressee or the addressee returned envelope with a *Return to Sender* indication. Some questionnaires were returned in the accompanied return envelope but the questionnaires were blank. It should also be noted there were no identifiers on the questionnaires, (for reasons of confidentiality) to allow us to mail to only those who had not responded. This allows for the possibility that someone may have responded more than once, although our letter accompanying the questionnaire asked those who had not responded to reply.

Non-response to the survey limits how the results may be used. The characteristics of the non-respondents may be different than the characteristics of the respondents. Thus care must be used in interpreting the results, (i.e., in extrapolating to the whole population) particularly for the Anglophone segment for which the rate of non-response was much higher. In particular, more caution should be used for smaller percentages. In general, the results of the survey can be used to identify issues and concerns.

As noted in Section 2; Methodology, the tabulations for Anglophones and Francophones have not been combined. To combine the tabulations, weights would have to be considered. For example, the population of Anglophones for the study was 787. Our selected sample was a census, therefore each sampled unit represented itself in the study. This is called a weight of 1. The population of Francophones for the study was 11,520. Our selected sample size was 1346, therefore each sampled person was to represent approximately 9 people in the total population – a weight of 9. These weights must be taken into account to combine counts of Anglophones and Francophones. However, to do so is not advisable because of the issue of non-response.

The number of respondents by language and the total population by language is given in the following table.

**Table 103 – Number of Respondents and Total Population by First Official Language**

	Anglophone	Francophone	Not stated	Total
Respondents	387	1,011	6	1,404
Total Population	787	11,520		12,375

In viewing the data presented in this report, it is important to observe the number of respondents as well as the percentage of the respondents. In the first two sections of the report,

**A) Employee Data and Function** and **B) Communications with Department’s Headquarters**, the number of respondents are relatively large. In the third section, **C) Communications with Headquarters of Central Agencies** the number of respondents are relatively small and thus the results are less reliable.

**6. Communication With Department Headquarters  
Results from Questions 6 to 15**

- The respondents were asked about their communications with their headquarters by such media as telephone calls, e-mail, fax, draft documents for comments, and participation in meetings.
- 23% of the Anglophone respondents (88 individuals out of a total of 387 Anglophone respondents) and 31% of the Francophone respondents (312 out of 1011) said that they frequently communicate with their headquarters. The rest do occasionally, rarely or never.
- 52% of the Anglophone respondents and 47% of the Francophone respondents said that they always or often use the official language of their choice when they receive telephone calls from headquarters. The other respondents indicate that they sometimes, rarely or never use the official language of their choice or found the question not applicable.



- The reasons why those who receive telephone calls from their headquarters do not communicate in the official language of their choice, are tabulated from a list of statements. “The other party cannot communicate in the official language of my choice” was applicable for 16% of the Anglophone responses and 31% of the Francophone responses. A majority of both Anglophone responses (57%) and Francophone responses (52%) indicate not using the official language of their choice for one of the following reasons: “I choose to use the official language of the other party”, “I speak the official language of my choice while the other party uses the other official language”, “my caller can speak the official language of my choice but is more comfortable in the other official language”, “my caller suggests putting me in contact with a person who speaks the official language of my choice but I decide against it”.
- When the English-speaking and French-speaking respondents initiate calls to the headquarters themselves, they use the official language of their choice more often than when it is the headquarters that initiates the call: 59% and 54%, respectively (compared to 52% and 47%).
- In the case of e-mail messages received from the headquarters: 59% of the Anglophone respondents said that they always or often receive e-mail messages in the official language of their choice, as did 69% of the Francophone respondents.
- The results for faxes and draft documents are somewhat similar to those for e-mail messages.
- In the case of formal meetings at the respondent’s office, the proportions of Anglophones and Francophones who said that they always or often use their language of choice are 33% and 54%, respectively.

## **7. Communications with the Headquarters of the Central Agencies Results from Questions 16 to 25**

- Five central agencies were identified in the questionnaire: Treasury Board Secretariat, Public Service Commission, Statistics Canada, Public Works and Government Services and Justice Canada.
- The questionnaire does not identify the subject of the communication.

- Only 34 individuals or 9% of the Anglophone respondents said that they communicate frequently with the headquarters of the central agencies. 137 individuals or 14% of the Francophone respondents said they communicate frequently with the central agencies.
- In the case of telephone calls received from central agencies, 30% to 38% of Anglophones said that they always or often used the official language of their choice when communicating with each of the central agencies. 45% to 63% of the Francophones said that they always or often used the official language of their choice. The study did not ask for reasons that could explain the results.
- In the case of e-mail messages, 51% to 67% of Anglophone respondents said always or often they received electronic mail messages in the official language of their choice. 67% to 81% of Francophone respondents said always or often.
- In the case of faxes, 42% to 46% of Anglophone respondents said always or often they received faxes in the official language of their choice. 70% to 81% of Francophone respondents said always or often.
- In the case of draft documents, 45% to 56% of Anglophone respondents and 67% to 77% of Francophone respondents said they always or often received drafts of documents in the official language of their choice.
- Across the 5 central agencies, 29% to 42% of Anglophone respondents attend formal meetings at their office with representatives of headquarters, always or often use their official language of choice. The comparable range of proportions for Francophone respondents is 49% to 67% .
- In formal meetings held at the central agency, 22% to 49% of Anglophone respondents always or often use their official language of choice. For Francophone respondents 24% to 60% always or often use their language of choice.

## **8. Conclusion**

This report presents a complete set of tabulations of the frequency of responses for each question.

The comments and suggestion collected by the survey are presently under study.

## 9. Tables

### Question 2 - First Official Language

**TABLE 202: Count of Question 2 - First Official Language**

<i>Q2: First Official Language</i>	No. Of Responses	Percentage
<b>ENGLISH</b>	<b>387</b>	<b>27.6%</b>
<b>FRENCH</b>	<b>1011</b>	<b>72.0%</b>
<b>NOT STATED</b>	<b>6</b>	<b>0.4%</b>
<b>Total</b>	<b>1404</b>	<b>100.0%</b>

27.6% of respondents identified 'English' as their 'first official language', 72.0% identified 'French' as their 'first official language' while 0.4% did not indicate their 'first official language'.

**Question 3 - Fluency in Second Official Language**

63.3% of Anglophone respondents and 33.2% of Francophone respondents consider themselves '*Fluent*' in speaking their '*Second Official Language*'. 95.1% of Anglophone respondents and 71.2% of Francophone respondents indicated they could speak their '*Second Official Language*' '*Fluently*' or '*Fairly Well*'.

**TABLE 203: 'Q3 - Fluency in Speaking Second Language' BY 'Q2 - First Official Language'**

<i>Q3: Fluency in Speaking 'Second Language'</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>FLUENTLY</i>	<b>63.3%</b>	<b>245</b>	<b>33.2%</b>	<b>336</b>
<i>FAIRLY WELL</i>	<b>31.8%</b>	<b>123</b>	<b>38.0%</b>	<b>384</b>
<i>WITH DIFFICULTY</i>	<b>4.1%</b>	<b>16</b>	<b>17.6%</b>	<b>178</b>
<i>NOT AT ALL</i>	<b>0.3%</b>	<b>1</b>	<b>10.4%</b>	<b>105</b>
<i>NOT STATED</i>	<b>0.5%</b>	<b>2</b>	<b>0.8%</b>	<b>8</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

#### Question 4 - Language Designation of Position

Table 204 below contains the distribution of responses relevant to the language designation of the respondent's position. 91.0% of Anglophone respondents and 73.8% of Francophone respondents stated they are in positions designated as *'Bilingual'*. 7.5% of Anglophone respondents and 24.5% of Francophone respondents are in non-bilingual positions (i.e. *'English Essential'*, *'French Essential'* or *'Either English or French'*).

**TABLE 204: 'Q4 - Language Designation of Position' BY 'Q2 - First Official Language'**

<i>Q4: 'Language Designation of Position'</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	n	%	n
<i>BILINGUAL</i>	91.0%	352	73.8%	746
<i>ENGLISH ESSENTIAL</i>	2.6%	10	0.7%	7
<i>FRENCH ESSENTIAL</i>	3.6%	14	22.1%	223
<i>EITHER ENGLISH OR FRENCH</i>	1.3%	5	1.7%	17
<i>DO NOT KNOW</i>	1.3%	5	0.6%	6
<i>OTHER</i>	0.3%	1	0.3%	3
<i>NOT STATED</i>	0.0%	0	0.9%	9
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

### Question 5 - Services Performed in Bilingual Positions

According to respondents in bilingual positions, the most common reason for identification of a position as bilingual is to provide 'Service to the Public' – 52.5% of Anglophone respondents and 49.2% of Francophone respondents who indicated they are in a bilingual position gave this as their sole reason or one of their reasons. As well, 31.3% of Anglophone respondents and 33.6% of Francophone respondents indicated that their sole reason or one of their reasons for identification of a position as bilingual was 'Service to Other Federal Government Employees'.

**TABLE 205: 'Q5 - Position Identified as Bilingual Due to Services Performed BY Official Language'**

<i>Q5: Services Performed</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	<i>n</i>	%	<i>n</i>
<i>SERVICE TO THE PUBLIC</i>	52.5%	287	49.2%	573
<i>SERVICE TO OTHER FEDERAL GOVERNMENT EMPLOYEES</i>	31.3%	171	33.6%	392
<i>SUPERVISION OF EMPLOYEES</i>	12.2%	67	11.6%	135
<i>DON'T KNOW</i>	0.7%	4	1.5%	18
<i>NOT STATED</i>	3.3%	18	4.0%	47
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>547</b>	<b>100.0%</b>	<b>1165</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

**Question 6 - Frequency of Communication With Department Headquarters**

As shown in Table 206, 22.7% of Anglophone respondents '*Frequently*' communicated with their department's headquarters, 41.3% '*Occasionally*' communicated while 25.8% '*Rarely*' communicated. With respect to Francophone respondents, 30.9% '*Frequently*' communicated with their department's headquarters, 29.0% '*Occasionally*' communicated while 22.3% '*Rarely*' communicated.

**TABLE 206: 'Q6 - Communication With Department Headquarters' BY 'Q2: First Official Language'**

<i>Q6: Communication With Department Headquarters</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	n	%	n
<i>FREQUENTLY</i>	22.7%	88	30.9%	312
<i>OCCASIONALLY</i>	41.3%	160	29.0%	293
<i>RARELY</i>	25.8%	100	22.3%	225
<i>NEVER</i>	9.1%	35	17.2%	174
<i>NOT STATED</i>	1.0%	4	0.7%	7
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

**Question 7A - Receive Call From Department Headquarters**

As shown in Table 207A below, 27.9% of Anglophone respondents, when receiving a telephone call from department headquarters, ‘Always’ communicated in the official language of their choice, 23.8% ‘Often’ communicated in the official language of their choice while 15.8% ‘Sometimes’ communicated in the official language of their choice. With respect to Francophone respondents, 23.0% ‘Always’ communicated in the official language of their choice, 24.3% ‘Often’ communicated in the official language of their choice while 22.0% ‘Sometimes’ communicated in the official language of their choice.

**Table 207A: ‘Q7A - Receive Call From Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q7A: Receive call from headquarters, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	27.9%	108	23.0%	233
<i>OFTEN</i>	23.8%	92	24.3%	246
<i>SOMETIMES</i>	15.8%	61	22.0%	222
<i>RARELY</i>	9.8%	38	9.5%	96
<i>NEVER</i>	7.0%	27	3.4%	34
<i>NOT APPLICABLE</i>	15.0%	58	16.4%	166
<i>NOT STATED</i>	0.8%	3	1.4%	14
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate ‘First Official Language’



## Question 7B

126 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q7A. These 126 respondents checked 325 statements as applicable for Q7B. 352 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q7A. These 352 respondents checked 858 statements as applicable. The applicable statements are tabulated in Table 207B.

**Table 207B: 'Q7B - Receive Call From Headquarters' BY 'Q2 - First Official Language'**

<i>Q7B: Receive call from headquarters, communicate ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	n	%	n
<i>1</i>	16.3%	53	30.5%	262
<i>2</i>	30.5%	99	20.7%	178
<i>3</i>	3.1%	10	5.2%	45
<i>4</i>	21.5%	70	20.9%	179
<i>5</i>	1.5%	5	4.7%	40
<i>6</i>	10.8%	35	7.5%	64
<i>7</i>	5.5%	18	3.6%	31
<i>8</i>	7.7%	25	4.4%	38
<i>9</i>	3.1%	10	2.4%	21
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>	<b>858</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - The other party cannot communicate in the official language of my choice.
- 2 - I choose to use the official language of the other party.
- 3 - I speak the official language of my choice while the other party uses the other official language.
- 4 - The other party can speak the official language of my choice but is more comfortable speaking the other official language.
- 5 - The other party offers to put me in touch with someone who speaks the official language of my choice but I choose not to do so.
- 6 - I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus.
- 7 - I think the other party gets to choose the language.
- 8 - I don't have a preference for the official language.
- 9 - Other

### Question 8A - Call Department Headquarters

From Table 208A below, 33.9% of Anglophone respondents 'Always' communicated in the official language of their choice when calling headquarters, 25.6% 'Often' communicated in the official language of their choice while 14.2% 'Sometimes' communicated in the official language of their choice. With respect to Francophone respondents, 26.1% 'Always' communicated in the official language of their choice, 27.4% 'Often' communicated in the official language of their choice while 18.6% 'Sometimes' communicated in the official language of their choice.

**Table 208A: 'Q8A - Call To Headquarters' BY 'Q2 - First Official Language'**

<i>Q8A: Call to headquarters, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>33.9%</b>	<b>131</b>	<b>26.1%</b>	<b>264</b>
<i>OFTEN</i>	<b>25.6%</b>	<b>99</b>	<b>27.4%</b>	<b>277</b>
<i>SOMETIMES</i>	<b>14.2%</b>	<b>55</b>	<b>18.6%</b>	<b>188</b>
<i>RARELY</i>	<b>8.3%</b>	<b>32</b>	<b>7.2%</b>	<b>73</b>
<i>NEVER</i>	<b>4.4%</b>	<b>17</b>	<b>1.6%</b>	<b>16</b>
<i>NOT APPLICABLE</i>	<b>11.9%</b>	<b>46</b>	<b>17.1%</b>	<b>173</b>
<i>NOT STATED</i>	<b>1.8%</b>	<b>7</b>	<b>2.0%</b>	<b>20</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

## Question 8B

104 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q8A. These 104 respondents checked 249 statements as applicable for Q8B. 277 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q8A. These 277 respondents checked 685 statements as applicable. The applicable statements are tabulated in Table 208B.

**Table 208B: 'Q8B - Call To Headquarters' BY 'Q2 - First Official Language'**

<i>Q8B: Call to headquarters, communicate ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<b>1</b>	<b>15.7%</b>	<b>39</b>	<b>31.8%</b>	<b>218</b>
<b>2</b>	<b>30.5%</b>	<b>76</b>	<b>21.3%</b>	<b>146</b>
<b>3</b>	<b>4.0%</b>	<b>10</b>	<b>3.7%</b>	<b>25</b>
<b>4</b>	<b>22.1%</b>	<b>55</b>	<b>22.2%</b>	<b>152</b>
<b>5</b>	<b>2.0%</b>	<b>5</b>	<b>5.4%</b>	<b>37</b>
<b>6</b>	<b>10.0%</b>	<b>25</b>	<b>6.7%</b>	<b>46</b>
<b>7</b>	<b>4.8%</b>	<b>12</b>	<b>2.6%</b>	<b>18</b>
<b>8</b>	<b>8.4%</b>	<b>21</b>	<b>4.8%</b>	<b>33</b>
<b>9</b>	<b>2.4%</b>	<b>6</b>	<b>1.5%</b>	<b>10</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>249</b>	<b>100.0%</b>	<b>685</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - The other party cannot communicate in the official language of my choice.
- 2 - I choose to use the official language of the other party.
- 3 - I speak the official language of my choice while the other party uses the other official language.
- 4 - The other party can speak the official language of my choice but is more comfortable speaking the other official language.
- 5 - The other party offers to put me in touch with someone who speaks the official language of my choice but I choose not to do so.
- 6 - I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus.
- 7 - I think the other party gets to choose the language.
- 8 - I don't have a preference for the official language.
- 9 - Other

**Question 9A - Electronic Mail From Headquarters**

From Table 209A below, 30.2% of Anglophone respondents ‘Always’ received Electronic mail messages from headquarters in the official language of their choice, 28.9% ‘Often’ received Electronic mail messages from headquarters in the official language of their choice while 14.7% ‘Sometimes’ received Electronic mail messages from headquarters in the official language of their choice. With respect to Francophone respondents, 37.2% ‘Always’ received Electronic mail messages from headquarters in the official language of their choice, 32.1% ‘Often’ received Electronic mail messages from headquarters in the official language of their choice while 13.1% ‘Sometimes’ received Electronic mail messages from headquarters in the official language of their choice.

**Table 209A: ‘Q9A - Electronic Mail From Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q9A: Electronic mail from headquarters, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>30.2%</b>	<b>117</b>	<b>37.2%</b>	<b>376</b>
<i>OFTEN</i>	<b>28.9%</b>	<b>112</b>	<b>32.1%</b>	<b>325</b>
<i>SOMETIMES</i>	<b>14.7%</b>	<b>57</b>	<b>13.1%</b>	<b>132</b>
<i>RARELY</i>	<b>6.7%</b>	<b>26</b>	<b>5.5%</b>	<b>56</b>
<i>NEVER</i>	<b>5.4%</b>	<b>21</b>	<b>1.3%</b>	<b>13</b>
<i>NOT APPLICABLE</i>	<b>12.7%</b>	<b>49</b>	<b>9.4%</b>	<b>95</b>
<i>NOT STATED</i>	<b>1.3%</b>	<b>5</b>	<b>1.4%</b>	<b>14</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate ‘First Official Language’

## Question 9B

104 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q9A. These 104 respondents checked 235 statements as applicable for Q9B. 201 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q9A. These 201 respondents checked 488 statements as applicable. The applicable statements are tabulated in Table 209B.

**Table 209B: 'Q9B - Electronic Mail From Headquarters' BY 'Q2 - First Official Language'**

<i>Q9B: Electronic Mail from headquarters, sent in official ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>1</i>	11.1%	26	26.8%	131
<i>2</i>	11.9%	28	13.3%	65
<i>3</i>	20.4%	48	18.4%	90
<i>4</i>	8.5%	20	5.1%	25
<i>5</i>	14.0%	33	4.5%	22
<i>6</i>	6.4%	15	4.9%	24
<i>7</i>	5.5%	13	4.1%	20
<i>8</i>	4.3%	10	15.8%	77
<i>9</i>	11.5%	27	2.5%	12
<i>10</i>	6.4%	15	4.5%	22
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>235</b>	<b>100.0%</b>	<b>488</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - The other party cannot communicate in the official language of my choice.
- 2 - I choose to read in the official language of the other party.
- 3 - The other party can communicate in the official language of my choice but is more comfortable with the other official language.
- 4 - I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus.
- 5 - I think the other party gets to choose the language.
- 6 - I don't have a preference for the official language.
- 7 - Messages are unilingual, but are sent alternately in French and English.
- 8 - There is an indication that the French version is to follow.
- 9 - There is an indication that the English version is to follow.
- 10 - Other

### Question 10A - Faxes From Headquarters

From Table 210A below, 25.3% of Anglophone respondents '*Always*' received faxes from headquarters in the official language of their choice, 27.9% '*Often*' received faxes from headquarters in the official language of their choice while 9.3% '*Sometimes*' received faxes from headquarters in the official language of their choice. With respect to Francophone respondents, 33.2% '*Always*' received faxes from headquarters in the official language of their choice, 33.6% '*Often*' received faxes from headquarters in the official language of their choice while 10.9% '*Sometimes*' received faxes from headquarters in the official language of their choice.

**Table 210A: 'Q10A - Faxes From Headquarters' BY 'Q2 - First Official Language'**

<i>Q10A: Faxes from headquarters, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<b><i>ALWAYS</i></b>	<b>25.3%</b>	<b>98</b>	<b>33.2%</b>	<b>336</b>
<b><i>OFTEN</i></b>	<b>27.9%</b>	<b>108</b>	<b>33.6%</b>	<b>340</b>
<b><i>SOMETIMES</i></b>	<b>9.3%</b>	<b>36</b>	<b>10.9%</b>	<b>110</b>
<b><i>RARELY</i></b>	<b>3.9%</b>	<b>15</b>	<b>5.1%</b>	<b>52</b>
<b><i>NEVER</i></b>	<b>3.6%</b>	<b>14</b>	<b>0.6%</b>	<b>6</b>
<b><i>NOT APPLICABLE</i></b>	<b>27.1%</b>	<b>105</b>	<b>15.6%</b>	<b>158</b>
<b><i>NOT STATED</i></b>	<b>2.8%</b>	<b>11</b>	<b>0.9%</b>	<b>9</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

## Question 10B

65 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q10A. These 65 respondents checked 142 statements as applicable for Q10B. 168 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q10A. These 168 respondents checked 373 statements as applicable. The applicable statements are tabulated in Table 210B.

**Table 210B: 'Q10B - Faxes From Headquarters' BY 'Q2 - First Official Language'**

<i>Q10B: Faxes from headquarters, sent in official ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	n	%	n
<i>1</i>	11.3%	16	29.2%	109
<i>2</i>	13.4%	19	13.9%	52
<i>3</i>	21.8%	31	19.0%	71
<i>4</i>	9.9%	14	4.0%	15
<i>5</i>	17.6%	25	4.8%	18
<i>6</i>	5.6%	8	5.4%	20
<i>7</i>	4.2%	6	2.9%	11
<i>8</i>	2.8%	4	13.9%	52
<i>9</i>	9.2%	13	2.4%	9
<i>10</i>	4.2%	6	4.3%	16
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>142</b>	<b>100.0%</b>	<b>373</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - The other party cannot communicate in the official language of my choice.
- 2 - I choose to read in the official language of the other party.
- 3 - The other party can communicate in the official language of my choice but is more comfortable communicating in the other official language.
- 4 - I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus.
- 5 - I think the other party gets to choose the language.
- 6 - I don't have a preference for the official language.
- 7 - Messages are unilingual, but are sent alternately in French and English.
- 8 - There is an indication that the French version is to follow.
- 9 - There is an indication that the English version is to follow.
- 10 - Other

### Question 11A - Drafts of Documents

From Table 211A below, 26.4% of Anglophone respondents 'Always' received drafts of documents from headquarters in the official language of their choice, 31.8% 'Often' received drafts of documents from headquarters in the official language of their choice while 13.2% 'Sometimes' received drafts of documents from headquarters in the official language of their choice. With respect to Francophone respondents, 30.6% 'Always' received drafts of documents from headquarters in the official language of their choice, 30.6% 'Often' received drafts of documents from headquarters in the official language of their choice while 12.7% 'Sometimes' received drafts of documents from headquarters in the official language of their choice.

Table 211A: 'Q11A - Drafts Of Documents From Headquarters' BY 'Q2 - First Official Language'

<i>Q11A: Drafts of Documents from headquarters, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	26.4%	102	30.6%	309
<i>OFTEN</i>	31.8%	123	30.6%	309
<i>SOMETIMES</i>	13.2%	51	12.7%	128
<i>RARELY</i>	6.2%	24	10.9%	110
<i>NEVER</i>	4.7%	18	2.6%	26
<i>NOT APPLICABLE</i>	16.0%	62	11.8%	119
<i>NOT STATED</i>	1.8%	7	1.0%	10
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'



## Question 11B

93 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q11A. These 93 respondents checked 255 statements as applicable for Q11B. 264 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q11A. These 264 respondents checked 680 statements as applicable. The applicable statements are tabulated in Table 211B.

**Table 211B: 'Q11B - Drafts of Documents From Headquarters' BY 'Q2 - First Official Language'**

<i>Q11B: Drafts of documents from headquarters, sent in official ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>1</i>	11.0%	28	21.2%	144
<i>2</i>	10.2%	26	8.2%	56
<i>3</i>	18.0%	46	13.7%	93
<i>4</i>	8.6%	22	3.5%	24
<i>5</i>	12.2%	31	3.5%	24
<i>6</i>	5.9%	15	2.9%	20
<i>7</i>	3.1%	8	14.9%	101
<i>8</i>	9.4%	24	1.3%	9
<i>9</i>	9.4%	24	14.1%	96
<i>10</i>	9.4%	24	12.1%	82
<i>11</i>	2.7%	7	4.6%	31
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>255</b>	<b>100.0%</b>	<b>680</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - The other party cannot communicate in the official language of my choice.
- 2 - I choose to use the official language of the other party.
- 3 - The other party can communicate in the official language of my choice but is more comfortable in the other official language.
- 4 - I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus.
- 5 - I think the other party gets to choose the language.
- 6 - I don't have a preference for the official language.
- 7 - There is an indication that the French version is to follow.
- 8 - There is an indication that the English version is to follow.
- 9 - I read the document in the other official language and I send my comments in the official language of my choice
- 10 - I read the document in the other official language and I send my comments in the same official language as the document in order to ensure that they are taken into consideration.
- 11 - Other

**Question 12A – Formal Meetings or Presentations at Regional Office**

Table 212A below indicates that 12.9% of Anglophone respondents ‘Always’ communicated in the official language of their choice when attending formal meetings or presentations at their regional office with representatives of their department’s headquarters, 19.9% ‘Often’ communicated in the official language of their choice while 20.2% ‘Sometimes’ communicated in the official language of their choice. With respect to Francophone respondents, 31.3% ‘Always’ communicated in the official language of their choice, 22.3% ‘Often’ communicated in the official language of their choice while 10.9% ‘Sometimes’ communicated in the official language of their choice.

**Table 212A: ‘Q12A - Formal Meetings - Representatives From Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q12A: Formal meetings - representatives from headquarters, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	12.9%	50	31.3%	316
<i>OFTEN</i>	19.9%	77	22.3%	225
<i>SOMETIMES</i>	20.2%	78	10.9%	110
<i>RARELY</i>	13.2%	51	9.3%	94
<i>NEVER</i>	12.9%	50	4.1%	41
<i>NOT APPLICABLE</i>	18.6%	72	21.2%	214
<i>NOT STATED</i>	2.3%	9	1.1%	11
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate ‘First Official Language’

## Question 12B

179 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q12A. These 179 respondents checked 692 statements as applicable for Q12B. 245 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q12A. These 245 respondents checked 1066 statements as applicable. The applicable statements are tabulated in Table 212B.

**Table 212B: 'Q12B - Formal Meetings - Representatives From Headquarters' BY 'Q2 - First Official Language'**

<i>Q12B: Formal meetings - representatives from headquarters, communicate ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<b>1</b>	<b>15.0%</b>	<b>104</b>	<b>19.9%</b>	<b>212</b>
<b>2</b>	<b>8.2%</b>	<b>57</b>	<b>5.4%</b>	<b>58</b>
<b>3</b>	<b>4.9%</b>	<b>34</b>	<b>3.3%</b>	<b>35</b>
<b>4</b>	<b>16.3%</b>	<b>113</b>	<b>12.6%</b>	<b>134</b>
<b>5</b>	<b>5.2%</b>	<b>36</b>	<b>2.7%</b>	<b>29</b>
<b>6</b>	<b>5.9%</b>	<b>41</b>	<b>2.1%</b>	<b>22</b>
<b>7</b>	<b>4.1%</b>	<b>28</b>	<b>1.7%</b>	<b>18</b>
<b>8</b>	<b>15.0%</b>	<b>104</b>	<b>11.3%</b>	<b>120</b>
<b>9</b>	<b>10.0%</b>	<b>69</b>	<b>7.8%</b>	<b>83</b>
<b>10</b>	<b>4.6%</b>	<b>32</b>	<b>6.3%</b>	<b>67</b>
<b>11</b>	<b>4.1%</b>	<b>28</b>	<b>12.7%</b>	<b>135</b>
<b>12</b>	<b>4.3%</b>	<b>30</b>	<b>13.1%</b>	<b>140</b>
<b>13</b>	<b>2.3%</b>	<b>16</b>	<b>1.2%</b>	<b>13</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>692</b>	<b>100.0%</b>	<b>1066</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - Some participants cannot communicate in the official language of my choice.
- 2 - I choose to use the other official language.
- 3 - I speak the official language of my choice while some participants use the other official language.
- 4 - Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- 5 - I think I do not have a choice of language because I am receiving the bilingual bonus.
- 6 - I think other participants get to choose the language.
- 7 - I don't have a preference for the official language.
- 8 - Presentations are made in the official language that is not my choice.
- 9 - The chairperson of the meeting does not invite all participants to use the official language of their choice.
- 10 - The chairperson of the meeting cannot communicate in both official languages.
- 11 - One or more representatives of headquarters do not understand the official language of my choice.
- 12 - One or more representatives from other regions do not understand the official language of my choice.
- 13 - Other

**Question 13A - Informal Meetings, Discussions or Work Sessions at Regional Office**

Table 213A below indicates that 13.2% of Anglophone respondents 'Always' communicated in the official language of their choice when attending informal meetings, discussions or work sessions at their regional office with representatives of their department's headquarters, 22.7% 'Often' communicated in the official language of their choice while 16.5% 'Sometimes' communicated in the official language of their choice. With respect to Francophone respondents, 28.8% 'Always' communicated in the official language of their choice, 23.6% 'Often' communicated in the official language of their choice while 13.6% 'Sometimes' communicated in the official language of their choice.

**Table 213A: 'Q13A - Informal Meetings - Representatives From Headquarters' BY 'Q2 - First Official Language'**

<i>Q13A: Informal meetings- representatives from headquarters, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	13.2%	51	28.8%	291
<i>OFTEN</i>	22.7%	88	23.6%	239
<i>SOMETIMES</i>	16.5%	64	13.6%	137
<i>RARELY</i>	16.0%	62	7.4%	75
<i>NEVER</i>	9.8%	38	1.9%	19
<i>NOT APPLICABLE</i>	18.6%	72	23.5%	238
<i>NOT STATED</i>	3.1%	12	1.2%	12
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

### Question 13B

164 Anglophone respondents indicated ‘*Sometimes*’, ‘*Rarely*’, or ‘*Never*’ in Q13A. These 164 respondents checked 469 statements as applicable for Q13B. 231 Francophone respondents indicated ‘*Sometimes*’, ‘*Rarely*’, or ‘*Never*’ in Q13A. These 231 respondents checked 694 statements as applicable. The applicable statements are tabulated in Table 213B.

**Table 213B: ‘Q13B - Informal Meetings - Representatives From Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q13B: Informal meetings- representatives from headquarters, communicate ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	n	%	n
<i>1</i>	19.8%	93	28.2%	196
<i>2</i>	10.7%	50	6.6%	46
<i>3</i>	6.2%	29	4.3%	30
<i>4</i>	22.6%	106	16.3%	113
<i>5</i>	7.9%	37	3.9%	27
<i>6</i>	9.0%	42	2.2%	15
<i>7</i>	6.4%	30	2.2%	15
<i>8</i>	7.0%	33	17.7%	123
<i>9</i>	7.2%	34	17.6%	122
<i>10</i>	3.2%	15	1.0%	7
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>469</b>	<b>100.0%</b>	<b>694</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - Some participants cannot communicate in the official language of my choice.
- 2 - I choose to use the other official language.
- 3 - I speak the official language of my choice while some participants use the other official language.
- 4 - Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- 5 - I think I do not have a choice of language because I am receiving the bilingual bonus.
- 6 - I think other participants get to choose the language.
- 7 - I don't have a preference for the official language.
- 8 - One or more representatives of headquarters do not understand the official language of my choice.
- 9 - One or more representatives from other regions do not understand the official language of my choice.
- 10 - Other

**Question 14A - Formal Meetings or Presentations at Department Headquarters**

Table 214A below indicates that 18.9% of Anglophone respondents ‘Always’ communicated in the official language of their choice when attending formal meetings or presentations at their department’s headquarters, 23.0% ‘Often’ communicated in the official language of their choice while 13.4% ‘Sometimes’ communicated in the official language of their choice. With respect to Francophone respondents, 22.9% ‘Always’ communicated in the official language of their choice, 15.9% ‘Often’ communicated in the official language of their choice 14.5% ‘Sometimes’ communicated in the official language of their choice.

**Table 214A: ‘Q14A - Formal Meetings at Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q14A: Formal meetings at headquarters, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	18.9%	73	22.9%	232
<i>OFTEN</i>	23.0%	89	15.9%	161
<i>SOMETIMES</i>	13.4%	52	14.5%	147
<i>RARELY</i>	8.0%	31	11.4%	115
<i>NEVER</i>	7.8%	30	2.8%	28
<i>NOT APPLICABLE</i>	26.9%	104	30.8%	311
<i>NOT STATED</i>	2.1%	8	1.7%	17
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate ‘First Official Language’

## Question 14B

113 Anglophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q14A. These 113 respondents checked 392 statements as applicable for Q14B. 290 Francophone respondents indicated 'Sometimes', 'Rarely', or 'Never' in Q14A. These 290 respondents checked 1298 statements as applicable. The applicable statements are tabulated in Table 214B.

**Table 214B: 'Q14B - Formal Meetings at Headquarters' BY 'Q2 - First Official Language'**

<i>Q14B: Formal meetings at headquarters, communicate ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>1</i>	14.3%	56	19.9%	258
<i>2</i>	8.7%	34	5.7%	74
<i>3</i>	6.4%	25	3.9%	50
<i>4</i>	15.3%	60	11.6%	150
<i>5</i>	7.4%	29	2.3%	30
<i>6</i>	6.9%	27	1.5%	19
<i>7</i>	5.9%	23	1.3%	17
<i>8</i>	12.8%	50	12.4%	161
<i>9</i>	7.9%	31	6.9%	89
<i>10</i>	4.6%	18	6.5%	85
<i>11</i>	4.6%	18	13.1%	170
<i>12</i>	3.6%	14	14.0%	182
<i>13</i>	1.8%	7	1.0%	13
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>392</b>	<b>100.0%</b>	<b>1298</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - Some participants cannot communicate in the official language of my choice.
- 2 - I choose to use the other official language.
- 3 - I speak the official language of my choice while some participants use the other official language.
- 4 - Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- 5 - I think I do not have a choice of language because I am receiving the bilingual bonus.
- 6 - I think other participants get to choose the language.
- 7 - I don't have a preference for the official language.
- 8 - Presentations are made in the official language that is not my choice.
- 9 - The chairperson of the meeting does not invite all participants to use the official language of their choice.
- 10 - The chairperson of the meeting cannot communicate in both official languages.
- 11 - One or more representatives of headquarters do not understand the official language of my choice.
- 12 - One or more representatives from other regions do not understand the official language of my choice.
- 13 - Other

**Question 15A - Informal Meetings, Discussions or Work Sessions at Department Headquarters**

Table 215A below indicates that 19.6% of Anglophone respondents ‘Always’ communicated in the official language of their choice when attending informal meetings, discussions or work sessions at their department’s headquarters, 21.7% ‘Often’ communicated in the official language of their choice while 15.0% ‘Sometimes’ communicated in the official language of their choice. With respect to Francophone respondents, 21.9% ‘Always’ communicated in the official language of their choice, 17.1% ‘Often’ communicated in the official language of their choice while 13.7% ‘Sometimes’ communicated in the official language of their choice.

**Table 215A: ‘Q15A - Informal Meetings at Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q15A: Informal meetings at headquarters, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	19.6%	76	21.9%	221
<i>OFTEN</i>	21.7%	84	17.1%	173
<i>SOMETIMES</i>	15.0%	58	13.7%	138
<i>RARELY</i>	7.2%	28	9.9%	100
<i>NEVER</i>	6.5%	25	3.1%	31
<i>NOT APPLICABLE</i>	27.6%	107	32.8%	332
<i>NOT STATED</i>	2.3%	9	1.6%	16
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate ‘First Official Language’



**Question 15B**

111 Anglophone respondents indicated ‘*Sometimes*’, ‘*Rarely*’, or ‘*Never*’ in Q15A. These 111 respondents checked 296 statements as applicable for Q15B. 269 Francophone respondents indicated ‘*Sometimes*’, ‘*Rarely*’, or ‘*Never*’ in Q15A. These 269 respondents checked 879 statements as applicable. The applicable statements are tabulated in Table 215B.

**Table 215B: ‘Q15B - Informal Meetings at Headquarters’ BY ‘Q2 - First Official Language’**

<i>Q15B: Informal meetings at headquarters, communicate ..... Sometimes, Rarely or Never</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>1</i>	17.9%	53	26.3%	231
<i>2</i>	10.8%	32	7.4%	65
<i>3</i>	9.8%	29	4.8%	42
<i>4</i>	21.3%	63	16.2%	142
<i>5</i>	7.1%	21	2.7%	24
<i>6</i>	8.8%	26	1.8%	16
<i>7</i>	7.4%	22	2.0%	18
<i>8</i>	8.8%	26	19.3%	170
<i>9</i>	6.4%	19	18.7%	164
<i>10</i>	1.7%	5	0.8%	7
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>296</b>	<b>100.0%</b>	<b>879</b>

Note: n refers to responses, not respondents since multiple responses were permitted.

Codes:

- 1 - Some participants cannot communicate in the official language of my choice.
- 2 - I choose to use the other official language.
- 3 - I speak the official language of my choice while some participants use the other official language.
- 4 - Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- 5 - I think I do not have a choice of language because I am receiving the bilingual bonus.
- 6 - I think other participants get to choose the language.
- 7 - I don't have a preference for the official language.
- 8 - One or more representatives of headquarters do not understand the official language of my choice.
- 9 - One or more representatives from other regions do not understand the official language of my choice.
- 10 - Other

### Question 16 - Frequency of Communications With Central Agencies' Headquarters

Table 216 below indicates that only 8.8% of Anglophone respondents '*Frequently*' communicated with central agencies' headquarters, 27.6% '*Occasionally*' communicated with central agencies' headquarters, while 31.8% '*Rarely*' communicated with central agencies' headquarters and 28.7% '*Never*' communicated. With respect to Francophone respondents, 13.6% '*Frequently*' communicated with central agencies' headquarters, 29.3% '*Occasionally*' communicated with central agencies' headquarters, while 30.4% '*Rarely*' communicated with central agencies' headquarters and 24.9% '*Never*' communicated.

Table 216: '*Q16 - Communication With Central Agencies' Headquarters*' BY '*Q2 - First Official Language*'

<i>Q16: Communication with central agencies' headquarters.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	ENGLISH		FRENCH	
	%	n	%	n
<i>FREQUENTLY</i>	8.8%	34	13.6%	137
<i>OCCASIONALLY</i>	27.6%	107	29.3%	296
<i>RARELY</i>	31.8%	123	30.4%	307
<i>NEVER</i>	28.7%	111	24.9%	252
<i>NOT STATED</i>	3.1%	12	1.9%	19
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>	<b>1011</b>

6 respondents did not indicate 'First Official Language'

**Question 17A - Telephone Call From Treasury Board Secretariat**

Table 217A indicates that 21.3% of Anglophone respondents who receive telephone calls from Treasury Board Secretariat 'Always' communicate in the official language of their choice, 8.2% 'Often' communicate in the official language of their choice, and 14.8% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 33.2% 'Always' communicate in the official language of their choice, 15.9% 'Often' communicate in the official language of their choice while 9.6% 'Sometimes' communicate in the official language of their choice.

**Table 217A: 'Q17A - Receive Call From Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q17A: Receive telephone call from Treasury Board Secretariat, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>21.3%</b>	<b>13</b>	<b>33.2%</b>	<b>69</b>
<i>OFTEN</i>	<b>8.2%</b>	<b>5</b>	<b>15.9%</b>	<b>33</b>
<i>SOMETIMES</i>	<b>14.8%</b>	<b>9</b>	<b>9.6%</b>	<b>20</b>
<i>RARELY</i>	<b>3.3%</b>	<b>2</b>	<b>7.7%</b>	<b>16</b>
<i>NEVER</i>	<b>16.4%</b>	<b>10</b>	<b>15.9%</b>	<b>33</b>
<i>NOT STATED</i>	<b>36.1%</b>	<b>22</b>	<b>17.8%</b>	<b>37</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>61</b>	<b>100.0%</b>	<b>208</b>

NOT APPLICABLE:                      ENGLISH n=326                      FRENCH n=803

6 respondents did not indicate 'First Official Language'

**Question 17 B – Telephone Call from Public Service Commission**

Table 217B indicates that 26.2% of Anglophone respondents who receive telephone calls from the Public Service Commission ‘Always’ communicate in the official language of their choice, 9.3% ‘Often’ communicate in the official language of their choice while 21.5% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 44.9% ‘Always’ communicate in the official language of their choice, 18.3% ‘Often’ communicate in the official language of their choice while 8.1% ‘Sometimes’ communicate in the official language of their choice.

**Table 217B: ‘Q17B - Receive Call From Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q17B: Receive telephone call from Public Service Commission, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
<b>ALWAYS</b>	26.2%	28	44.9%	150
<b>OFTEN</b>	9.3%	10	18.3%	61
<b>SOMETIMES</b>	21.5%	23	8.1%	27
<b>RARELY</b>	12.2%	13	9.9%	33
<b>NEVER</b>	10.3%	11	7.8%	26
<b>NOT STATED</b>	20.6%	22	11.1%	37
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>107</b>	<b>100.0%</b>	<b>334</b>

NOT APPLICABLE: ENGLISH n=280 FRENCH n=677

6 respondents did not indicate ‘First Official Language’

**Question 17C – Telephone Call from Statistics Canada**

Table 217C indicates that 29.7% of Anglophone respondents who receive telephone calls from Statistics Canada ‘Always’ communicate in the official language of their choice, 6.3% ‘Often’ communicate in the official language of their choice while 6.3% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 35.6% ‘Always’ communicate in the official language of their choice, 9.1% ‘Often’ communicate in the official language of their choice while 11.0% ‘Sometimes’ communicate in the official language of their choice.

**Table 217C: ‘Q17C - Receive Call From Statistics Canada’ BY ‘Q2 - First Official Language’**

<i>Q17C: Receive telephone call from Statistics Canada, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	29.7%	19	35.6%	78
<i>OFTEN</i>	6.3%	4	9.1%	20
<i>SOMETIMES</i>	6.3%	4	11.0%	24
<i>RARELY</i>	6.3%	4	8.2%	18
<i>NEVER</i>	15.6%	10	18.3%	40
<i>NOT STATED</i>	35.9%	23	17.8%	39
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>64</b>	<b>100.0%</b>	<b>219</b>

NOT APPLICABLE: ENGLISH n=323 FRENCH n=792

6 respondents did not indicate ‘First Official Language’

**Question 17D – Telephone Call from Public Works and Government Services**

Table 217D indicates that 18.9% of Anglophone respondents who receive telephone calls from Public Works and Government Services ‘*Always*’ communicate in the official language of their choice, 14.4% ‘*Often*’ communicate in the official language of their choice while 23.3% ‘*Sometimes*’ communicate in the official language of their choice. For Francophone respondents, 39.7% ‘*Always*’ communicate in the official language of their choice, 16.3% ‘*Often*’ communicate in the official language of their choice while 15.6% ‘*Sometimes*’ communicate in the official language of their choice.

**Table 217D: ‘Q17D - Receive Call From Public Works and Government Services’ BY ‘Q2 - First Official Language’**

<i>Q17D: Receive telephone call from Public Works and Government Services, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
<i>ALWAYS</i>	18.9%	17	39.7%	127
<i>OFTEN</i>	14.4%	13	16.3%	52
<i>SOMETIMES</i>	23.3%	21	15.6%	50
<i>RARELY</i>	7.8%	7	7.2%	23
<i>NEVER</i>	10.0%	9	10.9%	35
<i>NOT STATED</i>	25.6%	23	10.3%	33
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>90</b>	<b>100.0%</b>	<b>320</b>

NOT APPLICABLE: ENGLISH n=297 FRENCH n=691

6 respondents did not indicate ‘First Official Language’

**Question 17E – Telephone Call from Department of Justice**

Table 217E indicates that 19.7% of Anglophone respondents who receive telephone calls from the Department of Justice ‘Always’ communicate in the official language of their choice, 18.0% ‘Often’ communicate in the official language of their choice while 23.8% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 41.1% ‘Always’ communicate in the official language of their choice, 13.7% ‘Often’ communicate in the official language of their choice while 14.0% ‘Sometimes’ communicate in the official language of their choice.

**Table 217E: ‘Q17E - Receive Call From Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q17E: Receive telephone call from Department of Justice, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	19.7%	24	41.1%	123
<i>OFTEN</i>	18.0%	22	13.7%	41
<i>SOMETIMES</i>	23.8%	29	14.0%	42
<i>RARELY</i>	13.1%	16	10.7%	32
<i>NEVER</i>	7.4%	9	10.7%	32
<i>NOT STATED</i>	18.0%	22	9.7%	29
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>122</b>	<b>100.0%</b>	<b>299</b>

NOT APPLICABLE:

ENGLISH n=265

FRENCH n=712

6 respondents did not indicate ‘First Official Language’

**Question 18A – Telephone Call to Treasury Board Secretariat**

Table 218A indicates that 27.4% of Anglophone respondents who telephone Treasury Board Secretariat ‘Always’ communicate in the official language of their choice, 9.7% ‘Often’ communicate in the official language of their choice while 9.7% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 38.1% ‘Always’ communicate in the official language of their choice, 17.8% ‘Often’ communicate in the official language of their choice while 7.4% ‘Sometimes’ communicate in the official language of their choice.

**Table 218A: ‘Q18A - Call to Treasury Board Secretariat’ BY ‘Q2 - First Official Language’**

<i>Q18A: Call to Treasury Board Secretariat, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	27.4%	17	38.1%	77
<i>OFTEN</i>	9.7%	6	17.8%	36
<i>SOMETIMES</i>	9.7%	6	7.4%	15
<i>RARELY</i>	8.1%	5	6.4%	13
<i>NEVER</i>	9.7%	6	10.9%	22
<i>NOT STATED</i>	35.5%	22	19.3%	39
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>62</b>	<b>100.0%</b>	<b>202</b>

NOT APPLICABLE: ENGLISH n=325 FRENCH n=809

6 respondents did not indicate ‘First Official Language’



**Question 18B – Telephone Calls to Public Service Commission**

Table 218B indicates that 30.9% of Anglophone respondents who telephone the Public Service Commission ‘Always’ communicate in the official language of their choice, 14.5% ‘Often’ communicate in the official language of their choice while 16.4% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 52.0% ‘Always’ communicate in the official language of their choice, 18.6% ‘Often’ communicate in the official language of their choice while 7.4% ‘Sometimes’ communicate in the official language of their choice.

**Table 218B: ‘Q18B - Call to Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q18B: Call to Public Service Commission, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<b>ALWAYS</b>	<b>30.9%</b>	<b>34</b>	<b>52.0%</b>	<b>168</b>
<b>OFTEN</b>	<b>14.5%</b>	<b>16</b>	<b>18.6%</b>	<b>60</b>
<b>SOMETIMES</b>	<b>16.4%</b>	<b>18</b>	<b>7.4%</b>	<b>24</b>
<b>RARELY</b>	<b>10.0%</b>	<b>11</b>	<b>5.3%</b>	<b>17</b>
<b>NEVER</b>	<b>9.1%</b>	<b>10</b>	<b>5.6%</b>	<b>18</b>
<b>NOT STATED</b>	<b>19.1%</b>	<b>21</b>	<b>11.1%</b>	<b>36</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>110</b>	<b>100.0%</b>	<b>323</b>

NOT APPLICABLE:                      ENGLISH n=277                      FRENCH n=688

6 respondents did not indicate ‘First Official Language’

**Question 18C – Telephone Calls to Statistics Canada**

Table 218C indicates that 29.0% of Anglophone respondents who telephone Statistics Canada ‘Always’ communicate in the official language of their choice, 9.7% ‘Often’ communicate in the official language of their choice while 8.1% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 40.0% ‘Always’ communicate in the official language of their choice, 11.5% ‘Often’ communicate in the official language of their choice while 10.0% ‘Sometimes’ communicate in the official language of their choice.

**Table 218C: ‘Q18C - Call to Statistics Canada’ BY ‘Q2 - First Official Language’**

<i>Q18C: Call to Statistics Canada, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>29.0%</b>	<b>18</b>	<b>40.0%</b>	<b>80</b>
<i>OFTEN</i>	<b>9.7%</b>	<b>6</b>	<b>11.5%</b>	<b>23</b>
<i>SOMETIMES</i>	<b>8.1%</b>	<b>5</b>	<b>10.0%</b>	<b>20</b>
<i>RARELY</i>	<b>8.1%</b>	<b>5</b>	<b>4.5%</b>	<b>9</b>
<i>NEVER</i>	<b>9.7%</b>	<b>6</b>	<b>14.0%</b>	<b>28</b>
<i>NOT STATED</i>	<b>35.5%</b>	<b>22</b>	<b>20.0%</b>	<b>40</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>62</b>	<b>100.0%</b>	<b>200</b>

NOT APPLICABLE:                      ENGLISH n=325                      FRENCH n=811

6 respondents did not indicate ‘First Official Language’

**Question 18D – Telephone Calls to Public Works and Government Services**

Table 218D indicates that 28.2% of Anglophone respondents who telephone Public Works and Government Services ‘Always’ communicate in the official language of their choice, 12.9% ‘Often’ communicate in the official language of their choice while 18.8% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 44.7% ‘Always’ communicate in the official language of their choice, 14.9% ‘Often’ communicate in the official language of their choice while 14.6% ‘Sometimes’ communicate in the official language of their choice.

**Table 218D: ‘Q18D - Call to Public Works and Government Services’ BY ‘Q2 - First Official Language’**

<i>Q18D: Call to Public Works and Government Services, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	28.2%	24	44.7%	138
<i>OFTEN</i>	12.9%	11	14.9%	46
<i>SOMETIMES</i>	18.8%	16	14.6%	45
<i>RARELY</i>	8.2%	7	5.8%	18
<i>NEVER</i>	4.7%	4	7.1%	22
<i>NOT STATED</i>	27.1%	23	12.9%	40
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>85</b>	<b>100.0%</b>	<b>309</b>

NOT APPLICABLE: ENGLISH n=302 FRENCH n=702

6 respondents did not indicate ‘First Official Language’

**Table 18E – Telephone Calls to Department of Justice**

Table 218E indicates that 25.6% of Anglophone respondents who telephone the Department of Justice ‘*Always*’ communicate in the official language of their choice, 21.4% ‘*Often*’ communicate in the official language of their choice while 17.1% ‘*Sometimes*’ communicate in the official language of their choice. For Francophone respondents, 46.4% ‘*Always*’ communicate in the official language of their choice, 15.6% ‘*Often*’ communicate in the official language of their choice while 11.9% ‘*Sometimes*’ communicate in the official language of their choice.

**Table 218E: ‘Q18E - Call to Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q18E: Call to Department of Justice, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	25.6%	30	46.4%	137
<i>OFTEN</i>	21.4%	25	15.6%	46
<i>SOMETIMES</i>	17.1%	20	11.9%	35
<i>RARELY</i>	13.7%	16	7.1%	21
<i>NEVER</i>	5.1%	6	7.1%	21
<i>NOT STATED</i>	17.1%	20	11.9%	35
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>117</b>	<b>100.0%</b>	<b>295</b>

NOT APPLICABLE:                      ENGLISH n=270      FRENCH n=716

6 respondents did not indicate ‘First Official Language’

**Question 19A - Electronic Mail from Treasury Board Secretariat**

Table 219A indicates that 53.4% of Anglophone respondents who receive Electronic Mail Messages from Treasury Board Secretariat 'Always' have them sent in the official language of their choice, 13.6% 'Often' have them sent in the official language of their choice while only 3.9% 'Sometimes' have them sent in the official language of their choice. For Francophone respondents, 59.5% 'Always' have them sent in the official language of their choice, 20.3% 'Often' have them sent in the official language of their choice while only 4.0% 'Sometimes' have them sent in the official language of their choice.

**Table 219A: 'Q19A - Electronic Mail From Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q19A: Electronic Mail from Treasury Board Secretariat, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	53.4%	55	59.5%	223
<i>OFTEN</i>	13.6%	14	20.3%	76
<i>SOMETIMES</i>	3.9%	4	4.0%	15
<i>RARELY</i>	4.9%	5	2.4%	9
<i>NEVER</i>	5.8%	6	3.7%	14
<i>NOT STATED</i>	18.4%	19	10.1%	38
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>103</b>	<b>100.0%</b>	<b>375</b>

NOT APPLICABLE: ENGLISH n=284 FRENCH n=636

6 respondents did not indicate 'First Official Language'

**Question 19B – Electronic Mail from Public Service Commission**

Table 219B indicates that 44.5% of Anglophone respondents who receive Electronic Mail Messages from the Public Service Commission ‘Always’ have them sent in the official language of their choice, 16.0% ‘Often’ have them sent in the official language of their choice while 7.6% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 61.5% ‘Always’ have them sent in the official language of their choice, 19.7% ‘Often’ have them sent in the official language of their choice while only 3.3% ‘Sometimes’ have them sent in the official language of their choice.

**Table 219B: ‘Q19B - Electronic Mail From Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q19B: Electronic Mail from Public Service Commission, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>44.5%</b>	<b>53</b>	<b>61.5%</b>	<b>259</b>
<i>OFTEN</i>	<b>16.0%</b>	<b>19</b>	<b>19.7%</b>	<b>83</b>
<i>SOMETIMES</i>	<b>7.6%</b>	<b>9</b>	<b>3.3%</b>	<b>14</b>
<i>RARELY</i>	<b>7.6%</b>	<b>9</b>	<b>4.0%</b>	<b>17</b>
<i>NEVER</i>	<b>5.9%</b>	<b>7</b>	<b>2.9%</b>	<b>12</b>
<i>NOT STATED</i>	<b>18.5%</b>	<b>22</b>	<b>8.6%</b>	<b>36</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>119</b>	<b>100.0%</b>	<b>421</b>

NOT APPLICABLE:                      ENGLISH    n=268                      FRENCH    n=590

6 respondents did not indicate ‘First Official Language’

### Question 19C – Electronic Mail from Statistics Canada

Table 219C indicates that 47.4% of Anglophone respondents who receive Electronic Mail Messages from Statistics Canada 'Always' have them sent in the official language of their choice, 9.0% 'Often' have them sent in the official language of their choice while 6.4% 'Sometimes' have them sent in the official language of their choice. For Francophone respondents, 50.6% 'Always' have them sent in the official language of their choice, 16.9% 'Often' have them sent in the official language of their choice while only 5.4% 'Sometimes' have them sent in the official language of their choice.

**Table 219C: 'Q19C - Electronic Mail From Statistics Canada' BY 'Q2 - First Official Language'**

<i>Q19C: Electronic Mail from Statistics Canada, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	47.4%	37	50.6%	132
<i>OFTEN</i>	9.0%	7	16.9%	44
<i>SOMETIMES</i>	6.4%	5	5.4%	14
<i>RARELY</i>	6.4%	5	4.6%	12
<i>NEVER</i>	3.8%	3	6.1%	16
<i>NOT STATED</i>	26.9%	21	16.5%	43
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>78</b>	<b>100.0%</b>	<b>261</b>

NOT APPLICABLE:                      ENGLISH    n=309                      FRENCH    n=750

6 respondents did not indicate 'First Official Language'

**Question 19D – Electronic Mail from Public Works and Government Services**

Table 219D indicates that 41.7% of Anglophone respondents who receive Electronic Mail Messages from Public Works and Government Services ‘Always’ have them sent in the official language of their choice, 14.6% ‘Often’ have them sent in the official language of their choice while 12.5% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 52.0% ‘Always’ have them sent in the official language of their choice, 18.5% ‘Often’ have them sent in the official language of their choice while only 7.0% ‘Sometimes’ have them sent in the official language of their choice.

**Table 219D: ‘Q19D - Electronic Mail From Public Works and Government Services’ BY ‘Q2 - First Official Language’**

<i>Q19D: Electronic Mail from Public Works and Government services, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<b>ALWAYS</b>	<b>41.7%</b>	<b>40</b>	<b>52.0%</b>	<b>171</b>
<b>OFTEN</b>	<b>14.6%</b>	<b>14</b>	<b>18.5%</b>	<b>61</b>
<b>SOMETIMES</b>	<b>12.5%</b>	<b>12</b>	<b>7.0%</b>	<b>23</b>
<b>RARELY</b>	<b>5.2%</b>	<b>5</b>	<b>6.1%</b>	<b>20</b>
<b>NEVER</b>	<b>5.2%</b>	<b>5</b>	<b>4.0%</b>	<b>13</b>
<b>NOT STATED</b>	<b>20.8%</b>	<b>20</b>	<b>12.5%</b>	<b>41</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>96</b>	<b>100.0%</b>	<b>329</b>

NOT APPLICABLE:                      ENGLISH    n=291      FRENCH    n=682

6 respondents did not indicate ‘First Official Language’



**Question 19E – Electronic Mail From Department of Justice**

Table 219E indicates that 36.0% of Anglophone respondents who receive Electronic Mail Messages from the Department of Justice ‘*Always*’ have them sent in the official language of their choice, 15.0% ‘*Often*’ have them sent in the official language of their choice while 14.0% ‘*Sometimes*’ have them sent in the official language of their choice. For Francophone respondents, 48.7% ‘*Always*’ have them sent in the official language of their choice, 21.1% ‘*Often*’ have them sent in the official language of their choice while only 6.9% ‘*Sometimes*’ have them sent in the official language of their choice.

**Table 219E: ‘Q19E - Electronic Mail From Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q19E: Electronic Mail from Department of Justice, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>36.0%</b>	<b>36</b>	<b>48.7%</b>	<b>134</b>
<i>OFTEN</i>	<b>15.0%</b>	<b>15</b>	<b>21.1%</b>	<b>58</b>
<i>SOMETIMES</i>	<b>14.0%</b>	<b>14</b>	<b>6.9%</b>	<b>19</b>
<i>RARELY</i>	<b>9.0%</b>	<b>9</b>	<b>4.0%</b>	<b>11</b>
<i>NEVER</i>	<b>7.0%</b>	<b>7</b>	<b>5.8%</b>	<b>16</b>
<i>NOT STATED</i>	<b>19.0%</b>	<b>19</b>	<b>13.5%</b>	<b>37</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>100</b>	<b>100.0%</b>	<b>275</b>

NOT APPLICABLE: ENGLISH n=287 FRENCH n=736

6 respondents did not indicate ‘First Official Language’

### Question 20A - Faxes From Treasury Board Secretariat

Table 220A indicates that 36.7% of Anglophone respondents who receive Faxes from Treasury Board Secretariat 'Always' have them sent in the official language of their choice, 6.7% 'Often' have them sent in the official language of their choice while only 8.3% 'Sometimes' have them sent in the official language of their choice. For Francophone respondents, 54.9% 'Always' have them sent in the official language of their choice, 21.7% 'Often' have them sent in the official language of their choice while only 4.9% 'Sometimes' have them sent in the official language of their choice.

**Table 220A: 'Q20A - Faxes From Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q20A: Faxes from Treasury Board Secretariat, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	36.7%	22	54.9%	167
<i>OFTEN</i>	6.7%	4	21.7%	66
<i>SOMETIMES</i>	8.3%	5	4.9%	15
<i>RARELY</i>	5.0%	3	1.3%	4
<i>NEVER</i>	10.0%	6	5.6%	17
<i>NOT STATED</i>	33.3%	20	11.5%	35
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>60</b>	<b>100.0%</b>	<b>304</b>

NOT APPLICABLE: ENGLISH n=327 FRENCH n=707

6 respondents did not indicate 'First Official Language'

**Table 20B – Faxes from Public Service Commission**

Table 220B indicates that 36.3% of Anglophone respondents who receive Faxes from the Public Service Commission ‘*Always*’ have them sent in the official language of their choice, 8.8% ‘*Often*’ have them sent in the official language of their choice while 12.5% ‘*Sometimes*’ have them sent in the official language of their choice. For Francophone respondents, 61.4% ‘*Always*’ have them sent in the official language of their choice, 19.2% ‘*Often*’ have them sent in the official language of their choice while only 3.6% ‘*Sometimes*’ have them sent in the official language of their choice.

**Table 220B: ‘Q20B - Faxes From Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q20B: Faxes from Public Service Commission, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	36.3%	29	61.4%	221
<i>OFTEN</i>	8.8%	7	19.2%	69
<i>SOMETIMES</i>	12.5%	10	3.6%	13
<i>RARELY</i>	10.0%	8	4.2%	15
<i>NEVER</i>	8.8%	7	3.1%	11
<i>NOT STATED</i>	23.8%	19	8.6%	31
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>80</b>	<b>100.0%</b>	<b>360</b>

NOT APPLICABLE: ENGLISH n=307 FRENCH n=651

6 respondents did not indicate ‘First Official Language’

**Question 20C – Faxes from Statistics Canada**

Table 220C indicates that 35.7% of Anglophone respondents who receive Faxes from Statistics Canada ‘Always’ have them sent in the official language of their choice, 7.1% ‘Often’ have them sent in the official language of their choice while only 5.4% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 53.3% ‘Always’ have them sent in the official language of their choice, 16.3% ‘Often’ have them sent in the official language of their choice while only 6.3% ‘Sometimes’ have them sent in the official language of their choice.

**Table 220C: ‘Q20C - Faxes From Statistics Canada’ BY ‘Q2 - First Official Language’**

<i>Q20C: Faxes from Statistics Canada, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	35.7%	20	53.3%	128
<i>OFTEN</i>	7.1%	4	16.3%	39
<i>SOMETIMES</i>	5.4%	3	6.3%	15
<i>RARELY</i>	5.4%	3	2.9%	7
<i>NEVER</i>	8.9%	5	5.8%	14
<i>NOT STATED</i>	37.5%	21	15.4%	37
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>	<b>240</b>

NOT APPLICABLE: ENGLISH n=331 FRENCH n=771

6 respondents did not indicate ‘First Official Language’

**Question 20D – Faxes from Public Works and Government Services**

Table 220D indicates that 31.9% of Anglophone respondents who receive Faxes from Public Works and Government Services *'Always'* have them sent in the official language of their choice, 10.1% *'Often'* have them sent in the official language of their choice while 18.8% *'Sometimes'* have them sent in the official language of their choice. For Francophone respondents, 50.3% *'Always'* have them sent in the official language of their choice, 20.9% *'Often'* have them sent in the official language of their choice while only 7.8% *'Sometimes'* have them sent in the official language of their choice.

**Table 220D: 'Q20D - Faxes From Public Works and Government Services' BY 'Q2 - First Official Language'**

<i>Q20D: Faxes from Public Works and Government Services, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>31.9%</b>	<b>22</b>	<b>50.3%</b>	<b>154</b>
<i>OFTEN</i>	<b>10.1%</b>	<b>7</b>	<b>20.9%</b>	<b>64</b>
<i>SOMETIMES</i>	<b>18.8%</b>	<b>13</b>	<b>7.8%</b>	<b>24</b>
<i>RARELY</i>	<b>4.3%</b>	<b>3</b>	<b>4.9%</b>	<b>15</b>
<i>NEVER</i>	<b>7.2%</b>	<b>5</b>	<b>4.9%</b>	<b>15</b>
<i>NOT STATED</i>	<b>27.5%</b>	<b>19</b>	<b>11.1%</b>	<b>34</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>69</b>	<b>100.0%</b>	<b>306</b>

NOT APPLICABLE: ENGLISH n=318 FRENCH n=705

6 respondents did not indicate 'First Official Language'

**Question 20E – Faxes from Department of Justice**

Table 220E indicates that 27.6% of Anglophone respondents who receive Faxes from the Department of Justice ‘Always’ have them sent in the official language of their choice, 18.4% ‘Often’ have them sent in the official language of their choice while 18.4% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 50.9% ‘Always’ have them sent in the official language of their choice, 20.1% ‘Often’ have them sent in the official language of their choice while only 7.4% ‘Sometimes’ have them sent in the official language of their choice.

**Table 220E: ‘Q20E - Faxes From Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q20E: Faxes from Department of Justice, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	27.6%	27	50.9%	137
<i>OFTEN</i>	18.4%	18	20.1%	54
<i>SOMETIMES</i>	18.4%	18	7.4%	20
<i>RARELY</i>	10.2%	10	2.6%	7
<i>NEVER</i>	6.1%	6	6.3%	17
<i>NOT STATED</i>	19.4%	19	12.6%	34
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>98</b>	<b>100.0%</b>	<b>269</b>

NOT APPLICABLE: ENGLISH n=289 FRENCH n=742

6 respondents did not indicate ‘First Official Language’

**Question 21A - Drafts of Documents from Treasury Board Secretariat**

Table 221A indicates that 44.2% of Anglophone respondents who receive Drafts of Documents from Treasury Board Secretariat 'Always' have them sent in the official language of their choice, 11.6% 'Often' have them sent in the official language of their choice while only 8.1% 'Sometimes' have them sent in the official language of their choice. For Francophone respondents, 49.1% 'Always' have them sent in the official language of their choice, 23.5% 'Often' have them sent in the official language of their choice while only 5.7% 'Sometimes' have them sent in the official language of their choice.

**Table 221A: 'Q21A - Drafts of Documents From Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q21A: Drafts of documents from Treasury Board Secretariat, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	44.2%	38	49.1%	138
<i>OFTEN</i>	11.6%	10	23.5%	66
<i>SOMETIMES</i>	8.1%	7	5.7%	16
<i>RARELY</i>	4.7%	4	3.6%	10
<i>NEVER</i>	5.8%	5	4.6%	13
<i>NOT STATED</i>	25.6%	22	13.5%	38
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>	<b>281</b>

NOT APPLICABLE: ENGLISH n=301 FRENCH n=730

6 respondents did not indicate 'First Official Language'

**Question 21B – Drafts of Documents from Public Service Commission**

Table 221B indicates that 39.8% of Anglophone respondents who receive Drafts of Documents from the Public Service Commission ‘Always’ have them sent in the official language of their choice, 14.3% ‘Often’ have them sent in the official language of their choice while 11.2% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 55.6% ‘Always’ have them sent in the official language of their choice, 21.3% ‘Often’ have them sent in the official language of their choice while only 4.5% ‘Sometimes’ have them sent in the official language of their choice.

**Table 221B: ‘Q21B - Drafts of Documents From Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q21B: Drafts of documents from Public Service Commission, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>39.8%</b>	<b>39</b>	<b>55.6%</b>	<b>185</b>
<i>OFTEN</i>	<b>14.3%</b>	<b>14</b>	<b>21.3%</b>	<b>71</b>
<i>SOMETIMES</i>	<b>11.2%</b>	<b>11</b>	<b>4.5%</b>	<b>15</b>
<i>RARELY</i>	<b>8.2%</b>	<b>8</b>	<b>4.2%</b>	<b>14</b>
<i>NEVER</i>	<b>6.1%</b>	<b>6</b>	<b>2.7%</b>	<b>9</b>
<i>NOT STATED</i>	<b>20.4%</b>	<b>20</b>	<b>11.7%</b>	<b>39</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>98</b>	<b>100.0%</b>	<b>333</b>

NOT APPLICABLE:                      ENGLISH n=289      FRENCH n=678

6 respondents did not indicate ‘First Official Language’



**Question 21C – Drafts of Documents from Statistics Canada**

Table 221C indicates that 43.0% of Anglophone respondents who receive Drafts of Documents from Statistics Canada ‘Always’ have them sent in the official language of their choice, 10.1% ‘Often’ have them sent in the official language of their choice while only 6.3% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 53.5% ‘Always’ have them sent in the official language of their choice, 14.3% ‘Often’ have them sent in the official language of their choice while only 7.0% ‘Sometimes’ have them sent in the official language of their choice.

**Table 221C: ‘Q21C - Drafts of Documents From Statistics Canada’ BY ‘Q2 - First Official Language’**

<i>Q21C: Drafts of documents from Statistics Canada, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	43.0%	34	53.5%	123
<i>OFTEN</i>	10.1%	8	14.3%	33
<i>SOMETIMES</i>	6.3%	5	7.0%	16
<i>RARELY</i>	5.1%	4	2.2%	5
<i>NEVER</i>	5.1%	4	5.2%	12
<i>NOT STATED</i>	30.4%	24	17.8%	41
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>79</b>	<b>100.0%</b>	<b>230</b>

NOT APPLICABLE:                      ENGLISH n=308              FRENCH n=781

6 respondents did not indicate ‘First Official Language’

**Question 21D – Drafts of Documents from Public Works and Government Services**

Table 221D indicates that 35.7% of Anglophone respondents who receive Drafts of Documents from Public Works and Government Services ‘*Always*’ have them sent in the official language of their choice, 14.3% ‘*Often*’ have them sent in the official language of their choice while 14.3% ‘*Sometimes*’ have them sent in the official language of their choice. For Francophone respondents, 48.9% ‘*Always*’ have them sent in the official language of their choice, 18.3% ‘*Often*’ have them sent in the official language of their choice while only 7.8% ‘*Sometimes*’ have them sent in the official language of their choice.

**Table 221D: ‘Q21D - Drafts of Documents From Public Works and Government Services’ BY ‘Q2 - First Official Language’**

<i>Q21D: Drafts of documents from Public Works and Government Services, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	35.7%	30	48.9%	131
<i>OFTEN</i>	14.3%	12	18.3%	49
<i>SOMETIMES</i>	14.3%	12	7.8%	21
<i>RARELY</i>	3.6%	3	4.5%	12
<i>NEVER</i>	6.0%	5	5.2%	14
<i>NOT STATED</i>	26.2%	22	15.3%	41
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>	<b>268</b>

NOT APPLICABLE:                      ENGLISH n=303                      FRENCH n=743

6 respondents did not indicate ‘First Official Language’

**Question 21E – Drafts of Documents from Department of Justice**

Table 221E indicates that 27.2% of Anglophone respondents who receive Drafts of Documents from the Department of Justice ‘Always’ have them sent in the official language of their choice, 17.5% ‘Often’ have them sent in the official language of their choice while 20.4% ‘Sometimes’ have them sent in the official language of their choice. For Francophone respondents, 48.0% ‘Always’ have them sent in the official language of their choice, 19.4% ‘Often’ have them sent in the official language of their choice while only 8.9% ‘Sometimes’ have them sent in the official language of their choice.

**Table 221E: ‘Q21E - Drafts of Documents From Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q21E: Drafts of documents from Department of Justice, sent in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	27.2%	28	48.0%	119
<i>OFTEN</i>	17.5%	18	19.4%	48
<i>SOMETIMES</i>	20.4%	21	8.9%	22
<i>RARELY</i>	5.8%	6	3.6%	9
<i>NEVER</i>	6.8%	7	4.8%	12
<i>NOT STATED</i>	22.3%	23	15.3%	38
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>103</b>	<b>100.0%</b>	<b>248</b>

NOT APPLICABLE: ENGLISH n=284 FRENCH n=763

6 respondents did not indicate ‘First Official Language’

**Question 22A - Attend Formal Meetings at My Regional Office with Representatives from Treasury Board Secretariat**

Table 222A indicates that 21.4% of Anglophone respondents who attend formal meetings at their regional office with representatives from Treasury Board Secretariat 'Always' communicate in the official language of their choice, 8.9% 'Often' communicate in the official language of their choice while 12.5% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 33.3% 'Always' communicate in the official language of their choice, 23.4% 'Often' communicate in the official language of their choice while only 8.2% 'Sometimes' communicate in the official language of their choice.

**Table 222A: 'Q22A - Formal Meetings - Representatives From Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q22A: Formal meetings – representatives from Treasury Board Secretariat, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>N</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	21.4%	12	33.3%	57
<i>OFTEN</i>	8.9%	5	23.4%	40
<i>SOMETIMES</i>	12.5%	7	8.2%	14
<i>RARELY</i>	7.1%	4	3.5%	6
<i>NEVER</i>	14.3%	8	7.6%	13
<i>NOT STATED</i>	35.7%	20	24.0%	41
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>56</b>	<b>100.0%</b>	<b>171</b>

NOT APPLICABLE: ENGLISH n=331 FRENCH n=840

6 respondents did not indicate 'First Official Language'

**Question 22B – Attend Formal Meetings at My Regional Office with Representatives from Public Service Commission**

Table 222B indicates that 23.2% of Anglophone respondents who attend formal meetings at their regional office with representatives from the Public Service Commission ‘*Always*’ communicate in the official language of their choice, 8.7% ‘*Often*’ communicate in the official language of their choice while 15.9% ‘*Sometimes*’ communicate in the official language of their choice. For Francophone respondents, 46.5% ‘*Always*’ communicate in the official language of their choice, 20.5% ‘*Often*’ communicate in the official language of their choice while only 6.0% ‘*Sometimes*’ communicate in the official language of their choice.

**Table 222B: ‘Q22B - Formal Meetings - Representatives From Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q22B: Formal meetings – representatives from Public Service Commission, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	23.2%	16	46.5%	100
<i>OFTEN</i>	8.7%	6	20.5%	44
<i>SOMETIMES</i>	15.9%	11	6.0%	13
<i>RARELY</i>	14.5%	10	4.2%	9
<i>NEVER</i>	11.6%	8	4.7%	10
<i>NOT STATED</i>	26.1%	18	18.1%	39
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>69</b>	<b>100.0%</b>	<b>215</b>

NOT APPLICABLE: ENGLISH n=318 FRENCH n=796

6 respondents did not indicate ‘First Official Language’

**Question 22C – Attend Formal Meetings at My Regional Office with Representative from Statistics Canada**

Table 222C indicates that 23.5% of Anglophone respondents who attend formal meetings at their regional office with representatives from Statistics Canada ‘Always’ communicate in the official language of their choice, 5.9% ‘Often’ communicate in the official language of their choice while 5.9% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 37.0% ‘Always’ communicate in the official language of their choice, 11.6% ‘Often’ communicate in the official language of their choice while only 6.5% ‘Sometimes’ communicate in the official language of their choice.

**Table 222C: ‘Q22C - Formal Meetings - Representatives From Statistics Canada’ BY ‘Q2 - First Official Language’**

<i>Q22C: Formal meetings – representatives from Statistics Canada, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
<i>ALWAYS</i>	23.5%	12	37.0%	51
<i>OFTEN</i>	5.9%	3	11.6%	16
<i>SOMETIMES</i>	5.9%	3	6.5%	9
<i>RARELY</i>	9.8%	5	4.3%	6
<i>NEVER</i>	11.8%	6	10.1%	14
<i>NOT STATED</i>	43.1%	22	30.4%	42
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>51</b>	<b>100.0%</b>	<b>138</b>

NOT APPLICABLE: ENGLISH n=336 FRENCH n=873

6 respondents did not indicate ‘First Official Language’

**Question 22D - Attend Formal Meetings at My Regional Office with Representatives from Public Works and Government Services**

Table 222D indicates that 23.8% of Anglophone respondents who attend formal meetings at their regional office with representatives from Public Works and Government Services ‘Always’ communicate in the official language of their choice, 11.1% ‘Often’ communicate in the official language of their choice while 12.7% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 42.4% ‘Always’ communicate in the official language of their choice, 19.2% ‘Often’ communicate in the official language of their choice while only 7.4% ‘Sometimes’ communicate in the official language of their choice.

**Table 222D: ‘Q22D - Formal Meetings - Representatives From Public Works and Government Services’ BY ‘Q2 - First Official Language’**

<i>Q22D: Formal meetings – representatives from Public Works and Government Services, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	23.8%	15	42.4%	86
<i>OFTEN</i>	11.1%	7	19.2%	39
<i>SOMETIMES</i>	12.7%	8	7.4%	15
<i>RARELY</i>	7.9%	5	4.4%	9
<i>NEVER</i>	12.7%	8	6.9%	14
<i>NOT STATED</i>	31.7%	20	19.7%	40
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>63</b>	<b>100.0%</b>	<b>203</b>

NOT APPLICABLE: ENGLISH n=324 FRENCH n=808

6 respondents did not indicate ‘First Official Language’

**Question 22E – Attend Formal Meetings at My Regional Office with Representatives from Department of Justice**

Table 222E indicates that 24.1% of Anglophone respondents who attend formal meetings at their regional office with representatives from the Department of Justice ‘Always’ communicate in the official language of their choice, 17.7% ‘Often’ communicate in the official language of their choice while 7.6% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 39.2% ‘Always’ communicate in the official language of their choice, 19.9% ‘Often’ communicate in the official language of their choice while only 7.5% ‘Sometimes’ communicate in the official language of their choice.

**Table 222E: ‘Q22E - Formal Meetings - Representatives From Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q22E: Formal meetings – representatives from Department of Justice, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<i>ENGLISH</i>		<i>FRENCH</i>	
	<i>%</i>	<i>n</i>	<i>%</i>	<i>n</i>
<i>ALWAYS</i>	24.1%	19	39.2%	73
<i>OFTEN</i>	17.7%	14	19.9%	37
<i>SOMETIMES</i>	7.6%	6	7.5%	14
<i>RARELY</i>	16.5%	13	5.4%	10
<i>NEVER</i>	11.4%	9	8.1%	15
<i>NOT STATED</i>	22.8%	18	19.9%	37
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>79</b>	<b>100.0%</b>	<b>186</b>

NOT APPLICABLE: ENGLISH n=308 FRENCH n=825

6 respondents did not indicate ‘First Official Language’



**Question 23A - Attend Informal Meetings at My Regional Office with Representatives from Treasury Board Secretariat**

Table 223A indicates that 22.6% of Anglophone respondents who attend informal meetings at their regional office with representatives from Treasury Board Secretariat 'Always' communicate in the official language of their choice, 9.4% 'Often' communicate in the official language of their choice while 15.1% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 31.0% 'Always' communicate in the official language of their choice, 22.8% 'Often' communicate in the official language of their choice while only 7.0% 'Sometimes' communicate in the official language of their choice.

**Table 223A: 'Q23A - Informal Meetings - Representatives From Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q23A: Informal meetings - representatives from Treasury Board Secretariat, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	22.6%	12	31.0%	53
<i>OFTEN</i>	9.4%	5	22.8%	39
<i>SOMETIMES</i>	15.1%	8	7.0%	12
<i>RARELY</i>	1.9%	1	5.8%	10
<i>NEVER</i>	11.3%	6	7.0%	12
<i>NOT STATED</i>	39.6%	21	26.3%	45
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>53</b>	<b>100.0%</b>	<b>171</b>

NOT APPLICABLE: ENGLISH n=334 FRENCH n=840

6 respondents did not indicate 'First Official Language'

**Question 23B - Attend Informal Meetings at My Regional Office with Representatives from Public Service Commission**

Table 223B indicates that 20.3% of Anglophone respondents who attend informal meetings at their regional office with representatives from the Public Service Commission ‘*Always*’ communicate in the official language of their choice, 11.6% ‘*Often*’ communicate in the official language of their choice while 17.4% ‘*Sometimes*’ communicate in the official language of their choice. For Francophone respondents, 44.7% ‘*Always*’ communicate in the official language of their choice, 20.2% ‘*Often*’ communicate in the official language of their choice while only 5.3% ‘*Sometimes*’ communicate in the official language of their choice.

**Table 223B: ‘Q23B - Informal Meetings - Representatives From Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q23B: Informal meetings - representatives from Public Service Commission, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>N</b>
<i>ALWAYS</i>	<b>20.3%</b>	<b>14</b>	<b>44.7%</b>	<b>93</b>
<i>OFTEN</i>	<b>11.6%</b>	<b>8</b>	<b>20.2%</b>	<b>42</b>
<i>SOMETIMES</i>	<b>17.4%</b>	<b>12</b>	<b>5.3%</b>	<b>11</b>
<i>RARELY</i>	<b>14.5%</b>	<b>10</b>	<b>4.3%</b>	<b>9</b>
<i>NEVER</i>	<b>8.7%</b>	<b>6</b>	<b>5.3%</b>	<b>11</b>
<i>NOT STATED</i>	<b>27.5%</b>	<b>19</b>	<b>20.2%</b>	<b>42</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>69</b>	<b>100.0%</b>	<b>208</b>

NOT APPLICABLE: ENGLISH n=318 FRENCH n=803

6 respondents did not indicate ‘First Official Language’

**Question 23C - Attend Informal Meetings at My Regional Office with Representatives from Statistics Canada**

Table 223C indicates that 18.4% of Anglophone respondents who attend informal meetings at their regional office with representatives from Statistics Canada 'Always' communicate in the official language of their choice, 10.2% 'Often' communicate in the official language of their choice while 12.2% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 30.8% 'Always' communicate in the official language of their choice, 15.0% 'Often' communicate in the official language of their choice while only 6.8% 'Sometimes' communicate in the official language of their choice.

**Table 223C: 'Q23C - Informal Meetings - Representatives From Statistics Canada' BY 'Q2 - First Official Language'**

<i>Q23C: Informal meetings - representatives from Statistics Canada, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	18.4%	9	30.8%	41
<i>OFTEN</i>	10.2%	5	15.0%	20
<i>SOMETIMES</i>	12.2%	6	6.8%	9
<i>RARELY</i>	6.1%	3	6.0%	8
<i>NEVER</i>	10.2%	5	7.5%	10
<i>NOT STATED</i>	42.9%	21	33.8%	45
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>49</b>	<b>100.0%</b>	<b>133</b>

NOT APPLICABLE: ENGLISH n=338 FRENCH n=878

6 respondents did not indicate 'First Official Language'

**Question 23D - Attend Informal Meetings at My Regional Office with Representatives from Public Works and Government Services**

Table 223D indicates that 15.4% of Anglophone respondents who attend informal meetings at their regional office with representatives from Public Works and Government Services ‘Always’ communicate in the official language of their choice, 16.9% ‘Often’ communicate in the official language of their choice while 16.9% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 38.5% ‘Always’ communicate in the official language of their choice, 20.8% ‘Often’ communicate in the official language of their choice while only 7.3% ‘Sometimes’ communicate in the official language of their choice.

**Table 223D: ‘Q23D - Informal Meetings - Representatives From Public Works and Government Services’ BY ‘Q2 - First Official Language’**

<i>Q23D: Informal meetings - representatives from Public Works and Government Services, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	15.4%	10	38.5%	74
<i>OFTEN</i>	16.9%	11	20.8%	40
<i>SOMETIMES</i>	16.9%	11	7.3%	14
<i>RARELY</i>	9.2%	6	5.2%	10
<i>NEVER</i>	9.2%	6	6.8%	13
<i>NOT STATED</i>	32.3%	21	21.4%	41
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>65</b>	<b>100.0%</b>	<b>192</b>

NOT APPLICABLE: ENGLISH n=322 FRENCH n=819

6 respondents did not indicate ‘First Official Language’

**Question 23E - Attend Informal Meetings at My Regional Office with Representatives from Department of Justice**

Table 223E indicates that 20.0% of Anglophone respondents who attend informal meetings at their regional office with representatives from the Department of Justice ‘*Always*’ communicate in the official language of their choice, 22.4% ‘*Often*’ communicate in the official language of their choice while 14.1% ‘*Sometimes*’ communicate in the official language of their choice. For Francophone respondents, 36.5% ‘*Always*’ communicate in the official language of their choice, 21.5% ‘*Often*’ communicate in the official language of their choice while only 5.0% ‘*Sometimes*’ communicate in the official language of their choice.

**Table 223E: ‘Q23E - Informal Meetings - Representatives From Department of Justice’ BY ‘Q2 - First Official Language’**

<i>Q23E: Informal meetings - representatives from Department of Justice, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	20.0%	17	36.5%	66
<i>OFTEN</i>	22.4%	19	21.5%	39
<i>SOMETIMES</i>	14.1%	12	5.0%	9
<i>RARELY</i>	10.6%	9	5.5%	10
<i>NEVER</i>	10.6%	9	7.7%	14
<i>NOT STATED</i>	22.4%	19	23.8%	43
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>85</b>	<b>100.0%</b>	<b>181</b>

NOT APPLICABLE: ENGLISH n=302 FRENCH n=830

6 respondents did not indicate ‘First Official Language’

**Question 24A - Attend Formal Meetings at Treasury Board Secretariat**

Table 224A indicates that 25.0% of Anglophone respondents who attend formal meetings at Treasury Board Secretariat 'Always' communicate in the official language of their choice, 6.3% 'Often' communicate in the official language of their choice while 16.7% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 27.8% 'Always' communicate in the official language of their choice, 17.4% 'Often' communicate in the official language of their choice while 13.9% 'Sometimes' communicate in the official language of their choice.

**Table 224A: 'Q24A - Attend Formal Meetings at Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q24A: Attend formal meetings at Treasury Board Secretariat, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	25.0%	12	27.8%	40
<i>OFTEN</i>	6.3%	3	17.4%	25
<i>SOMETIMES</i>	16.7%	8	13.9%	20
<i>RARELY</i>	6.3%	3	4.9%	7
<i>NEVER</i>	6.3%	3	7.6%	11
<i>NOT STATED</i>	39.6%	19	28.5%	41
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>48</b>	<b>100.0%</b>	<b>144</b>

NOT APPLICABLE: ENGLISH n=339 FRENCH n=867

6 respondents did not indicate 'First Official Language'

**Question 24B - Attend Formal Meetings at Public Service Commission**

Table 224B indicates that 26.7% of Anglophone respondents who attend formal meetings at the Public Service Commission 'Always' communicate in the official language of their choice, 11.7% 'Often' communicate in the official language of their choice while 11.7% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 42.0% 'Always' communicate in the official language of their choice, 18.4% 'Often' communicate in the official language of their choice while only 8.0% 'Sometimes' communicate in the official language of their choice.

**Table 224B: 'Q24B - Attend Formal Meetings at Public Service Commission' BY 'Q2 - First Official Language'**

<i>Q24B: Attend formal meetings at Public Service Commission, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	26.7%	16	42.0%	73
<i>OFTEN</i>	11.7%	7	18.4%	32
<i>SOMETIMES</i>	11.7%	7	8.0%	14
<i>RARELY</i>	13.3%	8	2.9%	5
<i>NEVER</i>	6.7%	4	5.7%	10
<i>NOT STATED</i>	30.0%	18	23.0%	40
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>60</b>	<b>100.0%</b>	<b>174</b>

NOT APPLICABLE: ENGLISH n=327 FRENCH n=837

6 respondents did not indicate 'First Official Language'

**Question 24C - Attend Formal Meetings at Statistics Canada**

Table 224C indicates that 18.6% of Anglophone respondents who attend formal meetings at Statistics Canada 'Always' communicate in the official language of their choice, 3.4% 'Often' communicate in the official language of their choice while 5.1% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 17.0% 'Always' communicate in the official language of their choice, 6.7% 'Often' communicate in the official language of their choice while 4.2% 'Sometimes' communicate in the official language of their choice.

**Table 224C: 'Q24C - Attend Formal Meetings at Statistics Canada' BY 'Q2 - First Official Language'**

<i>Q24C: Attend formal meetings at Statistics Canada, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>18.6%</b>	<b>11</b>	<b>17.0%</b>	<b>28</b>
<i>OFTEN</i>	<b>3.4%</b>	<b>2</b>	<b>6.7%</b>	<b>11</b>
<i>SOMETIMES</i>	<b>5.1%</b>	<b>3</b>	<b>4.2%</b>	<b>7</b>
<i>RARELY</i>	<b>6.8%</b>	<b>4</b>	<b>1.8%</b>	<b>3</b>
<i>NEVER</i>	<b>5.1%</b>	<b>3</b>	<b>6.1%</b>	<b>10</b>
<i>NOT STATED</i>	<b>61.0%</b>	<b>36</b>	<b>64.2%</b>	<b>106</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>59</b>	<b>100.0%</b>	<b>165</b>

NOT APPLICABLE:                      ENGLISH n=328                      FRENCH n=846

6 respondents did not indicate 'First Official Language'



**Question 24D - Attend Formal Meetings at Public Works and Government Services**

Table 224D indicates that 28.8% of Anglophone respondents who attend formal meetings at Public Works and Government Services *'Always'* communicate in the official language of their choice, 10.2% *'Often'* communicate in the official language of their choice while 10.2% *'Sometimes'* communicate in the official language of their choice. For Francophone respondents, 33.9% *'Always'* communicate in the official language of their choice, 17.6% *'Often'* communicate in the official language of their choice while 14.5% *'Sometimes'* communicate in the official language of their choice.

**Table 224D: 'Q24D - Attend Formal Meetings at Public Works and Government Services' BY 'Q2 - First Official Language'**

<i>Q24D: Attend formal meetings at Public Works and Government Services, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	<b>28.8%</b>	<b>17</b>	<b>33.9%</b>	<b>56</b>
<i>OFTEN</i>	<b>10.2%</b>	<b>6</b>	<b>17.6%</b>	<b>29</b>
<i>SOMETIMES</i>	<b>10.2%</b>	<b>6</b>	<b>14.5%</b>	<b>24</b>
<i>RARELY</i>	<b>10.2%</b>	<b>6</b>	<b>3.0%</b>	<b>5</b>
<i>NEVER</i>	<b>8.5%</b>	<b>5</b>	<b>6.7%</b>	<b>11</b>
<i>NOT STATED</i>	<b>32.2%</b>	<b>19</b>	<b>24.2%</b>	<b>40</b>
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>59</b>	<b>100.0%</b>	<b>165</b>

NOT APPLICABLE: ENGLISH n=328 FRENCH n=846

6 respondents did not indicate 'First Official Language'

**Question 24E - Attend Formal Meetings at Department of Justice**

Table 224E indicates that 27.8% of Anglophone respondents who attend formal meetings at the Department of Justice 'Always' communicate in the official language of their choice, 20.8% 'Often' communicate in the official language of their choice while 12.5% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 35.3% 'Always' communicate in the official language of their choice, 19.2% 'Often' communicate in the official language of their choice while 8.3% 'Sometimes' communicate in the official language of their choice.

**Table 224E: 'Q24E - Attend Formal Meetings at Department of Justice' BY 'Q2 - First Official Language'**

<i>Q24E: Attend formal meetings at Department of Justice, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	27.8%	20	35.3%	55
<i>OFTEN</i>	20.8%	15	19.2%	30
<i>SOMETIMES</i>	12.5%	9	8.3%	13
<i>RARELY</i>	8.3%	6	4.5%	7
<i>NEVER</i>	6.9%	5	8.3%	13
<i>NOT STATED</i>	23.6%	17	24.4%	38
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>72</b>	<b>100.0%</b>	<b>156</b>

NOT APPLICABLE:                      ENGLISH n=315                      FRENCH n=855

6 respondents did not indicate 'First Official Language'

**Question 25A - Attend Informal Meetings at Treasury Board Secretariat**

Table 225A indicates that 17.3% of Anglophone respondents who attend informal meetings at Treasury Board Secretariat 'Always' communicate in the official language of their choice, 9.6% 'Often' communicate in the official language of their choice while 15.4% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 23.3% 'Always' communicate in the official language of their choice, 18.8% 'Often' communicate in the official language of their choice while 10.5% 'Sometimes' communicate in the official language of their choice.

**Table 225A: 'Q25A - Attend Informal Meetings at Treasury Board Secretariat' BY 'Q2 - First Official Language'**

<i>Q25A: Attend Informal meetings at Treasury Board Secretariat, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	17.3%	9	23.3%	31
<i>OFTEN</i>	9.6%	5	18.8%	25
<i>SOMETIMES</i>	15.4%	8	10.5%	14
<i>RARELY</i>	5.8%	3	6.0%	8
<i>NEVER</i>	7.7%	4	7.5%	10
<i>NOT STATED</i>	44.2%	23	33.8%	45
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>52</b>	<b>100.0%</b>	<b>133</b>

NOT APPLICABLE: ENGLISH n=335 FRENCH n=878

6 respondents did not indicate 'First Official Language'

**Question 25B - Attend Informal Meetings at Public Service Commission**

Table 225B indicates that 21.5% of Anglophone respondents who attend informal meetings at the Public Service Commission ‘Always’ communicate in the official language of their choice, 15.4% ‘Often’ communicate in the official language of their choice while 15.4% ‘Sometimes’ communicate in the official language of their choice. For Francophone respondents, 37.2% ‘Always’ communicate in the official language of their choice, 18.9% ‘Often’ communicate in the official language of their choice while 7.3% ‘Sometimes’ communicate in the official language of their choice.

**Table 225B: ‘Q25B - Attend Informal Meetings at Public Service Commission’ BY ‘Q2 - First Official Language’**

<i>Q25B: Attend Informal meetings at Public Service Commission, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	21.5%	14	37.2%	61
<i>OFTEN</i>	15.4%	10	18.9%	31
<i>SOMETIMES</i>	15.4%	10	7.3%	12
<i>RARELY</i>	9.2%	6	4.9%	8
<i>NEVER</i>	6.2%	4	5.5%	9
<i>NOT STATED</i>	32.3%	21	26.2%	43
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>65</b>	<b>100.0%</b>	<b>164</b>

NOT APPLICABLE:                      ENGLISH n=322      FRENCH n=847

6 respondents did not indicate ‘First Official Language’

**Question 25C - Attend Informal Meetings at Statistics Canada**

Table 225C indicates that 13.3% of Anglophone respondents who attend informal meetings at Statistics Canada 'Always' communicate in the official language of their choice, 6.7% 'Often' communicate in the official language of their choice while 6.7% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 14.3% 'Always' communicate in the official language of their choice, 6.2% 'Often' communicate in the official language of their choice while 5.6% 'Sometimes' communicate in the official language of their choice.

**Table 225C: 'Q25C - Attend Informal Meetings at Statistics Canada' BY 'Q2 - First Official Language'**

<i>Q25C: Attend Informal meetings at Statistics Canada, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	13.3%	8	14.3%	23
<i>OFTEN</i>	6.7%	4	6.2%	10
<i>SOMETIMES</i>	6.7%	4	5.6%	9
<i>RARELY</i>	5.0%	3	1.9%	3
<i>NEVER</i>	5.0%	3	5.0%	8
<i>NOT STATED</i>	63.3%	38	67.1%	108
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>60</b>	<b>100.0%</b>	<b>161</b>

NOT APPLICABLE: ENGLISH n=327 FRENCH n=850

6 respondents did not indicate 'First Official Language'

**Question 25D - Attend Informal Meetings at Public Works and Government Services**

Table 225D indicates that 18.3% of Anglophone respondents who attend informal meetings at Public Works and Government Services *'Always'* communicate in the official language of their choice, 10.0% *'Often'* communicate in the official language of their choice while 15.0% *'Sometimes'* communicate in the official language of their choice. For Francophone respondents, 29.2% *'Always'* communicate in the official language of their choice, 18.0% *'Often'* communicate in the official language of their choice while 13.0% *'Sometimes'* communicate in the official language of their choice.

**Table 225D: 'Q25D - Attend Informal Meetings at Public Works and Government Services' BY 'Q2 - First Official Language'**

<i>Q25D: Attend Informal meetings at Public Works and Government Services, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	18.3%	11	29.2%	47
<i>OFTEN</i>	10.0%	6	18.0%	29
<i>SOMETIMES</i>	15.0%	9	13.0%	21
<i>RARELY</i>	10.0%	6	6.2%	10
<i>NEVER</i>	6.7%	4	5.6%	9
<i>NOT STATED</i>	40.0%	24	28.0%	45
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>60</b>	<b>100.0%</b>	<b>161</b>

NOT APPLICABLE:                      ENGLISH n=327              FRENCH n=850

6 respondents did not indicate 'First Official Language'

**Question 25E - Attend Informal Meetings at Department of Justice**

Table 225E indicates that 22.2% of Anglophone respondents who attend informal meetings at the Department of Justice 'Always' communicate in the official language of their choice, 19.8% 'Often' communicate in the official language of their choice while 14.8% 'Sometimes' communicate in the official language of their choice. For Francophone respondents, 33.5% 'Always' communicate in the official language of their choice, 16.8% 'Often' communicate in the official language of their choice while 11.6% 'Sometimes' communicate in the official language of their choice.

**Table 225E: 'Q25E - Attend Informal Meetings at Department of Justice' BY 'Q2 - First Official Language'**

<i>Q25E: Attend Informal meetings at Department of Justice, communicate in official language of my choice.</i>	<i>Q2: FIRST OFFICIAL LANGUAGE</i>			
	<b>ENGLISH</b>		<b>FRENCH</b>	
	<b>%</b>	<b>n</b>	<b>%</b>	<b>n</b>
<i>ALWAYS</i>	22.2%	18	33.5%	52
<i>OFTEN</i>	19.8%	16	16.8%	26
<i>SOMETIMES</i>	14.8%	12	11.6%	18
<i>RARELY</i>	7.4%	6	3.9%	6
<i>NEVER</i>	7.4%	6	7.1%	11
<i>NOT STATED</i>	28.4%	23	27.1%	42
<b>TOTAL RESPONSES</b>	<b>100.0%</b>	<b>81</b>	<b>100.0%</b>	<b>155</b>

NOT APPLICABLE: ENGLISH n=306 FRENCH n=856

6 respondents did not indicate 'First Official Language'

**Appendix I - Study Questionnaire**





# Questionnaire on the Use of Official Languages in the Workplace

Confidential when completed

This information is collected under the authority of the Statistics Act (R.S.C. 1985, c. S19)

**Français au verso**



## ◆ For employees

The purpose of this special study is to collect information on whether you have the opportunity to work in the official language of your choice when you are communicating with your department's headquarters and with the headquarters of central agencies. Your response is important as it will inform the federal government of the situation with regard to the use of official languages.

This special study is being carried out by Statistics Canada on behalf of the Secretariat of Treasury Board of Canada. All information provided to Statistics Canada is confidential. Confidentiality is protected by law under the *Statistics Act*.

To ensure that your answers and your identity are protected, we have taken the following precautions :

- ◆ The questionnaire is ANONYMOUS. Your name is not required.
- ◆ The return envelope and questionnaire exclude all explicit identifiers.
- ◆ The data will be used only to produce statistical summaries in the form of tables and graphs.

Your participation is voluntary. We appreciate your participation.

## ◆ Instructions for completing the questionnaire

1. Please check only one circle  per question unless you are asked to check off every response that applies.
2. If one question is not clear in terms of your situation, please do not hesitate to qualify your answer in the section reserved for comments on the last page.
3. If you would like additional information on the special study or the questionnaire, please do not hesitate to phone our toll-free number at **1 800 647-0642**.
4. Please return the completed questionnaire in the postage-paid return envelope.

◆ **Your cooperation is essential to the success of this study. Please complete and return your questionnaire as soon as possible. Thank you!**



1. Name of department or organization : (*Please print*)

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2. My first **official**\* language is :

- English
- French

\* **First official language**: the official language with which you identify most (that is, the official language in which you are generally more proficient).

3. At work, I speak my second official language :

- Fluently
- Fairly well
- With Difficulty
- Not at all

4. The language designation of my position is :

- Bilingual → *Go to Question 5*
  - English essential
  - French essential
  - Either English or French
  - Don't Know
  - Other (explain)
- } *Go to Question 6*

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5. My position is identified as bilingual because of the following services performed : Check (✓) all that apply

- Service to the public
- Service to other federal government employees
- Supervision of employees
- Don't know
- Other (*explain*)

---

**Block of questions on communications with your department's headquarters (Question 6 to 15 inclusive). In most cases, headquarters are located in the National Capital Region (NCR). Exceptions include Charlottetown in the case of Veterans' Affairs.**

**6.** Communications between you and your department's headquarters take place :

- <sup>1</sup> Frequently
- <sup>2</sup> Occasionally
- <sup>3</sup> Rarely
- <sup>4</sup> Never

**7A.** When I receive a telephone call from my department's headquarters, I communicate in the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 8A
- } Go to question 8A
- } Go to question 7B

**7B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>1</sup> The other party cannot communicate in the official language of my choice
  - <sup>2</sup> I choose to use the official language of the other party.
  - <sup>3</sup> I speak the official language of my choice while the other party uses the other official language.
  - <sup>4</sup> The other party can speak the official language of my choice but is more comfortable speaking the other official language.
  - <sup>5</sup> The other party offers to put me in touch with someone who speaks the official language of my choice but I choose not to do so
  - <sup>6</sup> I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus
  - <sup>7</sup> I think the other party gets to choose the language
  - <sup>8</sup> I don't have a preference for the official language.
  - <sup>9</sup> Other (*explain*)
-

**8A.** When I **telephone** my department's headquarters, I communicate in the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 9A
- } Go to question 9A
- } Go to question 8B

**8B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>1</sup> The other party cannot communicate in the official language of my choice.
- <sup>2</sup> I choose to use the official language of the other party.
- <sup>3</sup> I speak the official language of my choice while the other party uses the other official language.
- <sup>4</sup> The other party can speak the official language of my choice but is more comfortable speaking the other official language.
- <sup>5</sup> The other party offers to put me in touch with someone who speaks the official language of my choice but I choose not to do so
- <sup>6</sup> I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus
- <sup>7</sup> I think the other party gets to choose the language
- <sup>8</sup> I don't have a preference for the official language.
- <sup>9</sup> Other (*explain*)

---

**9A.** Electronic mail messages (excluding attachments) from my department's headquarters are sent to me in the official language of my choice.

- <sup>1</sup> Always } Go to question 10A  
 <sup>2</sup> Often }  
 <sup>3</sup> Sometimes }  
 <sup>4</sup> Rarely } Go to question 9B  
 <sup>5</sup> Never }  
 <sup>6</sup> Not applicable → Go to question 10A

**9B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> The other party cannot communicate in the official language of my choice.  
 <sup>02</sup> I choose to read in the official language of the other party.  
 <sup>03</sup> The other party can communicate in the official language of my choice but is more comfortable with the other official language.  
 <sup>04</sup> I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus.  
 <sup>05</sup> I think the other party gets to choose the language.  
 <sup>06</sup> I don't have a preference for the official language.  
 <sup>07</sup> Messages are unilingual, but are sent alternately in French and in English.  
 <sup>08</sup> There is an indication that the French version is to follow.  
 <sup>09</sup> There is an indication that the English version is to follow.  
 <sup>10</sup> Other (*explain*)

---

**10A.** Faxes (including the cover page and attachments) from my department's headquarters are sent to me in the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 11A
- } Go to question 11A
- } Go to question 10B

**10B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> The other party cannot communicate in the official language of my choice.
- <sup>02</sup> I choose to read in the official language of the other party.
- <sup>03</sup> The other party can communicate in the official language of my choice but is more comfortable communicating in the other official language
- <sup>04</sup> I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus
- <sup>05</sup> I think the other party gets to choose the language
- <sup>06</sup> I don't have a preference for the official language.
- <sup>07</sup> Messages are unilingual, but are sent alternately in French and in English
- <sup>08</sup> There is an indication that the French version is to follow.
- <sup>09</sup> There is an indication that the English version is to follow.
- <sup>10</sup> Other (*explain*)

---

**11A.** Drafts of documents (hard copy, electronic mail or faxes) for information or comments coming from my department's headquarters are sent to me in the official language of my choice.

- <sup>1</sup> Always }  
<sup>2</sup> Often } *Go to question 12A*
- <sup>3</sup> Sometimes }  
<sup>4</sup> Rarely } *Go to question 11B*
- <sup>5</sup> Never }  
<sup>6</sup> Not applicable → *Go to question 12A*

**11B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> The other party cannot communicate in the official language of my choice
- <sup>02</sup> I choose to use the official language of the other party.
- <sup>03</sup> The other party can communicate in the official language of my choice but is more comfortable in the other official language.
- <sup>04</sup> I think I am obligated to communicate in the official language of the other party because I am receiving the bilingual bonus
- <sup>05</sup> I think the other party gets to choose the language
- <sup>06</sup> I don't have a preference for the official language.
- <sup>07</sup> There is an indication that the French version is to follow.
- <sup>08</sup> There is an indication that the English version is to follow.
- <sup>09</sup> I read the document in the other official language and I send my comments in the official language of my choice
- <sup>10</sup> I read the document in the other official language and I send my comments in the same official language as the document in order to ensure that they are taken into consideration
- <sup>11</sup> Other (*explain*)

---

**12A.** When I attend **formal meetings or presentations** (including teleconferences), *at my regional office* with representatives of my department's headquarters, I communicate in the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 13A
- } Go to question 13A
- } Go to question 12B

**12B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> Some participants cannot communicate in the official language of my choice
  - <sup>02</sup> I choose to use the other official language.
  - <sup>03</sup> I speak the official language of my choice while some participants use the other official language.
  - <sup>04</sup> Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
  - <sup>05</sup> I think I do not have a choice of language because I am receiving the bilingual bonus.
  - <sup>06</sup> I think other participants get to choose the language
  - <sup>07</sup> I don't have a preference for the official language.
  - <sup>08</sup> Presentations are made in the official language that is not my choice
  - <sup>09</sup> The chairperson of the meeting does not invite all participants to use the official language of their choice.
  - <sup>10</sup> The chairperson of the meeting cannot communicate in both official languages.
  - <sup>11</sup> One or more representatives of headquarters do not understand the official language of my choice.
  - <sup>12</sup> One or more representatives from other regions do not understand the official language of my choice.
  - <sup>13</sup> Other (*explain*)
-



**13A.** When I attend **informal meetings, discussions or work sessions** (including teleconferences) *at my regional office* with representatives of my department's headquarters, I communicate in the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 14A
- } Go to question 14A
- } Go to question 13B

**13B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> Some participants cannot communicate in the official language of my choice
- <sup>02</sup> I choose to use the other official language.
- <sup>03</sup> I speak the official language of my choice while some participants use the other official language.
- <sup>04</sup> Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- <sup>05</sup> I think I do not have a choice of language because I am receiving the bilingual bonus.
- <sup>06</sup> I think other participants get to choose the language
- <sup>07</sup> I don't have a preference for the official language.
- <sup>08</sup> One or more representatives of headquarters do not understand the official language of my choice.
- <sup>09</sup> One or more representatives from other regions do not understand the official language of my choice.
- <sup>10</sup> Other (*explain*)

---

**14A.** When I attend **formal meetings or presentations** at my department's headquarters, I communicate in the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 15A
- } Go to question 15A
- } Go to question 14B

**14B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> Some participants cannot communicate in the official language of my choice
- <sup>02</sup> I choose to use the other official language.
- <sup>03</sup> I speak the official language of my choice while some participants use the other official language.
- <sup>04</sup> Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- <sup>05</sup> I think I do not have a choice of language because I am receiving the bilingual bonus.
- <sup>06</sup> I think other participants get to choose the language
- <sup>07</sup> I don't have a preference for the official language.
- <sup>08</sup> Presentations are made in the official language that is not my choice
- <sup>09</sup> The chairperson of the meeting does not invite all participants to use the official language of their choice
- <sup>10</sup> The chairperson of the meeting cannot communicate in both official languages.
- <sup>11</sup> One or more representatives of headquarters do not understand the official language of my choice.
- <sup>12</sup> One or more representatives from other regions do not understand the official language of my choice.
- <sup>13</sup> Other (*explain*)

---

**15A.** When I attend **informal meetings, discussions or work sessions** at my department's headquarters, I speak the official language of my choice.

- <sup>1</sup> Always
  - <sup>2</sup> Often
  - <sup>3</sup> Sometimes
  - <sup>4</sup> Rarely
  - <sup>5</sup> Never
  - <sup>6</sup> Not applicable → Go to question 16
- } Go to question 16
- } Go to question 15B

**15B.** If you answer Sometimes, Rarely or Never to this question, please check ( ✓ ) all statements that are applicable.

- <sup>01</sup> Some participants cannot communicate in the official language of my choice
- <sup>02</sup> I choose to use the other official language.
- <sup>03</sup> I speak the official language of my choice while some participants use the other official language.
- <sup>04</sup> Some participants can speak the official language of my choice but are more comfortable speaking the other official language.
- <sup>05</sup> I think I do not have a choice of language because I am receiving the bilingual bonus.
- <sup>06</sup> I think other participants get to choose the language
- <sup>07</sup> I don't have a preference for the official language.
- <sup>08</sup> One or more representatives of headquarters do not understand the official language of my choice.
- <sup>09</sup> One or more representatives from other regions do not understand the official language of my choice.
- <sup>10</sup> Other (*explain*)

---

**Block of questions on communications with the headquarters of the central agencies. (Questions 16 to 25 inclusive) The headquarters of the central agencies are located in the National Capital Region.**

**16.** Communications between you and central agencies' headquarters occur:

- <sup>1</sup>  Frequently
- <sup>2</sup>  Occasionally
- <sup>3</sup>  Rarely
- <sup>4</sup>  Never

**17.** When **I receive a telephone call** from the following central agencies' headquarters, I communicate in the official language of my choice. Check one circle (✓) for each agency.

If you do not receive telephone calls from the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
<b>A.</b> Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>B.</b> Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>C.</b> Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>D.</b> Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>E.</b> Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**18.** When **I telephone** the following central agencies' headquarters, I communicate in the official language of my choice. Check one circle (✓) for each agency.

If you do not make telephone calls to the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
<b>A.</b> Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>B.</b> Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>C.</b> Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>D.</b> Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
<b>E.</b> Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**19. Electronic mail messages** (excluding attachments) from the following central agencies' headquarters are sent to me in the official language of my choice. Check one circle ( ✓ ) for each agency.

If you do not receive electronic mail from the central agency's headquarters, please check ( ✓ ) Not applicable. If you work for the agency, please check ( ✓ ) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**20. Faxes** (including the cover page and attachments) from the following central agencies' headquarters are sent to me in the official language of my choice. Check one circle ( ✓ ) for each agency.

If you do not receive faxes from the central agency's headquarters, please check ( ✓ ) Not applicable. If you work for the agency, please check ( ✓ ) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**21. Drafts of document** (hard copy, electronic mail or faxes) for information or comments coming from the following central agencies' headquarters are sent to me in the official language of my choice. Check one circle (✓) for each agency.

If you do not receive drafts of documents from the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**22. When I attend formal meetings or presentations** (including teleconferencing) *at my regional office*, with representatives of the following central agencies' headquarters, I communicate in the official language of my choice. Check one circle (✓) for each agency.

If you do not attend formal meetings or presentations at your regional office with representatives of the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**23.** When I attend **informal meetings, discussions or work sessions** at *my regional office* with representatives of the following central agencies' headquarters, I communicate in the official language of my choice. Check one circle (✓) for each agency .

If you do not attend informal meetings, discussions or work sessions at your regional office with representatives of the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**24.** When I attend **formal meetings or presentations** at the following central agencies' headquarters, I communicate in the official language of my choice. Check one circle (✓) for each agency.

If you do not attend formal meetings or presentations at the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**25.** When I attend **informal meetings, discussions or work sessions** at the following central agencies' headquarters, I communicate in the official language of my choice. Check one circle (✓) for each agency.

If you do not attend informal meetings, discussion or work sessions at the central agency's headquarters, please check (✓) Not applicable. If you work for the agency, please check (✓) Not applicable.

	Always	Often	Some-times	Rarely	Never	Not appli-cable
A. Treasury Board of Canada Secretariat:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
B. Public Service Commission of Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
C. Statistics Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
D. Public Works and Government Services Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>
E. Department of Justice Canada:	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>	6 <input type="radio"/>

**Block for comments**

**26.** Suggestions and comments *to improve the use of the two official languages* in your communications with your department's headquarters and central agencies' headquarters.

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**27.** Comments on any of the preceding questions:

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**Thank you for your cooperation in filling out this questionnaire.**