Greetings
Thank you for this opportunity to give you some feedback on the preliminary budgets.

My name is Fanny Drouet.
I have lived in Winnipeg for 17 years.
For the last 15 years, I have worked as a translator in the public service, as part of an internal translation team.

I wish to oppose the proposed cuts affecting the City's internal translation team, and the plan to rely "more on outsourced translation services" because they will:
1-lower the quality of the services that the City offers in French;
2-create problems for the members of French-speaking population when they use city services like 311, water billing, and taxation.

* This is not about interpretation (which is what is offered during most Council meetings, if necessary). Translation is about producing written material, like scripting for front-line staff, but also press releases, notices, correspondence, web and social media content, signs, plaques, etc.

An internal translation team is the model that provides the highest level of service.
Producing translation involves:
- asking questions to subject-matter experts and other internal resources to understand the meaning and intent of the message written in the source text
- following organizational communications standards (accessibility, inclusiveness) and using consistent terminology
- comparing French translations to source materials in English, and making necessary corrections and adjustments to form and content. There is a misconception that recycled materials can be processed quickly and easily, and require minimal to no reviewing by in-house translation staff. In my experience, there is more to do than changing dates and names to materials that are reused over the years. Terminology changes, the messaging is reworded, updated, reformated, etc. Content is most efficiently recycled in-house with the help of a translation memory software, which is a tool that most translation contractors do not have.
- proofreading translations when they are re-formatted in any way, whether they will end up printed on paper, posted on websites, or used on park or road signage
- devoting time to discuss, establish and maintain City terminology

This is the best way to minimize errors and to ensure the messaging is up to the standards which the City has set to be able to communicate, inform and support, in a way that is consistent, legible, clear, inclusive and accessible. This allows the City to offer quality services to French-speaking residents.

Problems of increasing outsourcing:
- Not all materials will be reviewed, because it is impossible to do so with only one in-house proofreader/translator (which is the model proposed). That is not acceptable: would any English materials be outsourced and released without being reviewed?

- The reviewing process will only focus on terminology adjustments, and errors of spelling and grammar, which leaves out consistency and legibility, at best.
- Confidentiality: the more you outsource, the more you share. City produces materials in preparation of budgets, elections, bidding opportunities, majors capital projects, to name a few.
- Shortage of local contractors who are certified for government level work. Is the City going to hire non-certified translators, or translators from outside of the Province?

Cutting internal French translation services is the wrong direction to take, given that, last fall, Council approved the FLS review plan to extend French services to the entire city, and not only to the Riel District. This is a time for the City to strengthen its organisational support of French-Language services, not to weaken it.

Thank you.

Fanny Drouet