

UPDATE ON SPANISH INTERPRETATION AND TRANSLATION OF CITY COUNCIL AND COMMITTEE MEETING BROADCASTS AND AGENDAS

City Manager's Office

June 5, 2024

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BACKGROUND



May 5, 2021 – Options presented to expand language access; Staff was directed to research options regarding Spanish translation of Council & Committee meetings, agendas, and materials.



July 7, 2021 – Estimated costs and options presented. Staff directed to research less costly options.



October 6, 2021 – Staff explored automated Spanish caption system used by RivCo; new software release anticipated to eliminate ongoing manual translation costs.



September 7, 2022 – Staff presented update to automated captioning system and options for implementing translated agendas and in-person interpretation of Council and Committee meetings.



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BACKGROUND



December 13, 2022 – The City Council approved the staff recommendation of automated Spanish captions for online viewers, in-person interpreter services, and translated agendas accessible via the Legistar meeting calendar.



April 19, 2023 – RFP No. 2270 was issued for live, in-person Spanish interpretation services at City Council and Committee meetings. Focus Language International Inc. of Victorville, California, was selected as the most responsive and qualified provider.



November 14, 2023 – City Council approved a Professional Consultant Services Agreement with Focus Language International Inc. for live, in-person Spanish interpretation at City Council and Committee meetings, and on an on-call basis.



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DISCUSSION



On May 7, 2024, during the City Council meeting, Councilmember Falcone requested a re-examination of the Spanish translation services provided for all City Council and Committee meetings, including an analysis of the associated costs and viewership data for these services.



Translation Services:

Translation of City Council and Committee agendas are coordinated by the City Clerks Office with a third-party Spanish translation vendor and posted in Legistar upon receipt of translated material.



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DISCUSSION

Interpretation services offer accessibility for Spanish-speaking participants, a minimum of two interpreters are provided, offering Spanish interpretation through the following channels:



Public Comment – For public comments made in Spanish, English interpretation is provided to the City Council, Council Committee, public, and City staff.



Live Video Broadcast - Spanish interpretation is available through voice-over and video captions during live broadcasts.



Headsets - In-person meeting attendees can access real-time Spanish interpretation with headsets.



CITY COUNCIL & COMMITTEE VIEWS

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January 17, 2024 - May 15, 2024


Meeting	Total Number of Views (English)	Total Number of Views (Spanish)
City Council	689	244
Economic Development Committee	55	8
Finance Committee	64	14
Governmental Processes Committee	82	16
Housing & Homelessness Committee	185	53
Land Use Committee	52	0
Mayor's Nominating and Screening Committee	21	2
Mobility & Infrastructure Committee	51	33
Safety, Wellness & Youth Committee	49	14
Total	1,248	384



ASSOCIATED COSTS TO DATE

January 17, 2024 - May 15, 2024

 31 Total Council and Committee Meetings	 \$18,308 Interpretation Services	 \$5,502.54 Agenda Translation Services	 \$23,810.54 Total Costs
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ESTIMATED COSTS


FY 2024-2025: Council meetings estimated:


- \$60,000 annually,
- 3 meetings per month (3 hrs, each),
\$1,650 each

Committee meetings are estimated:

- \$35,000 annually
- 8 meetings per month (2 hrs each),
\$368 each

New estimation for FY 24 – 25: \$95,000



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STRATEGIC PLAN ALIGNMENT



Strategic Priority 5 – High Performing Government

Goal 5.2 – Utilize technology, data, and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the city.

Cross-Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



RECOMMENDATIONS

That the Governmental Processes Committee:

Receive an update on the services performed for Spanish interpretation and/translation of City Council and Committee meetings, broadcasts, and agendas.

