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MAY 03 2017

The Honourable Claudette Tardif, Senator
Chair
Standing Senate Committee
on Official Languages
The Senate
Ottawa, Ontario K1A 0A6

Dear Senator Tardif:

I am writing to follow up on two questions that were asked when I appeared before the Standing Senate Committee on Official Languages on April 3, 2017.

Senator Joan Fraser wanted to know what proportion of flights or other operations where Air Canada comes into contact with the public should be bilingual according to the *Official Languages Act* (the Act). As you know, the *Official Languages (Communications with and Services to the Public) Regulations* (the Regulations) set forth obligations related to communications with and services to the travelling public, among others. *Burolis* also lists the points of service that have language obligations, including Air Canada's offices and the routes on which Air Canada must provide services to the travelling public in both official languages.

Under the Regulations, Air Canada must provide toll-free long-distance telephone services in both official languages to all parts of the country and make its website available in both official languages. With respect to its offices with addresses, which include its offices in airports and elsewhere across Canada and around the world, *Burolis* lists 66 Air Canada offices that are designated bilingual, 59 that are English only and none that are French only. The bilingual offices therefore represent 53% of all Air Canada offices, according to the information in *Burolis*. Again according to *Burolis*, 194 of Air Canada's routes are designated bilingual, 152 are English only and none are French only. The bilingual routes therefore represent 56% of all Air Canada routes, according to the information in *Burolis*.

Senator Pierre-Hugues Boisvenu had a question about the regional breakdown of complaints about Air Canada's application of the Act and whether these complaints come from a particular region. According to our data from the past three years (2014–2015 to 2016–2017), admissible complaints against Air Canada mainly come from Quebec (27%) and Ontario (27%). A significant proportion of complaints, 16%, also come from the Atlantic region. The table in attachment to this letter provides further details.

I would be very grateful if you could share this information with the members of the Committee.

The French version of this letter is enclosed.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ghislaine Saikaley', written over a large, stylized circular flourish.

Ghislaine Saikaley
Interim Commissioner of Official Languages

Encl.

c.c.: Mr. Kevin Pittman, Clerk, Standing
Senate Committee on Official
Languages

Admissible complaints against Air Canada by region of incident (west to east)

| Region of incident | 2016–2017 | 2015–2016 | 2014–2015 | Total | % |
|--|------------------|------------------|------------------|--------------|--------------|
| British Columbia | 1 | 2 | 1 | 4 | 2% |
| Alberta | | | 4 | 4 | 2% |
| Saskatchewan | 1 | 1 | 3 | 5 | 3% |
| Manitoba | | 1 | 2 | 3 | 2% |
| Ontario | 31 | 10 | 12 | 53 | 27% |
| NCR – Ottawa | 16 | | 3 | 19 | 10% |
| Quebec | 31 | 9 | 12 | 52 | 27% |
| New Brunswick | 3 | 2 | 3 | 8 | 4% |
| Nova Scotia | 4 | 7 | 4 | 15 | 8% |
| Newfoundland and Labrador | 1 | 3 | 3 | 7 | 4% |
| Outside Canada | 13 | 4 | 8 | 25 | 13% |
| Overall total | 101 | 39 | 55 | 195 | 100%* |
| *The total exceeds 100% due to rounding. | | | | | |