

Results of observations of service to the public

Federal institution	In person: Visual active offer (%)	In person: Active offer (%)	In person: Availability of service (%)	By telephone: Active offer (%)	By telephone: Availability of service (%)	By email and e-form: Availability of service (%)*	By email and e-form: Response time (%)**	Content published on the Internet: Availability of information (%)***
Canadian Food Inspection Agency	–	–	–	100	100	100	71	****
Canadian Institutes of Health Research	–	–	–	100	98	100	84	67
Health Canada	–	–	–	100	95	99	93	89
National Defence	98	40	80	100	93	93	20	61
National Research Council Canada	100	36	88	100	95	93	64	****
Natural Sciences and Engineering Research Council of Canada	80	46	91	100	98	95	72	50
Public Health Agency of Canada	–	–	–	95	95	68	74	88
Social Sciences and Humanities Research Council of Canada	–	–	–	98	100	100	63	67
Statistics Canada	–	–	–	100	100	100	69	86

* **Availability of service by e-mail:** The score corresponds to the difference between the e-mail response rate in English and the e-mail response rate in French. The smaller the difference, the higher the score.

** **E-mail response time:** The score corresponds to the difference between the average response time for e-mails in English and the average response time for e-mails in French. The smaller the difference, the higher the score.

*** **Availability of information published on-line:** The score corresponds to the percentage of observations deemed compliant in terms of the equivalency of content in both official languages on websites, in social media accounts, in applications and in on-line accounts produced by federal institutions.

**** Given the small amount of data obtained during the observations, which would result in a high margin of error, the results are not published.