

SPANISH INTERPRETATION AND TRANSLATION OF CITY COUNCIL AND CITY COUNCIL STANDING COMMITTEE MEETING BROADCASTS AND AGENDAS

Department of Marketing and Communications

November 5, 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.



2

RiversideCA.gov

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

COMMITTEE RECOMMENDATION



On October 2, 2024, the Governmental Processes Committee (GPC) recommended that the City Council consider discontinuing in-person Spanish interpretation services for City Council and Committee meetings unless a request for such services is received at least 72 hours in advance. Furthermore, it was advised to discontinue the Spanish translation of Committee agendas unless a request for a translated agenda is submitted within the same 72-hour timeframe. Spanish translation will continue for City Council meeting agendas. Staff were also directed to provide an update on this matter to the Committee in six (6) months.



6


RiversideCA.gov

6

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


RiversideCA.gov


7

ASSOCIATED COSTS TO DATE


January 17, 2024 – June 30, 2024




37
Total Council
and Committee
Meetings




\$22,977.00
Interpretation
Services



\$7,397.98
Agenda
Translation
Services






\$30,374.98
Total Costs



RiversideCA.gov

8

ASSOCIATED COSTS TO DATE

January 1, 2024 – July 30, 2024

 \$6,851.16 City Council Agenda Translation Services	 \$1,132.59 Committee Agenda Translation Services	 \$7,983.75 Total Costs
---	--	---

 9
RiversideCA.gov

9

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



 10
RiversideCA.gov

10

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 City Council:

1. Consider discontinuing in-person Spanish interpretation services for City Council and City Council Standing Committee meetings unless a 72-hour notice for Spanish translation is received;
2. Consider discontinuing Spanish translation of City Council Standing Committees agenda unless a 72-hour notice of Spanish translated agenda is received; and
3. Direct staff to bring an update back to the Committee in six months.

