Discussion / Direction

on the possibility of Closed Captioning for Assembly meetings.

MEMORANDUM

To: Mayor Paxton and Assembly Members
Michael Harmon, Interim Municipal Administrator

From: Grant Turner, Information Technology Director

Date: October 2, 2019

SUBJECT: OPTIONS FOR CLOSED CAPTIONING ASSEMBLY MEETINGS

Background

Public requested that closed captioning be provided for the public. The IT department has researched available options.

Analysis

There are three options available for providing closed captioning for live assembly meetings. Each of the options would require some sort of display for the captions; this would be either a large display somewhere in the room or a handheld device checked out for the meeting by the members of the public.

The options are as follows:
- Granicus live captioning
  - The video encoding service that the city already uses has an additional service available where they provide live captioning of the video as it is streamed to the web through their service.
  - This option would require that the member of the public would have a handheld device for viewing the stream with the captioning.
  - The accuracy of the captions from this service would be high.
  - The video stream tends to have about a thirty second delay vs. real time.
- Closed captioning encoder
  - This option would require the purchase of a new video encoder the be installed in parallel with the Granicus service. This new encoder would take the audio input from the microphones and convert it to text.
  - The accuracy of the captions from this service would be high, including automatic designation of line breaks due to new speakers and various other high-end features.
  - This option would require the purchase of a new captioning server, a

closed captioning encoder and large format display for the room.
- o The captions from this service would be very close to real time.
- Text to speech apps
  - o There are apps available for mobile devices that convert speech to text. These apps could be connected to large display to present this text during the meeting.
  - o The accuracy of the captions from this service would be the lowest of the three options.
  - o The text would be presented nearly in real-time.

Fiscal Note

Each of the three options have prices commensurate with the quantity and quality o of services provided.
- Granicus live captioning
  - o This service is charged hourly on an annual basis. For instance, you would pay $7,500 up front for up to 50 hours for the year or $20,250 for up to 150 hours.
  - o Based on average meeting lengths, the city would need roughly 150 hours, or $20,250.

Terms	Rate	Overage
Hourly	$150.00	-
>50 Hrs	$143.50	$145.00
50 Hrs > 100 Hrs	$140.00	$143.50
100 Hrs > 150 Hrs	$137.50	$140.00
150 Hrs > 200 Hrs	$135.00	$137.50
200 Hrs >	$130.00	$135.00

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- Closed Captioning Encoder
  - o This would require the purchase of a captioning server and a video encoder to display the text on new large display in the room.
  - o There are two pricing models for this, a monthly lease of $1,250 or outright purchase at $30,000. A large display would cost around $1,000.

Product Description	Monthly Lease w/ 1-Year License	Full Purchase – 1 Server	Full Purchase – 2 Servers	Full Purchase – 3 or more Servers
Live CC Appliance	$1,250	$30,000/ea.	$25,000/ea.	$20,000/ea.
Workbench Lite	Included	Included	Included	Included
Maintenance & Support	Included	20% annual after 1st year	20% annual after 1st year	20% annual after 1st year
Cost	$15,000	$30,000	$50,000	TBD

- Text to Speech Apps
  - o This is the least expensive option, requiring only a device and a large display for the presentation of the captions.
  - o Mobile device $500, large display $1,000