

*For the **Regular Meeting** of City Council  
To be held on **Tuesday, January 16, 2024 at 6:00 P.M.**  
In the **Council Chamber or Via Electronic Participation**  
Tom Davies Square*

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## **Addendum**

*(Two-thirds Majority Required to Deal with the Addendum)*

## **Declarations of Pecuniary Interest and the General Nature Thereof**

### **ADD- 1 Managers' Reports**

#### **French Language Services Policy Review**

This report provides a recommendation regarding the French Language Services Policy and information on next steps.

## French Language Services Policy Review

Presented To:	Finance and Administration Committee
Meeting Date:	December 12, 2023
Type:	Managers' Reports
Prepared by:	Marie Litalien Communications and Community Engagement
Recommended by:	Chief Administrative Officer

## Report Summary

This report provides a recommendation regarding the French Language Services Policy and information on next steps.

## Resolution

THAT the City Council directs staff to undertake a second phase of engagement with Members of Council, staff, the community and partners on the revised French Services Policy;

AND that a final policy and associated action plan be presented to City Council by the end of April 2024 as outlined in the report entitled "French Language Services Policy Review" presented by the Chief Administrative Officer at the Finance and Administration Committee meeting on December 12, 2023.

## Relationship to the Strategic Plan, Health Impact Assessment and Community Energy & Emissions Plan (CEEP)

This report aligns with the *Asset Management and Service Excellence* and *Create a Healthier and More Vibrant Community* priorities of the City of Greater Sudbury Strategic Plan. There is no direct alignment with the Community Energy & Emissions Plan (CEEP).

## Financial Implications

Implementation of the engagement plan will require 50 hours of staff time. Costs are estimated to be \$1,500 and include advertising and translations. All costs associated with implementing the engagement plan will be funded within existing Communications and Community Engagement operating budgets.

## Background

As directed by Council in April 2022, a review of the French Language Services Policy is underway. This policy was originally adopted in 2001 as a commitment to offer services and communications in both official languages of Canada.

This report provides a draft revised policy (Appendix A), results of engagement (Appendix B and C), supporting information and next steps in response to Resolution **CC2022-88**:

*WHEREAS the City of Greater Sudbury is committed to offering services in French and English to meet community needs;*

*AND WHEREAS the City of Greater Sudbury 's French-Language Service Policy was developed and approved by City Council 22 years ago and its procedures for the delivery of the French Services do not meet modern day needs or community expectations;*

*AND WHEREAS Council would like staff to review the existing French-Language Services policy and asses any required changes to modernize the policy;*

*THEREFORE BE IT RESOLVED that the City of Greater Sudbury directs the Director of Communications and Community Engagement to conduct a review of the French-Language Services Policy and present a report to Council in the second quarter of 2023, which includes an analysis of the relevance of the current policy, and recommendations on potential changes with supporting data.*

### **Summary and Context: Draft Revised Policy**

The current French Language Services policy is focused on written communications and restricts how these services are delivered. It does not consider current community needs and demographics, advancements in technology, or programming and cultural elements. It limits staff's capacity to enhance and improve these services on a continuous basis.

The draft policy included in Appendix A of this report is an update of the City's inaugural 2001 French Language Services policy and is intended to modernize and improve French services by considering a customer service-focused approach, current community needs, demographics and technology advancements. It was amended based on a review of similar policies, customer service data, and consultation with staff, partners, stakeholders and residents to better understand opportunities, challenges and successes of the current policy. Few other municipalities have French services policies, however, those that do, such as Moncton, New Brunswick, and the City of Ottawa, have some common elements: active offer, bilingual communications and front-line service, and staff development and training, all of which are reflected in the draft policy.

The revised policy guides active and meaningful services in French, in recognition of French as one of Canada's official languages and of the prevalence of French-speaking and bilingual residents in our community.

The draft policy applies overarching principles to guide the delivery of French services, complemented by internal guidelines, policies and procedures. These principles ensure the policy is implemented without restricting opportunities for continuous improvement. It will be accompanied by a detailed action plan.

The guiding principles in the draft policy are as follows:

Principle 1: We actively offer French services.

Principle 2: We understand the value of engaging with French-speaking residents.

Principle 3: We demonstrate responsiveness and progressive change related to French services.

Principle 4: We actively build the organization's capacity to serve residents in both of Canada's official languages.

While there are other languages and cultures reflected in the residents of Greater Sudbury, French is the most predominant alternative to English, especially when considering bilingual residents. Additionally, a significant portion of the population identifies as Francophone, further emphasizing the importance of active offer.

## **Summary of Engagement**

### **Community and Partners**

From September 22, 2023, to October 20, 2023, Residents had the opportunity to participate in a survey via the Over to You engagement portal. Paper surveys were available at Citizen Service Centres and the One Stop Services counter at Tom Davies Square. Residents who could not access surveys online or in person had the option to call 311.

Engagement opportunities were shared through:

- Public Service Announcements
- Website
- Social media channels
- Over to You engagement platform
- Community partner and stakeholder networks
- At City facilities
- Through 311 Services customer interactions

### **Social Media Engagement**

Information on the engagement opportunity was shared on social media platforms. During that time 85 residents engaged with content on Facebook, 15 engaged with content on Instagram and 41 engaged with content on Twitter by either liking or commenting. Social media paid advertising reached 1,535 users on Facebook, 1,271 on Instagram and 1,403 on Twitter.

### **What We Heard**

The following information is a summary of the engagement reports. The findings are a sample of the opinions taken from those who willingly participated, collected from both the English and French surveys. Appendix B includes detailed reports.

- Total visits: 632
- Engaged visitors (participated in survey): 243
- Aware (visited at least one page): 581
- Informed (engaged with content or visited multiple pages): 308

### **Key Findings**

- Demographics:
  - 38 per cent of respondent's self-identify as Francophone.
  - 30 per cent of respondent's self-identify as Anglophone.
  - 25 per cent of respondent's self-identify as Bilingual.
  - 5 per cent of respondent's self-identify as other.
  - 0.5 per cent of respondent's self-identify as Francophile.
- 51 per cent of residents who completed the survey request service in French with the City of Greater Sudbury

- The services respondents said were most accessed or corresponded with in French are:
  - 311 Services (26 per cent)
  - Leisure Services (25 per cent)
  - Citizen Services Centres (23 per cent)
  - Clerks services (17 per cent)
  - Tax Services (12 per cent)
  - Environmental Services (10 per cent)
  - Children Services (9 per cent)
  - Emergency Services (9 per cent)
  - Communications and Community Engagement (8 per cent)
  - Transit (7 per cent)
  - Building Services (7 per cent)
  - Long-Term Care (7 per cent)
  - Legal Services (6 per cent)
  - Water and Wastewater Services (6 per cent)
  - By-Law and Corporate Security (5 per cent)
  - Mayor's Office (5 per cent)
  - Planning and Development (4 per cent)
  - Social Services/Housing Services (3 per cent)
  - Economic Development (2 per cent)
  - Environmental Initiatives (2 per cent)

### **Staff Survey**

From September 22 to October 20, 2023, 153 staff participate in a voluntary survey. A summary can be found below, and complete results can be found in Appendix C.

- 62 per cent of staff who responded to the survey speak French. Of those, 72 per cent describe their French language skills as competent or very competent.
- 71 per cent of staff feel comfortable being identified as French speaking.
- 50 per cent of staff would be interested in courses to improve their French language skills.
- 14 per cent of staff indicated they receive daily request for service in French, while 27 per cent indicated they never receive a request.

### **Supporting Data**

#### **Community**

Statistics show that approximately 37 per cent of residents are bilingual (French and English), and 22 percent list French as their mother tongue (2021 Census of Canada).

- Population of French Mother Tongue as a percentage by former municipalities (2021 Census of Canada)
  - Capreol and Northeast Townships: 18 per cent
  - Southeast Township: 19 per cent
  - Nickel Centre: 20 per cent
  - Onaping Falls: 21 per cent
  - Rayside-Balfour: 45 per cent
  - Sudbury: 16 per cent
  - Valley East: 37 per cent
  - Walden: 8 per cent

- Schools and enrollment in the City of Greater Sudbury for 2021/2022 (Note: this does not account for immersion programs in English schools)
  - English schools: 60
  - French schools: 33
  - Student enrollment: 70 per cent in English school and 30 per cent in French schools

## **City Services**

The information below provides information on French Services at the City of Greater Sudbury.

- English and French City of Greater Sudbury website:
  - Pageviews and visitors during the highest traffic week in 2022: 131,735 pageviews and 40,739 visitors English (April 5 to 10, 2022); 2,766 pageviews and 1,930 visitors French (July 18 to 24, 2022).
  - Top three most visited French webpages in 2022: *Nouvelles et avis au public* with 16,866 pageviews, *Page d'accueil* with 8,030 pageviews and *Les cyanobactéries (ou algues bleu-vert)* with 7,438 pageviews.
- Over to You engagement portal:
  - Over to you has 4,136 English and 70 French participants registered.
  - Total visits since the site was created in 2018: 81.7K English, 2,500 French.
  - Most visitors on a single day: 3,000 English, 53 French.
- Front-line customer service:
  - Less than 2 per cent of calls received by 311 are French.
  - Approximately 1.5 per cent of 311 chat requests are French.
  - Less than 0.5 per cent of emails received by 311 are French.
  - All 311 customer service representatives, as well as the Manager of 311 and Customer Service are designated bilingual positions.
  - Of the six Citizen Service Centres, Chelmsford and Val Caron are designated as official bilingual locations based on the higher percentage of French-speaking residents.
  - The three positions at the One Stop Services counter located at Tom Davies Square are designated bilingual.
- Recreation programming:
  - Howard Armstrong Recreation Centre offers French swimming lessons.
  - French summer playground camps are offered at three locations: Chelmsford, Elmview and Ridgecrest. All spaces during summer 2023 were filled.

## **Other French Services City Initiatives**

Although the current policy focuses on communications, the City continues to enhance French services and support francophone community initiatives. A few success stories are shared below, however, many other examples exist across the organization.

**Customer-focus:** The recent transfer of day-to-day oversight for French services from Communications to Customer Service and 311 has resulted in a more customer-focused approach. In addition, most complaints related to French are service related. The Manager of Customer Service and 311 was designated a mandatory bilingual position during the most recent hiring.

**Long-term Care (Pioneer Manor):** Pioneer Manor is a champion of enhanced French services, in recognition of the high-number of French-speaking residents at the Home. A few examples are shared below:

- Partnerships with French high schools to foster a sense of pride and connection among younger and older generations, while preserving and promoting French culture.
- Revamped communications tools and incorporated French into activities such as resident bingo.
- Focus on recruitment from French post-secondary programs to recruit more French-speaking staff.

**Annual Franco-Ontarien flag-raising:** The City of Greater Sudbury permanently raises the Franco-Ontarien flag at a different municipal facility every year during Saint-Jean-Baptiste Day celebrations. A long-standing partnership with the Association canadienne française de l'Ontario du grand Sudbury, beyond its symbolic importance, the flag-raising strengthens community partnerships and demonstrates our commitment to French services. A few recent locations where permanent flags have been installed include Pioneer Manor, Howard Armstrong Recreation Centre, James Jerome Sports Complex and the renovated courtyard at Tom Davies Square.

**Process changes:** The City of Greater Sudbury is continuously enhancing processes to enhance French Services. A few examples are below:

- Incorporated French requirements in requests for proposals, for example construction projects (signage) and public-facing technology.
- Change in recruitment process to post all jobs in French.
- Use of translation software to ensure French public communications for after hours and emergencies.
- Implemented bilingual interfaces for new public-facing technology projects such as recreation booking software, 311 Services portal, GIS map portal, Over to You engagement portal and other.

## Translation Services

Contracted translation services are highly used on a day-to-day basis throughout the organization. While these services were offered in-house in the past, because of the volume most translation was still completed by vendors. With the number of channels requiring translated materials increasing, such as websites and social media, and the importance of timeliness in modern communications it was no longer financially and operationally practical to perform this work in house.

For context, the municipality spends an average of \$175,000 a year on translation services (financial data using only top three vendors). At a cost of 27 cents per word, this means we translate approximately 648,000 words in a year. With 252 working days in a year, not accounting for holidays, vacation and sick time, an in-house certified translator would need to translate approximately 2,572 words per day to achieve service levels. A translator can perform an average of 1,500 to 2,000 words per day. To complete this work, we would require a minimum of two full-time certified translator staff, at a cost of more than \$200,000, including salaries and benefits. This does not consider vacation and absences. Additionally, the volume of work fluctuates daily, and many projects require more technical translation expertise. Even with two full-time staff, it is likely that contracted services would still be required to fulfill service needs.

It is important to note that advances in technology are allowing the organization to enhance use of translation software, which will result in lower costs to contracted services and more timely service. The use of these technologies is being explored and offer lower cost opportunities to serve residents who speak languages other than French and English or who have accessibility needs.

## Next Steps

To ensure a meaningful engagement process related to French Services, the draft policy will be presented back to the public, partners and employees for comment. Members of Council will also have the opportunity to discuss their feedback.

Based on the results of the second round of engagement, further changes to the draft policy will occur and staff will return to seek Council approval of a final French Services Policy and accompanying action plan by the end of April 2024.

## **Resources Cited**

City of Greater Sudbury French Languages Services Policy 2001:

[https://www.greatersudbury.ca/sites/sudburyen/assets/content/dept\\_as/documents/flspolicyeng.pdf](https://www.greatersudbury.ca/sites/sudburyen/assets/content/dept_as/documents/flspolicyeng.pdf)

City of Ottawa:

[French Language Services Advisory Committee | City of Ottawa](#)

City of Moncton:

<https://moncton.ca/my-govt-work/official-languages>



## Politique sur les services en français de la Ville du Grand Sudbury

Version de la politique : ÉBAUCHE

### Préambule

La Ville du Grand Sudbury livre des services municipaux sur un territoire de 3 627 kilomètres carrés. Les données statistiques montrent qu'environ 37 pour cent des résidents sont bilingues (français et anglais) et que 22 pour cent des résidents identifient le français comme leur langue maternelle (Recensement de 2021). Bien que d'autres langues et cultures coexistent dans le Grand Sudbury, le français est la langue la plus courante autre que l'anglais, particulièrement si l'on tient compte des résidents bilingues. De plus, une part importante de la population se dit francophone, ce qui souligne encore plus l'importance d'utiliser l'offre active de services en français en tant que fondement de la présente politique. La présente politique est une mise à jour de la toute première *Politique sur les services en français de 2001* de la Ville du Grand Sudbury et cherche à moderniser et à améliorer les services en français en fonction d'une approche axée sur les clients, des besoins actuels de la communauté, des données démographiques et des progrès technologiques. Elle reflète les meilleures pratiques de la prestation de services bilingues.

### Énoncé de politique

La Ville du Grand Sudbury procure des services actifs et utiles en français, en reconnaissance du fait que le français est l'une des langues officielles du Canada et du grand nombre de résidents francophones et bilingues dans notre communauté.

### Principes directeurs et manière dont nous prévoyons les appliquer

Les principes suivants guident la livraison et la prestation des services en français par la municipalité et sont étayés par des lignes directrices, des politiques et des procédures internes. Ces principes garantissent que la politique est mise en œuvre sans limiter les possibilités d'apporter des améliorations continues.

#### Principe 1 : Nous offrons activement des services en français.

La possibilité de communiquer dans leur langue officielle préférée crée des liens entre les résidents et leur municipalité, ce qui donne lieu à des interactions plus positives et à un meilleur service à la clientèle.

- Nous offrons le service à la clientèle de première ligne en français en fonction des données démographiques et des données du service à la clientèle.
- Nous procurons toutes les communications publiques, y compris les communications générales par téléphone et par courriel, la signalisation, les plateformes en ligne, les formulaires, les lettres, le marketing et la publicité, les avis publics et bien d'autres encore, en français. Les documents techniques et juridiques seront produits en anglais seulement, à moins que la directrice ou le directeur des Communications et de l'Engagement communautaire n'en décide autrement.
- Nous procurons des affiches et des enseignes visibles et cohérentes, identifiant les endroits où les services en français sont disponibles.

- Nous menons des campagnes régulières de sensibilisation du public en vue d'informer les résidents de la disponibilité des services en français et de la manière d'y avoir accès.

**Principe 2 : Nous comprenons la valeur de communiquer avec les résidents francophones.**

La Ville du Grand Sudbury a pour engagement de consulter activement la communauté et ses partenaires en vue de garantir que les besoins des résidents sont pris en compte dans l'élaboration et la mise en œuvre des politiques et des programmes liés aux services en français ou influés par ceux-ci.

- Nous créons des occasions pour les résidents de tout âge de participer en français aux activités et aux programmes de la Ville du Grand Sudbury, en fonction de la demande et de l'intérêt affiché par la communauté.
- Nous évaluons les offres de programmes en français et cernons des possibilités d'amélioration en fonction des niveaux de service existants.
- Nous cherchons des possibilités d'établir des partenariats avec des organismes communautaires afin d'améliorer les offres de services en français.
- Nous tenons compte des besoins des résidents francophones lorsque nous révisons nos politiques, s'il y a lieu.
- Nous participons à des comités et à des groupes de travail francophones aux échelles locale, provinciale et fédérale.

**Principe 3 : Nous répondons aux besoins et apportons des changements progressifs au chapitre des services en français.**

La disponibilité des services en français a des répercussions positives sur le dynamisme, l'expression culturelle et l'épanouissement général de la communauté. En répondant aux besoins de notre communauté et en garantissant l'adoption d'une approche axée sur les clients, nous continuerons de nous améliorer.

- Nous recueillons la rétroaction régulière de la communauté en vue d'apporter des améliorations continues.
- Nous cherchons des occasions de consulter et d'informer les nouveaux arrivants francophones afin de les aider à s'intégrer dans la communauté et à établir des liens avec celle-ci, en conformité avec la désignation du Grand Sudbury en tant que communauté francophone accueillante.
- Nous appuyons les initiatives qui font la promotion de la culture et de l'histoire francophones de la communauté, particulièrement par l'entremise du lever annuel d'un drapeau franco-ontarien permanent à une installation municipale.
- Nous identifions des technologies qui améliorent les offres de services et l'efficacité.

**Principe 4 : Nous accroissons activement la capacité de l'organisme de servir les résidents dans les deux langues officielles du Canada.**

Grâce à nos choix dans la conception des services et des installations, nous montrons notre soutien aux résidents qui désirent obtenir des services municipaux dans leur langue officielle préférée. Il est vrai que certains emplois au sein de la municipalité exigent une maîtrise du français ou le bilinguisme, mais ce n'est pas le cas pour la majorité des emplois. Pourtant, bien que la langue officielle de travail au sein de

l'organisme soit l'anglais, nous appuyons les employés dans leurs efforts de démontrer leur capacité à offrir les services en anglais ou en français.

- Nous utilisons l'outil sur l'identification linguistique des postes du Commissariat aux langues officielles du Canada afin d'établir le niveau de connaissance du français exigé par les postes, au fur et à mesure qu'ils se libèrent.
- Nous offrons une formation en français à tous les employés qui désirent apprendre le français ou améliorer leur compétences.
- Nous disposons d'un comité du personnel qui planifie et met en œuvre des occasions pour les employés d'apprendre le français et de vivre la culture francophone et qui crée des espaces dans lesquels les employés francophones peuvent entretenir des rapports.

### **Pouvoir de décision**

La directrice ou le directeur des Communications et de l'Engagement communautaire détient le pouvoir de décision interne pour tout ce qui touche la présente politique, se laissant guider par la Stratégie de services à la clientèle, la rétroaction des résidents et les données. L'application quotidienne de la politique sera assurée par la/le gestionnaire du Service à la clientèle et des Services 311. Un processus de plaintes officiel est disponible par l'entremise des services 311.

### **Période d'examen**

La politique fera l'objet d'un examen tous les trois ans.

## City of Greater Sudbury French Services Policy

Policy Version: DRAFT

### Preamble

The City of Greater Sudbury provides municipal services in a geographic area of 3,627 square kilometres. Statistics show that approximately 37 per cent of residents are bilingual (French and English), and 22 percent list French as their mother tongue (2021 Census). While there are other languages and cultures reflected in Greater Sudbury, French is the most predominant alternative to English, especially when considering bilingual residents. Additionally, a significant portion of the population identifies as Francophone, further emphasizing the importance of active offer of services in French as the foundation of this policy. This policy represents an update from the City's inaugural 2001 French Language Services policy and is intended to modernize and improve French services based on a customer service-focused approach, current community needs, demographics and technological advancements. It reflects best practices in bilingual service delivery.

### Policy Statement

The City of Greater Sudbury provides active and meaningful services in French, in recognition of French as one of Canada's official languages and of the prevalence of French-speaking and bilingual residents in our community.

### Guiding Principles and How We Intend to Apply Them

The following principles guide the delivery and provision of French services by the municipality and are complemented by internal guidelines, policies and procedures. These principles ensure the policy is implemented without restricting opportunities for continuous improvement.

#### Principle 1: We actively offer French services.

Being able to communicate in their preferred official language builds connection between residents and their municipality, leading to more positive interactions and improved customer service.

- We offer front-line customer service in French based on demographics and customer service data.
- We provide all public communications, including general phone and email greetings, signage, online platforms, forms, letters, marketing and advertising and public notices and other, in French. Technical and legal documents shall be produced in English only, with exemptions determined by the Director of Communications and Community Engagement.
- We provide visible and consistent identification and signage where French services are available.
- We conduct regular public awareness campaigns to inform residents about the availability of French Services and how to access them.

#### Principle 2: We understand the value of engaging with French-speaking residents.

The City is committed to actively engaging with the community and partners to ensure the needs of residents are considered in the development and implementation of policies and programs related to or impacted by French Services.

## Appendix A

- We create opportunities for residents of all ages to participate in City events and programs in French, based on demand and community interest.
- We evaluate French program offerings and determine opportunities for enhancement through existing service levels.
- We seek opportunities for partnerships with community organizations to enhance French service offerings.
- We consider the needs of French-speaking residents when policies are reviewed, where relevant.
- We participate in local, provincial and federal francophone committees and working groups.

### **Principle 3: We demonstrate responsiveness and progressive change related to French services.**

The availability of French services has a positive impact on the community's vibrancy, cultural expression and overall enrichment. By being responsive to the needs of our community and ensuring a customer-centric approach is taken, we will continue to improve.

- We gather ongoing feedback from the community to facilitate continuous improvement.
- We seek opportunities to engage with and inform French-speaking newcomers to assist them with community integration and connection, in line with Greater Sudbury's designation as a welcoming francophone community.
- We support initiatives that promote the francophone culture and history of the community, specifically through an annual permanent Franco-Ontarian flag raising at a municipal facility.
- We identify opportunities for technology to enhance service offerings and improve efficiency.

### **Principle 4: We actively build the organization's capacity to serve residents in both of Canada's official languages.**

Through our service and facility design choices, we signal our support for residents who want to access municipal services in their preferred official language. While the nature of some municipal jobs require French or bilingual proficiency, most do not. Nevertheless, while the corporation's official language of business is English, we support our employees' efforts to demonstrate an ability to provide services in English or French.

- We use the Office of the Commissioner of Official Languages' tool for the linguistic identification of positions to determine the level of French-language skills required for jobs, as they become vacant.
- We offer French language training to all employees who wish to learn or improve their skills.
- We have a staff committee to plan and implement opportunities for employees to learn and experience French language and culture, and create spaces for francophone employees to connect.

## **Decision Authority**

The Director of Communications and Community Engagement holds internal decision-making authority related to this policy, guided by the Customer Service Strategy, resident feedback and data. Day-to-day application of the policy will be led by the Manager of 311 and Customer Service. An official complaint process is available through 311 Services.

**Review Period**

A policy review will occur every three years.

DRAFT

# Survey Responses

01 September 2023 - 20 October 2023

## French Language Services Survey

# Over To You Greater Sudbury

Project: French Language Services Policy Review



VISITORS					
194					
CONTRIBUTORS			RESPONSES		
148			167		
2	0	146	2	0	165
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous



**Respondent No:** 1

**Login:** Anonymous

**Responded At:** Sep 22, 2023 14:49:17 pm

**Last Seen:** Sep 22, 2023 14:49:17 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	<b>Other (please specify)</b> Bilingual (English and other language) with francophone spouse and children
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered



**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

36 to 45 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 2

**Login:** Anonymous

**Responded At:** Sep 22, 2023 15:51:05 pm

**Last Seen:** Sep 22, 2023 15:51:05 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 3

**Login:** Anonymous

**Responded At:** Sep 22, 2023 16:02:08 pm

**Last Seen:** Sep 22, 2023 16:02:08 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	9
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services 311 Services (phone, chat, email, portal)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	More Playground Day Camps. Maybe offer both at all Parks.
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 4

**Login:** Registered

**Responded At:** Sep 23, 2023 01:28:07 am

**Last Seen:** Sep 23, 2023 05:23:27 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

18 to 25 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 5

**Login:** Anonymous

**Responded At:** Sep 23, 2023 08:55:05 am

**Last Seen:** Sep 23, 2023 08:55:05 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> English
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 6

**Login:** Anonymous

**Responded At:** Sep 23, 2023 13:42:48 pm

**Last Seen:** Sep 23, 2023 13:42:48 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

26 to 35 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 7

**Login:** Anonymous

**Responded At:** Sep 23, 2023 13:43:14 pm

**Last Seen:** Sep 23, 2023 13:43:14 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

18 to 25 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake



**Respondent No:** 8

**Login:** Anonymous

**Responded At:** Sep 23, 2023 18:48:22 pm

**Last Seen:** Sep 23, 2023 18:48:22 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Leisure Services (including Parks, Arenas, programs, and recreation facilities) Long-Term Care (Pioneer Manor)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	I would like to see more swim programs and advanced swimming classes such as NLS and instructor in French, aquasize classes in French

**Q15. Additional comments and feedback regarding the French Language Services.**

More qualified staff who can provide services in French. All promotion or display should be in both official languages in all facilities

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**Q16. What is your age group?**

46 to 55 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 6- Hanmer, Val Therese

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**Respondent No:** 9

**Login:** Anonymous

**Responded At:** Sep 23, 2023 21:54:34 pm

**Last Seen:** Sep 23, 2023 21:54:34 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	8
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Tax Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered



**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

46 to 55 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 10

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:28:29 am

**Last Seen:** Sep 25, 2023 09:28:29 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	8
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Clerk's Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Child care and housing
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 11

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:15:32 am

**Last Seen:** Sep 25, 2023 09:15:32 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	All of them
Q15. Additional comments and feedback regarding the French Language Services.	Make sure those who are running French programming actually speak French

Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 12

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:16:12 am

**Last Seen:** Sep 25, 2023 09:16:12 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 13

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:30:59 am

**Last Seen:** Sep 25, 2023 09:30:59 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	library services
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 14

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:28:31 am

**Last Seen:** Sep 25, 2023 09:28:31 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 15

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:29:43 am

**Last Seen:** Sep 25, 2023 09:29:43 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 16

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:36:04 am

**Last Seen:** Sep 25, 2023 09:36:04 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 17

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:39:24 am

**Last Seen:** Sep 25, 2023 09:39:24 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Clerk's Services Tax Services Transit (GOVA) Planning and Development Building Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered



**Q14. What services or programs would you like to see offered in French or offered in French more often?**

not answered

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**Q15. Additional comments and feedback regarding the French Language Services.**

Hire bilingual people

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**Q16. What is your age group?**

56 to 65 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 18

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:40:17 am

**Last Seen:** Sep 25, 2023 09:40:17 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 19

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:41:04 am

**Last Seen:** Sep 25, 2023 09:41:04 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 20

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:42:42 am

**Last Seen:** Sep 25, 2023 09:42:42 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 21

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:48:53 am

**Last Seen:** Sep 25, 2023 09:48:53 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 22

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:53:26 am

**Last Seen:** Sep 25, 2023 09:53:26 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophile
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 23

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:55:35 am

**Last Seen:** Sep 25, 2023 09:55:35 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 24

**Login:** Anonymous

**Responded At:** Sep 25, 2023 10:01:17 am

**Last Seen:** Sep 25, 2023 10:01:17 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	8
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Clerk's Services Economic Development (including Tourism and Culture, and Immigration) Tax Services Legal Services Emergency Services (Fire and Paramedic Services) Building Services Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills) Long-Term Care (Pioneer Manor)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered

Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Keep the ones we have now, or put me through to someone who can speak French.
Q15. Additional comments and feedback regarding the French Language Services.	Keep our francophones services!
Q16. What is your age group?	56 to 65 years old
Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.	Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 25

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:58:25 am

**Last Seen:** Sep 25, 2023 09:58:25 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 26

**Login:** Anonymous

**Responded At:** Sep 25, 2023 10:36:58 am

**Last Seen:** Sep 25, 2023 10:36:58 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 27

**Login:** Anonymous

**Responded At:** Sep 25, 2023 10:38:48 am

**Last Seen:** Sep 25, 2023 10:38:48 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 28

**Login:** Anonymous

**Responded At:** Sep 25, 2023 10:39:46 am

**Last Seen:** Sep 25, 2023 10:39:46 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

---

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 29

**Login:** Anonymous

**Responded At:** Sep 25, 2023 10:52:13 am

**Last Seen:** Sep 25, 2023 10:52:13 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophile
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 30

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:08:15 am

**Last Seen:** Sep 25, 2023 11:08:15 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 4- Azilda, Elm-West



**Respondent No:** 31

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:22:49 am

**Last Seen:** Sep 25, 2023 11:22:49 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Recreational programs for children in French, in the city centre, not just on the outskirts.
Q15. Additional comments and feedback regarding the French Language Services.	I tried registering my kids for French swim lessons, which would have me driving more than 1 hour to and from Hanmer each week. And the session was full a few hours after registration opened.

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 32

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:30:27 am

**Last Seen:** Sep 25, 2023 11:30:27 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	By-Law and Corporate Security (Including Parking) Transit (GOVA)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 33

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:45:49 am

**Last Seen:** Sep 25, 2023 11:45:49 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	9
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	311 Services (phone, chat, email, portal)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	All services.
Q15. Additional comments and feedback regarding the French Language Services.	Active offer of French services should always be provided. Many of our seniors speak Fr as a first language however feel more comfortable reading in Eng since this was their schooling



Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 34

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:54:08 am

**Last Seen:** Sep 25, 2023 11:54:08 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Clerk's Services Transit (GOVA) Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	This survey, for example should be in French

**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

56 to 65 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 35

**Login:** Anonymous

**Responded At:** Sep 25, 2023 12:21:38 pm

**Last Seen:** Sep 25, 2023 12:21:38 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	By-Law and Corporate Security (Including Parking) Children Services Citizen Service Centres (including Libraries)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	All services
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

26 to 35 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 36

**Login:** Anonymous

**Responded At:** Sep 25, 2023 12:22:02 pm

**Last Seen:** Sep 25, 2023 12:22:02 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	Yes
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 37

**Login:** Anonymous

**Responded At:** Sep 25, 2023 12:56:15 pm

**Last Seen:** Sep 25, 2023 12:56:15 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

26 to 35 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 38

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:04:53 pm

**Last Seen:** Sep 25, 2023 13:04:53 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 39

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:40:06 pm

**Last Seen:** Sep 25, 2023 13:40:06 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	8
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services 311 Services (phone, chat, email, portal) Social Services / Housing Services Leisure Services (including Parks, Arenas, programs, and recreation facilities) Long-Term Care (Pioneer Manor)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	swimming for children - in valley east

**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

36 to 45 years old

---

**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 40

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:36:49 pm

**Last Seen:** Sep 25, 2023 13:36:49 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

---

Ward 3- Chelmsford, Dowling, Onaping, Levack



**Respondent No:** 41

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:41:57 pm

**Last Seen:** Sep 25, 2023 13:41:57 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I was unaware that services were available in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	In commercials and advertisements, state services also available in French.
Q14. What services or programs would you like to see offered in French or offered in French more often?	Council meetings
Q15. Additional comments and feedback regarding the French Language Services.	I will endeavour to request services in French



Q16. What is your age group?

56 to 65 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 42

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:44:20 pm

**Last Seen:** Sep 25, 2023 13:44:20 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 43

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:54:22 pm

**Last Seen:** Sep 25, 2023 13:54:22 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	1
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	311 Services (phone, chat, email, portal) Tax Services Legal Services Water and Wastewater Services
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	all of them

**Q15. Additional comments and feedback regarding the French Language Services.**

most of the time when you speak french the person who answers the phone doesn't speak or understand it.

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**Q16. What is your age group?**

56 to 65 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 44

**Login:** Anonymous

**Responded At:** Sep 25, 2023 14:17:37 pm

**Last Seen:** Sep 25, 2023 14:17:37 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 45

**Login:** Anonymous

**Responded At:** Sep 25, 2023 14:20:29 pm

**Last Seen:** Sep 25, 2023 14:20:29 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Health services, postal services, electoral servies all of which are uniquely offered to me in English, even though my preferred official language if French. Nobody even bothers making an active offer of service.



**Q15. Additional comments and feedback regarding the French Language Services.**

Service in French is not actively offered. And if I request it, I am being felt like a disturber, a bother. And I have to wait therefore it becomes easier to assimilate with the language of the majority. I simply don't bother anymore

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**Q16. What is your age group?**

46 to 55 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 46

**Login:** Anonymous

**Responded At:** Sep 25, 2023 14:56:59 pm

**Last Seen:** Sep 25, 2023 14:56:59 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 4- Azilda, Elm-West

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**Respondent No:** 47

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:27:00 pm

**Last Seen:** Sep 25, 2023 15:27:00 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services Communications and Community Engagement 311 Services (phone, chat, email, portal) Clerk's Services Social Services / Housing Services Emergency Services (Fire and Paramedic Services) Transit (GOVA) Leisure Services (including Parks, Arenas, programs, and recreation facilities) Long-Term Care (Pioneer Manor)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered

<b>Q14. What services or programs would you like to see offered in French or offered in French more often?</b>	not answered
<b>Q15. Additional comments and feedback regarding the French Language Services.</b>	not answered
<b>Q16. What is your age group?</b>	56 to 65 years old
<b>Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.</b>	Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 48

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:29:19 pm

**Last Seen:** Sep 25, 2023 15:29:19 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 49

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:32:05 pm

**Last Seen:** Sep 25, 2023 15:32:05 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Communications and Community Engagement 311 Services (phone, chat, email, portal)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	police services
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

56 to 65 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 4- Azilda, Elm-West



**Respondent No:** 50

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:43:03 pm

**Last Seen:** Sep 25, 2023 15:43:03 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville



**Respondent No:** 51

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:45:09 pm

**Last Seen:** Sep 25, 2023 15:45:09 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville



**Respondent No:** 52

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:51:17 pm

**Last Seen:** Sep 25, 2023 15:51:17 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 4- Azilda, Elm-West



**Respondent No:** 53

**Login:** Anonymous

**Responded At:** Sep 25, 2023 16:25:19 pm

**Last Seen:** Sep 25, 2023 16:25:19 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 54

**Login:** Anonymous

**Responded At:** Sep 25, 2023 16:36:46 pm

**Last Seen:** Sep 25, 2023 16:36:46 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

66 and older

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 55

**Login:** Anonymous

**Responded At:** Sep 25, 2023 16:38:15 pm

**Last Seen:** Sep 25, 2023 16:38:15 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

26 to 35 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 56

**Login:** Anonymous

**Responded At:** Sep 25, 2023 17:00:39 pm

**Last Seen:** Sep 25, 2023 17:00:39 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	9
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Communications and Community Engagement 311 Services (phone, chat, email, portal) Clerk's Services Tax Services Legal Services Transit (GOVA) Leisure Services (including Parks, Arenas, programs, and recreation facilities) Long-Term Care (Pioneer Manor) Mayor's Office
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	Yes
Q11. Was the issue resolved in a timely manner and satisfactory?	Yes
Q12. Please provide additional context as needed:	People most often offer to find a bilingual person to serve you if they cannot 😊

Q13. <b>How can we better communicate that French services are available?</b>	More and bigger advertising
Q14. <b>What services or programs would you like to see offered in French or offered in French more often?</b>	All serviced
Q15. <b>Additional comments and feedback regarding the French Language Services.</b>	not answered
Q16. <b>What is your age group?</b>	66 and older
Q17. <b>In what ward do you currently live? Not sure of your ward? Consult our ward map.</b>	Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 57

**Login:** Anonymous

**Responded At:** Sep 25, 2023 16:56:22 pm

**Last Seen:** Sep 25, 2023 16:56:22 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> Finnish
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 58

**Login:** Anonymous

**Responded At:** Sep 25, 2023 17:14:23 pm

**Last Seen:** Sep 25, 2023 17:14:23 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	By-Law and Corporate Security (Including Parking) 311 Services (phone, chat, email, portal) Tax Services Building Services
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Toutes les programmes

**Q15. Additional comments and feedback regarding the French Language Services.**

Merci

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**Q16. What is your age group?**

36 to 45 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 59

**Login:** Anonymous

**Responded At:** Sep 25, 2023 18:13:58 pm

**Last Seen:** Sep 25, 2023 18:13:58 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 60

**Login:** Anonymous

**Responded At:** Sep 25, 2023 18:25:30 pm

**Last Seen:** Sep 25, 2023 18:25:30 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake



**Respondent No:** 61

**Login:** Anonymous

**Responded At:** Sep 25, 2023 18:41:08 pm

**Last Seen:** Sep 25, 2023 18:41:08 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 62

**Login:** Anonymous

**Responded At:** Sep 25, 2023 18:44:37 pm

**Last Seen:** Sep 25, 2023 18:44:37 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophile
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	By-Law and Corporate Security (Including Parking) Citizen Service Centres (including Libraries) Clerk's Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	especially with clerical staff in services offered by the Municipality

**Q15. Additional comments and feedback regarding the French Language Services.**

I appreciate that many staff do their best to respond in French or find someone who can

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**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 63

**Login:** Anonymous

**Responded At:** Sep 25, 2023 19:05:39 pm

**Last Seen:** Sep 25, 2023 19:05:39 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 64

**Login:** Anonymous

**Responded At:** Sep 25, 2023 19:11:42 pm

**Last Seen:** Sep 25, 2023 19:11:42 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 65

**Login:** Registered

**Responded At:** Sep 25, 2023 19:16:50 pm

**Last Seen:** Sep 25, 2023 23:14:28 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 66

**Login:** Anonymous

**Responded At:** Sep 25, 2023 19:23:48 pm

**Last Seen:** Sep 25, 2023 19:23:48 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 67

**Login:** Anonymous

**Responded At:** Sep 25, 2023 20:25:05 pm

**Last Seen:** Sep 25, 2023 20:25:05 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 68

**Login:** Anonymous

**Responded At:** Sep 25, 2023 20:31:58 pm

**Last Seen:** Sep 25, 2023 20:31:58 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Emergency Services (Fire and Paramedic Services) Environmental Services (including garbage, recycling and landfills)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered

**Q15. Additional comments and feedback regarding the French Language Services.**

City needs to adopt AND promote a policy whereas services are clearly OFFERED in both official languages instead of being provided as a REACTION to interactions with residents; in all facets AND locations of city's operations

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**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 69

**Login:** Anonymous

**Responded At:** Sep 25, 2023 20:48:12 pm

**Last Seen:** Sep 25, 2023 20:48:12 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 70

**Login:** Anonymous

**Responded At:** Sep 25, 2023 21:20:42 pm

**Last Seen:** Sep 25, 2023 21:20:42 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 71

**Login:** Anonymous

**Responded At:** Sep 25, 2023 22:10:47 pm

**Last Seen:** Sep 25, 2023 22:10:47 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	311 Services (phone, chat, email, portal) Building Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered

Q15. **Additional comments and feedback regarding the French Language Services.** not answered

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Q16. **What is your age group?** 66 and older

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.** Ward 3- Chelmsford, Dowling, Onaping, Levack

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**Respondent No:** 72

**Login:** Anonymous

**Responded At:** Sep 25, 2023 23:27:00 pm

**Last Seen:** Sep 25, 2023 23:27:00 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 73

**Login:** Anonymous

**Responded At:** Sep 26, 2023 06:06:15 am

**Last Seen:** Sep 26, 2023 06:06:15 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 74

**Login:** Anonymous

**Responded At:** Sep 26, 2023 06:39:50 am

**Last Seen:** Sep 26, 2023 06:39:50 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	10
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services Communications and Community Engagement Clerk's Services Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered

**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

56 to 65 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 75

**Login:** Anonymous

**Responded At:** Sep 26, 2023 06:43:13 am

**Last Seen:** Sep 26, 2023 06:43:13 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> Anishinaabe
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 76

**Login:** Anonymous

**Responded At:** Sep 26, 2023 07:08:20 am

**Last Seen:** Sep 26, 2023 07:08:20 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	1
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Communications and Community Engagement 311 Services (phone, chat, email, portal) Emergency Services (Fire and Paramedic Services) Building Services Environmental Services (including garbage, recycling and landfills) Water and Wastewater Services Mayor's Office
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered

Q14. **What services or programs would you like to see offered in French or offered in French more often?** Everything with the name gouvernement!

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Q15. **Additional comments and feedback regarding the French Language Services.** not answered

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Q16. **What is your age group?** 46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.** Ward 4- Azilda, Elm-West

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**Respondent No:** 77

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:50:47 am

**Last Seen:** Sep 26, 2023 08:50:47 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

26 to 35 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 78

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:51:24 am

**Last Seen:** Sep 26, 2023 08:51:24 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

26 to 35 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 79

**Login:** Anonymous

**Responded At:** Sep 26, 2023 10:18:09 am

**Last Seen:** Sep 26, 2023 10:18:09 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	2
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	more French options for children's sports and day camps.
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 80

**Login:** Anonymous

**Responded At:** Sep 26, 2023 11:08:22 am

**Last Seen:** Sep 26, 2023 11:08:22 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	Yes
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 3- Chelmsford, Dowling, Onaping, Levack



**Respondent No:** 81

**Login:** Anonymous

**Responded At:** Sep 26, 2023 11:42:42 am

**Last Seen:** Sep 26, 2023 11:42:42 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> French family, but I speak English.
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 82

**Login:** Anonymous

**Responded At:** Sep 26, 2023 11:45:14 am

**Last Seen:** Sep 26, 2023 11:45:14 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 83

**Login:** Anonymous

**Responded At:** Sep 26, 2023 13:17:21 pm

**Last Seen:** Sep 26, 2023 13:17:21 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 3- Chelmsford, Dowling, Onaping, Levack



**Respondent No:** 84

**Login:** Anonymous

**Responded At:** Sep 26, 2023 13:43:15 pm

**Last Seen:** Sep 26, 2023 13:43:15 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 85

**Login:** Anonymous

**Responded At:** Sep 26, 2023 14:46:27 pm

**Last Seen:** Sep 26, 2023 14:46:27 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	9
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Tax Services
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

56 to 65 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 86

**Login:** Anonymous

**Responded At:** Sep 26, 2023 14:56:50 pm

**Last Seen:** Sep 26, 2023 14:56:50 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophile
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 87

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:06:39 pm

**Last Seen:** Sep 26, 2023 15:06:39 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 88

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:09:03 pm

**Last Seen:** Sep 26, 2023 15:09:03 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 89

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:13:54 pm

**Last Seen:** Sep 26, 2023 15:13:54 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	Yes
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	french professional developement opportunities for the Early Childhood community, personnel, parents etc...
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 3- Chelmsford, Dowling, Onaping, Levack



**Respondent No:** 90

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:33:11 pm

**Last Seen:** Sep 26, 2023 15:33:11 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

---



**Respondent No:** 91

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:34:32 pm

**Last Seen:** Sep 26, 2023 15:34:32 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 92

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:42:20 pm

**Last Seen:** Sep 26, 2023 15:42:20 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Clerk's Services Emergency Services (Fire and Paramedic Services) Planning and Development Building Services Water and Wastewater Services
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered

**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 4- Azilda, Elm-West

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**Respondent No:** 93

**Login:** Anonymous

**Responded At:** Sep 26, 2023 15:53:23 pm

**Last Seen:** Sep 26, 2023 15:53:23 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

46 to 55 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 94

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:02:44 pm

**Last Seen:** Sep 26, 2023 16:02:44 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 95

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:17:56 pm

**Last Seen:** Sep 26, 2023 16:17:56 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 96

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:39:37 pm

**Last Seen:** Sep 26, 2023 16:39:37 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> Italian
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 97

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:01:21 pm

**Last Seen:** Sep 26, 2023 17:01:21 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 98

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:31:37 pm

**Last Seen:** Sep 26, 2023 17:31:37 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 99

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:37:14 pm

**Last Seen:** Sep 26, 2023 17:37:14 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

---

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 100

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:38:35 pm

**Last Seen:** Sep 26, 2023 17:38:35 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

---



**Respondent No:** 101

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:47:24 pm

**Last Seen:** Sep 26, 2023 17:47:24 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

56 to 65 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 102

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:49:00 pm

**Last Seen:** Sep 26, 2023 17:49:00 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

26 to 35 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 4- Azilda, Elm-West



**Respondent No:** 103

**Login:** Anonymous

**Responded At:** Sep 26, 2023 19:09:52 pm

**Last Seen:** Sep 26, 2023 19:09:52 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> English and Hindi
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 104

**Login:** Anonymous

**Responded At:** Sep 26, 2023 19:36:51 pm

**Last Seen:** Sep 26, 2023 19:36:51 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 105

**Login:** Anonymous

**Responded At:** Sep 26, 2023 20:08:05 pm

**Last Seen:** Sep 26, 2023 20:08:05 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

26 to 35 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 106

**Login:** Anonymous

**Responded At:** Sep 26, 2023 21:40:52 pm

**Last Seen:** Sep 26, 2023 21:40:52 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	6
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	311 Services (phone, chat, email, portal)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Ce questionnaire aurait dû être bilingue, franchement juste en anglais!
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 107

**Login:** Anonymous

**Responded At:** Sep 26, 2023 21:54:07 pm

**Last Seen:** Sep 26, 2023 21:54:07 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 108

**Login:** Anonymous

**Responded At:** Sep 26, 2023 22:46:43 pm

**Last Seen:** Sep 26, 2023 22:46:43 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	3
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Planning and Development Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	All services and programs should be offered in French.

**Q15. Additional comments and feedback regarding the French Language Services.**

The city of Greater Sudbury should be designated as a BILINGUAL city. Therefore, French people would not hesitate to speak their language when communicating with the city for whatever services or programs.

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**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 109

**Login:** Anonymous

**Responded At:** Sep 26, 2023 22:38:47 pm

**Last Seen:** Sep 26, 2023 22:38:47 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 110

**Login:** Anonymous

**Responded At:** Sep 26, 2023 22:57:34 pm

**Last Seen:** Sep 26, 2023 22:57:34 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	3
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	All services and programs, INCLUDING this survey
Q15. Additional comments and feedback regarding the French Language Services.	City staff too top heavy with hiring English employees and not bilingual employees.

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 111

**Login:** Anonymous

**Responded At:** Sep 26, 2023 23:06:42 pm

**Last Seen:** Sep 26, 2023 23:06:42 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake



**Respondent No:** 112

**Login:** Anonymous

**Responded At:** Sep 26, 2023 23:24:31 pm

**Last Seen:** Sep 26, 2023 23:24:31 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 113

**Login:** Anonymous

**Responded At:** Sep 27, 2023 02:29:14 am

**Last Seen:** Sep 27, 2023 02:29:14 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 114

**Login:** Anonymous

**Responded At:** Sep 27, 2023 06:45:22 am

**Last Seen:** Sep 27, 2023 06:45:22 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	4
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Clerk's Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered

**Q15. Additional comments and feedback regarding the French Language Services.**

French is one of the 2 official languages in Ontario, being offered a translation service because you don't have enough French speaking staff is insulting. Translation services are a courtesy and should only be used for OTHER than an official language.

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**Q16. What is your age group?**

36 to 45 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 6- Hanmer, Val Therese

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**Respondent No:** 115

**Login:** Anonymous

**Responded At:** Sep 27, 2023 08:29:55 am

**Last Seen:** Sep 27, 2023 08:29:55 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

26 to 35 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 116

**Login:** Anonymous

**Responded At:** Sep 27, 2023 08:47:11 am

**Last Seen:** Sep 27, 2023 08:47:11 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	2
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Communications and Community Engagement 311 Services (phone, chat, email, portal) Clerk's Services Tax Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered

<b>Q14. What services or programs would you like to see offered in French or offered in French more often?</b>	Definitely all Citizen Service Centres and Libraries should have bilingual staff. Should be mandatory in all job postings. Management should also be bilingual. Same for Leisure services.
<b>Q15. Additional comments and feedback regarding the French Language Services.</b>	not answered
<b>Q16. What is your age group?</b>	56 to 65 years old
<b>Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.</b>	Ward 4- Azilda, Elm-West



**Respondent No:** 117

**Login:** Anonymous

**Responded At:** Sep 27, 2023 09:16:48 am

**Last Seen:** Sep 27, 2023 09:16:48 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Clerk's Services Tax Services Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered



**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 118

**Login:** Anonymous

**Responded At:** Sep 28, 2023 04:38:15 am

**Last Seen:** Sep 28, 2023 04:38:15 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	9
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	311 Services (phone, chat, email, portal) Clerk's Services Tax Services Building Services Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills) Water and Wastewater Services
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered

**Q14. What services or programs would you like to see offered in French or offered in French more often?**

as of now all is fine

---

**Q15. Additional comments and feedback regarding the French Language Services.**

always have french speaking on duty at all times

---

**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 3- Chelmsford, Dowling, Onaping, Levack

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**Respondent No:** 119

**Login:** Anonymous

**Responded At:** Sep 28, 2023 12:34:21 pm

**Last Seen:** Sep 28, 2023 12:34:21 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 120

**Login:** Anonymous

**Responded At:** Sep 28, 2023 12:34:45 pm

**Last Seen:** Sep 28, 2023 12:34:45 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 121

**Login:** Anonymous

**Responded At:** Sep 28, 2023 23:25:00 pm

**Last Seen:** Sep 28, 2023 23:25:00 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 122

**Login:** Anonymous

**Responded At:** Sep 29, 2023 07:49:08 am

**Last Seen:** Sep 29, 2023 07:49:08 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 6- Hanmer, Val Therese

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**Respondent No:** 123

**Login:** Anonymous

**Responded At:** Sep 29, 2023 09:24:41 am

**Last Seen:** Sep 29, 2023 09:24:41 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	Yes
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	Community of practice where designated agencies come together and share their stories or strategies on how they are keeping up with their designation. We need to have agencies that commit to regular meetings so we do not loose the momentum or interests.
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 124

**Login:** Anonymous

**Responded At:** Sep 29, 2023 09:54:43 am

**Last Seen:** Sep 29, 2023 09:54:43 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> English and Finish
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 125

**Login:** Anonymous

**Responded At:** Sep 29, 2023 19:49:54 pm

**Last Seen:** Sep 29, 2023 19:49:54 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	2
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Clerk's Services Social Services / Housing Services Legal Services Emergency Services (Fire and Paramedic Services) Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered



Q14. What services or programs would you like to see offered in French or offered in French more often?	All
Q15. Additional comments and feedback regarding the French Language Services.	Not being enforced.
Q16. What is your age group?	56 to 65 years old
Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.	Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 126

**Login:** Anonymous

**Responded At:** Sep 30, 2023 16:03:20 pm

**Last Seen:** Sep 30, 2023 16:03:20 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

---

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 127

**Login:** Anonymous

**Responded At:** Sep 30, 2023 16:04:55 pm

**Last Seen:** Sep 30, 2023 16:04:55 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	<b>Other (please specify)</b> English
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 128

**Login:** Anonymous

**Responded At:** Sep 30, 2023 16:05:28 pm

**Last Seen:** Sep 30, 2023 16:05:28 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

---



**Respondent No:** 129

**Login:** Anonymous

**Responded At:** Sep 30, 2023 16:06:19 pm

**Last Seen:** Sep 30, 2023 16:06:19 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> English
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 130

**Login:** Anonymous

**Responded At:** Sep 30, 2023 16:07:12 pm

**Last Seen:** Sep 30, 2023 16:07:12 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> English
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)



**Respondent No:** 131

**Login:** Anonymous

**Responded At:** Sep 30, 2023 16:45:55 pm

**Last Seen:** Sep 30, 2023 16:45:55 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 132

**Login:** Anonymous

**Responded At:** Oct 02, 2023 09:00:09 am

**Last Seen:** Oct 02, 2023 09:00:09 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I've been un satisfied with the quality of service in the past.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

18 to 25 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 5- Blezard Valley, Val Caron, McCrea Heights, Guilletville

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**Respondent No:** 133

**Login:** Anonymous

**Responded At:** Oct 02, 2023 14:06:21 pm

**Last Seen:** Oct 02, 2023 14:06:21 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 134

**Login:** Anonymous

**Responded At:** Oct 02, 2023 15:20:17 pm

**Last Seen:** Oct 02, 2023 15:20:17 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

---

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake



**Respondent No:** 135

**Login:** Anonymous

**Responded At:** Oct 02, 2023 15:21:54 pm

**Last Seen:** Oct 02, 2023 15:21:54 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophile
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

36 to 45 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake



**Respondent No:** 136

**Login:** Anonymous

**Responded At:** Oct 03, 2023 19:28:13 pm

**Last Seen:** Oct 03, 2023 19:28:13 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 137

**Login:** Anonymous

**Responded At:** Oct 03, 2023 19:29:29 pm

**Last Seen:** Oct 03, 2023 19:29:29 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	<b>Other (please specify)</b> Punjabi
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

36 to 45 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 138

**Login:** Anonymous

**Responded At:** Oct 04, 2023 11:33:08 am

**Last Seen:** Oct 04, 2023 11:33:08 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	Yes
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	5
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Environmental Initiatives (including EarthCare) Emergency Services (Fire and Paramedic Services) Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered

<b>Q14. What services or programs would you like to see offered in French or offered in French more often?</b>	Leisure programs
<b>Q15. Additional comments and feedback regarding the French Language Services.</b>	not answered
<b>Q16. What is your age group?</b>	26 to 35 years old
<b>Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.</b>	Ward 1- Gatchell, West End, South End (North of Long Lake Road)



**Respondent No:** 139

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:11:37 pm

**Last Seen:** Oct 04, 2023 15:11:37 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

---

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 140

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:12:42 pm

**Last Seen:** Oct 04, 2023 15:12:42 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 141

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:13:56 pm

**Last Seen:** Oct 04, 2023 15:13:56 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 142

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:14:45 pm

**Last Seen:** Oct 04, 2023 15:14:45 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

26 to 35 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 143

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:32:53 pm

**Last Seen:** Oct 04, 2023 15:32:53 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 144

**Login:** Anonymous

**Responded At:** Oct 04, 2023 22:43:42 pm

**Last Seen:** Oct 04, 2023 22:43:42 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 145

**Login:** Anonymous

**Responded At:** Oct 05, 2023 03:36:02 am

**Last Seen:** Oct 05, 2023 03:36:02 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 146

**Login:** Anonymous

**Responded At:** Oct 05, 2023 03:38:43 am

**Last Seen:** Oct 05, 2023 03:38:43 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area

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**Respondent No:** 147

**Login:** Anonymous

**Responded At:** Oct 05, 2023 15:38:00 pm

**Last Seen:** Oct 05, 2023 15:38:00 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I was unaware that services were available in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	Within front line staff, markers that they offer services in French.
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

26 to 35 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 148

**Login:** Anonymous

**Responded At:** Oct 05, 2023 15:39:25 pm

**Last Seen:** Oct 05, 2023 15:39:25 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 11- Minnow Lake, New Sudbury (Beatrice/ Attlee area)

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**Respondent No:** 149

**Login:** Anonymous

**Responded At:** Oct 05, 2023 16:14:03 pm

**Last Seen:** Oct 05, 2023 16:14:03 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	4
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Water and Wastewater Services Long-Term Care (Pioneer Manor) Mayor's Office
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	The bylaw should be respected in all services.



**Q15. Additional comments and feedback regarding the French Language Services.**

not answered

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**Q16. What is your age group?**

66 and older

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 8- New Sudbury (East of Barry Downe Road)

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**Respondent No:** 150

**Login:** Anonymous

**Responded At:** Oct 05, 2023 21:13:09 pm

**Last Seen:** Oct 05, 2023 21:13:09 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I was unaware that services were available in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	Worker name tag could have a note on it to say je parle français
Q14. What services or programs would you like to see offered in French or offered in French more often?	Services for children, city run programs for the public, information centres, hospital and health services
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 151

**Login:** Anonymous

**Responded At:** Oct 05, 2023 21:10:34 pm

**Last Seen:** Oct 05, 2023 21:10:34 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

36 to 45 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

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**Respondent No:** 152

**Login:** Anonymous

**Responded At:** Oct 06, 2023 07:47:18 am

**Last Seen:** Oct 06, 2023 07:47:18 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 153

**Login:** Anonymous

**Responded At:** Oct 06, 2023 09:13:23 am

**Last Seen:** Oct 06, 2023 09:13:23 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

26 to 35 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 7- Capreol, Skead, Garson, Falconbridge



**Respondent No:** 154

**Login:** Anonymous

**Responded At:** Oct 07, 2023 15:11:18 pm

**Last Seen:** Oct 07, 2023 15:11:18 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

46 to 55 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 155

**Login:** Anonymous

**Responded At:** Oct 09, 2023 00:46:59 am

**Last Seen:** Oct 09, 2023 00:46:59 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	2
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	By-Law and Corporate Security (Including Parking) Citizen Service Centres (including Libraries) Communications and Community Engagement 311 Services (phone, chat, email, portal) Clerk's Services Economic Development (including Tourism and Culture, and Immigration) Tax Services Legal Services Emergency Services (Fire and Paramedic Services) Transit (GOVA) Planning and Development Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills) Water and Wastewater Services Mayor's Office
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No

<b>Q11. Was the issue resolved in a timely manner and satisfactory?</b>	not answered
<b>Q12. Please provide additional context as needed:</b>	not answered
<b>Q13. How can we better communicate that French services are available?</b>	not answered
<b>Q14. What services or programs would you like to see offered in French or offered in French more often?</b>	not answered
<b>Q15. Additional comments and feedback regarding the French Language Services.</b>	not answered
<b>Q16. What is your age group?</b>	26 to 35 years old
<b>Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.</b>	Ward 4- Azilda, Elm-West



**Respondent No:** 156

**Login:** Anonymous

**Responded At:** Oct 09, 2023 19:56:23 pm

**Last Seen:** Oct 09, 2023 19:56:23 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

56 to 65 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 4- Azilda, Elm-West



**Respondent No:** 157

**Login:** Anonymous

**Responded At:** Oct 10, 2023 07:18:35 am

**Last Seen:** Oct 10, 2023 07:18:35 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	3
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Leisure Services (including Parks, Arenas, programs, and recreation facilities)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	I now have grandchildren who only speak French as they are only at the ages of 3. I can't seem to find anyone who speaks french when I put them in sporting activities such as swimming and skating. Instructors need to be bilingual!



**Q15. Additional comments and feedback regarding the French Language Services.**

Need to have real bilingual instructors for children's events/activities. Currently you have none and my grandsons are left alone most of the time as they cannot understand a word that is being said. this should not happen!!!!

---

**Q16. What is your age group?**

56 to 65 years old

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**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 7- Capreol, Skead, Garson, Falconbridge

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**Respondent No:** 158

**Login:** Anonymous

**Responded At:** Oct 10, 2023 10:09:44 am

**Last Seen:** Oct 10, 2023 10:09:44 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

56 to 65 years old

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Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 2- Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

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**Respondent No:** 159

**Login:** Anonymous

**Responded At:** Oct 10, 2023 21:27:20 pm

**Last Seen:** Oct 10, 2023 21:27:20 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	7
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Citizen Service Centres (including Libraries) Communications and Community Engagement 311 Services (phone, chat, email, portal) Clerk's Services Tax Services Legal Services Environmental Initiatives (including EarthCare) Emergency Services (Fire and Paramedic Services) Transit (GOVA) Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills) Long-Term Care (Pioneer Manor) Mayor's Office
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered

Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered
Q16. What is your age group?	66 and older
Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.	Ward 3- Chelmsford, Dowling, Onaping, Levack



**Respondent No:** 160

**Login:** Anonymous

**Responded At:** Oct 12, 2023 12:10:10 pm

**Last Seen:** Oct 12, 2023 12:10:10 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 9- Coniston, Wahnapiatae, Wanup, South End (South of Long Lake Road)

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**Respondent No:** 161

**Login:** Anonymous

**Responded At:** Oct 16, 2023 07:42:39 am

**Last Seen:** Oct 16, 2023 07:42:39 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

46 to 55 years old

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 8- New Sudbury (East of Barry Downe Road)



**Respondent No:** 162

**Login:** Anonymous

**Responded At:** Oct 16, 2023 13:43:34 pm

**Last Seen:** Oct 16, 2023 13:43:34 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	Community partner / stakeholder
Q3. Do you generally work and correspond with other community partners in French?	No
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

46 to 55 years old

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 1- Gatchell, West End, South End (North of Long Lake Road)

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**Respondent No:** 163

**Login:** Anonymous

**Responded At:** Oct 16, 2023 18:12:20 pm

**Last Seen:** Oct 16, 2023 18:12:20 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Francophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	Yes
Q6. Do you usually request services in French with the City of Greater Sudbury?	Yes
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	3
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	Children Services Citizen Service Centres (including Libraries) 311 Services (phone, chat, email, portal) Clerk's Services Leisure Services (including Parks, Arenas, programs, and recreation facilities) Environmental Services (including garbage, recycling and landfills)
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	No
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered

**Q14. What services or programs would you like to see offered in French or offered in French more often?**

Every department should have a employee who is formally fluent in French

---

**Q15. Additional comments and feedback regarding the French Language Services.**

Please provide your employees incentives to learn how to be proficient in the French language. We do live in a community that prides itself in having a large population of maternal French language folks.

---

**Q16. What is your age group?**

36 to 45 years old

---

**Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.**

Ward 12- Flour Mill, Donovan, Uptown, New Sudbury (Montrose to Barry Downe Road)

---



**Respondent No:** 164

**Login:** Anonymous

**Responded At:** Oct 19, 2023 01:40:06 am

**Last Seen:** Oct 19, 2023 01:40:06 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	No
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

---

Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

---

Ward 6- Hanmer, Val Therese



**Respondent No:** 165

**Login:** Anonymous

**Responded At:** Oct 19, 2023 11:52:24 am

**Last Seen:** Oct 19, 2023 11:52:24 am

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Bilingual
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	No
Q6. Do you usually request services in French with the City of Greater Sudbury?	No
Q7. Why?	I don't want the service in French.
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered



Q16. What is your age group?

36 to 45 years old

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

Ward 6- Hanmer, Val Therese

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**Respondent No:** 166

**Login:** Anonymous

**Responded At:** Oct 19, 2023 21:08:38 pm

**Last Seen:** Oct 19, 2023 21:08:38 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. What is your age group?

66 and older

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Q17. In what ward do you currently live? Not sure of your ward? Consult our ward map.

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



**Respondent No:** 167

**Login:** Anonymous

**Responded At:** Oct 19, 2023 21:09:27 pm

**Last Seen:** Oct 19, 2023 21:09:27 pm

Q1. Are you familiar with the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. In what capacity do you most commonly correspond with the City of Greater Sudbury	As a resident
Q3. Do you generally work and correspond with other community partners in French?	not answered
Q4. You self-identify as:	Anglophone
Q5. Do you always request services in French in your day-to-day activities (e.g. when shopping, calling a customer service line, etc.)?	not answered
Q6. Do you usually request services in French with the City of Greater Sudbury?	not answered
Q7. Why?	not answered
Q8. Rate your experience accessing services in French (10 being excellent and 1 being unsatisfactory)	not answered
Q9. Which service areas do you most commonly access or correspond with in French? (Select all that apply)	not answered
Q10. Have you ever filed a complaint, either formal or informal, about the City services you have received in French?	not answered
Q11. Was the issue resolved in a timely manner and satisfactory?	not answered
Q12. Please provide additional context as needed:	not answered
Q13. How can we better communicate that French services are available?	not answered
Q14. What services or programs would you like to see offered in French or offered in French more often?	not answered
Q15. Additional comments and feedback regarding the French Language Services.	not answered

Q16. **What is your age group?**

66 and older

---

Q17. **In what ward do you currently live? Not sure of your ward? Consult our ward map.**

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Ward 10-Downtown, old hospital, Lockerby, and Lo-Ellen area



# Réponses au sondage

01 septembre 2023 - 20 octobre 2023

## Sondage sur les services en français

# À toi la parole Grand Sudbury

Projet: Examen de la Politique sur les services en français



VISITEURS

126

CONTRIBUTEURS

95

RÉPONSES

96

0

Inscrit

0

Anonyme avec  
courriel

95

Anonyme

0

Inscrit

0

Anonyme avec  
courriel

96

Anonyme



Intimé Non: 1

Se connecter: Anonymous

Répondu à: Sep 23, 2023 09:09:28 am

Vu pour la dernière fois: Sep 23, 2023 09:09:28 am

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Non
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	5
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de transport en commun (GOVA) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu



Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Le français comme langue de travail dans l'administration municipale

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

de 36 à 45 ans

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Q17. **Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 2

Se connecter: Anonymous

Répondu à: Sep 24, 2023 08:06:48 am

Vu pour la dernière fois: Sep 24, 2023 08:06:48 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	6
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Services environnementaux

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Le dépotoir et les services de déchets dangereux sont les deux endroits où j'ai rarement du service en français

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 3

Se connecter: Anonymous

Répondu à: Sep 25, 2023 08:45:43 am

Vu pour la dernière fois: Sep 25, 2023 08:45:43 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 3
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Service 311 (téléphone, clavardage, courriel, portail)  
Planification et Développement  
Services de construction
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 36 à 45 ans

---

**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 10 : centre-ville, région de l'ancien hôpital, de Lockerby et de Lo-Ellen

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Intimé Non: 4

Se connecter: Anonymous

Répondu à: Sep 25, 2023 11:55:39 am

Vu pour la dernière fois: Sep 25, 2023 11:55:39 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Non
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

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Intimé Non: 5

Se connecter: Anonymous

Répondu à: Sep 25, 2023 11:55:48 am

Vu pour la dernière fois: Sep 25, 2023 11:55:48 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 4
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)  
Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?** de 36 à 45 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 4 : Azilda, Elm-Ouest  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 6

Se connecter: Anonymous

Répondu à: Sep 25, 2023 11:57:33 am

Vu pour la dernière fois: Sep 25, 2023 11:57:33 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 7

Se connecter: Anonymous

Répondu à: Sep 25, 2023 12:03:13 pm

Vu pour la dernière fois: Sep 25, 2023 12:03:13 pm

Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non

Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident

Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu

Q4. **Vous vous identifiez comme :** Francophone

Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui

Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui

Q7. **Pourquoi** pas répondu

Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 9

**Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)**

Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement)  
Services aux enfants  
Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Communications et Engagement communautaire  
Service 311 (téléphone, clavardage, courriel, portail)  
Services du greffier  
Développement économique (ce qui comprend Tourisme et Culture, et Immigration)  
Services sociaux / Services de logement  
Services de l'impôt  
Services juridiques  
Initiatives environnementales (ce qui comprend Terre à cœur)  
Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux)  
Services de transport en commun (GOVA)  
Planification et Développement  
Services de construction  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)  
Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)  
Services d'eau et des eaux usées  
Services de soins de longue durée (Manoir des pionniers)  
Bureau du maire

**Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?**

Non

**Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?**

pas répondu

**Q12. Veuillez fournir des détails selon les besoins :**

pas répondu

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

Q16. **Quel âge avez-vous?**

de 36 à 45 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 8

Se connecter: Anonymous

Répondu à: Sep 25, 2023 12:21:25 pm

Vu pour la dernière fois: Sep 25, 2023 12:21:25 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	4
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Planification et Développement Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Avoir la chance de parler en français à des employés de la Ville du Grand Sudbury pour les demandes d'information, les demandes de clarification, tant pour les services de loisirs que les services de planification.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 9

Se connecter: Anonymous

Répondu à: Sep 25, 2023 15:33:06 pm

Vu pour la

dernière fois:

Sep 25, 2023 15:33:06 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 9
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services aux enfants  
Centres de services aux citoyens (ce qui comprend les bibliothèques)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 10

Se connecter: Anonymous

Répondu à: Sep 25, 2023 16:03:33 pm

Vu pour la

dernière fois:

Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui

Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident

Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu

Q4. **Vous vous identifiez comme :** Francophone

Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui

Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui

Q7. **Pourquoi** pas répondu

Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 6

Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)**  
Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Service 311 (téléphone, clavardage, courriel, portail)  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)

Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non

Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 11

Se connecter: Anonymous

Répondu à: Sep 25, 2023 16:20:58 pm

Vu pour la

dernière fois:

Sep 25, 2023 16:20:58 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	5
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Oui
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	Non

**Q12. Veuillez fournir des détails selon les besoins :**

pas répondu

---

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Une meilleure offre active et plus de postes désignés pour assurer une offre active dans tous les départements.

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**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les programmes offerts par la ville devraient être offerts en français.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Améliorer votre culture institutionnel...ce n'est pas des services en français qu'on veut, c'est une municipalité bilingue qui offre des services en français mais qui offre aussi plus d'opportunité de travailler en français, d'apprendre en français, de vivre en français.

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 5 : Blezard Valley, Val Caron, McCrea Heights, Guilletville

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 12

Se connecter: Anonymous

Répondu à: Sep 25, 2023 16:16:58 pm

Vu pour la

dernière fois:

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Non
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	6
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Services de l'impôt Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services méritent d'avoir une personne qui peut communiquer en français.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 13

Se connecter: Anonymous

Répondu à: Sep 25, 2023 17:15:37 pm

Vu pour la

dernière fois:

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	8
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Centres de services aux citoyens (ce qui comprend les bibliothèques) Services de l'impôt Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services d'eau et des eaux usées Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Horizon Santé Nord et Centre d'achat

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

J'apprécie que le monde me salue en disant bonjour et hello, plus facile d'interagir par la suite.

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Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 14

Se connecter: Anonymous

Répondu à: Sep 25, 2023 18:26:11 pm

Vu pour la

dernière fois:

Sep 25, 2023 18:26:11 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 1
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services de soins de longue durée (Manoir des pionniers)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Oui
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** Non
- 
- Q12. **Veillez fournir des détails selon les besoins :**

Une plainte avait été souligné avec le superviseur au manoir des pionniers lorsque un membre de ma famille était un résident au manoir. Le superviseur n'avait aucun respect pour nous et nos "droits francophone". On a tenté de régler ceci plus haut mais on a pas eu du soutien de la ville. Aussi, la majorité des enseignes/ documentation traduite de la ville, ont plusieurs fautes sémantiques ainsi que syntaxiques.

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Enseignes/documentation bien traduite et disponible en tout temps. Majorité des employés surtout ceux qui travaille comme gérant/gérante pour different department devrait être bilingue ou devrait être en mesure de prendre un cours pour devenir bilingue avant d'avoir le poste. Il faudrait aussi que les employés bilingues porte des étiquettes indiquant qu'ils offrent des services en français. L'offre active devrait aussi être pratiquée dans chaque département de la ville. En ce moment seulement les employés au 311 pratique l'offre active.

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**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Comme francophone je devrais avoir accès à tous les services/programmes en français.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Je suis contente d'avoir un sondage à ce sujet, comme francophone et résident de Sudbury je ne me sentais pas supporter par ma propre ville. J'aimerais un changement à travers tous les départements de la ville mais surtout à Tom Davies Square.

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues

**Vous ne savez pas dans quel quartier vous**

Beatrice et Attlee)

**habitez? Consultez notre carte des quartiers.**

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Intimé Non: 15

Se connecter: Anonymous

Répondu à: Sep 25, 2023 20:50:20 pm

Vu pour la dernière fois: Sep 25, 2023 20:50:20 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Non
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	8
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail)
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Les employés de la Ville devraient être capable de communiquer en français ainsi que rédiger des documents en français plutôt qu'avoir recours à un traducteur. La politique en vigueur sous-entend qu'un francophone et/ou francophone est incapable de bien communiquer dans en français, et ce, même s'il est l'auteur du texte en anglais.

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**Q16. Quel âge avez-vous?**

de 36 à 45 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 5 : Blezard Valley, Val Caron, McCrea Heights, Guilletville

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 16

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:19:57 am

Vu pour la dernière fois: Sep 26, 2023 08:19:57 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Oui
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	6
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Services aux enfants Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de construction Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Merci pou votre attention aux services en français

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Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 17

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:37:04 am

Vu pour la dernière fois: Sep 26, 2023 08:37:04 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
Afficher des annonce que le service ici est disponible en français

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?** de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 6 : Hanmer, Val Thérèse  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 18

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:35:22 am

Vu pour la dernière fois: Sep 26, 2023 08:35:22 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Non
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
Annonce publicitaire

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 19

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:36:46 am

Vu pour la dernière fois: Sep 26, 2023 08:36:46 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Non
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** La qualité du service ne m'a pas satisfait par le passé.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?** de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 4 : Azilda, Elm-Ouest  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 20

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:43:32 am

Vu pour la

dernière fois:

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	4
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de l'impôt Services juridiques Planification et Développement Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services d'eau et des eaux usées Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Oui

Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** Non

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Q12. **Veillez fournir des détails selon les besoins :**

Déneigement rue Baker

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Avoir du personnel francophone disponible lors des appels.

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Subventions pour les arts et culture en français.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Augmenter votre % de dollars pour les francophones dans vos budgets.

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Q16. **Quel âge avez-vous?**

de 56 à 65 ans

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Q17. **Dans quel quartier habitez-vous présentement? Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 21

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:41:30 am

Vu pour la dernière fois: Sep 26, 2023 08:41:30 am

Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu

Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident

Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu

Q4. **Vous vous identifiez comme :** Bilingue

Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non

Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui

Q7. **Pourquoi** pas répondu

Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 3

**Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)**

Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement)  
Services aux enfants  
Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Communications et Engagement communautaire  
Service 311 (téléphone, clavardage, courriel, portail)  
Services du greffier  
Développement économique (ce qui comprend Tourisme et Culture, et Immigration)  
Services sociaux / Services de logement  
Services de l'impôt  
Services juridiques  
Initiatives environnementales (ce qui comprend Terre à cœur)  
Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux)  
Services de transport en commun (GOVA)  
Planification et Développement  
Services de construction  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)  
Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)  
Services d'eau et des eaux usées  
Services de soins de longue durée (Manoir des pionniers)  
Bureau du maire

**Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?**

Non

**Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?**

pas répondu

**Q12. Veuillez fournir des détails selon les besoins :**

pas répondu

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

Q16. **Quel âge avez-vous?**

de 18 à 25 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 5 : Blezard Valley, Val Caron, McCrea Heights, Guilletville

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 22

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:44:15 am

Vu pour la dernière fois: Sep 26, 2023 08:44:15 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?** de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 6 : Hanmer, Val Thérèse  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 23

Se connecter: Anonymous

Répondu à: Sep 26, 2023 08:51:21 am

Vu pour la dernière fois: Sep 26, 2023 08:51:21 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Oui
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 7
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 24

Se connecter: Anonymous

Répondu à: Sep 26, 2023 09:13:26 am

Vu pour la dernière fois: Sep 26, 2023 09:13:26 am

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** La qualité du service ne m'a pas satisfait par le passé.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Toutes communications avec le grand public (annonces routières/constructions, alertes publiques d'avertissement de danger (téléphone) sans avoir à le demander (dire: l'annonce en français suivra...), tout discours public des élus, tout service au point de contact du public (réception en personne ou téléphonique)...

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

La ligne qui m'a été adressée est qu'il faut demandé le service ou appuyé sur "1" pour accéder tel service... ceci n'est réaliste pour nos ainé(e)s/handicapé(e)s, jeunes... un tel service doit être offert à priori si nous voulons ralentir la perte de notre langue et culture localement. Tout employé de la ville de 55 ans et moins a appris le français de base au primaire et secondaire et devrait au minimum avoir une base de français. Un test de compétence linguistique dans les 2 langues officielles de ce pays devrait être un minimum comme condition d'embauche pour tous les employés de la ville (du plus haut fonctionnaire au travailleur dans la collect d'ordure!) Sudbury est reconnu comme une ville à caractère francophone à travers le pays (comme Ottawa, Moncton, St-Boniface, ...) Nous devons être des leaders à ce sujet... pas d'excuse, pas de prix, pas de compromis. Nous avons présentement plusieurs élus francophone... il se doit qu'ils/elles démontrent de l'initiative à ce sujet et sa presse.

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 25

Se connecter: Anonymous

Répondu à: Sep 26, 2023 10:06:09 am

Vu pour la

dernière fois:

Sep 26, 2023 10:06:09 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Oui
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 7 : Capreol, Skead, Garson, Falconbridge

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 26

Se connecter: Anonymous

Répondu à: Sep 26, 2023 09:36:01 am

Vu pour la dernière fois: Sep 26, 2023 09:36:01 am

Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non

Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident

Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu

Q4. **Vous vous identifiez comme :** Francophone

Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui

Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui

Q7. **Pourquoi** pas répondu

Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 4

**Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)**

Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement)  
Services aux enfants  
Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Communications et Engagement communautaire  
Service 311 (téléphone, clavardage, courriel, portail)  
Services du greffier  
Développement économique (ce qui comprend Tourisme et Culture, et Immigration)  
Services sociaux / Services de logement  
Services de l'impôt  
Services juridiques  
Initiatives environnementales (ce qui comprend Terre à cœur)  
Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux)  
Services de transport en commun (GOVA)  
Planification et Développement  
Services de construction  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)  
Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)  
Services d'eau et des eaux usées  
Services de soins de longue durée (Manoir des pionniers)  
Bureau du maire

**Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?**

Non

**Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?**

pas répondu

**Q12. Veuillez fournir des détails selon les besoins :**

pas répondu

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 27

Se connecter: Anonymous

Répondu à: Sep 26, 2023 10:13:46 am

Vu pour la

dernière fois:

- |  |  |
|--|--|
| Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>   | Oui  |
| Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>  | À titre de partenaire ou d'intervenant communautaire   |
| Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>  | Oui  |
| Q4. <b>Vous vous identifiez comme :</b>  | Francophone  |
| Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b> | Oui  |
| Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>  | Oui  |
| Q7. <b>Pourquoi</b>  | pas répondu  |
| Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>   | 5  |
| Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>   | Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement)<br>Centres de services aux citoyens (ce qui comprend les bibliothèques)<br>Communications et Engagement communautaire<br>Service 311 (téléphone, clavardage, courriel, portail)<br>Services du greffier<br>Services de l'impôt<br>Services juridiques<br>Planification et Développement<br>Services de construction<br>Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) |
| Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>   | Oui  |

**Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?** Oui

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**Q12. Veuillez fournir des détails selon les besoins :**

Vos bureaux pourraient certainement améliorer les services rendus en s'assurant que la documentation est disponible dans les deux langues. À mainte reprise, nous demandons à votre section de « Leisure Service » pour la documentation en français, ainsi que les règlements à partager avec nos écoles et la réponse est " I will need to get it translated, sorry . This may take a while as we have to send it to our translator" Tout le monde à la ville a besoin des traducteurs? Bien voyons! Pourquoi pas embaucher des gens qui parlent le français et savent écrire en français? C'est simple. Ça vous prend des mois à traduire un paragraphe à 4 phrases qu'un élève de 8ième année pourrait faire. C'est honteux.

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**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Quand vous dites « Les résidents peuvent tout de même obtenir ce service en français en composant le 311 et en demandant à un employé francophone de traiter leurs réservations ou leurs inscriptions » c'est de la foutaise. On attend des jours pour avoir un appel d'un employé en français, les gens dans nos écoles se découragent et devient soumise et bien écœuré d'attendre donc rappelle et parle en anglais car c'est vraiment la seule façon d'avoir un service efficace de vous. L'interface en langue française... svp y voir dès possible.

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**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Services des loisirs, sur et certain.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Madame Litalien est excellente! Elle traite toujours nos demandes et plaintes avec services exceptionnels. Vous êtes chanceux de l'avoir.

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**Q16. Quel âge avez-vous?** de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 28

Se connecter: Anonymous

Répondu à: Sep 26, 2023 11:00:25 am

Vu pour la dernière fois: Sep 26, 2023 11:00:25 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	5
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

J'aimerais voir des services en français plus disponibles au manoir des pionniers. En plus, avec les services paramédicaux.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

N.A

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 29

Se connecter: Anonymous

Répondu à: Sep 26, 2023 11:28:09 am

Vu pour la dernière fois: Sep 26, 2023 11:28:09 am

Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu

Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident

Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu

Q4. **Vous vous identifiez comme :** Francophone

Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui

Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui

Q7. **Pourquoi** pas répondu

Q8. **Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 2

**Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)**

Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement)  
Services aux enfants  
Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Communications et Engagement communautaire  
Service 311 (téléphone, clavardage, courriel, portail)  
Services du greffier  
Développement économique (ce qui comprend Tourisme et Culture, et Immigration)  
Services sociaux / Services de logement  
Services de l'impôt  
Services juridiques  
Initiatives environnementales (ce qui comprend Terre à cœur)  
Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux)  
Services de transport en commun (GOVA)  
Planification et Développement  
Services de construction  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)  
Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)  
Services d'eau et des eaux usées  
Services de soins de longue durée (Manoir des pionniers)  
Bureau du maire

**Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?**

Non

**Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?**

pas répondu

**Q12. Veuillez fournir des détails selon les besoins :**

pas répondu

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 30

Se connecter: Anonymous

Répondu à: Sep 26, 2023 11:44:56 am

Vu pour la dernière fois: Sep 26, 2023 11:44:56 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services aux enfants Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services sociaux / Services de logement Services de l'impôt Services de transport en commun (GOVA) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non

Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu

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Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**  
pas répondu

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Q15. **Commentaires additionnels et rétroaction sur les services en français**  
pas répondu

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Q16. **Quel âge avez-vous?** de 36 à 45 ans

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Q17. **Dans quel quartier habitez-vous présentement?** Quartier 6 : Hanmer, Val Thérèse  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 31

Se connecter: Anonymous

Répondu à: Sep 26, 2023 12:00:44 pm

Vu pour la dernière fois: Sep 26, 2023 12:00:44 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 7
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services aux enfants  
Service 311 (téléphone, clavardage, courriel, portail)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 36 à 45 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 32

Se connecter: Anonymous

Répondu à: Sep 26, 2023 12:12:18 pm

Vu pour la

dernière fois:

Sep 26, 2023 12:12:18 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
Répondre le téléphone en français. Porter une épinglette qui démontre que le français est disponible.

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Exercices

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 36 à 45 ans

---

**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 33

Se connecter: Anonymous

Répondu à: Sep 26, 2023 13:09:46 pm

Vu pour la dernière fois: Sep 26, 2023 13:09:46 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
Publicités.
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 36 à 45 ans

---

**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 34

Se connecter: Anonymous

Répondu à: Sep 26, 2023 13:32:13 pm

Vu pour la

dernière fois:

Sep 26, 2023 13:32:13 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	5
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu

Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?

pas répondu

---

Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?

pas répondu

---

Q15. Commentaires additionnels et rétroaction sur les services en français

pas répondu

---

Q16. Quel âge avez-vous?

66 ans ou plus

---

Q17. Dans quel quartier habitez-vous présentement?

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 35

Se connecter: Anonymous

Répondu à: Sep 26, 2023 14:23:20 pm

Vu pour la

dernière fois:

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Bilingue
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	7
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de transport en commun (GOVA) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non



Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu

---

Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**  
Services médicaux auprès des personnes âgées dans les foyers, Manoir des Pionniers.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**  
La majorité des employés sont anglophones.

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Q16. **Quel âge avez-vous?** 66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?** Quartier 4 : Azilda, Elm-Ouest  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 36

Se connecter: Anonymous

Répondu à: Sep 26, 2023 14:32:05 pm

Vu pour la

dernière fois:

Sep 26, 2023 14:32:05 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
Pamphlet ou guide virtuel pour les services en français.
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 37

Se connecter: Anonymous

Répondu à: Sep 26, 2023 15:43:06 pm

Vu pour la dernière fois: Sep 26, 2023 15:43:06 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	6
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous services qui font directement affaire avec le public tels les arénas, le Nouveau Centre de service à Tom Davis et les centres récréatifs tel les piscines

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Ma fille a inscrit ma petite fill de 5 ans à des cours de natation et il est quasi impossible d'avoir un entraîneur qui parle et comprends le français, cette année elle a abandonné ses leçons.

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 38

Se connecter: Anonymous

Répondu à: Sep 26, 2023 16:59:14 pm

Vu pour la dernière fois: Sep 26, 2023 16:59:14 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?** de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 6 : Hanmer, Val Thérèse  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 39

Se connecter: Anonymous

Répondu à: Sep 27, 2023 10:35:04 am

Vu pour la

dernière fois:

Sep 27, 2023 10:35:04 am

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	5
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Services de l'impôt Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu



Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Ce n'est pas simplement une question d'offrir DES services et programmes en français par-ci par-là, TOUS les services ET programmes devraient être disponibles en français et de façon continue et consistante... c'est la seule façon, d'assurer que l'offre active puisse se faire comme elle devrait et que la clientèle de la Ville soit bien desservie et selon sa préférence linguistique.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

La communauté francophone est une valeur ajoutée à notre Ville et elle mérite de se voir et de se sentir valorisée dans toutes les composantes et instances à la municipalité

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Q16. **Quel âge avez-vous?**

de 56 à 65 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 40

Se connecter: Anonymous

Répondu à: Sep 26, 2023 18:31:46 pm

Vu pour la dernière fois: Sep 26, 2023 18:31:46 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Non
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 41

Se connecter: Anonymous

Répondu à: Sep 26, 2023 20:43:44 pm

Vu pour la dernière fois: Sep 26, 2023 20:43:44 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Non
Q7. <b>Pourquoi</b>	Je ne veux pas obtenir le service en français.
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	pas répondu
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	pas répondu
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	pas répondu
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 42

Se connecter: Anonymous

Répondu à: Sep 27, 2023 11:58:45 am

Vu pour la

dernière fois:

Sep 27, 2023 11:58:45 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 6
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Service 311 (téléphone, clavardage, courriel, portail)  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Comme indiqué à une des questions précédentes, lorsque j'appelle le 311 par exemple, je sélectionne que je désire être servie en français, puis j'ai déjà eu un/e anglophone qui répond et me dit: «I'm sorry, I don't speak english. Our francophone lady is on break... [or] not working today.» Donc en somme, ce serait de garantir que lorsque l'option «français» est choisie, que la personne qui répond parle effectivement en «français» peu importe la demande placée de mon côté.

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

L'anglais et le français sont nos deux langues nationales. Ainsi, toute compagnie/tout établissement qui offre des services à la clientèle devrait être OBLIGÉ d'avoir des individus «bilingues» ou au moins un/e francophone qui travaille/nt pendant chaque quart de travail afin de bien communiquer aux clients en français. Ainsi, la population francophone sera toujours desservie dans sa langue maternelle, dont le français.

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**Q16. Quel âge avez-vous?**

de 36 à 45 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 7 : Capreol, Skead, Garson, Falconbridge

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 43

Se connecter: Anonymous

Répondu à: Sep 27, 2023 11:51:45 am

Vu pour la

dernière fois:

Sep 27, 2023 11:51:45 am

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 7
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Service 311 (téléphone, clavardage, courriel, portail)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

réunion du conseil devrait être traduit.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 44

Se connecter: Anonymous

Répondu à: Sep 27, 2023 12:39:56 pm

Vu pour la

dernière fois:

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** pas répondu
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** La qualité du service ne m'a pas satisfait par le passé.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Ceux et celles qui répondent la ligne 311 devraient indiquer qu'ils/elles parlent anglais ou français

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 45

Se connecter: Anonymous

Répondu à: Sep 27, 2023 16:16:45 pm

Vu pour la

dernière fois:

Sep 27, 2023 16:16:45 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Bilingue
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Non
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	8
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Centres de services aux citoyens (ce qui comprend les bibliothèques) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de transport en commun (GOVA) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Ce serait bien si l'offre active de services en français se faisait dans les autobus et la bibliothèque. La plupart des services sont disponibles, mais le citoyen/la citoyenne doit souvent les chercher ou les demander. Vous pourriez mieux vous afficher, au risque bien sûr de ne pas toujours répondre aux attentes.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 5 : Blezard Valley, Val Caron, McCrea Heights, Guilletville

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 46

Se connecter: Anonymous

Répondu à: Sep 28, 2023 05:10:19 am

Vu pour la

dernière fois:

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	1
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Services du greffier Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de construction Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les programmes et services

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

La ville doit devenir bilingue officiellement et offrir des services en français et en anglais de qualité comparable

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Q16. **Quel âge avez-vous?**

de 56 à 65 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 5 : Blezard Valley, Val Caron, McCrea Heights, Guilletville

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 47

Se connecter: Anonymous

Répondu à: Sep 29, 2023 16:04:51 pm

Vu pour la dernière fois: Sep 29, 2023 16:04:51 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Oui
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 4
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Est-ce que cette même question est demandé aux anglophones pour l'anglais?

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Merci d'y penser.

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**Q16. Quel âge avez-vous?** de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?** Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 48

Se connecter: Anonymous

Répondu à: Oct 01, 2023 15:53:45 pm

Vu pour la dernière fois: Oct 01, 2023 15:53:45 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	3
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Oui
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	Non
Q12. <b>Veillez fournir des détails selon les besoins :</b>	

Il y a quelques années, j'avais assisté à une consultation sur les services d'incendie où il n'y avait rien en français (documents imprimés, affiches et communications verbales si je me rappelle bien). Lorsque j'ai posé une question en français, le personnel de la ville était carrément dépourvu. J'ai par la suite envoyé un courriel à la ville et on m'a répondu correctement mais je n'ai pas remarqué de véritable changement lorsque j'ai assisté à d'autres événements.

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

La ville et son personnel devrait faire de l'offre active des services en français et communiquer clairement aux citoyens qu'ils peuvent facilement obtenir des services en français de qualité sans délai (ce qui entre dans la définition en soi de l'offre active). La ville pourrait collaborer avec diverses organisations pour partager cette information aux citoyens (écoles francophones, centres de services aux citoyens, Acfo, médias francophones...)

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**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les programmes et services et que lorsque les gens essaient d'y accéder que cela soit fait sans délai (ex : 311, bibliothèques ou centres de services aux citoyens, services d'urgence, garderies, Manoir des pionniers, stationnement, arénas...)

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Il est absolument primordial que les services en français soient offerts selon le principe de l'offre active. Ce principe doit être enseigné aux employés de la ville par le biais d'une formation et de diverses méthodes de sensibilisation.

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 49

Se connecter: Anonymous

Répondu à: Oct 02, 2023 08:46:11 am

Vu pour la dernière fois: Oct 02, 2023 08:46:11 am

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Quelque peu
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Non
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	8
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Services aux enfants Centres de services aux citoyens (ce qui comprend les bibliothèques)
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 2 : Copper Cliff, Lively, Naughton, Whitefish, Beaver Lake

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 50

Se connecter: Anonymous

Répondu à: Oct 02, 2023 12:04:46 pm

Vu pour la

dernière fois:

Oct 02, 2023 12:04:46 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 7 : Capreol, Skead, Garson, Falconbridge

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Intimé Non: 51

Se connecter: Anonymous

Répondu à: Oct 02, 2023 12:28:09 pm

Vu pour la dernière fois: Oct 02, 2023 12:28:09 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Non
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	6
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu



Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les programmes, puisque la ville du Grand Sudbury est reconnue comme bilingue

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement? Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)

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Intimé Non: 52

Se connecter: Anonymous

Répondu à: Oct 04, 2023 08:24:22 am

Vu pour la dernière fois: Oct 04, 2023 08:24:22 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	9
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services de l'impôt
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tout les services

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 53

Se connecter: Anonymous

Répondu à: Oct 04, 2023 08:45:30 am

Vu pour la dernière fois: Oct 04, 2023 08:45:30 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Non
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	1
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Service 311 (téléphone, clavardage, courriel, portail) Services du greffier Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de l'impôt Services juridiques Planification et Développement Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Oui

Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** Non

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Q12. **Veillez fournir des détails selon les besoins :**

Ça a prend des mois à traiter une petite plainte

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Offre active

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Merci

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Q16. **Quel âge avez-vous?**

de 56 à 65 ans

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Q17. **Dans quel quartier habitez-vous présentement? Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 54

Se connecter: Anonymous

Répondu à: Oct 04, 2023 09:09:00 am

Vu pour la dernière fois: Oct 04, 2023 09:09:00 am

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Non
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Non
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	6
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Services aux enfants Communications et Engagement communautaire Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Initiatives environnementales (ce qui comprend Terre à cœur) Services de transport en commun (GOVA) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Oui
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	Oui

**Q12. Veuillez fournir des détails selon les besoins :**

J'avais informé l'ACFO du grand Sudbury que les communications en français du bureaux du maire venaient parfois quelques heures après celles en anglais. L'ACFO a assuré le suivi et la situation a été réglée dans les communication suivante. Ceci s'est produit en 2021 ou 2022, avec le maire précédent.

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**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Plus de publicité dans des endroits et médias utilisés par les francophones et offre active sur les lieux.

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**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Je suis journaliste et il est parfois difficile d'avoir des intervenants qui parlent français lorsqu'on veut parler à des chefs de départements ou des hauts responsables. Avoir des chefs d'équipes ou des cadres qui parlent français enverrait déjà un message de bilinguisme plus total à la ville. Je crois que tous les formulaires sont traduit, mais les employés ne sont pas toujours à l'aise d'utiliser les versions françaises. Il faut continuer l'éducation sur l'importance à offrir toute la suite de services en français. Presque tous les services devraient être offert en français; la difficulté et le défi est de faire connaitre qu'ils le sont.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement? Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 55

Se connecter: Anonymous

Répondu à: Oct 04, 2023 10:10:32 am

Vu pour la dernière fois: Oct 04, 2023 10:10:32 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 2
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services de construction  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)  
Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)  
Services d'eau et des eaux usées
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
-



**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services et programmes doivent être offert en FRANÇAIS!!!

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

La ville de Sudbury doit s'assurer d'embaucher des candidat/es qui sont totalement bilingues et NON SEULEMENT ANGLAIS!!! Nous payons assez d'impôt pour pouvoir se faire servir dans notre langue maternelle en FRANÇAIS!!!

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues

**Vous ne savez pas dans quel quartier vous**

Beatrice et Attlee)

**habitez? Consultez notre carte des quartiers.**

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Intimé Non: 56

Se connecter: Anonymous

Répondu à: Oct 04, 2023 11:37:52 am

Vu pour la dernière fois: Oct 04, 2023 11:37:52 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	8
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 7 : Capreol, Skead, Garson, Falconbridge

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 57

Se connecter: Anonymous

Répondu à: Oct 04, 2023 15:41:19 pm

Vu pour la dernière fois: Oct 04, 2023 15:41:19 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** La qualité du service ne m'a pas satisfait par le passé.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 36 à 45 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 58

Se connecter: Anonymous

Répondu à: Oct 04, 2023 16:10:23 pm

Vu pour la

dernière fois:

Oct 04, 2023 16:10:23 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	5
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

loisirs et services aux aînés

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 59

Se connecter: Anonymous

Répondu à: Oct 04, 2023 20:12:50 pm

Vu pour la dernière fois: Oct 04, 2023 20:12:50 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	5
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 60

Se connecter: Anonymous

Répondu à: Oct 05, 2023 09:41:15 am

Vu pour la dernière fois: Oct 05, 2023 09:41:15 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Non
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de partenaire ou d'intervenant communautaire
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	Oui
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	6
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Initiatives environnementales (ce qui comprend Terre à cœur) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Bureau du maire
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Les communications par la poste envoyées par la Ville sont traduites par un logiciel et ne semble pas réviser par les personnes. Ce qui fait en sorte que des erreurs sont souvent flagrante ex (May, 19th : Peut 19 au lieu de Mai, le 19)

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Q16. **Quel âge avez-vous?**

de 26 à 35 ans

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Q17. **Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

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Intimé Non: 61

Se connecter: Anonymous

Répondu à: Oct 05, 2023 09:56:54 am

Vu pour la dernière fois: Oct 05, 2023 09:56:54 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de partenaire ou d'intervenant communautaire
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	Oui
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de l'impôt Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées Bureau du maire
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Les relations avec les partenaires communautaires francophones. Notamment d'assurer une équipe en développement économique bilingue.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Mon expérience sur le terrain et que les services en français sont bons lorsqu'il est temps de desservir moi le citoyen (311, payer mes impôts foncier au comptoir, application Wastewise) mais que le tout est vraiment défaillant lorsqu'il est temps d'interagir avec l'administration municipale en tant que partenaire communautaire ou nous devons pratiquement toujours utiliser l'anglais. Il y a 1 ou 2 employés francophones ou partiellement francophones par département mais toute décision importante doit passer par des supérieurs anglophones unilingues. Il ne semble pas avoir d'espace de travail où un département entier est fonctionnel en français. Le français semble se limiter au service à la clientèle et à avoir des positions tokens ici et là dans les départements avec lesquels les partenaires interagissent.

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Q16. **Quel âge avez-vous?**

de 26 à 35 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 62

Se connecter: Anonymous

Répondu à: Oct 05, 2023 10:09:03 am

Vu pour la

dernière fois:

Oct 05, 2023 10:09:03 am

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	3
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Service 311 (téléphone, clavardage, courriel, portail) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services juridiques Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Bureau du maire
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu

Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?

pas répondu

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Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?

Développement économique

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Q15. Commentaires additionnels et rétroaction sur les services en français

Recruter plus d'agents bilingues.

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Q16. Quel âge avez-vous?

de 26 à 35 ans

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Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

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Intimé Non: 63

Se connecter: Anonymous

Répondu à: Oct 05, 2023 12:48:17 pm

Vu pour la dernière fois: Oct 05, 2023 12:48:17 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** pas répondu
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** pas répondu
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 64

Se connecter: Anonymous

Répondu à: Oct 05, 2023 12:52:07 pm

Vu pour la dernière fois: Oct 05, 2023 12:52:07 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Non
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	8
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services d'eau et des eaux usées
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 65

Se connecter: Anonymous

Répondu à: Oct 05, 2023 15:51:07 pm

Vu pour la dernière fois: Oct 05, 2023 15:51:07 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 4
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Service 311 (téléphone, clavardage, courriel, portail)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

J'aimerais vraiment que le français soit vivant dans les différents services de la ville. Il y a très peu d'employés francophones ou bilingues.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

J'aimerais qu'il ait un service ou un responsable francophone de l'immigration à la ville du Grand Sudbury

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 66

Se connecter: Anonymous

Répondu à: Oct 05, 2023 16:11:42 pm

Vu pour la dernière fois: Oct 05, 2023 16:11:42 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Oui
- 
- Q4. **Vous vous identifiez comme :** Francophile
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** La qualité du service ne m'a pas satisfait par le passé.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Les hôpitaux et clinique DOIVENT s'améliorer en français dans le cas des docteurs et infirmières. Les réceptionnistes sont souvent très bien en français, mais non les employés qui utilisent le langage médicaux

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Plusieurs informations partager dans les hôpitaux en formats papier ne sont pas partager dans les deux langues officielles

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 10 : centre-ville, région de l'ancien hôpital, de Lockerby et de Lo-Ellen

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 67

Se connecter: Anonymous

Répondu à: Oct 06, 2023 00:32:16 am

Vu pour la dernière fois: Oct 06, 2023 00:32:16 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de partenaire ou d'intervenant communautaire
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	Oui
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Communications et Engagement communautaire Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu



Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

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Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tourismes, loisirs et les intervenants de première ligne.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

de 46 à 55 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 68

Se connecter: Anonymous

Répondu à: Oct 06, 2023 08:54:12 am

Vu pour la dernière fois: Oct 06, 2023 08:54:12 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Non
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 36 à 45 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 69

Se connecter: Anonymous

Répondu à: Oct 06, 2023 09:22:39 am

Vu pour la dernière fois: Oct 06, 2023 09:22:39 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** La qualité du service ne m'a pas satisfait par le passé.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Bibliothèques avec plus de section francophone et des activités en français.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Encourager les médias à promouvoir les activités en français et encourager le feedback continu pour ajuster les services en fonction des besoins changeants de la communauté

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 70

Se connecter: Anonymous

Répondu à: Oct 06, 2023 09:01:50 am

Vu pour la

dernière fois:

Oct 06, 2023 09:01:50 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Oui
- 
- Q4. **Vous vous identifiez comme :** pas répondu
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 5
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Communications et Engagement communautaire  
Services sociaux / Services de logement
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

tous les services

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 12 : Moulin à fleur, Donovan, haute-ville, Nouveau-Sudbury (de Montrose jusqu'au chemin Barry Downe)

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Intimé Non: 71

Se connecter: Anonymous

Répondu à: Oct 06, 2023 11:45:16 am

Vu pour la dernière fois: Oct 06, 2023 11:45:16 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de partenaire ou d'intervenant communautaire
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** Non
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 72

Se connecter: Anonymous

Répondu à: Oct 06, 2023 15:44:57 pm

Vu pour la dernière fois: Oct 06, 2023 15:44:57 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de partenaire ou d'intervenant communautaire
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	Oui
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	4
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services de soins de longue durée (Manoir des pionniers) Bureau du maire
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services, et les services financés par la Ville. Le service policier, par exemple. Plus d'une fois, j'ai été refusé le service en français ou de la documentation en français.

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 26 à 35 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 73

Se connecter: Anonymous

Répondu à: Oct 07, 2023 21:36:12 pm

Vu pour la dernière fois: Oct 07, 2023 21:36:12 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	4
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Service 311 (téléphone, clavardage, courriel, portail) Planification et Développement Services de construction Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Accueil bilingue à l'hôtel de ville (services dans l'entrée); activités pour les familles en français

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Merci pour les services francophones au 311! Très pratique!

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 1 : Gatchell, secteur ouest, secteur sud (au nord du chemin Long Lake)

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Intimé Non: 74

Se connecter: Anonymous

Répondu à: Oct 08, 2023 19:15:50 pm

Vu pour la

dernière fois:

Oct 08, 2023 19:15:50 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	9
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Services aux enfants Centres de services aux citoyens (ce qui comprend les bibliothèques) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu

Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?

pas répondu

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Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?

s/o

---

Q15. Commentaires additionnels et rétroaction sur les services en français

s/o

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Q16. Quel âge avez-vous?

66 ans ou plus

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Q17. Dans quel quartier habitez-vous présentement?

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 75

Se connecter: Anonymous

Répondu à: Oct 09, 2023 14:54:26 pm

Vu pour la

dernière fois:

Oct 09, 2023 14:54:26 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de partenaire ou d'intervenant communautaire
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	Oui
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	4
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Communications et Engagement communautaire Services sociaux / Services de logement Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Les services juridiques Les services relatifs à l'emploi

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 18 à 25 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 8 : Nouveau-Sudbury (à l'est du chemin Barry Downe)

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 76

Se connecter: Anonymous

Répondu à: Oct 09, 2023 20:06:27 pm

Vu pour la

dernière fois:

Oct 09, 2023 20:06:27 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Oui
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Oui
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	10
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Jusqu'à date tout est bien

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Le service doit dépasser le oui ou non mais une compréhension de la situation et capacité de communiquer en profondeur. Ce ne sont pas tous les gens bilingues qui sont à la hauteur. Pouvez-vous avoir des niveaux de capacité et une formation pour atteindre le plus haut niveau?

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Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 77

Se connecter: Anonymous

Répondu à: Oct 10, 2023 10:28:19 am

Vu pour la dernière fois: Oct 10, 2023 10:28:19 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 5
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Service 311 (téléphone, clavardage, courriel, portail)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tout ce qui concerne la santé (clinique de vaccination...)

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Le service bilingue doit être disponible régulièrement... pas seulement une journée par semaine (car la personne ne travaille pas aujourd'hui...)

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 78

Se connecter: Anonymous

Répondu à: Oct 10, 2023 10:28:07 am

Vu pour la dernière fois: Oct 10, 2023 10:28:07 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Quelque peu
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 8
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Service 311 (téléphone, clavardage, courriel, portail)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 79

Se connecter: Anonymous

Répondu à: Oct 10, 2023 11:15:44 am

Vu pour la dernière fois: Oct 10, 2023 11:15:44 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	3
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Communications et Engagement communautaire Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de l'impôt Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Planification et Développement
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu



Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services devraient être offerts dans les deux langues officielles.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Il y a des avancées non négligeables au niveau de l'offre de services en français dans la communauté, mais étant un problème systémique au niveau de la municipalité, il serait judicieux de commencer par sensibiliser tous les personnels municipaux sur l'importance et l'intérêt d'offrir les services en français pour les résidents s'identifiant comme francophone, francophile... dans la communauté.

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Q16. **Quel âge avez-vous?**

de 26 à 35 ans

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 80

Se connecter: Anonymous

Répondu à: Oct 10, 2023 11:29:46 am

Vu pour la dernière fois: Oct 10, 2023 11:29:46 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	4
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu
Q13. <b>Comment pouvons-nous mieux informer la population que les services sont disponibles en français?</b>	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

Avoir plus de personnel qui peuvent répondre en français.

---

**Q16. Quel âge avez-vous?**

66 ans ou plus

---

**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 10 : centre-ville, région de l'ancien hôpital, de Lockerby et de Lo-Ellen

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Intimé Non: 81

Se connecter: Anonymous

Répondu à: Oct 10, 2023 13:37:45 pm

Vu pour la

dernière fois:

Oct 10, 2023 13:37:45 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Non
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	4
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Correspondence en français

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 82

Se connecter: Anonymous

Répondu à: Oct 10, 2023 14:44:52 pm

Vu pour la dernière fois: Oct 10, 2023 14:44:52 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Bilingue
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	5
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services aux enfants Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Services sociaux / Services de logement Services de l'impôt Initiatives environnementales (ce qui comprend Terre à cœur) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de construction Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

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Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

Q15. **Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 83

Se connecter: Anonymous

Répondu à: Oct 10, 2023 15:12:30 pm

Vu pour la dernière fois: Oct 10, 2023 15:12:30 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Non
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	2
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Développement économique (ce qui comprend Tourisme et Culture, et Immigration) Services de l'impôt Services de construction Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Oui



Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** Non

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Q12. **Veillez fournir des détails selon les besoins :**

Règlement de rénovation, demande de permis, inspection des travaux

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

Accueillir tous et chacun dans les 2 langues officielles, diriger les personnes à un.e employe.e francophone.

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services principalement ceux offerts aux enfants et aînés

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Merci d'y voir et de passer à l'action avec l'implémentation

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Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 84

Se connecter: Anonymous

Répondu à: Oct 10, 2023 15:34:48 pm

Vu pour la

dernière fois:

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Oui
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	5
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Quand l'affiche dit je parle français je m'attends qu'il ou qu'elle parle et comprend le français couramment

---

Q16. **Quel âge avez-vous?**

66 ans ou plus

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Q17. **Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 85

Se connecter: Anonymous

Répondu à: Oct 10, 2023 18:54:44 pm

Vu pour la dernière fois: Oct 10, 2023 18:54:44 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 4
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Services de l'impôt
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Partout dans les magasin, dans nos hopitaux , dans les pharmacies partout partout partout

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 86

Se connecter: Anonymous

Répondu à: Oct 10, 2023 22:34:34 pm

Vu pour la dernière fois: Oct 10, 2023 22:34:34 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 87

Se connecter: Anonymous

Répondu à: Oct 11, 2023 07:42:49 am

Vu pour la dernière fois: Oct 11, 2023 07:42:49 am

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 7
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** Centres de services aux citoyens (ce qui comprend les bibliothèques)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 6 : Hanmer, Val Thérèse

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 88

Se connecter: Anonymous

Répondu à: Oct 11, 2023 12:43:44 pm

Vu pour la dernière fois: Oct 11, 2023 12:43:44 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 3 : Chelmsford, Dowling, Onaping, Levack

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 89

Se connecter: Anonymous

Répondu à: Oct 11, 2023 14:57:10 pm

Vu pour la

dernière fois:

Oct 11, 2023 14:57:10 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Service 311 (téléphone, clavardage, courriel, portail) Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de transport en commun (GOVA) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non
Q11. <b>Le problème a-t-il été réglé rapidement et à votre satisfaction?</b>	pas répondu
Q12. <b>Veillez fournir des détails selon les besoins :</b>	pas répondu

Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?

pas répondu

---

Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?

Services paramédicaux les intervenants ne peuvent pas souvent s'exprimer en français

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Q15. Commentaires additionnels et rétroaction sur les services en français

pas répondu

---

Q16. Quel âge avez-vous?

66 ans ou plus

---

Q17. Dans quel quartier habitez-vous présentement?

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 90

Se connecter: Anonymous

Répondu à: Oct 11, 2023 18:46:58 pm

Vu pour la dernière fois: Oct 11, 2023 18:46:58 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Bilingue
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne savais pas que les services étaient disponibles en français
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
Facebook
-

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 91

Se connecter: Anonymous

Répondu à: Oct 12, 2023 20:02:19 pm

Vu pour la dernière fois: Oct 12, 2023 20:02:19 pm

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Non
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Non
- 
- Q7. **Pourquoi** Je ne veux pas obtenir le service en français.
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** pas répondu
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** pas répondu
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu
-



**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

---

**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

66 ans ou plus

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**Q17. Dans quel quartier habitez-vous présentement?**

Quartier 4 : Azilda, Elm-Ouest

**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 92

Se connecter: Anonymous

Répondu à: Oct 13, 2023 16:09:56 pm

Vu pour la dernière fois: Oct 13, 2023 16:09:56 pm

- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Non
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 7
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)** pas répondu
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu
- 
- Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu
- 
- Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

pas répondu

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

---

**Q16. Quel âge avez-vous?**

de 46 à 55 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 5 : Blezard Valley, Val Caron, McCrea Heights, Guilletville

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Intimé Non: 93

Se connecter: Anonymous

Répondu à: Oct 13, 2023 20:00:26 pm

Vu pour la dernière fois: Oct 13, 2023 20:00:26 pm

Q1. Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?	Non
Q2. À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?	À titre de résident
Q3. Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?	pas répondu
Q4. Vous vous identifiez comme :	Francophone
Q5. Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?	Non
Q6. Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?	Oui
Q7. Pourquoi	pas répondu
Q8. Veuillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)	3
Q9. Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)	Centres de services aux citoyens (ce qui comprend les bibliothèques) Services du greffier Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
Q10. Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?	Non
Q11. Le problème a-t-il été réglé rapidement et à votre satisfaction?	pas répondu
Q12. Veuillez fournir des détails selon les besoins :	pas répondu
Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?	pas répondu

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services

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**Q15. Commentaires additionnels et rétroaction sur les services en français**

pas répondu

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**Q16. Quel âge avez-vous?**

de 56 à 65 ans

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**Q17. Dans quel quartier habitez-vous présentement?  
Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

Quartier 11 : Lac Minnow, Nouveau-Sudbury (région des rues Beatrice et Attlee)

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Intimé Non: 94

Se connecter: Anonymous

Répondu à: Oct 15, 2023 07:15:41 am

Vu pour la dernière fois: Oct 15, 2023 07:15:41 am

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	8
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Centres de services aux citoyens (ce qui comprend les bibliothèques) Communications et Engagement communautaire Service 311 (téléphone, clavardage, courriel, portail) Services de l'impôt Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées Services de soins de longue durée (Manoir des pionniers)
Q10. <b>Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?</b>	Non

Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu

---

Q12. **Veillez fournir des détails selon les besoins :**  
pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**  
pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**  
pas répondu

---

Q15. **Commentaires additionnels et rétroaction sur les services en français**  
pas répondu

---

Q16. **Quel âge avez-vous?** de 56 à 65 ans

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Q17. **Dans quel quartier habitez-vous présentement?** Quartier 3 : Chelmsford, Dowling, Onaping, Levack  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**

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Intimé Non: 95

Se connecter: Anonymous

Répondu à: Oct 15, 2023 20:38:58 pm

Vu pour la dernière fois: Oct 15, 2023 20:38:58 pm

Q1. <b>Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?</b>	Quelque peu
Q2. <b>À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?</b>	À titre de résident
Q3. <b>Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?</b>	pas répondu
Q4. <b>Vous vous identifiez comme :</b>	Francophone
Q5. <b>Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?</b>	Oui
Q6. <b>Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?</b>	Oui
Q7. <b>Pourquoi</b>	pas répondu
Q8. <b>Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)</b>	7
Q9. <b>Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)</b>	Services de la sécurité organisationnelle et des règlements municipaux (ce qui comprend les Services de stationnement) Centres de services aux citoyens (ce qui comprend les bibliothèques) Service 311 (téléphone, clavardage, courriel, portail) Services de l'impôt Services d'urgence (ce qui comprend les Services d'incendie et les Services paramédicaux) Services de construction Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives) Services environnementaux (ce qui comprend les déchets, le recyclage et les sites d'enfouissement) Services d'eau et des eaux usées Services de soins de longue durée (Manoir des pionniers) Bureau du maire



Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Non

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Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** pas répondu

---

Q12. **Veillez fournir des détails selon les besoins :**

pas répondu

---

Q13. **Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

pas répondu

---

Q14. **Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

N'importe quelle situation où quelqu'un peut être stressé. Le stress empêche de comprendre une langue secondaire.

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Q15. **Commentaires additionnels et rétroaction sur les services en français**

Tous les services où il y a des options francophones se doivent d'avoir des travailleurs qui parlent français. Sinon, les enfants ne se sentent pas compris ou inclus.

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Q16. **Quel âge avez-vous?** de 36 à 45 ans

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Q17. **Dans quel quartier habitez-vous présentement? Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.** Quartier 9 : Coniston, Wahnapiatae, Wanup, secteur sud (au sud du chemin Long Lake)

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Intimé Non: 96

Se connecter: Anonymous

Répondu à: Oct 19, 2023 10:28:44 am

Vu pour la dernière fois: Oct 19, 2023 10:28:44 am

- 
- Q1. **Connaissez-vous la Politique sur les services en français de la Ville du Grand Sudbury?** Oui
- 
- Q2. **À quel titre communiquez-vous le plus couramment avec la Ville du Grand Sudbury?** À titre de résident
- 
- Q3. **Travaillez-vous et communiquez-vous généralement en français avec d'autres partenaires communautaires?** pas répondu
- 
- Q4. **Vous vous identifiez comme :** Francophone
- 
- Q5. **Demandez-vous toujours des services en français dans le cadre de vos activités quotidiennes (p. ex., lorsque vous faites des achats, lorsque vous appelez une ligne de service à la clientèle, etc.)?** Oui
- 
- Q6. **Demandez-vous habituellement des services en français de la part de la Ville du Grand Sudbury?** Oui
- 
- Q7. **Pourquoi** pas répondu
- 
- Q8. **Veillez évaluer votre expérience à obtenir des services en français (le 10 étant excellente et le 1 étant très insatisfaisante)** 4
- 
- Q9. **Quels services demandez-vous et avec quels services communiquez-vous le plus couramment en français? (Choisissez toutes les réponses qui s'appliquent.)**  
Services aux enfants  
Centres de services aux citoyens (ce qui comprend les bibliothèques)  
Service 311 (téléphone, clavardage, courriel, portail)  
Services de loisirs (ce qui comprend les parcs, les arénas, les programmes et les installations récréatives)
- 
- Q10. **Avez-vous déjà déposé une plainte, formelle ou informelle, relativement aux services municipaux que vous avez reçus en français?** Oui
- 
- Q11. **Le problème a-t-il été réglé rapidement et à votre satisfaction?** Non
-

**Q12. Veuillez fournir des détails selon les besoins :**

En mai 2023, je me suis plaint au sujet de manque de groupe en français au camp Sudaca. J'ai reçu une réponse, mais aucun suivi par la suite. La solution offerte fut les programmes de terrain de jeux de quartier à Chelmsford, Hanmer ou Nouveau Sudbury. Je n'habite pas dans ces quartiers, donc ce n'est pas une solution pour moi. De plus, on m'a demandé si j'aimerais qu'un membre du personnel des services aux Loisir me contacte. J'ai répondu oui, par contre personne m'a contacté.

**Q13. Comment pouvons-nous mieux informer la population que les services sont disponibles en français?**

J'habite au sud de la ville, et ce n'est pas évident qu'il y a des services en français. On ne m'adresse rarement ou jamais avec une salutation bilingue comme "Hello, bonjour". J'adresse les employées de la ville en français (souvent à la bibliothèque du sud), et je me trouve souvent à avoir à me répéter parce qu'ils ou elles ne parlent pas français. Il faut commencer par offrir des services en français avant qu'on puisse informer la population que ces services existent. Il faut offrir des services en français partout dans la ville, les francophones n'habitent pas seulement à Chelmsford, Hanmer et au Moulin à fleur.

**Q14. Quels services ou programmes aimeriez-vous que nous offrions en français ou que nous offrions plus souvent en français?**

Tous les services dans toute la ville devraient être offerts en français. En particulier, tous les programmes pour les enfants – dans tous les quartiers de la ville. Voici les services en particulier qui ont manqué à ma famille: -cours de natation aux piscines (lorsque je faisais mes recherches, les cours en français furent seulement à Valley East et Nouveau Sudbury) - services et activités pour enfants à la bibliothèque -camp d'été (de terrain de jeux et Sudaca) partout dans la ville. En 2023, le programme de terrain de jeux de quartier le plus près de chez moi (Algonquin) fut seulement offert en anglais. Le résultat fut que j'ai inscrit mes enfants à des cours de natation et des camps d'été ailleurs (pas administré par la ville). Lorsque nous allons à la bibliothèque municipale il y a souvent aucune interaction avec le personnel (on utilise le kiosque à libre-service pour emprunter des livres) – parce que je ne trouve jamais (ou presque jamais) quelqu'un qui parle français. C'est dommage pour mes enfants de ne pas pouvoir participer aux activités ou événements (je n'ai jamais remarqué des activités offertes en français à la bibliothèque du sud). Et de ne pas pouvoir demander des conseils pour des livres à lire.

**Q15. Commentaires additionnels et rétroaction sur les services en français**

Les francophones ne devaient pas être limités à Chelmsford, Hanmer et le moulin à fleur pour recevoir les services en français. Le service en français devrait être uniforme et compréhensif dans toute la ville.

**Q16. Quel âge avez-vous?** de 26 à 35 ans

**Q17. Dans quel quartier habitez-vous présentement?** Quartier 10 : centre-ville, région de l'ancien hôpital, de Lockerby et de Lo-Ellen  
**Vous ne savez pas dans quel quartier vous habitez? Consultez notre carte des quartiers.**



# Survey Responses

01 September 2023 - 20 October 2023

## Staff Survey

# Over To You Greater Sudbury

Project: French Services



VISITORS					
196					
CONTRIBUTORS			RESPONSES		
153			153		
0	0	153	0	0	153
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous



**Respondent No:** 1  
**Login:** Anonymous

**Responded At:** Sep 22, 2023 19:54:11 pm  
**Last Seen:** Sep 22, 2023 19:54:11 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Bilingual greeting, email signatures and voicemail messages
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Handled by french speaking staff members
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Linear Infrastructure Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	based on the job duties
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	No
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	Externally- contract testing to an external company
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	have all departments comply
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	Provide a premium to staff capable of speaking french to recognize it as an additional skill and asset.
Q22. <b>Other comments</b>	Environmental Services was missing from your list of sections



**Respondent No:** 2

**Login:** Anonymous

**Responded At:** Sep 24, 2023 17:38:39 pm

**Last Seen:** Sep 24, 2023 17:38:39 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	
If an English speaking employee receives a request for French speaking, the English will ask a French speaking employee to help the customer.	
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered



Q15. <b>What section do you work in?</b>	Housing Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	Externally- contract testing to an external company
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 3

**Login:** Anonymous

**Responded At:** Sep 24, 2023 22:12:56 pm

**Last Seen:** Sep 24, 2023 22:12:56 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	Internal facing only. Not applicable.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Information Technology

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	My staff are internal facing only. We have no requirement for french.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 4

**Login:** Anonymous

**Responded At:** Sep 25, 2023 06:47:34 am

**Last Seen:** Sep 25, 2023 06:47:34 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	Send correspondence to communications for translation
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Linear Infrastructure Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 5

**Login:** Anonymous

**Responded At:** Sep 25, 2023 07:21:42 am

**Last Seen:** Sep 25, 2023 07:21:42 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

No

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

No

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Q22. Other comments not answered

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**Respondent No:** 6

**Login:** Anonymous

**Responded At:** Sep 25, 2023 08:07:25 am

**Last Seen:** Sep 25, 2023 08:07:25 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered



Q15. What section do you work in?	Social Services and Children Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 7

**Login:** Anonymous

**Responded At:** Sep 25, 2023 08:42:36 am

**Last Seen:** Sep 25, 2023 08:42:36 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 8

**Login:** Anonymous

**Responded At:** Sep 25, 2023 08:42:46 am

**Last Seen:** Sep 25, 2023 08:42:46 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 9

**Login:** Anonymous

**Responded At:** Sep 25, 2023 09:29:07 am

**Last Seen:** Sep 25, 2023 09:29:07 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Economic Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 10

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:50:32 am

**Last Seen:** Sep 25, 2023 11:50:32 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 11

**Login:** Anonymous

**Responded At:** Sep 25, 2023 11:51:59 am

**Last Seen:** Sep 25, 2023 11:51:59 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Social Services and Children Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 12

**Login:** Anonymous

**Responded At:** Sep 25, 2023 13:54:48 pm

**Last Seen:** Sep 25, 2023 13:54:48 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	Via French incoming calls, French-speaking clients at Reception
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 13

**Login:** Anonymous

**Responded At:** Sep 25, 2023 14:09:54 pm

**Last Seen:** Sep 25, 2023 14:09:54 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Monthly

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 14

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:02:49 pm

**Last Seen:** Sep 25, 2023 15:02:49 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	not answered



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Identify list of French speaking staff in each department and share.

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Q22. Other comments not answered

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**Respondent No:** 15

**Login:** Anonymous

**Responded At:** Sep 25, 2023 15:21:17 pm

**Last Seen:** Sep 25, 2023 15:21:17 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Transit Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 16

**Login:** Anonymous

**Responded At:** Sep 25, 2023 21:39:01 pm

**Last Seen:** Sep 25, 2023 21:39:01 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	emergency services
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	emergency services
Q11. What type of request do you receive?	<b>Other (please specify)</b> clients ask if I speak french
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Paramedic Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

mandatory bilingualism

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

mandatory bilingualism

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Q22. Other comments not answered

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**Respondent No:** 17

**Login:** Anonymous

**Responded At:** Sep 25, 2023 21:37:09 pm

**Last Seen:** Sep 25, 2023 21:37:09 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	Reach out to French speaking colleague or coms dept
Q11. What type of request do you receive?	email/ phone call Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Monthly
Q15. What section do you work in?	Social Services and Children Services

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	Google translate? Designated French speaking staff to each dept
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 18

**Login:** Anonymous

**Responded At:** Sep 25, 2023 21:43:37 pm

**Last Seen:** Sep 25, 2023 21:43:37 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Communications and Community Engagement



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 19

**Login:** Anonymous

**Responded At:** Sep 25, 2023 21:54:57 pm

**Last Seen:** Sep 25, 2023 21:54:57 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	We attempt but we are mostly an emergency service. CP we try to honour the requests
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Paramedic Services

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	I have yet to make that decision
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	<b>Other (please specify)</b> Just short listing points
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	Better identification
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	Designated francophones
Q22. Other comments	not answered



**Respondent No:** 20

**Login:** Anonymous

**Responded At:** Sep 25, 2023 22:15:55 pm

**Last Seen:** Sep 25, 2023 22:15:55 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 21

**Login:** Anonymous

**Responded At:** Sep 25, 2023 23:29:47 pm

**Last Seen:** Sep 25, 2023 23:29:47 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Corporate Security and By-Law Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 22

**Login:** Anonymous

**Responded At:** Sep 26, 2023 05:15:45 am

**Last Seen:** Sep 26, 2023 05:15:45 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Economic Development



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Hire more black lingual and French speaking community members as employees. Diversity is lacking overall and the corporate culture doesn't support it.

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 23

**Login:** Anonymous

**Responded At:** Sep 26, 2023 06:56:54 am

**Last Seen:** Sep 26, 2023 06:56:54 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	work remotely
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	we do not directly serve public
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 24

**Login:** Anonymous

**Responded At:** Sep 26, 2023 07:06:12 am

**Last Seen:** Sep 26, 2023 07:06:12 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	where I have my signature, I identify my department in French and in English
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	If I see they have a strong French accent, I change my conversation to French
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

Every department should have someone that speaks both official languages. Even our colleagues could find it easier to communicate in their official language and we should be able to help.

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

Rather, when the opportunity allows you should hire a bilingual employee.

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Q22. **Other comments** not answered

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**Respondent No:** 25

**Login:** Anonymous

**Responded At:** Sep 26, 2023 07:54:58 am

**Last Seen:** Sep 26, 2023 07:54:58 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	our logo is in both french and english
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	<p>a few staff who are more fluent in french will take on the role to support the request. French language has many different forms and we have noticed over the years that the french language speaking clients have different versions of french depending where they originate from and even our french speaking staff have difficulties communicating with them fully.</p>
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>Depending on the position, some positions who work directly daily with clients/citizens over the phone or in person should have at least 1 or 2 of those positions in each department as designated french language positions and have a different rate of pay for them. Many french speaking staff don't volunteer to help and its always the same staff that take on this role. If there was a designated position with a higher pay then that person would be expected to speak in french to clients.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>different pay for certain positions that are deemed french speaking positions however there would have to be a test to ensure the level of french speaking skills is available.</p>
Q22. <b>Other comments</b>	not answered



**Respondent No:** 26

**Login:** Anonymous

**Responded At:** Sep 26, 2023 07:49:19 am

**Last Seen:** Sep 26, 2023 07:49:19 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	signs, webpage
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	na
Q11. What type of request do you receive?	<b>Other (please specify)</b> na
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Water/ Wastewater



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 27

**Login:** Anonymous

**Responded At:** Sep 26, 2023 07:52:46 am

**Last Seen:** Sep 26, 2023 07:52:46 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call <b>Other (please specify)</b> From my supervisor
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Planning and Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	Offer conversational French for free for staff that do not have french as a second language that is not run through Boreal in the evenings....offer it at lunch or online.
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	Offer conversational French for free for staff that do not have french as a second language that is not run through Boreal in the evenings....offer it at lunch or online.
Q22. <b>Other comments</b>	not answered



**Respondent No:** 28

**Login:** Anonymous

**Responded At:** Sep 26, 2023 07:57:54 am

**Last Seen:** Sep 26, 2023 07:57:54 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Front counter
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	Required by the Ministry who funds us to be FLS compliant in hiring and service support
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	Yes
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	Internally- you or your department have developed testing relevant to the work
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	Celebrate key days and bring awareness, ensure percentage of core services are delivered in French, name tags to identify French in public places
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	% of positions being designated,.French improvement and learning classes are offered and prioritized, French active offers at meetings if available, committee and a activities for French staff
Q22. <b>Other comments</b>	not answered



**Respondent No:** 29

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:09:26 am

**Last Seen:** Sep 26, 2023 08:09:26 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	There is no need.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	Externally- contract testing to an external company
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	<p>Stop requiring so many staff to speak French, it's prohibitive and ignores the changing demographic of our city. If someone wishes to be served exclusively in French, consider putting them in a queue, with a call back when someone speaks French is available. This would not hinder the hiring process, which disables service to be offered at all, but ensures the residents who will only receive service in French are also addressed.</p>
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	<p>Offer free French lessons.</p>
Q22. Other comments	not answered



**Respondent No:** 30

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:11:51 am

**Last Seen:** Sep 26, 2023 08:11:51 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request: Find a co-worker who speaks french	
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Engineering Services



Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

I think our services meet or exceed the needs of our French/Bilingual community members.

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

I think our services meet or exceed the needs of our French/Bilingual community members.

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Q22. **Other comments** not answered

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**Respondent No:** 31

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:14:54 am

**Last Seen:** Sep 26, 2023 08:14:54 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Legal and Clerk's Services

Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

not answered

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

Offer incentives for French Language education, or offer in house classes.

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Q22. **Other comments** not answered

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**Respondent No:** 32

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:37:36 am

**Last Seen:** Sep 26, 2023 08:37:36 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Bilinguals service should be considered in most department
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	only if we need to deal with the public, not often.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	<b>Other (please specify)</b> We don't have a request for any testing.
<b>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>  Talk to Yourself in French. Turn On the French Subtitles. Watch French movies and TV shows with the French subtitles on. Join a French Conversation Group. Practice speaking French regularly by joining a conversation group.	
<b>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>  You can help your bilingual colleagues by offering them opportunities for training, development, and feedback. You can also provide them with access to tools and materials that can facilitate their bilingual communication	
<b>Q22. Other comments</b>	If French will be part of the Sudbury services, then it need to use more at work. I see a lot of French speaking staff and they don't use there language. It should start from our HR department and ELT Leaders by example.



**Respondent No:** 33

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:22:54 am

**Last Seen:** Sep 26, 2023 08:22:54 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Social Services and Children Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

the workers that provide it could have it identified in their email signature so that we as staff start to learn 'who' we can refer people to

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Q22. Other comments not answered

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**Respondent No:** 34

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:36:12 am

**Last Seen:** Sep 26, 2023 08:36:12 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Inconsistently!
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	We work with the staff comfortable in French to either develop a written response or reach out to support the inquiry.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year



Q15. <b>What section do you work in?</b>	Economic Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	Working with Communications and HR
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	Internally- you or your department have developed testing relevant to the work
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	Consistent support for those who are comfortable providing service in French.
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	Better and more explicit support for employees to learn and strengthen and practice French language skills. Perhaps support for programs like Duolingo.
Q22. <b>Other comments</b>	not answered



**Respondent No:** 35

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:37:30 am

**Last Seen:** Sep 26, 2023 08:37:30 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Signage
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	I speak French and I respond immediately
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Long-Term Care (Pioneer Manor)

Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

Have everything translated ahead of time instead of waiting for a complaint. Offer a bilingual bonus to French speaking employees like the Government of Canada does.

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

Offer a bilingual bonus to French speaking employees like the Government of Canada does. Offer courses and designate French language positions.

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Q22. **Other comments** not answered

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**Respondent No:** 36

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:42:57 am

**Last Seen:** Sep 26, 2023 08:42:57 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	The first page of our application states "Disponible en français". All our forms are available in both languages.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	All our front line staff are bilingual.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. What section do you work in?	Housing Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 37

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:45:23 am

**Last Seen:** Sep 26, 2023 08:45:23 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	not answered
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. **What section do you work in?** not answered

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Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

Lapel pins, or maybe franco-ontarian flag/other way to show on ID cards that the employee speaks French.

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

not answered

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Q22. **Other comments** not answered

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**Respondent No:** 38

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:45:10 am

**Last Seen:** Sep 26, 2023 08:45:10 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	not answered



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 39

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:50:38 am

**Last Seen:** Sep 26, 2023 08:50:38 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	signs and email message
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	Has never been requested
Q11. What type of request do you receive?	<b>Other (please specify)</b> NA
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	Based on requirements in our business operations
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	Other (please specify) NA
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?  Provide multi language supports to this diverse cultural community.	
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?  There is simple and easy software used to translate to ANY language can be used on phone or on email or documents.	
Q22. Other comments	Be fair and inclusive to all the new comers to this community.



**Respondent No:** 40

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:47:44 am

**Last Seen:** Sep 26, 2023 08:47:44 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	posters and desk cards
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	staff who speak French are supportive in translation or providing intervention.
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Long-Term Care (Pioneer Manor)

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	If not already identified, it is driven by who the customer is of the position (internal or external) and the interaction with the public.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	Internally- you or your department have developed testing relevant to the work
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 41

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:46:20 am

**Last Seen:** Sep 26, 2023 08:46:20 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Not very competent
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 42

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:48:10 am

**Last Seen:** Sep 26, 2023 08:48:10 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	As a translator for other areas of work besides my own.
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Planning and Development



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

French language training for employees

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

French language training

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Q22. Other comments not answered

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**Respondent No:** 43

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:51:22 am

**Last Seen:** Sep 26, 2023 08:51:22 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Colleagues contact me to take part of the conversation with the citizen.
Q11. What type of request do you receive?	email/ phone call Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Information Technology

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 44

**Login:** Anonymous

**Responded At:** Sep 26, 2023 08:55:58 am

**Last Seen:** Sep 26, 2023 08:55:58 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Finance, Assets and Fleet Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 45

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:09:20 am

**Last Seen:** Sep 26, 2023 09:09:20 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Voicemail of French speaking staff is bilingual and so are forms
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Call or appointments with Francophones are directed to French speaking staff. For written correspondence, a translator is used.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Legal and Clerk's Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>Establish testing requirements that would allow Francophones who pass the testing to write their own correspondence. This would remove the delay incurred by having to use a translator.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 46

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:10:32 am

**Last Seen:** Sep 26, 2023 09:10:32 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
When a client approaches the front counter, my co-workers or supervisor will ask me to assist the client, as I am the only one in the office that can speak French fluently.	
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Fire Services



Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

-Consider fluent French a more important asset when hiring -Help residents easily identify French-speaking staff

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

-Offer French courses/LMS modules of varying skill degrees (beginner French for non-speakers, refreshers for bilingual staff/intermediate speakers) -Encourage staff to self-identify themselves as French-speaking to their team members, so everyone is aware of who can assist non-French staff

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Q22. **Other comments** not answered

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**Respondent No:** 47

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:28:57 am

**Last Seen:** Sep 26, 2023 09:28:57 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	
I have not had the opportunity to process any French requests to date.	
Q11. What type of request do you receive?	<b>Other (please specify)</b> N/A
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Ensuring a balance of designated position vs non designated positions. A certain percentage of staff should be able to assist should a service recipient require French language services.

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

I believe that training/refreshers could be helpful for French speaking staff and/or written if applicable to their position. If the staff is required to write, providing tools (i.e., Antidote) could be beneficial. I think providing staff that speak English with basic phrases in French to communicate to service recipients: 1) That they do not speak French but will find someone to communicate with them. 2) Having the information with them to contact someone who speaks French so that the service recipient can get the message in a timely fashion. (i.e., door to door information regarding water being shut off)

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Q22. Other comments

Although many of the francophone residents in our City are bilingual, it is important to remember that many newcomers in Sudbury may not speak any English at all.

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**Respondent No:** 48

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:31:45 am

**Last Seen:** Sep 26, 2023 09:31:45 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	I am the only french speaking person in my section, I do my best to translate for my co-workers if needed.
Q11. What type of request do you receive?	email/ phone call <b>Other (please specify)</b> the odd written letters
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Legal and Clerk's Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	no
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	no
Q22. Other comments	no



**Respondent No:** 49

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:33:21 am

**Last Seen:** Sep 26, 2023 09:33:21 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 50

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:36:54 am

**Last Seen:** Sep 26, 2023 09:36:54 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Linear Infrastructure Services



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Training/Courses

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Training/Courses

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Q22. Other comments not answered

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**Respondent No:** 51

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:40:51 am

**Last Seen:** Sep 26, 2023 09:40:51 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	not answered
Q7. If yes, please provide details on how this is displayed.	posters and flyers posted
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	
When answering the calls that come to the department I ensure to say "bonjour" so the caller is aware that the person on the other end of the phone is French speaking.	
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>Have bi-lingual workers available to communicate with the clients in French, have French communication displayed for clients.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>provide a document with regularly used words specific to their job in the instances that the words are not familiar to a new staff member or as a reminder for long-time staff.</p>
Q22. <b>Other comments</b>	not answered



**Respondent No:** 52

**Login:** Anonymous

**Responded At:** Sep 26, 2023 10:38:04 am

**Last Seen:** Sep 26, 2023 10:38:04 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	If a staff speaks with residents regularly or there should be one French speaking employee in each section.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	Internally- you or your department have developed testing relevant to the work
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 53

**Login:** Anonymous

**Responded At:** Sep 26, 2023 09:46:39 am

**Last Seen:** Sep 26, 2023 09:46:39 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	I am WFH
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Social Services and Children Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 54

**Login:** Anonymous

**Responded At:** Sep 26, 2023 10:00:08 am

**Last Seen:** Sep 26, 2023 10:00:08 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	I respond in French, usually verbal (call) or via email.
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Communications and Community Engagement



Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

I believe creating materials for information purposes in both languages is important, however if we are advertising a particular activity that is not delivered in French ie (swimming lessons) I don't feel that the information should require translation. It can be misleading if the services are not offered in that language. Ideally there would be one document and within we could indicate the language the service is being offered in that language if French.

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

not answered

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Q22. **Other comments** not answered

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**Respondent No:** 55

**Login:** Anonymous

**Responded At:** Sep 26, 2023 10:15:46 am

**Last Seen:** Sep 26, 2023 10:15:46 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 56

**Login:** Anonymous

**Responded At:** Sep 26, 2023 10:12:04 am

**Last Seen:** Sep 26, 2023 10:12:04 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Pamphlets and some communication are bilingual. It's a very passive method.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	<p>This occurs almost daily, however it's because I actively offer it (important in healthcare delivery) when noticing information that the person may speak French (name, accent, heard speaking French, French-language materials in the residence, etc..) rather than wait for the request to be made. I ask "Préférez-vous en français or do you prefer in English?". If they reply with "French" or "doesn't matter", then the interaction occurs in French for the former and a mix of both for the latter depending on the particularities. Our System Status Plan allows for non-francophone/francophile paramedics to request the presence of a French-speaking colleague rather than rely on a translation service, however I do not believe that it is well known amongst the staff and am not aware of such requests being made in the past.</p>
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes

Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Paramedic Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
<b>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>The City ought to be more proactive about the fact that services are available in French, and can't rely on passive measures to ensure that the message is delivered to citizens and visitors. A simple "Bonjour" at the end of an English greeting or the "Bonjour" pin likely go unnoticed or have an unknown significance unless one is already aware of how the availability of French language service is communication. I would encourage the City to ensure that French has a greater presence in the public space, even if gestures are symbolic. For example, half of city owned vehicles could sport the French version of our license plate, which is of no additional cost. Certain words could be stylised to be bilingual, like Paramedic/Paramédic with a flat line above the "e" to represent the accent aigu like on Ottawa ambulance or have one side of the ambulance read "Paramedic" and the other "Paramédic" like North Bay's new vehicle livery. Ensure consistency in the use of French and in a manner that would allow residents to be confident in the ability of the City to offer quality French language services. Wearing my citizen hat for this following comment, I sometimes wonder if the presence of French isn't just a token gesture as it does not seem to be taken seriously at times. For example, following the construction of the roundabout at Collège Boréal, there is one sign that reads "Collège Boréal" and another with "College Boreal" where all accents are absent. I can also add the sign in Azilda on eastbound MR 35 where the signage that says "Cyclists yield to car" reads "Cyclists yield worm cars" in French. These are but two examples. Wearing my employee hat, we had signs affixed to the back door of our ambulances detailing our workplace violence policy, in English and in French. The French text had multiple errors, some of very basic grammar, such as a plural adjective preceding a singular noun. Despite bringing this to the attention of a supervisor, who took my concern seriously and was genuinely attempting to have the issue rectified, it took more than 18 months for the signs to be replaced. And even then, there remain a few errors. At first I felt that this was portraying the City in a negative light, especially with the francophone and francophile population, and then I became discouraged that those responsible didn't seem to take this seriously.</p>
<b>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	Not at this time.
<b>Q22. Other comments</b>	Please allow francophone/francophile staff the opportunity, by policy, to work in French as well as allowing them, by policy, to write documents in French rather than in English then pay for translation.



**Respondent No:** 57

**Login:** Anonymous

**Responded At:** Sep 26, 2023 11:49:40 am

**Last Seen:** Sep 26, 2023 11:49:40 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	all our external work is produced in both languages
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	<p>We work with certified translators to support departments with translations for correspondences with residents and partners. I also talk to French media outlets in French and respond to emails in French when they reach out in French. We try to coordinate French speaking interviews when possible.</p>
Q11. What type of request do you receive?	email/ phone call Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year

Q15. <b>What section do you work in?</b>	Communications and Community Engagement
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>promote the city as bilingual through Tourism and Culture outlets and encourage all levels of French to be spoken amongst staff.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>provide opportunities to practise and improve skills. Create some incentive programs to encourage professional development.</p>
Q22. <b>Other comments</b>	not answered



**Respondent No:** 58

**Login:** Anonymous

**Responded At:** Sep 26, 2023 12:04:43 pm

**Last Seen:** Sep 26, 2023 12:04:43 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Respond to CRM requests
Q11. What type of request do you receive?	email/ phone call Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Infrastructure Capital Planning



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Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	I just started in this role, so I am not sure.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	<b>Other (please specify)</b> I am unsure.
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered

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**Respondent No:** 59

**Login:** Anonymous

**Responded At:** Sep 26, 2023 12:25:55 pm

**Last Seen:** Sep 26, 2023 12:25:55 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Libraries and Citizen Service Centres

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 60

**Login:** Anonymous

**Responded At:** Sep 26, 2023 13:26:23 pm

**Last Seen:** Sep 26, 2023 13:26:23 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Sign on counter
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	Defendants either filing or paying ticket at the counter at the Court House
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Legal and Clerk's Services

<b>Q16. Do you identify as a Hiring Manager in your current role?</b>	No
<b>Q17. How do you currently determine if a job should have French language competencies?</b>	not answered
<b>Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
<b>Q19. How do you currently assess the French language competencies of prospective candidates?</b>	not answered
<b>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	Maybe wear a badge or pin that says you are bilingual
<b>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
<b>Q22. Other comments</b>	not answered



**Respondent No:** 61

**Login:** Anonymous

**Responded At:** Sep 26, 2023 13:56:45 pm

**Last Seen:** Sep 26, 2023 13:56:45 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Chemical delivery drivers are sometimes almost completely French speaking.
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Treatment and Compliance

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 62

**Login:** Anonymous

**Responded At:** Sep 26, 2023 14:10:26 pm

**Last Seen:** Sep 26, 2023 14:10:26 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
We provide a French-speaking staff member to communicate with the resident/media. If one is not available (the only person/people knowledgeable enough is English) we will offer the English-speaking staff member to address the concern.	
Q11. What type of request do you receive?	Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Communications and Community Engagement



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 63

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:28:37 pm

**Last Seen:** Sep 26, 2023 16:28:37 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	
We try to find staff members who can provide French language interviews, but sometimes the subject matter expert may be unable to provide the interview in French.	
Q11. What type of request do you receive?	Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 64

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:08:38 pm

**Last Seen:** Sep 26, 2023 16:08:38 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. What section do you work in?	Economic Development
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 65

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:14:15 pm

**Last Seen:** Sep 26, 2023 16:14:15 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	NAME TAGS
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Long-Term Care (Pioneer Manor)

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 66

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:16:30 pm

**Last Seen:** Sep 26, 2023 16:16:30 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	N/A
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Infrastructure Capital Planning



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 67

**Login:** Anonymous

**Responded At:** Sep 26, 2023 16:40:53 pm

**Last Seen:** Sep 26, 2023 16:40:53 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	We have a French queue for 311. I haven't notice if any others as I just started working for the City
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	We assist French speaking citizen's by addressing their issues and/or concern by speaking French to them.
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	Hire more Bilingual speaking individuals. Offer seminars, information sessions in French and English so bilingual sessions.
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	Have employees do professional development by attending multiple French learning programs, help support staff by helping with the cost for them to do French as a second language education.
Q22. Other comments	not answered



**Respondent No:** 68

**Login:** Anonymous

**Responded At:** Sep 26, 2023 17:26:44 pm

**Last Seen:** Sep 26, 2023 17:26:44 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	All signage and forms are available in both French and English
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	Residents can call, send email or speak in French at customer service counter. The receptionist is fully bilingual and there is sufficient staff in all areas to converse in French and understand residents needs.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Housing Services
Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	Send applicant for testing through HR
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	Externally- contract testing to an external company
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	I think the service provided is sufficient to meet resident needs.
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 69

**Login:** Anonymous

**Responded At:** Sep 26, 2023 20:50:52 pm

**Last Seen:** Sep 26, 2023 20:50:52 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	All signage is bilingual and Registry staff identify themselves as French speaking.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Housing Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 70

**Login:** Anonymous

**Responded At:** Sep 27, 2023 09:00:51 am

**Last Seen:** Sep 27, 2023 09:00:51 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Asking a colleague for help, or using the city translation service
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Planning and Development



Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

If the City offered us courses/resources for learning French, I would use them to improve my skills.

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Q22. Other comments not answered

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**Respondent No:** 71

**Login:** Anonymous

**Responded At:** Sep 27, 2023 10:11:49 am

**Last Seen:** Sep 27, 2023 10:11:49 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
It is very rare that a need arises for me to speak French at work. Typically I get requests to help other departments who happen to not have a French-speaking person available to help with a request.	
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Information Technology

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	If there is a need for French to be used at any point with a resident, where I do not have an alternative available other than hiring a French speaking staff person.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	Internally- you or your department have developed testing relevant to the work
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	<p>I feel that the money spent on translations for text that is only viewed in French a few times is significant. What if we added more exceptions for translations (in addition to technical documents), and then used that money to hire someone who is dedicated to investigating and improving access to FLS? They may even be able to assist with some smaller translations. I think this would be a cost neutral change that would improve French services overall. For example, I once remember a 60 page strategy document getting translated at significant cost. The program the strategy applied to was cancelled within a year.</p>
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	<p>Provide staff with free access to French books and movies and promote one every couple weeks in CAO email to encourage people to keep their skills relevant and stay comfortable speaking French.</p>
Q22. Other comments	not answered



**Respondent No:** 72

**Login:** Anonymous

**Responded At:** Sep 27, 2023 10:13:22 am

**Last Seen:** Sep 27, 2023 10:13:22 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Engineering Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 73

**Login:** Anonymous

**Responded At:** Sep 27, 2023 11:08:58 am

**Last Seen:** Sep 27, 2023 11:08:58 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	services de planification
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Weekly
Q15. What section do you work in?	Planning and Development

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	je suis tres alaise de parler en francais
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 74

**Login:** Anonymous

**Responded At:** Sep 27, 2023 14:39:07 pm

**Last Seen:** Sep 27, 2023 14:39:07 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	As I am the only fluent francophone for my sub-section, any French requests are flagged for me, and I respond.
Q11. What type of request do you receive?	email/ phone call In-person <b>Other (please specify)</b> Events
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Monthly



Q15. <b>What section do you work in?</b>	Economic Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>1. Proper training for bilingual employees - I took it upon myself to have (FR) requested next to my name in the internal citylinks database so that 3-1-1 and other internal folks can recognize that I am bilingual. I looked up how to set up my voicemail to make it a bilingual greeting, how to answer the phone as a bilingual person, how to sign off on emails, etc. This is not common knowledge. 2. Have more designated bilingual positions at the city. I work with francophone community partners and they are tired of not being able to speak with the proper person at a department because they have to speak to the 'token french person', if they want to speak in French. Sometimes, the token French person is not the person responsible for the issue they need to have resolved, which causes frustration for the citizen. Having designated bilingual positions in each department and sub-section would ensure that there is always a french speaking city staff member that is knowledgeable in each aspect of the city's inner workings. 3. There should be financial incentives for bilingual employees. This is something the federal government has imposed, and it makes for higher retention of those valuable francophone employees. Bilingual employees are expected to know by-laws, procedures, terminology, etc. in both official languages, assist twice the clientele in some cases, and be on stand-by to act as on the spot interpreters for sister sections that may not have a francophone staff available, or may not have a francophone staff at all. It's more work for the same compensation as our anglophone colleagues. It may be why some city employees choose not to advertise that they are bilingual. Even though it's more work, and my position is not considered bilingual-mandatory, I have always gone out of my way to help francophones to the utmost of my ability so that the French-speaking resident has the most positive experience possible with the City, but I recognize that this is not the case all of the time. 4. More awareness of the French language policy. Unfortunately, I have seen it more than once where a francophone called in for an inquiry in a previous department, only to have their call returned by an anglophone, despite the french language policy being in place. 5. Actively work with francophone organizations to recruit and find employment for francophones in the City. Maybe this is having a French-only 3-1-1 agent. I work very closely with our external francophone community partners and they are frustrated that even in important sub-sections, like my section of immigration, there are no designated bilingual positions. This means that if I suddenly become ill, or leave my position entirely, there is no duty on the City to replace me with another bilingual person. They have voiced their thoughts that they feel as though francophones are not valued in our community - and although they have seen great improvements already since Maire Lefebvre has taken his seat, they recognize there is still a lot of work to be done. They want to see the City become a leader in bilingual employment and a bilingual workplace.</p>

**Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

See above. Financial incentives for bilingual staff members. Free French-language training or upgrading for those staff members that are interested. Sensitivity training for all staff on the important of the French-language policy and serving the citizen in the official language of their choice. Encourage staff to speak French in the workplace amongst each other. Maybe this is by having organized social lunches or mentoring programs where employees can help others practice their french on company time.

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**Q22. Other comments**

Would love to stay updated on where this survey goes! Thank you for looking into this - as a proud francophone I'm so happy to see positive changes coming.

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**Respondent No:** 75

**Login:** Anonymous

**Responded At:** Sep 27, 2023 14:47:19 pm

**Last Seen:** Sep 27, 2023 14:47:19 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	
i will translate materials to the French speaker, answer questions in French, guide French speakers to where they can find documents in French on the website, inform of their right to request documents in French	
Q11. What type of request do you receive?	email/ phone call Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. <b>What section do you work in?</b>	Planning and Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>make the documents we deliver more accessible (ie provide documents in french. currently, everything is in english and the person must contact us and specifically request the document be translated into French for them). Ensure there is an adequate number of staff who speak French so that there is always someone available. for example, i am the only one currently offering French services in my section</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>-provide resources in French. all our training is in English. I do not know typical terms in French because absolutely nothing is in French. I rely on Google translate and the dictionary to provide me with the terminology needed. -have templates on file for French speakers, rather than having everything translated, which takes time -coordinate French speakers with other French speakers so we have a clear understanding of who speaks French and their level of French -offer free courses to staff so they can increase or even begin a basic knowledge of the French language -disallow negative commentary towards French speakers/French people</p>
Q22. <b>Other comments</b>	not answered



**Respondent No:** 76

**Login:** Anonymous

**Responded At:** Sep 27, 2023 14:57:56 pm

**Last Seen:** Sep 27, 2023 14:57:56 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year

Q15. <b>What section do you work in?</b>	Planning and Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>routinely update application forms, notices, etc in French when the English ones have been updated. Require knowledge of French in more positions.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 77

**Login:** Anonymous

**Responded At:** Sep 27, 2023 17:26:32 pm

**Last Seen:** Sep 27, 2023 17:26:32 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
Upon request for French-language service in a particular section of the division, staff are deployed to assist the resident whether it be front-facing from our office, on-line or through the phone.	
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Building Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	the work we do is driven in technical language and the Ontario Building Code is only in English. We look for staff with French-language skills to be able to provide services where possible. but we don't translate the code
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	<b>Other (please specify)</b> We don't currently have this assessment in place. However when we have historically needed to understand if a perspective candidate has French-language competencies we have reached out to other divisions for support in this area.
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	Bring in FSL training for staff and management
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered





**Respondent No:** 78

**Login:** Anonymous

**Responded At:** Sep 28, 2023 08:55:31 am

**Last Seen:** Sep 28, 2023 08:55:31 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	
If a person calls or emails, it is forwarded to someone who can speak/write in French to respond.	
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Economic Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

---

Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

It's in the hands of Human Resources - Job descriptions with forward-facing customer service roles must be designated as BILINGUAL positions, and hire ONLY those who qualify and identify as Bilingual, spoken and written. French is considered to be "an asset" in almost all of the job descriptions I have read or applied for.

---

Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Designate and hire more bilingual positions so the roles and responsibilities of other staff are not transferred to those who speak French in the department, especially when the task is not even related to the role of the French-speaking person the task is being transferred to. There is no way questions or action items can be answered or dealt with adequately when the knowledge, training and skills of the initial point of contact are not the same as the person asked to respond in French on their behalf.

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Q22. Other comments

I cannot count how many times tasks from other positions have been added to my plate in addition to my own roles and responsibilities just because I was the only person available. It should not be an expectation and it's not fair.

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**Respondent No:** 79

**Login:** Anonymous

**Responded At:** Sep 28, 2023 15:42:00 pm

**Last Seen:** Sep 28, 2023 15:42:00 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	all our documents are bilingual
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Housing Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	Employ french speaking supervisors and allow community partners to provide their documentation in french instead of demanding that they provide everything in english.
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	Provide the workers with the proper terminology for the sections they work in.
Q22. Other comments	The Directory of Terminology is supposed to be available to all staff, however, it has never been seen. Where is it? How do we access it?



**Respondent No:** 80

**Login:** Anonymous

**Responded At:** Sep 29, 2023 10:36:24 am

**Last Seen:** Sep 29, 2023 10:36:24 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	from internal departments for forms/items to be translated for public release
Q11. What type of request do you receive?	Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	Is there any measurement of success with this Policy (in terms of usage; impact on public)? Any consideration of removing policy to eliminate need/cost for translation and duplicated forms/etc??



**Respondent No:** 81

**Login:** Anonymous

**Responded At:** Sep 29, 2023 18:46:01 pm

**Last Seen:** Sep 29, 2023 18:46:01 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Libraries and Citizen Service Centres

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
<p>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</p> <p>Some Mandatory Bilingual position in every department. Incentive for being Bilingual.</p>	
<p>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</p> <p>Encouraging employees to take courses with working hours and without the expectation of doing in on your own time to allow for work/family life balance.</p>	
Q22. Other comments	not answered





**Respondent No:** 82

**Login:** Anonymous

**Responded At:** Oct 03, 2023 09:47:24 am

**Last Seen:** Oct 03, 2023 09:47:24 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Long-Term Care (Pioneer Manor)

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 83

**Login:** Anonymous

**Responded At:** Oct 03, 2023 14:11:59 pm

**Last Seen:** Oct 03, 2023 14:11:59 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	
I speak French but am out of practice, so I don't always feel comfortable responding to requests where more formal language will be required of me. There are currently no mandatory bilingual positions in my area of the City.	
Q11. What type of request do you receive?	email/ phone call In-person Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Economic Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	They can designate one of the positions as mandatory bilingual and provide training to other staff.
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	Training
Q22. <b>Other comments</b>	Bilingual French/English employees should be given a very significant points advantage in job interviews.



**Respondent No:** 84

**Login:** Anonymous

**Responded At:** Oct 03, 2023 15:19:34 pm

**Last Seen:** Oct 03, 2023 15:19:34 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
If I don't know the French word I google it.	
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Building Services

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	offer intro to french classes
Q22. Other comments	the "bilingual" on city job description is a deterrent for English speaking staff. If French speaking courses are available in house for English speaking employees would be beneficial.



**Respondent No:** 85

**Login:** Anonymous

**Responded At:** Oct 03, 2023 20:32:12 pm

**Last Seen:** Oct 03, 2023 20:32:12 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Not all departments have someone who speaks French

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 86

**Login:** Anonymous

**Responded At:** Oct 03, 2023 20:32:24 pm

**Last Seen:** Oct 03, 2023 20:32:24 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Paramedic Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 87

**Login:** Anonymous

**Responded At:** Oct 03, 2023 20:39:15 pm

**Last Seen:** Oct 03, 2023 20:39:15 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
We are from corporate services so requests are very rare as all employees have a working understanding on English. There are rare occasions where a member of the public may call and the call is forwarded to a french speaking employee.	
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	No role in HR has a french language requirement as the employee working language is english.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 88

**Login:** Anonymous

**Responded At:** Oct 03, 2023 21:02:22 pm

**Last Seen:** Oct 03, 2023 21:02:22 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Bilingual posters and signage
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	French community/high percentage of French speaking patrons
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Libraries and Citizen Service Centres

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 89

**Login:** Anonymous

**Responded At:** Oct 03, 2023 21:33:12 pm

**Last Seen:** Oct 03, 2023 21:33:12 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Any CGHS materials available
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	Assigning specific staff to communicate with these family members/residents
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Long-Term Care (Pioneer Manor)

Q16. Do you identify as a Hiring Manager in your current role? Yes

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Q17. How do you currently determine if a job should have French language competencies? No

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? No

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Q19. How do you currently assess the French language competencies of prospective candidates? Other (please specify)  
No formal assessment

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Continuing to have bilingual signage and persons to communicate with.

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Knowing who has French Language competence to be able to consult as required to meet the needs

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Q22. Other comments not answered

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**Respondent No:** 90

**Login:** Anonymous

**Responded At:** Oct 03, 2023 22:20:17 pm

**Last Seen:** Oct 03, 2023 22:20:17 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Libraries and Citizen Service Centres

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 91

**Login:** Anonymous

**Responded At:** Oct 04, 2023 07:51:00 am

**Last Seen:** Oct 04, 2023 07:51:00 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Building Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 92

**Login:** Anonymous

**Responded At:** Oct 04, 2023 07:59:09 am

**Last Seen:** Oct 04, 2023 07:59:09 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? Yes

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? No

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 93

**Login:** Anonymous

**Responded At:** Oct 04, 2023 08:24:17 am

**Last Seen:** Oct 04, 2023 08:24:17 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	signage is posted in both English and French
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	Specific French speaking receptionist, Case Aides, Caseworkers. Should someone come to our department needing French language services the option is provided.
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	Not sure of the process as there were designated position before I became Management
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	Externally- contract testing to an external company
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	Not at this time
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	should someone contact or present to this office and need French language services our staff are very supportive in assisting our clients.
Q22. <b>Other comments</b>	not answered





**Respondent No:** 94

**Login:** Anonymous

**Responded At:** Oct 04, 2023 08:09:22 am

**Last Seen:** Oct 04, 2023 08:09:22 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Any notices, signs, letters, website must be translated.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	Any notices, letters, signs, website must be translated. These requests are sent to Communications and then sent out to translators to complete.
Q11. What type of request do you receive?	Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Engineering Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	No. I believe the current process is fine.
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	No, I believe our Department is doing a good job.
Q22. Other comments	I would be interested in learning conversational French if provided by the corporation.



**Respondent No:** 95

**Login:** Anonymous

**Responded At:** Oct 04, 2023 08:23:34 am

**Last Seen:** Oct 04, 2023 08:23:34 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	not answered
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	<b>Other (please specify)</b> I do not receive them personally, but the office does. The French designated workers would be contacted when required
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	Offering in house group french courses. There was one offered years ago in office (lunch hours).
Q22. <b>Other comments</b>	not answered



**Respondent No:** 96

**Login:** Anonymous

**Responded At:** Oct 04, 2023 08:29:31 am

**Last Seen:** Oct 04, 2023 08:29:31 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Responding in french verbally or in writing - with the exception of not offering any contractual documentation in french
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Legal and Clerk's Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

I do not see any need for additional French Language Services. It is difficult enough to get competent employees now, adding french language skills will not improve that situation. I've worked with several co-workers who were born and raised in a french speaking household who refuse to use their french language skills in the workplace.

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

on-site courses could be offered for front facing employees and communication to the City that front facing employees will offer french language services, but that contractual documentation is in english only.

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Q22. Other comments not answered

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**Respondent No:** 97

**Login:** Anonymous

**Responded At:** Oct 04, 2023 08:32:32 am

**Last Seen:** Oct 04, 2023 08:32:32 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	not answered
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	not answered

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 98

**Login:** Anonymous

**Responded At:** Oct 04, 2023 08:33:12 am

**Last Seen:** Oct 04, 2023 08:33:12 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 99

**Login:** Anonymous

**Responded At:** Oct 04, 2023 09:04:36 am

**Last Seen:** Oct 04, 2023 09:04:36 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	not answered
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	not answered
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	not answered

Q16. **Do you identify as a Hiring Manager in your current role?** Yes

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

not answered

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

not answered

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Q22. **Other comments** not answered

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**Respondent No:** 100

**Login:** Anonymous

**Responded At:** Oct 04, 2023 09:26:59 am

**Last Seen:** Oct 04, 2023 09:26:59 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Website/marketing materials/some signage is in French
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	
	If a Francophone resident needs services from the Regional Business Centre they would be referred to either myself or in my absence, my manager as the two francophone speakers.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how

Q14. <b>How often do you receive complaints about French Language Services?</b>	Never
Q15. <b>What section do you work in?</b>	Economic Development
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>From my perspective, there are employees who can speak French which often times is enough to provide services to residents but it is the written requirement that likely discourages many from indicating that they speak French. Grammar, spelling, etc...</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>Provide training or incentivize existing/new employees to enhance their ability to communicate in French.</p>
Q22. <b>Other comments</b>	N/A



**Respondent No:** 101

**Login:** Anonymous

**Responded At:** Oct 04, 2023 09:53:28 am

**Last Seen:** Oct 04, 2023 09:53:28 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
Ours is an internal service, so requests to us rarely occur and when they do they are in collaboration with a community facing service area.	
Q11. What type of request do you receive?	<b>Other (please specify)</b> Similar to the statement above, since we are not a community facing service the request we receive come indirectly from another community facing service, so could come by email.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes

Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Information Technology
Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	As defined in the French Language Services policy.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	<b>Other (please specify)</b> As a non-community facing service, French can be an asset in some roles and the test of that is a question during the interview.
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	An assessment of community facing interactions, an inventory of any gaps and then an approach, budget and timeline to address them.
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	Availability of French language training to interested staff. Also, the gap analysis above may identify supporting tools.
Q22. Other comments	none





**Respondent No:** 102

**Login:** Anonymous

**Responded At:** Oct 04, 2023 09:36:49 am

**Last Seen:** Oct 04, 2023 09:36:49 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Infrastructure Capital Planning

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 103

**Login:** Anonymous

**Responded At:** Oct 04, 2023 09:50:01 am

**Last Seen:** Oct 04, 2023 09:50:01 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	All signs and information are in both English and French.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	<p>If the person is readily available to help the client the call or individual is transferred to the French speaking staff member. If they are not available; I will search for another avenue to help the client. If this person is the only person able to serve; I will ask them to wait or make an appointment if in person. If on the phone I will take their information and email the person cc'ing the client. If no email - give the client their information, call and email the staff.</p>
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes

Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Libraries and Citizen Service Centres
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 104

**Login:** Anonymous

**Responded At:** Oct 04, 2023 09:58:13 am

**Last Seen:** Oct 04, 2023 09:58:13 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	
I have been asked by the management team to be a liaison with French speaking clients, to discuss partnerships or other requests.	
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year

Q15. <b>What section do you work in?</b>	Libraries and Citizen Service Centres
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<ul style="list-style-type: none"> <li>- more signage, specifically noting the availability of French staff - providing the "Bonjour" pins for bilingual staff (or something similar) - providing information to the public on how and where to give feedback, should they wish to</li> </ul>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<ul style="list-style-type: none"> <li>- more opportunities to practice French in a classroom setting with an instructor - provide opportunities to for staff to learn the language - offer incentives to staff to want to learn French</li> </ul>
Q22. <b>Other comments</b>	CGS needs to step up its game when providing French services to the public. We need more french speaking staff, more bilingual signage and handouts, and for English speaking staff to respect French speaking staff and the public.



**Respondent No:** 105

**Login:** Anonymous

**Responded At:** Oct 04, 2023 10:13:41 am

**Last Seen:** Oct 04, 2023 10:13:41 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	I am in 311 so all our operators speak french
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Communications and Community Engagement

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<b>Q16. Do you identify as a Hiring Manager in your current role?</b>	Yes
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<b>Q17. How do you currently determine if a job should have French language competencies?</b>	not answered
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<b>Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	Yes
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<b>Q19. How do you currently assess the French language competencies of prospective candidates?</b>	Internally- you or your department have developed testing relevant to the work
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<b>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	
not answered	
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<b>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	
not answered	
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<b>Q22. Other comments</b>	not answered
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**Respondent No:** 106

**Login:** Anonymous

**Responded At:** Oct 04, 2023 11:08:13 am

**Last Seen:** Oct 04, 2023 11:08:13 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Our website indicates we offer French Language services, we offer bilingual information.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	We typically has someone on staff that is bilingual that can help in the moment.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Libraries and Citizen Service Centres
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	All Citizen Service Centre staff should be bilingual.
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 107

**Login:** Anonymous

**Responded At:** Oct 04, 2023 11:28:16 am

**Last Seen:** Oct 04, 2023 11:28:16 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Any program that is formally run by Ec. Dev. is required to be translated and an available French speaking staff person is made available in the event a client wishes to discourse in French.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	not answered
Q9. How often do you receive a French Language Services request?	not answered
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Economic Development

Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

Ensure that citizen facing activities are French compliant.

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

Provide a more formal path for employees (especially those with some French speaking capabilities) to improve their conversational skills. Create cohorts that can train and learn together with maybe 2-3 cohorts a year. Bring in College Boreal to deliver this training as they have done for Laurentian U. (for example). Explores what other agencies do to advance French capabilities beyond simply through hiring practices. e.g. FedNor and the Province. There is no training for French at CGS and simply signing up for classes at Boreal is not sufficient (I have been there and the impact is limited). Needs to be a program delivered at the workplace and geared towards conversational skills once the student has some basic French grammar background.

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Q22. **Other comments** not answered

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**Respondent No:** 108

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:23:46 pm

**Last Seen:** Oct 04, 2023 15:23:46 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	Answer phone in both official languages. E-mail signature is bilingual. Speak french whenever possible.
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Leisure Services

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	<p>Hire more French speaking front line staff. Ensure that what is on the French side of the CGS &amp; GSPL web sites. Currently there are several spelling errors on the French side of the GSPL website, Management is aware, however, they have no interest in correcting them.</p>
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	<p>Hire staff that are fluent in the French language and not people that have poor French who hesitate to serve the public in French. Ensure that hiring personnel are fluent in French when interviewing French speaking applicants. There are way too many CGS employees considered French speaking who speak very little to very poor French.</p>
Q22. Other comments	<p>Begin hiring bilingual (French / English) managers and Directors. French service will only improve and be encouraged by French Speaking directors and managers.</p>



**Respondent No:** 109

**Login:** Anonymous

**Responded At:** Oct 04, 2023 12:28:48 pm

**Last Seen:** Oct 04, 2023 12:28:48 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	French-speaking staff indicate this through their email signature (pronouns and job title are in both official languages)
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	<p>team members work together to respond to the request in French. This may include having one team member draft a reply, which is then reviewed by another, more fluently bilingual team member. French-speaking team members will speak to the stakeholder in French.</p>
Q11. What type of request do you receive?	email/ phone call Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how

Q14. How often do you receive complaints about French Language Services?	Monthly
Q15. What section do you work in?	Communications and Community Engagement
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	encouraging staff to speak French informally to (re)gain confidence
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	more professional development and training opportunities offered during the workday - language courses that are in the calendar like a meeting request or other leadership training
Q22. Other comments	not answered





**Respondent No:** 110

**Login:** Anonymous

**Responded At:** Oct 04, 2023 15:38:22 pm

**Last Seen:** Oct 04, 2023 15:38:22 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Libraries and Citizen Service Centres

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Advertise and signage

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Offering classes

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Q22. Other comments not answered

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**Respondent No:** 111

**Login:** Anonymous

**Responded At:** Oct 04, 2023 18:18:02 pm

**Last Seen:** Oct 04, 2023 18:18:02 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Task the call to FLP
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Paramedic Services

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Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	Most people speak and or understand english it would be beneficial to have staff identifiable as French speaking especially frontline.

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**Respondent No:** 112

**Login:** Anonymous

**Responded At:** Oct 05, 2023 09:08:10 am

**Last Seen:** Oct 05, 2023 09:08:10 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 113

**Login:** Anonymous

**Responded At:** Oct 05, 2023 13:02:28 pm

**Last Seen:** Oct 05, 2023 13:02:28 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	
When a french speaking paramedic on scene is available, they would normally attend to the patient's needs	
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Paramedic Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

More readily available documentation in both languages that have been PROPERLY translated - lately the few translations seen have been inaccurate.

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

access to language classes for employees, identification of employees that speak other languages.

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Q22. Other comments not answered

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**Respondent No:** 114

**Login:** Anonymous

**Responded At:** Oct 05, 2023 16:40:38 pm

**Last Seen:** Oct 05, 2023 16:40:38 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	not answered
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	not answered

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 115

**Login:** Anonymous

**Responded At:** Oct 06, 2023 08:53:41 am

**Last Seen:** Oct 06, 2023 08:53:41 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Long-Term Care (Pioneer Manor)

Q16. Do you identify as a Hiring Manager in your current role? Yes

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? Yes

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Increase funding and designate specific roles

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 116

**Login:** Anonymous

**Responded At:** Oct 06, 2023 15:45:20 pm

**Last Seen:** Oct 06, 2023 15:45:20 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	It is informal
Q11. What type of request do you receive?	email/ phone call In-person Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Planning and Development
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	no
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	no
Q22. Other comments	not answered



**Respondent No:** 117

**Login:** Anonymous

**Responded At:** Oct 10, 2023 08:40:19 am

**Last Seen:** Oct 10, 2023 08:40:19 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	signs
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	NA
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	interaction with community
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	Externally- contract testing to an external company
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?  Its never been a problem	
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?  Use translation services available on the internet for all languages.	
Q22. Other comments	Accessibility for all, hire all cultures and languages for best results





**Respondent No:** 118

**Login:** Anonymous

**Responded At:** Oct 10, 2023 09:17:58 am

**Last Seen:** Oct 10, 2023 09:17:58 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	
	The communication request is forwarded to individuals who speak French for response.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year

Q15. <b>What section do you work in?</b>	not answered
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	Yes
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	If dealing with the public on a regular basis.
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	No
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	Internally- you or your department have developed testing relevant to the work
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	I work for the Greater Sudbury Airport. It should be noted that as a federally regulated agency, we are obligated to follow federal legislation as it pertains to providing services in both official languages.



**Respondent No:** 119

**Login:** Anonymous

**Responded At:** Oct 10, 2023 13:32:15 pm

**Last Seen:** Oct 10, 2023 13:32:15 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 120

**Login:** Anonymous

**Responded At:** Oct 10, 2023 20:14:19 pm

**Last Seen:** Oct 10, 2023 20:14:19 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:  Note: less than a few times a year but more than never...	
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Engineering Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

No

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

No

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Q22. Other comments not answered

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**Respondent No:** 121

**Login:** Anonymous

**Responded At:** Oct 10, 2023 20:15:34 pm

**Last Seen:** Oct 10, 2023 20:15:34 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Bus stop announcements and next stop postings in both languages.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Finding a fluent French speaking individual for support.
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Transit Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 122

**Login:** Anonymous

**Responded At:** Oct 10, 2023 23:14:48 pm

**Last Seen:** Oct 10, 2023 23:14:48 pm

Q1. **Are you aware of the City of Greater Sudbury's French Language Services Policy?** Yes

Q2. **Do you speak French?** Yes

Q3. **How would you describe your level of French language skills?** Very competent

Q4. **Are you comfortable being identified as a French speaking employee?** Yes

Q5. **Would you be willing to participate in courses to improve or practise your French language skills?** Yes

Q6. **Does your department have signage or other ways of identifying that French Language Services are available?** No

Q7. **If yes, please provide details on how this is displayed.** not answered

Q8. **Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?** No

Q9. **How often do you receive a French Language Services request?** Daily

Q10. **Please describe the process for supporting this request:**

We receive French patrons requesting French services daily.

Q11. **What type of request do you receive?** email/ phone call  
In-person  
Information / form/ etc.

Q12. **In your opinion, how satisfied are residents who receive French Language Services from your department?** Satisfied

Q13. **Are you aware that residents can make official complaints about French Language Services?** Yes

Q14. **How often do you receive complaints about French Language Services?** Monthly

Q15. What section do you work in?	Transit Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 123

**Login:** Anonymous

**Responded At:** Oct 11, 2023 07:18:36 am

**Last Seen:** Oct 11, 2023 07:18:36 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Not very competent
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Safety boards, signage in both French and English in the building
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Our Ontario Fire Code is published only in English so our reports have to be in English. If I can not help 100% I will revere it to our clerk.
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Fire Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 124

**Login:** Anonymous

**Responded At:** Oct 11, 2023 08:48:39 am

**Last Seen:** Oct 11, 2023 08:48:39 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	We can transfer the call if necessary to a French speaking member of our Team
Q11. What type of request do you receive?	email/ phone call Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	per the Job Description
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	<b>Other (please specify)</b> It is asked during the interview process
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?  not answered	
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?  not answered	
Q22. Other comments	not answered



**Respondent No:** 125

**Login:** Anonymous

**Responded At:** Oct 11, 2023 07:48:34 am

**Last Seen:** Oct 11, 2023 07:48:34 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Signs
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	
<p>Thank them Attempt to find a fluent staff member. Attempt to answer question. Thirdly get their number and have a fluent French employee return their call. Majority of the time customer is able to have questions answered before having a call back. I believe there are sooo many different languages in the city currently. French is not the number one language issues.</p>	
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Leisure Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	No I feel the citizens and staff work well to answer questions
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	A French language extension to transfer if unable to accommodate
Q22. Other comments	Sudbury is a multilingual community and focusing on one language is something that may need to be re-considered





**Respondent No:** 126

**Login:** Anonymous

**Responded At:** Oct 11, 2023 07:43:56 am

**Last Seen:** Oct 11, 2023 07:43:56 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Not very competent
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Linear Infrastructure Services

Q16. Do you identify as a Hiring Manager in your current role? Yes

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? No

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 127

**Login:** Anonymous

**Responded At:** Oct 11, 2023 08:15:48 am

**Last Seen:** Oct 11, 2023 08:15:48 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	About half of our clerks and case managers are bilingual so clients who need/want french services are assigned to french speaking staff
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. Media interview <b>Other (please specify)</b> Legal agreements
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how

<b>Q14. How often do you receive complaints about French Language Services?</b>	Never
<b>Q15. What section do you work in?</b>	Social Services and Children Services
<b>Q16. Do you identify as a Hiring Manager in your current role?</b>	No
<b>Q17. How do you currently determine if a job should have French language competencies?</b>	not answered
<b>Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
<b>Q19. How do you currently assess the French language competencies of prospective candidates?</b>	not answered
<b>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
<b>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
<b>Q22. Other comments</b>	not answered



**Respondent No:** 128

**Login:** Anonymous

**Responded At:** Oct 11, 2023 08:23:51 am

**Last Seen:** Oct 11, 2023 08:23:51 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 129

**Login:** Anonymous

**Responded At:** Oct 11, 2023 08:33:17 am

**Last Seen:** Oct 11, 2023 08:33:17 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	There is horrible signage at the OSS.... NEED BETTER SIGNS/DIRECTIONS!!!!
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	<p>There are other staff in the OSS who speak French, they assist when available. Otherwise, we help the best we can. (I can understand French somewhat but speaking not so much).</p>
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Building Services

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
<p>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</p> <p>Have staff trained in the French Language.</p>	
<p>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</p> <p>Offer to send employees on French Language courses.</p>	
Q22. Other comments	not answered





**Respondent No:** 130

**Login:** Anonymous

**Responded At:** Oct 11, 2023 09:15:13 am

**Last Seen:** Oct 11, 2023 09:15:13 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	
The area I work in does not serve the general public.	
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	not answered
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Human Resources and Organizational Development

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Due to not being exposed to French language requests, I am unaware of any current issues.

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 131

**Login:** Anonymous

**Responded At:** Oct 11, 2023 09:06:01 am

**Last Seen:** Oct 11, 2023 09:06:01 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Building Services

Q16. Do you identify as a Hiring Manager in your current role? Yes

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? Yes

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 132

**Login:** Anonymous

**Responded At:** Oct 11, 2023 09:57:07 am

**Last Seen:** Oct 11, 2023 09:57:07 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	All public signage is bilingual
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	Any requests are assigned to French speaking staff
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Leisure Services
Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	Job description of positions
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	No
Q19. How do you currently assess the French language competencies of prospective candidates?	Internally- you or your department have developed testing relevant to the work
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 133

**Login:** Anonymous

**Responded At:** Oct 11, 2023 10:15:12 am

**Last Seen:** Oct 11, 2023 10:15:12 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Transfer call or in person service to a French spoken staff
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Corporate Security and By-Law Services

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	According to the amount of people that statistically had required French languages services in the past and foresee the need of implementing the service in the future if conditions or services will be requiring this kind of service.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	<p><b>Other (please specify)</b></p> <p>By curriculum, since our needs are basically spoken and sometimes reading and writing.</p>
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	<p>Provide options of different staff members around the organization to help others when French language assistance is needed. List of staff with phone numbers who volunteer to help the non-speaking French staff.</p>
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	<p>See above, and when interested provide the staff with French training on basic communication skills.</p>
Q22. Other comments	N/A





**Respondent No:** 134

**Login:** Anonymous

**Responded At:** Oct 11, 2023 10:42:53 am

**Last Seen:** Oct 11, 2023 10:42:53 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	not answered
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	all communications/signage is bilingual
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	Request is reviewed, communicated back in French
Q11. What type of request do you receive?	email/ phone call Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Economic Development

Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	n/a
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	Internally- you or your department have developed testing relevant to the work
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	No
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 135

**Login:** Anonymous

**Responded At:** Oct 11, 2023 10:45:28 am

**Last Seen:** Oct 11, 2023 10:45:28 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	
we try to support french languages at all times, but in the event all staff at the front line are english, we track down someone who can speak french or offer service in english.	
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. <b>What section do you work in?</b>	Libraries and Citizen Service Centres
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	offer french language learning opportunities as part of professional development; I would love to be bilingual but have not been able to fit it in to my home life, nor justify the cost of doing so for work
Q22. <b>Other comments</b>	not answered



**Respondent No:** 136

**Login:** Anonymous

**Responded At:** Oct 11, 2023 12:05:46 pm

**Last Seen:** Oct 11, 2023 12:05:46 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Signage front reception, French messaging when calling in, voicemail messages
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	When a request or inquiry is received in French, the customer is assigned to a designated bilingual staff person to provide customer service.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc. <b>Other (please specify)</b> online application
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes

Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Social Services and Children Services
Q16. Do you identify as a Hiring Manager in your current role?	Yes
Q17. How do you currently determine if a job should have French language competencies?	We have designated bilingual positions. The need was determined years ago based on the number of applicants/clients requesting French language services.
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	Yes
Q19. How do you currently assess the French language competencies of prospective candidates?	Externally- contract testing to an external company
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered



**Respondent No:** 137

**Login:** Anonymous

**Responded At:** Oct 11, 2023 13:57:42 pm

**Last Seen:** Oct 11, 2023 13:57:42 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Libraries and Citizen Service Centres
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered





**Respondent No:** 138

**Login:** Anonymous

**Responded At:** Oct 11, 2023 14:09:01 pm

**Last Seen:** Oct 11, 2023 14:09:01 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	documents are bilingual
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	I support francophone educators/child care centers in our community.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 139

**Login:** Anonymous

**Responded At:** Oct 11, 2023 14:24:52 pm

**Last Seen:** Oct 11, 2023 14:24:52 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Water/ Wastewater

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 140

**Login:** Anonymous

**Responded At:** Oct 11, 2023 14:47:28 pm

**Last Seen:** Oct 11, 2023 14:47:28 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Corporate Security and By-Law Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Hiring more bilingual staff and paying those persons a little extra

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Providing education

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Q22. Other comments not answered

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**Respondent No:** 141

**Login:** Anonymous

**Responded At:** Oct 11, 2023 15:59:54 pm

**Last Seen:** Oct 11, 2023 15:59:54 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Depends
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Monthly
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Never

Q15. What section do you work in?	Legal and Clerk's Services
Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?	not answered
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?	not answered
Q22. Other comments	not answered





**Respondent No:** 142

**Login:** Anonymous

**Responded At:** Oct 12, 2023 07:58:39 am

**Last Seen:** Oct 12, 2023 07:58:39 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	French staff step in
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Libraries and Citizen Service Centres

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 143

**Login:** Anonymous

**Responded At:** Oct 12, 2023 12:19:52 pm

**Last Seen:** Oct 12, 2023 12:19:52 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? Yes

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? No

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 144

**Login:** Anonymous

**Responded At:** Oct 14, 2023 08:16:01 am

**Last Seen:** Oct 14, 2023 08:16:01 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Fire Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

Null

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

Null

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Q22. Other comments Null

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**Respondent No:** 145

**Login:** Anonymous

**Responded At:** Oct 16, 2023 16:41:01 pm

**Last Seen:** Oct 16, 2023 16:41:01 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	on the website
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call Media interview
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Communications and Community Engagement

Q16. **Do you identify as a Hiring Manager in your current role?** No

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Q17. **How do you currently determine if a job should have French language competencies?** not answered

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Q18. **As a Hiring Manager, do you have difficulty recruiting French speaking employees?** not answered

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Q19. **How do you currently assess the French language competencies of prospective candidates?** not answered

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Q20. **Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?**

not answered

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Q21. **Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?**

Send out an annual reminder to all staff about the French Language Services policy to ensure all staff are aware. Ensure it's included of the organization on boarding for new employees and managers.

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Q22. **Other comments** not answered

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**Respondent No:** 146

**Login:** Anonymous

**Responded At:** Oct 16, 2023 16:15:22 pm

**Last Seen:** Oct 16, 2023 16:15:22 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	there is signage and staff will ask persons who come to the counter whether or not they prefer to be served in english or french
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	staff will speak to or provide the requested information in French to the citizen requesting it.
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never

Q15. <b>What section do you work in?</b>	Legal and Clerk's Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	not answered
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
Q22. <b>Other comments</b>	not answered



**Respondent No:** 147

**Login:** Anonymous

**Responded At:** Oct 16, 2023 21:54:27 pm

**Last Seen:** Oct 16, 2023 21:54:27 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	No
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Transit Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 148

**Login:** Anonymous

**Responded At:** Oct 17, 2023 06:34:17 am

**Last Seen:** Oct 17, 2023 06:34:17 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Very competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	No
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered
Q15. What section do you work in?	Fire Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 149

**Login:** Anonymous

**Responded At:** Oct 17, 2023 08:30:20 am

**Last Seen:** Oct 17, 2023 08:30:20 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Somewhat
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	Some signs are in both French and English. We have designed French caseworkers.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	unsure, I don't take them
Q11. What type of request do you receive?	email/ phone call In-person Information / form/ etc.
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	No
Q14. How often do you receive complaints about French Language Services?	not answered

Q15. <b>What section do you work in?</b>	Social Services and Children Services
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>Provide options for training English staff in French to broaden our services. The City needs to implement translation services for other languages. I have brought this up to upper management before and they said they would look into it but I have not heard back. We have many people who speak other languages other than French coming to Sudbury. I have worked for other municipalities where we had on the spot translation services. We have people applying for social assistance but get lost in the cracks because they have no one to help them translate.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>Unsure</p>
Q22. <b>Other comments</b>	not answered





**Respondent No:** 150

**Login:** Anonymous

**Responded At:** Oct 17, 2023 09:32:17 am

**Last Seen:** Oct 17, 2023 09:32:17 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Somewhat competent
Q4. Are you comfortable being identified as a French speaking employee?	No
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	reception
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Never
Q10. Please describe the process for supporting this request:	n/a
Q11. What type of request do you receive?	not answered
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Housing Services

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<b>Q16. Do you identify as a Hiring Manager in your current role?</b>	Yes
<b>Q17. How do you currently determine if a job should have French language competencies?</b>	deal with general public
<b>Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	No
<b>Q19. How do you currently assess the French language competencies of prospective candidates?</b>	Internally- you or your department have developed testing relevant to the work
<b>Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	no
<b>Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	not answered
<b>Q22. Other comments</b>	not answered

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**Respondent No:** 151

**Login:** Anonymous

**Responded At:** Oct 17, 2023 13:22:34 pm

**Last Seen:** Oct 17, 2023 13:22:34 pm

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	One stop shop has bilingual signs at counter.
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	Daily
Q10. Please describe the process for supporting this request:	Everyday I speak with a caller that needs to have information in French in regards to CGS services and programs.
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	A couple times a year
Q15. What section do you work in?	Communications and Community Engagement

Q16. Do you identify as a Hiring Manager in your current role?	No
Q17. How do you currently determine if a job should have French language competencies?	not answered
Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees?	not answered
Q19. How do you currently assess the French language competencies of prospective candidates?	not answered
Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?  not answered	
Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?  Internal messages/instructions given to 311 Call Centre Reps via email or chats are at times only in English (following the written communications policy statement). But, we at 311/One stop shop are in a special group as we serve the public in the language of their choice which means if only English texts are sent to us via email or Teams, this means that we have to put in extra work and extra time in providing the public with correct translations. Of course, some English translations are easy enough, but some are not. We try our best to seek a french translation via emails; public notices or the internet, at times the intranet. Here are a couple of examples i.e. monitoring wells = puits de surveillance, or let's say pop up booth = kiosques ephemeres ou pop up; or a recent text on chat re. Vale's annual aerial seeding program... low flight paths or helicopters will depart from a private aggregate pit south-east of the Town of Coniston and deposit loads of pelletized limestone, grass seed and fertilizer on the designated treatment areas. ... sure, we can offer slang translation 'Franglais' but as government serving taxpayers, our public is deserving of an adequate French translation. The city of Greater Sudbury employees working for 311/One stop shop, would need further/better resources in order to provide excellent French Service on the spot. Please note that I've put an emphasis on timeframe given when serving the public in person, or taking calls from the public, and not having the luxury of time to search for an adequate French translation.	
Q22. Other comments	Fun Quizzes from Communications Group i.e. How do you say ...? For us internal employees to improve our French speaking skills.



**Respondent No:** 152

**Login:** Anonymous

**Responded At:** Oct 18, 2023 09:41:05 am

**Last Seen:** Oct 18, 2023 09:41:05 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	Yes
Q3. How would you describe your level of French language skills?	Competent
Q4. Are you comfortable being identified as a French speaking employee?	Yes
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	Yes
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	No
Q7. If yes, please provide details on how this is displayed.	not answered
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	Yes
Q9. How often do you receive a French Language Services request?	A couple times a year
Q10. Please describe the process for supporting this request:	not answered
Q11. What type of request do you receive?	email/ phone call
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Very satisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes
Q14. How often do you receive complaints about French Language Services?	Never
Q15. What section do you work in?	Finance, Assets and Fleet Services

Q16. Do you identify as a Hiring Manager in your current role? No

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Q17. How do you currently determine if a job should have French language competencies? not answered

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Q18. As a Hiring Manager, do you have difficulty recruiting French speaking employees? not answered

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Q19. How do you currently assess the French language competencies of prospective candidates? not answered

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Q20. Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?

not answered

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Q21. Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?

not answered

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Q22. Other comments not answered

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**Respondent No:** 153

**Login:** Anonymous

**Responded At:** Oct 19, 2023 10:02:56 am

**Last Seen:** Oct 19, 2023 10:02:56 am

Q1. Are you aware of the City of Greater Sudbury's French Language Services Policy?	Yes
Q2. Do you speak French?	No
Q3. How would you describe your level of French language skills?	not answered
Q4. Are you comfortable being identified as a French speaking employee?	not answered
Q5. Would you be willing to participate in courses to improve or practise your French language skills?	not answered
Q6. Does your department have signage or other ways of identifying that French Language Services are available?	Yes
Q7. If yes, please provide details on how this is displayed.	all official signage is duplicated in french and english name tags indicate speakers
Q8. Does your department have staff members that speak French, or dedicated staff members who support French Language Service requests?	No
Q9. How often do you receive a French Language Services request?	Weekly
Q10. Please describe the process for supporting this request:	<p>Our department may not have fluent speakers, but we are all somewhat versed in emergency phrases as well there are many fluent speakers to support us on shift from other departments if needed. For non-emergency requests we have French language services we can refer to as well as clergy &amp; library support.</p>
Q11. What type of request do you receive?	email/ phone call In-person
Q12. In your opinion, how satisfied are residents who receive French Language Services from your department?	Neither satisfied nor dissatisfied
Q13. Are you aware that residents can make official complaints about French Language Services?	Yes, but not sure how
Q14. How often do you receive complaints about French Language Services?	Monthly

Q15. <b>What section do you work in?</b>	Long-Term Care (Pioneer Manor)
Q16. <b>Do you identify as a Hiring Manager in your current role?</b>	No
Q17. <b>How do you currently determine if a job should have French language competencies?</b>	not answered
Q18. <b>As a Hiring Manager, do you have difficulty recruiting French speaking employees?</b>	not answered
Q19. <b>How do you currently assess the French language competencies of prospective candidates?</b>	not answered
Q20. <b>Do you have any suggestions on how the organization can improve French Language Services for residents and community partners?</b>	<p>There should be a number similar to the nurse on call number that would allow staff on unit or family/ resident to quickly contact a fluent french speaker on shift regardless of the hour. At times there may be a situation in which a family member needs medical information quickly &amp; a language barrier inhibits their ability to make informed choices for care, without waiting while staff dutifully search each floor for someone by hand. This would be more efficient as well as present a professional approach.</p>
Q21. <b>Do you have any suggestions on how the organization can help employees be better equipped to respond to French Language Service requests?</b>	<p>having a online/ app available to staff in Frech language training. Covering an app like bables fees or discounts as free apps are good but they lack some conversational applications. Virtual French langue Zoom meeting &amp; greats with others learning french. In person free classes would be nice but not realistic as not everyone interested is on the same city site. A french "library" of fluent french speakers willing to be "checked out" via zoom for a set amount of time via zoom to roll play a situation or attempt a real conversation instead of the structure of an app using proper language syntax.</p>
Q22. <b>Other comments</b>	<p>translations apps are being used but it is never a substitution for a real person with compasion care and context of situational and locational bias.</p>



