Current Status of French Language Services (FLS)

Although no recommendations are provided in the Administrative Report, Council might give some thought to asking the Province to revise Part 9 of the Charter based on the provision of French language services that French speaking Winnipeggers will find most important and helpful, should we have the additional resources for the delivery of services in both official languages. A new Official Languages of Municipal Services By-law should then be enacted to reflect these new Charter requirements.

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Use of French in council and its committees	453(1) In addition to English, every person is entitled, upon notice, to use French in a proceeding of or before council or a committee of council with respect to a matter and, where notice is given, the proceeding with respect to that matter shall be conducted or simultaneously interpreted in French.	Yes	City Clerk's	Simultaneous interpretation at all meetings of the Riel Community Committee	Yes	Supported by stakeholders	CHARTER: Council meetings are held with simultaneous translation. Proceedings for residents who were in the Riel District but are not longer within that district because of ward boundary changes no longer have access to this service for the community committees in their area.
				Simultaneous interpretation at meetings of Council and Committees of Council after receipt of proper notification	Yes	Supported by stakeholders	
Notices	453(2) A notice referred to in subsection (1) must be in writing, must specify the matter and the proceeding and must be given to the city clerk (a) in the case of a regular meeting of council, not less than two working days before the proceeding; and	Yes	City Clerk's			Supported by stakeholders and through the public survey	
	(b) in the case of a special or emergency meeting of council, within a reasonable time after notice of the meeting is given, having regard to the period of that notice.						
Official languages at City Hall	454(1) Every person is entitled, within a reasonable time of a request, to receive in the official language of the person's choice any municipal services that are available at any office of the city located at City Hall and in the course of the provision of those services to speak and be spoken to in the official language of the person's choice.	No			No	Supported by stakeholders and through the public survey	CHARTER: Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			CAO	Bilingual reception and services, 3rd Floor, 510 Main Street	No		
			Corporate Finance	Bilingual reception and services Cashiers, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	
			Corporate Services (no longer a Department)	Bilingual reception and services	No	Supported by stakeholders and through the public survey	
				Human Resource Services, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	
			City Clerk's	Bilingual reception and services	No	Supported by stakeholders and through the public survey	
				City Hall Information Service, Main Floor, Council Building, 510 Main Street	‡		
				City Hall Information Kiosk, Main Floor, Council Building, 510 Main Street	‡		
			Councillors' Offices	Bilingual reception and services, Main Floor, 510 Main Street	No		
			Mayor's Office	Bilingual reception and services, Council Building, 510 Main Street	No		
				Bilingual tours of Council Building (on request)	‡		
			Water & Waste	Customer service counter, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Official languages at designated locations	454(2) Where a municipal service is not available in both official languages in the designated area, every person is entitled, within a reasonable time of a request, to receive that municipal service in the official language of the person's choice at an office at any location designated by council by by-law under subsection 460(1) (by- law for implementation) for the purposes of this subsection and in the course of the provision of those services to speak and be spoken to in the official language of the person's choice.	No	All Departments, Special Operating Agencies and Elected Officials' Office		No	Supported by stakeholders and through the public survey	CHARTER: Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.
			CAO	Bilingual reception and services, 3rd Floor, 510 Main Street	No		
			City Clerk's	Bilingual reception and services City Hall Information Service (986-2171), Main Floor, Council Building, 510 Main Street	‡	Supported by stakeholders and through	
						the public survey	
				Bilingual reception and services City Hall Information Kiosk, Main Floor, Council Building, 510 Main Street	‡	Supported by public survey	
				Bilingual reception and Community Committee offices, Main Floor, Council Building	No		
				Bilingual reception and services Board of Revision, 300 Assiniboine Avenue	No		
			Community Services	Bilingual reception and services Main Floor, 395 Main Street	No		
				Bilingual reception and services Animal Services, 1057 Logan Avenue	No		
				Bilingual services and signage at the Assiniboine Park Zoo	‡		
			Corporate Finance	Bilingual reception and services Cashiers, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	
				Bilingual reception and services Materials Management Division, Main Floor, 185 King Street	No	Supported by stakeholders	
				Bilingual reception and	No		

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
				Claims and Insurance Branch, 3rd Floor, 185 King Street			
			Corporate Services	Bilingual reception and services Human Resource Services, Main Floor, 510 Main Street	‡		
			Councilors' Office	Bilingual reception and services, Main Floor, 510 Main Street	No	Supported by stakeholders	
			NEED TO ADD Customer Service & Communications	Bilingual services, Main Floor, 510 Main Street	No	Supported by stakeholders and the public survey	
				Bilingual services, 311 call centre	No	Supported by stakeholders and the public survey	
				Bilingual services, Corporate Communications	Yes	Supported by stakeholders	
				Bilingual services, Public Engagement	Yes	Supported by stakeholders	
			Fire Paramedic Services	Bilingual reception and services Administrative Offices, 5th Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
			Mayor's Office	Bilingual reception and services, Council Building, 510 Main Street	No		
			Planning, Property & Development	Bilingual reception and services - 30 Fort Street Permit applications	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services - 30 Fort Street Variance and conditional use applications	No	Supported through the public survey	
			Police	Bilingual reception and services Duty Desk, Main Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services Traffic Division Office, Main Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
				Bilingual reception and services Police Chief's Office, 5th Floor, 151 Princess Street	No	Supported by stakeholders	
			Property Assessment	Bilingual reception and services, Main Floor, 457 Main Street	Yes	Supported by stakeholders and through the public survey	
			Public Works	Bilingual reception and services □ Permit applications, 1155 Pacific Avenue	No	Supported by stakeholders	
			Transit	Bilingual reception and services - Transit Main Offices, 421 Osborne Street	No	Supported by stakeholders and through the public survey	
			Water & Waste	Bilingual reception and services Customer service counter, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	
Written communications	454(3) Every person who communicates in writing with the city with respect to a matter is entitled with respect to that matter to be communicated with in writing in the official language of the person's choice.	No	All Departments, Special Operating Agencies and Elected Officials' Office	All Departments – Appendix A Bilingual correspondence with citizens	No	Supported by stakeholders and through the public survey	
Subsequent communications	454(4)	No	All Departments, Special Operating	All Departments – Appendix A Bilingual correspondence with citizens	No	Supported by stakeholders and through	
	If a person initiates a communication with respect to a matter in an official language, whether spoken or written, in circumstances where the person is entitled to do so under this section, the person is entitled to use and to require the use of that official language in all subsequent communications, whether spoken or written, with respect to that matter.		Agencies and Elected Officials' Office			the public survey	
			CAO	Bilingual services	Yes	Yes	
			City Clerk's	Bilingual services	No	Supported by stakeholders	
				Bilingual Service Centre, 614 DesMeurons Street	Yes	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			Community Services	Bilingual services, Main Floor, 395 Main Street	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services, Animal Services, 1057 Logan Avenue	No		
				Bilingual services, Bonivital Pool	No	Supported by stakeholders and through the public survey	
				Bilingual services, St. Vital Cemetery	No		
				Bilingual services in Riel Community	No	Supported by stakeholders	
						and through the public survey	
			Corporate Finance	Bilingual services	No		
			Corporate Services	Bilingual services Human Resources	No	Supported by stakeholders and through the public survey	
			Customer Service & Communications	Bilingual services, 311 call centre	No	Supported by stakeholders and the public survey	
				Bilingual services, corporate communications	No	Supported by stakeholders	
				Bilingual services, public engagement	Yes	Supported by stakeholders and public survey	
			Fire Paramedics	Bilingual services	No	Supported by stakeholders and through the public survey	
			Mayor’s Office	Bilingual services	No		
			Planning, Property & Development	Bilingual services	No	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			Police	Bilingual services	No		
			Property Assessment	Bilingual services	No		
			Public Works	Bilingual services	No		
			Transit	Bilingual services	No		
			Water & Waste	Bilingual services	No		
St. Boniface office	454(5) The city shall provide an office in historic St. Boniface where the municipal services prescribed by by-law under subsection 460(1) (by-law for implementation) for the purposes of this subsection are provided in both official languages.	Yes	Lead Department: Customer Service & Communications Department in partnership with all Departments and Special Operating Agencies	4. The municipal services to be provided at an office in historic St. Boniface pursuant to Subsection 454(5) of The City of Winnipeg Charter shall be those listed in Schedule “A” to be provided at 614 Des Meurons Street. Community Services – Appendix A Bilingual Service Centre, 614 Des Meurons Street	Yes	Supported by stakeholders and through the public survey	CHARTER: Some of the requirements in the Charter do not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city.
Applications	455(1) This section applies in respect of municipal services other than those available at an office.	Unclear if imposing a requirement.			No	Supported by stakeholders and through	CHARTER: Unfortunately, the scope of the City's obligations under this provision is unclear. In particular, it is unclear what services the phrase "municipal services other than those
						the public survey	available at an office" is meant to capture.
			Community Services	Bilingual registration for recreation programs in the Riel Community	No	Supported by stakeholders and through the public survey	
				Bilingual services	Yes		
			Corporate Finance	Bilingual services	No		
			Planning, Property & Development	Bilingual services	No	Supported by stakeholders	
				Bilingual assessors in the Riel community	No	Supported by stakeholders	
			Police	Bilingual services	No	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			Police	Bilingual services	No	Supported by stakeholders and through the public survey	
			Property Assessment	Bilingual services	Yes	Supported by stakeholders and through the public survey	
				Bilingual services	No	Supported by stakeholders and through the public survey	
			Transit	Bilingual telephone services - Transit Information Line (986-5700)	No	Supported by stakeholders and through the public survey	
				Transit Information	No	Supported by stakeholders and through the public survey	
			Water & Waste	Bilingual services	Yes	Supported by stakeholders and through the public survey	
Receipt of municipal services	<u>455(2)</u> Every person resident in St. Boniface Ward is entitled to receive in the official language of the person's choice, at a facility of the city within that Ward or at the person's place of residence, all municipal services that are	No	All Departments, Special Operating Agencies and Elected Officials' Office	4. The municipal services to be provided at an office in historic St. Boniface pursuant to Subsection 454(5) of The City of Winnipeg Charter shall be those listed in Schedule "A" to be provided at 614 Des Meurons Street. <u>Community Services – Appendix A</u> Bilingual Service Centre, 614 Des Meurons Street	Yes	Supported by stakeholders and through the public survey	CHARTER: Charter does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city.
				Bilingual library services □ St. Boniface Branch	Yes	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
	all municipal services that are ordinarily provided at that facility or place of residence.		Community Services	Bilingual library services □ Windsor Park Branch	No	Supported by stakeholders and through the public survey	
				Bilingual services and signage in the Riel Community, including: □ Bonivital Pool	No	Supported by stakeholders and through the public survey	
				Bilingual services:	Yes		
				Windsor Park Golf Course			
			Planning, Property & Development	Bilingual building inspections in the Riel Community	No	Supported by stakeholders and through the public survey	
			Police	Bilingual services at all times at District No. 5 Station, 227 Provencher Blvd.	No	Supported by stakeholders and through the public survey	
			Public Works	Bilingual services and signage in the Riel Community, including: Bertrand Arena	No		
				Bilingual services and signage in the Riel Community, including: Maginot Arena	No		
Municipal Services for Designated Areas	455(3) Every person who is resident in the designated area and who goes to a facility of the city where a municipal service is ordinarily provided is entitled to have that municipal service provided in either official language within the designated area or at any location designated by council by by-law under	No	All Departments, Special Operating Agencies and Elected Officials' Office		No	Supported by stakeholders and through the public survey	CHARTER: Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.
	subsection 460(1) (by-law for implementation) for the purposes of this subsection.						
			CAO	Bilingual reception and services, 3rd Floor, 510 Main Street	Yes		
				Bilingual reception and services □ City Hall Information Service (986- 2171), Main Floor, Council Building, 510 Main Street	No	Supported by stakeholders	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			City Clerk's	Bilingual reception and services □ City Hall Information Kiosk, Main Floor, Council Building, 510 Main Street	‡		
				Bilingual reception and □ Community Committee offices, Main Floor, Council Building	No	Supported by stakeholders	
				Bilingual reception and services □ Board of Revision, 300 Assiniboine Avenue	No		
			Community Services	Bilingual reception and services □ Main Floor, 395 Main Street	No		
				Bilingual reception and services □ Animal Services, 1057 Logan Avenue	No		
				Bilingual services and signage at the Assiniboine Park Zoo	No		
			Corporate Finance	Bilingual reception and services □ Cashiers, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	
				Bilingual reception and services □ Materials Management Division, Main Floor, 185 King Street	No	Supported by stakeholders	
				Bilingual reception and services □ Claims and Insurance Branch, 3rd Floor, 185 King Street	No		
			Corporate Services	Bilingual reception and services □ Human Resource Services, Main Floor, 510 Main Street	‡	Supported by stakeholders and through the public survey	
			Councilors' Office	Bilingual reception and services, Main Floor, 510 Main Street	No		
			Fire Paramedic Services	Bilingual reception and services □ Administrative Offices, 5th Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
			Mayor's Office	Bilingual reception and services, Council Building, 510 Main Street	No		

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			Planning, Property & Development	Bilingual reception and services - 30 Fort Street □ Permit applications	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services - 30 Fort Street □ Variance and conditional use applications	No	Supported by stakeholders	
			Police	Bilingual reception and services □ Duty Desk, Main Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services □ Traffic Division Office, Main Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services □ Police Chief's Office, 5th Floor, 151 Princess Street	No	Supported by stakeholders	
			Property Assessment	Bilingual reception and services, Main Floor, 457 Main Street	No	Supported by stakeholders and through	
						the public survey	
			Public Works	Bilingual reception and services □ Permit applications, 1155 Pacific Avenue	No		
			Transit	Bilingual reception and services - Transit Main Offices, 421 Osborne Street	No		
			Water & Waste	Bilingual reception and services □ Customer service counter, Main Floor, 510 Main Street	No		

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Subsequent communications	455(4) A person who is entitled to a municipal service in the official language of the person's choice under this section and who initiates communication respecting that service in the official language of the person's choice is entitled to use or to require the use of that official language in all subsequent communications, whether spoken or written, in respect of that service.	No	All Departments, Special Operating Agencies and Elected Officials' Office	All Departments – Appendix A Bilingual correspondence with citizens	No	Supported by stakeholders and through the public survey	CHARTER: Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.
				Bilingual services at citizen's residence in the St. Boniface Ward	No	Supported by stakeholders and through the public survey	
				Bilingual services at citizen's residence in the balance of the Riel Community (upon request)	No	Supported by stakeholders and through the public survey	
Notices and Statements	456(1) All notices, statements of account, certificates, demands in writing and other documents sent or given by the city to persons resident in the designated area shall be in both official languages.	No	All Departments, Special Operating Agencies and Elected Officials' Office	Bilingual notices and statements to residents of the Riel Community	No	Supported by stakeholders	CHARTER: Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.
				Bilingual notices and advertisements affecting Riel Community	No	Supported by stakeholders	
				Bilingual forms, identity documents and certificates intended for the general public	No	Supported by stakeholders and the public survey	
			City Clerk's	Election information and services to be available in both official languages to residents of the Riel Community	Yes	Supported by stakeholders	
			Fire Paramedics	Fire Safety Program, School Liaison and Community Relations	No	Supported by stakeholders and through the public survey	
			Police	Crime Prevention, School Liaison and Community Relations	No	Supported by stakeholders	
						and through the public survey	
			Water & Waste	Bilingual Services	Yes		

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Forms and brochures	456(2) All application forms provided by the city to the general public and all brochures, pamphlets and similar printed documents distributed by the city to the general public shall be available to the general public in the designated area in both official languages.	No	All Departments, Special Operating Agencies and Elected Officials' Office	Bilingual pamphlets, brochures, etc., available to all citizens	No	Supported by stakeholders and through the public survey	CHARTER: Amendments should be considered to de-emphasize "printed documents" in favor of a greater emphasis on electronic communications as these obligations were imposed decades ago and fail to reflect the changes in communication technology since that time. (For example, the Charter imposes requirements in respect of printed materials but says nothing about on-line information or email.)
			Community Services	Bilingual registration for recreation programs	±	Supported by stakeholders and through the public survey	
			Corporate Services	Bilingual Services - Human Resource Services	±	Supported by stakeholders and through the public survey	
			Public Works	Permit applications	±	Supported by stakeholders and through the public survey	
Publication of notices and advertisements	457(1) Any public notice respecting a matter that affects the designated area generally, whether or not it also affects the rest of the city, and any advertisement for the employment of a person with competence in both official languages shall be published by the city in both official languages.	Yes	All Departments, Special Operating Agencies and Elected Officials' Office	Bilingual notices and advertisements affecting Riel Community	Yes		CHARTER: Unfortunately, obligation set out in the Charter is unclear. Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.
		Yes	Planning, Property & Development	Variance and conditional use applications	Yes		
	457(2) The English and French versions of a public notice or advertisement	No obligation is being requested.	All Departments, Special Operating Agencies and	Bilingual notices and advertisements affecting Riel Community	No		CHARTER: Unfortunately, obligation set out in the Charter is unclear as no requirement is being requested.

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
	referred to in subsection (1) may be published in separate publications.		Elected Officials' Office				
			Planning, Property & Development	Variance and conditional use applications	Yes		
Signs respecting municipal services	458(1) The city shall, inside and outside each location where municipal services are available in both official languages, erect and maintain signs bearing information in both official languages respecting the particular municipal services that are available in both official languages at that location.	No	Public Works	Bilingual information signs outside and inside City buildings where same are required under The City of Winnipeg Charter	No	Supported by stakeholders and through the public survey	CHARTER: Unfortunately, obligation set out in the Charter is unclear and the exact scope of the City's obligations require clarification.".
General Information signs	458(2) In addition to the signs referred to in subsection (1), all signs that are inside or outside each location where municipal services are available in both official languages and that provide information to the public shall be erected and maintained in both official languages.	No	All Departments, Special Operating Agencies and Elected Officials' Offices	Bilingual information signs outside and inside City buildings where same are required under The City of Winnipeg Charter	No	Supported by stakeholders and through the public survey	CHARTER: Requirement does not reflect the current priorities of French-speaking Winnipeggers. This is especially true of the emphasis on French language services in the St. Boniface Ward and in the Riel Community when increasingly French-speaking Winnipeggers are located everywhere in the city or if the general public requests a service in French.
Street and traffic signs	458(3) All street signs and the words on all traffic signs erected or maintained in the St. Boniface Ward and, where feasible, elsewhere in the designated area shall be in both official languages.	Yes	Public Works	Bilingual street and traffic signs in the Riel Community	Yes	Supported by stakeholders and through the public survey	CHARTER: Depends on the length of the street or traffic sign for other designated areas.

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Contents of access guide	459(1) The city shall cause to be prepared and published in both official languages an access guide to municipal services in French that shall include (a) a statement of the requirements to be satisfied by the city and the things that a person is entitled to do under this Part; (b) details of the actions the city has taken to satisfy those requirements, including, without limitation, a list of the offices, together with their addresses and telephone	No	All Departments, Special Operating Agencies and Elected Officials' Offices	Bilingual information available on the City's Internet websites	No	Stakeholders and public survey wanted a centralized place for accessing services in French, could be website instead of printed guide.	CHARTER: Worthy of further discussion with the community as the access guide is no longer published.
	numbers, where municipal services are available in French and particulars of whether the municipal services are available during normal business hours or within a reasonable time of request; and (c) such information respecting the organizational structure of the city and of each of its administrative subdivisions as is reasonably necessary to enable a person to take advantage of what the person is entitled to under this Part.						
Availability of access guide	459(2) The city shall ensure that copies of the access guide are available (a) in every office or facility of the city in the designated area; (b) in every office or facility at every location designated by council by by-law under subsection 460(1) (by- law for implementation) for the purposes of any	No	All Departments, Special Operating Agencies and Elected Officials' Offices		No	Stakeholders and public survey wanted a centralized place for accessing services in French, could be website instead of printed guide.	CHARTER: Worthy of further discussion with the community as the access guide is no longer published.
	provision of this Part; and (c) at any other location considered appropriate by the city.						

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Updating of access guide	459(3) The city shall prepare and publish an updated access guide (a) if the information becomes substantially inaccurate, within a reasonable period after that occurs; and (b) at least every three years.	No	All Departments, Special Operating Agencies and Elected Officials' Offices		No	Stakeholders and public survey wanted a centralized place for accessing services in French, could be website instead of printed guide.	CHARTER: Worthy of further discussion with the community as the access guide is no longer published.
By-law for implementation	460(1) The City of Winnipeg shall at all times have in force a by-law respecting the implementation of this Part, and, where necessary, the by-law shall contain a schedule identifying the day after which each service described in the by-law will be provided in both official languages at an office at a location designated in the by-law.	Yes	All Departments, Special Operating Agencies and Elected Officials		No		CHARTER: The By-law continues to provide great guidance to support Departments and Special Operating Agencies. However, there are many areas that still need to be updated and modernized to be able to meet the obligations. The time is ripe for a reconsideration by the City of the provision of Winnipeg's French language services.
		No	All Departments, Special	Bilingual correspondence with citizens	No	Supported by stakeholders	The by-law for implementation requirement requires the City to have a
			Operating Agencies and Elected Officials			and through the public survey	by-law; the City has met that requirement. The City has failed to comply with the By-law in a wide series of circumstances. However, those failures are failures to comply with other sections of the Charter, not s. 460(1).
				Bilingual information available on the City's Internet websites	No	Supported by stakeholders and through the public survey X	
				Bilingual signage in Riel Community and central offices	No	Supported by stakeholders and through the public survey	
			Departments, Special Operating Agencies and Elected Officials	Schedule "A"	No	Supported by stakeholders and through the public survey	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Priority Services	460(2) The city shall, in the by- law referred to in subsection (1), give priority to providing in	No			No	Supported by stakeholders and through the public survey	CHARTER: The By-law continues to provide great guidance to support Departments and Special Operating Agencies. Council might give some thought to asking the Province to
	both official languages fire, police and ambulance services, library services and leisure and recreational programming to persons in St. Boniface Ward.						revise Part 9 of the Charter based on the provision of French language services that French speaking Winnipeggers will find most important and helpful, should we have the additional resources for the delivery of services in both official languages. A new Official Languages of Municipal Services By-law should then be enacted to reflect these new Charter requirements.
			Community Services	Aquatic Services	No	Supported by stakeholders and through the public survey	
				Library Services	No	Supported by stakeholders and through the public survey	
				Recreation Services	No	Supported by stakeholders and through the public survey	
				311 call centre Reception, Main Floor, 510 Main Street	No	Supported by stakeholders and through the public survey	
				Bilingual Service Centre, 614 DesMeurons	Yes	Supported by stakeholders and through	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
			Customer Services & Communications			the public survey	
				Public Engagement	Yes	Supported by stakeholders and through the public survey	
				Website	No	Supported by stakeholders and through the public survey	
			Fire Paramedics	911	No	Supported by stakeholders and through	
						the public survey	
				Bilingual reception and services Administrative Offices, 5th Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
				Emergency (weather safety, what to do in an emergency, etc)	±	Supported by stakeholders and through the public survey	
				Fire Safety Program, School Liaison and Community Relations	No	Supported by stakeholders and through the public survey	
			Police	911	No	Supported by stakeholders and through the public survey	
				Crime Prevention, School Liaison and Community Relations	No	Supported by stakeholders	

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
						and through	
						the public survey	
				Bilingual reception and services Duty Desk, Main Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
				Bilingual reception and services Traffic Division Office, Main Floor, 151 Princess Street	No	Supported by stakeholders and through the public survey	
				Online services : report a crime, contact non-emergency services	No	Supported by stakeholders and through the public survey	
French Language Co-Ordinator	461 Council shall provide for the designation of a French language co- ordinator	Yes	Lead Department: CAO Customer Service & Communications Department in partnership with all Departments and Special	Ensure, through the French Language Services Coordinator, that all departments of the City are complying with the provisions of The City of Winnipeg Act for the provision of French language services, including compliance with this plan of action	Yes	Supported by stakeholders	CHARTER: In 2016, creation of Manager, French Language Services Manager in CAO's office then in 2019 moved to Customer Service & Communications Department
			Operating Agencies				
	(a) to assist in the development and coordination of the implementation of this Part in accordance with a by-law referred to in subsection 460 (1) (by- law for implementation); and	Yes		Ensure, through the French Language Services Coordinator, that all departments of the City are complying with the provisions of The City of Winnipeg Act for the provision of French language services, including compliance with this plan of action	Yes	Supported by stakeholders	CHARTER: In 2016, creation of Manager, French Language Services Manager in CAO's office then in 2019 moved to Customer Service & Communications Department
	(b) to advise on, co- ordinate, oversee and monitor the provision of municipal services in accordance with, and in satisfaction of the requirements of, this Part.	Yes		Ensure, through the French Language Services Coordinator, that all departments of the City are complying with the provisions of The City of Winnipeg Act for the provision of French language services, including compliance with this plan of action	Yes	Supported by stakeholders	CHARTER: In 2016, creation of Manager, French Language Services Manager in CAO's office then in 2019 moved to Customer Service & Communications Department

Service | Program	Required by Charter	Is the City meeting the Charter requirement?	Department and/or SOA	Required by By-law	Is the City meeting the By-law requirements?	Public Engagement Feedback	Comments
Annual Report	462 The council shall annually, not later than four months after the end of each fiscal year of the city, make a report in English and French to the minister respecting the compliance by the city with its obligations under this Part, and that report shall include particulars of any complaints under	Yes	Lead Department: CAO Customer Service & Communications Department in partnership with all Departments and Special		Yes		CHARTER: Posted on the City's website.
	this Part filed with the city ombudsman and the disposition of each of those complaints.		Operating Agencies				
Complaints	463 Any person who feels that the city has failed to meet its obligations under this Part may make a complaint to the ombudsman.	Yes	Lead Department: CAO Customer Service & Communications Department in partnership with all Departments and Special Operating Agencies			Supported by stakeholders and through the public survey	CHARTER: We have two processes in place: Informal and Formal complaints. Individuals who wish to make a formal complaint must do so by filling out the Formal Complaint Form and submitting it to: Manitoba Ombudsman Office 750 - 500 Portage Avenue (Colony Square) Winnipeg, MB R3C 3X1 204-982-9130 1-800-665-0531 (toll-free) 204-942-7803 (fax) General office email: ombudsman@ombudsman.mb.ca Filling out the Informal complaint form. Mail or fax a form to: French Language Services Division 510 Main Street, Winnipeg, MB R3B 1B9 204-949-1174 (fax) or submitting
							your complaint using an online informal complaint form.

*Department names have changed since by-law passed: ie Taxation & Assessment, Human Resources, Golf (no longer Corporate Support Services)
**New Departments or Special Operating Agencies have been created: Customer Service & Communications; Winnipeg Parking Authority; Materials Management and Animal Services
± Established after the bylaw was passed.
‡ Position(s) no longer within department/special operating agency or has been eliminated.