

A truer picture of the bilingual capacity of posts may be provided when the data on the linguistic capacity of locally-engaged employees have been collected (see Goal 3.2, p. 22).

A survey reveals that measures have been taken at each post to ensure service in both official languages outside working hours. It can be concluded that generally these measures are adequate (see Goal 3.3, p. 22).

The Department is in a position to provide bilingual service to its clients in each of the regional passport offices. Each regional office has at least one bilingual position filled by a qualified incumbent. In addition, the Department has made arrangements to increase the bilingual capacity of the offices in Toronto, Edmonton and Winnipeg (see Goal 4.1, p. 23). In the short term, the Department is planning to provide at least two bilingual incumbents in every regional passport office (see revised plan, Goal 2.1, p. 40). It must be noted that 8 of the 12 regional offices are already staffed with two bilingual employees each. For several months, a conference telephone system between Ottawa and the regional offices has made it possible to handle requests when bilingual employees are not immediately available (see Goal 4.2, p. 23).

4. Overall evaluation

On the whole, the Department is achieving its service to the public objectives. It has control mechanisms enabling it to audit and monitor on an ongoing basis the various aspects of this service. The areas where improvements can still be made are known, and steps are being taken to that end. Efforts in coming years will be directed more toward the quality of service, and the revised plan provides for measures in this regard.