



Case Study

How a Local Government Brings Inclusivity to Community Meetings with AI Translation



Challenge: Bringing Inclusivity to a Diverse Community

About 40% of Modesto's population is Hispanic, according to the U.S. Census Bureau. Many people in the community speak Spanish, along with other languages. After hearing concerns from the diverse community of Modesto, city council began searching for solutions.

"Some solutions in the beginning was providing more people at the Council meetings that spoke other languages like Spanish," Modesto Deputy City Manager, Scotty Douglass said. "But all the while we were searching for a more consistent solution that was technology-based."

They were looking for a service that allows residents to read and listen to city presentations in other languages at live meetings so everyone can participate.

They wanted to provide a consistent solution for the community that was technology-based and did not require people to make special requests before each meeting.

They also wanted a solution that worked for in-person and virtual meeting attendees.

Solution: AI-Powered Translation and Captions

Modesto selected Wordly, an AI-powered live translation and caption solution. Wordly provides real-time translation to meeting participants, enabling members of the local community who don't speak English the opportunity to participate in city council meetings. The solution also promotes transparency and engagement between city management and residents.

"It's a cloud-based service we run through Zoom and it connects to this third-party service," Douglass said. "It essentially pushes the audio to this other service, and they take that audio that's in English in this case, and then it provides the option for translation."

Wordly provides AI captioning and translation in dozens of languages and is designed to promote transparency and engagement between city management and residents.

Each participant can select their own language and listen to live translated audio or read captions on their own phone, tablet, or computer. The translation and captions are accessed through a QR code or website URL that gives participants the ability to choose their preferred language during the meetings.

How the City Implemented Wordly

Phase 1: Configuration – 1 Week

- Modesto worked with Wordly to configure the Wordly system, including Zoom translation

Phase 2: Testing – 12 Weeks

- Created testing scripts and meeting scenarios
- Tested various languages, computer platforms, and browsers

Phase 3: Go Live – 4 Weeks

- Soft release
- Engaged community groups
- User surveys
- Advertised new capabilities on website, at meetings, and with a press release

Results: Benefits of Wordly

Wordly enables members of the community to join city council meetings and follow along in their preferred language through real-time translation.

- **Easy Implementation:** No special hardware requirements (e.g., no sound booth, special headsets, etc.)
- **Out of the Box Integration:** Pre-configured Zoom integration for virtual sessions
- **Fast Session Setup:** Only takes a few minutes to set up for each meeting
- **Broad Inclusivity:** Select from dozens of languages with both audio and caption options
- **Increased Accessibility:** Captions provide access for attendees who prefer to read a live transcript during the meetings in English or other languages
- **High Quality:** The customizable glossary helps ensure names and other important terms are transcribed correctly
- **Affordable:** One price for captions, subtitles, audio translation, and transcripts – includes all languages
- **Media Coverage:** Positive coverage by local press and selected for an industry award

“We have a significant portion of our community that speaks Spanish, and then there’s others that speak many other languages,” Douglass said. “This is a service that allows them to see it in other languages as the meetings are live so that different people can participate.”

About City of Modesto, California



Modesto was founded in 1870 and is the county seat and largest city of Stanislaus County, California. With a population of over 200,000 people, Modesto is located 68 miles south of Sacramento and 90 miles north of Fresno. The city, in the San Joaquin Valley, is surrounded by rich farmland and home to many notable businesses.



Wordly offers multiple ways to access translation in dozens of languages – on a phone, tablet, or computer. Read transcripts or listen to audio in your preferred language in real-time.



Live Translation + Limitless Integrations

Wordly generates live, translated text and audio for events, webinars, or broadcasts, empowering attendees to engage seamlessly. Integrates with all major meeting platforms. RTMP, iFrame, and APIs available for custom setups.

Multilingual Subtitles

Wordly is known for its best-in-class accuracy and translates English, Spanish, French, Portuguese, Japanese, and dozens of other languages to expand accessibility across diverse audiences. Export subtitles, captions, transcripts, and summaries in all relevant formats.

Customizable Display Options

Admins can control font size, text color, and background color for in-room displays, monitors, and third-party caption overlays. Users can control text and background color on their phone, tablet, or computer.

Post-Meeting Support

In addition to real-time features, Wordly helps teams stay compliant with asynchronous support. We offer post-event transcripts, subtitles / caption* files, and summaries – all can be translated and mass exported in seconds.

Wordly's unified solution makes every touchpoint more accessible, engaging, and inclusive across every major language and meeting format. Listen to translated audio; read translated subtitles; read same language captions; access text transcripts and summaries. Wordly does it all for one affordable price.

Whether you're streaming a city council meeting, supporting school events, or having 1-1 customer discussions, Wordly ensures your is accessible to everyone.

In addition to powerful features, high scalability, and ease of use, Wordly has built strong security and privacy protection into our products and processes - including SOC 2 Type II and ISO 27001 compliance - and continuously test and optimize our infrastructure.

Wordly launched in 2019 and is the most trusted **AI translation** and **captioning** tool on the planet

Millions of
Users

60+
Countries

Ready to see Wordly in action?

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