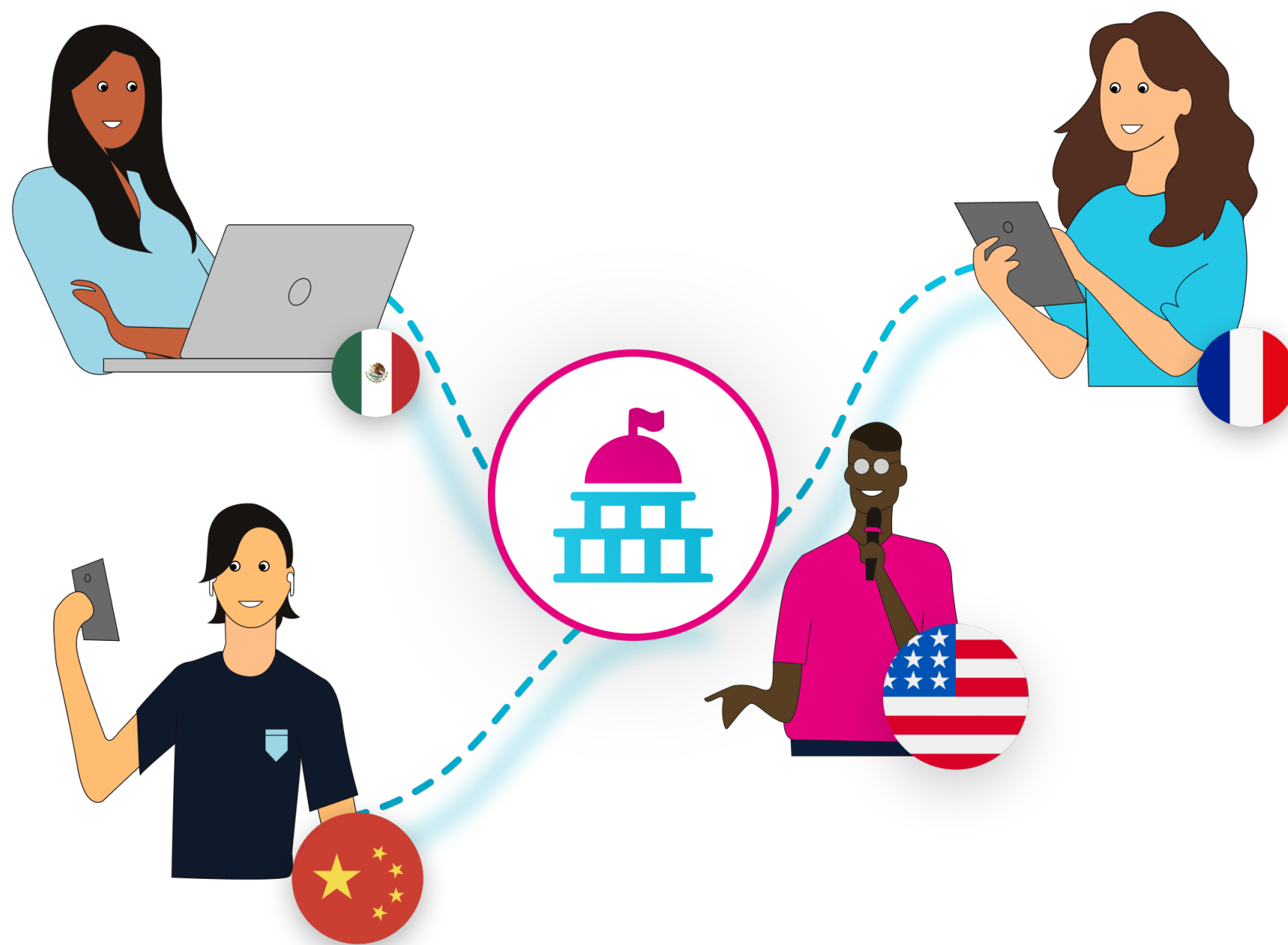


AI Translation Guide

4-Steps to More Inclusive Government Meetings

Make Government Meetings
More Inclusive and Accessible
Live AI Translation & Captions



Introduction

Local governments serve diverse populations where residents speak languages other than English. This language diversity can create significant barriers to civic engagement, particularly in crucial settings like city council meetings, public forums, and even press conferences.

While some larger municipalities have explored using human interpreters, this approach is often expensive, logistically complex, and difficult to scale, especially for smaller cities.

Residents want to participate and have their voices heard, but language barriers restrict their ability to do so. Many essential government functions are conducted primarily in the local language, which limits engagement for residents with other first languages. This lack of access can lead to disenfranchisement and a disconnect between local government and the communities it serves.

This guide summarizes options for making local governments more inclusive and accessible to residents, including an overview on how AI translation and AI captioning solutions can work for your community.

Translation Options

There are three options for addressing the language barrier at government meetings.

1. Do Nothing

The most common solution is to do nothing. While this is obviously the cheapest and least time consuming in the short term, there are significant long run costs when community members and government employees are unable to understand the meetings and do not fully engage.

2. Use Human Translators

Human translators have been used for centuries and are a common option for meetings and events around the world. Everyone has watched prominent events like sessions at the UN where attendees from 100+ countries around the world listen in real time to a presenter speaking in a language they are not familiar with that is translated into their language.

Traditional human powered live translation solutions require a multi-step process. The on-stage speakers give a speech or presentation in their native language. This is known as the source language. Two interpreters (per language) work in a booth, taking turns. The interpreter listens to the presenter and communicates the meaning of the words in the required language. The need for multiple interpreters, sound booths, and attendee listening devices make this solution hard to implement.

Human interpretation is a good option for large events which are planned months in advance and supported by big budgets and teams to coordinate all of the logistics. But the time and cost of offering human interpretation makes this option not viable for most municipalities.

3. Use Live AI Translation and Captioning

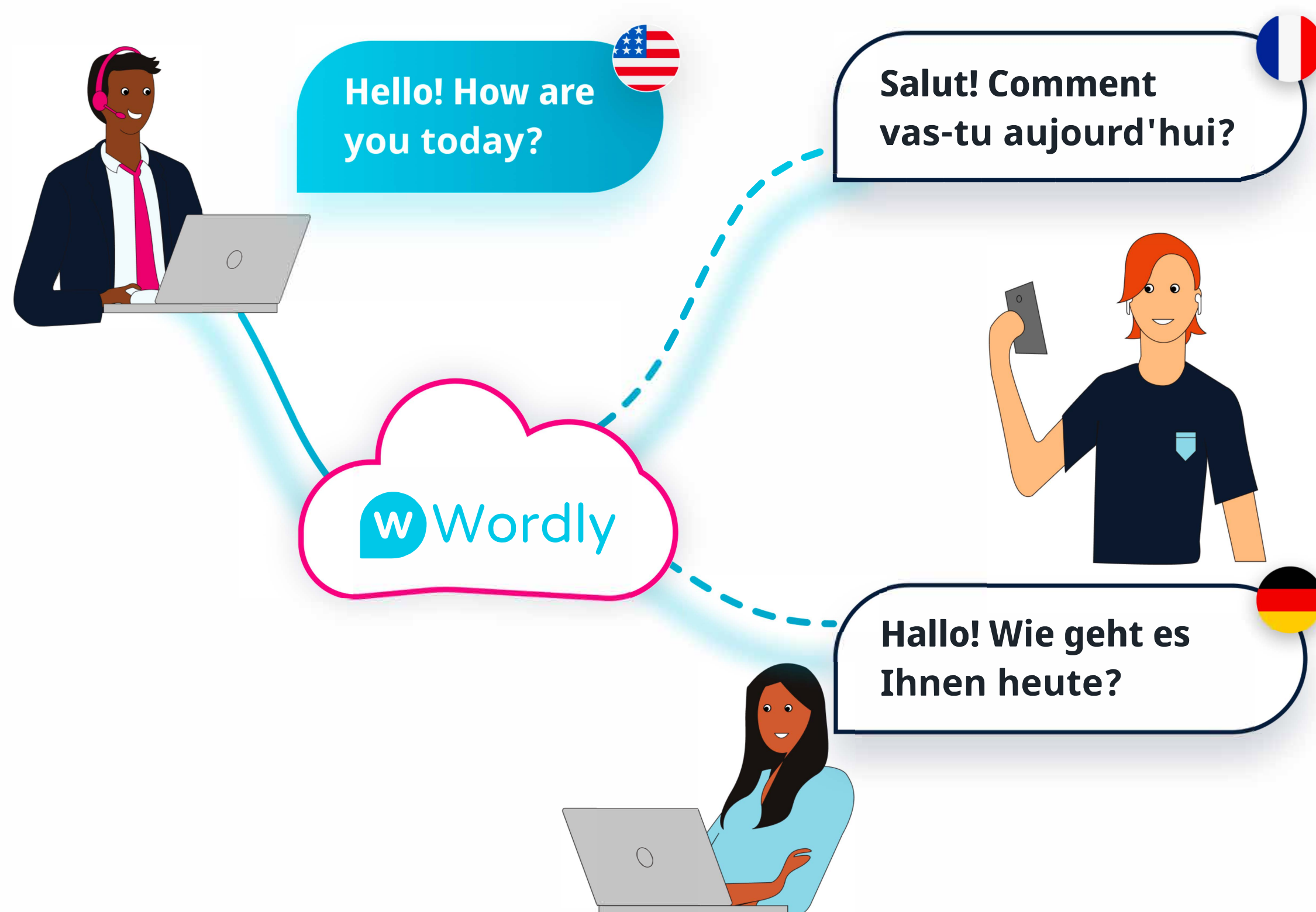
A fast-growing option is AI translation, also known as Machine Interpretation. These technology solutions are powered by an Artificial Intelligence (AI) platform and integrated with a secure cloud infrastructure, removing the need for human interpreters and special equipment. AI translation is being implemented across a wide range of markets, including local government, healthcare, education, and nonprofits.

How Wordly Solves Local Government Challenges

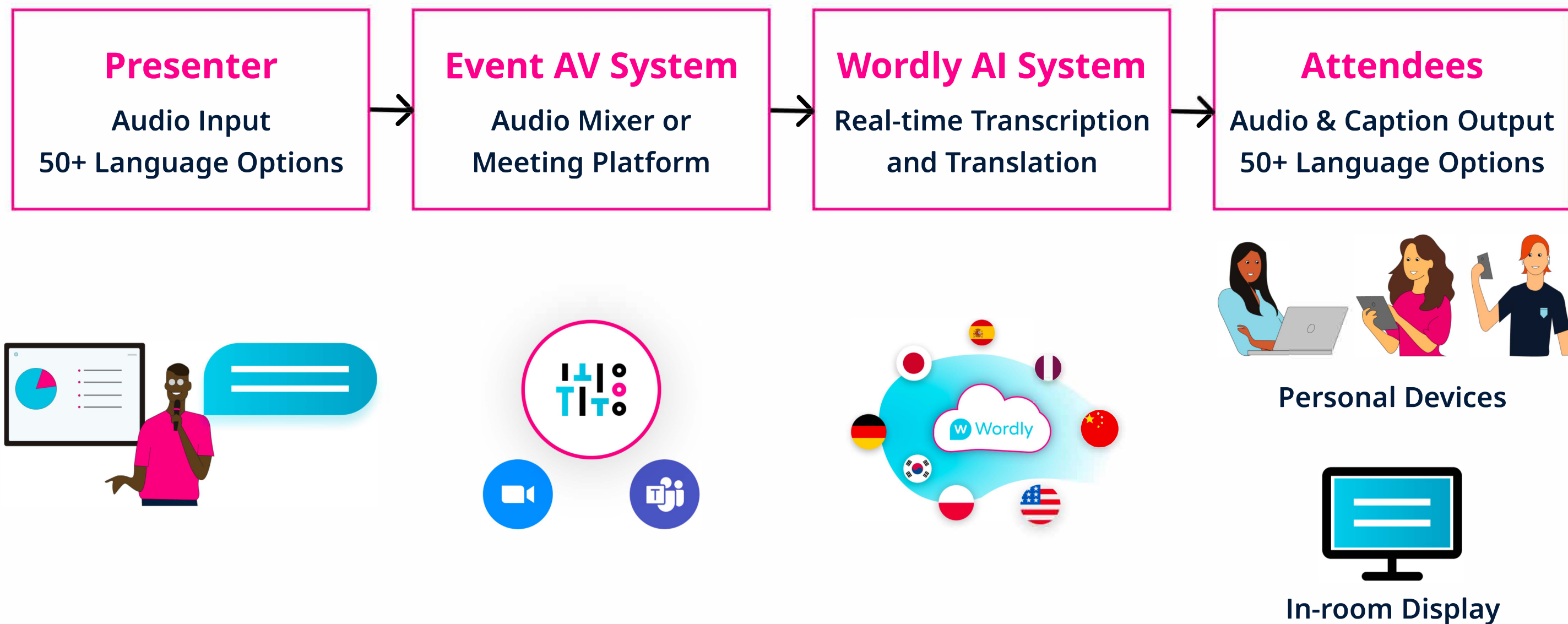
Wordly developed the industry's first 100% AI-powered live translation platform - providing a fast, easy, and affordable solution for today's global, multilingual, hybrid world. Wordly is powered by AI and does not require human interpreters or special equipment.

Wordly enables you to address the multi-language challenge at every government event or any other events where attendees speak multiple languages.

Wordly enables local governments to expand community outreach by allowing both speakers and attendees to participate in their preferred language. This increases civic engagement and gives everyone a voice.



How AI-Powered Translation and Captioning Works



Step 1

The audio mixer (or microphone) in the meeting room is connected to a laptop (or tablet) which is used to log into the AI translation and captioning system. This helps ensure the AI system receives high quality sound input.

Step 2

The presenter(s) speak in their preferred languages during the meetings. The AI system can manage participants speaking in multiple languages.

Step 3

The system uses AI technology to transcribe and translate the spoken content into the preferred languages for each participant. AI systems can process and translate speech simultaneously into dozens of languages. The caption output is displayed in less than 0.5 seconds, providing the output in near real time. The translation software is capable of understanding different dialects and accents, so you can feel confident that the translation will be accurate and understood by all attendees.

Step 4

Attendees can read along with captions / subtitles or listen with their ear buds in their preferred language on their computer or mobile device. Attendees access the translation and captions by scanning a QR code with their phone or visiting a URL from their computer. Attendees can be either in person or attend virtually via Zoom or another meeting platform. The captions can also be displayed in multiple languages on monitors positioned around the room so both presenters and attendees can see them.

Benefits Of Using Wordly AI Translation and Captioning



AI translation offers many benefits, including:

1. Increase public engagement
2. Improve accessibility and inclusivity
3. Expand participation with multilingual support
4. Leverage a larger pool of speakers
5. Multiple output options - audio, caption, and transcripts
6. Supports virtual, in-person, and hybrid meetings
7. Works with any event platform - Zoom, Teams, Cvent, and more
8. Set up in minutes - no special hardware or sound booths
9. Very affordable - get dozens of languages for one low price
10. Meets IT security and privacy compliance standards

Wordly Government Packages

We make it easy to add live translation and captioning to your government meetings with a comprehensive package that includes live AI translation along with customized support and training to get you up and running quickly. We can create a package that meets all of the use cases you need to address.

Government use cases:

Council Meetings - Live translation enables accessibility and understanding for all attendees at city / county council meetings, regardless of language.

Civic Engagement - Wordly facilitates inclusive civic engagement by providing real-time, two-way translation for diverse communities, allowing all voices to be heard.

Press Conferences - AI translation provides clear, accurate, and secure communication during press conferences.

Training & Education - Enhances onboarding, training, and educational programs making them accessible to broader audiences and meeting potential compliance requirements.

School Districts - Bridges communication gaps in school districts by providing live translation for parent-teacher conferences, board meetings, and more.

Service Desks - Improves service delivery and resident satisfaction with real-time push-to-talk translation at government service desks (e.g., construction permits, utility payments).

The package includes:

Live AI Translation and Captioning - You get live translation of your meetings into both audio and text output - attendees can choose whether they want to listen and / or read.

Extensive Language Options - Each attendee can select their preferred language from dozens of options which come standard with every Wordly subscription. Since Wordly provides multi-directional translation, we can support 3,000+ language pairs (e.g., English to Spanish, Spanish to Vietnamese, French to Spanish, etc.). You can conduct the meeting in English, Spanish, or dozens of other Wordly supported languages.

Customizable Glossaries - You can create a customized glossary of names and other important terminology unique to your municipality that you want to make sure are translated correctly.

Flexible Delivery Formats - You can offer Wordly both for in-person and virtual attendees via Zoom or other video platforms - there is no additional charge for using multiple formats to support hybrid meetings.

Personalized Onboarding - We will assign a Customer Success team member to guide you through the onboarding process. This includes account setup, admin training, integration assistance, translation glossary creation, dress rehearsal tests, presenter coaching, and technical support.

Easy Setup - Once you are onboarded, it will take less than 10 minutes to set up Wordly for your meetings.

Easy Access - Attendees can access Wordly in 2 easy steps. For in person events, they scan a QR code with their mobile phone, select their language, and then have instant access to live audio and text output. For virtual events, they click a link on their computer, select their language, and then have instant access to live audio and text output. You can also choose to have the captions displayed on monitors so people can follow along without using their phones.

Affordable Pricing - Pricing is based on the number of hours you purchase and the number of users. You get audio and caption output for all languages, along with text transcripts, for one fixed price. We offer volume discounts so the more you buy, the more you save. Since Wordly is powered by AI, you do not need to hire individual interpreters for each language.

About Wordly

Wordly provides industry leading AI-powered translation and captioning solutions for in-person events, virtual meetings, and video recordings. The Wordly platform provides live translation without the use of human interpreters - making it faster, easier, and more affordable to collaborate across multiple languages - leading to more inclusive, accessible, and engaging experiences. Speakers' words are automatically transcribed and translated into 60+ languages for attendees to choose from. Wordly is used by over 4 million people at businesses, industry associations, local governments, and religious organizations around the world.

Wordly works with hundreds of government, education, and public sector organizations around the world. Some sample Local Government Customers are listed below:

Sample Government Agencies Using Wordly

San Jose, CA

North Las Vegas, NV

Yonkers, NY

Little Rock, AR

Modesto, CA

Estes Park, CO

Berwyn Heights, NJ

Brookhaven, GA

For more information, visit www.wordly.ai/.