

## Observations 2019–2020

The Office of the Commissioner of Official Languages conducts observations on services to the public in order to evaluate the strengths and weaknesses of federal institutions in terms of their various obligations under the *Official Languages Act* (Part IV of the Act).

### Results of observations of service to the public

Federal institutions*	By telephone: Active offer (%)	By telephone: Availability of service (%)	By email and e-form: Response in requested language (%) <sup>1</sup>	By email and e-form: Comparable response rate (%) <sup>2</sup>	By email and e-form: Response time (%) <sup>3</sup>	Content published on the Internet: Availability of information (%) <sup>4</sup>
Canada Mortgage and Housing Corporation	36	79	93	93	76	100
Canadian Security Intelligence Service	96	100	-- <sup>5</sup>	-- <sup>5</sup>	-- <sup>5</sup>	100
Correctional Service Canada	84	89	98	95	47	83
Fisheries and Oceans Canada	54	80	95	87	72	93
Immigration and Refugee Board of Canada	89	86	100	88	84	100
Immigration, Refugees and Citizenship Canada	97	100	92	90	74	100
Infrastructure Canada	100	100	100	100	77	-- <sup>5</sup>
Transport Canada	88	98	96	98	66	100

\* Public Safety Canada was included in the 2019–2020 observations; however, it does not appear in the results table because data collection was unsuccessful.

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## Endnotes

- <sup>1</sup> **Response in requested language:** The score corresponds to the percentage of emails received in the requested language. A score below 100 means that emails were received in the other official language (i.e., not the one that was requested).
- <sup>2</sup> **Comparable response rate:** The score corresponds to the difference between the email response rate in English and the email response rate in French. The smaller the difference, the higher the score.
- <sup>3</sup> **Email response time:** The score corresponds to the difference between the average response time for emails in English and the average response time for emails in French. The smaller the difference, the higher the score.
- <sup>4</sup> **Availability of information published online:** 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 online accounts produced by federal institutions.
- <sup>5</sup> Given the small amount of data obtained during the observations, which would result in a high margin of error, the results are not published.