

# Analysis of City Services Delivered in French Language

June 18, 2026

# French Language Obligations and Policies

- Toronto is a designated area under Ontario's Act, requiring the City to provide services in French for specific provincial programs and in areas with a significant Francophone population (10% or over 5,000 residents).
- When the City delivers services on behalf of the provincial (e.g., Ontario Works) or federal government, it must adhere to their respective bilingual (English/French) service requirements.

[French Language Services Act, R.S.O. 1990, c. F.32 | ontario.ca](#)

# City of Toronto's Multilingual Information Provisions Policy

- The City mandates that if informational materials targeting specific, localized areas are provided in English, they should also be translated into the top three most common non-English, non-French languages in that area if those language groups represent at least 5% of the population.
- Critical information is to be translated into the top 10 languages spoken at home as per the latest Census data, plus French.
- Divisions have the ability to translate information into French, in particular for marketing information aimed at promoting Canada's history and cultural events.
- Furthermore, should French be the one of the top spoken languages at home as indicated by the latest Census data, the information would be translated based on the provisions of the proposed Policy.

[French Language Services Act, R.S.O. 1990, c. F.32 | ontario.ca](#)

# Francophone Torontonians

- In 2021 there were **77,145** Francophones residing in Toronto, representing 2.8% of the population
- French ranks #10 in the top Mother Tongue Language and #16 for Home Language spoken in Toronto
- Median age is 36.4 years compared to 39.6 years for all of Toronto
- 42.6% are immigrants, 19% were admitted as refugees, and 36.8% arrived in the last 10 years compared to 26.6% for all of Toronto
- The top five places of birth for recent Francophone immigrants: France, Morocco, Lebanon, Cameroon and Democratic Republic of the Congo
- 44.5% identified as a visible minority (racial identity), compared to 55.7% for all of Toronto
- 17.9% of Francophone Torontonians identified as Black, compared to 9.6% for all of Toronto
- 12.2% of Francophone Torontonians were in low-income compared to 13.2% for all of Toronto

Population Census Profile: Francophone Population (City of Toronto)

# Survey Results

<b>Service Area</b>	<b>Surveys Issued</b>	<b>Responses</b>	<b>Delivers Some Services in French</b>
Divisions	44	44	21
Service Agencies	13	8	2
Corporations	8	3	2
Community Agencies	20	17	1
BIAs	84	3	0
<b>Totals</b>	<b>169</b>	<b>75</b>	<b>26</b>

## Delivers Some Services in French

1. City Clerk's Office
2. City Manager's Office
3. Communications
4. Children's Services
5. Court Services
6. Customer Experience
7. Development Review
8. Economic Development and Culture
9. Employment and Social Services
10. Environment, Climate and Forestry
11. Housing Secretariat
12. Legal Services
13. Municipal Licensing and Standards
14. Revenue Services
15. Senior Services and Long-Term Care
16. Social Development
17. Solid Waste Management Services
18. Technology Services
19. Toronto Building
20. Toronto Emergency Management
21. Toronto Paramedic Services
22. Toronto Public Health
23. Toronto Public Libraries
24. Toronto Community Housing
25. Toronto Hydro
26. The 519

# Mandated French Language Service Provision

Children Services	All core child care and early years services including fee subsidy, access to licensed child care, EarlyON programs, and family supports—are available in French, ensuring equitable access throughout the service experience
Court Services	Full French language services to Provincial Offences Act court clients
Employment and Social Services	Financial and social supports, referral to employment supports for Ontario Works recipients
Seniors Services and Long-Term Care	Pavillon Omer Deslauriers Bental Acres 37-person French Language services home
Legal Services	Provincial Offences Act prosecutions and Provincial Offences Act customer services via bilingual staff and on-request interpretation
Paramedic Services	Live agent, over-the-phone interpretation service to ensure callers can get hop in more than 200 languages including French
Public Health	Specific programs such as Healthy Babies, Healthy Children
Toronto Community Housing	Live translation over the phone, in person, and online. Lease and annual review documents are translated into French, along with other legal documents both proactively and on request

# Voluntary French Language Service Provision

City Clerk's Office	Support for TFAAC, some key Toronto election policies, advertising, resources, guides, forms and outreach
City Managers Office	Annual budget consultations, on request
Communications	French is one of the core languages for advertising campaign translation
Customer Experience	All 311 services are available in French through language line and self-serve options
Economic Development and Culture	Some Museum and Heritage Services programs and promotional materials are delivered in French. New bilingual signage at Assembly Hall and Fall art workshops in French at The Clark Centre
Environment, Climate and Forestry	Bilingual staff assist French speakers on an ad hoc basis with services related to energy efficient home retrofits
Housing Secretariat	Bilingual staff provide housing access, housing stability and homelessness prevention programs on request

# Voluntary French Language Service Provision

Municipal Licensing Services	On request translation or interpretation support, some RentSafe materials, public education campaigns, ads and outreach
Revenue Services	Provides translation services in 180 languages as well as program applications may be converted upon request
Social Development	Toronto Community Crisis services, Human Services Integration, Violence Intervention Support Unit response services and other population-specific services
Solid Waste Management Services	Translation of education resources
Technology Services	Toronto.ca and other web functions
Toronto Building	Rental Renovation Licence bylaw and service information available through web translation and some documents in French

# Voluntary French Language Service Provision

Toronto Emergency Management	All public education materials are translated in to top 10 languages plus French. Emergency social services delivered via Canadian Red Cross offer interpretation services upon request
Toronto Hydro	Calls, emails and chats from customers requesting French, as well as website translation
Toronto Public Library	French collections (multiple formats) for all audiences across multiple branders. Staff and community-led French programming and outreach on a wide range of topics (March Break and Summer programming for kids, story times, book clubs, conversation circles, art lectures, STEAM programming and more). TPL also provides information services and community information and referrals.
The 519	Interpretation, some conversation circles and provides community space for a number of French speaking 2SLGBTQ+ community organizations

# How French Language Services are Delivered

