



French Language Services Advisory Committee

MINUTES 7

Thursday, 13 November 2014

6:30 pm

Champlain Room, 110 Laurier Ave. West

- Notes:**
1. *Please note that these Minutes are to be considered DRAFT until confirmed by Committee.*
 2. *Underlining indicates a new or amended recommendation approved by Committee.*

Present: **Chair: Étienne Camirand**
Members: Jessica Smith, Jean-Louis Schryburt, Tracy Ferne, Roger Bouchard, Anne Walsh, Councillor Bob Monette (non-voting)

Absent: **Vice Chair: Élizabeth Allard, Sonia Gaal**

DECLARATIONS OF INTEREST

CONFIRMATION OF MINUTES

Confirmation of Minutes 6 – 11 September 2014

CONFIRMED

PRESENTATIONS

1. OC TRANSPPO - VERBAL PRESENTATION

City Wide

John Manconi, General Manager, Transit Services and Jocelyne Bégin, Manager, Strategic Initiatives/Business Plan, Transit Services gave a PowerPoint presentation on the services offered in French by OC Transpo. A copy of the presentation is held on file with the City Clerk's department.

They covered the statistics of the service in general and the number of clients they serve and employees of Transit Services. They noted that the website and all materials are translated by French Language Services and all bilingual. Any complaints received with regards to French language services are received and dealt with within a 2 week period and many much sooner. They highlighted that 25% of bus operators were bilingual, 559 bilingual positions in Transit Services and many have enrolled in French Language training over the years.

Their presentation was followed by various questions from the members on:

- Can French speaking only people have a chance to drive? Yes
- Why are many ads in English only? It is market driven. Bilingual ads can't be imposed but highly encouraged.
- Access to buses in suburban areas like Navan? Service standards set by Council
- Emergency medical services? All dispatchers are bilingual.

That the French Language Services Advisory Committee receive this presentation for information.

RECEIVED

**CITY OPERATIONS
PARKS, RECREATION AND CULTURAL SERVICES DEPARTMENT**

2. UPDATE ON PARKS AND RECREATION - ACCESS TO SERVICES IN
FRENCH

City Wide

Mr. Dan Chénier, General Manager of Parks, Recreation and Culture and Suzanne Sanford, Recreation Community Development Officer spoke to a Powerpoint presentation, which served to update the Committee on the department's Francophone initiatives and projects. A copy of their presentation is held on file with the City Clerk's office pursuant to the City of Ottawa Records Retention and Disposition By-law.

They then responded to Members' questions and comments. The members were encouraged by the progress and next steps being taken by Mr. Chenier and his group. Questions centred on process being used to cancel certain programs. Dan Chenier stated mainly based on number of enrolments with 10 being the lowest. There were concerns on summer camp cancellations and steps to be taken. Councillor Monette encouraged staff to request mother tongue when entering information for database.

That the French Language Services Advisory Committee receive this presentation for information, implementation and comments for its 2013-2014 work plan Objective 5.

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**CITY MANAGER'S OFFICE
CITY CLERK AND SOLICITOR DEPARTMENT**

3. REPORT FROM THE CHAIR ON THE MEETING WITH CITY STAFF

City Wide

Chair Étienne Camirand reported to the Committee the meeting held with Rick O'Connor, City Clerk and Solicitor and Leslie Donnelly, Deputy City Clerk with the Chairs and Vice-Chairs of the Advisory Committees on the upcoming changes in the Governance Report. He stated that the Chairs and Vice-Chairs were please to be part of the consultation. They were very interested in keeping the Councillors involved and most understood that the previous mid-term Governance caused some problems for the Committees to become actively involved. He hoped that the next Committee would be better and more involved.

That the French Language Services Advisory Committee receive this verbal update for information.

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OFFICE OF THE CITY MANAGER

4. FRENCH LANGUAGE SERVICES BRANCH – VERBAL UPDATE

City Wide

Ms. Renée Bertrand, Manager of French Language Services, provided a report on internal processes and looking at the French services being offered by various departments as well as analyzing the operations and processes of French Language Services. She stated that they would look at the Titter feeds

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coming from the City to ensure that they were bilingual and that the French would follow closely after the English version.

She thanked the Committee members for their work and input during this term of Council.

That the French Language Services Advisory Committee receive this verbal update for information.

RECEIVED

This being the last meeting before the recruiting process and changes in Committees the Chair thanked all members for their support and participation. Member Shryburt thanked the Chair for his work.

NOTICE OF MOTIONS (FOR CONSIDERATION AT A SUBSEQUENT MEETING)

Moved by Member J.L. Schryburt

Where as the francophone community are being told if we are not satisfied with services we must complain and when no one complains it means that everything is working fine; and

Where as those who complain receive insignificant responses; and

Where as recently in the community people have started comparing the number of complaints received by the Federal government vs the complaints received by the Provincial government vs. the complaints received by the City of Ottawa; and

Where as the people who are responsible for complaints at the Federal and Provincial governments have the ability to put the complaints in front of parliament. Looking at the City of Ottawa complaints are handled internally which has weaknesses;

Therefore be it resolved that the French Language Services Advisory Committee (FLSAC) recommend the Finance and Economic Development Committee and City Council to allow the FLSAC to study the City's French services complaint processes so that the FLSAC can provide recommendations to improve results.

ADJOURNMENT

The meeting adjourned at 8:20 p.m.

Committee Coordinator

Chair

DRAFT