

Subject: 2025 Annual Report on French Language Services

File Number: ACS2026-OCC-GEN-0001

Report to Finance and Corporate Services Committee on 7 April 2026

and Council 22 April 2026

Submitted on March 25, 2026 by Caitlin Salter MacDonald, City Clerk

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Ward: Citywide

Objet : Rapport annuel 2025 sur les services en français

Numéro de dossier : ACS2026-OCC-GEN-0001

Rapport présenté au Comité des finances et des services organisationnels

Rapport soumis le 7 avril 2026

et au Conseil le 22 avril 2026

Soumis le 2026-03-25 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 2026 Operational Plan for French-language services 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 2026, comme il est décrit dans le présent rapport et indiqué dans le document 1.**

EXECUTIVE SUMMARY

In 2025, French Language Services (FLS) continued to play an important role 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 governs several aspects of bilingual municipal services. This includes communications, the proactive delivery of services in both official 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 outlines priorities for French-language services. FLS leads and supports several of these, including translation services, complaint resolution, coordination and support to develop the annual operational plan for French-language services, and the promotion and active offer of municipal French-language services.

Section 1: Operational Plans for French-language services

The Bilingualism Policy requires each City department to complete an operational plan for French-language services as approved by City Council. The plan describes goals and standards to improve municipal services provided in French, and City departments are required to submit their plan 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 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 2025 Operational Plan for French-language services as further described in the Discussion section of this report.

The 2025 Operational Plan for French-language services were submitted to FLS in early 2026 and departments have reported that their respective operational plan objectives are complete and are being integrated into day-to-day operations.

Recommendation for the 2026 Operational Plan for French-language services

In accordance with the Bilingualism Policy, staff is recommending that City Council approve the 2026 Operational Plan for French-language services as described in this report and as attached as Document 1.

The plan was developed in consultation with staff to support the Bilingualism Policy and help create a culture of bilingualism that is embedded in all City operations. The proposed plan allows staff to build on the achievements of past plans and sets the following objectives as listed in Table 2 below:

Table 2 – Action areas and new goals for the 2026 Operational Plan for French-language services

Action areas for the 2022-2026 Term of Council	Goals for the 2026 Operational Plan for French-language services
Planning	Consistent use of both official languages in the workplace.
Timeliness	Timely service delivery with French-speaking residents, efficient work processes, and earlier detection of needs.
Communication	Consistent production of high-quality bilingual communications.
Department-specific	Department French language initiatives and outreach efforts.

In addition to the above-noted action areas and annual goals, the 2026 Operational Plan for French-language services' template contains objectives, actions, and key directives to assist departments in completing the annual goals.

Should City Council approve the 2026 Operational Plan for French-language services, staff will issue the template to City departments for their completion by January 29, 2027. FLS will report back to City Council on the plan in the 2026 Report on French Language Services which is anticipated in Q2 of 2027.

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

FLS continued to support Human Resources Services in leading the designation of bilingual positions and managing second-language training. FLS' advice enables managers to make informed designation decisions, and in 2025, 16.7% of City positions were designated bilingual—this remains consistent with 2024.

Demand for language development continued to rise: 1,378 staff registered for training in 2025 (up 3.5% from 2024), driven by broader access, increased in person options, workplace reintegration, and enhanced promotion of learning opportunities. A total of 576 language proficiency assessments were completed, compared to 540 in 2024.

To further support learning, the City offered additional drop in opportunities—workshops, conversation sessions, and Fun in French events—engaging 260 participants. Flexible tools such as News in Slow French and Super Duolingo continued to complement formal training and support staff in developing their language skills.

Translation Services Unit

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

In 2025, the TSU delivered translation and simultaneous interpretation support across all City departments, enabling timely, bilingual communication for City services and initiatives. The TSU translated 11,059,522 words in 2025, which represents a 11.8 per cent increase compared to the 9,887,583 words translated in 2024. TSU processed 35,045 requests for services, which is 1,777 more than the 33,268 requests processed in 2024. This represents a 5.3 per cent increase in the number of requests processed in 2025.

Despite rising demand and rushed timelines, the TSU strengthened quality oversight, completing internal quality control on 43.5% of translated documents. Priority was given to public facing and city-wide communications, including most materials from the Mayor’s Office, City Manager’s Office, ottawa.ca, and social media channels.

The TSU also continued to monitor and assess the performance of external translation providers to ensure consistent quality across all City communications.

Complaints regarding French-language services

FLS is also 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 2025 was 24. This represents a decrease of 9 complaints from the 33 received in 2024 and is below the five-year average of 36 complaints per year.

FLS continues to work with City departments to ensure that staff are aware of the requirements of the Bilingualism Policy. Additional information related to complaints on French Language Services are further described in “Section 2: Information and statistics related to designated bilingual positions, second language training, the Translation Services Unit, and complaints” of this report.

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 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 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.

As further described in the Discussion section of this report, the FLSAC met four times in 2025 and provided feedback and recommendations to Transit Services and Community and Social Services. The Committee also received presentations from the Human Resources Services Branch and the FLSAC will prepare a recommendations report that will be presented later in 2026. The FLSAC also received a presentation from

the Strategic Initiatives Department and the FLSAC provided verbal comments following staff's presentation.

The FLSAC will continue its work in 2026 and will provide an end of term report to the Finance and Corporate Services Committee and City Council.

Section 4: 2025 French-language services highlights

In 2025, FLS continued to support City departments in delivering high-quality municipal services in French while maintaining strong engagement with the Francophone community and key partners. FLS strengthened relationships with external partners by supporting the Association des communautés francophones d'Ottawa (ACFO), coordinating Francophonie Month activities, celebrating Franco-Ontarian Day and the 50th Anniversary of the Franco-Ontarian Flag, contributing to the organization of the *Cinq-Zéro* community celebration, attending annual Francophone events, and participating as a member of the Association francophone des municipalités de l'Ontario (AFMO) Board of Directors.

City-wide highlights include the creation of 57 new Francophone childcare spaces at the Centre Éducatif Pinocchio's new location, with another 125 spaces planned for underserved neighbourhoods. The City also launched *OttawaVoix*, its official podcast, with 10 French-language episodes featuring 17 Francophone employees who help demystify municipal services and generating close to 1,000 downloads. A comprehensive list of additional key initiatives is outlined in Document 2 with highlights that include the following:

- The handling of 42,484 French-language inquiries to the 3-1-1 Call Centre by ServiceOttawa in 2025, representing 7.04% of all calls received. All 3-1-1 staff are bilingual and respond to inquiries in the order they are received, ensuring residents are served in the official language of their choice.
- Working in partnership with City departments and the bid committee established to support the efforts of the Government of Canada's bid to have the City of Ottawa designated as the host city for the 21st Francophonie Summit in 2028, in accordance with the [motion](#) approved by City Council on January 28, 2026.
- Launch of a Primary Care Provider Recruitment and Retention Strategy by the Strategic Initiatives Department to improve primary care access to French speaking residents.

- Cultural funding allocation by Recreation, Cultural and Facility Services of \$2.19 million to 51 Francophone applicants to support local arts and heritage, and the recruitment of two Francophone cultural liaisons.

Section 5: French Language Services initiatives in 2026

Several key French language initiatives are planned for 2026, as outlined in the Discussion section of the report. French Language Services (FLS) will continue to support departments in delivering high quality bilingual services and in implementing their 2026 Operational Plan for French-language services, pending Council approval.

FLS will maintain its role in coordinating translation services and simultaneous interpretation for the City. A core priority for 2026 remains supporting departments in developing effective communication strategies to engage and connect with the Francophone community and key partners.

Overall, FLS will continue to help staff meet the requirements of the Bilingualism By-law and Bilingualism Policy and advance the City's commitment to continuously improve bilingual municipal service delivery.

RÉSUMÉ

En 2025, 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 favorisent le respect mutuel et la reconnaissance des deux langues officielles conformément au [Règlement sur le bilinguisme \(Règlement n° 2001-170\)](#) et à la [Politique de bilinguisme](#).

La Politique de bilinguisme régit 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 au personnel, 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 précise les priorités pour les services en français. Les SF les dirigent et en appuient plusieurs, notamment les services de traduction, la résolution des plaintes, la coordination et le soutien à l'élaboration des plans opérationnels annuels sur les services en français, ainsi que la promotion et l'offre active de services municipaux en français.

Section 1 : Plans opérationnels sur les services en français

La Politique de bilinguisme exige que chaque direction générale de la Ville établisse un plan opérationnel 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 des mesures menées à bien dans leur rapport annuel sur les services en français.

Le 10 mai 2023, le Conseil a examiné le Rapport 2022 sur les services en français 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 2022-2026 et des buts pour les plans opérationnels sur les services en français de 2025, comme il est expliqué plus en détail dans la section Analyse du présent rapport.

Les Plans opérationnels sur les services en français de 2025 ont été présentés aux SF au début de 2026, et les directions générales ont indiqué que leurs buts de plan opérationnel respectifs sont terminés et intégrés aux activités quotidiennes.

Recommandation pour les Plans opérationnels sur les services en français de 2026

Conformément à la Politique de bilinguisme, le personnel recommande au Conseil municipal d'approuver le plan opérationnel sur les services en français de 2026, qui figure au document 1.

Le plan a été élaboré en consultation avec le personnel pour appuyer la Politique de bilinguisme et aider à créer une culture du bilinguisme intégrée à toutes les activités de la Ville. Le plan proposé permet au personnel de tirer parti des réalisations accomplies dans les précédents plans et comprend les buts indiqués dans le Tableau 2 ci-dessous :

Tableau 2 – Domaines d'action et nouveaux buts pour les plans opérationnels sur les services en français de 2026

Domaine d'action pour le mandat du Conseil 2022-2026	Buts des Plans opérationnels sur les services en français de 2026
Planification	Utilisation uniforme des deux langues officielles en milieu de travail.
Disponibilité en temps utile	Prestation de services en temps opportun aux résidents francophones, processus de travail efficaces et détection précoce des besoins.
Communications	Production constante de communications bilingues de grande qualité.
Propre à la direction générale	Initiatives et efforts de rayonnement en français de la direction générale

En plus des domaines d'action et des buts annuels susmentionnés, le modèle de plan opérationnel sur les services en français de 2026 contient des objectifs, des mesures et des directives clés pour aider les directions générales à atteindre les buts annuels.

Si le Conseil municipal approuve le modèle de plan opérationnel sur les services en français de 2026, le personnel l'enverra aux directions générales de la Ville pour qu'elles le remplissent d'ici le 29 janvier 2027. Les SF rendront compte au Conseil municipal des plans opérationnels dans le Rapport annuel 2026 sur les services en français, qui devrait paraître au deuxième trimestre de 2027.

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

Les SF ont continué à soutenir les Services des ressources humaines dans la désignation des postes bilingues et la gestion de la formation en langue seconde. Les conseils des SF permettent aux gestionnaires de prendre des décisions éclairées sur la désignation des postes et, en 2025, 16,7 % des postes de la Ville étaient désignés bilingues, soit le même pourcentage qu'en 2024.

La demande pour le perfectionnement linguistique a continué d'augmenter : 1 378 membres du personnel se sont inscrits à la formation en 2025 (en hausse de 3,5 % par rapport à 2024), grâce à un accès élargi, à des options plus nombreuses en présentiel, à la réintégration en milieu de travail et à une meilleure promotion des

possibilités d'apprentissage. En tout, 576 évaluations des compétences linguistiques ont été effectuées, comparativement à 540 en 2024.

Pour appuyer davantage l'apprentissage, la Ville a offert d'autres occasions de formation sans inscription, soit des ateliers, séances de conversation et activités amusantes en français qui ont attiré 260 participants. Des outils souples comme News in Slow French et Super Duolingo ont continué de compléter la formation formelle et d'appuyer le personnel dans le perfectionnement de ses compétences linguistiques.

Unité du service de traduction

L'UST dans les SF est chargée de la coordination et de la traduction des documents municipaux et des services d'interprétation simultanée pour toutes les directions générales de la Ville.

En 2025, l'UST a offert un soutien en matière de traduction et d'interprétation simultanée à toutes les directions générales de la Ville, facilitant ainsi une communication bilingue rapide pour les services et les initiatives de la Ville. L'UST a traduit 11 059 522 mots en 2025, ce qui représente une hausse de 11,8 % par rapport aux 9 887 583 mots traduits en 2024. L'UST a traité 35 045 demandes de services, soit 1 777 de plus que les 33 268 demandes traitées en 2024. Cela représente une augmentation de 5,3 % par rapport au nombre de demandes traitées en 2025.

Malgré le nombre plus élevé de demandes et d'échéances serrées, l'UST a renforcé la surveillance de la qualité en effectuant un contrôle de la qualité de 43,5 % des documents traduits. La priorité a été donnée aux communications publiques et à l'échelle de la Ville, notamment la plupart des documents provenant du Bureau du maire et du Bureau de la directrice municipale, et ceux destinés à ottawa.ca et aux médias sociaux.

L'UST a également continué de surveiller et d'évaluer le rendement des fournisseurs de traduction externes afin d'assurer une qualité constante dans toutes les communications de la Ville.

Plaintes sur les services en français

Les SF sont également responsables 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 2025, la Ville a reçu 24 plaintes concernant les services en français, ce qui représente une diminution de 9 plaintes par rapport aux 33 reçues en 2024. Ce chiffre est en outre inférieur à la moyenne quinquennale de 36 plaintes par année.

Les SF continuent de travailler avec les directions générales de la Ville pour s'assurer que le personnel est au courant des exigences de la Politique de bilinguisme. D'autres renseignements sur les plaintes concernant les services en français sont décrits plus en détail à la « Section 2 : Renseignements et statistiques sur les postes désignés bilingues, la formation en langue seconde, l'Unité du service de traduction et les plaintes » du présent rapport.

Section 3 : 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 à l'égard des questions qui ont une incidence sur la mise en œuvre de la Politique de bilinguisme et son application aux services, programmes, politiques et initiatives de la Ville.

Le plan de travail a été approuvé par le CCSF lors de sa réunion du 8 février 2024, et le rapport intitulé « [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 (CFSO) et au Conseil municipal aux fins d'approbation lors de leurs réunions du [5 mars 2024](#) et du [3 avril 2024](#) respectivement.

Comme il est décrit plus en détail dans la section Analyse du présent rapport, le CCSF s'est réuni quatre fois en 2025 et a fourni une rétroaction et des recommandations à la Direction générale des services de transport en commun et à la Direction générale des services sociaux et communautaires. Le Comité a également reçu des présentations des Services des ressources humaines et il préparera un rapport de recommandations qui sera présenté plus tard en 2026. Le CCSF a également reçu une présentation de la Direction générale des initiatives stratégiques et il a formulé des commentaires verbaux après la présentation du personnel.

Le CCSF continuera son travail en 2026 et fournira un rapport de fin de mandat au Comité des finances et des services organisationnels et au Conseil municipal.

Section 4 : Faits saillants des Services en français en 2025

En 2025, les SF ont continué d'appuyer les directions générales de la Ville dans la prestation de services municipaux en français de grande qualité tout en maintenant un

fort engagement auprès de la communauté francophone et de ses principaux partenaires. Les SF ont renforcé leurs relations avec les partenaires externes en appuyant l'Association des communautés francophones d'Ottawa (ACFO), en coordonnant les activités du mois de la Francophonie, en célébrant la Journée franco-ontarienne et le 50^e anniversaire du drapeau franco-ontarien, en contribuant à l'organisation de la célébration communautaire Cinq-Zéro, en participant à des événements francophones annuels et en siégeant au conseil d'administration de l'Association francophone des municipalités de l'Ontario (AFMO).

Parmi les faits saillants à l'échelle de la Ville, mentionnons la création de 57 nouvelles places en services de garde francophones au nouvel emplacement du Centre éducatif Pinocchio, et l'aménagement prévu de 125 autres places pour les quartiers mal desservis. La Ville a également lancé *OttawaVoix*, son balado officiel, comptant 10 épisodes en français, mettant en vedette 17 membres du personnel francophones qui contribuent à démystifier les services municipaux et générant près de 1 000 téléchargements. Une liste complète d'autres initiatives clés est présentée dans le document 2, dont voici les points saillants :

- Traitement par ServiceOttawa de 42 484 demandes de renseignements en français adressées au Centre d'appels 3-1-1 en 2025, ce qui représente 7,04 % de tous les appels reçus. Tout le personnel du Centre d'appel 3-1-1 est bilingue et répond aux demandes dans l'ordre où elles sont reçues. On s'assure ainsi que les résidents sont servis dans la langue officielle de leur choix.
- Travail en partenariat avec les directions générales de la Ville et le comité de candidature mis sur pied pour appuyer les efforts du gouvernement du Canada pour que la Ville d'Ottawa soit désignée ville-hôte du 21^e Sommet de la Francophonie en 2028, conformément à la [motion](#) approuvée par le Conseil municipal le 28 janvier 2026.
- Lancement par la Direction générale des initiatives stratégiques d'une Stratégie de recrutement et de maintien en poste de fournisseurs de soins primaires afin d'améliorer l'accès aux soins primaires pour les résidents qui parlent français.
- Financement de 2,19 millions de dollars par la Direction générale des loisirs, de la culture et des installations à 51 candidats francophones pour appuyer les arts et le patrimoine locaux et le recrutement de 2 agents de liaison culturels francophones.

Section 5 : Initiatives des Services en français en 2026

Plusieurs initiatives clés de services en français sont prévues pour 2026, comme il est décrit plus en détail dans la section Analyse du présent rapport. Les SF continueront d'appuyer les directions générales dans la prestation de services bilingues de grande qualité et dans la mise en œuvre de leurs plans opérationnels sur les services en français de 2026, sous réserve de l'approbation du Conseil.

Les SF conserveront leur rôle de coordination des services de traduction et d'interprétation simultanée pour la Ville. Une priorité essentielle pour 2026 demeure l'appui apporté aux directions générales pour l'élaboration de stratégies de communication efficaces visant à interagir avec la communauté francophone et les principaux partenaires clés et à établir des liens 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 poursuivre l'engagement de la Ville à l'égard de l'amélioration continue de la prestation de 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 outlines priorities for French-language services. FLS leads and supports several of these, translation services, complaint resolution, coordination, and support to the development of annual departmental operational plans, 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 partners 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 partners.
- Supporting the French Language Services Advisory Committee (FLSAC) in carrying out its mandate and Council-approved work plan.
- Supporting the City's membership to the Association francophone 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 Operational Plan for French-language services. 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 2025 Operational Plan for French-language services outcomes. It also provides staff's recommendation for the 2026 Operational Plan for French-language services, 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 as outlined 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: 2025 French Language Services highlights
- Section 5: French Language Services initiatives in 2026

Section 1: Operational Plans for French-language services

As previously noted, Section R.1.6 of the [Bilingualism Policy](#) requires each City department to complete a Council-approved operational plan for French-language services. The plan establishes goals and standards to improve municipal services provided in French and aim to assist staff 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 plan 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 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 operational plans for French-language services 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 [April 16, 2025](#), City Council approved the report titled, “[2024 Report on French Language Services](#)”, which set out the goals for the 2025 Operational Plan for French-language services in Table 1:

Table 1 – Action areas and goals for the 2025 Operational Plan for French-language services

Action areas for the 2022-2026 Term of Council	Goals for the 2025 Operational Plan for French-language services
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 communications in both official languages.
Department-specific	Department French language initiatives and outreach efforts.

Update on the 2025 Operational Plan for French-language services

The 2025 Operational Plan for French-language services was submitted to FLS in early 2026. Departments have reported that their respective operational plan objectives are completed and are being integrated into day-to-day operations.

Recommendation for the 2026 Operational Plan for French-language services

In accordance with the Bilingualism Policy, staff is recommending that City Council approve the 2026 Operational Plan for French-language services, attached as Document 1.

The plan has been developed in consultation with staff to support the Bilingualism Policy and help create a culture of bilingualism that is embedded in all City operations. The proposed plan also allows staff to build on the achievements of the past plans and sets the following objectives in Table 2:

Table 2 – Action areas and the goals for the 2026 Operational Plan for French-language services

Action areas for the 2022-2026 Term of Council	Goals for the 2026 Operational Plan for French-language services
Planning	Consistent use of both official languages in the workplace.
Timeliness	Timely service delivery with French-speaking residents, efficient work processes, and earlier detection of needs.
Communication	Consistent production of high-quality bilingual communications.
Department-specific	Department French language initiatives and outreach efforts.

In addition to the above-noted action areas and annual goals, the 2026 Operational Plan for French-language services’ template contains objectives, actions, and key directives to assist staff in completing the annual goals.

Should City Council approve the 2026 Operational Plans for French-language services, FLS will issue the template to staff for their completion. FLS will report back to City

Council on the operational plan in the 2026 Report on French Language Services which is anticipated in Q2 of 2027.

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 2025, FLS continued to support Human Resources Services which is the lead department in the designation of bilingual positions and second language training for 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 2025 are as follows:

- 16.7% of the City's positions were designated as bilingual, consistent with 2024.
- 576 language proficiency assessments were conducted primarily for staffing competitions and/or staff who transferred to designated bilingual positions, as compared to 540 in 2024.

In 2025, 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 2025, three formats of training were provided: group, self-directed and private, and all were delivered either virtually or in-person.

Statistics relating to second language training in 2025 are as follows:

- 1,378 staff members registered for language training compared to 1,331 in 2024, marking an increase of 3.5 per cent. This increase is attributed to several 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 2025 was to increase English language capacity. This is in line with the previous year.

In 2025, Language training offered additional drop-in learning opportunities, which included four French language workshops, six French conversation sessions in collaboration with FLS, four English conversation sessions, and five Fun in French events, for a total of 260 participants. Each event was one hour in length, designed to allow staff an opportunity to learn and practice French. The City continued to offer additional flexible learning resources, such as licenses for News in Slow French and Super Duolingo, designed to complement formal training or provide opportunities for those unable to commit to in-class training to grow their language skills.

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 2025, 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 2025, the TSU processed an average of 141 service requests per day, with 29 per cent of requests deemed to be a "rush"^[1].

[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.

The TSU translated 11,059,522 words in 2025, which represents a 11.8 per cent increase compared to the 9,887,583 words translated in 2024. TSU processed 35,045 requests for services, which is 1,777 more than the 33,268 requests processed in 2024. This represents a 5.3 per cent increase in the number of requests processed in 2025.

Despite the volume of requests and “rushed” timelines, the TSU was able to provide internal quality control on 43.5 per cent of translated documents in 2025. 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 2025, 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 2021 and 2025 is presented in the table below for additional information:

Table 2 – Types of services requested by year

Types of services requested	2021	2022	2023	2024	2025
Number of requests for translation ^[2]	23,803	20,812	20,968	20,131	21,747
Number of requests for comparative revision ^[3]	2,025	1,913	2,100	2,097	2,643
Number of requests for proofreading ^[4]	888	933	529	888	1,122

[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.

Types of services requested	2021	2022	2023	2024	2025
Number of documents quality controlled ^[5]	3,947	6,842	6,560	10,060	9,453
Number of transcription ^[6] and terminology ^[7] requests	162	111	63	92	80
Total requests for service	30,825	30,611	30,220	33,268	35,045

The TSU also oversees the coordination of the City’s simultaneous interpretation providers.

In 2025, the TSU, in collaboration with the Procurement Branch, released a new Request for Standing Offer (RFSO) for professional interpretation services. External providers were invited to submit a proposal for English and French interpretation services. Three vendors were retained. This official process is completed every three years and is advertised on MERX.^[8]

The TSU is committed to supporting City-wide quality interpretation services to meet the City of Ottawa’s Bilingualism Policy objectives. These services are required at all City Council meetings and for public consultations or other important or large-scale municipal events. They are also provided 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](#)

[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.

[8] MERX is Canada’s leading electronic tendering service for public and private sector. Canadian suppliers and contractors use it to search for new business opportunities.

[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 partners 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 allow FLS to:

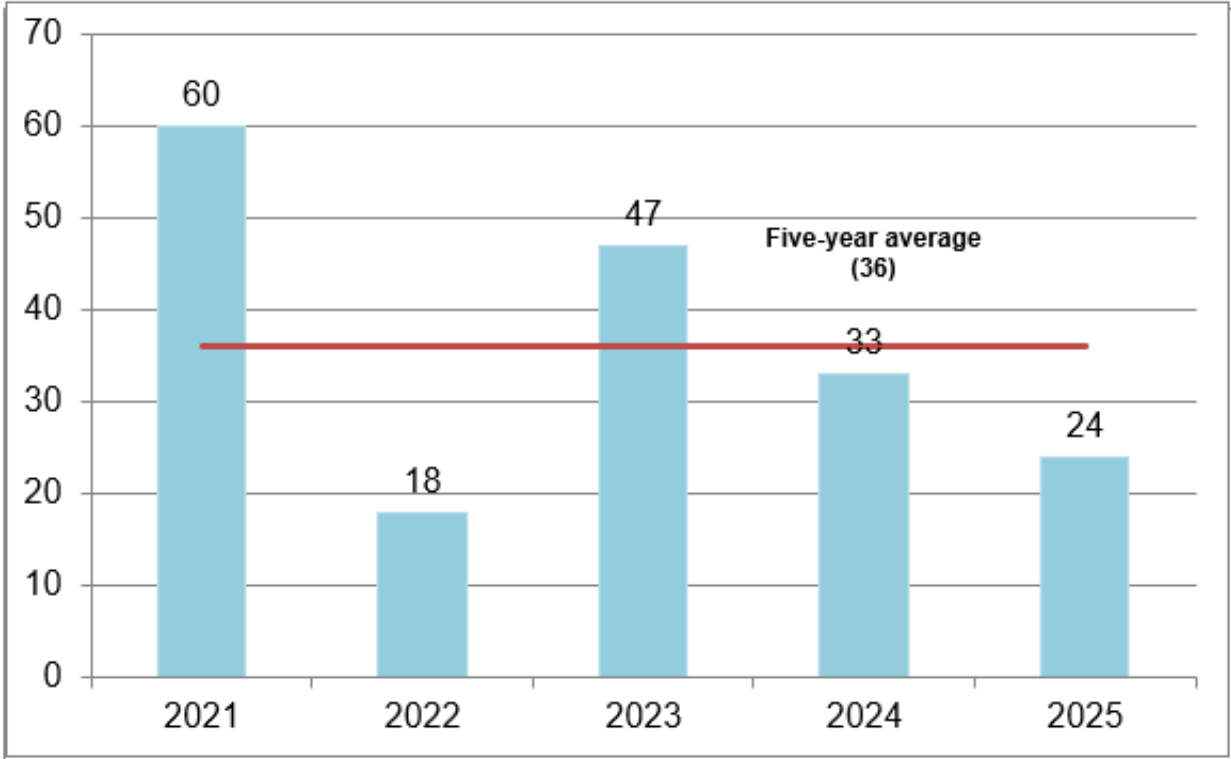
- Assist departments in improving the quality of services in French to residents and staff.
- Address the needs and concerns of residents and staff regarding the provision of services in French.
- Collaborate with departments to ensure necessary measures are taken to prevent the recurrence of such complaints.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

Complaints received in 2025

Twenty-four complaints related to French-language services were received in 2025. This represents a decrease of 9 complaints from the 33 received in 2024. This is below the five-year average of 36 complaints per year from 2021-2025 as illustrated in Figure 1 below.

All complaints received in 2025 were resolved in an average of 9 business days, an improvement of 18% over 2024, 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.

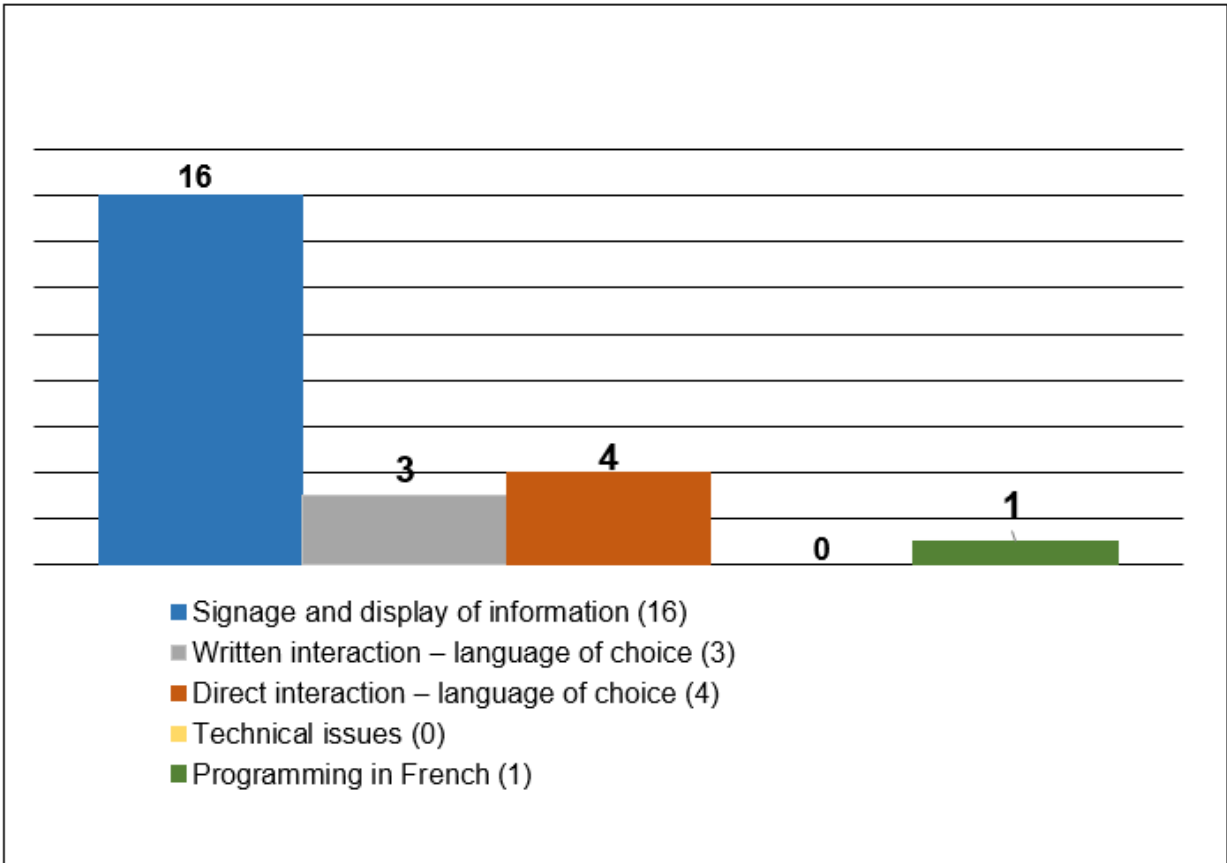
Figure 1 – Number of French language complaints from 2021-2025



As illustrated in Figure 2 below, of the 24 complaints received in 2025:

- 16 complaints related to signage and the display of information, including errors or unilingual messaging, compared to 18 complaints received in 2024.
- Four complaints related to a direct interaction that did not take place in the individual’s official language of choice, compared to the same amount in 2024.
- No complaints were related to technical issues involving an automated phone service, compared to three received in 2024.
- One complaint was filed regarding the lack of programming in French, compared to three in 2024.
- Three complaints were received regarding written interaction in an individual’s language of choice, compared to five complaints received in 2024.

Figure 2 – Types of complaints received in 2025



Upon review of the complaints received, staff note that 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 have 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 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.

In 2025, Recreation, Cultural and Facility Services (RCFS) Department also continued work, in collaboration with French Language Services, on an internal revision and review of signage and fixed assets in City facilities to identify issues and areas for improvement.

Work towards remediation for improvement continued with a review of approximately 50 facilities, including Ottawa City Hall and Ray Friel Recreation Complex, and staff updated signage where appropriate. Going forward, Facility Services will address signage issues case-by-case as they arise, based on operational feasibility and lifecycle considerations.

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: 2025 French-language service highlights” of this report.

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.

Early in 2025, the Office of the City Clerk completed a mid-term public member recruitment drive for various committees at the City. This included filling two vacancies and adding reserve members for the FLSAC. On April 30, 2025, [Council approved](#) appointments to the FLSAC for the remainder of the 2022-2026 Term of Council.

Implementing the 2024-2026 FLSAC work plan

The [French Language Services Advisory Committee 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

To execute its workplan, 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 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.

An overview of the FLSAC meetings in 2025 is below:

- At its meeting on February 13, 2025, FLSAC members discussed the FLSAC Mid-Term Report 2023-2026 item for consideration and adoption at a subsequent meeting.
- At its May 8 meeting, members of the FLSAC adopted their Mid-term report, which was subsequently adopted by the Finance and Corporate Services Committee at their [June 3 meeting](#). They also received a presentation from the *Maison de la francophonie* related to the Community and Social Services presentation provided at the November 14, 2024 meeting for which the FLSAC recommendations report was pending. A refresher orientation presentation was provided by the City Clerk's Office and FLS for new members and Rules of procedure for FLSAC were also adopted. Finally, FLSAC members adopted the recommendations report to 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, in line with Goal 2, Activity 1 and Goal 4, Activity 2 of their [workplan](#) and in follow-up to their September 12, 2024 presentation.

- At its September 11, 2025 meeting, the FLSAC received a presentation from Human Resources Services on supporting the recruitment and hiring of bilingual City staff, in accordance with Goal 4, Activity 1 of their [workplan](#). Members also adopted the recommendations report to 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, in line with Goal 1, Activity 2 and Goal 1, Activity 3 of their [workplan](#) in follow-up to their November 14, 2024 presentation.
- At its November 13, 2025, meeting, the FLSAC received a presentation from the Strategic Initiatives Department on strategies to support economic growth and resilience in our bilingual city, from the perspective of French-language services and in accordance with Goal 3, Activity 1 of their [workplan](#). FLSAC provided verbal comments directly following their presentation. At that same meeting, the FLSAC received a presentation on the 2026 Draft Operating and Capital Budget from the Finance Services Department. The FSLAC submitted written comments to the Finance and Corporate Services Committee.

Lastly in 2025, the FLSAC was represented at various community events such as the 18th Annual Francophone RendezVous with the Mayor held on Friday, March 21, 2025, and at the Franco-Ontarian Flag raising ceremony, celebrating the 50th Anniversary of the Franco-Ontarian Flag held at Ottawa City Hall on September 25, 2025.

The FLSAC will report on progress achieved on the 2024-2026 work plan to Council and detail any other consultations provided through the 2026 Report on French Language Services which is anticipated in Q2 of 2027. The FLSAC will also provide a final update on its work through its end-of-term report to FCSC and City Council.

Section 4: 2025 French-language services highlights

In 2025, 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 partners through a variety of initiatives as further described below.

External initiatives

In 2025, FLS continued to strengthen important relationships with its external partners and partners by:

- Supporting the Association des communautés francophones d'Ottawa (ACFO) with the submission of three nominees for the Bernard Grandmaître Awards Gala held on March 1, 2025, at Ottawa City Hall. 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. Two of the City's nomination were successful as Vox Théâtre received the "Organization of the Year" Award and Jeanne-Hélène Tardivel received the coveted "Bernard Grandmaître" Award, recognizing her exceptional commitment and leadership to the development and vitality of the Franco-Ontarian Community. FLS has also proudly supported ACFO Ottawa and its Ottawa Bilingue Microgrants Program.
- Coordinating activities and issuing communications in celebration of Francophonie Month (in March), including the Mayor's 18th Annual Francophone RendezVous, in collaboration with the Office of Protocol, held on March 21, 2025. The event welcomed more than 200 guests, including staff members from across the City, francophone community partners, members of the public and local elected officials, in recognition of the significant contributions and vitality of Ottawa's Francophone community. This year's event celebrated the 50th Anniversary of the Festival Franco-Ontarien (FFO) and highlighted half a century of Francophone pride and cultural engagement within the community.
- Celebrating Franco-Ontarian Day and the 50th Anniversary of the Franco-Ontarian Flag:
 - A milestone celebration was held on September 25, 2025, with the Mayor at Ottawa City Hall. Due to weather, these celebrations took place inside Jean Pigott Place in collaboration with the Association des communautés francophones d'Ottawa. Madeleine Meilleur acted as master of ceremonies to mark this day with members of the Francophone community. Students from the Centre d'excellence artistique de l'Ontario, École secondaire publique De La Salle and École secondaire catholique Franco-Cité took part in the ceremony alongside Ottawa poet laureate

Véronique Sylvain. The City's Office of Protocol collaborated with FLS in the organization of this event.

- Throughout the day, the Franco-Ontarian flag proudly flew on several municipal buildings while the OTTAWA letters in the Byward Market were illuminated in green and white in the evening.
- Celebrations of the Franco-Ontarian Flag's 50th Anniversary also extended into the evening of September 25, where the City of Ottawa partnered with ACFO Ottawa and other community organizations to hold Le Cinq Zéro, a large community celebration at TD Place, featuring many of the region's Francophone artists.
- Attending various annual events such as the Vanier Community Centre's Déjeuner des flocons (Snowflake Breakfast) and the Prix Bernard Grandmaître Awards.
- Supporting our municipal colleagues in developing strategies to strengthen and promote better access to bilingual, equitable, culturally appropriate, and responsive services for clients.
- Participating as a member of the Board of Directors of the Association francophone des municipalités de l'Ontario (AFMO) with Councillor Stéphanie Plante 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. Order of Ottawa inductees for 2025 included Francophone personalities Bernadette Sarazin, Patrick Newton Bondo, Dr. Louise McNaughton-Filion and Michael McLellan.

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.

- 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. New tools created or improved include:
 - A guide on best practices for holding bilingual team meetings
 - An updated Office vocabulary lexicon to encourage the active use of both official languages in the workplace
 - A new series of bilingual posters to inform residents and staff that City services are available in both official languages
- 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 operational plans for French-language services.
- 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:
 - Best practices in the provision of bilingual training and workshops to staff.
 - Participation in the Internal Review of the Municipal Culture Plan with the Cultural Developments and Initiatives Branch of RCFSD.
 - Advice on ensuring public event kiosks and related items conform to the City's bilingual standards.
 - Bilingualism requirements for internal work tools and communications.

- Advice on bilingualism requirements for the implementation of an internal podcast with bilingually inclusive content.
- Best practices for incorporating specific technical requirements related to official languages in Requests for proposals.
- Advice and information regarding inclusive writing practices in French and the use of pronouns.
- Drafting communications to City staff regarding Francophonie Month, International Francophonie Day, and Franco-Ontarian Day.
- Continuing to engage Francophone affinity group members through regular discussions and communications centering on Francophonie as well as partnering with the Language and Testing team to support language learning through drop-in learning opportunities, which included four French language workshops, six French conversation sessions in collaboration with FLS, four English conversation sessions, and five Fun in French events, for a total of 260.
- Collaborating with the Language Training and Testing team on a grant application for the 2025 Francophone Community Grants Program of Ontario. As this application was not selected for funding, FLS will look to collaborate on a strengthened application in 2026. Continuous collaboration 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.

- Community and Social Services expanded its support for Francophone families by approving the relocation of the Centre Éducatif Pinocchio with the creation of 57 new Francophone childcare spaces, bringing the total capacity at this French municipal childcare centre to 88 children.

- Emergency and Protective Services took part in two episodes of *Ottavoix*, the City's French-language official podcast, featuring Ottawa Paramedic Service explaining how their unit serves the community and By-law and Regulatory Services demystifying the role of its officers.
- ServiceOttawa processed 42,484 inquiries in French from external clients to the 3-1-1 Call Centre in 2025, representing 7.04% of the total calls received. 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, ensuring that all requests are addressed in the resident's official language of choice.
- Infrastructure and Water Services conducted a strategic review of all service areas to strengthen its commitment to delivering services in French with the purpose of increasing the number of designated positions and redistributing existing ones to ensure an equitable allocation of French-speaking staff across units.
- Legal Services launched the new Employee Code of Conduct training on Global Ethics Day with relevant resources that were created in both official languages, and that speak to French-language service delivery.
- The Office of the City Clerk ensured an effective active offer of bilingual services during the Osgoode By-election, serving 6,223 electors bilingually. The Elections Office surpassed its initial bilingual election worker staffing target of 30% across all voting events, hitting a 73% bilingual staffing rate on Advance Vote Day and a 57% rate on Voting DayOttawa Public Health established a French Language Leadership Group to provide strategic advice on strengthening bilingual service delivery across health programs.
- Planning, Development, and Building Services conducted a comprehensive review of relevant signage, implemented corrections based on French Language Services recommendations and updated relevant policy as well as internal systems.
- Public Information and Media Relations expanded the French-language communications channels by launching a French-language corporate account on Bluesky and producing 10 French-language episodes of the City's official podcast *OttawaVoix*.
- Public Works continued to support staff linguistic proficiency through the ongoing use of a specialized lexicon containing 660 phrase translations and terminology

related to public works operations.

- Recreation, Cultural and Facility Services allocated \$2.19 million in cultural funding to 51 Francophone applicants to support local arts and heritage. The department also recruited two Francophone cultural liaison officers to undertake research and facilitate the engagement activities required for the development of the 2026–2031 municipal cultural plan, with the objective of amplifying Francophone voices and advancing cultural diversity in policy development.
- Strategic Initiatives Department launched a Primary Care Provider Recruitment and Retention Strategy to improve primary care access to French speaking residents by advocating for provincial exemptions to allow French-speaking foreign-trained doctors to practice in Ottawa immediately following their assessment, directly increasing local access to French-language healthcare.
- Transit Services maintained comprehensive bilingual standards across all OC Transpo operations, ensuring all signage, wayfinding, and audio announcement on buses and at bus stops, on Para Transpo mini-buses, inside O-Train stations and on trains were provided in both English and French.

Section 5: French Language Services initiatives in 2026

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 2026 Operational Plan for French-language services 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 2026:

- Supporting to the 2022-2026 FLSAC in successfully carrying out its mandate and work plan.
- Identifying opportunities to engage City departments to support them in fulfilling their responsibilities 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 2026, FLS has been working on the design and deployment of a new bilingual visual identifier for front-line staff as well as working with Public Information and Media Relations on a new visually focused highlights document for the Annual Report on French Language Services as outlined in Document 3.
- 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.
- Engaging our staff-led Francophone affinity group through regular communications and conversations where staff can exchange on events and matters related the Francophone or French-speaking experience. In 2026, FLS will continue to collaborate with the Language Training Unit to offer Francophone Affinity Group members the opportunity to converse in French on a regular basis.
- Working with Public Information and Media Relations on the creation of a podcast episode on highlighting bilingualism and demystifying working in French within the municipal administration.
- Working with the HR's Learning Centre to encourage staff who are in the maintenance stage of their language learning journey to register for professional Learning Centre opportunities in French.
- Collaborating with HR's Language Training and Testing team on an improved grant application for the 2026 Francophone Community Grants Program of Ontario.
- Working on a series of profiles featuring Francophone employees and highlighting their pride in working to serve the Francophone community.
- Collaborating with ServiceOttawa to promote the availability of bilingual client services when calling 3-1-1.

- The submission of nominations for the ACFO Ottawa's Prix Bernard Grandmaître Awards Gala to recognize the achievements of individuals and organizations. The Bernard Grandmaître Awards Gala is scheduled to take place at Ottawa City Hall on Friday, May 8, 2026.
- Continuous partnership with ACFO Ottawa in collaborating to host Franco-Ontarian Day celebrations.
- The preparation and coordination of activities to celebrate Francophone Month in March, including the Mayor's Annual Francophone RendezVous, held in collaboration with the Maison Marie-Louise on March 27 to highlight their invaluable programs and services to Ottawa's Francophone community.
- Continuing to provide support to the Association francophone des municipalités de l'Ontario (AFMO) by sitting on its Board of Directors with Councillor Stéphanie Plante.
- Working in partnership with City departments and the bid committee to support efforts of the Government of Canada's bid to have the City of Ottawa designated as the host city for the 21st Francophonie Summit in 2028, in accordance with the [motion](#) approved by City Council on January 28, 2026.
- 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.
- The continued development of partnerships with important partners 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.

- Continuing to collaborate with the Elections Office to support an active offer of bilingual services during the 2026 Municipal Election.

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 partners.

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 Integrated Accessibility Standards Regulation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) 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.

Additional accessibility-related supports were also provided in French at the City of Ottawa's celebrations of AccessAbility Day and the International Day of Persons with Disabilities, which included real-time interpretation in Langue des signes québécoise (LSQ) and captioning in French.

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

TERM OF COUNCIL PRIORITIES

The information and initiatives outlined in this report support the 2023-2026 Term of Council Priorities.

SUPPORTING DOCUMENTATION

- Document 1 – 2025 Operational Plans for French-language services Template
- Document 2 – 2025 City-wide service delivery in both official languages
- Document 3 – French-language services 2025 Highlights

DISPOSITION

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