Agenda – Executive Policy Committee – January 21, 2025

REPORTS

Item No. 4 2023 Annual Report on French Language Services

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the 2023 Annual Report on French Language Services be received as information and referred to the Minister of Municipal Relations, per Part 9 of The City of Winnipeg Charter (Appendix 1).

ADMINISTRATIVE REPORT

Title: 2023 Annual Report 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 working to increase services in French. Residents will see more French information on the website. The City retained and promoted internal bilingual employees. Some divisions consistently provide services in both French and English.

RECOMMENDATIONS

1. That the 2023 Annual Report on French Language Services be received as information and referred to the Minister of Municipal Relations, per Part 9 of The City of Winnipeg Charter (Appendix 1).

REASON FOR THE REPORT

Under 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 concerning French language services.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications to receiving this report as information.

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. 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, continues to invest while having increased competing priorities.

Since 2017, the French Language Services Division has supported departments and special operating agencies in preparing their multi-year strategic plan as well as assisting the Public Service in fulfilling their compliance concerning 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 still need to be updated and modernized to better reflect the current priorities and services of the French community.

All departments continue to encounter obstacles in implementing French language services. The French Language Services Division continues to see an increased amount of complaints about being unable to provide consistent service in French across our organization. Previously-identified consequences continue to delay significant improvements in municipal services in French (in both official languages); and residents are faced with limited services within some divisions, having little access to services in both official languages, thus hindering their ability to be able to receive appropriate support for themselves and/or their families.

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* (SFM) in implementing this process.

FINANCIAL IMPACT

Financial Impact Statement

Date: November 15, 2024

Project Name:
2023 Annual Report 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
- 1.7 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 and 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 and 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 and 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 does not apply 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: November 19, 2024
File No:

Attachments: