

"or elsewhere": includes offices abroad in the context of providing services to the travelling public.

"significant and/or irregular demand": With respect to the assessment of significant demand or irregular demand in locations serving the travelling public, departments and agencies should take into account not only the extent of requests for services in both official languages in any given location but also the nature of the services which they provide and the importance of a particular location to the travelling public. For instance, similar assessments of what constitutes significant and/or irregular demand would not be applied to an isolated town in a unilingual region and to a major airport, customs point, or office abroad.

"significant demand": The phrase "significant demand" is to be applied within the context of a "reasonable person" approach and bilingual services should be provided, wherever required, to local concentrations of minority official language populations and to the travelling public. However, should any doubt arise about whether "significant demand" does in fact exist in any given location, the question should be resolved in favour of providing services in both official languages.