



COMMUNICATION INTERPRETER SERVICES

DS-21-124

September 21, 2021

Background

2

- On June 8, 2021, City Council made a motion of direction for staff to move forward with a discussion on closed captioning
- The Americans with Disabilities Act (ADA), requires appropriate steps to ensure that communication with applicants, participants, members of the public, and companions with disabilities, are as effective as communications with others
 - City complies by offering resources *upon request*, posting meeting agendas with detailed descriptions to allow the public to follow along, and minutes from each meeting relaying the discussion and vote details
 - City's recent ADA Compliance Agreement requires processes to be written with identified resources to provide services when requested

Reasonable Accommodations

3

- Update information on agenda with more inclusive language and to better inform the public of their right to reasonable accommodations
- Potential Auxiliary Aids and Services
 - ENCO enCaption (Live and Closed Captioning Automated Service)
 - Swagit (Human/Live Captioning Service)
 - Sign of the Times (Sign Language Services- Waco)
 - MasterWord (Sign Language Services- Houston)
 - Radio/headphones are currently available for those who are hard of hearing at in-person meetings
- Research on comparable cities showed that live/closed captioning and sign language interpreters are provided only upon request

Closed Captioning Options

4

- ENCO Automated Live/Closed Captioning:
 - Initial Capital Equipment: \$79,775 (PEG Fund)
 - Reoccurring Maintenance: \$6,000 annually (General Fund)
 - Closed captioning would be provided for all City Council Meetings
- Swagit CC/Human Captioner:
 - Initial Capital Equipment: \$25,940 (PEG Fund)
 - Reoccurring Fees: \$5,004.00/annually per 100 hours of captioning; (\$417/month + annual maintenance) (General Fund)
 - Closed captioning would be provided only upon request

Sign Language Interpreter Options

5

- A Sign of the Times (Waco)
 - In person and virtual options
 - Estimated Costs (General Fund): \$300 for a 3-hour meeting
 - \$65/hour on weekdays before 7pm
 - \$97.50 for each additional hour after 7PM or on weekends
 - \$65 admin. fee
- MasterWord (Houston)
 - In person and virtual options
 - Estimated Costs (General Fund): \$400 for a 3-hour meeting
 - \$100/hour (This is After-hours pricing)
 - \$50 - \$100 admin. fee

Recommendation

6

- Purchase ENCO enCaption Live/Closed Captioning Service to provide closed captioning at City Council Meetings for a one time cost of \$79,775 and a recurring cost of \$6,000 annually
- Secure services with both Sign of the Times and MasterWord (as a backup) for in-person or virtual ASL interpreters when accommodations are requested