LANGUAGE ACCESS & INTERPRETATION

City Manager's Office, Office of Communications

Inclusiveness, Community Engagement and Governmental Processes Committee

July 7, 2021

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AGENDA & GOALS

During the May 5th Committee Meeting, Staff was instructed to research estimated Costs and considerations of implementing translation/interpretation of:

1. City Council & Committee Meeting Video Feed

2. City Council & Committee Meeting Materials

3. Riverside Police Dept. Business applications and materials

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED

1. Automated Spanish Captions with English Audio
2. Live Spanish Interpreter Audio with NO Captions
3. Live In-Person Spanish Interpretation WITH Spanish Captions
4. Live Remote Spanish Interpretation WITH Spanish Captions

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED
OPTION 1: AUTOMATED SPANISH CAPTIONS

Automated Captions Summary of Costs	Year One Cost	Years 2+ Cost
One-Time Hardware	$13,500**	0
Granicus Annual Service Fee	$1,500	$1,500
Automated Caption Service Fee's	$17,808	$17,808
TOTAL ANNUAL COST	**$32,808**	**$19,308**

*The costs reflected are rough estimates for planning purposes only.
**One-Time Hardware costs would be covered under the Public, Education and Government Fund (PEG)

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED
OPTION 2: – LIVE SPANISH INTRETATION, NO CAPTION

- Requires 2 interpreters per meeting
- Must pay interpreters for the entire duration of the meeting - including breaks in between sessions

Live Interpretation Summary of Costs	Year One Cost	Years 2+ Cost
One-Time Hardware	$4,500**	0
Granicus Annual Service Fee	$1,500	$1,500
Annual Interpretation Costs	$96,600*	$96,600*
TOTAL ANNUAL COST	$102,600	$98,100

*Estimated costs for planning purposes only - subject to formal bid.
**Covered by available PEG Funds

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED
OPTION 3: LIVE SPANISH INTRETATION, WITH CAPTIONS

- Option 3 Combines options 1 and 2 to offer both Live Spanish audio AND Spanish Captions

Live Spanish Audio WITH Captions	Year One Cost	Years 2+ Cost
One-Time Hardware	$13,500*	0
Granicus Annual Service Fee	$1,500	$1,500
Automated Caption Service Fee's	$17,808	$17,808
Annual Interpretation Costs	$96,600**	$96,600**
TOTAL ANNUAL COST	$129,408	$115,908

*Covered by available PEG Funds
**Estimated costs for planning purposes only - subject to formal bid.

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED
OPTION 4: LIVE REMOTE SPANISH INTERPRETATION WITH SPANISH CAPTIONS

- Live Interpreters would operate remotely via Zoom
- Potentially lower hourly rate – all other costs remain the same as option 3
- Requires additional equipment and space in TV Control room
- Subject to internet connectivity issues and other technical issues beyond staff control
- Would provide a viewing platform, but phone callers would not hear translated audio
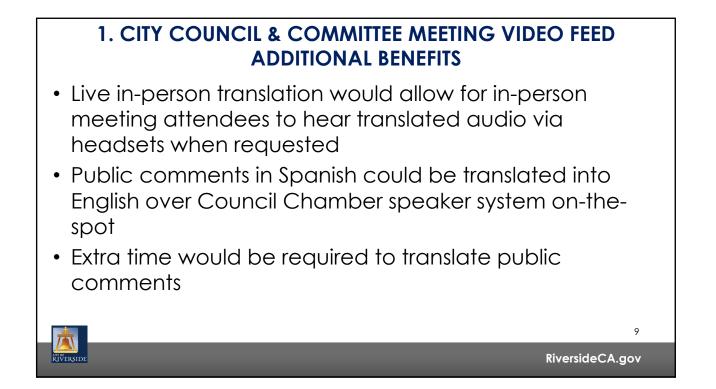
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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED
COMPARISION OF OPTIONS

Comparison of Options	Year 1 Est. Cost	Subsequent Years Estimated Cost
Option 1: Automated Spanish OPEN Captions with English audio	$32,808	$19,308
Option 2: Live Spanish audio with NO Spanish captions	$102,600	$98,100
Option 3/4: Live Spanish Audio WITH Captions	$129,408	$115,908

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED ADDITIONAL BENEFITS

- Live in-person translation would allow for in-person meeting attendees to hear translated audio via headsets when requested
- Public comments in Spanish could be translated into English over Council Chamber speaker system on-the-spot
- Extra time would be required to translate public comments

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1. CITY COUNCIL & COMMITTEE MEETING VIDEO FEED IMPLEMENTATION CHALLENGES

- Options discussed only apply to web broadcasts – not cable channels
- RiversideTV City Council Control Room has limited space for additional equipment and interpreters
- All options greatly increase complexity for RiversideTV staff and creates higher probability of issues that may interfere with broadcasts

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2. CITY COUNCIL & COMMITTEE MEETING AGENDAS & MINUTES

Translation of Council Agenda's/Minutes	Meetings Per Year	Annual Cost
Council Agenda's Only	48	$7,160
Council Minutes Only	48	$8,188

Translation of Committee Agenda's/Minutes	Meetings Per Year	Annual Cost
Committee Agenda's Only	84	$3,469
Committee Minutes Only	84	$1,764

Translation of ALL Meeting Materials	Meetings Per year	Annual Cost
Council - Average Agenda Packet of 616 pages at $10,782	48	$517,53
Committee - Average Agenda Packet of 20 pages at $350	84	$29,400

*Estimated costs and subject to formal bid.

- Of the three vendors consulted for estimates, The Spanish Group had the lowest pricing at .07 per word
- Average turn-around time was quoted at 2-3 business days
- Estimates were calculated using "average" sized meeting agenda and minutes

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2. CITY COUNCIL & COMMITTEE MEETING AGENDAS & MINUTES CONSIDERATIONS

- Clerk's Office would need additional time to send materials out for translation and duplicate agenda items in Legistar (the agenda management system)
- Due dates for departments to submit meeting materials would need to be adjusted to accommodate additional time required by Clerk
- Clerk's Office anticipates issues with current technology providers and the limitations to provide a seamless solution

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2. CITY COUNCIL & COMMITTEE MEETING AGENDAS & MINUTES
STAFF RECOMMENDATIONS

Considering the unknown factors and significant fiscal impact of translating all meeting materials, the City Clerk's Office recommends implementing one of the following options:

Option 1: Add translated language to the face of all City Council and Standing Committee meeting agendas, offering translated materials upon request, with a 48-hour turnaround.

Option 2: On a trial basis, have only the agendas translated. This option will assist with determining the impact on staff, labor costs, and demand for this service. Factors to be considered with the second option would be publication due dates to meet deadlines for posting translated materials following the publication of the English version, including the posting of revised agendas, the fiscal impact, and additional staff time required for administrative functions.

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3. TRANSLATION OF RPD BUSINESS PERMIT APPLICATIONS

Current Procedure
- Applications for Business permits are located online as PDFs in English only
- RPD maintains contracts with 24/7 over the phone interpretation as needed
- Internal bilingual staff accompany Detectives to inspections when needed
- Applicants are required to provide their own interpreter for Hearings

Considerations
- If applications were to be submitted in other languages, RPD would have to translate them back into English each time for review
- RPD Business Permits are one step in part of a larger process
- According to the VICE Unit there have been no known complaints regarding difficulty in completing business permit applications

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3. TRANSLATION OF RPD BUSINESS PERMIT APPLICATIONS
STAFF RECOMMENDATIONS

At this time, RPD does not recommend moving forward with offering business permit applications in any language other than English, due to the factors discussed and lack of data to support this request.

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RECOMMENDATIONS

That the Inclusiveness, Community Engagement & Governmental Affairs Committee provide input and guidance regarding the future implementation of translation of City Council and Committee meeting audio translation of video feed, meeting agenda and materials, and Riverside Police Department business application materials.

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