



# STAFF REPORT

AGENDA NO: 8k

MEETING DATE: August 19, 2019

**To: Honorable Mayor and City Council**

**Date: August 19, 2019**

**From: Meaghan Hassel-Shearer, City Clerk – (650) 558-7203**

**Subject: Adoption of a Resolution Authorizing the City Manager to Execute an Agreement with Granicus, Inc. for Closed Captioning Services and the Procurement of a Captioning Encoder, and Approving a Budget Amendment in the Amount of \$30,000**

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## **RECOMMENDATION**

Staff recommends that the City Council adopt the attached resolution authorizing the City Manager to execute an agreement with Granicus, Inc. for closed captioning services and the procurement of a captioning encoder. Additionally, staff recommends an appropriation of \$30,000 from the General Fund Reserves to cover the costs of the agreement and the encoder.

## **BACKGROUND**

At the June 3, 2019 City Council meeting, Councilmember Keighran inquired about adding closed captions to the City's recorded meetings. City Clerk Hassel-Shearer stated that the City's video streaming and agenda management provider, Granicus, provides this service and that she would look into the details of procuring this service.

## **DISCUSSION**

The City currently contracts with Granicus for video streaming and agenda management services. Under this agreement, agendas, agenda packets, and minutes for the City Council and all City commissions are accessible on the City's website. Additionally, video is provided for City Council, Planning Commission, and Traffic, Safety & Parking Commission meetings on the City's website.

Staff discussed Councilmember Keighran's request with Granicus representatives. Granicus informed staff that they are able to provide the City with English closed captioning in real-time for meetings that are streamed on their platform (City Council, Planning Commission, and TSP Commission) and that the captions are 98% accurate. In addition, closed captions will be added at a later date to videoed meetings that are held outside of City Hall, such as the Council's annual Goal-Setting Session.

The City will also be provided with transcripts of the captioned meetings within 24 hours of the meeting. These transcripts have several benefits:

- The transcripts can be posted online to provide the public with another way of reviewing meetings;
- The transcripts can be utilized by staff to better understand the direction that was given by the governing body; and
- The transcripts will assist staff with writing the meeting minutes and decrease the amount of time they spend writing meeting minutes.

Additionally, with the purchase of a captioning encoder, at a one-time cost of \$5,000, the City will be able to provide closed captioning for those that choose to watch the meetings on their televisions.

Granicus confirmed that they will add closed captions to videoed meetings that are held outside of City Hall, such as the Council's annual Goal-Setting Session, at a later date.

Staff reached out to other cities including San Mateo and Windsor that utilize Granicus' closed captions. Both cities stated that the service was effective and highly accurate.

Staff estimated that the City holds 64 meetings a year at an average length of two to three hours. Therefore, staff and Granicus agreed on an estimated 150 hours at a cost of \$20,250 a year. If the City exceeds 150 hours, Granicus will bill the City at the rate of \$135 per hour.

In order to provide closed captions for those watching the meeting on their televisions, the City will need to purchase a captioning encoder. The recommended encoder carries a one-time cost of \$5,000.

### **FISCAL IMPACT**

The fiscal impact of the agreement and the purchase of the captioning encoder is estimated at \$30,000. Staff recommends that the City Council authorize an additional appropriation of \$30,000 from the General Fund Reserves to allow the City to enter into an agreement with Granicus for closed captioning and to fund the purchase of the captioning encoder.

Exhibits:

- Resolution
- Agreement