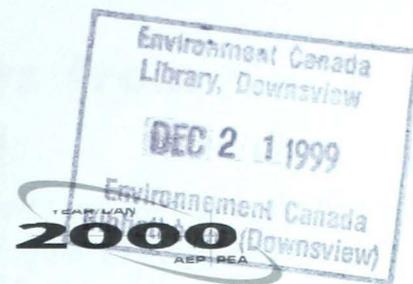


Y2K Update: Ready for



As the last few days of 1999 tick down, it's useful to examine what we have done to ensure that the AES enters the year 2000 just like any other year.

At the beginning of the project, we introduced the idea of risk management as a key activity for our team. **Risk** is comprised of two component parts: the **probability** that an event will occur and the **impact** of the event if it does occur. Risk management is a means of attempting to reduce or eliminate one or both of these components to protect the organization's business functions.

Our effort to remediate our mission-critical software is an example of reducing risk probabilities. First, our project team thoroughly analyzed and updated code to eliminate potential date problems.

Next, we conducted tests of individual components, applications and entire systems. Each level of testing exercised different facets of our business in a controlled fashion. If problems appeared, the process returned to the first step, changes were made to code and testing resumed.

In March of this year, and again in September/October, we conducted two major End-to-End tests. These tests looked at our business as systems of related applications, from data collection through analysis and dissemination of products to clients. In addition, the tests served as mini dress rehearsals for the new millennium.

We worked with major partners (the National Weather Service, NAV Canada, DND, Broadcast News and others) to ensure that we could exchange information amongst each other with Y2K-ready software. Every test helped reduce the

probability of failure by increasing our knowledge of the way the software reacted in different scenarios.

On the impact side, we also revised and refined our contingency plans to accommodate some of the unusual problems that might occur in a Y2K world. Building on years of expertise gained through offering around-the-clock services to Canadians, we extended these plans by adding processes to facilitate the exchange of information between parts of the AE and the rest of Environment Canada, and with our partners in the federal government and elsewhere. The Validex test conducted in September and a contingency planning workshop held in November tested these processes and confirmed our state of readiness.

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Oyez! Oyez! Ladies and gentlemen!



It is a very happy time of the year for AES Communications. Not only is it the Holiday Season, but we are very very happy to welcome four new employees. They are: Liette Cormier, forecaster with the Ontario Region, and two new federal government recruits: Lucie S. Lafrance and Sylvie Tessier. They all have an interesting baggage of experience, at the programme level for Liette and in the private sector communications field for Lucie and Sylvie. And that is not all – Michael deJong is coming back for a second work-term

under the university CO-OP Program. As you can see, we are entering the new millenium in really good shape... dangerously good shape...

Oh! I almost forgot... Happy Holidays and most importantly Happy New Year!

Linda Larocque,
Director
AES Communications

Y2K Update: Ready for 2000

Continued from page 1

In the last few days of 1999, we will embark on the final stages. A few days before January 1, 2000, "crisis cells" will be activated at AES and regional offices across the country. These cells will monitor and coordinate responses to events that occur through the New Year's weekend. They will work with operational staff (and other organizations) to determine whether situations indicate a 'normal' operational event, or something that is Y2K-related.

risks over which we have some control, we can ensure that problems that do occur are dealt with in a quick and efficient manner. And our experiences on the New Year's weekend will provide us with additional information, which we can apply to the next Year 2000 critical date – the leap year transition in February.

On behalf of the AE Year 2000 project team, best wishes for a happy, safe and prosperous Year 2000.

Can we guarantee a trouble-free transition to the Year 2000? No, but by managing the

ZEPHYR

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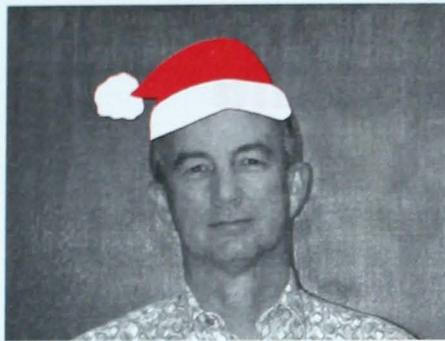
Zephyr is your newsletter. We would like to hear from you. Your submissions, story ideas, graphics and pictures are most welcome. Submissions for the spring issue should be sent to us by February 15, 2000.

Reach us at:
Zephyr, Communications Directorate,
Atmospheric Environment Service
10 Wellington Street
4th Floor
Hull, Québec K1A 0H3
Phone: (819) 997-8899
Fax: (819) 953-5888
E-mail: zephyr@ec.gc.ca

Zephyr is now available electronically on the Intranet www1b.tor.ec.gc.ca/cd/zephyr and the Internet www1.tor.ec.gc.ca/cd/zephyr

Erratum

In our previous issue, we reported that the greatest one-day snowfall – 118.1 cm – occurred at Lakelse Lake, British Columbia, on January 14, 1974 ("Information Nuggets"). Please note that the Canadian 24-hour snowfall record was actually set on February 11th, 1999 at Tahtsa Lake West, British Columbia with a total of 145.0 cm for the climatological day. Also, the previous record was actually set on December 4, 1985 when 127.0 cm fell at Pleasant Camp, British Columbia. Our thanks to Len Fehr of Climate Archives, Environment Canada, Prairie and Northern Region, Edmonton for submitting this information.



Gordon McBean

Happy Holidays from Gordon McBean

Once again, we met all challenges that came our way in the past year. Thanks to your hard work and dedication, we have completed a large number of extraordinary projects as well as skillfully handling our day-to-day work.

There was no shortage of challenges in 1999. Among them, there was the famous Y2K bug, which gave many of us nightmares and is still keeping us in suspense, and our Treasury Board submission, which still tests our endurance level!

I would like to take this opportunity to thank you sincerely for your fine work throughout 1999. I wish you and your family a very joyful holiday and a New Year filled with success, happiness and good health.

If 1999 goes down in the history books as a pivotal year for AES, I am certain that the year 2000 will mark a new beginning for the Service. I invite you to become part of the renewal team.

Gordon McBean

Celebrating Ozone Day the AES/EPS Way!

September 16, 1999, marked the 12th anniversary of the signing of the Montreal Protocol, the first international agreement to regulate the use of substances that deplete the ozone layer. To mark the occasion, AES staff collaborated with Environmental Protection Service (EPS) colleagues to celebrate International Ozone Day with activities that reflect Environment Canada's commitment to ozone layer issues.

A suite of materials was made available to the media for the event, including a news release, a special edition of AEP's *Enviro Tipsheet* focusing on public measures to be taken in order to decrease ozone depletion and a media advisory promoting the new stratospheric ozone factsheet and quiz.

Internal communications activities included presentations in the lobby of

Place Vincent Massey in Hull. As part of these activities, AES Science Advisor Angus Fergusson delivered a scientific and technical presentation on Arctic ozone depletion and climate change.

At Terrasses de La Chaudière, AES and AEP staff invited their colleagues and the public to stop by their Ozone Day booth. In addition to providing interesting facts and information about ozone depletion, the staff invited participants to take the AES ozone quiz. The quiz invites all Canadians to test their knowledge about the ozone layer and its importance.

Once again, the quiz proved to be one of the most popular features of the day – for booth visitors and AES Web site visitors alike. To make sure as many Canadians participated as possible, the quiz was promoted on the Green Lane, in media materials and on a recent AES ozone



Angus Fergusson shares his knowledge on ozone issues during his presentation held at Place Vincent Massey

factsheet. Internet users were also invited to visit Environment Canada's stratospheric ozone Web site.

International Ozone Day was designated by the United Nations in recognition of the anniversary of the signing of the 1987 Montreal Protocol on Substances that deplete the ozone layer.

AEP Media Workshop: Staying Tuned to Media Trends

Our traditional view of the media and how Canadians get their information was a hot topic at the AEP media workshop held October 19 to 21 in Chelsea, Quebec. Staff from the Services, Clients and Partners Directorate, including DG David Grimes and client service managers from the regions, participated in the three-day workshop to bone up on the latest industry trends. The workshop featured several key guests with expertise in the current evolution and future direction of the Canadian media.

Participants listened to speakers from various sectors, including: Jean Guerette from Canadian Heritage whose expertise in Canadian policy and broadcasting was truly impressive; Professor Leslie Shade from the University of Ottawa, a highly respected authority on the social impacts of the Internet; Lydia Dotto, a well-known author and journalist with the inside track on how media get information from the Internet and other sources for their science-related stories; and Wayne Stacey, a technical advisor for the Canadian Association of Broadcasters, who shed light on how Environment Canada can better serve the present and future needs of the broadcast media.

The final speaker, Ken Goldstein from Communication Management Inc., is an industry insider and media futurist. His presentation set the tone for the final stages of the workshop by challenging participants to explore how the AEP can expect to reach Canadians in the future. Indeed, the last day of the workshop was spent reviewing our current relationship with the media and identifying our

objectives, roles and expectations for the future – how we can best use the media to relay important information to the largest audience possible.

The biggest challenge to emerge from these discussions was the rapid fragmentation of today's audience. The public's traditional reliance on mass media – from the morning newspaper to the six o'clock news – is slowly giving way to a number of niche markets like specialty channels and the Internet, where people access only the information they deem relevant to their individual interests.

Other challenges identified included succeeding with our current resources, rebuilding relationships with the media where weather offices have closed and we no longer have a presence, and defining

the appropriate content and format of the information we provide to the media.

Also up for discussion was the need to explore policy issues on media and broadcasting, and the issue of "branding" – helping Environment Canada to get the recognition it deserves as our nation's most credible source of weather and weather-related information. Further, advances in technology (like digital radio) and some legislative and governmental tools have yet to be fully explored as new opportunities for the AEP to get their messages out to the Canadian public.

As a follow up to the workshop, a media strategy outlining AEP roles and objectives is currently being drafted and will be made available to the AEP for input.



INFORMATION NUGGETS

Did you Know:

- ◆ Canada has the longest coastline in the world: 243,792 kilometers, including the coastlines of 52,444 islands. Hudson Bay is the bay with the longest shoreline in the world.
- ◆ The world's first documentary film was *Nanook of the North*, which was shot in Canada by Robert Flaherty in 1922.
- ◆ Medicine Hat, Alberta, holds the record among Canadian cities for the most days without measurable precipitation: 271 per year.
- ◆ The driest region on record in Canada is around Arctic Bay, Northwest Territories, where only 12.7 mm of precipitation fell in 1949.
- ◆ The most devastating tornado in Canada history was the Edmonton tornado of July 31, 1987, which killed 27 people, injured 200 and left 400 homeless. It caused an estimated \$250 million of damage along a 40-km track.
- ◆ The first balloon flight in Canada was undertaken by Professor Louis Lauriat in Saint John, New Brunswick, in 1840.
- ◆ Canada is the world's second largest country. France could fit 18 times and the United Kingdom 40 times into Canada.

"Science Climate Workshop" ... A RECORD SETTING DAY!

Just as the temperature outside reached a record setting high for November 9, 1999, inside the Château Cartier Hotel in Hull, the "Science Climate workshop" was setting its own record of success.

More than 60 Environment Canada officials, including the Deputy Minister Alan Nymark and members of the Executive Management Board (EMB), came to hear about the state of science of climate and the need to undertake further science research for sound and informed policy making decisions.

With his usual wit and flair, Michel Béland, Director General, Atmospheric and Climate Science, was instrumental as master of ceremony, in providing timely, strategic direction and sound advice throughout the workshop.

The Deputy Minister Alan Nymark set the tone for the workshop in his opening remarks, which were followed by Gordon McBean's thought provoking and action seeking presentation on "Climate Science". "The science of climate change and understanding of impacts were good enough for Kyoto" said McBean, Assistant Deputy Minister of Atmospheric Environmental Service (AES), "but we need to do more research". "However, science needs to be improved upon in order to quantify impacts on Canada; convince Canadians to act; provide the basis for adaptation; and make decisions on further emissions reduction."

Other presentations included "What Climate Change Models are Telling Us" by Gregory Flato, Research Scientist and "Extreme Events - Have We Detected

Climate Change" by Francis Zwiers, A/Chief, Canadian Centre for Climate Modelling and Analysis. These presentations supported the overall assessment that, based on results of experiments with climate models (the primary tools for making quantitative projections of future climate change) and studies into past climate trends, climate change is underway, has been detected and will continue to become more significant. Meanwhile, a presentation on "Sinks-Why are They so Important to Understand" by Henry Hengeveld, Senior Science Advisor on Climate Change, cautioned that removing carbon dioxide from the air by planting trees and conserving soils may help contribute to reducing the risks but cannot solve the problem.

As the day progressed, Roger Street, Director, Adaptation and Impacts Research Group, described what is known about the impacts and adaptations on the population from the "Canada Country Study" and how an enhanced understanding of impacts is required to provide: a rationale for Canadian responses; a basis for defining dangerous and the necessary adaptive response; and a basis for identifying the required climate system science.

Research Scientist and Chair of the MAGS Science Committee, Philip Marsh, presented "Impacts of Climate Change on Cold Regions' Water Cycles: Mackenzie GEWEX Study" and described how northern water

cycle has been changing and is predicted to continue to change. Terry Prowse, Chief, Climate Impacts on Hydrology and Aquatic Ecosystem National Water Research Institute, presented "Impacts of Climate Change on Canada's North & Adaptation Potential via Flow regulation" providing further evidence about the changes in northern hydrology and related impacts on ecosystems.

In the final presentation of the day, Linda Larocque, AES' Communications Director, underlined the need to raise Canadians' awareness of climate science, promote a better understanding of the science and further engage key stakeholders, media and Canadians into action.

"Climate change is underway, has been detected and we must act now."

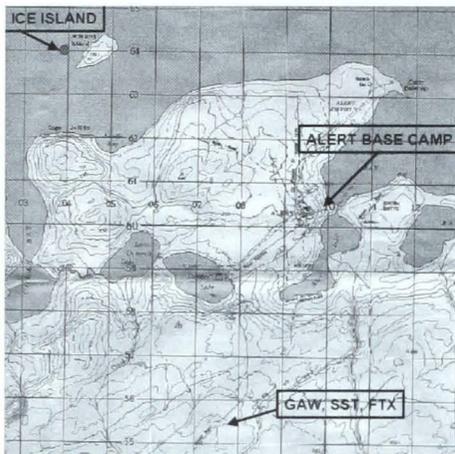
It was a day to be remembered!

For further information, please visit the Climate Change Web site at:
www1.tor.ec.gc.ca/issues_e.cfm

Information kits are also available from the Enquiry Centre at (819) 997-2800.



Among the many workshop participants are from (R) to (L), Gordon McBean, ADM of AES, Alan Nymark, DM and Jean-Pierre Gauthier, Québec Regional Director General.



Environment Canada Organizing the Polar Sunrise Experiments **ALERT 2000**

Reports of the appearance of a yearly “ozone hole” in the Antarctic stratosphere have dramatically focused attention to the depletion of ozone in the air about 20 km above the earth’s surface. Less well known is the even more dramatic loss of ozone that is observed each year in Arctic air right at the surface, when the sun reappears after the long polar night. AES scientists were the first to report this effect and to suggest chemical reactions as the cause, reminiscent but not identical to those which cause the annual appearance of a stratospheric ozone hole. While in principle correct, the process which may be responsible for initiating these chemical reactions at the surface has remained elusive until recently.

Over the past year, scientists have made discoveries that may imply an important and dramatic link between ozone depletion and the reactivity of the snow surface. Following recent experiments in the South Pole and Greenland, researchers now suspect that chemical reactions occur in snow when it is exposed to the sun. These reactions may impact on the air above the snow, providing a possible explanation for the ozone depletion. And these reactions would not be confined to the Arctic area since they could also affect large parts of Canada in winter.

Collaborative effort in the Canadian Arctic

In order to advance research in this area, AES scientists are organizing the polar sunrise experiments ALERT 2000, an international scientific field campaign that will take place from February 7 to May 8, 2000 at the Canadian Forces Station in Alert. The station is located at the edge of the Lincoln Sea on the northeast tip of Ellesmere Island in the Canadian Arctic. During the course of this experiment, an international team of scientists from

Canada (AES, York and Dalhousie Universities), the United States and Europe will study ozone depletion at the ground level in the Arctic atmosphere upon polar sunrise, and evaluate the potential role being played by chemical reactions in the snow pack and the ice surface.

Since there is evidence that sunlight is an essential ingredient in the course of events and since researchers wish to isolate sunlight’s effect on the chemistry, the campaign will be divided into two intensive phases. A dark-intensive period will take place February 7 to 21, 2000, and a light-intensive period will follow from April 17 to May 8, 2000. The periods will be bridged by ongoing experiments on ozone, hydrocarbons, formaldehyde and basic meteorology.

Goals and objectives

ALERT2000 plans to address questions such as the following:

- Can we confirm that photochemically reactive species are being emitted from the snow pack?

- What are the fluxes of these gases to and from the snow pack, and how do they vary with environmental variables?
- Is there reactive uptake of gases in the snow pack?
- How essential is the presence of sunlight?
- Are photochemical reactions the drivers for the effective chemistry in the snow pack/sea ice?
- Do free radical and/or biological processes play a role in the snow pack/sea ice chemistry and, if so, how important are they in controlling the emission (uptake) of these gases?

Ice camp operations during ALERT2000

In order to focus on the snow and ice interface with the air, a small ice camp will be set up about 1 km to the northwest of

Continued on page 7

Sky Watchers

Environment Canada organizing the polar sunrise experiments "ALERT 2000"

Continued from page 6

Williams Island on the frozen Arctic Ocean. This camp will be within commuting distance of the main base camp at Alert (see map for location). In addition to the ice camp, an extensive set of experiments will be performed at a special studies trailer located inward from the base camp.

In October 1999, a team visited Alert to survey the area and determine the best location for the ice camp. The decision was based on various factors such as the freeze level of the ocean, the roughness of the terrain and the distance from the Alert base camp. The timing for this effort was chosen as a compromise between freeze up of the ocean and the presence of light. While the sun sets at Alert around October 10, sufficient twilight would remain for a few weeks to set up the basic camp before total darkness.

Additional information

Jan W. Bottenheim
Air Quality Research Directorate
Atmospheric Environment Service
Toronto, Ontario
Tel.: (416) 739-4838
E-mail: jan.bottenheim@ec.gc.ca

ALERT2000 Web site:
<http://airquality.tor.ec.gc.ca/PS2000>

Sky Watchers is a hands-on learning initiative which helps to teach elementary school students about weather. It made its debut in Ontario last year, and starting this season, is available in the province online and on air. Sky Watchers online now allows participating schools to enter their weather observations on the Internet. And some of this information is featured each weeknight on Ontv's six o'clock news broadcast, as part of the station's weather report.

Students at Sky Watcher schools use weather instruments provided by the program to record air pressure, wind speed, maximum, minimum and current temperatures, and the amount of precipitation on each school day. They also

make note of any weather phenomena, such as fog, drizzle or snow.

The information is sent to Environment Canada using either a touch-tone telephone or the Internet. The weather observations are then posted to the database on the Sky Watcher's Web site, allowing schools to compare their reports.

ONTv uses the information from the Web site in its nightly Sky Watcher feature. The Hamilton-based television station, formerly CHCH TV, selects reports each day from 2 of the 95 schools now enrolled in Sky Watchers in Ontario. In addition to providing public recognition for participating schools, this media exposure is expected to stimulate interest in the program and lead to increased enrolment.

Welcome Aboard!

We have two new faces in the Network Strategies Division at the National Weather and Climate Networks Branch.

Joseph (Joe) McIlhinney joins us from EC's Knowledge Integration Division, with 23 years of experience in the department. His recent work includes various high-profile environmental applications on the Web. He will be working in the Ottawa office.

Dr. Xiaolan (Leona) Wang has her Doctorate in Meteorology and recently completed her post-doctorate fellowship with the Climate Research Branch of AES. Her work there focused on the development of climate models. Leona is on a one-year term at the Downsview office.

The Survey Shows...

Prairie and Northern Region's Climate Archive section, located in Edmonton, recently conducted a Volunteer Climate Observer survey. The results indicate that the program must recruit replacement volunteers within the next five years.

Currently, Prairie and Northern Region has over 400 volunteer climate observers scattered across the three Prairie provinces and the North. Twice a day, these volunteers observe and record daily extreme temperatures and precipitation. The data collected are extensively used in science-related projects. Unfortunately, the majority of volunteer climate observers are rural prairie residents – a population which is decreasing and aging. The Climate Observer survey was developed to collect more information on this trend.

The objective of this exercise was to paint a true picture of the current state of the observer network, and dependent on findings, help determine the appropriate actions to ensure the network is ready to take on challenges of the next millennium. The survey was included in the first issue



Climate Archives Section, Prairie and Northern Region
From (L) to (R), Bruce Lowry, Monique Lapalme, Pat Kyle, Len Fehr and Jim Ross.

of *The Observer* which was published in mid-May. *The Observer* is a quarterly newsletter which, along with the Climate Observer Program Web site, is part of an initiation to improve communication with volunteers.

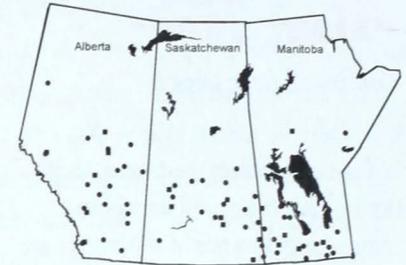
The questionnaire achieved a 52% response rate. Of the 226 respondents, 5% say they plan to retire volunteering in the next two years. Another 24% indicate plans to quit within two to five years.

The map shows the location of sites expected to close in the next five years. Squares represent stations closing in two years and circles represent five years.

The survey also provided volunteers with information about two real-time transmission methods. One, ONTAP (On-line Touch-tone Telephone Acquisition Package), allows volunteers to transmit data over toll-free telephone lines. The other, C.O.O.L.™ (Climate Observers On Line™) is a successful Internet-based entry program recently developed in the region. These new methods provide data to users more efficiently and economically. From the survey, 24 existing stations were recruited on the C.O.O.L.™ network and another 28 volunteers were added to the existing ONTAP network, bringing the total of active on-line stations to over 70.

Further, the survey enabled the Climate Observer Program to identify over 36 sites willing to add the evaporation pan to their observing schedules and 46 sites willing to volunteer for the snow survey program – a

Expected Station Closures Within Five Years



significant contribution given that soil moisture content is always a primary concern in the Prairies. These stations add to existing networks.

Overall, the survey was a great success in gathering data and widening communications with volunteers. Results indicate that the volunteer base is indeed aging. Within the next five years, 29% of climate observers will retire from the network, suggesting that an aggressive new recruitment strategy will be imperative to the future success of the program. In addition, the traditional pool of observers should be reviewed. Workforce retirees, who make up most of our observers, are now younger and more mobile than previous generations. Many of these individuals no longer fit the program's volunteer profile. Finally, declining rural populations indicate that the Volunteer Climate Observer Program will need to explore new sources for volunteers to maintain its network of volunteer climate stations.

For more information contact:

Jim Ross

Tel.: (780) 951-8875

E-mail: Jim.Ross@ec.gc.ca

Search and Rescue Incident Averted



Under a three-year initiative funded by the Search and Rescue Program, the Canadian Ice Service is investigating the feasibility of providing warnings of landfast ice breakup to northern communities. Although still in its first year, the initiative has already enjoyed an early success.

During the first week of July, the study team was examining Radarsat images and determined that the fast ice in Admiralty Inlet was weakening rapidly. The information was immediately relayed to the Hunter and Trappers' Association in Arctic Bay, who advised a party of hunters camped out on the ice. The next day, July 9, a large piece of the fast ice (25 km x 8 km) where the hunters had been, broke away and drifted into the open water of Lancaster Sound. This "non-incident" potentially saved a very expensive Search and Rescue operation.

The study is continuing and will attempt to determine the practicality and associated costs and benefits of a longer-term operational program. For more information, contact Normand Michaud at (613) 947-3754.

Severe Weather... Over and Out

Despite the latest technological advances, HAM radio communications remains an extremely effective way to convey urgent, rapidly changing information – a natural fit with Environment Canada's Severe Weather Warning Program.

locate severe thunderstorms which can produce large hail, tornadoes, other damaging winds and heavy downpours. These reports are evaluated, along with other information sources, and used to determine where and when severe weather warnings are necessary.

That's why, in 1994, shortly after the New Brunswick Weather Centre opened, staff initiated a pilot project called CANWARN (Canadian Weather Amateur Radio Network). It was based on a joint effort of the Amateur Radio Community and Environment Canada that had begun seven years earlier in Ontario.

The information provided by members of CANWARN and other volunteer Severe Weather Watchers is vitally important in verifying the existence of severe weather in a particular area.

Through CANWARN, HAM radio operators voluntarily provide the weather centre with eye-witness accounts of severe weather conditions. The purpose is to help

The New Brunswick program, while originally confined to a small region of the province due to limitations of the repeater towers, will soon be province-wide. Thanks to funding under the National Search and Rescue Secretariat's New Initiative Fund, the province's HAM radio



Rick Fleetwood, Meteorologist and Severe Weather Program manager at the NBWC coordinates the CANWARN program in New Brunswick.

transmitters are now being upgraded. Training for CANWARN volunteers will also take place over the next several months, and the expanded network will be fully operational for the start of the 2000 Summer Severe Weather Season.

Volunteer Honoured for Half Century of Dedicated Service

Philip Graham of Minden, Ontario had always been interested in the weather, so when he saw an advertisement in the local paper for volunteer climate observers, he applied.

That was 50 years ago and this past August, Environment Canada honoured Mr. Graham for his half century of dedicated service. Carr McLeod, Director of Atmospheric Environment Branch in Ontario Region, presented Mr. Graham with a cut crystal plaque and a letter of

congratulations from Environment Minister David Anderson. John O'Reilly, MP for Haliburton-Victoria-Brock, was also on hand to present Mr. Graham with a Canadian flag and a Certificate of Achievement from his riding.

Even better, a crew from CBC's "Nature Of Things" filmed the event for a program which the series is running on weather. The show's producer and film crew spent the day with Mr. Graham, and joined everyone for dinner after the presentation.



From (L) to (R): Carr McLeod, director of the Atmospheric Environment Branch in Ontario Region, John O'Reilly, MP for Haliburton-Victoria-Brock, and Phillip Graham.

The Public Service Survey: Getting Result

As this issue of Zephyr goes to press, the long-awaited results of the Public Service survey are about to be released. Billed as a worldwide "first" of its kind, the survey polled 105,000 employees, representing 55% of federal Public Service employees. Within Environment Canada, 60% of employees responded.

The results will be available to every department and agency, including all organizational units (generally the branches or sectors) identified in each. At Environment Canada, the information from the survey will be used to complement previous findings from internal surveys conducted over the last three years, giving us a solid base for analysis.

The results of the Public Service Survey show us where we stand today and provide a benchmark against which we can measure our progress in the future.

While no one expects "instant" change as a result of the findings, it is hoped that small but significant steps will ensue – steps that will lead to a better workplace and larger improvements in future. To start, all organizational and work units will be busy analyzing their results over the next few months and identifying areas for immediate and longer-term action. This is a chance for each and every employee and manager to get involved. We can all help find ways to improve our workplace and, ultimately, to better serve the Canadian public.

Results for the entire Public Service and the accompanying summary report are

Award Winners

Severe weather specialists Ed Becker, Bryan Misanchuk and Thomas Noga were presented with Regional Citation of Excellence Awards for their work during the 1998 summer severe weather season.

available on the Internet at:
<http://www.survey-sondage.gc.ca> and
<http://www.publiservice.survey-sondage.gc.ca>

Print and alternative media versions of the report are also available by calling:
 1-800-622-6232 or
 1-800-465-7735 (TTY/Teletypewriter)