Agenda – Executive Policy Committee – July 11, 2018

REPORTS

Item No. 14 Annual Report on French Language Services (2017)

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the 2017 Annual Report on French Language Services be received as information and referred to the Minister of Municipal Relations, in accordance with Part 9 of The City of Winnipeg Charter (Appendix 1).

2. That the proper officers of the City be authorized to do all things necessary to implement the foregoing.

ADMINISTRATIVE REPORT

Title: **Annual Report on French Language Services (2017)**

Critical Path: **Executive Policy Committee - Council**

AUTHORIZATION

Author	Department Head	CFO	CAO
N. Young	F. Wiltshire	N/A	D. McNeil

EXECUTIVE SUMMARY

The City of Winnipeg continues to make progress related to its compliance with the requirements of Part 9 of The City of Winnipeg Charter. The Manager of French Language Services, a branch of the Customer Service and Communications Department, is responsible for providing leadership and coordination for the City in the direct delivery of French language services to residents, and will help coordinate the development of policies and programs to support French language service-delivery.

RECOMMENDATIONS

1. That the 2017 Annual Report on French Language Services be received as information and referred to the Minister of Municipal Relations, in accordance with Part 9 of The City of Winnipeg Charter (Appendix 1).

2. That the proper officers of the City be authorized to do all things necessary to implement the foregoing.

REASON FOR THE REPORT

In accordance with Section 462 of Part 9 of the City of Winnipeg Charter, the City must submit, on an annual basis, a report to the Minister of Municipal Relations on its compliance with its obligations under the Charter with respect to French language services.

IMPLICATIONS OF THE RECOMMENDATIONS

Various Departments of the City of Winnipeg have made continued progress with its compliance of the requirements of Part 9 of *The City of Winnipeg Charter*. Highlights of new projects/initiatives have been identified in the 2017 Annual Report on French Language Services, included as Appendix 1.

HISTORY

In June 1992, the Province of Manitoba passed Bill 78, amending The City of Winnipeg Act (Part 3). Part 3 was proclaimed effective May 1, 1994. As required under the new law, a French Language Coordinator was appointed in September, 1993. Part 3 also required that the City report annually to the Minister of Intergovernmental Affairs on the progress it was making on meeting its FLS obligations.

On April 24, 1994 Council passed the first By-law (No 6402/94) for the provision of municipal services in both official languages.

Since 1994, the City of Winnipeg has received annual funding from the Province of Manitoba through the Canada / Manitoba Agreement on French Language Services. This Agreement provides federal funding to Provincial government departments, Crown corporations and provincially-designated institutions (i.e.: the City of Winnipeg) to assist Manitoba in meeting its official languages obligations.

In 1995, as part of the New Directions Initiative, the City created the Communications Officer / French Language Services Coordinator responsibility within the Corporate Communications Division of the Corporate Services Department. The responsibilities were split equally between corporate communications and French Language Services.

In 1997, this responsibility was transferred to the CAO Secretariat and again in 1998, transferred from the CAO Secretariat to the EPC Secretariat.

In 2000, the role and responsibilities for French Language Services were transferred to the Community Services Department as a result of the tri-level government initiative being undertaken for the development and implementation of the Bilingual Service Centre in St. Boniface.

In 2001, an inter-departmental annual recovery was established to recover the cost of operating the City of Winnipeg's portion of the St. Boniface Bilingual Service Centre. There are approximately 10 departments/utilities and no Special Operating Agencies (SOAs) contributing to this current recovery.

On September 26, 2001 Council approved the final report of the FLS Task Force which contained a number of recommendations including that a Councillor be appointed to address future matters relating to the provision of French Language Services for the City of Winnipeg.

In April 2002, the City, in partnership with the Government of Canada and the Province of Manitoba opened the first tri-level government Bilingual Service Centre in Canada. Through this service centre site, the City provides cashier and information services in both official languages at 614 Des Meurons Street, alongside Federal and Provincial Bureaus.

On December 11, 2002 Council passed By-law No. 8154/2002 – Official Languages of Municipal Services By-law. This By-law replaced all previous by-laws regarding French language services and reflected the enactment of the City of Winnipeg Charter, as well as outlining more specifically the obligations of each department.

Also in 2002, a Bilingual Designated Community Resource Coordinator (CRC) for the Riel District was established to work with the francophone community.

In 2009, the role and responsibilities of the City of Winnipeg's French Language Services Coordinator were assigned to the CRC servicing the Riel Community. In January, 2009 the City launched the 311 Contact Centre wherein telephone and email services in both official languages became available. The

City of Winnipeg Bilingual Service Centre role changed as a result and provided over-the counter and in-person services only.

Effective September, 2013 Corporate Support Services (311) assumed responsibility for public facing customer service and cashiering responsibilities at 510 Main Street previously provided by the Water and Waste Department, with the exception of the City of Winnipeg's portion of the St. Boniface Bilingual Service Centre.

In 2015, a new full-time position responsible for French Language Services was approved by Council. On October 3, 2016 a new manager was hired and under the general supervision of the Director of Customer Service & Communications, and on behalf of the Public Service, the manager is responsible for providing leadership and direction to the Public Service, senior administration and Council, in the development and management of French language services as required. This position is responsible for managing the City's Bilingual Service Centre, and to ensure bilingual service requirements are being met under Part 9 of the City of Winnipeg Charter. Furthermore, this position is responsible for the development of policies, By-Law(s), administrative directives, advising departments/SOAs on policy, liaises regularly with other levels of government and following up on community groups on complaints related to French language service matters.

The 2017 Annual Report on French Language Services is attached to this report as Appendix 1.

FINANCIAL IMPACT

Financial Impact Statement Date: July 3, 2018

Project Name:

Annual Report on French Language Services (2017)

COMMENTS:

There are no financial implications to the recommendation of this report.

(Original signed by T. Yanchishyn)
Tanis Yanchishyn
Manager of Finance (Campus)
Corporate Finance Department

CONSULTATION

In preparing this report there was consultation with:

All City of Winnipeg Departments and Special Operating Agencies
Riel District Councillors
Musée de Saint-Boniface Museum

SUBMITTED BY

Department: Chief Administrative Officer
Division: Customer Services and Communications
Prepared by: Nicole Young, Manager, French Language Services
Date: July 4, 2018

Appendix 1: City of Winnipeg 2017 Annual Report on French Language Services