Agenda – Executive Policy Committee – November 13, 2024

REPORTS

Item No. 4 2018-2022 Annual Reports on French Language Services

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the 2018-2022 Annual Reports 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 intent of the foregoing.

ADMINISTRATIVE REPORT

Title: 2018-2022 Annual Reports on French Language Services

Critical Path: Executive Policy Committee - Council

AUTHORIZATION

Author	Department Head	CFO	CAO
N. Young	F. Wiltshire	T. Graham	S. Armbruster, Interim CAO

EXECUTIVE SUMMARY

The City of Winnipeg is having trouble offering services in French. Keeping bilingual candidates is difficult. Departments are working on finding different ways to increase services in French. We are continuing to work on updated five-year plans that focus on three key areas: communication; strengthening our governance; and better managing our people.

RECOMMENDATIONS

1. That the 2018-2022 Annual Reports 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 intent of the foregoing.

REASON FOR THE REPORT

In accordance with Section 462 of Part 9 of the City of Winnipeg Charter, the City will submit, 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

Some Departments of the City of Winnipeg have made incremental 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 reports on French Language Services, included as Appendix 1.

HISTORY/DISCUSSION

Pursuant to section 23 of the Manitoba Act, 1870, English and French have an official status in Manitoba's legislative and judicial spheres. The fundamental purpose of this is to ensure that government departments and agencies provide their services in both English and French in all areas of the City where the French-speaking population is concentrated. Part 9 of The City of Winnipeg Charter Act and Official Languages of Municipal Services By-law No. 8154/2002 set out the requirements and delivery of French-language municipal services in Winnipeg.

The City of Winnipeg, like all bilingual municipalities in Manitoba, invests significant amounts of money annually in the provision of municipal services in both official languages. However, this investment currently has been the same amount for over a decade. While there is a financial matching mechanism between the provincial and federal governments (Canada-Manitoba French Language Services Agreement [CMFSA]), the problem remains that the municipal investment is not directly recognized. There are two consequences to this lack of resources:

1. It delays any tangible and concrete improvements in government services in French (in both official languages) at all levels: municipal, provincial and federal; and

2. Francophone minority communities (FMCs) are faced with limited services, having little access to services in both official languages, thus hindering their longer-term development.

Since 2017, the French Language Services Division has supported departments and special operating agencies in preparing their multi-year strategic plan as well assisting the public service in fulfilling their compliance with regard to Part 9 of City of Winnipeg Charter and Official Languages of Municipal Services By-law 8154/2002, a bylaw that guides the development of strategic plans. Both would need to be updated and modernized in order to better reflect the current priorities and services of the French community.

All departments continue to struggle and encounter obstacles in implementing French language services. The French Language Services Division continues to see an increased amount of complaints in being unable to provide consistent service in French across our organization.

A revised process was piloted for the development of the 2022-2026 FLS five-year plan using the Municipal Maturity Model (3M): a practical tool developed for Manitoba's Bilingual Municipalities members in advancing their delivery of municipal services in Canada's two official languages. The Manager of French Language Services Division and Departments will need to include the *Société de la francophonie manitobaine* in this process.

Winnipeg stands out nationally as a bilingual, multicultural city. It is the incarnation of the Canadian identity and of the official languages system. The SFM wants to see the francophonie make our city shine economically, socially, and culturally. It is important to address French-language services in the City as the result of an organizational culture and not simply a check box of a procedural process.

FINANCIAL IMPACT

Financial Impact Statement

Date: September 12, 2024

Project Name:
2018-2022 Annual Reports on French Language Services

COMMENTS:

There are no financial implications associated with the recommendations of this report.

Randy Bernard

Randy Bernard, CPA, CMA
Manager of Finance & Administration (Campus)
Corporate Finance Department

CONSULTATION

This Report has been prepared in consultation with internal department representatives from Legal Services.

OURWINNIPEG POLICY ALIGNMENT

This report is in accordance with the OurWinnipeg 2045 through:

Leadership & Good Governance: Achieve community-responsive service delivery through an aligned, integrated, collaborative and results-oriented organizational culture.

- 1.1 Organizational Alignment
- 1.07 Equitable Service Access
- 1.10 Representative and Participatory Democracy
- 1.12 Integrated Regional Planning
- 1.14 Youth Leadership
- 1.16 Equitable Funding Distribution
- 1.17 Neighbourhood Needs Assessment
- 1.18 Responsive, Representative and Resilient Workforce
- 1.19 Equitable Service Access

Economic Prosperity

- 3.4 Community Economic Development
- 3.10 Indigenous Economic Development
- 3.12 & 3.13 Poverty Reduction
- 3.16 Optimize Facility Access
- 3.18 Digital Communications
- 3.19 & 3.21 Community Capacity Development
- 3.20 Strategic Enterprise Supports

Good Health & Well-Being

- 4.1 Health Equity
- 4.2 Evidence-Informed Health Action
- 4.3 Proactive Health Intervention
- 4.6 & 4.7 Community Safety
- 4.9 Inclusive Public Places
- 4.10 Transportation Safety
- 4.11 Equitable Service Access
- 4.12 Inclusive Public Places
- 4.13 Inclusive Public Places
- 4.14 Community Safety
- 4.15 Digital Communications

Social Equity

- 5.1 Equitable Service Access
- 5.4 Reconciliation with Indigenous Peoples
- 5.5 Indigenous Lens

- 5.6 Equitable Service Access
- 5.7 & 5.8 Community Cohesion
- 5.9 Heritage Conservation

City Buildings
- 6.2 Complete Communities Characteristics

The Charter and By-law 8154/2002 include representation and inclusivity, reflecting the need to offer access to services and programs in both official languages. It also helps support and address community issues by considering input and feedback on any municipal project in the language of their choice.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

Consideration was given as to whether this report connects to the Winnipeg Climate Action Plan (CAP), and it was determined that the CAP is not applicable to this specific report.

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

- GOAL 1: Equity and a Culture of Caring are Demonstrated through Strategy Implementation and Systems
- GOAL 3: Equity is Embedded in all City Employment and Income
- GOAL 4: Community Well-Being Supports for those in Greatest Need are Increased
- GOAL 5: Transportation System Equity is Enhanced
- GOAL 6: All City Services are Equitable, Inclusive and Accessible
- GOAL 8: Equity in Community Safety is Increased through Collaboration

SUBMITTED BY

Department: Customer Service & Communication
Division: French Language Services
Prepared by: Nicole Young
Date: September 11, 2024

Attachment: