



STAFF REPORT INFORMATION ONLY

Further Report on French Language Services

Date:	June 8, 2007
To:	Executive Committee
From:	City Manager
Wards:	All
Reference Number:	

SUMMARY

This report responds to the request for additional information on French language services offered by the City, in particular the application of the translation policy since 2002 and on the application of the Language Line to the 311 service.

Financial Impact

There are no financial implications arising from the recommendation in this report.

Equity Impact Statement

The provision of French language services provides access to services by Francophones who do not have a working knowledge of English.

DECISION HISTORY

At its meeting of March 26th 2007, the Executive Committee considered the City Manager's Report (March 9th 2007) regarding the delivery of French Language Services and requested the City Manager to submit a further report on:

- a. the current French language service offered by the City;
- b. how the translation policy in effect since 2002 has been applied; and
- c. how the implementation of the new 311 service will improve French Language Services".

ISSUE BACKGROUND

In September, 2006, City Council requested the City Manager to report on the provision of French Language services, in particular the translation of City by-laws and documents and the availability of federal and provincial funding for this service.

The City Manager's report (March 9th 2006) provided demographic information on the City's Francophone population and reported on the application of the Multilingual Policy which was adopted by Council in November 2002. The report advised that mechanisms and procedures were in place to provide French language translation and interpretation and that resources were available through the *Association française des municipalités de l'Ontario*/ Association of French Municipalities of Ontario (AFMO) to translate City by-laws.

Comments:

The City of Toronto has mechanisms in place to provide French Language translation and interpretation services, as well as bilingual services for some municipal services. Access to translation services is provided through Access Toronto, the City's public information service. City Divisions have also identified a contact person to co-ordinate and respond to requests for information.

Bilingual French language services are provided for some services such as the administration of the Provincial Offences Act, for counter inquiries in Revenue Services and through specific positions in Public Health. An intake line is available in Social Services and Homes for the Aged sets aside beds in one of its facilities where all services are provided in French. The Children's Services website identifies where French Language childrens' programs are available.

With respect to emergency services, Fire Services, Emergency Medical Services and Toronto Police Services use the Language Line over the phone interpretation for 911 calls. Toronto Police Services has a French Community Liaison Officer on Staff.

The Toronto Transit Commission uses the Language Line in addition to providing general information in French (option 7 on the voice tree).

Toronto Public Library reported that its 2006 collection had a French stock of 176,313 items, an increase over its 2002 level of 121,255 items.

(b) Application of the Translation Policy

The Multilingual Services Policy provides that "French translation of documents be provided (in full or summary form) whenever public information materials are translated into another language", except for the purchase of advertising.

When the Multilingual Services Unit receives a request for translation to any language, the division requesting the translation is advised that the provision of French translation is a requirement. Complete data are not available for 2002 and for 2007. The following is a summary of the French language translation that has been provided.

2007	(5 months)	101 projects	63,210 words
2006	(full year)	203 projects	135,244 words
2005	(full year)	233 projects	111,397 words
2004	(full year)	205 projects	76,682 words
2003	(full year)	226 projects	81,728 words
2002	(full year)	190 projects	word count not available

With respect to interpretation services, the Language Line Services has advised that between January 1, 2002 and April 30, 2007, 1,185 calls were interpreted in French. This represents 2.3% of calls to the City requiring over-the-telephone interpretation through Language Line Services. Face-to-face interpretation services were provided on 12 occasions from 2005 to May, 2007.

(c) 311 Services

The 311 system when in operation will provide more extensive information about City Services in one call. Currently, the 311 project has built capacity to answer 9,460 different questions about the City. 311 will also be able to initiate service requests and track on behalf of Toronto Water, Transportation, Solid Waste Management, Municipal Licensing and Standards and Urban Forestry.

The consolidation of 311 services will be supported in 140 languages through the use of Language Line Services. Residents, businesses and visitors will be able to request interpretative services through 311.

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