



# SECURE A CLOSED CAPTION SYSTEM

RS-23-072

April 18, 2023

# Background

2

- In August 2021, City Council gave direction for staff to explore closed captioning options when broadcasting meetings
- Closed Captioning will meet Americans with Disabilities Act (ADA) compliance requirements for hearing-impaired citizens
  - The City wishes to reach community members who may require accommodations of audio/visual feeds for public meetings
  - This will help reach a broader audience for webcasting/live broadcasts of public meetings

# Background Continued

3

- Staff conducted on-site testing and visited agencies using closed captioning technology.
- Three vendors were tested with the City's current broadcast system, including ENCO, Swagit and Granicus.
  - Granicus is our current vendor for internet streaming of meetings and has a cost of \$102K, with increases annually.
- After extensive, on-site tests of each vendor, a solution at no cost offers the best solution at the time— The City's YouTube.com channel.

# Background Continued

4

- Research on Central Texas Cities found that use of live/closed captioning is **not** provided at every City Council meeting.
  
- ▣ Those cities include: Copperas Cove, Belton, Temple, Georgetown, Round Rock, Midland, Waco, Amarillo, Grand Prairie, (Frisco- not live); also, Killeen Independent School District board meetings
  - (Texas Cities with populations from 20K-200K)
  
- ▣ Some cities also provide meetings via a *YouTube* broadcast (recorded and/or live), which provides captions at no cost.

# Background Continued

5

- It has been, and will continue to be, difficult to measure the full benefit to the community using the existing meeting management system
- State and local governments: In determining whether a particular aid or service would result in ***undue financial and administrative burdens***, a Title II entity should take into consideration the ***cost*** of the particular aid or service in light of all resources available to fund the program, service, or activity and the ***effect on other expenses or operations***. The decision that a particular aid or service would result in an ***undue burden*** must be made by a high level official, no lower than a Department head, and must include a written statement of the reasons for reaching that conclusion (<https://www.ada.gov/effective-comm.htm>)

# Example

6

CITY OF KILLEEN

services in a One-Stop shop so it's a no-brainer to me but thank you mayor

1:00:29 / 2:49:02

City Council Workshop Meeting - April 4, 2023

City of Killeen  
711 subscribers

Analytics Edit video

Like Share Download Clip Save

# Alternatives

7

- ❑ Do not authorize the procurement of a closed captioning system / accommodations for the hearing impaired
- ❑ Authorize the procurement of the closed captioning system from Granicus to provide accommodations for the hearing impaired, in the amount not to exceed \$102,000 for FY 23 (PEG funds option not available due to recurring fee)
- ❑ Authorize meeting recordings to be placed on the City's YouTube channel with a closed captioning service option at no cost, and continue with American Sign Language (ASL) option by request

# Recommendation

8

- Staff recommends that City Council authorize meeting recordings to be placed on the City's YouTube channel with closed captioning services option at no cost