

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

Department of Marketing and Communications

August 7, 2024

RiversideCA.gov

1

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.



RiversideCA.gov

2

2

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.



3

RiversideCA.gov

3

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.



4

RiversideCA.gov

4

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.



5

RiversideCA.gov

5

CITY COUNCIL & COMMITTEE VIEWS

January 17, 2024 – July 23, 2024

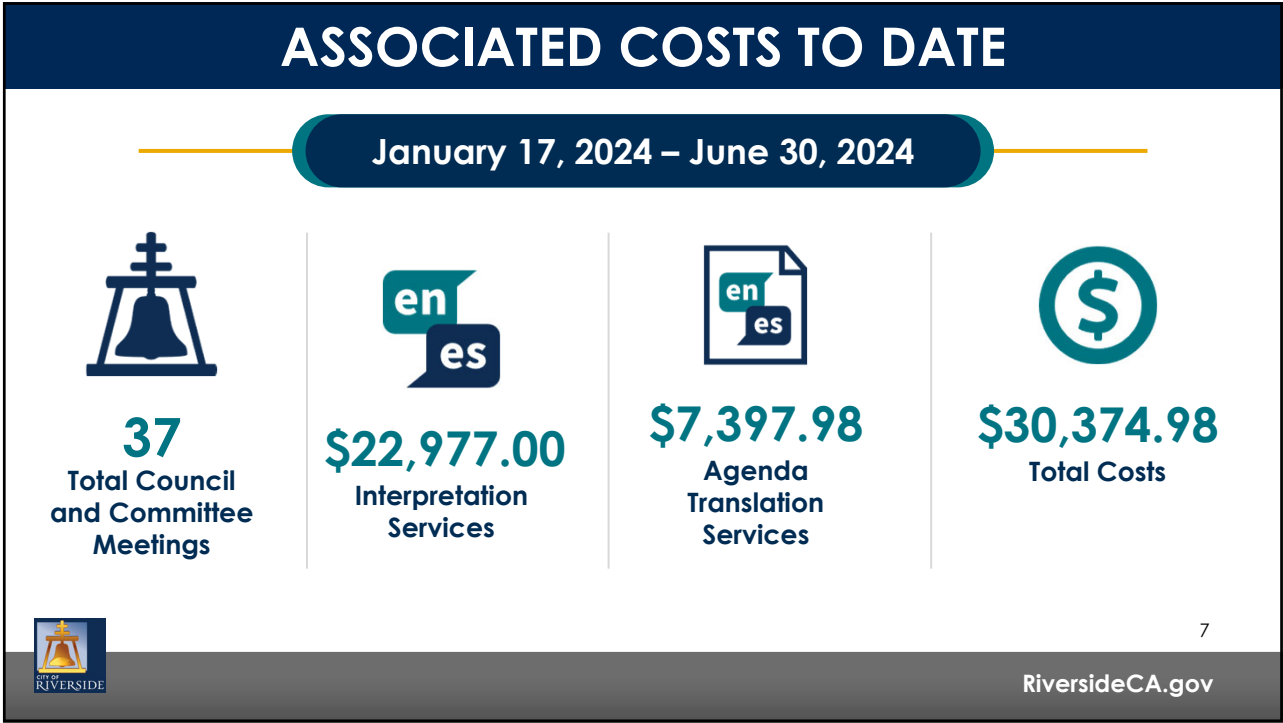
Meeting	Total Number of Views (English)	Total Number of Views (Spanish)
City Council	1,045	247
Economic Development Committee	75	12
Finance Committee	82	16
Governmental Processes Committee	90	17
Housing & Homelessness Committee	229	56
Land Use Committee	77	1
Mayor's Nominating and Screening Committee	26	3
Mobility & Infrastructure Committee	90	34
Safety, Wellness & Youth Committee	96	18
Total	1,810	404



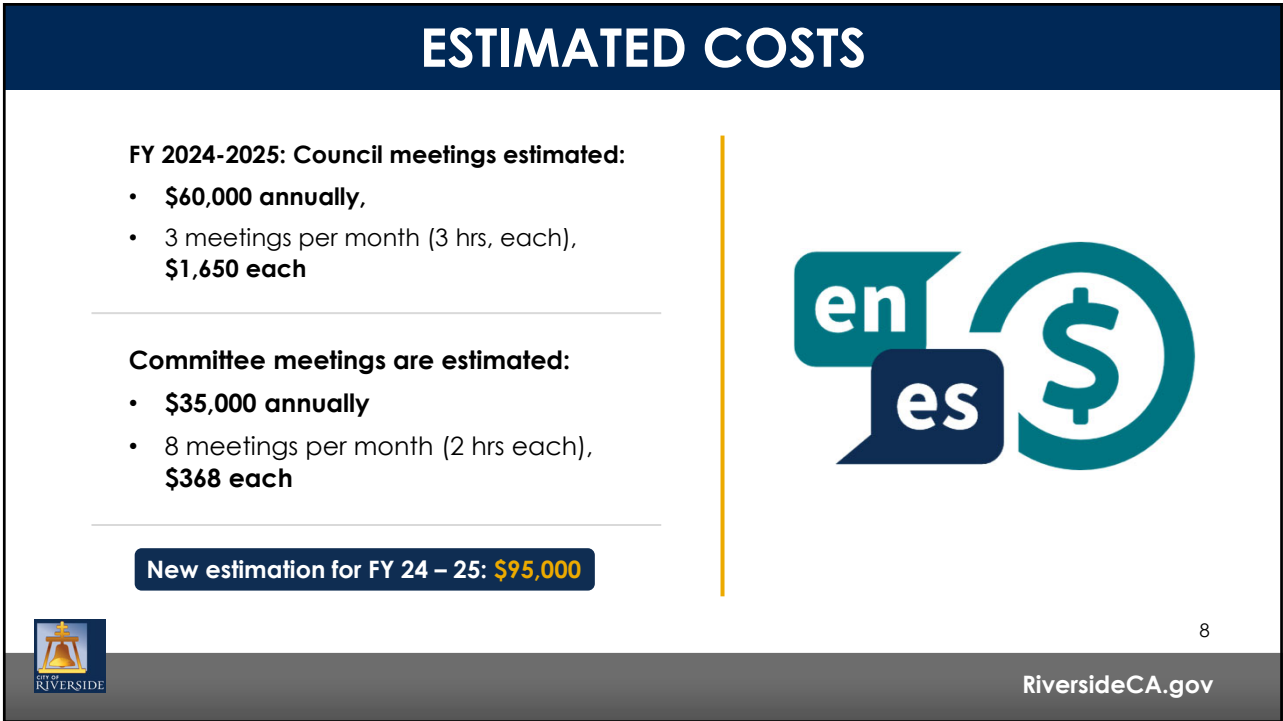
6

RiversideCA.gov

6



7



8

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



9

RiversideCA.gov

9

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.



10

RiversideCA.gov

10