

2025 French Language Services Highlights

As per the **City of Ottawa's Bilingualism Policy**, each official language has the same rights, status and privileges. In 2025 and beyond, the City of Ottawa remains committed to improving programs for residents, supporting bilingual economic development and promoting bilingual recruitment.



Integrating a culture of bilingualism

14 French Language Services Champions serving in all City departments to ensure quality services are provided in French to both residents and staff.



16.7% of all positions are designated bilingual
(→ stable percentage maintained*)



1,378 staff members registered for language training
(↑ +3.5% increase in registrations*)

French Language Services by the numbers

4 meetings of the French Language Services Advisory Committee advancing the 2024–2026 workplan
(→ stable*)

35,045 requests for the Translation Services Unit
(↑+5.3% increase in requests*)

French-language service delivery complaints: **24 processed**
(↓ -27% decrease in complaints*)
Resolved in 9 business days on average, 55% faster than established standards

Active Offer in Action at the City of Ottawa

100% bilingual team at the 3-1-1 Call Centre, processing **42,484** requests in French
(↑+10.4% increase in requests*)

New Francophone child care spaces:

57 spaces to be created at the new location of the Centre Éducatif Pinocchio

125 additional spaces planned for underserved areas



\$2.19M in cultural funding allocated to **51** Francophone applicants
(→ stable investment*)

Launch of **OttaVoix**, the City's official podcast with **10 French-language episodes**, featuring 17 Francophone staff members promoting City services in French, and totaling

915 downloads

*Compared with 2024 data.