



Captions and Subtitles

**Communications Division
October 31, 2023**

The Questions

How can we provide English captions and Spanish subtitles for those viewing Committee and Board Meetings online?

Should a policy be drafted for Lake County Board approval?

Captions vs Subtitles

Captions

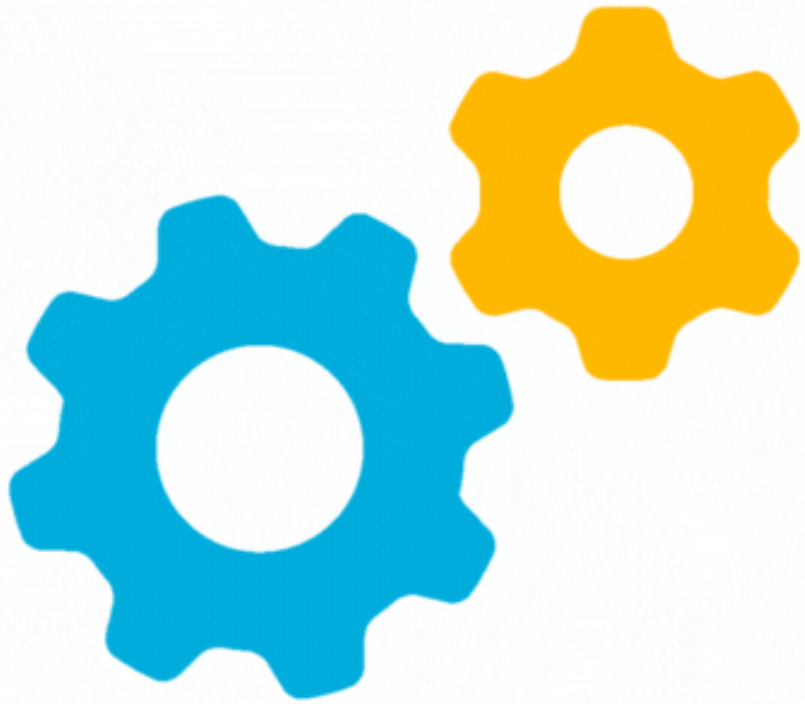
Display words in the same language that is spoken on screen



Subtitles

Display a translation of the spoken words on screen





Automatic

Automatic

How They Work

AI generates English captions and Spanish subtitles

Pros

Cost-effective; limited staff resources; many supported languages; accuracy is improving; applicable for live on Zoom and recordings

Cons

Not as accurate as other options and does not meet FCC standards for closed captioning/subtitles



Automatic (Cont.)

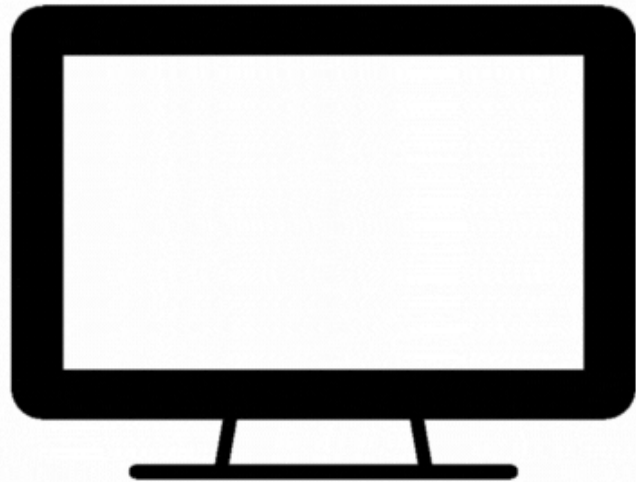
Staff Resources
Limited

Cost

Approximately \$6,000 annually

(All Committee and Board Meetings)





Captions/Subtitles for Recordings (Manual)

Captions/Subtitles for Recordings (Manual)

How They Work

Professionals create English captions and Spanish subtitles and add them to the meeting recording

Pros

High accuracy and meets FCC standards

Cons

Increased staff time to coordinate with vendor; cost increases to support additional languages and fluctuates based on length of meetings



Captions/Subtitles for Recordings (Manual)

Staff Resources

0.5 additional FTE

Plus +

Cost

\$25,000 - \$200,000

(Only Board Meetings)

(Committee and Board Meetings)



*Estimate generated with 2-hour meeting average



Live Captions/Subtitles (Manual)

Live Captions/Subtitles (Manual)

How They Work

Professionals create English captions and Spanish subtitles in real-time on Zoom

Pros

High accuracy for live meetings; meets FCC standards; compatible with Zoom

Cons

Increased staff time to coordinate with vendor; **added risk (vendor must be in attendance)**, cost increases to support additional languages and fluctuates on length of meeting and languages supported



Live Captions/Subtitles (Manual)

Staff Resources

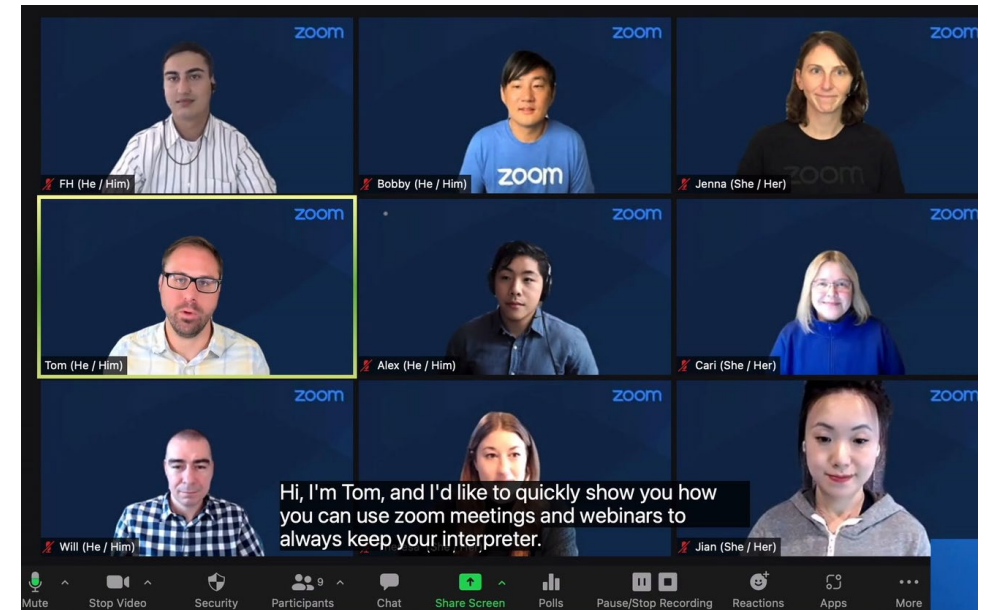
1 additional FTE

Plus +

Cost

\$10,000 - \$75,000

(Only Board Meetings) (Committee and Board Meetings)



*Estimate generated with 2-hour meeting average

Cost Breakdown

Service	Cost
Automatic English and Spanish Live and Recorded	\$6,000 annually Limited staff resources
Recordings (Manual) English and Spanish Recordings Only	\$25,000 - \$200,000 annually (Board Meetings Only) (Committee and Board Meetings) Plus + 0.5 FTE
Live (Manual) English and Spanish Live Only	\$10,000 - \$75,000 annually (Board Meetings Only) (Committee and Board Meetings) Plus + 1 FTE

Should a policy be drafted for Lake County Board approval?

- **Committee Direction Requested**
 - Captions and/or subtitles?
 - Acceptable level of accuracy?
 - Acceptable turnaround time?
 - Meetings to be included
 - Only Board?
 - Committee and Board?



Questions