



# Multilingual Communications Survey Report

A survey of the Office of the Councillors and the Office of the Mayor

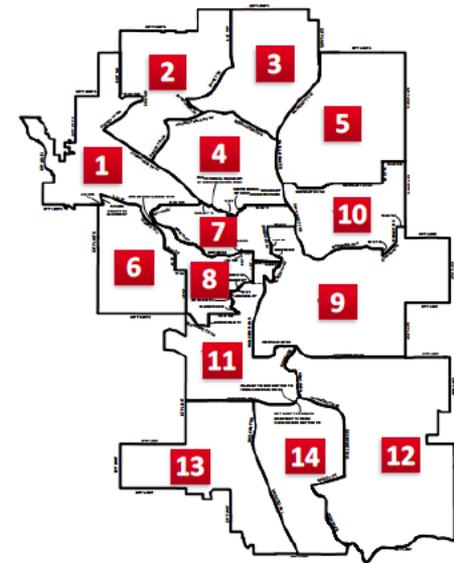
# Background and Methodology

## Background

In April 2018, a Notice of Motion (NoM) CPS2018-0-945, for a Multilingual Communications & Engagement Policy was brought forward to Council. As Council priorities identify the need to include opportunities for all Calgarians to participate in civic life to help create a prosperous city, this NoM highlighted current language barriers in place that hinder this opportunity to engage in civic life for many citizens.

## Methodology

A survey was conducted to gain a better understanding of the resourcing needs of Councillors and their ward offices for translation and interpretation services. The survey was conducted from July 24 to 27, 2018 and was sent to each Councillor and their ward office assistant. A representative from each of the 14 ward offices (2 from Ward 14) and the Office of the Mayor completed the survey, for a total of 16 completed surveys.





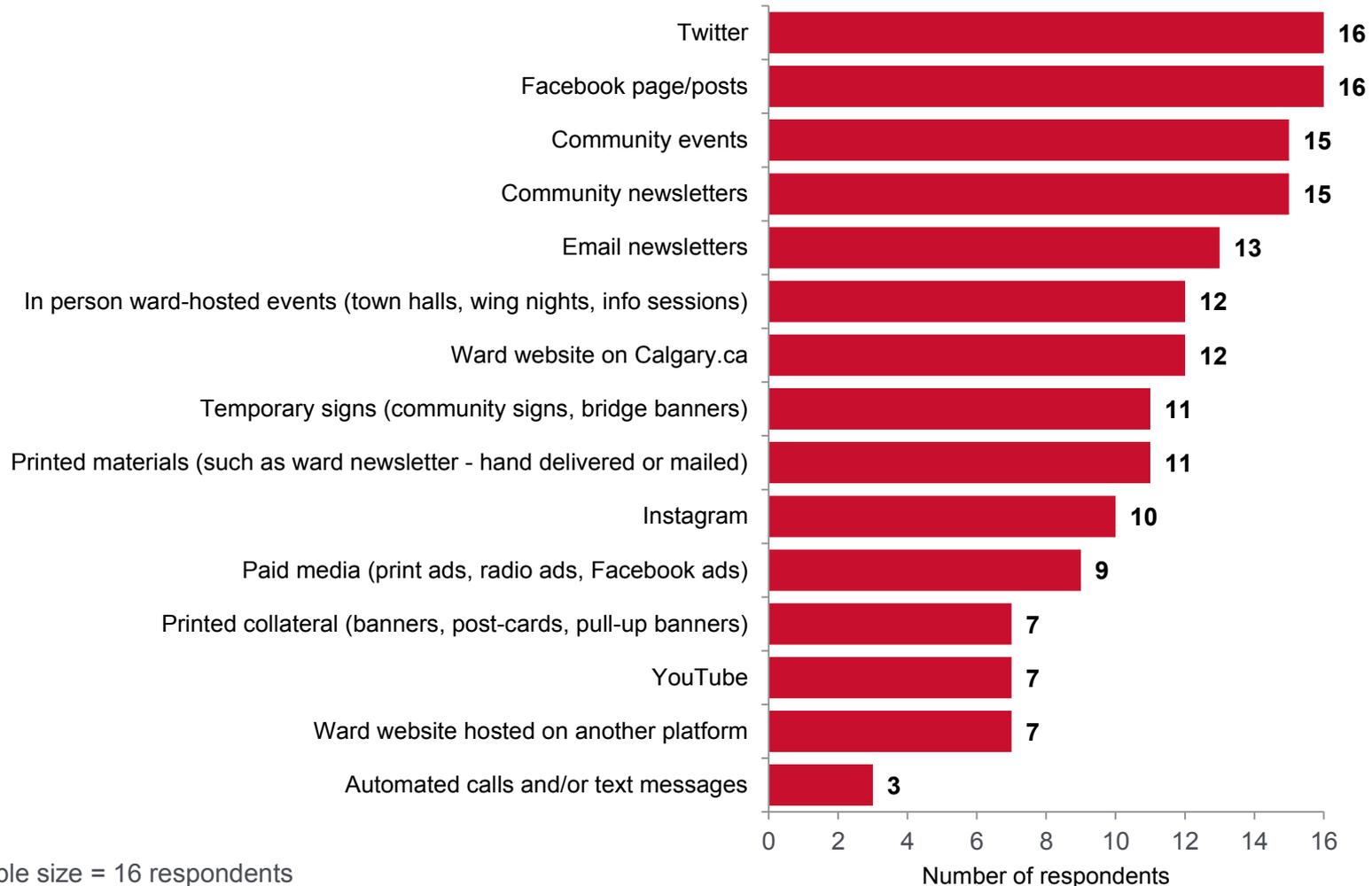
# Survey Results



# Communication Channels Used by Ward Offices

All ward offices and the Office of the Mayor use social media (Twitter and Facebook) and nearly all use community events and newsletters to communicate with their constituents. Overall, a variety of channels are used by many of the offices.

**What communications channels does your ward currently use? Please choose all that apply.**



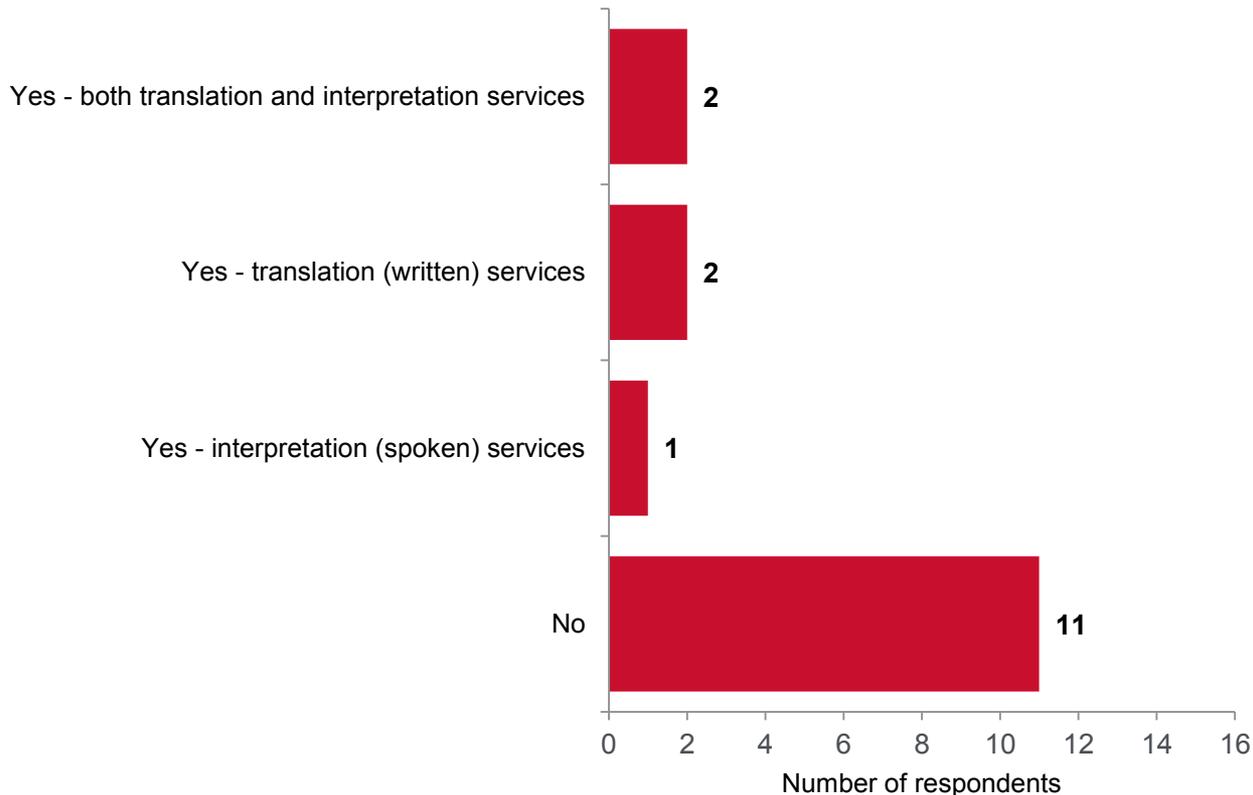
Sample size = 16 respondents



# Translation Services Used by Ward Offices

Currently, most ward offices do not use translation or interpretation services. While a couple use both of these service types, another two use translation (written) services only and one uses only interpretation (spoken) services. Those who use one or both services reported using staff, community members, and/or friends or family assist with translation/interpretation services as needed on a volunteer basis.

**Do you currently use language translation (written) and/or interpretation (spoken) services or do people within your office translate or interpret for your ward communications content?**



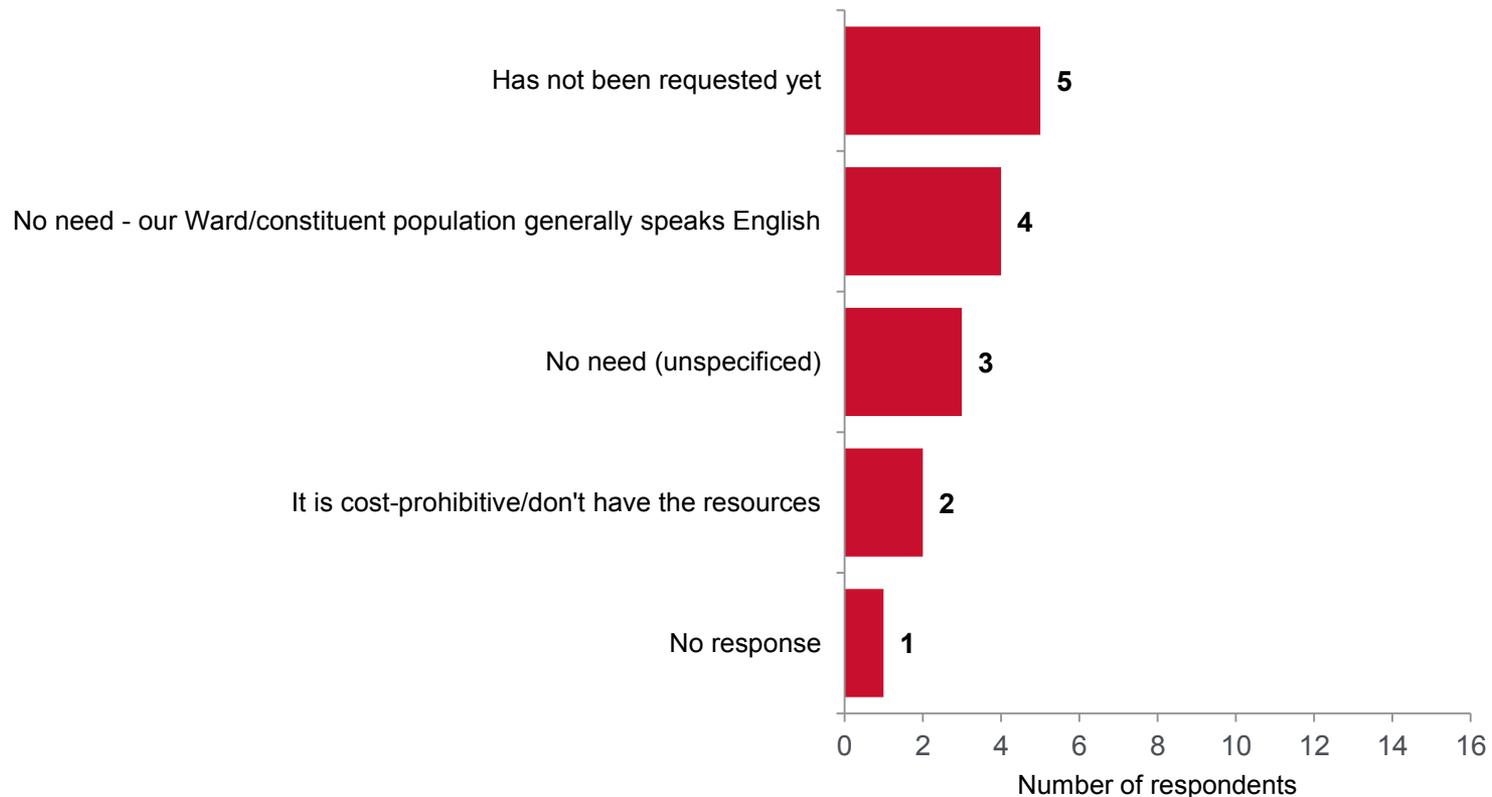
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# Reasons for Not Using Translation or Interpretation Services

Of the 11 offices that haven't used translation or interpretation services, the most common reason given is that there hasn't been a need for it to date. A couple of office representatives mentioned cost/resources as a barrier, although one of these respondents did indicate that they hadn't received a request to translate anything into another language.

**Please explain why you don't use translation and/or interpretation services.**  
 (multiple responses allowed; verbatim responses coded for theme)



Sample size = 11 respondents

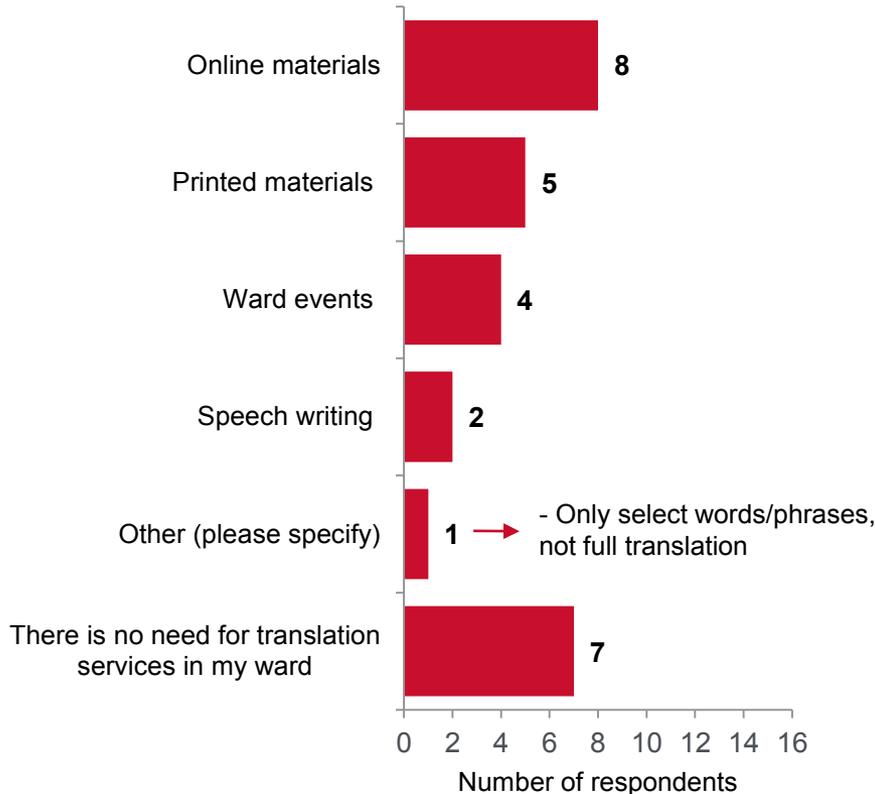


# Greatest Needs for Translation or Interpretation

According to respondents, written translation services are needed for online materials and, to a lesser extent, for printed materials and ward events. Around half of respondents answered that there isn't a need for this service in their ward.

Spoken interpretation services are needed by half of the offices for Council and Committee meetings for citizens who would like to speak. Fewer need these services for ward events and ward office phone calls.

**Please indicate where you think the translation (written) services needs are greatest in your ward.**  
(multiple responses allowed)



**Please indicate where you think the interpretation (spoken) services needs are greatest in your ward.**  
(multiple responses allowed)



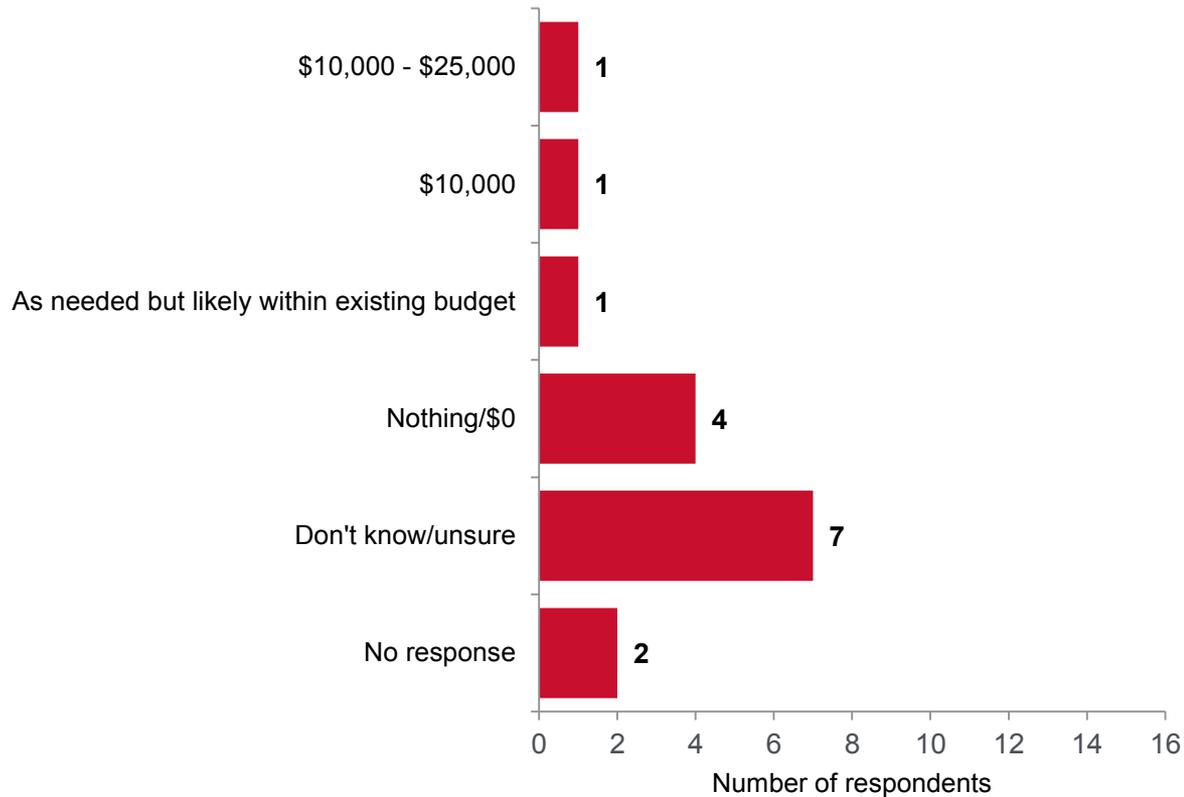
Sample size = 16 respondents



# Estimated Annual Funding Needed for Translation and Interpretation Services

It's possible respondents aren't familiar with fees for translation/interpretation services, as they've relied on free options in the past.

**How much funding do you think your ward needs to meet your translation/interpretation requirements each year?**  
(verbatim responses coded for theme)



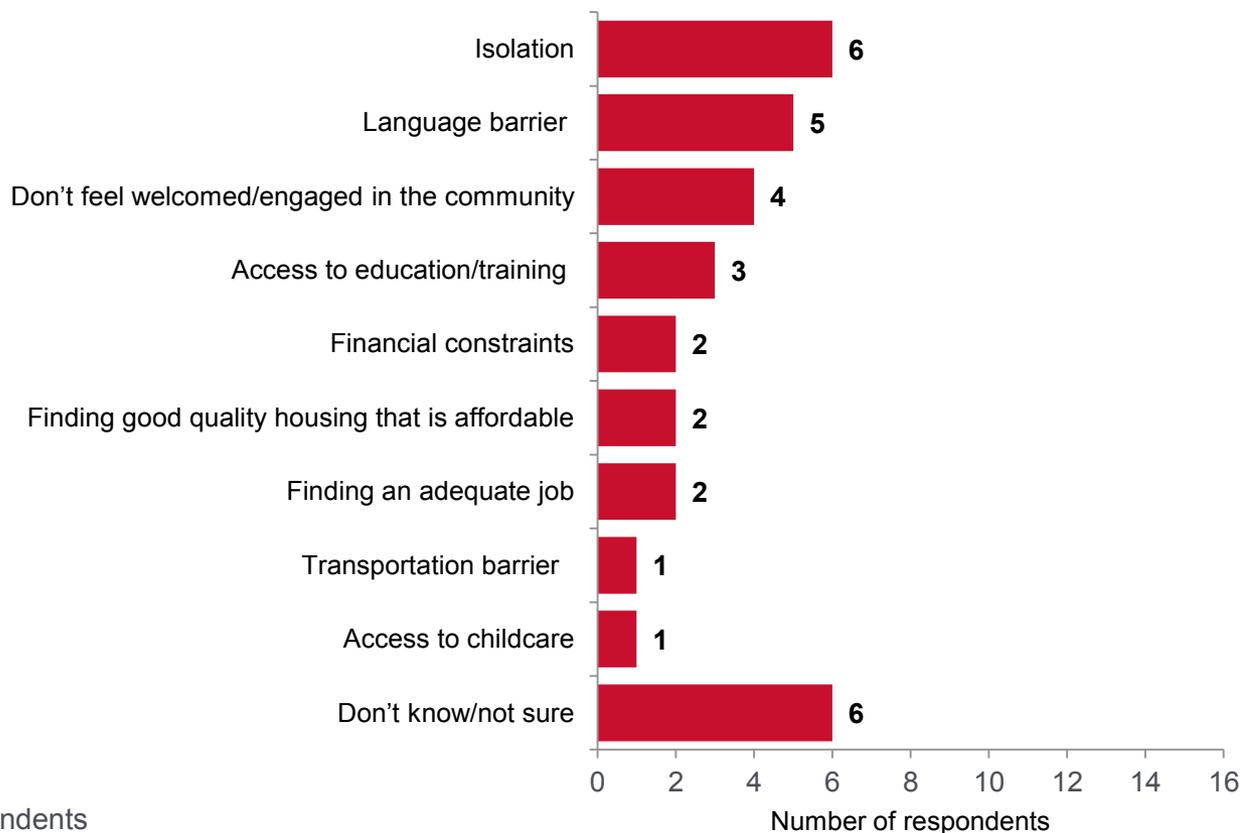
Sample size = 16 respondents



# Perceived Challenges for Multicultural Groups

Isolation was the most mentioned challenge for multicultural groups in their wards, followed by language barriers, and not feeling welcomed or engaged in the community.

**Considering challenges multicultural\* groups may face, which issues listed below do you feel are the top three biggest challenges for multicultural\* groups in your ward? (select top 3 only)**  
 (multiple responses allowed)



Sample size = 16 respondents

*\*The initial survey had "ethnic" written out rather than multicultural. We have changed it to better align our work, as discussed in the Q3 report.*