



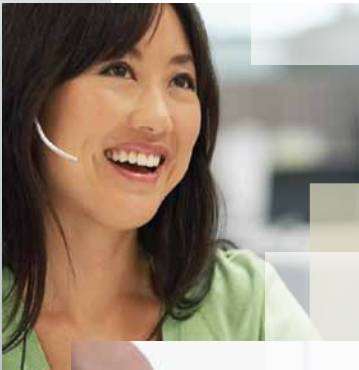
Treasury Board of Canada
Secrétariat

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Better government: with partners, for Canadians



Annual Report on Official Languages 2011–12



Canada



Annual Report on Official Languages 2011–12

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Message from the President of the Treasury Board

As President of the Treasury Board, I am pleased to table in Parliament this 24th annual report on official languages for the 2011–12 fiscal year, in accordance with section 48 of the *Official Languages Act*.

The Government of Canada believes that continually striving to improve how it manages the public service and human resources translates into tangible benefits for Canadians, particularly in terms of implementation of the *Official Languages Act* in federal institutions.

Deputy heads hold primary responsibility for human resources management in their organizations and, now more than ever, must ensure that their organizations continue to strive to ensure that linguistic duality remains a priority in the public service and in human resources management. As a key partner in the *Roadmap for Linguistic Duality 2008–2013: Acting for the Future*, the Office of the Chief Human Resources Officer (OCHRO) continues the work begun to improve management of official languages policies and programs.

Canadians expect the government to provide effective services while prudently and responsibly managing tax dollars. In this context, OCHRO has increased its collaboration with the Department of Canadian Heritage and introduced a new and coordinated approach to official languages reporting. This new approach represents an important step toward integrated and more uniform implementation of all parts of the *Official Languages Act* in federal institutions while helping reduce the reporting burden on institutions. More effective implementation of the Act means results for Canadians by ensuring that they can receive effective services and communicate with their government in the official language of their choice through a public service that fosters the creation of a work environment conducive to the use of both languages and that is representative of the Canadian population.

Ongoing improvements like this new approach will ensure that we continue to have a strong public service that is able to provide Canadians with high-quality services in both official languages while ensuring effective and efficient use of their tax dollars. I am proud of the achievements made so far. As is evident from the following pages, the efforts and continued leadership of federal institutions will enable them to stay the course and continue to advance linguistic duality in a climate of change.

Original signed by _____

The Honourable Tony Clement,

President of the Treasury Board and Minister for FedNor

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Introduction

The Office of the Chief Human Resources Officer (OCHRO) plays an enabling role in supporting the some 200¹ federal institutions that are subject to the *Official Languages Act* (the Act) in order to ensure that they fulfill their linguistic obligations under Parts IV, V and VI of the Act. OCHRO provides institutions with guidance, coordination and the tools they need to achieve their official languages objectives.

This 24th annual report covers the application of Parts IV, V and VI of the Act for the 2011–12 fiscal year, with a focus on the overall results of the Official Languages Program.

This year marks the beginning of a new three-year cycle, as well as a change in the way that OCHRO collects data from institutions. OCHRO and the Department of Canadian Heritage have worked together to introduce a coordinated approach to official languages reporting. For the first time, the 72 organizations² required to submit a review provided updates on elements related to the application of Parts IV, V and VI of the Act for OCHRO and to Part VII of the Act for the Department of Canadian Heritage,³ thereby enabling both of the ministers responsible for implementation of the Act to meet their respective legislative requirements. Institutions were required to report to OCHRO on the following elements of the Official Languages Program: communications with and services to the public in both official languages, language of work, human resources management, governance and Official Languages Program monitoring. For communications with and services to the public, OCHRO continued to assess the implementation of the Supreme Court of Canada's decision in *Desrochers (CALDECH)*⁴ and looked at the presence of institutions on various social media. Data provided on the latter enabled OCHRO to establish baselines for the coming years.

The five elements mentioned above were assessed using multiple-choice questions. The organizations also had to answer six narrative-type questions that enabled the collection of more detailed information on a variety of elements. That information will also be used for other OCHRO activities. The highlights that follow provide an overview of the implementation of the

-
1. Eighty institutions that belong to the core public administration and 120 Crown corporations, privatized entities, separate agencies and departmental corporations.
 2. Three of the 72 institutions concerned did not submit an annual review to OCHRO: the Blue Water Bridge Authority, the Canadian Race Relations Foundation and the Toronto Port Authority.
 3. The Minister of Canadian Heritage is responsible for promoting and encouraging a coordinated approach to the implementation of the commitment set out in section 41 of the Act.
 4. *DesRochers v. Canada (Industry)*, 2009 SCC 8, [2009] 1 S.C.R. 194 (hereafter, "CALDECH").

Official Languages Program in 2011–12. The statistical tables provided in this report reflect the results for all federal institutions.⁵

Implementation of the Official Languages Program

Implementation of the *CALDECH* Decision

Given the changes in the way that the public service communicates with and serves Canadians, OCHRO felt it was important to continue to assess implementation of the *CALDECH* decision since the principle of substantive equality must be considered when government programs or services intended for the public are changed, eliminated or created. Overall, based on the responses provided in the reviews, OCHRO found that implementation of the decision continues to advance, especially in large institutions or in those that had already reported on this element. They indicated that, for the most part, they have acted on the results from their program and service analyses and have made any necessary adjustments. In smaller institutions responding for the first time since June 2010, implementation has just started in most cases. Some indicated that they had looked at the analysis grid and determined that it did not apply or that, after reviewing the grid, no adjustments were needed in their programs and services.

Communications with and Services to the Public (Including Social Media)

The use of new communication methods, such as social media, has generated considerable interest among the public and among federal institutions. The Council of the Network of Official Languages Champions organized a half-day session for champions on the topic of social media. OCHRO presented the various policy instruments that apply to this sector, including the Treasury Board of Canada Secretariat's Guideline for External Use of Web 2.0, released in November 2011. The President of the Treasury Board and Secretariat officials also appeared before the Standing Senate Committee on Official Languages on two occasions⁶ to explain how official languages policies apply to the virtual world of new media and social media.

A growing number of federal institutions are using social media as a means to communicate instantly and directly with individuals. In fact, 40 of the 72 federal institutions that submitted an annual review in 2011–12 reported having a presence on at least one of the social media such as Facebook, Twitter and YouTube. Of these 40 institutions, 38 use Twitter, 12 use Facebook and

5. The statistics for the core public administration are from the Position and Classification Information System (PCIS), and the statistics for institutions that are not part of the core public administration are from the Official Languages Information System II (OLIS II). For the 13 institutions that did not submit information, the tables provided at the end of this report reflect the statistics provided by those institutions for the previous year.

6. The President of the Treasury Board and Treasury Board of Canada Secretariat officials appeared on October 27, 2011, and Secretariat officials appeared again on October 31, 2011.

19 use YouTube. Although most consider that they are complying with their obligations regarding communications with and services to the public in their use of social media, a few acknowledged that the fact that other entities tend to use English more on these media may present challenges in terms of production and may affect their ability to hyperlink to French-language information sources.

Despite the increasing use of social media for communications, federal institutions continue to fulfill their obligations when using traditional modes of communication. As of March 31, 2012, federal institutions had 11,640 offices and points of service, of which 4,041 (34.7%) were required to offer bilingual services to the public.

Based on the annual reviews, a large majority of institutions have taken effective measures to ensure the availability and quality of communications and services provided to the public in both official languages in oral, written and electronic communications. Almost all of the institutions questioned stated that their electronic communications and website content are available and posted in both official languages simultaneously, and that the English and French versions are of equal quality.

The institutions also indicated, again this year, that they have implemented effective measures to greet the public in both official languages on the telephone, on displays, on posters and in recorded messages. However, as in the previous year, they acknowledged that they need to improve their results regarding in-person active offer. To this end, several institutions reported having introduced telephone or in-person controls in certain offices during the year to verify active offer elements.⁷ OCHRO encourages institutions to continue to carry out such action and to continue to make any adjustments required. It will also be working with all institutions on active offer through the activities of its departmental and Crown corporations advisory committees on official languages, as well as through the official languages champions, in order to foster the sharing of best practices.

As in the previous year, a majority of institutions questioned indicated that they have included language provisions in contracts and agreements signed with third parties acting on their behalf. However, they acknowledged that some areas of weakness remain in terms of verification of the implementation of these language clauses. Service models and service delivery models are evolving, and institutions will have to be more vigilant.

7. Some institutions were Public Works and Government Services Canada, Transport Canada and the Royal Canadian Mounted Police.

Language of Work and the Public Service Employee Survey

Based on the annual reviews, a number of institutions have taken into account the results of the Public Service Employee Survey (PSES) for their institution, and some Crown corporations have conducted their own employee surveys that included language of work or official languages indicators. The PSES gave employees⁸ an opportunity to share their perceptions of a number of issues affecting the public service, in particular, five elements related to language of work.⁹

Although some of the PSES results for the public service as a whole were positive and reflect the progress made in implementing language-of-work obligations, challenges remain.¹⁰ There is a significant gap between the responses provided by Anglophones and those provided by Francophones regarding the possibility of preparing written materials in the language of their choice and the holding of bilingual meetings. These results confirm one of the findings in the *Annual Report on Official Languages 2010–11* and the information contained in the annual reviews for the current fiscal year: holding bilingual meetings remains a challenge. Among the institutions that submitted a review this year, a small majority stated that meetings are conducted in both official languages and that employees may use the official language of their choice during meetings in designated bilingual regions. In an effort to encourage institutions to improve in this area, OCHRO is carrying out a more in-depth analysis of the official languages data and will share the results with institutions through its official languages advisory committees. The objective is to encourage institutions to analyze their own results and to take any corrective action required. As for the possibility of employees preparing written materials in their language of choice, although the results of the PSES for the public service as a whole are in line with the responses provided by the institutions in their annual reviews, an examination of the responses of Anglophone and Francophone employees indicates that there is a gap between the perceptions of employees and those of their institution regarding the institution's performance in this area.

A majority of institutions reported taking effective measures to create a work environment conducive to the use of both official languages. Compared with the previous year, the situation remained stable in most institutions in terms of the availability of documentation, regularly and widely used work instruments and computer systems in both official languages. However, there was a decline in the proportion of institutions in which employees had access to training and development and to personal and central services in the official language of their choice, and in

8. Approximately 201,000 employees responded to the survey. Some 68.4% indicated that their first official language was English and 31.6% indicated that it was French.

9. Five questions related to official languages: questions 2, 3, 21, 25 and 33. See the Statistics Canada website for the wording of the questions.

10. OCHRO examined the positive responses to the PSES relating to the five official languages questions for the whole of the public service by first official language (English and French).

which incumbents of bilingual or reversible positions were supervised in the official language of their choice. There was also a decrease in the proportion of institutions that stated that senior management communicated effectively with employees in both official languages.

In addition, a large majority of institutions reported that senior management encourages employees to use the official language of their choice. A majority of institutions also stated that regularly and widely used work instruments are available in both official languages for employees who are required to provide bilingual services to the public or to employees in designated bilingual regions.

Human Resources Management (Including Equitable Participation)

Sound human resources management is particularly key in an environment where institutions are required to examine how they can deliver their programs and services effectively while meeting the changing needs of individuals. During this year, OCHRO worked closely with the Public Service Commission through its advisory committees and its electronic platform, Clearspace, to address matters of interest to all institutions and to remind them of the importance of official languages in all current and future selection of employee for retention or layoff processes. This work, which is ongoing, involved the following elements on which institutions were asked to report in the annual reviews: objective identification of language requirements for bilingual positions; the match between the linguistic profiles of positions and the work performed, whether to meet service-to-the-public or language-of-work obligations; and the staffing of bilingual positions by bilingual candidates at the time of appointment and the administrative measures taken in situations where that was not the case. In the annual reviews, a large majority of institutions stated that these official language requirements are being addressed effectively.

A majority of institutions indicated that they provide language training for career development and to meet position requirements before assuming the related duties. Moreover, most institutions provide a work environment that is conducive to the use and improvement of second language skills so that employees who return from language training are able to maintain their skills. All of the elements of sound human resources management mentioned will assume greater importance in the context of implementation of the 2012 budget.

With regard to equitable participation, the participation rate of Anglophones in federal institutions subject to the Act was 73.2%. The proportion of Francophones was 26.7%. In the core public administration, the participation rate of Anglophones was 68.2% and 31.7% for Francophones. Given that the data from the 2006 Census of Population¹¹ indicated that English

11. Since the linguistic data from the most recent census had not yet been released for the period in question, they were not taken into consideration for the 2011–12 fiscal year.

is the first official language for 74.8% of Canadians and French is the first official language for 23.6% of Canadians, OCHRO finds that employees from both official language communities are relatively well represented in federal institutions subject to the Act. However, it plans to monitor this situation with the release of the language data from the most recent Census of Population.

Governance and Monitoring

In the context of a changing public service, governance and accountability remain current issues. The Commissioner of Official Languages has expressed interest in this issue in the past by advocating for more uniform and more consistent implementation of all parts of the Act. The *CALDECH* decision, which uses an analytical approach similar to the one used in implementing Part VII of the Act but which applies to communications with and services to the public, also reinforces the complementarity between the various parts of the Act. All of these elements provide a framework for and help promote collaboration between officials responsible for the various parts of the Act and the official languages champions in the institutions.

Based on the data provided in the reviews, a majority of institutions have an official languages action plan or have incorporated official languages objectives into another planning instrument. They also have an official languages committee, network or working group and include clear performance objectives for implementation of the various parts of the Act in their performance agreements with executives and managers. An even greater majority of institutions indicated that official languages are on the agenda of the senior management committee regularly or sometimes and that the champion or the persons responsible for the various parts of the Act meet regularly or sometimes to discuss the official languages file. OCHRO will continue working with institutions to foster the sharing of best practices and models adapted to the various types of organizational contexts found among the institutions subject to the Act.

A majority of institutions stated that they have conducted audit activities to evaluate the extent to which official languages requirements are being applied. For example, Industry Canada has conducted an internal audit on the implementation of Part IV, and the Internal Audit and Evaluation Branch of the Canada Border Services Agency has carried out an assessment of its capacity at ports of entry, which included an official languages component. Almost all institutions indicated that they have taken measures to improve or correct the situation when monitoring activities or measures have revealed shortcomings or areas of weakness. There are two reasons why they have been able to identify shortcomings: first, the majority of institutions have put in place mechanisms to enable them to regularly monitor implementation of the Act in order to inform the deputy head of the results, and second, a majority periodically conduct activities to determine whether employees feel that they can use the language of work of their choice in designated bilingual regions. However, only a small majority indicated that they have

carried out activities to measure the availability and quality of services offered in both official languages,¹² such as customer satisfaction surveys.

Conclusion and Trends

As mentioned previously, the 2011–12 fiscal year begins a second three-year cycle of annual reviews on official languages. The next two years of this cycle include several key events that will impact the evolution of the Official Languages Program in institutions and the activities of OCHRO. The government's official languages strategy, the *Roadmap for Canada's Linguistic Duality, 2008–2013*, is nearing its end. The analysis and implementation of the official languages findings of the PSES will continue, and the parliamentary committees will continue their study of social media and the *Roadmap to Canada's Linguistic Duality, 2008–2013*.¹³ Statistics Canada's release on October 24, 2012, of the data on first official language spoken from the 2011 Census of Population triggers the official languages Regulations re-application exercise. Some 10,000 federal offices will be required to review their language obligations in light of the most recent decennial census. OCHRO will coordinate that exercise and support the institutions while it is being conducted over the next few years.

In addition, the 2012 budget will be implemented.¹⁴ As the Clerk of the Privy Council stated in his 19th annual report, in this period of transition, the stewardship of this vital institution takes on even greater importance. The same is true for the stewardship of the Official Languages Program. It is therefore crucial for institutions subject to the Act to stay the course. They must continue to ensure effective delivery of services and communications in both official languages that meet the needs of Canadians. They must also continue their efforts to create a work environment conducive to the use of both official languages, while ensuring a public service where the work-force is representative of the country's English-speaking and French-speaking communities. During this period of change, OCHRO urges deputy heads to continue to exercise leadership and to be vigilant in the fulfillment of their official languages obligations by relying on various human resources and official languages tools, mechanisms and data sources. Institutions must also pursue their efforts to take into account the principle of substantive equality when making changes to the ways in which programs and services are provided to the public.

12. See the list of institutions mentioned in footnote 6.

13. All partners appeared before the House of Commons Standing Committee on Official Languages in the winter of 2012. OCHRO officials appeared on March 1, 2012.

14. Of the 72 institutions that submitted a review this year, 34 are subject to specific measures under the 2012 budget.

OCHRO believes that institutions must continue to strive for increased rigour in performance measurement, monitoring and governance while building on best practices. Accordingly, it believes that the initiative to renew official languages policy instruments will, once completed, facilitate implementation of official languages requirements for deputy heads and persons responsible for official languages. OCHRO will provide horizontal support to institutions for implementation of those requirements. It also expects institutions to continue their efforts and to demonstrate the necessary leadership to ensure that official languages remain a priority during this three-year cycle, whether it be in communicating with and serving the public, creating and maintaining a work environment conducive to the use of both official languages or in creating and maintaining a public service work-force that reflects the presence of Canada's English-speaking and French-speaking communities.

Appendix

Sources of Statistical Data

- ▶ Burolis is the official inventory of offices and points of service that indicates whether they have an obligation to communicate with the public in both official languages.
- ▶ The Position and Classification Information System (PCIS) covers the positions and employees in institutions that are part of the core public administration.
- ▶ The Official Languages Information System II (OLIS II) provides information on the resources held by institutions that are not part of the core public administration (i.e., Crown corporations and separate agencies).

The reference year for the data in the tables varies depending on the system: March 31, 2011, for the PCIS and Burolis, and December 31, 2010, for OLIS II.

Although the reference years may be different, the data used for reporting are based on the same fiscal year. To simplify the presentation of the tables and make comparison easier, the two data systems use the same fiscal year.

Notes

Percentages in the tables may not add up to 100% because of rounding.

The data in this report that pertain to positions in the core public administration are compiled from the PCIS and differ slightly from the data in the Incumbent Data System.

Pursuant to the *Public Service Official Languages Exclusion Approval Order*, incumbents who do not meet the language requirements of their position would fall into one of the following two categories:

- ▶ They are exempt.
- ▶ They have two years to meet the language requirements.

The linguistic profile of a bilingual position is determined using three levels of second-language proficiency:

- ▶ Level A: Minimum proficiency.
- ▶ Level B: Intermediate proficiency.
- ▶ Level C: Superior proficiency.

Definitions

“Position” means a position filled for an indeterminate period or a determinate period of three months or more, according to the information in the PCIS.

“Resources” means the resources required to meet obligations on a regular basis, according to the information available in OLIS II.

“Bilingual position” means a position in which all or part of the duties must be performed in both English and French.

“Reversible position” means a position in which all the duties can be performed in English or French, depending on the employee’s preference.

“Incomplete record” means a position for which data on language requirements is incorrect or missing.

“Linguistic capacity outside Canada” means all rotational positions outside of Canada (rotational employees)—most of which are in Foreign Affairs and International Trade Canada—that are staffed from a pool of employees with similar skills.

In Tables 5, 7, 9 and 11, the levels required in second-language proficiency refer only to oral interaction (understanding and speaking). The “Other” category refers to positions either requiring code P (specialized proficiency) or those not requiring any second-language oral interaction skills.

The terms “Anglophone” and “Francophone” refer to employees on the basis of their first official language. The first official language is the language declared by the employee as the one with which he or she has a primary personal identification.

Statistical Tables

Table 1

Bilingual positions and bilingual employees in the core public administration

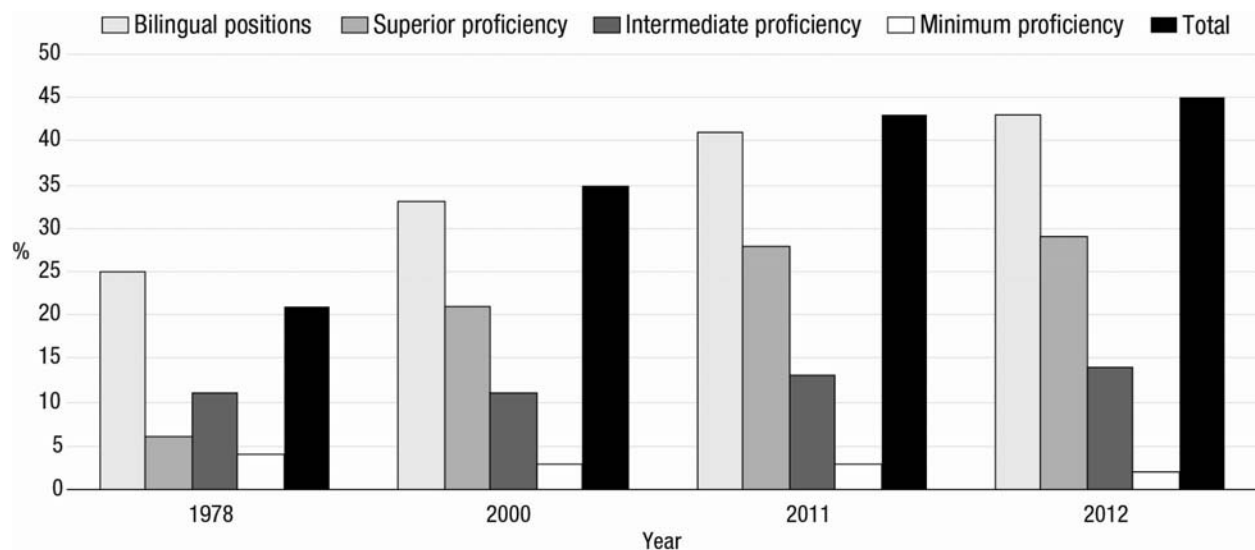


Table 2

Language requirements of positions in the core public administration

Year	Bilingual		English Essential		French Essential		English or French Essential		Incomplete Records		Total
1978	52,300	24.7%	128,196	60.5%	17,260	8.1%	14,129	6.7%	0	0.0%	211,885
2000	50,535	35.3%	75,552	52.8%	8,355	5.8%	7,132	5.0%	1,478	1.0%	143,052
2011	83,778	41.4%	101,648	50.3%	7,823	3.9%	8,651	4.3%	280	0.1%	202,180
2012	83,998	42.5%	98,451	49.9%	7,396	3.7%	7,349	3.7%	292	0.1%	197,486

Table 3

Language requirements of positions in the core public administration by province, territory or region

			Unilingual Positions								
Province, Territory or Region	Bilingual		English Essential		French Essential		English or French Essential		Incomplete Records		Total
British Columbia	552	3.1%	16,976	96.6%	3	0.0%	32	0.2%	3	0.0%	17,566
Alberta	393	3.9%	9,682	95.5%	0	0.0%	38	0.4%	27	0.3%	10,140
Saskatchewan	168	3.4%	4,722	96.1%	2	0.0%	5	0.1%	17	0.3%	4,914
Manitoba	587	8.4%	6,392	91.2%	0	0.0%	18	0.3%	9	0.1%	7,006
Ontario (excluding the NCR)	2748	10.9%	22,262	88.3%	13	0.1%	174	0.7%	27	0.1%	25,224
National Capital Region (NCR)	58,649	66.8%	22,061	25.1%	177	0.2%	6,757	7.7%	120	0.1%	87,764
Quebec (excluding the NCR)	14,452	65.8%	126	0.6%	7,165	32.6%	166	0.8%	61	0.3%	21,970
New Brunswick	3,498	53.8%	2,869	44.1%	24	0.4%	100	1.5%	8	0.1%	6,499
Prince Edward Island	480	28.5%	1,204	71.4%	0	0.0%	2	0.1%	0	0.0%	1,686
Nova Scotia	971	10.8%	7,987	88.5%	12	0.1%	39	0.4%	17	0.2%	9,026
Newfoundland and Labrador	146	4.5%	3,074	95.2%	0	0.0%	8	0.2%	0	0.0%	3,228
Yukon	22	6.4%	321	92.8%	0	0.0%	2	0.6%	1	0.3%	346
Northwest Territories	15	2.7%	546	97.2%	0	0.0%	0	0.0%	1	0.2%	562
Nunavut	11	4.7%	222	94.5%	0	0.0%	2	0.9%	0	0.0%	235
Outside Canada	1,306	98.9%	7	0.5%	0	0.0%	6	0.5%	1	0.1%	1,320
Total	83,998	42.5%	9,451	49.9%	7,396	3.7%	7,349	3.7%	292	0.1%	197,486

Table 4

Bilingual positions in the core public administration – Linguistic status of incumbents

			Do Not Meet						
Year	Meet		Exempted		Must Meet		Incomplete Records		Total
1978	36,446	69.7%	14,462	27.7%	1,392	2.7%	0	0.0%	52,300
2000	41,832	82.8%	5,030	10.0%	968	1.9%	2,705	5.4%	50,535
2011	78,981	94.3%	3,192	3.8%	617	0.7%	988	1.2%	83,778
2012	79,869	95.1%	2,869	3.4%	406	0.5%	854	1.0%	83,998

Table 5

Bilingual positions in the core public administration – Level of second-language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
1978	3,771	7.2%	30,983	59.2%	13,816	26.4%	3,730	7.1%	52,300
2000	12,836	25.4%	34,677	68.6%	1,085	2.1%	1,937	3.8%	50,535
2011	26,956	32.2%	54,437	65.0%	648	0.8%	1,737	2.1%	83,778
2012	27,463	32.7%	54,182	64.5%	699	0.8%	1,654	2.0%	83,998

Table 6

Service to the public: Bilingual positions in the core public administration – Linguistic status of incumbents

			Do Not Meet						
Year	Meet		Exempted		Must Meet		Incomplete Records		Total
1978	20,888	70.4%	8,016	27.0%	756	2.5%	0	0.0%	29,660
2000	26,766	82.3%	3,429	10.5%	690	2.1%	1,631	5.0%	32,516
2011	46,102	94.3%	1,816	3.7%	396	0.8%	564	1.2%	48,878
2012	46,641	94.9%	1,705	3.5%	268	0.5%	514	1.0%	49,128

Table 7

Service to the public: Bilingual positions in the core public administration – Level of second-language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
1978	2,491	8.4%	19,353	65.2%	7,201	24.3%	615	2.1%	29,660
2000	9,088	27.9%	22,421	69.0%	587	1.8%	420	1.3%	32,516
2011	17,624	36.1%	30,912	63.2%	265	0.5%	77	0.2%	48,878
2012	18,210	37.1%	30,498	62.1%	341	0.7%	79	0.2%	49,128

Table 8

Personal and central services: Bilingual positions in the core public administration – Linguistic status of incumbents

		Do Not Meet						Incomplete Records		Total
Year	Meet		Exempted		Must Meet					
2011	55,177	94.4%	2,182	3.7%	438	0.7%	668	1.1%		58,465
2012	56,746	95.2%	2,019	3.4%	277	0.5%	572	1.0%		59,614

Table 9

Personal and central services: Bilingual positions in the core public administration – Level of second-language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
2011	19,176	32.8%	37,671	64.4%	303	0.5%	1,315	2.2%	58,465
2012	20,055	33.6%	38,063	63.8%	311	0.5%	1,185	2.0%	59,614

Table 10

Supervision: Bilingual positions in the core public administration – Linguistic status of incumbents

		Do Not Meet						Incomplete Records		Total
Year	Meet		Exempted		Must Meet					
2011	22,300	94.0%	897	3.8%	301	1.3%	227	1.0%		23,725
2012	22,728	95.2%	716	3.0%	219	0.9%	216	0.9%		23,879

Table 11

Supervision: Bilingual positions in the core public administration – Level of second-language proficiency required (oral interaction)

Year	Level C		Level B		Level A		Other		Total
2011	11,914	50.2%	11,711	49.4%	53	0.2%	47	0.2%	23,725
2012	12,209	51.1%	11,576	48.5%	46	0.2%	48	0.2%	23,979

Table 12

Participation of Anglophones and Francophones in the core public administration by province, territory or region

Province, Territory or Region	Anglophones		Francophones		Unknown		Total
British Columbia	17,255	98.2%	311	1.8%	0	0.0%	17,566
Alberta	9,848	97.1%	292	2.9%	0	0.0%	10,140
Saskatchewan	4,837	98.4%	77	1.6%	0	0.0%	4,914
Manitoba	6,735	96.1%	271	3.9%	0	0.0%	7,006
Ontario (excluding the NCR)	23,921	94.8%	1,303	5.2%	0	0.0%	25,224
National Capital Region (NCR)	51,483	58.7%	36,279	41.3%	2	0.0%	87,764
Quebec (excluding the NCR)	1,904	8.7%	20,066	91.3%	0	0.0%	21,970
New Brunswick	3,575	55.0%	2,924	45.0%	0	0.0%	6,499
Prince Edward Island	1,511	89.6%	175	10.4%	0	0.0%	1,686
Nova Scotia	8,487	94.0%	539	6.0%	0	0.0%	9,026
Newfoundland and Labrador	3,161	97.9%	67	2.1%	0	0.0%	3,228
Yukon	327	94.5%	19	5.5%	0	0.0%	346
Northwest Territories	550	97.9%	12	2.1%	0	0.0%	562
Nunavut	214	91.1%	21	8.9%	0	0.0%	235
Outside Canada	901	68.3%	419	31.7%	0	0.0%	1,320
All regions	134,709	68.2%	62,775	31.8%	2	0.0%	197,486

Table 13

Participation of Anglophones and Francophones in the core public administration by occupational category

Category	Anglophones		Francophones		Unknown		Total
Management (EX)	3,756	67.6%	1,798	32.4%	1	0.0%	5,555
Scientific and Professional	25,424	73.9%	8,994	26.1%	0	0.0%	34,418
Administrative and Foreign Service	54,169	61.3%	34,269	38.7%	1	0.0%	88,439
Technical	10,577	76.8%	3,194	23.2%	0	0.0%	13,771
Administrative Support	16,832	68.5%	7,732	31.5%	0	0.0%	24,564
Operations	23,951	77.9%	6,788	22.1%	0	0.0%	30,739
All categories	134,709	68.2%	62,775	31.8%	2	0.0%	197,486

Table 14

Participation of Anglophones and Francophones in institutions not part of the core public administration by province, territory or region

Province, Territory or Region	Anglophones		Francophones		Unknown		Total
British Columbia	35,099	96.2%	1,388	3.8%	15	0.0%	36,502
Alberta	27,292	95.3%	1,314	4.6%	20	0.1%	28,626
Saskatchewan	7,495	96.2%	285	3.7%	12	0.2%	7,792
Manitoba	15,307	96.0%	637	4.0%	8	0.1%	15,952
Ontario (excluding the NCR)	77,028	94.5%	4,422	5.4%	46	0.1%	81,496
National Capital Region (NCR)	30,493	67.6%	14,542	32.2%	94	0.2%	45,129
Quebec (excluding the NCR)	7,590	14.7%	44,002	85.2%	51	0.1%	51,643
New Brunswick	7,534	74.7%	2,545	25.2%	6	0.1%	10,085
Prince Edward Island	1,624	95.7%	71	4.2%	2	0.1%	1,697
Nova Scotia	15,380	91.4%	1,439	8.6%	5	0.0%	16,824
Newfoundland and Labrador	5,607	97.8%	122	2.1%	3	0.1%	5,732
Yukon	375	94.0%	24	6.0%	0	0.0%	399
Northwest Territories	595	91.8%	53	8.2%	0	0.0%	648
Nunavut	194	85.5%	33	14.5%	0	0.0%	227
Outside Canada	1,275	77.3%	375	22.7%	0	0.0%	1,650
All regions	232,888	76.5%	71,252	23.4%	262	0.1%	304,402

Table 15

Participation of Anglophones and Francophones in institutions that are not part of the core public administration by occupational category or equivalent category

Category	Anglophones		Francophones		Unknown		Total
Management	10,724	75.5%	3,473	24.5%	4	0.0%	14,201
Professionals	26,396	73.1%	9,599	26.6%	93	0.3%	36,088
Specialists and Technicians	19,711	74.7%	6,576	24.9%	111	0.4%	26,398
Administrative Support	35,397	75.0%	11,768	24.9%	51	0.1%	47,216
Operations	76,812	79.9%	19,376	20.1%	3	0.0%	96,191
Canadian Forces and Regular Members of the Royal Canadian Mounted Police	63,848	75.7%	20,460	24.3%	0	0.0%	84,308
All categories	232,888	76.5%	71,252	23.4%	262	0.1%	304,402

Table 16

Participation of Anglophones and Francophones in all institutions subject to the Official Languages Act by province, territory or region

Province, Territory or Region	Anglophones		Francophones		Unknown		Total
British Columbia	52,354	96.8%	1,699	3.1%	15	0.0%	54,068
Alberta	37,140	95.8%	1,606	4.1%	20	0.1%	38,766
Saskatchewan	12,332	97.1%	362	2.8%	12	0.1%	12,706
Manitoba	22,042	96.0%	908	4.0%	8	0.0%	22,958
Ontario (excluding the NCR)	100,949	94.6%	5,725	5.4%	46	0.0%	106,720
National Capital Region (NCR)	81,976	61.7%	50,821	38.2%	96	0.1%	132,893
Quebec (excluding the NCR)	9,494	12.9%	64,068	87.0%	51	0.1%	73,613
New Brunswick	11,109	67.0%	5,469	33.0%	6	0.0%	16,584
Prince Edward Island	3,135	92.7%	246	7.3%	2	0.1%	3,383
Nova Scotia	23,867	92.3%	1,978	7.7%	5	0.0%	25,850
Newfoundland and Labrador	8,768	97.9%	189	2.1%	3	0.0%	8,960
Yukon	702	94.2%	43	5.8%	0	0.0%	745
Northwest Territories	1,145	94.6%	65	5.4%	0	0.0%	1,210
Nunavut	408	88.3%	54	11.7%	0	0.0%	462
Outside Canada	2,176	73.3%	794	26.7%	0	0.0%	2,970
All regions	367,597	73.2%	134,027	26.7%	264	0.1%	501,888