

Document 2 – 2025 City-wide service delivery in both official languages

In 2025, the City of Ottawa continued to demonstrate its commitment to providing quality municipal services to staff and residents in both official languages. To do so, FLS worked in close partnership with all City departments to ensure that residents and staff may receive service in the official language of their choice.

Further to the French-language service highlights outlined in the Discussion section of the report, additional service highlights and initiatives are provided below, illustrating the City's proactive work in incorporating the requirements of the Bilingualism Policy in its service delivery model and in being responsive to the evolving needs of the Francophone Community as well as staff.

Bilingual service delivery overview

- 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, with 100% of bilingual staff available to respond to inquiries in both official languages, in the order that they are received.
- The City's official social media channels are presented in both official languages; this also includes service alerts on all channels.
- All public staff presentations, City-wide print materials, and online communications are available in both official languages.
- All media releases and advisories are provided in both official languages.
- All generic voice mailbox greetings and email signatures are provided in both official languages.
- All public facing Client Service Centres and call centres offer services in both official languages.
- Regular community outreach and stakeholder engagement activities are held in both official languages.

- Committee report recommendations and executive summaries are available in both official languages.
- Information about the City’s Budget, including the annual Budget documents, Draft Budget tool, and Budget magazine, are consistently available in both English and French.
- Simultaneous French translation and/or Langue des signes québécoise (LSQ) have been provided during events led and hosted by the Accessibility Office, including AccessAbility Day and International Day of Persons with Disabilities.

2025 Bilingual service delivery by the numbers

- Public Information and Media Relations (PIMR) released a number of bilingual communications, including:
 - 227 public service announcements
 - 40 news releases
 - 133 feature stories
 - 80 media advisories
 - 10 podcast episodes
 - 5,013 social media posts
- PIMR moderated 255 media availabilities in French and English and responded to 263 media inquiries from French-language media outlets.
- Close to 700 corporate communications for staff were produced in both official languages, including:
 - 469 ‘Au courant’ / “In the Loop” articles
 - 149 Management Bulletin articles
 - 35 City Manager Connection posts

- 22 network emails from the City Manager
- 14 joint network emails from the City Manager, Mayor and occasionally from City Councillors and General Managers
- Seven network emails from the City's Senior Leadership Team
- Two emails from Employee Communications
- Ottawa Public Health (OPH) responded to 75 media inquiries from French media outlets.
- Ottawa Fire Services (OFS) published 2,500 bilingual social media posts and delivered 24 French-language or bilingual presentations to the public.
- By-law & Regulatory Services (BLRS) released 586 French-language social media posts.
- All communications on the Stage 2 LRT project, such as social media posts, presentations, and e-newsletters, were released in French and English. This included:
 - 386 newsletters to 10,526 subscribers
 - 88 weekly construction lookaheads
 - 21 bi-weekly construction updates
 - Eight videos
- During the 2025 Osgoode By-election, 6,223 electors were able to cast their ballot while benefiting from an active offer of bilingual services throughout the entire electoral process. The Elections Office surpassed its initial bilingual election worker staffing target of 30% across all voting events.
- On Advance Vote Day: Three voting places plus the Call Centre with a bilingual staffing rate of 73%.
- On Voting Day: 13 voting places plus the Call Centre with a bilingual staffing rate of 57%.

- The City's public engagement website hosted 94 projects in 2025 in both official languages. Of the 34,589 registered users on the Engage Ottawa English platform, 2,675 self-identified as being Francophone and a further 1,452 users registered on the French-language public engagement platform, Participons Ottawa.
- 12,500 individuals enrolled in 2,350 registered Recreation & Cultural programs offered in French through the end of summer programming.
- RCFS Community Arts & Social Engagement partnered with two francophone communities and offered 11 bilingual workshops through the Arts Animation program.
- Four new French-language songs were featured in the Music on Hold and City Sounds playlists.
- 40 self-identified francophone artists were engaged by Young at Art program offered by RCFS.
- Transit Services participated in 14 bilingual career fairs, including sessions at Collège La Cité and the University of Ottawa, to recruit bilingual operators.
- Infrastructure and Water Services Department (IWSD) held two French presentations at schools and participated in three career fairs focused on the recruitment of francophone candidates.
- Human Resources (HR) launched 13 new bilingual eLearning courses and provided staff with access to 18,400 LinkedIn Learning courses in French or with French closed captioning.
- Public Works (PW) included 660 phrase translations and terminology in its specialized bilingual lexicon.

New and innovative initiatives enhancing services provided in French to City staff and residents

- New Francophone Child Care spaces: 57 new spaces to be created at the new location of the Centre Éducatif Pinocchio and 125 additional spaces planned for underserved areas.

- Long-Term Care's Centre d'accueil Champlain applied for a full designation as a French Language Service agency, serving as a formal acknowledgment of the care and services that have been provided in French since its opening over 50 years ago.
- *Ottavoix* Podcast Series: The City launched its official podcast, featuring 10 French-language episodes with contributions from 17 Francophone staff members demystifying municipal administration, and totaling 915 downloads.
- Print, Mail & Operations Branch collaborated with RCFS Marketing and Communications team to develop a new RCFS Print Shop StoreFront to provide staff with rapid access to bilingual promotional materials, signage, and directional panels.
- RCFS 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.
- Human Resources introduced new digital learning tools for staff to develop language skills with Duolingo seeing a 90% usage rate and "News in Slow French" at 60%.
- Planning, Development, and Building Services (PDBS) created a new French-language resources SharePoint page for staff to offer quick access to essential resources in French.
- Emergency and Protective Services (EPS) updated the French lexicon for Ottawa Paramedic Service (OPS) and is planning the launch of a bilingual internal newsletter featuring OPS committee work and other accomplishments.

Public awareness, outreach, and collaboration

The City regularly collaborated with residents and kept them informed through media, public awareness campaigns, outreach, and consultations. Here are a few examples of how the City ensured engagement and visibility with its residents and partners using a Francophone inclusion lens:

- Ottawa 200 Celebrations: Strategic Initiatives Department (SID), in collaboration with RCFS and Community and Social Services Department (CSSD), identified opportunities to engage Francophone communities in Ottawa 200 Celebrations

commemorating the 200th anniversary of the founding of Bytown in 2026 and the 200th anniversary of the ByWard Market in 2027.

- Recreation, Cultural and Facility Services (RCFS) coordinated the Prix du livre d'Ottawa 2025, celebrating local francophone authors. The award for French fiction was presented to Emmanuelle Erny for her novel « Charlotte au pays des mots » and three additional books were shortlisted in this category.
- The new Child Care and Early Years Service System Plan (2025-2029) was built in collaboration with community and stakeholder input, including Francophone families, the Table Francophone, French-language organizations, and French-language school boards. The plan includes 10 specific actions in support of Francophone children and families.
- Strategic Initiatives Department supported bilingual BIAs, such as:
 - Heart of Orléans BIA partnering with Société franco-ontarienne du patrimoine et de l'histoire d'Orléans (SFOPHO) to preserve local Francophone heritage through historic plaques.
 - Vanier BIA showcasing Franco-Ontarian artists through Acoustik and other cultural events.
 - Centretown BIA collaborating with Alliance Française to promote Francophone arts, language, and community engagement.
 - OPH relaunched the steering committee for the *Public Health en français* Community of Practice to help reduce the barriers to providing French language public health services across Ontario.
 - Economic Development has launched a bilingual website, "ottawalanuit.ca," showcasing Ottawa's vibrant nightlife and promoting events and activities across the city, including special events celebrating the Francophone community.
 - The Community Economic Development Funding program invested \$49,000 in bilingual community-led economic initiatives, including connecting French-speaking youth to jobs and entrepreneurship, and French-language co-op training and facilitation programs.

- IWSD developed and disseminated campaign slogans, public messaging, and social media content in both official languages, ensuring messaging is culturally adapted for Francophone audiences and consistently published on City platforms.
- Transit Services participated in bilingual outreach and recruitment initiatives, including skilled trades expos, post-secondary engagement, community-based employment events with Francophone community groups, such as Collège La Cité or the University of Ottawa.