



Committee of the Whole Report

For the Meeting of September 7, 2017

To: Committee of the Whole
From: Jodi Jensen, Head of Human Resources
Subject: We Speak Translate Project

Date: August 16, 2017

RECOMMENDATION

That Council receive this report for information.

EXECUTIVE SUMMARY

On July 27, 2017, Council endorsed the "We Speak Translate Project" and referred the following resolution to the Next Quarterly Strategic Plan Update:

"That Council direct staff to report back at the next Quarterly Update on the implications of the Human Resources Department coordinating with the Inter-Cultural Association to have the ICA provide 45-minute We Speak Translate training sessions to all frontline service delivery staff."

Staff have identified 25 front line service delivery positions appropriate for an initial rollout of Google Translate Training together with staff and technology resource implications. The total cost of providing the training can be accommodated within existing operational budgets.

PURPOSE

The purpose of this report is to provide Council with information on the resource or other implications of providing Google Translate training to frontline service delivery staff across the City.

BACKGROUND

On July 27, Council endorsed the "We Speak Translate Project" a partnership between the Inter-Cultural Association of Greater Victoria and Google Translate that utilizes the Google Translate app for refugee resettlement and newcomer inclusion in communities. The We Speak Translate project engages community stakeholders, businesses, community agencies, institutions, and the public sector in Google Translate training. For more information on We Speak Translate:
<http://www.icavictoria.org/community/we-speak-translate/>

Council members participated in the Google Translate training at the August 3, 2017 meeting of the Committee of the Whole.

ISSUES & ANALYSIS

Staff have identified 25 front line service delivery positions with 77 employee incumbents appropriate for an initial rollout of Google Translate Training as set out in the table at Appendix A.

The training is 45 min in length, and use of the Google Translate app requires access to a smart phone or tablet. The ICA provides a trainer free of charge.

Staff have also identified those positions which would require new access to a City smartphone or tablet and those for which training would result in additional staffing resourcing (through backfill of positions and/or overtime for training time) in order to maintain service levels. For those positions which do not currently have access to a City smartphone or tablet, existing equipment will be re-purposed and deployed on a shared basis where possible and appropriate. For example, a single smartphone would be deployed at the Public Service Counter for all Public Service Representatives to access as needed.

Appendix A does not include Engagement staff who are arranging training with ICA separately, and Parking Ambassadors who are already using the Google Translate app.

Further opportunities for Google Translate Training could occur through voluntary "lunch and learn" sessions.

OPTIONS & IMPACTS

Option 1

Direct staff to proceed with Google Translate Training for the front line service delivery positions identified in Appendix A, with subsequent "lunch and learn" opportunities. Utilize re-purposed equipment as required, deployed on a shared basis wherever possible. Schedule training sessions to minimize impact to service delivery and additional staffing costs.

Option 2

Direct staff not to proceed with Google Translate Training.

2015 - 2018 Strategic Plan

Partnership with the ICA for staff training in use of the Google Translate app supports the following Strategic Plan Objectives:

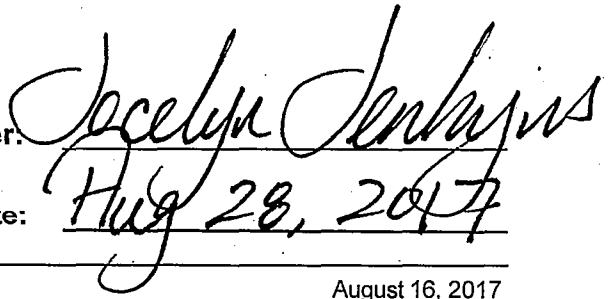
- Innovate and Lead: Support the City Manager in developing an organizational culture of collaboration, continuous learning, and employee empowerment.
- Engage and Empower the Community

Respectfully submitted,


Jodi Jensen
Head of Human Resources

Report accepted and recommended by the City Manager:

Date:


Aug 28, 2017

List of Attachments

Appendix A – Front Line Service Delivery Positions for Google Translate Training

Appendix A – Front Line Service Delivery Positions for Google Translate Training

Department	Position	Number of employees
Parks, Recreation & Facilities	Cashier – Recreation Services*#	7
	Clerk - Recreation Services*#	4
	Event Clerk*	1
	Facility & Event Coordinator	1
	Aquatic Coordinator*	1
	Office Coordinator*	1
Finance	Parkade Attendant*#	27
	Coordinator – Parkades#	1
	Public Service Representative*	7
	Parking Meter Serviceperson	2
	Water Meter Reader	2
Human Resources	Human Resources Clerk	1
Legislative & Regulatory Services	Clerk – Bylaw*	1
	Bylaw Officer, Senior By-law Officer#	8
	Manager, Bylaw	1
	Deputy City Clerk	1
	Secretary – City Council*	3
Engineering & Public Works	Clerk – Engineering Ops & Dispatch*	1
Deputy City Manager's Office	Business Ambassador	1
	Manager, Strategic Relations & Business Development	1
Fire	Emergency Program Specialist	1
	Emergency Program Coordinator	1
	Clerk Typist – Fire Prevention*	1

*Require new access to City of Victoria smartphone or tablet.

#Require back fill and/or overtime for training time to maintain service levels