Zoom Captioning Versus Live Captioning:

While Zoom auto captioning seems to do a moderately accurate job of captioning, it fails in the important area of proper names,acronyms, jargon, and other specialized language. As well, if a meeting has multiple people chatting at one time (which is never easy for human captioners either, but they can prompt facilitators to stop the cross talk). It is unclear how the zoom transcript measures up to the live captioned transcript as there was not an example of both from the same meeting. I did note that the LNS transcript did not have names before who was speaking, which would make reading the transcript difficult to follow for anyone.

My understanding is with hearings happen every week and budget cuts due to Covid causing BDS budget restriction, this request to use zoom captions is due to the financial burden.  While the cost is prohibited to a division budget the DOJ or a judge, should the City be sued, would look at the overall City budget which should have funds earmarked for such public meetings.

Until City Council approves a clear policy around captioning at public meetings the following is the advice form OEHR ADA Title II Manager:

## Zoom captions can be used under the following conditions:

The bureau acknowledges verbally at the beginning of each meeting, on their website for the meeting, and on any written material about the meeting, the following:

Zoom automated captioned are being used and are not as reliable as live captioning.  Should a member of the public need live captioning or ASL for full participation, they may request them by contacting (Name of person, phone) at least 48 hours prior to the hearing/meeting.  Members of the public may also request a corrected transcript of the meeting by contacting (Name of Clerk).

## Zoom automated captioning should never be used:

* If a request has been made by a member of the public for live captioning or ASL translation.
* If the information being communicated is vital to public health and safety, or has financial, or legal impact on an individual's community member's rights.
* If the information contains direction on accessing resources.

## Transcripts:

* Downloaded transcripts from zoom need to be transferred to an accessible word or accessible pdf format. (Word is preferable for screen readers)
* If BDS publishes transcripts online, the transcripts should be corrected before posting.

## Special Note:

The zoom captioning seems to work better when people enunciate and speak slow and clear, with no cross talk.  It would be advisable to remind members of the commission and presenters of this at the beginning of meetings.

Because the transcript also does not distinguish between speakers it would be advisable to have speakers identify themselves before speaking. This is a good practice as it also makes meetings more accessible to someone who is blind.