2024
Annual Reporting on French Language Services

City of Winnipeg

Winnipeg, Manitoba, Canada

Vision, Mission & Values

VISION

A vibrant, healthy, and inclusive city for all Winnipeg residents and visitors.

MISSION

Achieve effective and efficient service delivery through a collaborative, engaged, and value-driven organizational culture.

VALUES

Accountability – as stewards of public assets and the work we do

Diversity – in who we are

Respect – for each individual person

Trust – with elected officials and the residents we serve

Transparency – in all we do

Land & Water Acknowledgement

Winnipeg is located in Treaty One Territory, the home and traditional lands of the Anishinaabe (Ojibwe), Ininew (Cree), and Dakota peoples, and in the National Homeland of the Red River Métis. Our drinking water comes from Shoal Lake 40 First Nation, in Treaty Three Territory.

The City of Winnipeg recognizes the importance of First Nations, Inuit, and Métis Peoples (also referenced in this Report as Indigenous Peoples and governments) connected to Winnipeg's history, and the vibrant, diverse people who make up Indigenous communities today.

The City acknowledges the harms and mistakes of the past, and is dedicated to upholding Indigenous rights, and to moving forward in partnership with Indigenous communities in a spirit of truth, reconciliation and collaboration.

Table of Contents

Message from the Council French Language Services Liaison.....5

16th Council of the City of Winnipeg.....6

City of Winnipeg governance.....8

- Openness & transparency
- Office of the Integrity Commissioner
- Voluntary lobbyist registry

City of Winnipeg administration.....11

- Statutory officers
- 2024 organization chart

City at a glance.....15

2024 City of Winnipeg service highlights.....15

Financial report.....28

City contact information.....28

Message from Council French Language Services Liaison



Councillor Brian Mayes

As we reflect on the delivery of French language services in 2024, it is evident that our commitment to serving all members of our community in both official languages remains something we must continue to develop as a municipality. We have continued to work on consolidating our efforts and addressing challenges that may have arisen, while laying the foundation for continued progress into 2025. Here are the key highlights:

Focused improvements to service delivery: We worked to streamline access to French-language services by enhancing coordination between departments and ensuring that bilingual staff are available in key areas. We also reviewed the responsiveness and quality of our French-language written materials, ensuring they remain current and accessible.

Training & capacity building: We launched targeted training initiatives for the Community Service Department's employees to further strengthen their language skills and cultural awareness, ensuring French-speaking residents feel supported.

Strengthening bilingual communication: We have placed a strong emphasis on enhancing our bilingual communications, ensuring key documents, announcements, and website content are available in both French and English. This effort is critical to ensure our francophone community remains informed and engaged.

As we move forward, we remain committed to improving the delivery of French language services and will continue to collaborate closely with community stakeholders, the Public Service, and elected officials to meet the evolving needs of our francophone population. The commitment to French language services remains an important part of our work, one I look forward to continuing this coming year.

16th Council of the City of Winnipeg

Members and Appointment

(As at December 31, 2024)

Mayor Scott Gillingham
- Chairperson, Executive Policy Committee

Matt Allard
- St. Boniface

Jeff Browaty
- North Kildonan
- Chairperson, Standing Policy Committee on Finance and Economic Development

Markus Chambers
- St. Norbert – Seine River
- Deputy Mayor
- Chairperson of the Winnipeg Police Board

Shawn Dobson
- St. James

Evan Duncan
- Charleswood – Tuxedo – Westwood
- Chairperson, Standing Policy Committee on Property and Development

Ross Eadie
- Mynarski
- Chairperson, Standing Policy Committee on Water, Waste, and Environment

Cindy Gilroy
- Daniel McIntyre

Janice Lukes
- Waverley West
- Acting Deputy Mayor
- Chairperson, Standing Policy Committee on Public Works

Brian Mayes
- St. Vital

John Orlikow
- River Heights – Fort Garry
- Deputy Speaker

Sherri Rollins
- Fort Rouge – East Fort Garry

Vivian Santos
- Point Douglas
- Chairperson, Standing Policy Committee on Community Services

Jason Schreyer
- Elmwood – East Kildonan

Devi Sharma
- Old Kildonan
- Speaker

Russ Wyatt
- Transcona

City of Winnipeg governance

City Council (Council) is the governing body of the City of Winnipeg (City) and the custodian of its powers, both legislative and administrative. The City may exercise only those powers granted to it by legislation.

Policymaking at the local level is limited and controlled by provincial government statute. The *City of Winnipeg Charter* (Charter) provides the majority of powers and authority to the City. However, other statutes extend additional authority to the Council in its decision-making process.

The composition of Council is legislated under Part 3 of the Charter and consists of 15 Councillors and the Mayor. Each Councillor represents an individual ward while the Mayor is elected by a vote of the city-at-large. Members of Council are accountable to the people of Winnipeg and hold office for four-year terms.

Councillors have a dual role: they are members of Council, where decisions affecting the whole city are made; and members of the Community Committees, where decisions affecting local community issues are made.

Council exercises its powers either by bylaw or resolution passed at a regular or special meeting when a quorum is present.

Pursuant to the Charter, Council has the authority to establish committees of Council, and it may delegate a power, duty, or function to a committee of Council.

Currently, there are five standing committees of Council whose chairpersons are appointed by the Mayor. These are the Standing Policy Committee on:

- Community Services
- Finance and Economic Development
- Public Works
- Property and Development
- Water, Waste and Environment

These standing policy committees provide policy advice to Council, and consider and report to Council through the Executive Policy Committee (EPC) on matters respecting their areas of jurisdiction.

The standing policy committee chairpersons and the Mayor collectively form EPC, with the Mayor chairing the committee. EPC formulates and presents recommendations to

Council respecting policies, plans, budgets, bylaws, and other matters that affect the city as a whole; ensures the implementation of policies adopted by Council; recommends to Council the appointment, suspension, or dismissal of statutory officers; supervises the Chief Administrative Officer; co-ordinates the work of committees of Council; and receives reports of other committees of Council and forwards them to Council with its own recommendations.

Openness & transparency

The Council-approved City of Winnipeg *Open Government Policy* provides a framework to continue to move towards being more open, transparent, and accountable.

The key benefits of the policy are to:

1. Establish greater trust in government;
2. Ensure better outcomes at less cost;
3. Raise compliance levels;
4. Ensure equity of access to public policy-making;
5. Foster innovation and new economic activity; and
6. Enhance effectiveness by leveraging the knowledge and resources of residents.

Winnipeggers seeking to be more engaged with their local government have more tools than ever at their disposal to access information and become involved in the political process. Council and committee meetings, as well as Board of Revision hearings, are live-streamed online and are recorded for later viewing. Hansard and disposition documents created for and shared through the Decision-Making Information System are available in machine-readable format.

Residents are able to register as delegations where they can provide opinions and feedback on matters before committees and Council.

Office of the Integrity Commissioner

The Integrity Commissioner forms an important part of the accountability framework which has been put in place for members of Council.

The Integrity Commissioner reports to Council through the Governance Committee except when presenting investigative reports where a member of Council has been

found to have breached the Code of Conduct, in which case the Integrity Commissioner reports directly to Council.

The Office of the Integrity Commissioner was established to provide a transparent, accessible, and open process through which Councillors and members of the public may report or receive information on perceived conflicts of interest by a sitting member of Council.

The Integrity Commissioner is appointed by Council for a minimum two-year renewable term, and is required to publish an annual report of their activities. Their role is to assist members of Council in understanding their ethical obligations under The Municipal Council Conflict of Interest Act and Code of Conduct, to identify areas of possible conflict, and to provide Councillors with advice on preventing conflicts and breaches of ethical conduct.

The Integrity Commissioner is also mandated to investigate complaints made about members of Council which relate to alleged violations of conflict-of-interest requirements, and any bylaws and policies relating to ethical conduct, including the Code of Conduct.

The authority to investigate matters raised relating to members of Council falls to the Integrity Commissioner; however, they do not have the authority to investigate City employees whose activities are currently covered by the City's *Employee Code of Conduct*.

Voluntary lobbyist registry

The voluntary lobbyist registry was created to publish information on any meetings where an individual representing a financial or business interest, or the financial interest of a not-for-profit with paid staff, communicates with a member of Council or a City employee, to try and influence a decision on governmental matters, outside of the standard process.

The Integrity Commissioner has oversight of the registry and is responsible for reviewing any future changes to the registry process.

The Integrity Commissioner's activities are fully described in the Annual Reports issued at **winnipeg.ca/integritycommissioner**

City of Winnipeg administration

The City's administration is comprised of a number of civic departments and special operating agencies ("SOAs") which provide a variety of services, including the areas of public safety, transportation, environment, planning and development, and leisure and wellness.

Statutory officers

Council appoints four statutory officers: Chief Administrative Officer, Chief Financial Officer, City Clerk, and City Auditor.

The Chief Administrative Officer (CAO) is the administrative head of the City, and advises and informs Council on the operation and affairs of the City. They also ensure policies and programs are implemented; provide input on behalf of the administration to Council's goals, objectives, and strategies; supervise the City's employees responsible for the care of the City's real property and other assets; and approve and coordinate administrative reports to the Standing Policy Committees, EPC, and Council, among other responsibilities.

The Chief Financial Officer (CFO) reports to the CAO, the Mayor, and City Council. In addition to supervising the operations of Corporate Finance and Assessment and Taxation, the CFO monitors the financial status of the City and provides advice on fiscal policy and strategy.

The role of the City Clerk is to support the work of Council, EPC, Standing Committees, Community Committees, the Mayor and Mayor's Office, and members of Council, as well as liaise with the CAO and senior administrators.

The City Auditor is independent of the City's Public Service. They conduct examinations of the operations of the City and its affiliated bodies to assist Council in its governance role of ensuring the Public Service's accountability for the quality of stewardship over public funds and for the achievement of value for money in City operations.

Two senior executive officers report directly to the CAO – the CFO and Deputy CAO.

The Deputy CAO supports the overall responsibilities of the CAO and is also responsible for the delivery of special projects impacting several operational areas

within the Public Service. These include affordable housing and supporting Winnipeg's most vulnerable residents; integration of City services with external stakeholders; and, acting as a direct support to the City's emergency measures.

The following departments are direct reports of the CAO:

- Assets & Project Management
- Community Services
- Customer Service & Communications
- Human Resource Services
- Information, Transformation & Technology
- Legal Services
- Planning, Property & Development
- Public Works
- Water and Waste
- Winnipeg Fire Paramedic Service
- Winnipeg Transit

The Chief of the Winnipeg Police Service reports directly to the Winnipeg Police Board and has a working relationship with the City in respect of administrative matters, such as financial, human resources, and asset management.

2024 organization chart

(As at December 31, 2024)

Sherwood Armbruster
- Chief Administrative Officer (Interim)

Moira Geer
- Deputy Chief Administrative Officer

Tracy Graham
- Chief Financial Officer,
- Head of Corporate Finance

Tim Austin
- Director, Assessment and Taxation / City Assessor

Jim Berezowsky
- Director, Public Works

Hazel Borys
- Director, Planning, Property & Development

Doug Brown
- Director, Legal Services / City Solicitor

Angie Cusson
- Director, Human Resource Services

Greg Ewankiw
- Director, Winnipeg Transit

Cindy Fernandes
- Director, Community Services

Tyler Gooch
- Director, Innovation & Technology

Geoff Patton
- Director, Assets & Project Management

Christian Schmidt
- Chief, Winnipeg Fire Paramedic Service

Tim Shanks
- Director, Water and Waste

Art Stannard
- Acting Chief, Winnipeg Police Service

Felicia Wiltshire
- Director, Customer Service & Communications

Jason Egert
- City Auditor (reports to Council)

Carlos Gameiro
- City Clerk (reports to Council)

City at a glance

	2021	2022	2023	2024
Ability to communicate in French	254	541	596	554
Web pages in French	1,639	2,844	3,277	–
Translated words	560,815	382,152	605,951	631,839
In-person visits at 311 – Saint-Boniface	12,033	6,934	6,934	9,580

– Not submitted by deadline.

City of Winnipeg service highlights

The Public Service recognizes the importance of providing French language services to Winnipeg residents and understands the value of being a bilingual municipality.

Part 9 of The City of Winnipeg Charter Act (Charter) and 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 City continues to work towards its compliance of the requirements of Part 9 of the Charter and the by-law.

Proceedings of Council and its committees

Simultaneous French-English translation at committee meetings was offered when requested, and as required for Riel Community Committee and Council meetings.

The Standing Policy Committee on Property and Development included simultaneous translation for residents and organizations speaking to *The Future of the 219 Provencher and 212 Dumoulin*.

Following public engagement activities for 219 Provencher Boulevard and 212 Dumoulin Street in 2024, City Council approved the creation of the *Carré Civique de Saint-Boniface Board*.

The Board will provide strategic guidance on the use of the Carré Civique site and oversee site activities and leasing arrangements. All materials submitted to Council related to the Board's establishment were provided in both English and French, supporting the City's commitment to bilingual service delivery.

Mayor's Office

In 2024, the Mayor's Office hosted a flag-raising ceremony with members of the Francophone community to celebrate French language, heritage, and cultural contributions within Winnipeg. This event promoted civic pride and cultural recognition, reinforcing the City's ongoing commitment to bilingualism and diversity.

On April 23, 2024, the Mayor delivered a bilingual welcome address at the reception *Working Together for Successful Francophone Immigration*, held at the Canadian Museum for Human Rights. The event fostered dialogue on regional priorities related to Francophone immigration and reaffirmed the City's commitment to bilingual service delivery and building an inclusive, prosperous future for all residents.

311

Interactions with residents, businesses, and visitors in both official languages about the services and programs provided by the City are centrally managed through 311.

311 offers a single point of entry for information requests about City services and programs or to make service requests.

In 2024:

- 1,607 French calls were handled by a bilingual customer service representative or through a third-party interpreter
- 272 calls were transferred to 311 Saint-Boniface for resolution
- 723 French emails were processed

Advertising & outreach

Throughout 2024, the City ran eight print advertisements and six web banner ads in *La Liberté*, Manitoba's French-language newspaper. In addition, eight French or bilingual advertisements were placed across print, outdoor, and digital platforms.

The Community Services Department also undertook several marketing and advertising initiatives throughout 2024, including:

- Sponsored French ads on social media
- Bilingual stakeholder emails sent via ACTIVENet and leisureNEWS to support programs and events like High Five, National Drowning Prevention Week, and National Health and Fitness Day.
- French ads to promote Leisure Guide programs in La Liberté
- French posters and brochures to promote various programs and services
- French recreation gift cards
- Bilingual materials for Licensing and Bylaw Enforcement
- Bilingual feedback surveys
- Bilingual summer reading challenge
- Bilingual library card design contest for children

Bilingual forms & documents

Throughout the year, several bilingual forms and documents were used to communicate with French-speaking residents for Animal Services, including:

- Boarding form (emergency pet services)
- Advisory notice forms
- Dog adoption paperwork
- Condolence emails
- License renewal notices

Social media

Several social media campaigns were launched throughout 2024, including but not limited to:

- Winnipeg 150 Candlelight Concert at Brookside Cemetery
- General awareness campaign for City cemeteries
- Seasonal updates and promotions for City-operated golf courses

In 2024, all Winnipeg Transit social media posts were published in both English and French, to ensure consistent and inclusive communication with members of the public in both official languages.

Public engagement

In 2024, the City promoted public engagement opportunities through Participe Winnipeg. The City launched three new public engagement projects in French:

- St. Boniface Outdoor Aquatic Park
- Bonavista Recreation Centre
- Budget 2025

Additionally, five ongoing projects offered opportunities for input in French, including:

- Comprehensive Integrated Waste Management Strategy Review
- Reduced-Speed Neighbourhood Pilot
- South Winnipeg Recreation Campus
- Future of 219 Provencher Boulevard and 212 Dumoulin Street
- Transportation Master Plan: 2050

French-language services were provided at four public engagement events, including in-person and virtual sessions. French registration support was also offered for 16 additional public engagement events; however, no French RSVPs were received for those sessions. These actions reflect the City's ongoing commitment to supporting bilingual public participation in civic decision-making.

French-Language programs & services

As part of the Residential Preview Program, mailers were provided in both English and French and included a QR code linking directly to French content on the City’s website. A total of 14 French-language appointments were booked with a French-speaking assessor to discuss property assessments.

Additionally, the new Homeowners Affordability Tax Credit Self-Declaration form and the 311 online form were developed in both official languages, supporting improved access for French-speaking residents.

City Clerk's

In 2024, City Clerk's conducted a fully bilingual by-election for the Louis Riel School Division. This involved hiring bilingual staff and providing all by-election materials in French as requested. The entire by-election website was available in French.

Civic marriage ceremonies at City Hall were available in French, when requested, throughout 2024.

Community Services Department

In 2024, Recreation Services offered 41 French-language programs, such as swimming, skating, sports, dance, and family paint nights to 943 participants. Five-hundred and sixty-eight residents participated in French swimming lessons at Margaret Grant Pool.

Library staff also attended newcomer and community events, encouraging French-speaking newcomers to join the library.

At Millennium, St. Boniface, Louis Riel, Pembina Trail, St. Vital, and Windsor Park Libraries, all program information, membership and evaluation forms, surveys, and photo release forms are available in French, along with full bilingual signage. At all other library branches, the same documents are available in French, and select signage is bilingual.

In 2024, core French programs returned with 18 programs offered, including two French Indigenous conversation circles where people sit together in a circle and take turns speaking and listening, creating a safe space where everyone's voice is heard equally. It's a traditional method for sharing ideas, stories, and making decisions as a community.

All adult and senior French programs took place at Bibliothèque de Saint-Boniface Library, which also offers French Home Service and a French book deposit at a local senior residence.

Saint-Boniface Library hosted 88 programs for children, teens, and families, with 2,798 participants. Most programs were in French, including storytimes, school visits, and TD Summer Reading Club activities. The Assistant Branch Head is part of the national French committee for the Club.

The TD Summer Reading Club theme in 2024 was *To the Stars/La Tête dans les étoiles*. The library distributed 19,953 bilingual reading kits to kids aged 0–12 and created a bilingual teen challenge card. A bilingual StoryWalk® featuring *The Darkest Dark/Plus noir que la nuit* was displayed at all 20 library branches over 12 weeks.

All 20 library branches offer French books for kids and teens, while Saint-Boniface Library offers French materials for all ages. Eleven other branches receive rotating collections of French books for adults.

The library offers free French digital resources, including:

- Cantook Station (French eBooks and audiobooks)
- PressReader (newspapers and magazines)
- TumbleBook Library (children's books)
- OverDrive (magazines and eBooks)

By the end of 2024, the library's French collection had 68,667 items, and 116,974 French items were checked out throughout the year.

French books and authors are regularly highlighted in staff-created booklists, found under categories like *Booklists for Everyone*, *Booklists for Adults*, and *Booklists for Children and Teens*.

Indigenous Relations Division

The Winnipeg Indigenous Accord was created in 2017 to encourage Winnipeggers to support the Truth and Reconciliation Calls to Action and the Missing and Murdered Indigenous Women, Girls, and Two-Spirited Calls for Justice.

In 2024, the online annual reporting system was updated, and all content was translated into French. The portal can now be fully viewed in French.

Since 2021, the Indigenous Relations Division (IRD) has worked with committees, families, and survivors of Missing and Murdered Indigenous Women, Girls, Two-Spirit, and Gender-Diverse Peoples (MMIWG2S+) to focus on Safe Transportation, Training & Awareness, and Safe Spaces.

IRD leads Training & Awareness, including the Day of Awareness & Education Campaign, which promotes laws and education to stop violence. This campaign

shares information with city staff and the public about the National Inquiry and its 231 Calls for Justice.

In 2024, the campaign's materials and events on key dates were provided in French through the City's social media and websites on February 14, May 5, June 3, October 4, and November 13.

Welcoming Winnipeg

On January 30, 2020, the City adopted the Welcoming Winnipeg: Reconciling our History Policy to guide decisions about adding, changing, or removing historical markers and place names. The policy aims to include Indigenous histories and perspectives with a focus on balance and inclusion.

Since February 2020, services for this initiative have been available in both English and French, including:

- An online request form
- Details of each request posted online
- Social media posts
- Public feedback accepted in both languages

On March 23, 2023, the City Council approved renaming three streets based on Indigenous Knowledge Naming Circle recommendations:

- Bishop Grandin Boulevard to Abinojii Mikanah
- Bishop Grandin Trail to Awasisak Mēskanôw
- Grandin Street to Taapweewin Way

In April 2024, the street name changes were officially approved.

Four interpretive panels explaining the renaming were created with Elders and translated into French.

Water and Waste

As of December 31, 2024, a total of 608 customers had active accounts on the MyUtility/MesServices portal, selecting French as their preferred language.

In 2024, the Utility Billing Centre responded to 112 customer interactions in French, supporting the City's commitment to service delivery in both official languages.

The following bilingual web forms are available through the MyUtility/MesServices portal and winnipeg.ca, enhancing access to a variety of key utility services:

1. Missed recycling, garbage or yard waste collection – Report if your garbage, recycling, or yard waste wasn't picked up.
2. Missed extra garbage or large item pickup – Report if the scheduled pickup for extra garbage or large items was missed.
3. Missing or damaged recycling or garbage cart – Request a replacement or repair for a broken or missing cart.
4. Water meter reading – Submit your water meter reading.
5. Moving? New owner? Open or close utility account – Let the City know you're moving or need to open or close a water utility account.
6. Question/information about a utility bill or account – Ask a question or request info about your utility bill or account.
7. Extra garbage or large item pickup – Schedule a pickup for extra garbage or large household items.
8. Modify extra garbage or large item pickup – Make changes to a scheduled extra garbage or large item pickup.
9. Cancel extra garbage/large item pickup – Cancel a scheduled extra garbage or large item pickup.
10. Water meter install or exchange – Request a new water meter or replacement of an old one.
11. Payment arrangement for utility bill – Set up a payment plan for your utility bill.
12. Pre-authorized utility bill payment application – Sign up for automatic payments for your utility bill.
13. Participate in lead testing program – Join the City's lead water testing program.
14. Set collection day reminders – Sign up for reminders about your garbage, recycling, or yard waste collection days.

These bilingual tools support improved customer experience and ensure equitable access to essential services for both English and French-speaking residents.

Winnipeg Police Service

The Winnipeg Police Service has French-speaking staff in all public-facing areas, including:

- All four divisions that handle 911 and non-emergency calls
- The Records and Reports Division, where French-speaking staff help with:
  - Non-urgent crime reports
  - Queue management
  - Customer service at Police HQ
  - Processing units
  - The Communications Centre (handles 911 and non-emergency line 986-6222)
  - Community Support (cadets, school officers, community relations)
  - The Traffic Division
  - Centralized Investigations (specialized units)
  - The Professional Standards Unit
  - The Public Information Office

Due to high workloads, it's not always possible for a French-speaking officer to respond first to a call, even though French-speaking staff are available.

Winnipeg Transit

In 2024, Winnipeg Transit launched a new multi-lingual app and website to support trip bookings for both Winnipeg Transit Plus and Winnipeg Transit On-Request. The platform is fully accessible in English and French, enhancing service accessibility for a broader range of users.

Additionally, all capital project information on the Winnipeg Transit website is now available in French, including key initiatives such as the Winnipeg Transit Master Plan, the Primary Transit Network, and the Transition to Zero Emission Bus project. This reflects Winnipeg Transit's continued commitment to bilingual communication and inclusive service delivery.

Recruitment & retention

Human Resource Service's Employee Development Branch provided and marketed French Language Training within the course calendar, which is coordinated with the Manager of French Language Services. It provides job-specific language training for

employees wanting to improve their ability in French or are in positions that interact with residents and want to learn how to provide the service.

In 2024, the Human Resource Service's Talent Acquisition team worked closely with the French-speaking community to support their job needs and promote bilingual opportunities. It joined monthly job presentations with CDEM and took part in Pluri-elles events to connect with French-speaking job seekers. These efforts improved our relationships and helped more French speakers find good careers with the City.

Job postings for bilingual positions are posted in both French and English and promoted in various locations. All positions identified as bilingual are advertised in English and French. The external posting is also shared with key French community organizations.

In the Community Services Department, new French recruitment tools were added in 2024, including an online application form, posters, brochures, and ads. Bilingual summer hiring materials were also used. The department continued to recruit French-speaking program leaders directly from French Immersion and Francophone high schools.

The department also promoted free French language training for staff with posters and emails in February, provided summer hiring materials in English and French for Recreation Services recruitment, and created new bilingual brochures to attract program leaders and proposals.

French language training

The City offers free French language training for eligible employees from beginner to advanced levels, offered through Alliance Française and Université de Saint-Boniface.

Classes are held in person or online once a week for 8-12 weeks, with all costs covered.

Twenty City employees participated in the program in 2024.

Administration

French Language Services Division

The City is facing challenges and barriers in meeting its legal obligations in providing French services consistently, including resourcing.

Several areas have been identified for improvement, and the City is working towards addressing them.

Hiring, retaining, and training bilingual employees is a major challenge in delivering programs and services. This has limited our ability to properly serve French-speaking clients, especially in certain areas and specialized services where staff turnover is high.

Several steps were taken, or were in progress in 2024 to improve French language service delivery at the City, including:

- Focusing on hiring more bilingual staff
- Attending French-language job fairs
- Updating job postings to state language requirements clearly and collaborating with high schools and universities to share what designated positions are being recruited for
- Identifying gaps in available French materials
- Improving communication tools, forms, and digital services in French
- Developing guidelines to ensure French service options are offered at every customer touchpoint
- Providing internal training on language requirements and how to deliver services in a bilingual setting, especially for managers and staff who interact directly with the public

Throughout 2024, we 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 & 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.

Complaints

In 2024, one formal complaint was received and referred to the Manitoba Ombudsman.

The French Language Services Division also received 47 informal complaints concerning the lack of French services.

These included issues such as:

- Unavailability of French-language options for online services or communications sent to residents
- Limited French services during public engagement events
- Challenges accessing follow-up support in French through various City contact centres

These complaints help inform ongoing efforts to improve the accessibility and quality of French language services across all City departments.

Human Resources

Bilingual capacity as of December 31, 2024

Departments & special operating agencies	By-law 8154/2002 bilingual position required	Bilingual designated positions filled with bilingual incumbent	Bilingual incumbents in non-designated positions	**Total bilingual capacity**
Animal Services Agency	1	2	0	2
Assessment and Taxation Department	3	3	2	5
CAO's Office	2	0	0	0
City Clerk's Department	6	5	1	6
Community Services Department	36	17	38	55
Corporate Finance Department	3	0	0	0
Corporate Support Services (Human Resource Services)	2	2	2	4
Councillors' general office & Riel District Councillors' offices	2	0	1	1
Customer Service & Communications Department* ±	±	7	3	10
Golf Services	2	–	–	–
Indigenous Relations Division±	±	±	1	1±
Mayor's Office	2	0	0	0
Planning, Property & Development Department	7	–	–	–
Public Works Department	6	0	9	9
Water and Waste Department	6	1	63	64
Winnipeg Fire Paramedic Service	32*	–	–	–
Winnipeg Parking Authority±	±	–	–	–
Winnipeg Police Service	47*	128	194	322
Winnipeg Transit	5	1	11	12
Total in 2024	162	229	325	554

* Includes call centre (part-time and full-time positions) 7 days a week/24 hours/day.
± Department created after By-law passed in 2002
– Not submitted by deadline.

Financial report

Account description	Actual Expenses
Advertising & Marketing	$ 11,500.48
French Language Training	$ 22,490.48
Translation Services	$ 50,364.71
Bilingual Service Centre – Saint-Boniface (City of Winnipeg In-person counter)	
Salaries	$125,615.04
Operations	$ 15,884.69
Total in 2024	$225,855.82
Province of Manitoba (Canada-Manitoba Agreement on delivery of French language services Grant)	– $ 80,000.00
Balance	$145,855.40

City contact information

Information on the City of Winnipeg is available at winnipeg.ca. Inquiries may also be directed to 311 | Outside of Winnipeg: 1-877-311-4974