



Bilingualism in FIS/FSS, Quebec Perspective

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The Union representing Flight Service Specialists
in Canada.



What we will talk about, ce dont nous allons parlé

- ❖ What regions are we talking about?
Dans quelle région sommes-nous
- ❖ Little history
- ❖ Who we are, Qui nous sommes
- ❖ Our challenges, nos défis
 - In AAS, airport advisory services
 - in FIC, (Flight Information Centre)
flight planning
 - Management
 - Documentations, rules
- ❖ Recruiting, recrutement



Where? à quel endroit



Differences:

- ❖ Flight information Centre
- ❖ Airport Advisory
- ❖ Management
- ❖ Documents
- ❖ Rules

History

- ❖ Goes back to the political and social history of the province of Québec.
- ❖ Nouvelle France Territory 1544 and 1763.
- ❖ Protection of our language and culture as the most populous native French speaking area in Canada, others places speaking French.
- ❖ 1969: The first federal Official Languages Act is adopted, and it declares English and French to be the two official languages of Canada.
- ❖ 1974 French became the official language of Québec, law 22.
- ❖ Started in 1974, with few sites (Québec, Saint-Jean, Sept-Îles, Baie-Comeau et Saint-Honoré).
- ❖ Pilots association was opposed due safety concerns.
- ❖ Summer 1976, election of the Parti Québécois November 1976.
- ❖ Canadian Aviation Regulations, became law in October 1996.

The rules of providing bilingual service

- ❖ The rules are written into regulations, and direction is given to FSS in their operations manual - Manual of Air Traffic Services (MATS)
- ❖ FSS must be proficient in both languages.
- ❖ There is approved Phraseology in both French and English that must be used. (MATS)
- ❖ In the event the FSS recognizes there is a lack of understanding, they may resort to plain language.
- ❖ FSS must reply to the pilot in the language of their first contact.
- ❖ If the pilot changes language during the communication, we ask them which language they prefer to continue receiving service in.
- ❖ You need to be efficient, because you might have to do it twice, but not too fast - so you are understood.

Flight Information Centre

- ❖ Pilot briefing
- ❖ Enroute FISE
- ❖ NOTAMS
- ❖ Flight Planning
- ❖ RPAS (Drones)
- ❖ Weather observations

Examples

TAF



TAF CYKA 051138Z 0512/0524
32003KT P6SM BKN150

FM051600 30010KT P6SM
BKN080

FM052000 04012KT P6SM
SCT060

METAR

METAR CYND 101600Z 28010G15KT 270V340 15SM FEW200 19/04 A3010 RMK CI1 CI TR SLP197 DENSITY ALT 500FT=

Airport Advisory services

- ❖ Provide essential safety information for landing, take off and transiting the zone
- ❖ Exchange of traffic information
- ❖ Vehicle control service
- ❖ Weather observations
- ❖ ATC Support

Examples

Provision of Airport Advisory service with one pilot speaking in English and one pilot speaking in French (Example with Gina and Dan)

Clearance

NAV CANADA

AIR TRAFFIC CONTROL CLEARANCE - AUTORISATION DU CONTRÔLE DE LA CIRCULATION AÉRIENNE

ATC CLEARS - ATC AUTORISE →		IFISA	YND F
<small>(Aircraft Identification - Identification de l'aéronef)</small>			
VIA FPR			
↗ FL 210			
# 1234			
Received at - Reçu à :		By - Par :	Transmitted to aircraft at - Transmis à l'aéronef à :
XX XX	hrs. h		hrs. h

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Meetings

- ❖ Majority held in English
- ❖ All Operational employees in the region need to have a functional English
- ❖ Employees get a bilingual premium
- ❖ All official documents from Nav are in both languages

Some context about why French?

- ❖ Quebec population is a little over 9 million people (9 100 000)
- ❖ Population of Québec speaking a second language;

Language	Population (2021)	Percentage (2021)
French	7,786,735	93.72%
English	4,317,180	51.96%
Spanish	453,905	5.46%
Arabic	343,675	4.14%

Recruitment



- Some regions in the province are majority francophone
- Individuals from larger cities don't want to move away from the city to the smaller more rural communities
- Need to pass the process - Lyne Wilson

- Questions?
- In English or French?

