

# Region has translators in more than 150 languages available

Those who contact the Region can now receive assistance over the phone in more than 150 languages.

That means callers who need assistance in a language other than English will have access to telephone translators, usually within seconds.

The new service is provided through Language Line Services, which has more than 2,000 translators across 14 time zones around the world.

During regular business hours, Access Halton's customer service representatives will be able to instantly connect to a telephone translator to communicate with callers who don't speak English.

"The prime minister's recent decision to boost immigration targets means all municipalities and particularly Halton, with our prox-

imity to Toronto, will see an increase in the diversity of our communities," said Regional Chairman Joyce Savoline. "Halton is one of the fastest-growing regions in Canada and we are committed to remaining accessible and responsive to all our residents."

Halton CAO Brent Marshall noted the new service is another step in ensuring easier access to government services.

"We will continue to look for new ways to deliver world class customer service according to the changing needs of our residents. This is the kind of responsive customer service that has earned us the highest designation in our recent benchmarking survey," he said, referring to a survey undertaken earlier this year by Service Quality Management Group (SQM) that

resulted in Halton earning the 'world class' service designation.

This designation is only achieved by five per cent of the companies that SQM benchmarks, including banks, telecommunications companies, utilities and retailers across North America.

Access Halton operates the Region's Government Access Centre where staff members provide customers with seamless, single-window access to regional, provincial and federal government information.

The centre can be reached between 8:30 a.m. and 5 p.m. on regular business days at (905) 825-6000, by e-mail at [accesshalton@region.halton.on.ca](mailto:accesshalton@region.halton.on.ca) or by mail and in person at 1151 Bronte Rd., Oakville, Ont., L6M 3L1.

## HaltonSearch.com



The Regional Municipality of Halton



### NOTICE OF STUDY COMMENCEMENT

#### Zone 5 Lake-Based Water System Storage Town of Milton & Halton Hills 401 Corridor Class Environmental Assessment Study

The Regional Municipality of Halton is initiating a Class Environmental Assessment to provide a water storage reservoir for Halton's Zone 5 lake-based water system (see map below). The need for the water storage reservoir was identified in the Halton Water & Wastewater Master Plan Review (2002). This reservoir is required to provide fire protection, supply during peak hour demands and emergency water supply for new development lands in Milton and the Halton Hills 401 Corridor.

This notice signals the commencement of the Class Environmental Assessment - a study which will define the problem, identify and evaluate alternative solutions including reservoir location, and determine a preferred solution in consultation with regulatory agencies and the public. The study is being conducted in compliance with Schedule B of the Municipal Class Environmental Assessment (June 2000), which is approved under the Ontario Environmental Assessment Act.

A key component of the study will be consultation with interested stakeholders (public and regulatory agencies) including one Public Information Centre (PIC). The PIC will provide stakeholders with an opportunity to meet the Project Team, review the study scope and discuss issues related to the project including alternative solutions, environmental considerations, and evaluation criteria. Details regarding the forthcoming PIC will be advertised as the study progresses.

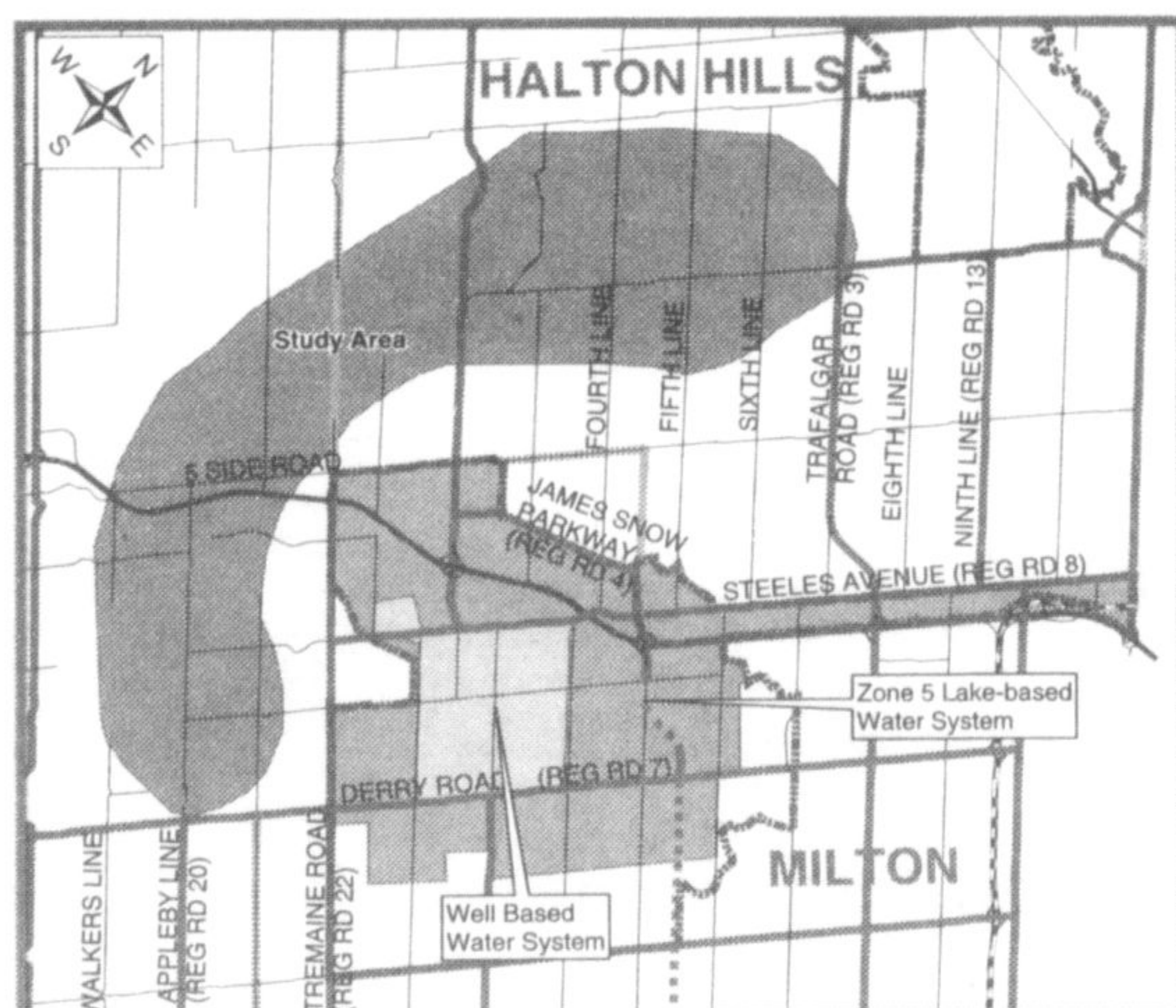
Information requests or questions may be directed to:

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This Notice first issued on October 14, 2005.  
[www.region.halton.on.ca](http://www.region.halton.on.ca)

The map below shows the approximate limits of the study area.



1151 Bronte Road, Oakville, ON L6M 3L1  
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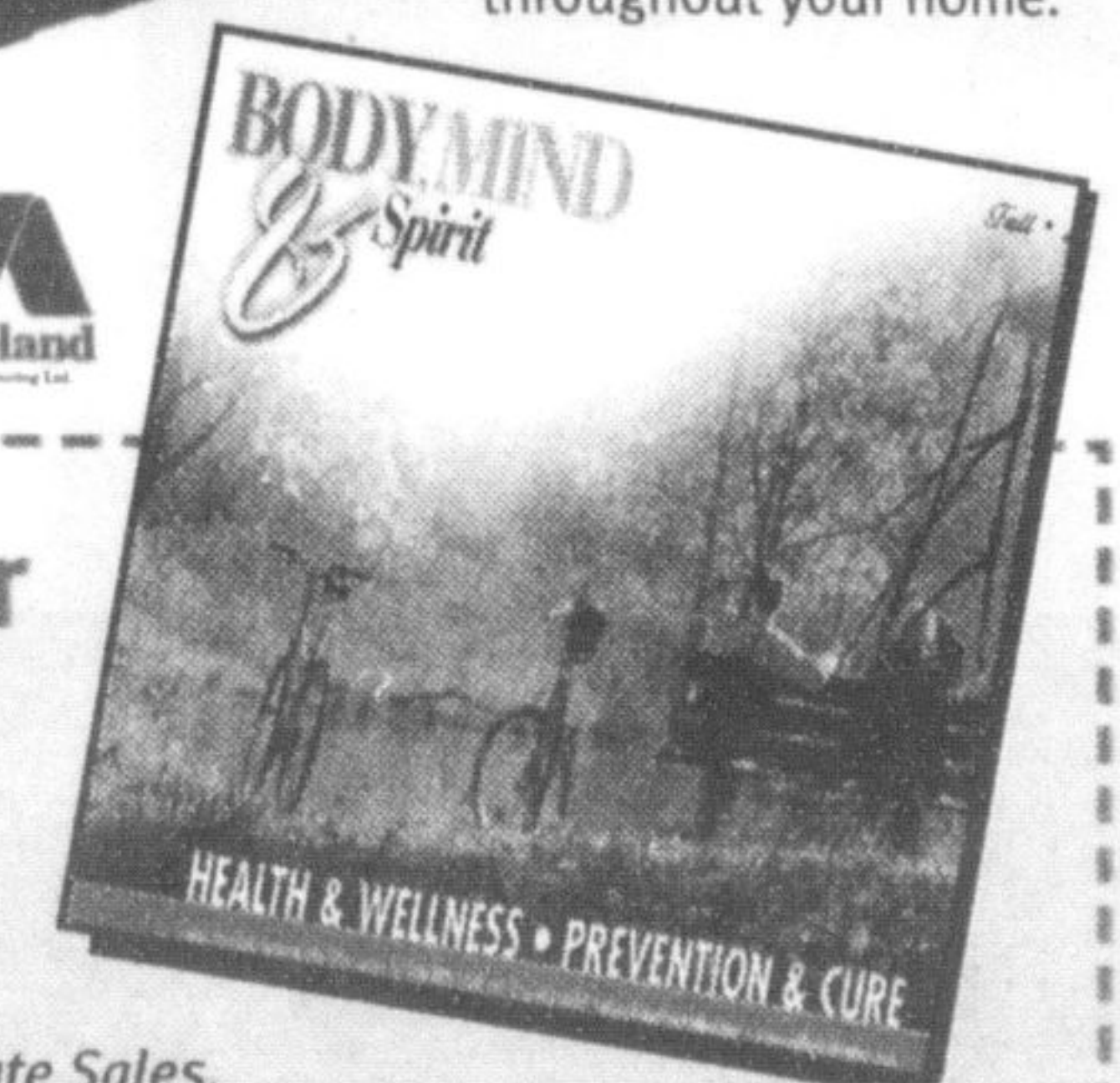
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Deadline for entries is December 5, 2005, at 6 p.m. Winners to be announced by your local Metroland Community newspaper the week of December 18-24, 2005. Employees of Metroland Printing, Publishing and Distributing Ltd, and their families, are not eligible to enter this Venmar contest. Limit of one entry coupon per person.

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