

Subject: 2024 Report on French Language Services

File Number: ACS2025-OCC-GEN-0002

Report to Finance and Corporate Services Committee on 1 April 2025

and Council on 16 April 2025

Submitted on March 21, 2025 by Caitlin Salter MacDonald, City Clerk

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Ward: Citywide

Objet : Rapport annuel 2024 sur les services en français

Numéro de dossier : ACS2025-OCC-GEN-0002

Rapport présenté au Comité des finances et des services organisationnels

le 1er avril 2025

et au Conseil le 16 avril 2025

Soumis le 21 mars 2025 par Caitlin Salter MacDonald, Greffière municipale

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

**That the Finance and Corporate Services Committee recommend that City
Council:**

- 1. Receive this report for information.**
- 2. Approve the 2025 Departmental French Language Services Operational
Plans as described in this report and set out in Document 1.**

RECOMMANDATION(S) DU RAPPORT

Que le Comité des finances et des services organisationnels recommande au Conseil municipal :

- 1. d'accepter ce rapport à titre informatif;**
- 2. d'approuver les Plans opérationnels des directions générales sur les services en français de 2025, comme il est décrit dans le présent rapport et indiqué dans le document 1.**

EXECUTIVE SUMMARY

In 2024, French Language Services (FLS) continued to play an important role in supporting City of Ottawa departments in providing quality municipal services in French to its residents and staff. FLS supports mutual respect and recognition of both official languages in accordance with the City's [Bilingualism By-law \(By-law No. 2001-170\)](#) and [Bilingualism Policy](#).

The Bilingualism Policy contains provisions that govern several aspects of bilingual municipal services. This includes communications, the proactive delivery of services in both languages to residents and staff, and organizational requirements such as the designation of bilingual positions, language training and cultural program management.

In addition, the Bilingualism Policy identifies a number of priorities for action by FLS including translation services, complaint resolution, coordination, and support to the development of annual departmental operational plans, booking interpretation services for Committees and City Council, and the promotion and active offer of municipal French-language services.

Departmental French Language Services Operational Plans

The Bilingualism Policy requires each City department to complete a Departmental French Language Services Operational Plan as approved by City Council.

The plans describe goals and standards to improve municipal services provided in French, and City departments are required to submit their plans to Council annually. To meet this requirement, each department submits its plan to FLS by the end of January of the following year. FLS then reports annually to Council on the departments' progress and completion in its Annual Report on French Language Services.

On May 10, 2023, Council considered the 2022 Report on French Language Services as part of the [Office of the City Clerk 2022 Annual Report](#). Through this report, Council approved four action areas for the 2022-2026 Term of Council and goals for the 2023-2024 Departmental French Language Services Operational Plans as further described in the Discussion section of this report.

The 2024 Departmental French Language Services Operational Plans were submitted to FLS in early 2025. Departments have reported that their respective operational plan objectives have been completed.

Recommendation for the 2025 Departmental French Language Services Operational Plans

The recommended 2025 Departmental French Language Services Operational Plan, attached as Document 1, has been developed to assist departments' compliance with the Bilingualism Policy and help create a culture of bilingualism that is embedded in all City operations. The proposed 2025 plan allows departments to build on the achievements of past plans and sets the following objectives as listed in *Table 2 – Action areas and new 2025 Departmental French Language Services Operational Plan goals* below.

Table 2 – Action areas and new 2025 Departmental French Language Services Operational Plan goals

Action areas for the 2022-2026 Term of Council	Goal for the 2025 French Language Services Departmental Operational Plans
Planning	Promoting bilingualism and encouraging the use of both official languages at work and in projects.
Timeliness	Prompt and efficient service delivery is always available in both official languages and of equal quality.
Communication	Active offer of quality communication in both official languages.
Department specific	Departmental French language initiatives and outreach efforts.

In accordance with the Bilingualism Policy, staff is recommending that City Council approve the 2025 Departmental French Language Services Operational Plan attached as Document 1. In addition to the above-noted action areas and annual goals, the 2025 Departmental French Language Services Operational Plan template contains objectives, actions, and key performance indicators to assist departments in completing the annual goals. The template is attached to this report as Document 1 for reference purposes.

Should City Council approve the 2025 Departmental French Language Services Operational Plans, staff will issue the template to City departments for their completion by January 30, 2026. FLS will report back to City Council on the operational plans in the 2025 Report on French Language Services which is anticipated in Q2 of 2026.

Section 2: Information and statistics related to designated bilingual positions, second language training, the Translation Services Unit, and complaints

Designated bilingual positions and second language training

In 2024, FLS continued to support Human Resources Services which is the lead department in the designation of bilingual positions and second language training across the organization.

Advice provided by FLS allows managers to make informed decisions about the designation of bilingual positions in their units. In 2024, 16.7% of the City's positions were designated as bilingual, maintaining the same percentage as in 2023.

In 2024, 1,331 staff members registered for language training compared to 784 in 2023, marking an increase of 41 per cent. This increase is attributed to a number of factors including offering training to all staff regardless of language designation, staff returning to the workplace; the availability of in-person classes; greater awareness of language training; and an increase in messaging to employees about the benefit of second language training for personal and / or professional development.

A total 540 language proficiency assessments were conducted primarily for staffing competitions and/or staff who transferred to designated bilingual positions as compared to 590 in 2023.

In 2024, Language training offered a new initiative, a series of 20 French language workshops designed to allow staff an opportunity to learn and practice French were made available to all staff. 280 staff members registered for 20 workshops held from April to June 2024. In December 2024, FLS collaborated with the Language Training

and Testing Team and hosted six sessions to support language learning through an advanced French conversation as well as in-person activities. As a result, two French and two English conversation workshops, as well as two Fun French learning events were held. A total of 50 staff members registered for these events.

Translation Services Unit

The TSU within FLS is responsible for the coordination and translation of City documents and coordination of simultaneous interpretation services for all City departments.

In 2024, the TSU assisted all departments with the translation and revision of timely communications required for the seamless delivery of City services, projects, programs, and activities.

The TSU translated 9,887,583 words which represents a 6.5 per cent decrease compared to the 10,572,586 words translated in 2023. Although there was a decrease in word count, TSU processed 33,268 requests for services, which is 3,048 more than the 30,220 requests processed in 2023. This represents a 10 per cent increase in the number of requests processed in 2024.

Despite the volume of requests and “rushed” timelines, the TSU was able to provide internal quality control on 30 per cent of translated documents in 2024. It is important to note that due to the volume of requests received and timelines, the TSU is unable to perform quality control on all translated documents. That said, the TSU performs quality control on many public facing and city-wide communications as well as documents translated internally. For example, in 2024, the TSU performed quality control on the majority of communications from the Mayor and City Manager’s Offices, as well as documents for ottawa.ca and the City’s social media channels.

In addition, the TSU monitors the quality of the City’s external translation providers and regularly performs quality control on externally translated documents to ensure that the quality meets the expected standard.

Complaints regarding French-language services

FLS is responsible for managing, investigating and responding to all complaints received by the City regarding the quality and provision of French-language services.

The number of French-language complaints received in 2024 was 33. This represents a decrease of 14 complaints from the 47 received in 2023 and is below the 2020-2024 five-year average of 38 complaints per year.

Staff note that, although there was a significant decline of complaints related to signage and the display of information on various City facilities in 2024, the majority of complaints received for signage were due to errors, unilingual text and messaging or directional signs in City facilities.

While these complaints are considered resolved, staff has taken steps to ensure that all signs on City property or that of its agencies are bilingual or make use of international symbols. This includes continuous efforts to ensure that staff are aware of the requirements of the Bilingualism Policy as it relates to signage.

In addition, FLS issued a number of communications to all departments regarding the translation and quality assurance of text on City signs, including the creation of a new SharePoint page on Bilingual Temporary signs templates which were communicated to all staff via the City's internal newsletter.

FLS will continue to work with City departments to ensure that the translation of City-issued signage is quality controlled and support a proactive delivery of services to individuals in both French and English through a variety of initiatives as further described in "Section 4: 2024 French-language service highlights" of this report.

In 2024, Recreation, Cultural and Facility Services (RCFS) Department also started work, in collaboration with French Language Services, on an internal revision and review of all signage and fixed assets in City facilities to identify issues and areas for improvement. Work toward remediation for improvement on identified items has started and will continue throughout the 2022-2026 Term of Council. Replacements are being made based on urgency and operational feasibility following consideration of the annual budgets and lifecycle requirements for City assets. This internal revision has a goal of reviewing historical signage that was developed prior to the City of Ottawa's amalgamation, signage developed following amalgamation, and fixed assets that are unilingual.

French Language Services Advisory Committee

In accordance with Section R.1.19 of the Bilingualism Policy, the City is required to establish a French Language Services Advisory Committee (FLSAC). The FLSAC's mandate is to advise City Council on issues that impact the implementation of the

Bilingualism Policy and its application to the City's services, programs, policies, and initiatives as further described in the Discussion section of this report.

To support the FLSAC in carrying out its mandate, FLS staff attend committee meetings, review and provide advice to help ensure that the committee's work plan and goals align with Council's priorities. FLS also assists staff in developing presentations to the committee by providing advice on areas to seek the committee's expertise and feedback.

The work plan was approved by the FLSAC at its meeting on February 8, 2024, and the report titled, "[French Language Services Advisory Committee 2024-2026 Work Plan](#)," was then submitted to the Finance and Corporate Services Committee and City Council for their approval at their meetings on [March 5, 2024](#), and [April 3, 2024](#), respectively.

The Office of the City Clerk undertook a mid-term public member recruitment drive for various Committees at the City. This included the filling of two vacancies and reserve members for the FLSAC. The recruitment period for the submission of applications took place from January 23, 2025 to February 27, 2025. At the time of writing this report, the recruitment process had concluded and candidates are being considered by the Selection Panel for recommendation to Council.

Implementing the 2024-2026 FLSAC work plan

Following the adoption of its workplan at its meeting on February 8, FLSAC, with the support of the French Language Services, extended invitations to the Departments listed in the [French Language Services Advisory Committee 2024-2026 Work Plan](#) to begin its activities.

FLSAC received and provided feedback to representatives from various departments at their meetings in 2024:

- May 9: the Recreation, Cultural and Facilities Services Department (RCFS) provided a presentation regarding Francophone participation in recreation and cultural programs and French programming offered by the City of Ottawa, French-language services provided to residents, as well as training provided to new hires as it relates to the Bilingualism Policy and the requirement to provide an active offer of bilingual services.
- September 12: the Transit Services Department provided a presentation regarding professional training and development materials as they relate to the Bilingualism Policy and the requirement to provide an active offer of bilingual

services, as well as strategies to recruit French-speaking bus, Para Transpo, and Light Rail Transit Operators at OC Transpo.

- November 14: the Community and Social Services Department provided a presentation regarding services offered by Children's Services in French in Ottawa's west end and in non-bilingual neighbourhoods as well as French-language programs and services for all residents, including but not limited to older adults, immigrants, and persons with disabilities.

The FLSAC's mandate also includes being available as a resource to staff to provide input on matters being pursued to achieve Council's strategic priorities. Accordingly, the FLSAC accepted an invitation from the Office of the City Clerk's Accessibility Office to consult on the City of Ottawa Municipal Accessibility Plan (COMAP) at its September 12, 2024 meeting.

Additionally, the FLSAC received a presentation on the 2025 Draft Operating and Capital Budget from the Finance Services Department at its November 14, 2024, meeting. The FLSAC submitted written comments to the Finance and Corporate Services Committee.

In 2024, the FLSAC was represented at various community events such as the 17th annual Mayor's Francophone RendezVous with the Mayor held on Friday, March 21, 2024 and at the Franco-Ontarian Flag raising ceremony held at Ottawa City Hall on September 25, 2024.

The FLSAC will provide an update on its work to date through its mid-term report, anticipated to be approved at the committee's next regular meeting in Q2, 2025 and will subsequently be submitted to FCSC.

FLS will report to City Council regarding the progress made on the 2024-2026 work plan and detail any other consultations provided through the 2025 Report on French Language Services which is anticipated in Q2 of 2026.

The FLSAC will also provide a final update on its work through its end-of-term report to FCSC and City Council.

2024 French-language service highlights

In 2024, FLS continued to fulfil its role in supporting City departments in providing quality municipal services in French, while actively engaging with the Francophone community as well as internal and external stakeholders through a variety of initiatives.

FLS continued to strengthen important relationships with its external partners and stakeholders by supporting the Association des communautés francophones d'Ottawa (ACFO), coordinating activities to celebrate the Francophonie Month in March 2024, celebrating Franco-Ontarian Day and the 49th Anniversary of the Franco-Ontarian Flag, supporting ACFO's Ottawa Bilingue Microgrants Program, attending various annual events such as the Vanier Community Centre's Déjeuner des flocons (Snowflake Breakfast) and the Prix Bernard Grandmaître Awards, and participating as a member of the Board of Directors of the Association française des municipalités de l'Ontario (AFMO).

In addition, FLS continued its efforts to encourage service excellence through its activities conducted in French and to promote awareness of the Bilingualism Policy for staff through several internal initiatives. These initiatives included internal publications, continuous improvement of the internal FLS SharePoint site with information, tools and resources to support the application of the Bilingualism Policy, assisting City departments with best practices for delivering bilingual services, coordinating a staff-led Francophone affinity group, and collaborating with the City's Learning Centre to implement content related to the City of Ottawa's Bilingualism Policy and translation requirements into presentations for relevant courses. In December, FLS collaborated with the Language Training and Testing team to facilitate a session to support language learning through an advanced French conversation as well as in-person activities.

FLS works in close partnership with all City departments to ensure quality bilingual services through implementation of an active offer. Additional highlights of City-wide service delivery in both official languages are set out in the Discussion section of this report.

French-language initiatives in 2025

There are a number of French-language initiatives planned and underway for 2025, as further described in the Discussion section of this report.

FLS is dedicated to continuing to support City departments in the successful delivery of quality services to residents and visitors alike in both English and French and the implementation of the 2025 Departmental French Language Services Operational Plans should they be approved by City Council.

FLS will also continue to provide quality Translation Services and coordination of all City-wide translation and simultaneous interpretation services.

Further, at the core of FLS' priorities lies the ongoing commitment to assist departments in their communications strategies to reach, engage and liaise with the Francophone community and key stakeholders.

Overall, FLS will continue to assist City staff in meeting the requirements of the *Bilingualism By-law* and Policy and in achieving the City's commitment to continuous improvement in the delivery of bilingual municipal services.

RÉSUMÉ

En 2024, les Services en français (SF) ont continué de jouer un rôle important en aidant les directions générales de la Ville à fournir des services municipaux de qualité en français aux résidents et au personnel. Les SF soutiennent le respect mutuel et la reconnaissance des deux langues officielles conformément au [Règlement sur le bilinguisme \(n° 2001-170\)](#) et à la [Politique de bilinguisme](#).

La Politique de bilinguisme contient des dispositions qui régissent plusieurs aspects des services municipaux bilingues. Il s'agit notamment des communications, des services offerts de façon proactive dans les deux langues aux résidents et aux employés, et des besoins organisationnels, dont la désignation des postes bilingues, la formation linguistique et la gestion des programmes culturels.

De plus, la Politique de bilinguisme détermine un certain nombre de priorités municipales pour les actions des SF, notamment les services de traduction, la résolution des plaintes, la coordination et le soutien à l'élaboration des plans opérationnels annuels des directions générales sur les services en français, la réservation de services d'interprétation pour les comités et le Conseil municipal, ainsi que la promotion et l'offre active de services municipaux en français.

Plans opérationnels sur les services en français des directions générales

La Politique de bilinguisme exige que chaque direction générale de la Ville établisse un plan opérationnel de la direction générale sur les services en français tel qu'approuvé par le Conseil.

Le plan décrit les buts et les normes visant à améliorer les services municipaux fournis en français, et les directions générales de la Ville sont tenues de soumettre leur plan au Conseil municipal chaque année. Pour répondre à cette exigence, chaque direction générale soumet son plan aux SF l'année suivante avant la fin janvier. Les SF rendent ensuite compte au Conseil municipal des progrès et de l'achèvement des plans des directions générales dans son rapport annuel sur les services en français.

Le 10 mai 2023, le Conseil a examiné le Rapport sur les services en français de 2022 dans le cadre du [Rapport annuel 2022 du Bureau du greffier municipal](#). Au moyen de ce rapport, le Conseil municipal a approuvé quatre domaines d'action pour le mandat du Conseil de 2022 à 2026 et des buts pour les plans opérationnels des directions générales sur les services en français de 2023-2024, comme il est expliqué plus en détail dans la section Analyse du présent rapport.

Les plans opérationnels sur les services en français 2024 ont été présentés aux SF au début de 2025. Les directions générales ont indiqué que les objectifs de leur plan opérationnel respectif sont achevés.

Recommandation pour les plans opérationnels des directions générales sur les services en français de 2025

Le plan opérationnel des directions générales sur les services en français de 2025 recommandé, joint en tant que document 1, a été élaboré pour aider les directions générales à se conformer à la Politique de bilinguisme et à créer une culture du bilinguisme intégrée à toutes les activités de la Ville. Le plan proposé pour 2025 permet aux directions générales de tirer parti des réalisations accomplies dans les précédents plans et inclut les buts énumérés dans le *Tableau 2 - Domaines d'action et buts des plans opérationnels des directions générales sur les services en français de 2025* ci-dessous.

Tableau 2 – Domaines d'action et buts des plans opérationnels des directions générales sur les services en français de 2025

Domaine d'action pour le mandat du Conseil de 2022 à 2026	But des plans opérationnels de 2025 des directions générales sur les services en français
Planification	Promouvoir le bilinguisme et encourager l'utilisation des deux langues officielles au travail et dans des projets.
Disponibilité en temps utile	Offrir en tout temps une prestation rapide et efficace de services dans les deux langues officielles et de qualité égale.
Communications	Fournir une offre active de communication de qualité dans les deux langues officielles.

Domaine d'action pour le mandat du Conseil de 2022 à 2026	But des plans opérationnels de 2025 des directions générales sur les services en français
Propre à la direction générale	Initiatives et efforts de sensibilisation aux services offerts en français de la direction générale.

Conformément à la Politique de bilinguisme, le personnel recommande au Conseil municipal d'approuver le plan opérationnel des directions générales sur les services en français de 2025, qui figure au document 1. En plus des domaines d'action et des buts annuels susmentionnés, le modèle de plan opérationnel des directions générales sur les services en français de 2025 contient des objectifs, des actions et des indicateurs de rendement clés pour aider les directions générales à atteindre les buts annuels. Le modèle est joint au présent rapport en tant que document 1 à des fins de référence.

Si le Conseil municipal approuve le modèle de plan opérationnel pour les directions générales sur les services en français de 2025, le personnel l'enverra aux directions générales de la Ville pour qu'elles le remplissent d'ici le 30 janvier 2026. Les SF rendront compte au Conseil municipal des plans opérationnels dans le Rapport annuel sur les services en français de 2025 qui devrait paraître au deuxième trimestre de 2026.

Section 2 : Renseignements et statistiques sur les postes désignés bilingues, la formation en langue seconde, l'Unité du service de traduction et les plaintes

Postes désignés bilingues et formation en seconde langue

En 2024, les SF ont continué de soutenir les Services des ressources humaines, qui constituent la direction générale responsable de la désignation des postes bilingues et de la formation en langue seconde dans l'ensemble de l'administration municipale.

Les conseils formulés par les SF permettent aux gestionnaires de prendre des décisions éclairées sur la désignation des postes bilingues dans leurs unités. En 2024, 16,7 % des postes de la Ville étaient désignés bilingues, conservant le même pourcentage qu'en 2023.

En 2024, 1 331 membres du personnel se sont inscrits à une formation linguistique. Ils étaient 784 en 2023, ce qui dénote une augmentation de 41 %. Cette augmentation est attribuable à un certain nombre de facteurs, notamment l'offre de formation à tous les membres du personnel, quelle que soit la désignation linguistique, le retour du

personnel sur le lieu de travail, la disponibilité de cours en personne, une plus grande sensibilisation à la formation linguistique et une augmentation des messages adressés aux employés portant sur les avantages de la formation en langue seconde pour le perfectionnement personnel et professionnel.

Au total, 540 évaluations des compétences linguistiques ont eu lieu, principalement dans le cadre de concours de recrutement ou de mutations de personnel à des postes désignés bilingues. Il y en avait eu 590 en 2023.

En 2024, la Formation linguistique a offert une nouvelle initiative à l'ensemble du personnel, à savoir une série de 20 ateliers de français conçus pour permettre au personnel d'apprendre et de pratiquer le français. Il y a 280 membres du personnel qui se sont inscrits aux 20 ateliers tenus d'avril à juin 2024. En décembre 2024, les SF ont collaboré avec l'équipe chargée de la formation et des évaluations linguistiques et ont tenu six séances de soutien à l'apprentissage linguistique dans le cadre d'ateliers de conversation en français avancé et d'activités en personne. Ainsi, deux ateliers de conversation en français, deux ateliers de conversation en anglais, ainsi que deux activités ludiques d'apprentissage du français ont eu lieu. Au total, 50 membres du personnel se sont inscrits à ces activités.

Unité du service de traduction

L'Unité du service de traduction (UST) des SF est chargée de la coordination et de la traduction des documents municipaux, ainsi que de la coordination des services d'interprétation simultanée pour toutes les directions générales de la Ville.

En 2024, cette unité a aidé toutes les directions générales à traduire et à réviser rapidement les communications nécessaires à la bonne marche des services, des projets, des programmes et des activités de la Ville.

L'Unité a traduit 9 887 583 mots, ce qui représente une baisse de 6,5 % par rapport aux 10 572 586 mots traduits en 2023. Bien que l'on note une baisse du nombre de mots, l'UST a traité 33 268 demandes de services, soit 3 048 de plus que les 30 220 demandes traitées en 2023. C'est une hausse de 10 % du nombre de demandes traitées en 2024.

Malgré le volume de demandes reçues et les échéances « serrées », l'UST a été en mesure d'effectuer le contrôle de la qualité de 30 % des documents traduits en 2024. Il est important de noter qu'en raison du nombre de demandes reçues et des échéances, l'UST ne peut pas assurer le contrôle de la qualité de tous les textes traduits. Cela dit,

elle effectue un contrôle de qualité de nombreuses communications destinées au public et à l'ensemble de la Ville, ainsi que de documents traduits en interne. Par exemple, en 2024, l'UST a procédé à un contrôle de la qualité de la majorité des communications des Bureaux du maire et de la directrice municipale, ainsi que de documents destinés au site ottawa.ca et aux canaux de médias sociaux de la Ville.

De plus, l'Unité suit de près la qualité des fournisseurs de traduction externes de la Ville et effectue régulièrement un contrôle de qualité des documents traduits en externe afin de s'assurer que la qualité est conforme aux normes attendues.

Plaintes sur les services en français

Les SF sont chargés de gérer, d'examiner et de traiter toutes les plaintes relatives à la qualité et à la prestation de services en français reçues par la Ville.

En 2024, la Ville a reçu 33 plaintes concernant des services en français, ce qui représente une diminution de 14 plaintes par rapport aux 47 reçues en 2023. Ce chiffre est en outre inférieur à la moyenne quinquennale de 38 plaintes par an de 2020 à 2024.

Le personnel note que même s'il y a eu une baisse importante des plaintes liées à la signalisation et à l'affichage de renseignements sur diverses installations de la Ville en 2024, la majorité des plaintes reçues en ce qui concerne la signalisation étaient dues à des erreurs, à des textes et messages unilingues ou à des panneaux indicateurs dans les installations de la Ville.

Bien que ces plaintes soient considérées comme résolues, le personnel a pris des mesures pour s'assurer que l'ensemble de la signalisation sur la propriété de la Ville ou de ses agences est bilingue ou présente des symboles internationaux. Ces mesures comprennent notamment des efforts constants pour voir à ce que le personnel connaisse les exigences de la Politique de bilinguisme en matière de signalisation.

De plus, les SF ont adressé un certain nombre de communications à toutes les directions générales au sujet de la traduction et de l'assurance de la qualité du texte sur la signalisation de la Ville, y compris au sujet de la création d'une nouvelle page SharePoint sur les modèles d'affiches temporaires bilingues, qui ont été communiquées à l'ensemble du personnel par l'intermédiaire du bulletin d'information interne de la Ville.

Les SF continueront de travailler avec les directions générales de la Ville pour s'assurer que la traduction de la signalisation de la Ville fait l'objet d'une assurance de la qualité et appuyer la prestation proactive de services aux personnes en français et en anglais

au moyen d'une variété d'initiatives décrites plus en détail dans la section 4 sur les faits saillants des services en français en 2024 du présent rapport.

En 2024, la Direction générale des loisirs, de la culture et des installations (DGLCI) a également entrepris, en collaboration avec les SF, une révision interne de l'ensemble de la signalisation et des actifs dans les installations de la Ville afin de repérer les problèmes et les points à améliorer. Les travaux visant à remédier aux problèmes relevés sont entamés et se poursuivront tout au long du mandat de 2022 à 2026 du Conseil. Les remplacements ont lieu en fonction de l'urgence et de la faisabilité opérationnelle après l'examen des budgets annuels et des exigences relatives au cycle de vie des actifs de la Ville. Cette révision interne vise notamment à examiner la signalisation installée avant la fusion de la Ville d'Ottawa, celle mise en place après la fusion, ainsi que les actifs unilingues.

Comité consultatif sur les services en français

Conformément à l'article R.1.19 de la Politique de bilinguisme, la Ville est tenue de créer un Comité consultatif sur les services en français (CCSF). Le CCSF a pour mandat de conseiller le Conseil municipal sur des questions qui ont une incidence sur la mise en œuvre de la Politique de bilinguisme et son application aux services, aux programmes, aux politiques et aux initiatives de la Ville. Davantage de détails sont fournis à ce chapitre dans la section Analyse du présent rapport.

Pour aider le CCSF à remplir son mandat, les SF assistent aux réunions du Comité et examinent et fournissent des conseils pour s'assurer que le plan de travail et les objectifs du Comité cadrent avec les priorités du Conseil. Ils aident aussi le personnel à préparer des présentations au CCSF et le conseillent sur les domaines qui nécessitent la sollicitation de l'expertise et de la rétroaction du CCSF.

Le plan de travail a été approuvé par le CCSF lors de sa réunion du 8 février 2024. Le [Plan de travail 2024-2026 du Comité consultatif sur les services en français](#) a ensuite été soumis au Comité des finances et des services organisationnels et au Conseil municipal à des fins d'approbation lors de leur réunion respective du [5 mars 2024](#) et du [3 avril 2024](#).

Le Bureau du greffe municipal a entrepris une campagne de recrutement de membres publics à mi-parcours pour divers comités de la Ville. Cela comprenait de pourvoir deux postes vacants et des membres de réserve pour le CCSF. La période de recrutement pour la soumission des candidatures a eu lieu du 23 janvier 2025 au 27 février 2025. Au moment de la rédaction de ce rapport, le processus de recrutement était terminé et les

candidats sont en cours d'examen par le comité de sélection pour recommandation au Conseil.

Mise en œuvre du plan de travail du CCSF pour 2024 à 2026

Après l'adoption de son plan de travail lors de sa réunion du 8 février, le CCSF, appuyé des SF, a invité les directions générales indiquées dans le [Plan de travail 2024-2026 du Comité consultatif sur les services en français](#) à entamer leurs activités.

Le CCSF a reçu et fourni des commentaires aux représentants de diverses directions générales lors de leurs réunions en 2024.

- 9 mai : La DGLCI a fait une présentation sur la participation des francophones aux programmes récréatifs et culturels et aux programmes en français offerts par la Ville d'Ottawa, les services en français fournis aux résidents ainsi que sur la formation offerte aux recrues en ce qui concerne la Politique de bilinguisme et l'exigence de fournir une offre active de services bilingues.
- 12 septembre : La Direction générale des services de transport en commun a donné une présentation sur le matériel de formation et de perfectionnement professionnels en lien avec la Politique de bilinguisme et l'obligation de fournir une offre active de services bilingues, ainsi que des stratégies de recrutement d'opérateurs et de chauffeurs francophones pour les services d'autobus, de Para Transpo et de train léger à OC Transpo.
- 14 novembre : La Direction générale des services sociaux et communautaires a fait une présentation sur les services offerts par les Services à l'enfance en français dans l'ouest d'Ottawa et des quartiers non bilingues, ainsi que les programmes et services en français pour tous les résidents, y compris, mais sans s'y limiter, les aînés, les immigrants et les personnes en situation de handicap.

Le mandat du CCSF consiste aussi à se mettre à la disposition du personnel à titre de ressource afin d'exprimer son avis sur des dossiers visant la réalisation des priorités stratégiques du Conseil. C'est pourquoi le CCSF a accepté l'invitation du Bureau de l'accessibilité du Bureau du greffe municipal à offrir une consultation sur le Plan d'accessibilité municipal de la Ville d'Ottawa (PAMVO) lors de sa réunion du 12 septembre 2024.

De plus, le CCSF a reçu une présentation sur le budget préliminaire de fonctionnement et d'immobilisations de 2025 de la part de la Direction générale des finances et des services organisationnels lors de sa réunion du 14 novembre 2024. Le CCSF a soumis des commentaires écrits au Comité des finances et des services organisationnels (CFSO).

En 2024, le CCSF a été représenté à diverses activités communautaires comme le 17^e Rendez-vous francophone annuel du maire qui a eu lieu le jeudi 21 mars 2024 et la cérémonie de lever du drapeau franco-ontarien qui s'est déroulée à l'hôtel de ville d'Ottawa le 25 septembre 2024.

Le CCSF fournira une mise à jour sur son travail à ce jour par le biais de son rapport de mi-mandat, qui devrait être approuvé lors de la prochaine réunion régulière du comité au deuxième trimestre 2025 et sera ensuite soumis au CFSO.

Les SF rendront compte au Conseil municipal des progrès réalisés dans le plan de travail 2024-2026 et détailleront toute autre consultation fournie dans le Rapport sur les services en français de 2025 qui est prévu pour le deuxième trimestre de 2026.

Le CCSF fournira également une mise à jour finale de son travail jusqu'à présent dans son rapport de mi-mandat au CFSO et au Conseil municipal.

Faits saillants des services en français en 2024

En 2024, les SF ont continué de jouer leur rôle en appuyant les directions générales de la Ville dans la prestation de services municipaux de qualité en français, tout en consultant activement la communauté francophone et des intervenants internes et externes au moyen d'une variété d'initiatives.

Les SF ont aussi continué de consolider des relations importantes avec des partenaires et des intervenants externes en aidant l'Association des communautés francophones d'Ottawa (ACFO), en coordonnant des activités pour souligner le Mois de la Francophonie en mars 2024, en soulignant le Jour des Franco-Ontariens et des Franco-Ontariennes et le 49^e anniversaire du drapeau franco-ontarien, en soutenant le programme de microsubventions de l'ACFO, en participant à diverses activités annuelles comme le Déjeuner des flocons du Centre communautaire de Vanier et les prix Bernard-Grandmaître, ainsi qu'en siégeant au conseil d'administration de l'Association française des municipalités de l'Ontario (AFMO).

Les SF ont également poursuivi les efforts pour encourager l'excellence des services dans le cadre d'activités tenues en français et pour sensibiliser le personnel à la

Politique de bilinguisme grâce à plusieurs initiatives internes, notamment des publications internes, l'amélioration continue du site SharePoint interne des SF par des renseignements, des outils et des ressources qui soutiennent l'application de la Politique de bilinguisme, l'aide apportée aux directions générales pour mettre en œuvre des pratiques exemplaires sur la prestation de services bilingues, la coordination du Groupe affinitaire francophone dirigé par le personnel et la collaboration avec le Centre d'apprentissage pour intégrer le contenu relatif à la Politique de bilinguisme de la Ville d'Ottawa et aux exigences en matière de traduction dans les présentations des cours pertinents. En décembre, les SF ont collaboré avec l'équipe chargée de la formation et des évaluations linguistiques pour animer une séance visant à soutenir l'apprentissage linguistique dans le cadre de conversations en français avancé et d'activités en personne.

Les SF travaillent en étroite collaboration avec toutes les directions générales de la Ville afin de garantir des services bilingues de qualité grâce à la mise en œuvre d'une offre active. D'autres faits saillants de la prestation de services dans les deux langues officielles à l'échelle de la Ville sont exposés dans la section Analyse du présent rapport.

Initiatives en français en 2025

Des initiatives des SF sont prévues et en cours pour 2025, comme il est décrit plus en détail dans la section Analyse du présent rapport.

Les SF sont déterminés à continuer d'appuyer les directions générales de la Ville dans la prestation de services de qualité aux résidents et aux visiteurs, tant en anglais qu'en français, et dans la mise en œuvre des plans opérationnels des directions générales sur les services en français de 2025, s'ils sont approuvés par le Conseil municipal.

Les SF continueront également de fournir des services de traduction de qualité et de coordonner tous les services de traduction et d'interprétation simultanée à l'échelle de la Ville.

En outre, au cœur des priorités des SF se trouve l'engagement permanent d'aider les directions générales dans le cadre de leurs stratégies de communication afin d'atteindre et de mobiliser la communauté francophone et les principaux intervenants, et d'assurer la liaison avec eux.

Dans l'ensemble, les SF continueront d'aider le personnel de la Ville à satisfaire aux exigences du *Règlement sur le bilinguisme* et de la Politique de bilinguisme, ainsi qu'à

respecter l'engagement de la Ville à l'égard de l'amélioration continue de la prestation des services municipaux bilingues.

BACKGROUND

French Language Services (FLS) plays an important role in supporting City departments in providing quality municipal services in French to its residents and staff. FLS supports mutual respect and recognition of both official languages in accordance with the City's [Bilingualism By-law No. 2001-170](#) and [Bilingualism Policy](#).

On May 9, 2001, City Council passed the *Bilingualism By-law* (By-law No. 2001-170) that recognized the City's bilingual character and enacted a citizen's right to communicate and receive services in English and French in accordance with the Bilingualism Policy.

Further, on May 9, 2001, City Council enacted the Bilingualism Policy, which reaffirmed its commitment to offering municipal services in English and French to both residents and staff. The Bilingualism Policy is based largely on that of the former City of Ottawa and is deemed to be both practical and flexible in its approach.

The Bilingualism Policy identifies a number of municipal priorities for action by FLS including translation services, complaint resolution, coordination, and support to the development of annual departmental operational plans, booking interpretation services for Committees and City Council, and the promotion and active offer of bilingual municipal services.

In addition, the Bilingualism Policy contains provisions that govern several aspects of bilingual municipal services. This includes communications, the proactive delivery of services in both languages to residents and staff, and organizational requirements such as the designation of bilingual positions, language training, and cultural program management.

On December 14, 2017, [Bill 177, the Stronger, Fairer Ontario Act \(Budget Measures\), 2017](#), received Royal Assent. This was an omnibus bill that amended a variety of statutes, including the [City of Ottawa Act, 1999](#). The amendments were intended to recognize within provincial legislation Ottawa's bilingual character and require the City to pass a by-law providing that the administration of the municipality shall be conducted in both English and French, and that all or specified municipal services to the public shall be made available in both languages, in accordance with Subsection 14(1) of the [French Language Services Act](#).

In keeping with this, the Bill 177 amendments acknowledged that the City's existing *Bilingualism By-law* (By-law No. 2001-170) already fulfilled the City's statutory obligation to pass a by-law and explicitly recognize City Council's discretion to determine the "scope and content" of that by-law.

Though the City's bilingual character is now officially recognized in the *City of Ottawa Act, 1999*, the changes to the *City of Ottawa Act, 1999* did not expand the City's obligations in terms of the provision of French-language services, beyond the requirement of having a by-law under Subsection 14(1) of the *French Language Services Act*, or beyond those obligations that would already be recognized by existing law including, for example, By-law No. 2001-170.

As a result of these changes, Section 11.1 of the *City of Ottawa Act, 1999*, now reads as follows:

Bilingualism

11.1 (1) The city's bilingual character is recognized.

By-law respecting use of English and French languages

(2) The city shall pass a by-law under Subsection 14 (1) of the French Language Services Act.

Same, board of health

(3) The by-law applies with respect to the administration of the board of health and the provision of services by the board.

Scope and content of by-law

(4) The scope and content of the by-law shall be as determined by the City.

Existing by-law

(5) For greater certainty, City of Ottawa By-law No. 2001-170 (Bilingualism) meets the requirement of Subsection (2).

FLS also supports all City departments in the delivery of municipal services in French to residents and City staff by:

- Assisting departments in developing, implementing, and evaluating programs and services offered in French.

- Working with internal stakeholders to ensure a Francophone lens is applied when planning for municipal projects and offers expertise on best practices related to municipal French-language services delivery.
- Developing departmental operational plans to improve the delivery of municipal French-language services throughout the organization.
- Receiving and handling complaints pertaining to municipal French-language services for the organization.
- Assisting departments in adapting their communications strategies and outreach for the Francophone community.
- Actively engaging with the Francophone community by organizing activities and liaising with key stakeholders.
- Supporting the French Language Services Advisory Committee (FLSAC) in carrying out its mandate.
- Supporting the City's membership to the *Association française des municipalités de l'Ontario* (AFMO) by sitting on its Board of Directors.

Further, the Translation Services Unit (TSU) within FLS is responsible for the coordination and translation of City documents and coordination of simultaneous interpretation services for all City departments. The TSU is committed to supporting City-wide quality translation services to meet the objectives of the Bilingualism Policy and to ensure residents receive City communications in both French and English.

DISCUSSION

Section R.1.6 of the Bilingualism Policy requires each City department to complete a Council-approved Departmental French Language Services Operational Plan. The plans describe goals and standards created to improve municipal services provided in French, and City departments are required to submit their plans to City Council annually.

As such, Section 1 of this report provides an overview of the 2023-2024 Departmental French Language Services Operational Plan outcomes. It also provides staff's recommendation for the 2025 Departmental French Language Services Operational Plans, attached as Document 1, for City Council's approval as further described in this report.

Further, this report provides Members of Council with information and statistics regarding French-language services in the City in the following sections:

- Section 2: Information and statistics related to designated bilingual positions, second language training, the Translation Services Unit, and complaints
- Section 3: French Language Services Advisory Committee
- Section 4: 2024 French-language service highlights
- Section 5: French-language initiatives in 2025

Section 1: Departmental French Language Services Operational Plans

As previously noted, Section R.1.6 of the [Bilingualism Policy](#) requires each City department to complete a Council-approved Departmental French Language Services Operational Plan. The plan establishes goals and standards to improve municipal services provided in French and aim to assist all departments in:

- Improving compliance with the Bilingualism Policy
- Assessing the quality and quantity of French language services on an ongoing basis to align with the Term of Council and its strategic priorities
- Reducing French-language-related complaints
- Encouraging staff to adopt a bilingual lens in their daily work

Departments are required to submit their plans to City Council annually. To meet this requirement, each department submits its plan to FLS by the end of January of the following year. FLS then reports to City Council annually on the departments' progress and accomplishments related to French-language services in its Annual Report on French Language Services.

On [May 10, 2023](#), City Council approved the 2022 Report on French Language Services as part of the [Office of the City Clerk 2022 Annual Report](#). Through this report, City Council approved four action areas (Planning, Timeliness, Communication and Department specific) for the Departmental French Language Services Operational Plans for the 2022-2026 Term of Council. Corresponding goals for each action area are developed annually and brought forward for City Council consideration through the Office of the City Clerk's Annual Report on French Language Services.

On [June 12, 2024](#), City Council approved the report titled, “[2023 Report on French Language Services](#)”, which set out the goals for the 2024 Departmental French Language Services Operational Plans as follows:

Table 1 – Action areas and 2024 Departmental French Language Services Operational Plan goals

Action areas for the 2022-2026 Term of Council	Goal for the 2024 French Language Services Departmental Operational Plans
Planning	That the quality and level of services provided in French be equal to those in English.
Timeliness	That each work unit at the City representing a separate and specific service to the public and/or employees be able to communicate in both official languages at all times without delay in service.
Communication	That all communication materials published by the City of Ottawa or its agencies and intended for both internal and external audiences, be published in both official languages simultaneously.
Department specific	That staff have the opportunity to work in the official language of their choice and the public be served in the official language of their choice.

Update on the 2024 Departmental French Language Services Operational Plans

The 2024 Departmental French Language Services Operational Plans were submitted to FLS in early 2025. Departments have reported that their respective operational plan objectives have been completed.

Recommendation for the 2025 Departmental French Language Services Operational Plans

The recommended 2025 Departmental French Language Services Operational Plan, attached as Document 1, has been developed to assist departments’ compliance with the Bilingualism Policy and help create a culture of bilingualism that is embedded in all City operations. The proposed 2025 plan allows departments to build on the achievements of the past plans and sets the following objectives in *Table 2 – Action areas and new 2025 Departmental French Language Services Operational Plan goals*.

Table 2 – Action areas and new 2025 Departmental French Language Services Operational Plan goals

Action areas for the 2022-2026 Term of Council	Goal for the 2025 French Language Services Departmental Operational Plans
Planning	Promoting bilingualism and encouraging the use of both official languages at work and in projects.
Timeliness	Prompt and efficient service delivery is always available in both official languages and of equal quality.
Communication	Active offer of quality communication in both official languages.
Department specific	Departmental French language initiatives and outreach efforts.

In accordance with the Bilingualism Policy, staff is recommending that City Council approve the 2025 Departmental French Language Services Operational Plan attached as Document 1. In addition to the above-noted action areas and annual goals, the 2025 Departmental French Language Services Operational Plan template contains objectives, actions, and key performance indicators to assist departments in completing the annual goals. The template is attached to this report as Document 1 for reference purposes.

Should City Council approve the 2025 Departmental French Language Services Operational Plans, staff will issue the template to City departments for their completion by January 30, 2026. FLS will report back to City Council on the operational plans in the 2025 Report on French Language Services which is anticipated in Q2 of 2026.

Section 2: Information and statistics related to designated bilingual positions, second language training, the Translation Services Unit, and complaints

Designated bilingual positions and second language training

In 2024, FLS continued to support Human Resources Services which is the lead department in the designation of bilingual positions and second language training across the organization.

Regarding the designation of bilingual positions, and in accordance with the Bilingualism Policy, hiring managers are responsible and accountable for ensuring that service levels continue to be met in both English and French. That said, FLS is available to provide guidance in the determination of designated positions and their linguistic profiles upon request. The advice provided by FLS allows hiring managers to make informed decisions about the designation of bilingual positions in their units.

Statistics relating to bilingual positions in the organization in 2024 are as follows:

- In 2024, 16.7% of the City's positions were designated as bilingual, maintaining the same percentage as in 2023.
- 540 language proficiency assessments were conducted primarily for staffing competitions and/or staff who transferred to designated bilingual positions as compared to 590 in 2023.

In 2024, the City offered second language training to all employees regardless of the language designation of their position, with priority given to staff who provide services in both languages and whose training was key to ensure proper service delivery in accordance with the Language Training Policy. In 2024, three formats of training were provided: group, self-directed and private, delivered virtually or in-person.

Statistics relating to second language training in 2024 are as follows:

- 1,331 staff members registered for language training compared to 784 in 2023, marking an increase of 41 per cent. This increase is attributed to a number of factors including offering training to all staff regardless of language designation, staff returning to the workplace; the availability of in-person classes; greater awareness of language training; and an increase in messaging to employees about the benefit of second language training for personal and / or professional development.
- An average of four per cent of all language training in 2024 was to increase English language capacity. This represents a decrease of two per cent compared to the previous year.

In 2024, Language training offered a new initiative, a series of 20 French language workshops available to all staff. Each workshop was one hour in length designed to allow staff an opportunity to learn and practice French. 280 staff members registered for 20 workshops held from April to June 2024. In December 2024, FLS collaborated with

the Language Training and Testing Team to host six sessions to support language learning through an advanced French conversation as well as in-person activities. As a result, two French and two English conversation workshops, as well as two Fun French learning events were held. A total of 50 staff members registered for these events.

Translation Services Unit

As previously noted, the Translation Services Unit (TSU) within FLS is responsible for the coordination and translation of City documents and coordination of simultaneous interpretation services for all City departments.

The services offered by the unit include comparative revision, proofreading, transcription, and requests for terminology. This unit oversees the coordination of more than 30 external translation service providers to meet the City's translation demand.

In 2024, the TSU assisted all departments with the translation and revision of timely communications required for the seamless delivery of City services, projects, programs, and activities. Services requested and processed by the TSU were wide-ranging and covered a variety of topics including but not limited to budget documents, City web pages, social media messages, resources and tools for the public, schools, workplaces, and professionals, as well as corporate procedures and guidelines for staff, memorandums, and reports to City Council.

In 2024, the TSU processed an average of 134 service requests per day, with 33 per cent of requests deemed to be a "rush"^[1].

The TSU translated 9,887,583 words, which represents a 6.5 per cent decrease compared to the 10,572,586 words translated in 2023. Although there was a decrease in word count, TSU processed 33,268 requests for services, which is 3,048 more than the 30,220 requests processed in 2023. This represents a 10 per cent increase in the number of requests processed in 2024.

Despite the volume of requests and "rushed" timelines, the TSU was able to provide internal quality control on 30 per cent of translated documents in 2024. It is important to note that due to the volume of requests received and timelines, the TSU is unable to perform quality control on all translated documents. That said, the TSU performs quality control on many public facing and city-wide communications as well as documents

[1] A request is flagged "rush" when it is a same-day request, or the requested turnaround time is less than the established translation timeline standards.

translated internally. For example, in 2024, the TSU performed quality control on the majority of communications from the Mayor and City Manager’s Offices, as well as documents for ottawa.ca and the City’s social media channels.

In addition, the TSU monitors the quality of the City’s external translation providers and regularly performs quality control on externally translated documents to ensure that the quality meets the expected standard.

The breakdown of services requested by type between 2020 and 2024 is presented in the table below for additional information:

Table 2 – Types of services requested by year

Types of services requested	2020	2021	2022	2023	2024
Number of requests for translation ^[2]	21,702	23,803	20,812	20,968	20,131
Number of requests for comparative revision ^[3]	1,941	2,025	1,913	2,100	2,097
Number of requests for proofreading ^[4]	874	888	933	529	888
Number of documents quality controlled ^[5]	5,062	3,947	6,842	6,560	10,060
Number of transcriptions ^[6] and terminology ^[7] requests	171	162	111	63	92
Total requests for service	29,750	30,825	30,611	30,220	33,268

[2] Translation: Writing a text from French to English or from English to French, while respecting the tone, style and terminology used by the author.

[3] Comparative revision: Comparing a translation to the source text, in French or English, and making necessary changes, including edits in the original text.

[4] Proofreading: Reviewing an existing document or translated text in a given language for errors or typos and making necessary changes. This process is not a comparison of two texts.

[5] Quality control: Evaluating whether a translation is accurate, follows the structures of the language in which it is written and respects the City’s quality standards. This includes taking steps to ensure that any necessary corrective measures are implemented. This service is done by an internal Translator-Reviser only.

[6] Transcription: The act of writing down verbatim what has been said in an audio file.

[7] Terminology: Set of terms specific to a professional field, a field of knowledge.

The TSU also oversees the coordination of the City's simultaneous interpretation providers. Simultaneous interpretation involves the real-time translation of a message from the source language to the target language, while the source-language speaker continuously speaks. In accordance with the Bilingualism Policy, this service is required at all City Council meetings and for public consultations or other important or large-scale municipal events. It is also offered upon request at Standing Committee and Advisory Committee meetings.

Complaints regarding French-language services

FLS is responsible for managing, investigating, and responding to all complaints relating to the provision of French-language services for the City of Ottawa. The City adheres to strict service standards in the handling of all complaints received through the [Corporate Complaints](#) mechanism and FLS reports publicly on these complaints each year through the Office of the City Clerk's Annual Report on French Language Services.

The Corporate Complaints Handling Policy defines a complaint as being "any expression of dissatisfaction about the action or lack of action taken regarding operations, facilities or services provided by the City of Ottawa or by a person or body acting on behalf of the City of Ottawa".

When a complaint is submitted through a channel under the Corporate Complaints Handling Procedure, FLS works with the relevant department to understand the issue and determine which measures should be taken to improve service and avoid reoccurrence. FLS also collaborates with the Ontario Ombudsman's Office on the resolution of complaints as required.

FLS relies on a collaborative approach to help all relevant stakeholders create conditions that ensure progress and continuous improvement in the provision of services in French at the City. FLS consistently reports back to the complainant to inform them on the outcome of their complaint in accordance with the Corporate Complaints and Handling Procedure and as further described below.

The City is committed to continuous improvement in the delivery of bilingual municipal services. The receipt and analysis of corporate complaints allows FLS to:

- Assist departments in improving the quality of services in French to residents and staff.

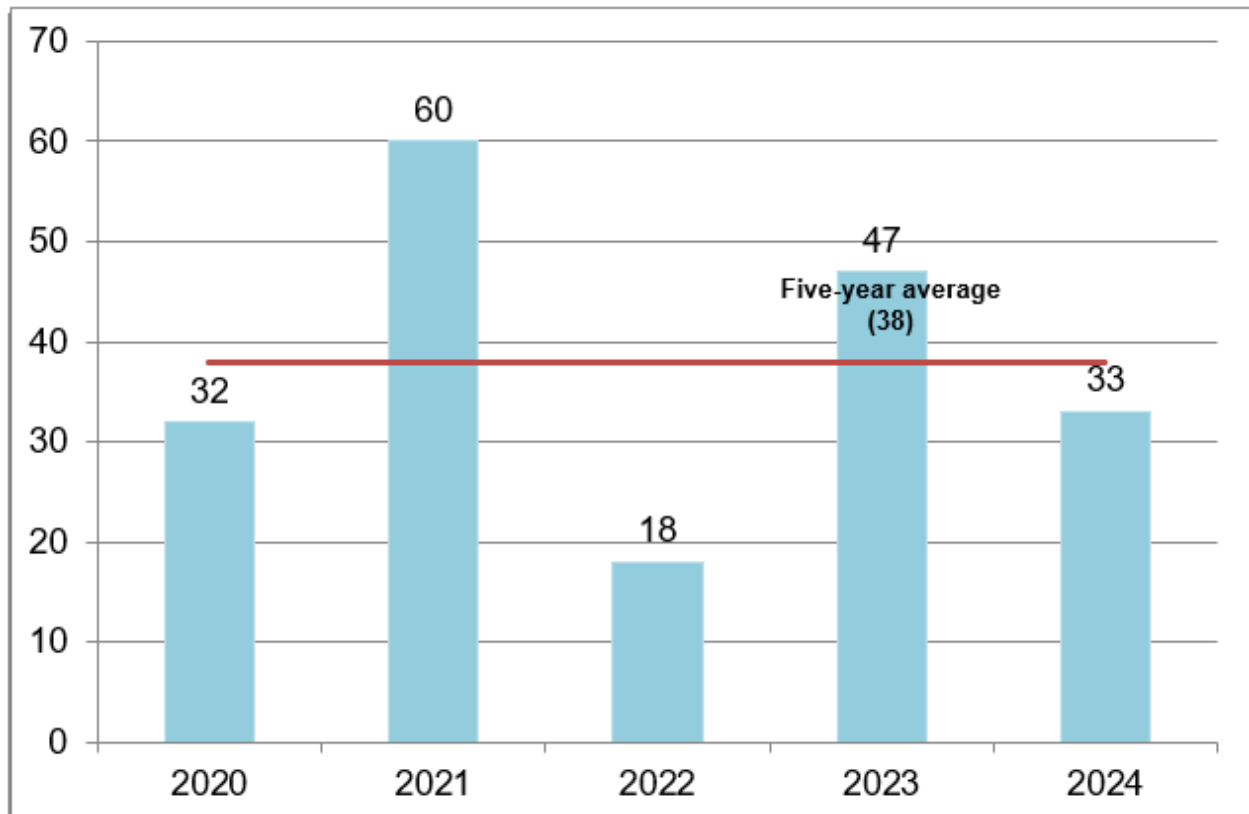
- Address the needs and concerns of residents and staff regarding the provision of services in French.
- Collaborate with departments to ensure necessary measures are taken to prevent the recurrence of such complaints.
- Identify situations and trends that require a broader evaluation of business practices and implement corrective action.

Complaints received in 2024

Thirty-three complaints related to French-language services were received in 2024. This represents a decrease of 14 complaints from the 47 received in 2023. This is below the five-year average of 38 complaints per year from 2020-2024 as illustrated in Figure 1 below.

All complaints received in 2024 were resolved in an average of 11 business days, surpassing the standard set under the City's Corporate Complaints Handling Policy of 20 business days in which a final response or update must be sent, barring exceptional circumstances.

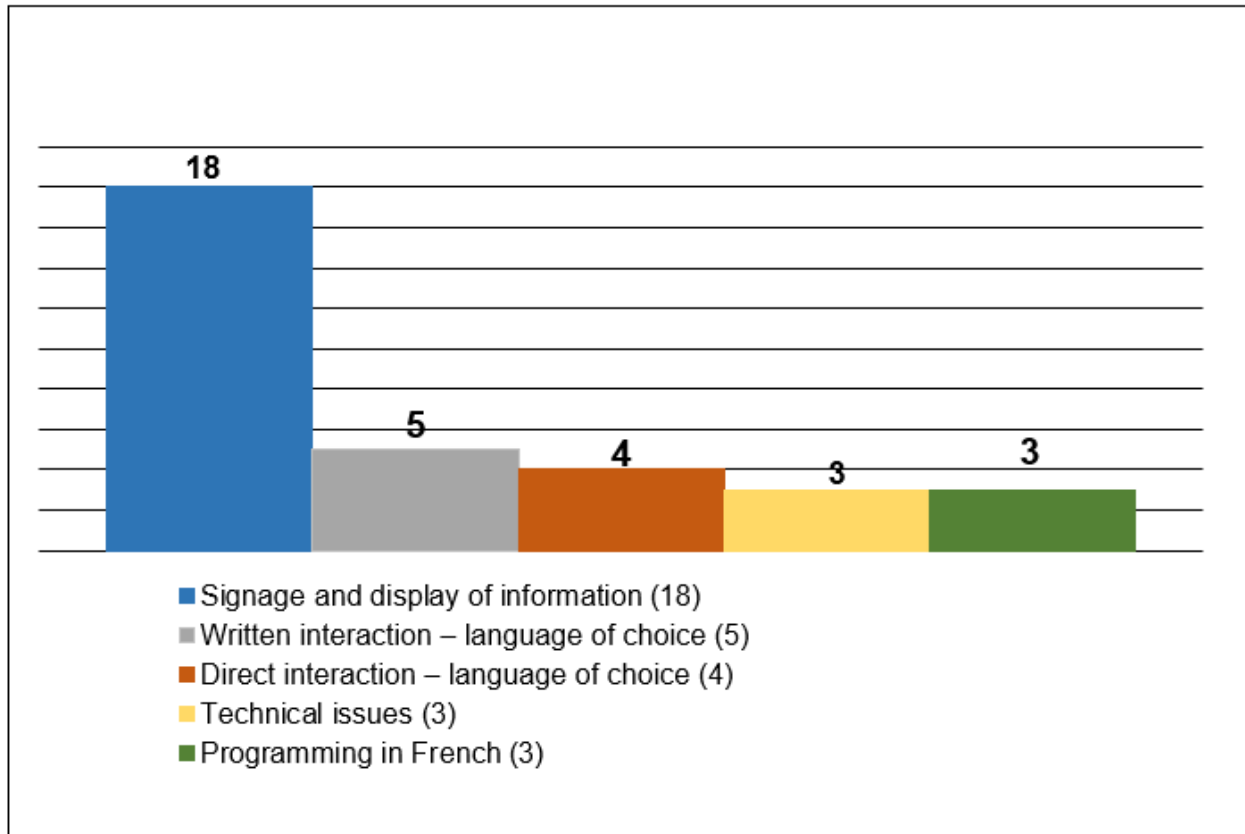
Figure 1 – Number of French language complaints from 2020-2024



As illustrated in Figure 2 below, of the 33 complaints received in 2024:

- 18 complaints related to signage and the display of information, including errors or unilingual messaging, compared to the 36 complaints received in 2023.
- Four complaints related to a direct interaction that did not take place in the individual's official language of choice, compared to six in 2023.
- Three complaints were related to technical issues involving an automated phone service, compared to two received in 2023.
- Three complaints were filed regarding the lack of programming in French, compared to the same amount in 2023.
- Five complaints were received regarding written interaction in an individual's language of choice, compared to zero complaints received in 2023.

Figure 2 – Types of complaints received in 2024



Upon review of the complaints received, staff note that, although there was a significant decline of complaints related to signage and the display of information on various City

facilities in 2024, the majority of complaints received for signage were due to errors, unilingual text and messaging or directional signs in City facilities.

While these complaints are considered resolved, staff has taken steps to ensure that all signs on City property or that of its agencies be bilingual or make use of international symbols. This includes ensuring that staff are aware of the requirements of the Bilingualism Policy as it relates to signage.

In addition, FLS issued a number of communications to all departments regarding the translation and quality assurance of text on City signs, including the creation of a new SharePoint page on Bilingual Temporary signs templates which were communicated to all staff via the City's internal newsletter.

FLS will continue to work with City departments to ensure that the translation of City-issued signage is quality controlled and support a proactive delivery of services to individuals in both French and English through a variety of initiatives as further described in "Section 4: 2024 French-language service highlights" of this report.

In 2024, Recreation, Cultural and Facility Services (RCFS) Department also started work, in collaboration with French Language Services, on an internal revision and review of all signage and fixed assets in City facilities to identify issues and areas for improvement. Work toward remediation for improvement on identified items has started and will continue throughout the 2022-2026 Term of Council. Replacements are being made based on urgency and operational feasibility following consideration of the annual budgets and lifecycle requirements for City assets. This internal review has a goal of reviewing historical signage that was developed prior to the City of Ottawa's amalgamation, signage developed following amalgamation, and fixed assets that are unilingual.

Section 3: French Language Services Advisory Committee

In accordance with Section R.1.19 of the Bilingualism Policy, the City is required to establish a French Language Services Advisory Committee (FLSAC). The FLSAC's mandate is to advise City Council on issues that impact the implementation of the Bilingualism Policy and its application to the City's services, programs, policies, and initiatives. The FLSAC is also available as a resource to staff, providing input on matters being pursued to achieve Council's strategic priorities. Above all, the FLSAC is responsible for ensuring that its business aligns with, and serves to complement, City Council's strategic priorities.

To support the FLSAC in carrying out its mandate, FLS staff attend committee meetings, review and provide advice to help ensure that the committee's work plan and goals align with Council's priorities. FLS also assists staff in developing presentations to the committee by providing advice on areas to seek the committee's expertise and feedback as further described in this report.

The inaugural meeting of the 2022-2026 FLSAC took place on November 16, 2023. At this meeting, the FLSAC approved its [Procedure By-law](#), and elected members Neiges Sénéchal and Mireille Brownhill to serve as Chair and Vice-Chair to serve in their respective roles until the end of the current Term of Council.

The work plan was approved by the FLSAC at its meeting on February 8, 2024, and the report titled, "[French Language Services Advisory Committee 2024-2026 Work Plan](#)," was then submitted to the Finance and Corporate Services Committee and City Council for their approval at their meetings on [March 5, 2024](#), and [April 3, 2024](#), respectively.

The Office of the City Clerk undertook a mid-term public member recruitment drive for various Committees at the City. This included the filling of two vacancies and reserve members for the FLSAC. The recruitment period for the submission of applications took place from January 23, 2025 to February 27, 2025. At the time of writing this report, the recruitment process had concluded and candidates are being considered by the Selection Panel for recommendation to Council.

Implementing the 2024-2026 FLSAC work plan

Following the adoption of its workplan at its meeting on February 8, FLSAC, with the support of the French Language Services, extended invitations to the Departments listed in the [French Language Services Advisory Committee 2024-2026 Work Plan](#) to begin its activities.

The FLSAC 2024-2026 work plan identifies eight activities including three deferred activities from the 2020-2022 FLSAC, which correspond with the following four overarching goals:

- Goal 1: Support an approach that enhances municipal programs available to residents.
- Goal 2: Continue to raise staff awareness of the importance of providing an active offer of bilingual services.
- Goal 3: Support economic growth and resiliency in our bilingual City.

- Goal 4: Support the recruitment and hiring of bilingual City staff.

At these meetings, the FLSAC received presentations from City staff, asked follow-up questions, and provided feedback to staff, including written recommendations to staff in some cases. This was achieved various ways either by adopting, at a later FLSAC meeting, a formal report drafted by a member or a working group responsible for the given matter, or a written summary of Member comments, compiled by the FLSAC Chair or a member of FLSAC as assigned by the Chair.

At its May 9, 2024 meeting, the FLSAC received a presentation from representatives of the Recreation, Cultural and Facilities Services Department (RCFS) on its work plan objective regarding Francophone participation in recreation and cultural programs, French programming offered by the City of Ottawa, as well as French-language services provided to residents and training provided to new hires as it relates to the Bilingualism Policy and the requirement to provide an active offer of bilingual services. The FLSAC approved its report with recommendations to RCFS. RCFS provided a response by email, which was shared with FLSAC on January 22, 2025.

At its September 12, 2024, meeting, the FLSAC received a presentation from representatives of the Transit Services Department regarding professional training and development materials as they relate to the Bilingualism Policy and the requirement to provide an active offer of bilingual services, as well as strategies to recruit French-speaking bus, Para Transpo, and Light Rail Transit Operators at OC Transpo. A recommendations report is scheduled to be presented at the May 8, 2025 meeting.

Furthermore, the FLSAC's mandate includes being available as a resource to staff to provide input on matters being pursued to achieve Council's strategic priorities. Accordingly, the FLSAC accepted an invitation from the Office of the City Clerk's Accessibility Office to consult on the City of Ottawa Municipal Accessibility Plan (COMAP) at its September 12, 2024, meeting.

At its November 14, 2024, meeting, the FLSAC received a presentation from representatives of the Community and Social Services Department regarding services offered by Children's Services in French in Ottawa's west end and in non-bilingual neighbourhoods, as well as French-language programs and services for all residents, including but not limited to older adults, immigrants, and persons with disabilities. A recommendations report is scheduled to be presented at the May 8, 2025 meeting. At that same meeting, the FLSAC received a presentation on the 2025 Draft Operating and

Capital Budget from the Finance Services Department. The FSLAC submitted written comments to the Finance and Corporate Services Committee.

Lastly in 2024, the FLSAC was represented at various community events such as the 17th annual Mayor's Francophone RendezVous with the Mayor held on Friday, March 21, 2024 and at the Franco-Ontarian Flag raising ceremony held at Ottawa City Hall on September 25, 2024.

The FLSAC will provide an update on its work to date through its mid-term report, anticipated to be approved at the committee's next regular meeting in Q2, 2025.

FLS will report to City Council regarding the progress made on the 2024-2026 work plan and detail any other consultations provided through the 2025 Report on French Language Services which is anticipated in Q2 of 2026.

The FLSAC will also provide a final update on its work through its end-of-term report to FCSC and City Council.

Section 4: 2024 French-language services highlights

In 2024, FLS continued to fulfil its role in supporting City departments in providing quality municipal services in French, while actively engaging with the Francophone community as well as internal and external stakeholders through a variety of initiatives as further described below.

External initiatives

In 2024, FLS continued to strengthen important relationships with its external partners and stakeholders by:

- Supporting the Association des communautés francophones d'Ottawa (ACFO) with the submission of four nominees for the Bernard Grandmaître Awards in March 2024. The Bernard Grandmaître Awards recognize the leadership, commitment, and positive impact that groups and individuals have had on Ottawa's Francophone community over the past year. The City's nomination of the Vanier Community Services Centre was successful, and they received the "Organization of the Year Award" at the March 2, 2024, awards gala. FLS also proudly supports ACFO Ottawa and its Ottawa Bilingue Microgrants Program.
- Coordinating activities and issuing communications in celebration of Francophonie Month (in March), including the Mayor's 17th Annual Francophone

RendezVous held on March 21, 2024. The event welcomed more than 200 guests, including members of the Francophone and Francophile community, key stakeholders, and community members. 2024's event was co-hosted with La Cité, the University of Ottawa and Saint Paul University. These institutions are pillars of Ottawa's education scene and contribute significantly to a diversified and prosperous economy.

- Celebrating Franco-Ontarian Day and the 49th Anniversary of the Franco-Ontarian Flag. The celebration, held on September 25, 2024, with the Mayor at Ottawa City Hall on September 25. Due to weather, these celebrations took place inside Jean Pigott Place in collaboration with the Association des communautés francophones d'Ottawa. To mark this day, the City welcomed the Francophone Poet Laureate of Ottawa, Véronique Sylvain and students from Terre-des-Jeunes Catholic elementary school performed the official Franco-Ontarian anthem, "Notre place", while students from Louis-Riel public high school sang "Mon beau drapeau" as the Franco-Ontarian flag was unfurled. That same afternoon, FLS staff attended a celebration held by the Vanier Community Association at the Carré de la Francophonie.
- Attending various annual events such as the Vanier Community Centre's Déjeuner des flocons (Snowflake Breakfast) and the Prix Bernard Grandmaître Awards.
- Participating as a member of the Board of Directors of the Association française des municipalités de l'Ontario (AFMO) with Councillor Stéphanie Plante, attending the AFMO Congress in September of 2024 held in Clarence-Rockland, and supporting the work of the association by strengthening its strategic plan and overall direction.

In addition, FLS and the City continued to celebrate individuals who champion and support French-language services in the community with formal recognition by way of the Order of Ottawa and the Brian Kilrea Award for Excellence in Coaching. Jean-Pierre Saab received the 2024 Brian Kilrea Award at a ceremony at City Hall on November 14, 2024. Mr. Saab's many coaching contributions include volunteering to coach Gaulois teams in volleyball, hockey, football, ringette, soccer and curling at École secondaire catholique Garneau in Orléans.

Order of Ottawa inductees for 2024 included Francophone personalities Paul Fournier and Catherine Mensour.

Internal initiatives

FLS continued its efforts to encourage service excellence through its activities conducted in French and to promote staff's awareness of the Bilingualism Policy through several internal initiatives including:

- Promoting and encouraging completion the City's active offer training in partnership with Human Resources Services to increase the visibility and awareness of key elements of the Bilingualism Policy in the Learning Centre's training materials and course notes.
- In addition to the active offer training as a requirement for all new employees to complete within their first month of employment, the new employee orientation courses, the entire series of writing courses, Public Engagement training as well as the Powerful Presentations training course will contain clarifications regarding the requirements of the Bilingualism Policy, which include:
 - Reminders of the requirements under the Bilingualism Policy for internal and external communications;
 - Highlighting the availability and importance of our Translation Services;
 - Reminding that City staff are required to provide an active offer of service to both residents and staff and that this can be facilitated by taking the City's active offer training yearly;
 - Encouraging staff to reach out with any questions regarding the Bilingualism Policy and translation requirements.
- The internal publication of the monthly "FrancoForum" newsletter to approximately 400 subscribed staff, highlighting activities and events happening in French within the organization and throughout Ottawa.
- Publishing articles promoting the Bilingualism Policy and services offered by FLS in the City's internal Management Bulletin and City staff newsletter "In the Loop". In addition, monthly "Faux Pas" quizzes were published in "In the Loop" in an interactive format, with multiple choice questions and detailed explanations for the correct answers, making learning French more enjoyable.

- Developing new resources for the FLS toolbox to assist City staff in delivering municipal services in French, following consultations. New tools created or improved include:
 - A new Active offer cheat sheet for staff;
 - An updated Checklist for language requirements for the purchase of goods and services;
 - An updated Office vocabulary lexicon;
 - An updated Francophone outreach page;
 - Updated Bilingual templates for Email signatures, messages and voicemail;
 - A new page on Bilingual Temporary signs templates; and
 - A new Designation of bilingual positions checklist for Managers.

- Other tools created to further assist staff in their roles include:
 - A SharePoint page to assist FLS Champions in their role in assisting their department in providing quality municipal services in French to the City's residents and staff in accordance with the Bilingualism Policy.
 - A SharePoint page to assist Departments presenting to and consulting with the French Language Services Advisory Committee, along with a Guide and a Consultation request form.
 - An updated Guide on delivering services in French following consultation with FLS Champions and OCC staff considering complaints received and staff questions on delivering services in French.
 - An updated Guide on Bilingualism requirements for Council and Standing Committee meetings and reports considering comments received since last publication.

- Assisting City departments with best practices for delivering bilingual services, the development of common outreach and consultation approaches, and tools to achieve progress in delivering services in both official languages and to meet the goals set out in the annual departmental operational plans.

- Providing advice to departments on best practices for delivering services in both French and English. Close to 80 inquiries were received by FLS on a variety of subjects and projects including:
 - The provision of training and workshops to staff on anti-racism initiatives.
 - Best practices for bilingual signage in City facilities.
 - Best practices for holding corporate events in both official languages.
 - Bilingualism requirements for internal work tools and communications.
 - Bilingualism requirements for public applications and documents such as Council reports.
 - Bilingualism requirements for internal applications and SharePoint content for use by staff in the exercise of their duties.
 - Bilingualism requirements for the creation and implementation of the City's first podcast series.
 - Inquiries related to the designation of bilingual positions.
- Conducting an on-site review of signage displayed in French on lines 2 and 4 of the new LRT stations, in collaboration with the Transit Department, prior to the official opening early January 2025.
- Drafting communications to City staff regarding Francophonie Month, International Francophonie Day, and Franco-Ontarian Day.
- Coordinating quarterly staff-led Francophone affinity group with discussions centering on Francophonie and how members celebrate and incorporate the Francophone culture and heritage throughout the year in their activities. These meetings are also the opportunity to quiz our knowledge and to highlight FLS Toolbox resources. In December, FLS had the pleasure of partnering with the Language Training and Testing team to facilitate a session to support language learning through an advanced French conversation as well as in-person activities.
- FLS continued to collaborate with the City's Learning Centre to ensure training materials provided to staff meet the City of Ottawa's Bilingualism Policy.

Initiatives from City departments

FLS works in close partnership with all City departments to ensure quality bilingual services through implementation of an active offer. An active offer ensures that City services in French are evident, readily available, easily accessible and of comparable quality to services offered in English. The following initiatives provide a small sample of the City's responsiveness to the evolving needs of the Francophone community.

Additional highlights of City-wide service delivery in both official languages are set out in Document 2.

- ServiceOttawa received 38,498 inquiries in French from external clients to the 3-1-1 Call Centre in 2024. This represents 6.93 % per cent of calls received during 2024. All 3-1-1 Call Centre staff are bilingual and available to respond to inquiries in both official languages in the order that they are received.
- Community and Social Services launched and delivered a Mental Health First Aid training in French to staff. Participants received their certification from the Mental Health Commission of Canada following a comprehensive 2-day course, which provided valuable training in mental health support, ensuring francophone residents have access to essential resources in their preferred language.
- The Integrated Neighbourhood Services Team, in collaboration with the Ottawa Paramedic Service and World Skills successfully launched the Ottawa Paramedic Service Instructor Training School program, a powerful initiative designed to empower internationally trained professionals. Out of the ten participants recruited, two participants completed bilingual instructor training.
- The Vanier: Culture in Action Plan, which was approved by City Council in July 2024, speaks to the francophone character and heritage of the neighbourhood and its significance as a hub of Franco-Ontarian life.
- RCFS Centralized Allocations and Facility Operations Service worked with TFO in 2024 to plan an upcoming film date for the 2025 for Gang de Hockey, a popular Franco-Ontarian television series broadcasted on TFO that highlights female sports in Ontario.
- The new Strategic Initiatives Department launched numerous projects in 2024, ensuring engagement with the business community in both official languages.

Projects included a new Ottawa Small Business Survey, a Nightlife Economy Action Plan as well as the creation of a Nightlife Council.

- Infrastructure and Water Services Department (IWSD) participated in a French speed-jobbing event at La Cité in February 2024, introducing and promoting the City of Ottawa to highly qualified, French-speaking or bilingual talent who are not permanent residents of Ottawa and have completed one of La Cité's Parcours Francophone training program. Bilingual staff were identified to attend the event.
- In response to a request from a local French school via 311, IWSD Outreach and Communications Coordinator organized a French presentation on our water systems for grade 2 students at l'École élémentaire Coeur de Ville. A total of 26 students learned about the processes and the high-quality of Ottawa's tap water. French materials such as bookmarks and stickers were distributed.
- French Language Services and the Language Training and Testing Team collaborated in hosting sessions to support language learning through advanced French conversations as well as in-person activities. As a result, two French and two English conversation workshops, as well as two Fun French learning events were held. A total of 50 staff members registered for these six events.
- In 2024, the centralized recruitment team in the Transit Services Department, targeted the Francophonie population by attending specific job fairs:
 - La Cité College hosts one-on-one sessions with participants and recruitment team members interested in the Bus Operator position. In 2024, Transit Services attended three sessions hosted by La Cité.
 - La Société Économique de l'Ontario in partnership with the Réseau de Soutien à l'Immigration Francophone de l'Est de l'Ontario hosts a career event marketed to bilingual candidates. In 2024, Transit Services attended three sessions hosted by La Société Économique de l'Ontario.
- Ottawa Fire Services conducted French-language presentations at French schools and in the francophone community regarding fire safety, firefighting careers, and the role of firefighters in the community.

Section 5: French-language initiatives in 2025

FLS is dedicated to continuing to support City departments in the successful delivery of quality services to residents and visitors alike in both English and French and the implementation of the 2025 Departmental French Language Services Operational Plans

should they be approved by City Council. This will be achieved by working collaboratively with departments and by providing advice and relevant tools to support best practices for service delivery in French.

FLS will also continue to provide quality Translation Services and coordination of all City-wide translation and simultaneous interpretation services.

At the writing of this report, the following initiatives are planned and underway for 2025:

- Continuing to support to the 2022-2026 FLSAC in carrying out its mandate.
- Continuing to issue regular internal communications to City staff regarding their obligations under the Bilingualism Policy and providing helpful tools to implement an active offer of bilingual service in staff's day-to-day work.
- Reviewing and updating the French Language Services toolbox on the FLS SharePoint site. The toolbox is designed to assist staff in implementing the Bilingualism Policy in their day-to-day work and currently includes bilingual work tools and templates, guides, customer service and public event tools, FAQs and more. In the first few months of 2025, FLS has developed a new series of bilingual posters that staff can display to inform residents and staff that City services are available in both official languages and provide an active offer of bilingual services.
- The continuation and promotion of the interactive training for staff regarding the requirement to provide an active offer of service to residents and staff. The training depicts practical examples of providing an active offer of French-language services with the goal of assisting staff to intuitively recognize when it is needed and to support the City's ability to provide excellent customer services to our residents.
- The continuation of our staff-led Francophone affinity group where staff discuss all matters related the Francophone or French-speaking experience. In 2025, FLS will continue to collaborate with the Language Training Unit to offer Francophone Affinity Group members the opportunity to converse in French on a bi-monthly basis.
- The submission of three nominations for the ACFO Ottawa's Prix Bernard Grandmaître Awards Gala to recognize the achievements of the following individuals and organizations:

- Hermite Icart for the “Education Contributor of the Year” Award
- Vox Théâtre Company for the "Organization of the Year” Award
- Jeanne-Hélène Tardivel for the “Prix Bernard Grandmaître” Award

All the nominations submitted were selected as finalists in their respective categories. The Organization of the Year award was presented to VOX Théâtre, the only company dedicated exclusively to youth theatre in the Canadian Francophonie in a minority setting. This award is given to an Ottawa-based non-profit organization that has advanced the cause of the Francophonie. Jeanne-Hélène Tardivel received the Bernard Grandmaître Award, ACFO Ottawa’s most prestigious award, presented to recognizes a person’s commitment and leadership in promoting and developing the Franco-Ontarian community and highlights their professional and personal accomplishments as well as their social engagement throughout their journey.

- Continuous support of ACFO Ottawa and its Ottawa Bilingue Microgrants Program.
- The preparation and coordination of activities to celebrate Francophone Month in March, including the Mayor’s Annual Francophone RendezVous, held in collaboration with the Festival Franco-Ontarien on March 21 to highlight their 50th anniversary.
- Continuing to provide support to the Association française des municipalités de l’Ontario (AFMO) by sitting on its Board of Directors with Councillor Stéphanie Plante.
- Representing the Clerk’s Office on the exploratory committee for the City of Ottawa’s bid for the 2028 Francophonie Summit.
- Monitoring opportunities for government grants that will assist with the provision of French-language services for our residents.
- Monitoring changes to legislation that may impact French-language services at the municipal level, including changes that may come as a result of Bill C-13, *An Act to amend the Official Languages Act, to enact the Use of French in Federally Regulated Private Businesses Act and to make related amendments to other Acts*.

- The continued development of partnerships with important stakeholders in the Francophone community.
- Continuing to collaborate with the Ontario Ombudsman's Office in the resolution of complaints.
- Continuing efforts to reduce the number of complaints received regarding French-language services by providing tools, advice, and reminders of staff's obligations under the Bilingualism Policy. The City is confident in its ability to treat its residents equally in all aspects of municipal services governed by the City's Bilingualism Policy, through its transparent rigorous complaints process. FLS will continue to work with all City departments to ensure that actions undertaken because of complaints yield positive outcomes for residents.
- Working with Supply Services to address the expiry and renewal of the contract with the current translation management system vendor in accordance with the City's procurement practices and policies.

Further, at the core of FLS' priorities lies the ongoing commitment to assisting departments in their communications strategies to reach, engage and liaise with the Francophone community and key stakeholders.

Overall, FLS will continue to assist City staff in meeting the requirements of the *Bilingualism By-law* and Policy and in achieving the City's commitment to continuous improvement in the delivery of bilingual municipal services.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report for information purposes.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendations in this report.

CONSULTATION

As this is considered an internal administrative matter, no public consultation was undertaken.

ACCESSIBILITY IMPACTS

French Language Services (FLS) works closely with the Accessibility Office to ensure

that services provided to Francophones with disabilities align with the City's requirements under the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and the City's Accessibility Policy.

Accommodations are actively offered for events organized by FLS, such as Franco-Ontarian Day and the Mayor's Annual Francophone RendezVous.

As noted in the report, the 2025-2029 City of Ottawa Municipal Accessibility Plan included consultation with the French Language Services Advisory Committee to ensure the plan includes actions that benefit Francophones with disabilities. Community consultations to develop the plan were also held in French, facilitated by Francophone staff.

FLS will continue to work closely with the Accessibility Office to ensure that equitable services are provided to Francophones with disabilities.

TERM OF COUNCIL PRIORITIES

The work in this report will support the 2023-2026 Term of Council Priorities.

SUPPORTING DOCUMENTATION

- Document 1 – 2025 Departmental French Language Services Operational Plan Template
- Document 2 – 2024 City-wide service delivery in both official languages

DISPOSITION

Staff will undertake planned initiatives as set out in this report and pursuant to any Council direction.