

Inventory of City-delivered services offered in French: Feasibility Study

Date: December 20, 2024

To: Toronto Francophone Affairs Advisory Committee

From: General Manager, Economic Development & Culture

Wards: All

SUMMARY

Creating a comprehensive inventory of services that are delivered by the City of Toronto to the public and are offered in French is feasible, but will require staff to be reassigned away from their current duties.

RECOMMENDATIONS

The General Manager, Economic Development and Culture recommends that:

1. The Toronto Francophone Affairs Advisory Committee receive this report for information.

FINANCIAL IMPACT

There are no financial implications arising from this report.

DECISION HISTORY

At its meeting on October 17, 2024, the Toronto Francophone Affairs Advisory Committee requested that the General Manager, Economic Development & Culture, in consultation with the City Manager, report to the Committee on the feasibility of creating an inventory of City-delivered services in French.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.FA3.1>

COMMENTS

City-delivered services offered in French fall into two categories:

- Those legally required under the [French Language Services Act, 1990](#), and
- Those provided voluntarily.

Under the French Language Services Act, 1990, public service agencies that are required to offer services in French are designated under [Ontario Regulation 398/93](#). These agencies typically deliver children's services, healthcare services, and/or long-term care. At the City of Toronto, any designated services will be delivered principally by the Children's Services, Seniors Services and Long-Term Care, and/or Toronto Public Health divisions.

Any sub-municipal organization in Toronto may choose to offer public services in French. Based on the City of Toronto's [Organizational Chart](#) and its [lists of Agencies, Corporations, and Adjudicative Boards](#), the upper limit of organizations to review and inventory is 224:

- 35 Divisions (including the abovementioned designated divisions),
- 12 Offices reporting directly to the City Manager or City Council,
- 14 Agencies (including the Toronto and Region Conservation Authority),
- 12 Adjudicative Boards,
- 9 Corporations (including Partnered Corporations),
- 58 Arena Boards and Association of Community Centres, and
- 84 Business Improvement Areas.

To create a comprehensive inventory of public services offered in French, staff recommend a two-step approach consisting of an all-organizations survey and follow-up interviews.

The all-organizations survey will be sent to all organizations identified in the list above. It will consist of two yes/no screening questions, *viz.* "Does your organization offer any services to the public?" and "Of these services, which do you voluntarily offer in French?". These questions will allow organizations not working with the public to be removed from consideration and organizations already offering French-language services to be added to the inventory.

Organizations legally required to offer services in French, organizations whose responses require clarification, and non-respondents will be contacted directly.

Staff time will be required to create the all-organizations survey, determine the most appropriate contact point in each organization, record responses, conduct follow-up tasks, and draft the inventory. A time estimate of thirty to sixty minutes per organization would require one staff person working full time for approximately six weeks. There is no business unit within the Economic Development & Culture Division that this project would routinely fall under the aegis of; therefore, staff would need to be reassigned away from their current duties to undertake it.

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SIGNATURE

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ATTACHMENTS

None.