

Local Government Brings Inclusivity to Community Meetings with Wordly



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

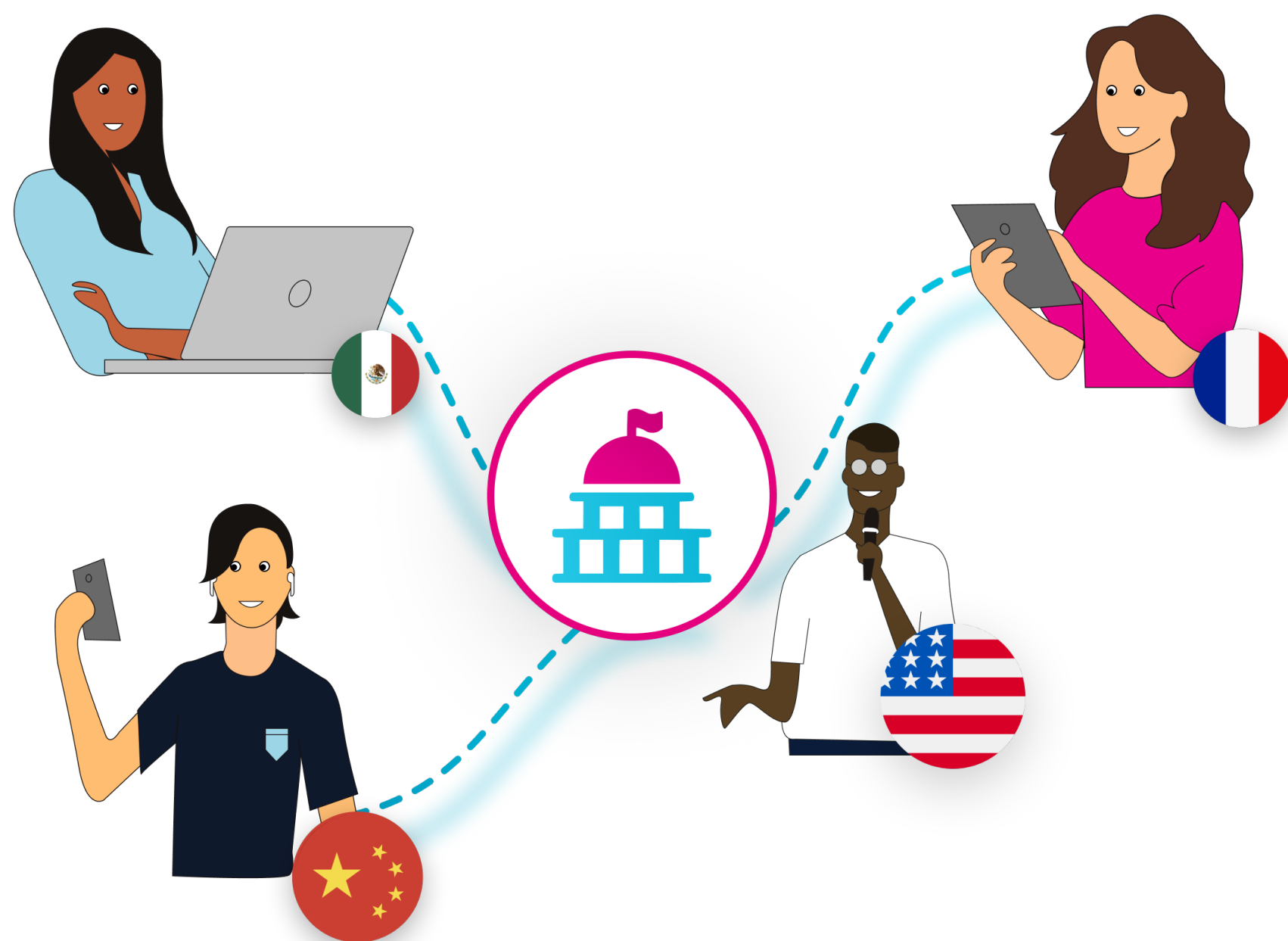
They were looking for a service that allows residents to read / listen to city presentations in other languages at live meetings so everyone can participate. They wanted to provide a consistent solution for the community that was technology-based and did not require people to make special requests before 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. The Wordly AI-powered translation platform provides real-time translated captioning and audio 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 interprets from English plus 50 other international languages into 60+ different 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 that gives participants the ability to choose their preferred language during the meetings.

Implementation

Fast and easy implementation

The city spent three months testing and preparing Wordly for public use. A brief summary of the implementation plan is provided below:

Phase 1: Configuration - 1 Week

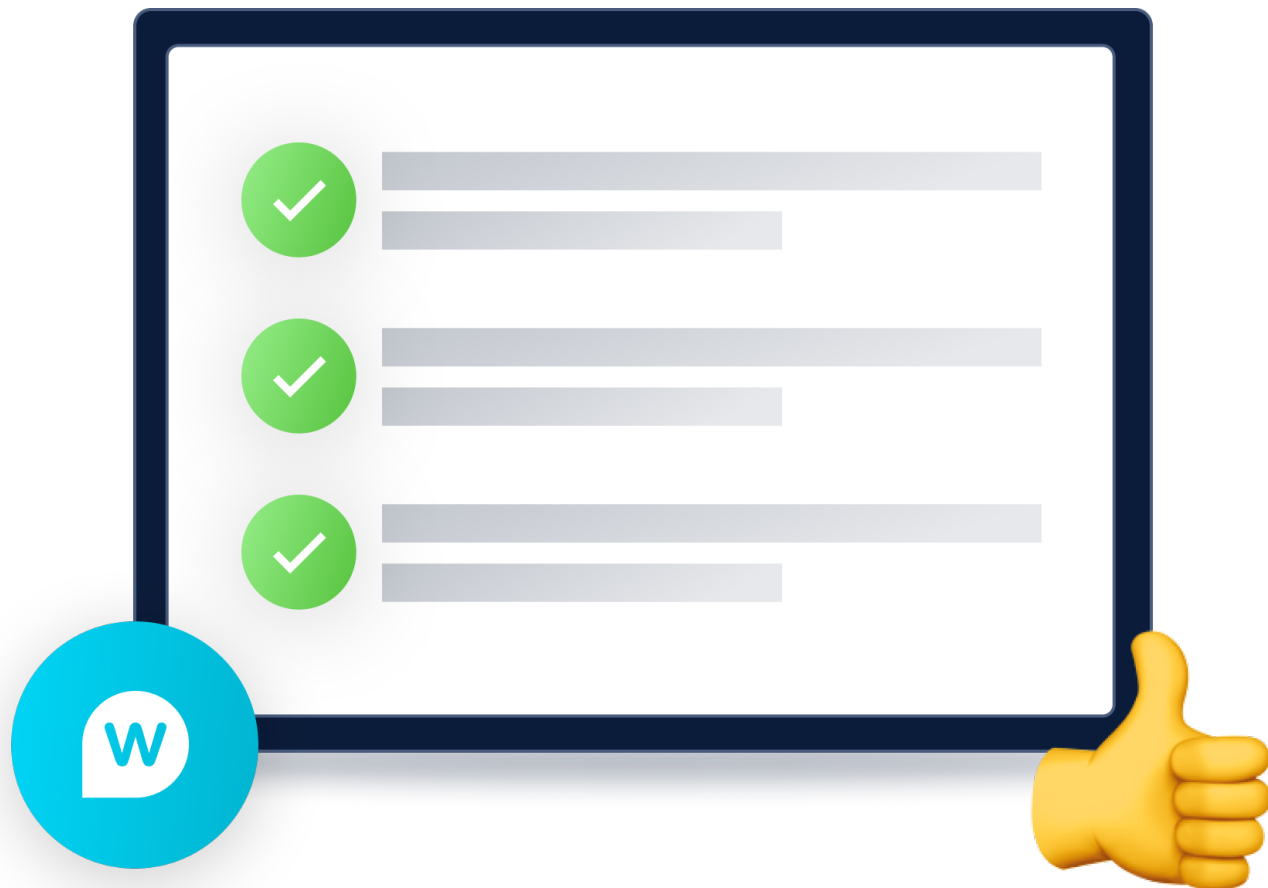
- Modesto worked with Wordly to configure the Wordly system, including Zoom integration

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 capability on website, at meetings, and with a press release





HOW TO USE “WORDLY”

A REAL-TIME LANGUAGE INTERPRETATION
TOOL FOR CITY COUNCIL MEETINGS

OPTION 1: STEP-BY-STEP GUIDE FOR ZOOM USERS

1 Go to the City of Modesto’s City Council Zoom link:
<https://us02web.zoom.us/j/86945970570>
Passcode: **84326**

2 After joining the meeting via Zoom:

- ▶ Select the “LIVE” icon.



- ▶ Select “View Stream on Custom Live Streaming Service”.



- ▶ The Wordly site will launch automatically.

Note: If you are attending the meeting via iPhone or Android, you will need to select “LIVE” to copy the Wordly link, launch your browser and paste the link into your browser.

3 Select your preferred language from the drop-down menu under “Choose Language”.



Choose Language

- ☐ Russian - Russian
- ☒ Spanish - Español
- ☐ Spanish (MX) - Español (MX)
- ☐ Swedish - Svenska
- ☐ Thai - ไทย
- ☐ Vietnamese - Tiếng Việt

4 Select “Attend”.



5 From the upper right corner, confirm your preferred language for interpretation to use during the live City Council meeting.



6 The spoken English language will be interpreted to the language you selected above. Make sure the audio button is on.

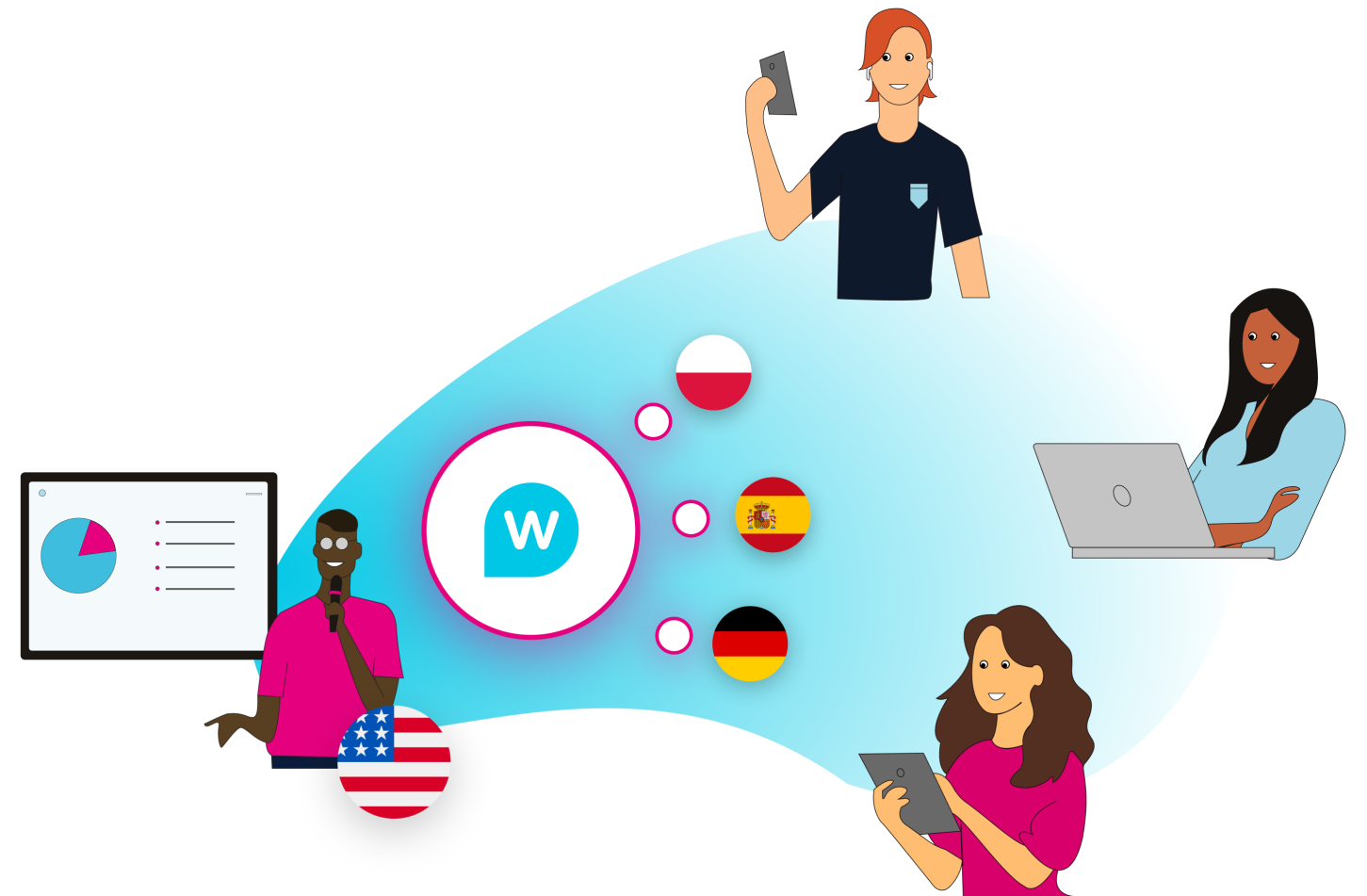


Sample Advertisement for Translation Service on Modesto Website

Results

Benefits of Wordly

Wordly enables members of the community to join the city council meetings and follow along in their preferred language. “A lot of other cities are using people to do that service and most of them are doing that on a request basis,” Douglass said. “We wanted to be able to make this a consistent thing that we could do for our community.”



- **Easy Implementation** – no special onsite 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 custom 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,” Modesto Deputy City Manager Scotty 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 Modesto

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.



About Wordly

Wordly provides live AI translation and captions for dozens of languages, making meetings and events more inclusive, accessible, and engaging. The Wordly platform does not require human interpreters or special equipment - making it easy and affordable to communicate across multiple languages. Wordly is used for in-person and virtual sessions by over 3 million users at 1,500+ organizations worldwide across a wide range of industries, including corporate, non-profit, government, education, and religious organizations.

For more information on Wordly, visit www.wordly.ai.

