

# Memorandum

**REPORT TO:** City Commission

**FROM:** Jeff Mihelich, City Manager  
Mike Maas, City Clerk

**SUBJECT:** Authorize the City Manager to Sign Amendment 1 to the Granicus Service Agreement with Granicus, LLC for \$26,000 to Provide Close Captioning Services for 200 Hours of City Meetings

**MEETING DATE:** December 22, 2020

**AGENDA ITEM TYPE:** Agreement - Vendor/Contract

**RECOMMENDATION:** Approve the amendment.

**STRATEGIC PLAN:** 1.1 Outreach: Continue to strengthen and innovate in how we deliver information to the community and our partners.

**BACKGROUND:** On February 25, 2019, the City of Bozeman entered into a service agreement with Granicus, LLC for the City's new agenda software and web-streaming service. The service launched with the December 14, 2020 Zoning Commission Meeting. Given the increase in online streaming viewership as a result of the COVID-19 pandemic, the City Clerk's Office inquired about closed captioning services to increase accessibility. After researching different service options, it was determined that the live closed captioning offered by Granicus, LLC was optimal. Their service provides a 98% accuracy readability rating and allows for captions to be included in archival recordings of meetings, subsequent rebroadcasts, and consolidates services within the existing platform.

The City Clerk's Office estimates a minimum of 200 hours of meetings to be captioned in 2021. These meetings include the City Commission, the Zoning Commission, the Planning Board, the Parking Commission, the Recreation and Parks Advisory Board, and the Community Affordable Housing Advisory Board.

**UNRESOLVED ISSUES:** None

**ALTERNATIVES:** As directed by the Commission.

**FISCAL EFFECTS:** Captioning service prices are based on an anticipated number of hours of meetings and available as an on-call service. The pricing structure is tiered based on contracted annual hours. The total annual cost for these services amounts to \$26,000; services in excess of 200 hours will be balance billed at

the rate of \$130 per hour.

The City Manager has approved this project for use of City Operation Local COVID Relief money. The City Clerk's Office budget would not be able to provide these services without the additional funds made available to City Operations from CARES Act reimbursements as authorized by [Resolution 5230](#) on November 24, 2020.

Attachments:

[Granicus Close Captioning Quote Final Bozeman MT 12.14.2020.pdf](#)

Report compiled on: December 14, 2020