Agenda – Executive Policy Committee – December 9, 2025

REPORTS

Item No. 7 2024 Annual Report on French Language Services

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the 2024 Annual Report on French Language Services, a copy of which is attached to this report as Appendix 1, be received as information and referred to the Minister of Municipal Relations in accordance with Part 9 of The City of Winnipeg Charter.

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: 2024 Annual Report on French Language Services

Critical Path: Executive Policy Committee - Council

AUTHORIZATION

Author	Department Head	CFO	CAO
N. Young	D. Driedger	N/A	J. Dunford

EXECUTIVE SUMMARY

The City of Winnipeg offers several programs and services in both French and English.

Every year, the Public Service is required by the Province of Manitoba to produce a report on how French language services are being delivered.

The 2024 report, attached as Appendix A, provides an overview of what was done throughout the year to support French-speaking residents.

RECOMMENDATIONS

1. That the 2024 Annual Report on French Language Services, a copy of which is attached to this report as Appendix 1, be received as information and referred to the Minister of Municipal Relations in accordance with Part 9 of The City of Winnipeg Charter.

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

Under Section 462 of Part 9 of the City of Winnipeg Charter, the City must submit an annual report in French and English to the Minister of Municipal and Northern 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. Both an English and French version of the report will be provided to the Minister of Municipal Relations in accordance with the Charter.

HISTORY/DISCUSSION

Manitoba recognizes French as an official language in the legislative and judicial spheres.

Part 9 of The City of Winnipeg Charter Act (Charter) and the Official Languages of Municipal Services By-law No. 8154/2002 (Bylaw) set out the requirements and delivery of French-language municipal services in Winnipeg.

The French Language Services Division, established in 2017, coordinates, oversees, and monitors the provision of City services in accordance with the Charter and the Bylaw. It works closely with departments, special operating agencies, and service areas throughout the Public Service to enhance the availability of programs and services in French for members of the francophone community.

The Public Service recognizes the importance of providing French language services to Winnipeg residents and understands the value of being a bilingual municipality. While many City programs and services are available in both official languages, work towards compliance with the requirements in the Charter and By-law is ongoing.

Throughout 2024, the Public Service consulted with French-speaking stakeholders to better understand their needs and try to adjust our services accordingly. Fifty-five community meetings were held to gather input directly from Francophone residents, ensuring their needs and perspectives are reflected in municipal planning and service improvements.

To better serve the French-speaking members of the public in key areas, additional steps were taken in 2024 or were in progress, including:

1. **Hiring Bilingual Staff**
   Focusing hiring efforts on increasing the number of bilingual staff in front-line service areas, including the 311 Contact Centre, and partnering with French-language schools to encourage graduates to apply for municipal jobs.

2. **Ensuring French is available on the City's website and digital applications**
   Updating online information to ensure information is available in French and easy to navigate, and ensuring online services like mobile apps and payment platforms are bilingual.

3. **Updating signage and public notices**
   Reviewing and updating signs and public notices to ensure they're bilingual and easy to understand for French speakers.

4. **Ongoing monitoring**
   Monitoring performance on the delivery of French language services and consulting with stakeholders.

The Manager of French Language Services also met with 124 colleagues across various departments to identify service requirements, share best practices, and promote compliance with French language obligations.

These efforts support a more inclusive, accessible, and responsive municipality for all.

FINANCIAL IMPACT

Financial Impact Statement

Date: October 29, 2025

Project Name:
2024 Annual Report on French Language Services

COMMENTS:

There are no financial implications in receiving this report as information.

Sheri Faderon for R. Bernard

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

CONSULTATION

This Report has been prepared in consultation with:

- Legal Services
- Municipal departments

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 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 & Communications
Division: French Language Services
Prepared by: Nicole Young
Date: October 29, 2025

Attachment: